

Client Connect

Client Connect is an internal research team and call centre based at Place HQ, and is available for hire by Place Agents or offices. The team can contact all or some of your REX database based on direction from you with a view to generating new appraisal leads for you.

The Client Connect team is a group of young and motivated professionals. They have residential sales experience, a sales certificate, are studying valuation, or are aspiring to a career in real estate.

How does it work?

Agents generally have a wealth of contact records in their database for owners and buyers. Nurturing those contacts and prospecting to them is a huge source of leads but Agents rarely have the time to contact them consistently. This is where the Client Connect team can help you.

Agents can directly engage the Client Connect team by following a few simple steps:

Enquire – reach out to clientconnect@eplace.com.au to express your interest and ask any questions you may have

Confirm – once you are happy to proceed, give the go-ahead to get the ball rolling

Brief – agree on your objectives, script, timeframe and budget

Data Prep – make sure your REX data is clean and ready to use by the team

Kick-off – once all the above are completed the team can start making calls!

Reporting – the team will keep you informed on how it is going and will send any leads in real time

If your data is ready to go, all you need to do is download the contact details of owners and buyers of the suburb/suburbs that you would like to be contacted.

The 'do not call' contacts are clearly marked in REX so these should be excluded from the supplied list. Property ownership details should also be included along with any call notes from previous calls.

Our team then calls about 25 contacts per hour (this includes reading any notes, researching the property, and recording all call results).

The results for each call are logged and any confirmed appraisal leads (kerbside or face-to-face) are sent directly to the Agent daily via Email or REX.

What are the Costs?

The service cost is \$44/hr plus GST and is billed weekly based on use to the Agent from Place HQ.

Does it work?

Just ask the Agents that use us! Many are repeat customers, and you can start with as little as a few hundred contacts for very little expense as a test.

Matt O'Neill from Place Graceville has now used the service four times and the results have been outstanding:



Reach out to the Client Connect team via clientconnect@eplace.com.au if you have any questions at all.