



Buyer's Agent Service Overview

Overview

Building on our strong foundations in New South Wales, across Newcastle, Lake Macquarie and the Hunter, Presence Property Concierge is expanding nationally, with growing coverage across Victoria and Queensland.

We exclusively represent property buyers, sourcing, evaluating, negotiating and securing properties on your behalf, including opportunities that never reach the public market.

Sellers have benefited from professional representation for decades. We bring that same standard of representation to your side of the table, providing greater market access, independent due diligence and experienced negotiation.

Our clients purchase from the broader market. We do not represent buyers purchasing Presence-listed properties through this service.

Who This Is For

- Investors building a portfolio, who see property as a tool for wealth creation
- Owner-occupiers upsizing, rightsizing or relocating to the region
- First home buyers who want the process explained, not rushed
- Interstate and overseas investors who need boots on the ground
- Developers sourcing sites, with feasibility and product mix input
- Buyers who have already found a property and want due diligence and negotiation handled

Why Presence

- 21+ years across real estate, property sales, investment and property services, since 2005
- 5,000+ transactions across Newcastle, Lake Macquarie, Maitland and the Hunter
- 300,000 contacts in our property database, including 50,000+ owners with known intentions
- 210,000+ properties in our regional research database
- Three-time Australian REB Principal of the Year and winner of Sales Office of the Year
- Founder Mark Kentwell has been researching buyer's agency models since 2011 and has personally transacted approximately \$60 million of real estate



For Investors: 'The Double Up Plan'

Most buyers agents find you a property. We look for a property that can be improved to create additional equity or yield, then help you recycle that equity into the next acquisition.

Depending on the property and what you qualify for, that can include:

- Properties with strong growth potential
- Adding a granny flat or other secondary dwelling
- Renovations and improvements that lift value and rental income
- Compliant development opportunities, including fast-track approvals and DAs where appropriate
- Block splits and other development strategies
- Recycling newly created equity into further acquisitions

The objective is a portfolio, not a one-off purchase. We call clients who build this way property pie makers.

For Owner-Occupiers

Whether you are upsizing, rightsizing or relocating to the region, we help you buy the home you actually want, not the best of what happens to be available, at what it is worth, not what the selling agent has decided to ask.

- Upsizers: more room, the right school zone, the right street
- Rightsizers: less upkeep without giving up location or lifestyle
- Relocators: suburb intelligence and inspections on your behalf
- First home buyers: every step explained, not rushed

Every decision is backed by comparable sales, building reports and an honest view on price.

How We Find Properties

Direct owner approach. If a property matching your brief exists but has never been listed, we approach that owner directly from our database. True off-market, not a head start on a portal listing.

Pre-market and sub-surface stock. Softly marketed listings, smaller agencies, and campaigns not yet public, surfaced through direct agent relationships and AI-enabled search.



On-market with representation. Any listing, any agency, with due diligence, offer strategy and negotiation managed for you.

What We Are Responsible For

- Brief definition and market strategy
- Sourcing across all three channels
- Independent due diligence: title, zoning, building reports, comparables
- Cash flow, yield and risk assessment for investment purchases
- Subdivision and secondary dwelling feasibility where the block allows
- Negotiation and auction bidding
- Coordination through finance, exchange and settlement

The Process

1. Strategy and Brief

A free 15 to 25 minute call. We tell you whether the brief is fillable and what the realistic price range looks like. If we proceed, your brief becomes our brief.

2. Search and Access

All three channels activate at once. You receive a curated shortlist, not everything that vaguely matches.

3. Due Diligence and Shortlist

The work is done before a property reaches you: title and zoning checks, building reports, comparable sales, subdivision potential, and an honest view on price.

4. Negotiation and Settlement

We negotiate or bid, then stay with you through finance, inspections, exchange and settlement.

What You Receive

- Written property brief and search parameters
- Curated shortlists with reasoning
- Comparable sales analysis per property
- Cash flow and yield modelling (investment purchases)
- Suburb reports: growth drivers, lifestyle and amenity, vacancy and rental data



- Inspection summaries for properties you cannot attend
- Risk mapping and a property comparison matrix
- Full due diligence file at exchange

Four Written Guarantees

Provided in writing before you engage.

7-Day Go / No-Go. Exit within the first seven days for a \$550 administration fee if the brief is not fillable or we are not the right fit.

180-Day Performance. If we have not presented two properties matching your brief within 180 days, we credit back 50% of your fee and keep working with no further retainer.

Agent Swap-Out. Not clicking with your agent? We swap you to another team member at no cost.

Concierge Loyalty Voucher. 25% off your next engagement, valid three years from settlement.

After Settlement

Support continues beyond the keys: pre-settlement inspections, solicitor liaison, finance coordination through our broking partner, property manager introduction, secondary dwelling guidance, and an annual portfolio review to identify your next acquisition window.

Buy, sell, invest, manage, develop. One team holding the full picture of your position, so the next move is not a fresh start.