

Useful Contact Numbers

Assisted Voluntary Sale (AVS)

pepper|advantage

INDEPENDENT ADVICE

Citizens Advice

Free practical information via the phone or face to face with a trained counsellor on a range of topics including housing, benefits, debt and legal issues.

Citizens Information

Phone Service: 0818 074 000

Monday to Friday: 9am to 8pm

Mortgage Arrears Information Helpline: 0761 07 4050

Monday to Friday: 9.30am to 5pm

Or by visiting your local Citizens Information Centre

Citizens Advice Mortgage Arrears

If you are in mortgage arrears or you are worried about mortgage arrears, you can contact

Helpline: 0761 07 4050

Monday to Friday: 9.30am to 5pm

The Money Advice & Budgeting Service (MABS)

National, free, confidential and independent service for people in debt or in danger of getting into debt.

You can contact

MABS at www.mabs.ie

Or call their helpline on: 0818 072 000

Monday to Friday: 9am to 8pm

Local Authority Housing Authority

Contact your local Housing Authority for further information on your housing needs

AND WHAT IT MEANS...

- Support, guidance and advice in selling your property
- Assistance in appointing a Solicitor to act on your behalf
- Assistance in appointing an Auctioneer
- Financial assistance with:
 - Your Auctioneer's fees
 - Your Legal fees
 - Your Relocation Costs
- Negotiation of any shortfall after the sale of your Property
- Avoid Court proceedings
- Private & Confidential

We will communicate with you every step of the way

pepper|advantage

Pepper Asset Servicing

4310 Atlantic Avenue

Westpark Business Campus

Shannon, Co. Clare



Pepper Assisted Voluntary Sale

and what it means for you

Call us today

0818 818 181

We are available

Monday-Friday 9am-5pm

www.pepper-advantage.ie

Why the AVS scheme may be right for you...

Benefit from support and advice

Our dedicated AVS team will help and advise you throughout the process of selling your property. They will keep in contact with you, so we are able to closely monitor the process, and work with your appointed Auctioneer and Solicitor to resolve any problems.

Remain in your home until it is sold

Not only is repossession a stressful experience, but you will have to leave your home on a designated date set by the court. With the AVS Scheme you can remain in your property until the day the sale completes - this means you have more time to find alternative accommodation and can rest-assured that your property is always secure.

Achieve the best selling price

If your property is repossessed, it could stand empty for a significant period of time - this will generally have a negative impact on the market value. It is always advisable to remain in your property to ensure you get the best price possible. By achieving the best selling price, this will allow you to achieve a more favorable solution in relation to any shortfall remaining on your mortgage account.

It is important to remember

There are conditions and timelines you must agree to, and keep, to make sure you can participate and remain in the AVS scheme. Our dedicated AVS team will monitor the progress of the sale of your property at all times and all key decisions including the sale price and any remaining shortfall must be agreed by us before proceeding.

It is crucial you understand, that if you fail to meet any of these conditions you can be removed from the scheme at any time and we may take further action against you - which could result in the repossession of your home.

The AVS process

Assessment of your circumstances

Our team will review your Standard Financial Statement with you.

Return Authority Form

You agree to participate in the AVS Scheme, abide by its conditions, and authorise Pepper to appoint an Auctioneer to manage the sale of the property.

Our Team

Once we have received your signed Authority Form, we will instruct an Auctioneer in your area to act on your behalf. Our dedicated AVS team will assist you and manage the sale of the property with you.

Market appraisal

At least two local estate agents will be instructed to undertake market appraisals of the property. These will be used to set the initial asking price. It is important you co-operate fully during this time and allow access to the property when needed.

Set sale price

A marketing price and a lowest recommended selling price will be agreed between you and us before your property is placed on the market. Please note, that if you cannot agree a realistic sale price you will unfortunately be removed from the AVS Scheme.

Property on the market

During this time it is important that you allow reasonable access to your property for viewings, and consider all offers that are close to the asking price.

Sale agreed

When you receive a reasonable offer on your property, we need you to agree that price with us, and we need to approve any remaining shortfall before you may accept the offer. You will need to instruct your appointed Solicitor to act on your behalf for the sale. Once the price and any shortfall has been agreed and your property is in the sale process, you must maintain regular contact with the Solicitor and return all the required forms and identification.

Sale completed

Completion of the sale should take place within 8 weeks of acceptance of the offer. We will review progress of the sale on a regular basis with both your Auctioneer and Solicitor. Auctioneer and Solicitor's costs associated with the sale will be paid from the sale proceeds, subject to prior agreement with Pepper.

Relocation assistance

Depending on your personal circumstances, Pepper will provide a financial package to assist you in your relocation needs.

Shortfall repayment

As well as tailoring a solution to address your mortgage arrears, any shortfall arrangement we may make with you will be based on your personal circumstances.

During the whole AVS process all parties assisting in the sale of the property will try to maintain contact with you to make sure you have all the information you need on the progress of the sale- so it is important you provide us with accurate and up-to-date contact details.

