**1- Good Client – Request via email to arrange a phone call back for communicating with the client**

Subject: Request - Andreas Andreou – House [one word] – Limassol

If you see too mnay links they will put just - Property -

Dear [Client's Name],

We hope this email finds you well. We would like to confirm the receipt of your request for the subject property:

[Link]

To ensure efficient communication and personalized service, we kindly request a phone call.

Please let us know your preferred date and time for a phone call. To make scheduling easier, it would be helpful if you could provide two time/date options that work best for you.

We look forward to speaking with you and assisting you further in finding the right property.

**2- Good Client – request via whatsapp**

Dear [Client's Name],

We hope this message finds you well. We would like to confirm the receipt of your request for the subject property.

To ensure efficient communication and personalized service, we kindly request a phone call.

Please let us know your preferred date and time for a phone call. To make scheduling easier, it would be helpful if you could provide two time/date options that work best for you.

We look forward to speaking with you and assisting you further in finding the right property.

[Link]

**Phone call necessary addition on good client messages above. So if client ask our agent to speak only via emai… then if the agent ask Sophia for this scenario.. Sophia will send this: [short]**

Please note that as a standard practice, we exclusively handle requests through phone communication. Regrettably, if it is not feasible for you to proceed with a phone call, we won't be able to facilitate your request at this time.

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**3- Valuation Quote – Fee**

Subject: Valuation Quote – Andreas Andreou

Dear [Client's Name],

We hope this email finds you well. We are pleased to provide you with a quote for the valuation of your property.

Our valuation reports are accredited by the professional bodies of the Royal Institution of Chartered Surveyors (RICS) and the Cyprus Scientific and Technical Chamber (ETEK), reflecting our commitment to maintaining the highest standards of quality and professionalism.

To ensure accurate and reliable results, our valuation reports are delivered by two experienced valuers who conduct a thorough review, providing an added layer of quality control.

As requested, our valuation fee for your property is [€500 Plus VAT]. We believe our services provide excellent value for the level of expertise and professionalism we offer.

For your reference, you can view an example of our valuation report by clicking on the following link:

<https://www.zyprus.com/sites/all/themes/zyprus/files/Property_Valuation_Sample_Cyprus_RICS_ETEK.pdf>

Please note that our valuation report will be detailed and will provide you with valuable insights into the current market value of your property. Our team is always available to discuss any questions or concerns you may have regarding the valuation process or the valuation report.

If you have any further questions or would like to proceed with our services, please do not hesitate to contact us. We would be delighted to assist you with your valuation needs.

Thank you for considering our services.

**4- Valuation Request - Received – we want to speak with the client on the phone and take the interest further.. to arrange a call back. we send an email to arrange phone communication. (request call but for valuation)**

Dear [Client's Name],

We hope this email finds you well.

We wanted to reach out and let you know that we have received your valuation request, and we appreciate you taking the time to submit it.

In order to better assist you, we would like to schedule a call at your convenience. During this call, we can discuss your requirements and provide you with more information on our valuation services.

Please let us know your preferred date and time for a phone call. To make scheduling easier, it would be helpful if you could provide two time/date options that work best for you.

Thank you again for considering our services, and we look forward to speaking with you soon.

**5- Client is insisting and he is not providing his phone number / phone communication on his plane/generic request [long]**

Dear [Client's Name],

I hope this message finds you well. I wanted to inform you about our property consultation process.

To ensure we can best assist you, we require your phone number for assigning a property consultant to your request. Our consultants initiate communication over the phone with all inquiries and potential clients, allowing us to deliver tailored assistance promptly. For that reason, also, our system mandates the inclusion of a complete phone number when submitting requests via our website.

Should providing a phone number pose any inconvenience, please know that we respect your decision. Regrettably, we won't be able to proceed with your request at this time if the necessary contact information is not provided.

Thank you for your understanding and for considering our services. We look forward to speaking with you soon and assisting you with your property search.

**5- To send options to client: (unsatisfied client) AS I…(the main way.. unless otherwise instructed by the agent - is a client we spoke. We couldn’t close him. We couldn’t find a property for him. And he considering as good one and it is stil in the records of the subject agent who was facilitating at that time. And this subject agents wants to speak with the client send him the below message for example after 1 month to see if he is still looking etc. to follow up for UNSATISFIED CLIENT. [ if message requested links on the bottom] – a property that might be interesting for him appeared on the market. For example he was looking for a house detached in agios athanasios Limassol 4 bedrooms for 1m. at that time we didn’t have anything or we showed some and there was not interest. Now after 1 month we have a property or more properties that seems to be suitable for him. so this email is for the purpose of kindly following up but also introducing the subject properties.**

Dear [Client's Name],

I hope this email finds you well. I wanted to follow up with you and see if you are still in the market for a property in [Limassol]. I have some new property options that may fit your requirements, and I would be happy to share them with you.

Here are the properties:

[Property 1]: [LINK]

[Property 2]: [LINK]

Please let me know if any of these properties catch your attention or if there are any updates to your property preferences or budget. If, however, you are no longer in the market for a property, please let me know so that I can update my records and avoid sending you any unnecessary emails. Your satisfaction is important to me.

Thank you for your time, and I look forward to hearing back from you soon.

**6- \*\*Our agents they might tell Sophia, I want an email for such kind of follow up to see if the client is still on the look.. but I don’t have any options to send and I want to send him an email to I can ask him if he still looking or he changed his requirements so I CAN START LOOKING FOR HIM FOR OPTIONS. (see below no. 12)**

**Same. To send options (more than one) to client: but as we instead of I. (less used. Only if agent say WE specifically)**

Dear [Client's Name],

We hope this email finds you well. We wanted to follow up with you and see if you are still in the market for a property in [location]. We have some new property options that may fit your requirements, and we would be happy to share them with you.

Here are the properties:

Property 1: [LINK]

Property 2: [LINK]

Please let us know if any of these properties catch your attention or if there are any updates to your property preferences or budget. If, however, you are no longer in the market for a property, please let us know so that we can update our records and avoid sending you any unnecessary emails. Your satisfaction is important to us.

Thank you for your time, and we look forward to hearing back from you soon.

**7- send option to client: (1/One property) I…**

Dear [Client's Name],

I hope this email finds you well. I wanted to follow up with you and see if you are still in the market for a plot in Geroskipou. I have a new property option that may fit your requirements, and I would be happy to share it with you.

Here it is:[just the link no need to numbering things. This info is for Sophia]

https://www.zyprus.com/land/30110/residential-land-in-geroskipou-paphos

Please let me know if the above property catches your attention or if there are any updates to your property preferences or budget. If, however, you are no longer in the market for a property, please let me know so that I can update my records and avoid sending you any unnecessary emails. Your satisfaction is important to me.

Thank you for your time, and I look forward to hearing back from you soon.

8-**BUYERS TO CONFIRM A VIEWING. IN SIMPLE Email Wording. Viewing Introduction: when agents ask Sophia for a message that potential buyers will declare to them that they confirm that the subject property has been introduced/drawn to their attention by him (our agent) as layer of protection to aovid going behind our back in cases our agent feels the subject client is not so reliable. OR FOR EXAMPLE Sophia mou I want a message to tell a BUYER to send me an email to confirm a viewing.**

I am writing to confirm that the estate agency CSC ZYPRUS PROPERTY GROUP LTD has introduced me the below property: [he needs to add the link in our website. The client need to do it. But in that case Sohpia will ask our agent to provide the link so it can send the whole message to our agent in full. So then our agent would need to copy paste this message to him (the client/buyer) and ask him to send it to her back to her email for example.. and then our agent will have an example of the below link to her email]

Example: our agent will receive this from the client’s email..

I am writing to confirm that the estate agency CSC ZYPRUS PROPERTY GROUP LTD has introduced me the below property: <https://www.zyprus.com/property/39672/3-bedrooms-house-semi-detached-house-in-tala-paphos>

**9-No Options available – Low budget in relation to the preferences. This is an email our agents will send to their clients they handle privately. They will be asked from Sophia to prepare a message or email to say to the client that adjustments are required or to say low budget I want an email to say this to the client..**

Subject: Adjustments required – Andreas Andreou

Dear [Client's Name / Andreas Andreou],

We hope this email finds you well. We appreciate your interest in our real estate services and your recent property request. However, we regret to inform you that based on your budget, preferences and areas of interest, we currently do not have any suitable options available.

While we currently do not have any options within your budget and preferences, we would like to leave the door open for further opportunities. If you are willing to adjust your budget, preferences or areas of interest, we would be happy to explore other potential options with you.

Thank you for your understanding, and we are looking forward to your reply.

**10-Client is looking in Different and many Regions within 1 Region/City (this is more common on case where our agents handle privatetly the client. And they find out that during the discussion with them. For example the client wants to view in from Ypsonas all the way to Pareklisia or to any are of Limassol the area is not relevant at all. Or from Peyia to Anarita.. In such extreme cases we mean.. we prefer clients to have a basic idea of what they want and be more ‘’mature’’ clients.. more mature ready to buy..**

Subject: Adjustments required for areas of interest – Andreas Andreou

Dear [Client's Name Andreas Andreou = potential buyer],

We hope this email finds you well. We appreciate your interest in our estate agency and your request to view properties in different areas in [Limassol].

However, we regret to inform you that your request to view properties in multiple areas is not feasible due to the resources and time required for such extensive coverage.

To optimize the search process, we kindly request your assistance in narrowing down your property search to fewer areas. As you may know, [Limassol] offers a wide range of diverse neighborhoods and locations. By narrowing down your search, we can ensure that we are fully focused on finding the most suitable options for you.

If you are open to adjusting your request to fewer areas, please let us know and we will be more than happy to assist you further. If, however, this is not possible, we regretfully won't be able to facilitate your request at this time.

We appreciate your understanding and we remain committed to providing you with the best possible service within our operational capabilities.

We look forward to hearing from you and assisting you with your property search.

11-**Time wasters – Politely to avoid facilitating their request**

Subject: Thank you for your request - Andreas Andreou

Dear [Client's Name Andreas Andreou potential buyer],

We hope this email finds you well. Thank you for your inquiry with our estate agency.

Due to our current workload and commitments, along with the high volume of requests we are currently receiving, we regret to inform you that we are unable to fully accommodate your request at this time. We apologize for any inconvenience this may cause.

Please know that we value your interest in our services, and we sincerely wish you good luck and all the best in your property search. We would be happy to assist you in the future when our workload allows.

Thank you for your understanding.

**NO.12 you still looking for a property? (an email/msg agents send independently to their clients to follow up manually. So here Sophia will be asked to create an email or message for a follow up or to ask client if they still looking for a property..?**

**Subject:** Following up on your Property Search – Andreas Andreou

Dear [Client’s Name This woul need to be given by the agent to Sophia],

I trust this email [message] finds you well.

I wanted to touch base to see if you’re still actively searching for a property, or if you’ve already found one that suits your needs.

If you’re still looking, I would greatly appreciate any updates or changes to your preferences. This will help me refine the search and present you with options that are most relevant to you.

If you’ve already found a property, kindly let me know so I can update my records and avoid sending unnecessary emails.

Please remember that I’m here to assist you every step of the way. If you have any questions or need any support, don’t hesitate to reach out.

Thank you for your time and feedback — it is greatly appreciated.

**13-No Cooperation with other Agents – kind way**

Dear [Estate Agent's Name],

Thank you for your cooperation inquiry. We genuinely appreciate your interest in establishing a working relationship.

At this time, however, our focus is exclusively on serving direct clients, and due to our current business priorities, we cannot take on cooperative ventures.

Should our circumstances change in the future, we will gladly keep your contact information on file for potential collaboration.

Thank you for your understanding, and we wish you continued success in all your endeavors within the industry.