

# What my Clients say ...

## **NICK HILL** | September 2019 | Principal

Michael has been the major sponsor of Belmont Intermediate for the past three years. In that time, he has sponsored consecutive school shows and been the naming rights sponsor for our Orienteering fundraiser which is held in Term 4. Michael has also willingly given up his time to lead the development of our annual 'Blokes Night' which has been a very successful community event. Michael's leadership and organisational skills have been instrumental in making this a reality for the school and community at large.

Michael's sponsorship of the school also enabled us to upgrade our rugby jerseys, socks and shorts for all our players in 2016. Without his financial support this project would not have been completed. I have also valued Michael's willingness to get involved in the life of the school. He has coached a hockey team for the second consecutive year and is extremely positive and encouraging of all the students.

On a personal note I have enjoyed getting to know Michael and his family over the past three years. He puts others first, is community-minded and is very genuine and authentic in his approach. I consider Michael to be a friend and someone who has had a significant impact on our school and its students.



Belmont Intermediate School

*Leading Excellence in Intermediate School Education*

## **GRANT TAYLOR** | Hauraki | September 2019 | Purchaser

Recently Michael was our realtor and helped us with the purchase of our new home in Norman Rd, Hauraki. Over the course of more than a month prior to purchase Michael showed us every home in our price range (and a couple that were of interest that we could have stretched too if required). Michael was very proactive and patient as we went through the process to understand the market and the value of the homes we could select. Often we needed to see houses after work and in the evenings and private viewings had to be arranged. At all times my wife, Rebecca, and I felt Michael was working with us, we were in it together and we could not be happier with our purchase at auction just a few weeks ago. Tactics were discussed and we got the result. It is with great confidence and pleasure that I can recommend Michael to anyone looking for an agent who knows the market and is prepared to go the extra mile for his clients.

## **RON KNIGHT** | Orewa | August 2019 | Vendor

The real estate market has changed significantly in the last 12 months. Michael consistently delivered a high level of commitment and dedication at every stage of our sale process, achieving a pleasing result for us. Michael works closely with purchasers and showed determination and creativity in securing a pleasing result in a difficult market. Three years ago Michael Swarbrick also represented us in the marketing and sale by Auction of our property in Belmont. Michael went above and beyond with purchaser enquiry in all regards, during the Belmont sale, especially with a Council requirement we as vendors had the opportunity to amend prior to Auction. Our property sold under the hammer achieving a remarkable price. Michael Swarbrick's has the hallmark of a winner. His professional dedication and commitment during the marketing and recent sale of our property at Kensington Park in Orewa was paramount. Thank you sincerely Michael for representing and reassuring us in a challenging market especially achieving for the successful result you did.

## **EMMA & CHRIS HAY** | Bayswater | May 2019 | Purchaser

We worked with Michael on the purchase of our home. We had a specific wishlist and discussed with Michael what we were looking for in our next home. Michael listened, was proactive and kept in touch about potential properties. Michael has an expert understanding of the local market and found us the perfect property. He went the extra mile although he wasn't the listing agent for the property we purchased. The negotiation was complex, but Michael's skill ensured the process went smoothly. He worked hard and his expertise helped us secure our dream home. Michael is professional, knowledgeable and has high integrity. He kept us fully informed through all stages of the process and gave us sound advice with no pressure. We have no hesitation in recommending Michael.

## **CONRAD & NICHOLA MURRAY** | Devonport | December 2018 | Vendor

When we were wanting to sell our house, we had plenty of real estate agents lobbying for the listing – all saying they would go the extra mile – including Michael. When we asked him what he meant by that there was a short silence, and then he said he was very experienced, was good at what he did, and was passionate about ensuring he provided a professional service for his customers. Here's a few of the good and/or extra things Michael did for us. He:

- Recommended we marketed the fourth bedroom as a study, so he gave us his own desk from his home to use;
- Ensured we focused on the right things to do to our property to get it ready to market, and explained where to invest wisely but not over-capitalise;
- Arranged a feature article in the Herald Homes;



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- Made sure the house stayed tidy (including looking after our two cats) for Open Homes when we were away a weekend - so that we could take a break and not worry;
- Was very diligent and considerate at keeping us up to date during the property marketing and sale processes; and
- Kept calm (and kept us calm) through a process that invariably becomes stressful.

These are just a few of the things that jumped out at us. I'm sure there's more. Put simply: "Recommended and would ask Michael to be our agent again".

## **JAN HILDER** | Manly | October 2018 | Vendor

Selling your house is nerve wracking because it is not an every day event and it is such an important asset. Michael took the time to consider the best marketing approach for my property, calmly took me through the process, kept me well informed and achieved a good outcome.

## **VASSO & PAUL** | Belmont | October 2018 | Vendor

When we first met you at a neighbour's open home we found you to be a warm, friendly and thoughtful real estate agent with excellent local knowledge. Knowing that we were going to put our Belmont property on the market in the coming months, we decided instantly that you were the agent for us. The video you came up with was innovative and your authentic approach came across throughout the campaign. You kept in touch with us and treated us valued customers throughout – you were sincere and not pushy or 'salesy' – you cared. You sold our property in what some are saying is a challenging market. You always said to trust in the process – you were right and we are so glad we did! To future customers on the North Shore of Auckland, speak to Michael Swarbrick first, he cares about you and your property, and he gets results! He really is your real estate partner day in, day out.

## **KATHERYN MENTOR** | Takapuna | August 2018 | Vendor

Thanks Michael! What a great job you did on marketing our house. The numbers you had coming through was impressive. We loved your systems and communication. You made what can be a very stressful situation, relaxed and productive. Would be happy to recommend you.

## **CHRISTINE WESTON** | Devonport | August 2018 | Vendor

Michael was so helpful and managed to sell my house in record time! I would highly recommend dealing with Michael if you are selling or even buying. He will go the extra mile for you and seemed very upfront and honest. 5 stars!

## **KEITH & CHRISTINE BROCKBANK** | Belmont | August 2018 | Vendor

Michael was proactive from the outset of this extended sales programme. Positive when the process stalled, and always there for queries. We have found him to be the correct professional, and have asked him to find our next purchase.

## **LIZA & STAVROS VIZIRGIANAKIS** | Milford | July 2018 | Vendor

Michael is the consummate professional. Michael sold our house within 10 days. From the moment we engaged Michael he focussed on one thing. The best outcome! Michael is passionate to deliver the end result and goes above and beyond. He listens carefully and in doing so equips himself with the details it takes. We have found Michael to be outstanding in thoroughness, covering every detail it takes to execute on the sale; doing what he says; and most importantly being a trusted advisor.

## **CHRIS & LEAH GODDARD** | Takapuna | July 2018 | Vendor & Purchaser

We met Michael through bidding on a house that he was selling. He was incredibly helpful, including coming to our house before the auction to talk us through the process as it would be the first auction we would bid at. We ending up winning, using the strategy he had recommended. It was an obvious move to then ask him to act for us selling our current house. Michael is incredibly hard working and accessible – by phone, email, text and meetings. He helped us every step of the way towards getting the result we wanted in terms of a sale of our property. He has a professional yet calm manner, with a great knowledge of the market, all of which appeals to buyers. Buying and selling a house isn't the easiest thing to do – but Michael certainly helped considerably in making it as straightforward as possible. We were very pleased with him, and with Harcourts, and would highly recommend Michael.

## **JUDY HAMILTON** | Milford | May 2018 | Vendor

I would like to record my appreciation of the time and effort you put into the process of selling 1 Wairau Road. The outcome was exciting and nicely exceeded my expectations! Your professionalism and attention to detail is outstanding, and I wish you well for the future. You, and Tim, combined to present an outstanding campaign over the past month culminating in yesterday's exciting afternoon!

## **PAUL & DENISE SPITTLE** | Takapuna | January 2018 | Vendor

We first met Michael when we purchased a property through the auction process after open home viewings. He dealt with all our enquiries swiftly and professionally. His relaxed but informative style gave us confidence to use him to sell our property when the time was right. We were overseas for part of the campaign and Michael went the extra mile by keeping an eye on the property keeping it secure and aired. He listened to any concerns and always delivered a thoughtful response. Michael has our respect and trust and we would not hesitate to use him again in the future. Thank you Michael.



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**DENE SAUNDERS | Belmont | January 2018 | Vendor**

First impressions are lasting impressions and this was the foundation for the successful promotion and sale of my Auckland home with Harcourts. I met Michael by way of a referral when evaluating marketing options available for my home. My initial impression was of someone with real commitment, energy and passion for the profession he was in. These attributes were consistently demonstrated throughout our contract. Michael was positive, engaging and he connected quickly on the key qualities of my home that were both important to me and of value to potential purchasers. Michael kept me well informed of feedback and insights throughout the marketing campaign and he went well beyond what I expected of him; for example, willingly helping coordinate onsite services to support the pre-marketing of my home. The overall experience was beyond my expectations. I was selling my Auckland home while living in Wellington. I was confident however, that Michael was acting in my best interests locally to deliver the right outcome for me and ultimately the new home owner.

**NICOLA & MARK ELRICK | Belmont | January 2018 | Vendor**

I feel the need to tell everyone what a fabulous experience working with Rosie Houghton & Michael Swarbrick. Right from our first point of contact both my husband & I felt very comfortable & encouraged by their professionalism & yet ease of manner. Not once were we pressured or stressed out about making decisions. We were given choices & felt in control of decisions. It's a really fine balance & these two have nailed it. This was the best house selling experience of our lives & we'll never forget it. Thank you very much Rosie & Michael.

**ANDY & JANE | Milford | November 2017 | Purchaser**

Michael has extremely good local knowledge and is easy to work with as a buyer – I would imagine even easier as a vendor given you would spend more time with him. The biggest difference next to other real estate agents I've dealt with over the years is that he isn't pushy on the figures, 'what the market says' and doesn't 'crunch you' or pressurise you into any decision – he just gives you the facts, calmly and then totally stands by you when you've made your decision. I would not hesitate in recommending him to anyone considering selling. And if you're buying, give him a brief and he'll hunt high and low for the right property.

**DMITRY & NATALIA | Moroz | August 2017 | Vendor**

Michael Swarbrick was the best agent we have ever met. Marketing was excellent, and he got the property sold for the price far beyond our expectation. We would recommend Michael to anyone looking at selling their home.

**SPIKE WU | August 2017 | Purchaser**

Michael is awesome! Wonderful experience to purchasing the house. He is always there when you need him.

**ANDREW LIU | August 2017 | Vendor & Purchaser**

Michael is a patient and intelligent agent that we are highly recommended in the North Shore area. We first meet him in an open home while we were looking for selling current house and upgrading. And he pro-actively helping us to find the right property and also helped us to sell the previous house so that we can have sufficient fund to upgrade to a bigger one. The sale and purchase process is extremely exhausting and challenging, and Michael coped very well and had remarkable results. Right strategies have been implemented then we have enough time to sell the previous house and also able to meet the settlement deadline of the new property. Also in the auction negotiation process of our new house, Michael acts as our buyer agent stepped up in a right time to influence the process and achieved good results that both parties were happy, and reached a deal to the auction date. If you need to buy and sell, definitely put down Michael as short listed agent. He won't let you down.

**KATHY & ANDREW VOSS | August 2017 | Vendor**

On behalf of Andrew and I, we would like to thank you for assisting us in the sale of our home after 14 years occupancy. For us this was not an easy process, but your sense of humour, and caring attitude got us through to a successful result. We were delighted with your ideas and the way you were constantly thinking of doing things differently. Your enthusiasm and positivity kept us grounded. You never gave up and always believed we would achieve the right outcome, which we did! Your left field thinking around our brand new home was quite inspirational. We are excited about the prospect of moving to a completely new suburb on the shore, which was a thought we had previously discounted. As we have said on many occasions, we started this process as strangers but feel we have become friends during this journey. We look forward to catching up soon.

**ANNA DRIFILL | February 2017 | Purchaser**

Well what a fantastic afternoon today! Lauren is so rapt and we are all still on a post auction high! After much Moet Champagne! Thanks again for all your help and support Michael – I would recommend you to any of my friends or clients buying or selling.

**JUSTIN & YVONNE KNIGHT | February 2017 | Vendor**

Sold! What a great result! Michael was great to deal with throughout the entire journey. He was knowledgeable and offered good advice but understood that selling a home is a very personal process and was accommodating to make sure it felt right for us. He had an easy going nature that made us feel comfortable and would appeal to buyers too. I have no doubt, Michael helped us get the best price for our home.

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## **BOB & SHEREE GENTIL** | February 2017 | Vendor

After sitting down with half a dozen real estate agents regarding the sale of our property there was one clear winner. We were impressed with not just Michael's laid back attitude but also his well thought out and presented plan of attack. I'd observed him in action at an open home I visited a few weeks earlier and had liked his confident no pressure approach. Once contracted he made himself readily available for meetings and not just listened too but responded to my numerous thoughts and ramblings regarding the sale. He involved us in every step of the process and kept us well informed right throughout the 5 week campaign, tweaking and refining along the way. Not surprisingly our house sold for a great price in a peaking market. I live by the mantra 'whatever you do ... do well' and like to surround myself with like-minded people. Michael Swarbrick fits nicely into that mix. I have no problem with agreeing to the buy-line on Michael's own marketing ....If you are looking for a Real Estate Specialist who will work for you first and foremost, then look no further.

## **JENNY MELHUIH** | August 2016 | Vendor

Recently I was fortunate to acquire the services of Michael Swarbrick from Harcourts Takapuna to promote my property. He kindly adhered to my request of no advertising and still managed to find a buyer in less than two weeks. I have no hesitation in recommending Michael in every way, who's patience and integrity are without question.

## **CARL & ANGELA DE JONG** | August 2016 | Vendor

"We engaged Michael to sell our Auckland investment property and from the outset the process was conducted in a highly professional and open manner. As we are based in Europe we had the additional challenge of managing a ten-hour time difference, despite this Michael ensured we were kept fully informed throughout the process and worked around our schedule to ensure we had a face time call once a week to review progress. As is always the case, we encountered a few challenges along the way which could have become stressful but in every instance Michael found a very pragmatic solution. We felt from the beginning that Michael gave us very practical and thorough guidance to manage our expectations on what we could expect to achieve in terms of a sales price which we very much appreciated. Michael's highly professional and energetic efforts in marketing the property actually help us to achieve a sales price that exceeded our expectations by quite a wide margin. He diligently followed up on leads with potential buyers and worked well with the Auctioneer to maximise the outcome on auction day. This was a highly positive experience and in our opinion, comes down to the professionalism of the agent involved. We take great delight in recommending Michael's highly professional services in selling our property."  
[Based in Amsterdam, The Netherlands]

## **MARY & RON KNIGHT** | July 2016 | Vendor

Michael Swarbrick recently marketed and sold our property by Auction achieving an outstanding result. Michael's professionalism, sincerity and attention to detail in all regards contributed hugely to this superb result. Without question Michael Swarbrick will represent us in all further Real Estate dealings. Michael's point of difference extends beyond the qualified expectation of a Real Estate Agent!

## **DAVID** | June 2016 | Purchaser

In such a volatile property market it was very reassuring to meet an agent like Michael, his professionalism and honesty really stood out. Many agents lacked credibility and gave us the feeling that they would do and say anything to get a sale, Michael however was much more respectful, communicated his opinions to us on a peer level rather than giving us sales rhetoric. I'd have no hesitation in recommending Michael in either buying or selling capacity.

## **GARETH & NICOLA TERRY** | June 2016 | Purchaser

Michael is friendly, engaged, and thoughtful, and has been extremely helpful in our search for a new home. He quickly understood the things we were after, and showed us a number of places that helped us make sense of the things that were non-negotiable for us. His steady presence at auctions and introduction to options we hadn't considered was invaluable, and we would highly recommend him as an agent.



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