Table of contents

80

Glossary

PAGE	UNIT TITLE	TOPICS	USEFUL LANGUAGE AND SKILLS
5	Location, location, location	Types of property Location factors Choosing the right location Urban planning	Describing locations Saying where things are
13	Contacting the people you need	Professions in the real estate business Job descriptions Investment profiles	Telephoning Making sentences more polite Writing emails
23	Viewing the property	The property and its features Market reports Measurements Sales particulars	Describing property Locating rooms Saying numbers and measurements
32	Financing property	Valuation methods Analysing financial strength Lending and borrowing Indicative term sheet Green finance	Interviewing a client Reading numbers and formulas The language of loans
41	Buying, letting and selling	The sales transaction process Letter of intent (LOI) Tenancy agreements Purchase agreements	The language of contracts Negotiating Expressing conditions
51	6 Managing the property	Property and asset management Repair and maintenance Service charge statements Tenant relations	Presenting your company Taking messages Talking about defects
PAGE	APPENDIX		
60 62 64	Test yourself! Partner files Partner A Partner files Partner B		
66 71 76	Answer key Transcripts A-Z word list		