



Your Trusted Partner in Construction and Engineering Services

ABN: 95 675 980 999

Website: www.kiyogroup.com.au

? Frequently Asked Questions

Everything You Need to Know About Working with a Buyer's Agent

1. What is a buyer's agent and how are they different from a selling agent?

A buyer's agent represents **you, the buyer**, throughout the property purchasing process. Unlike selling agents who work for the vendor, we work exclusively in your best interest — to help you buy the right property at the right price, with full due diligence and zero pressure.

2. How do buyer's agents get paid?

We are paid directly by you — not the seller or agent. Our fee structure is simple and transparent: a fixed fee or percentage-based commission, depending on the service package you choose.

3. Do you receive any commission from developers or selling agents?

No — and that's important. We are **completely independent** and do **not** take commissions or incentives from any selling party. This ensures our advice is 100% unbiased and solely focused on helping you.

4. How do you find properties?

We use a mix of:

- On-market listings
- Off-market and pre-market opportunities
- Industry networks
- Direct agent relationships

This means you'll have access to more properties — often before the general public sees them.



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5. What types of clients do you work with?

We work with:

- First home buyers
 - Investors (including SMSF and interstate buyers)
 - Families upgrading or relocating
 - Time-poor professionals
- Whether you're buying your first home or building a portfolio, we're here to help.

6. What is your process from start to finish?

Our 6-step process ensures a smooth, stress-free experience:

1. Discovery call
2. Buyer brief and strategy
3. Property search and shortlist
4. Inspections and due diligence
5. Negotiation and offer
6. Support through to settlement

7. How long does the buying process take?

Most of our clients purchase within **4 to 8 weeks**, depending on their brief and market conditions. Our proactive approach and market access allow us to move quickly without compromising quality.

8. How much do your services cost?

We offer tailored packages to suit different needs:

- Fixed fee services
 - Tiered full-service options
- All pricing is discussed upfront — no hidden fees, no surprises.



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9. Are you licensed and insured?

Absolutely. We are fully licensed and insured in NSW and operate under strict compliance with industry regulations. You're in safe, professional hands.

10. Why should I use a buyer's agent instead of doing it myself?

Buying property can be overwhelming — from inspections to negotiations and due diligence. We save you time, remove the stress, and help you avoid expensive mistakes. Our goal is to protect your interests and help you buy smarter.