STREET.co.uk

Your day, made simpler with Street.co.uk:

Sales Negotiator Edition.

As a negotiator, your day moves fast - enquiries come in constantly, calendars change by the minute, and you're expected to juggle multiple conversations while keeping clients informed and deals progressing. It's easy to lose time to admin, miscommunication, or simply trying to track who said what, and when.

Street.co.uk is designed to help you work smarter - not by reinventing your role, but by removing the friction from the parts of the job that slow you down.

This guide shows how to make the most of Street.co.uk to stay organised, move transactions forward faster, and create a smoother experience for your clients.

Who this guide is for?

This guide is for sales negotiators who manage day-to-day interactions with buyers and vendors. Whether you're booking viewings, handling compliance, or progressing offers, you'll find practical ways to save time, stay on top of your workload and hit your targets.

What you'll take away.

By the end of this guide, you'll learn how Street.co.uk can help you:

- ✓ Book viewings quickly and with less effort.
- ✓ Manage conversations and client updates in one place.
- ✓ Match applicants to properties more effectively.
- ✓ Share updates with vendors and landlords automatically.
- ✓ Speed up offer and compliance workflows.
- ✓ Generate more revenue through referrals.

Your day-to-day.

You've just got into work. Your inbox is full, the phone hasn't stopped ringing, and your first task is chasing a buyer who never seems to answer your calls. There's a vendor expecting viewing feedback, mounting enquiries to respond to, and a flurry of emails asking for "a quick update."

You scribble notes between phone calls, try to decipher your colleague's calendar to avoid a double booking, and flick between Rightmove, Zoopla, your CRM, and Outlook - trying to keep track of who enquired, who you've responded to, and who's slipping through the cracks.

Sound familiar?

As a Sales Negotiator, your job is likely fast-paced, high-pressure, and far more admin-heavy than it needs to be.

Let's break it down. Let's look at what your day might look like now... and what it could look like with the right CRM.

> The Street.co.uk app is almost like a PA. It gives me all the key features of a property that I need to cover on a viewing. Street.co.uk enables us to to just get on with being an estate agent and and not get bogged down in admin.
>
> **Ross D'Aniello** | Chartwell Noble

A day in the life, *without* Street.co.uk

The day begins.

⏱ **8:45am**

Emails from buyers, WhatsApp chats with the team, a few diary changes overnight - it takes a bit of sorting before you can start anything else. You check what viewings are going ahead, chase yesterday's loose ends, and try to get a plan together for the day.

Enquiries come in, one after another.

⏱ **9:15am**

A buyer finally gets back to you about a property. You try to find a slot that works, check your team's diaries, ring the vendor, send the confirmation email. A lot of steps, just to book a viewing.

Meanwhile, ten new enquiries arrive from the portals. You fire off responses where you can, knowing you'll need to revisit them properly later. Somewhere in the chaos, a calendar doesn't get updated - and a double booking creeps in.

Matching buyers *(painfully)*.

⏱ **11:30am**

Your CRM matches some applicants to the new property, but the process is convoluted and clunky. You send a few property emails individually, hoping one lands – but the branding is out-of-date and the templates are difficult to use.

Lunch *(maybe)*.

⏱ **1:00pm**

If there's a gap, you grab something quickly.

Vendor updates.

⏱ **2:00pm**

You've promised weekly updates, and you mean to keep that up - but pulling together feedback, performance stats, and recent activity takes longer than it should.

You manage to get a couple of emails out, though they're not as detailed as you'd like. Then a vendor calls to ask for an update you haven't had time to send yet.

An offer comes in.

⏱ **2:30pm**

It's good news, but there's admin to handle: confirming with the vendor, logging the offer, starting AML checks, updating the CRM. All doable, but frustratingly time-consuming.

And that's unfortunately not all...

Pushing through the afternoon.

You start making calls - chasing feedback, following up applicants, checking in on viewing enquiries.

Some conversations are productive, others less so. The to-do list isn't getting any shorter, and there's still admin to get through. You're behind, again.

Offer progression and paperwork.

The offer's been accepted, but you're still waiting on ID from the buyer.

You send another nudge and make a note to follow up. It's another task on a long list.

Try and work out mileage expenses.

You suddenly remember you need to submit a mileage report for the viewings you did earlier in the week. You scroll through your calendar, double-check emails to confirm addresses, then open up Google Maps to work out the distances.

By the time you've added it all to a spreadsheet and emailed it to your manager, 30 minutes have passed - and you're still not sure if you got it all right.

Feedback chasing continues.

You call a buyer for feedback on a recent viewing. No answer. You've already tried once today. You'll try again tomorrow. Vendors want updates - and you're doing your best to get them.

Still going...

You've handled viewings, enquiries, offers, admin, compliance and updates... but there's always more. It's not that you're not on top of things – it's that the tools just don't make it easy to stay there.

Logging off, *finally.*

Another day done, though it doesn't feel finished. You leave the office, knowing the enquiries, emails and voicemails will all continue piling up overnight, ready for you to tackle tomorrow.

A day in the life, *with* Street.co.uk

☀ A calm start *(yes, really)*.   🕐 8:45am

You log in and check your Recent Activity Feed in Street.co.uk, no need to wade through endless emails. Everything's synced: who chased what, who booked that last viewing, and which applicants are heating up. A few @Mentions later, and handovers are sorted. Your calendar is already synced, your availability is set, and you're not frantically juggling voicemails.

Thanks to **Email Syncing** and **Twilio** Integration, every call and message is tracked, whether it was you or your colleague who spoke to that buyer last, you've got full visibility without having to ask.

✉ Handling enquiries.   🕐 9:15am

While you're reviewing some high-priority leads, a few viewing confirmations pop up, pre-qualified and booked online overnight via **Street.co.uk's Online Booking System**, and one's even booked a valuation of their own home too. No back-and-forth, no diary conflicts, and it's all synced automatically.

You spend time adding real value instead, checking which buyers match which listings using **PerfectMatch** and sharing properties they'll want to view.

👤 Sales admin, minus the admin.   🕐 11:00am

One buyer is ready to offer. Street.co.uk prompts them to upload ID, AML, and proof of funds directly through the Client App. You send the full offer pack to the vendor without chasing or collecting documents manually.

✓ Instant matching and quick wins.   🕐 11:30am

You follow up on yesterday's viewings with just a few clicks by using **Street.co.uk's Bulk Actions feature**. Buyers get personalised messages, and their feedback starts rolling in without you having to chase.

☀ Lunch *(actual break)*   🕐 1:00pm

You take a well-earned break. No missed calls or back-to-back emails demanding your attention. Your vendors are all up-to-date on their sale, and your buyers know exactly which tasks they still need to complete in the Client App.

> The time saving efficiencies don't stop there...

Vendor updates that impress.

Instead of pulling together a report manually, you quickly generate each vendor's **Listing Performance Report** in Street.co.uk.

With a few clicks, and your personal recommendations, it's sent directly to their inbox, complete with portal views, email sends, opens and clicks, as well as pricing and viewing feedback.

Offers coming in, no bottlenecks.

🕐 2:30pm

Another offer just came in, and the buyer's documents are already uploaded via the Client App Workflow. AML and ID Checks? Done. Mortgage? Sorted.

You don't have to chase or explain what's missing, they've been guided through the process. Now you can get it over to the vendor quickly, with everything in place.

Referrals & extra revenue, *no extra work*.

🕐 3:30pm

You've spotted an opportunity for a mortgage referral. With just a few clicks in Street.co.uk it's off to your preferred partner. The buyer gets what they need, and you've generated revenue without even picking up the phone.

Mileage report done, in just a few clicks.

🕐 4:30pm

You remember you haven't submitted a mileage report for your viewings earlier in the week. No problem, you just check the mileage calculator in the Street.co.uk Agent App, and submit it to your manager. Done, in just a few taps.

Wrap up, actually on time.

🕐 5:30pm

You log off knowing nothing's fallen through the cracks. Every lead has been followed up, every vendor updated, and viewings are booked for tomorrow, some of them without you even being online.

Now we've seen just how much of an impact the right CRM can have on your day, let's delve into the specific Street.co.uk features that can help you book more viewings in less time, get properties to offer even quicker, and make the whole process smoother for everyone.

Streamlined enquiries and stress-free bookings.

We're sure you've been there - trying to lock in a viewing with a buyer who never picks up the phone, juggling calls and emails while also syncing diaries with colleagues. You're constantly chasing, updating calendars, and risking missed opportunities.

But what if you could be available for bookings 24/7 without being glued to your phone? Imagine automated enquiry responses, calendar syncing, and instant access to all communications, no matter who last spoke to the applicant.
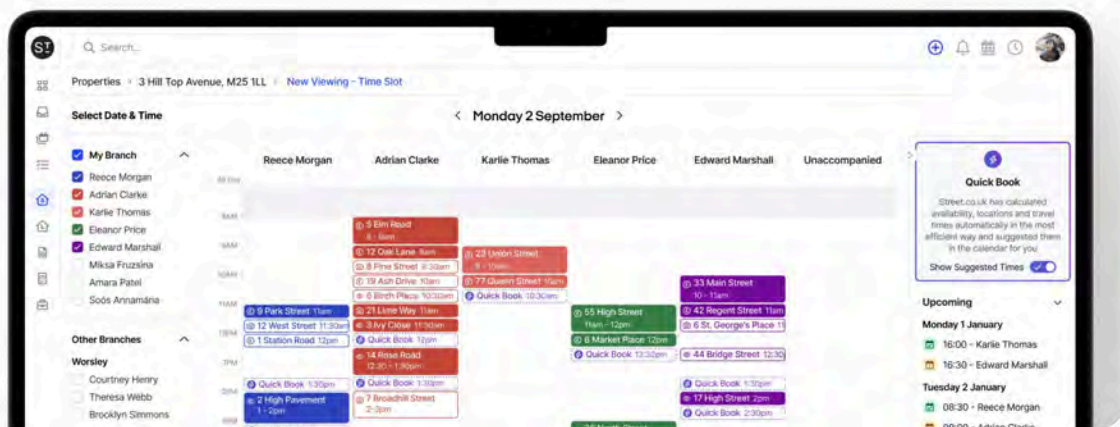
Online Booking System

Clients can instantly book appointments 24/7, with auto-confirmations and no need for back-and-forth calls. The system calculates travel times, staff roles, traffic, and vendor preferences to optimise every diary slot. No double bookings, no wasted time. Plus, it can even convert applicants into valuation leads while they book. And with customisable pre-qualifying questions, you can automatically gather key applicant details upfront, to ensure every enquiry is high quality.

With slot scoring and full calendar optimisation, this is online booking that actually works.

Enquiry Centre

Instantly categorise, assign, and respond to enquiries from Rightmove, Zoopla, and OnTheMarket, all in one place. Use bulk actions to manage multiple leads at once, send personalised email replies, and automate follow-ups to secure viewings while interest is high. With powerful tracking, team assignment, and SLA (service level agreement) reminders, it's never been easier to manage your inbox and convert more leads into business.

Email Syncing

Automatically link all email threads to the relevant applicant or property. Whether you or your colleague replied, you'll have full visibility as you can sync your email client with Street.co.uk.
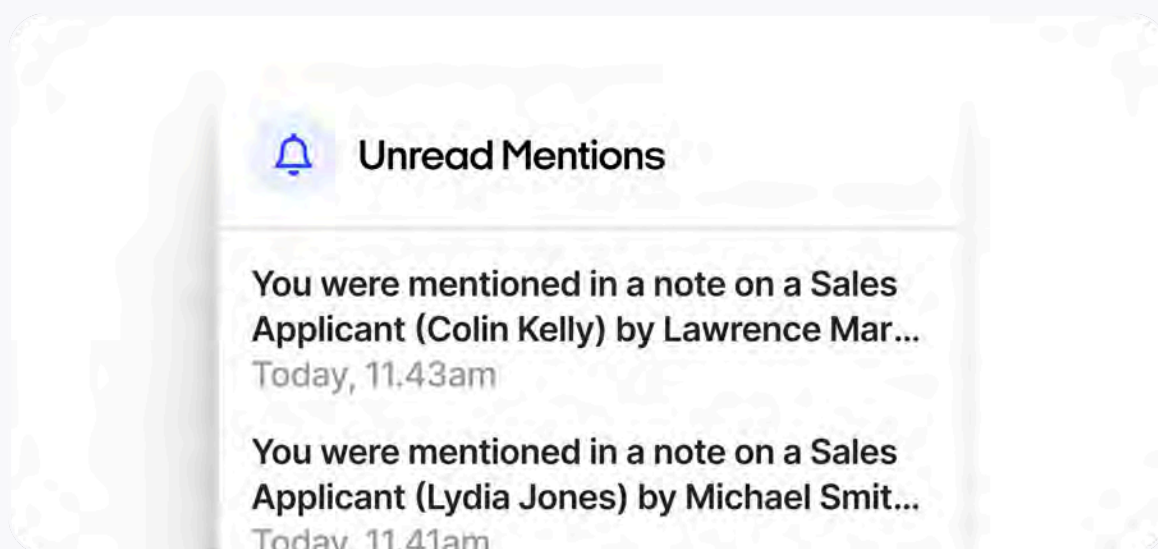
Recent Activity Feed + Mentions

Handovers between team members have never been so simple. Mention a colleague to pass the baton, and keep track of every interaction without digging through inboxes.

Twilio Integration

Make phone calls to clients in just a few clicks, without having to leave your CRM, with Twilio. Every call is logged, and you can listen back to recordings, perfect for team handovers or clarifying what was agreed.

Applicant matching and securing a sale.

So, you've lined up a perfect viewing, but it turns out the buyer didn't want a north-facing garden. Or they love the house, but hate the commute. The result? Both you, and the buyer, are left frustrated.

What if you could see which applicants match which properties instantly, nurture them automatically, and boost your viewing-to-offer conversion rate while showcasing the rest of your stock?

How Street.co.uk can help:
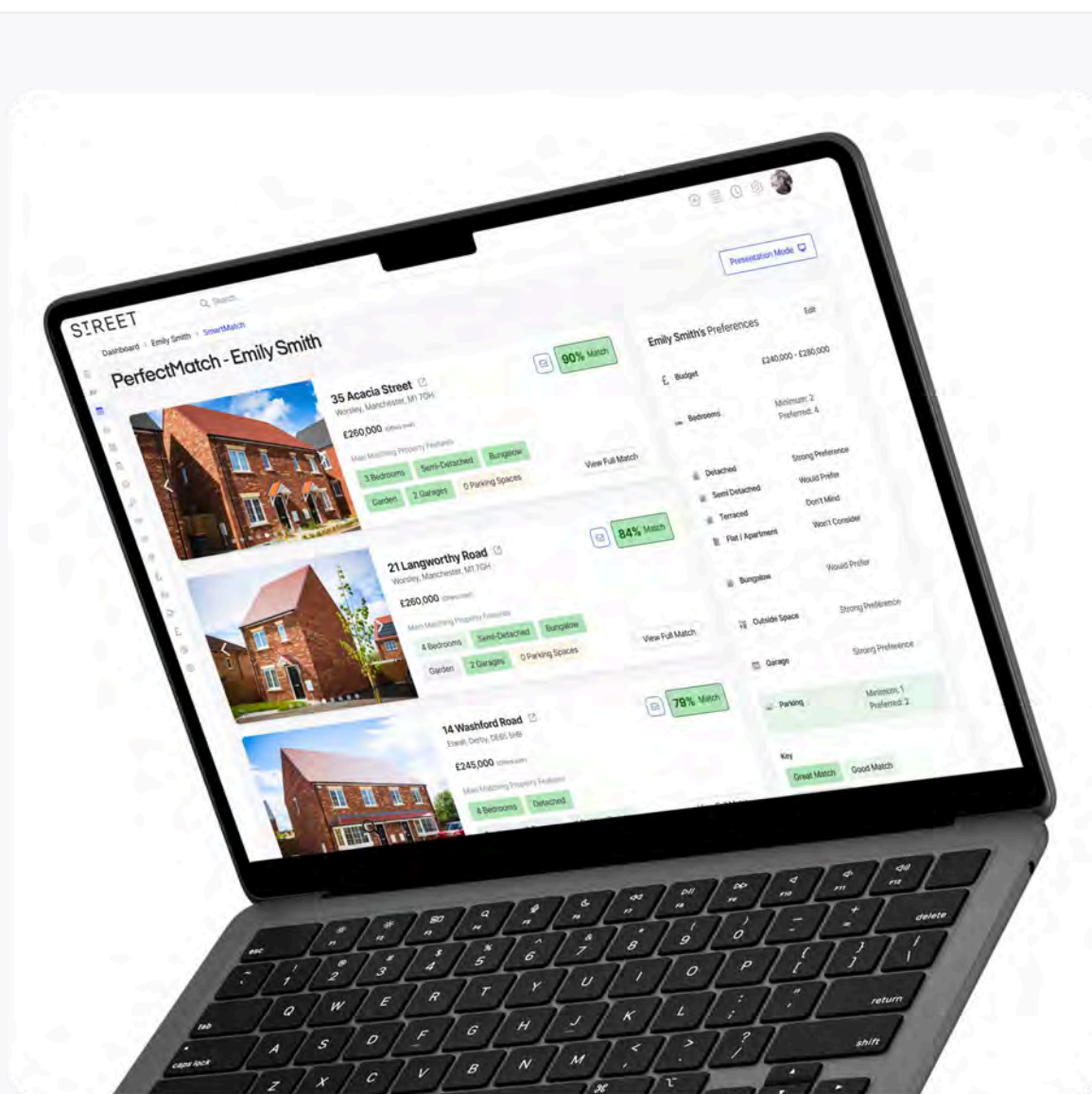
PerfectMatch with conversion insights

Save time and boost results with <u>Perfect Match</u>. Street.co.uk automatically matches applicants with suitable properties based on their criteria — no manual searching needed.

Send matched properties instantly with one click, and track email opens and clicks to see how engaged buyers are. It's a faster way to follow up, book more viewings, and convert interest into offers, all with less admin.

Keeping vendors in the loop and building great relationships.

A vendor's onboarding experience can set the tone for your relationship throughout their transaction. Sometimes, however, it can feel like a balancing act between staying compliant and gathering all the details you need, and keeping the client happy – all while providing expert recommendations on their property and how it's marketed. Not to mention, once you get vendors on board, vendor care can feel like a full-time job. Weekly reports, tracking viewing feedback, chasing for approvals, all while managing other clients. It's easy to lose track of who spoke to whom, and when.

What if you could deliver high-touch service, without the time drain? What if you could gather property information and get listing approval at the click of a button?

How Street.co.uk can help:
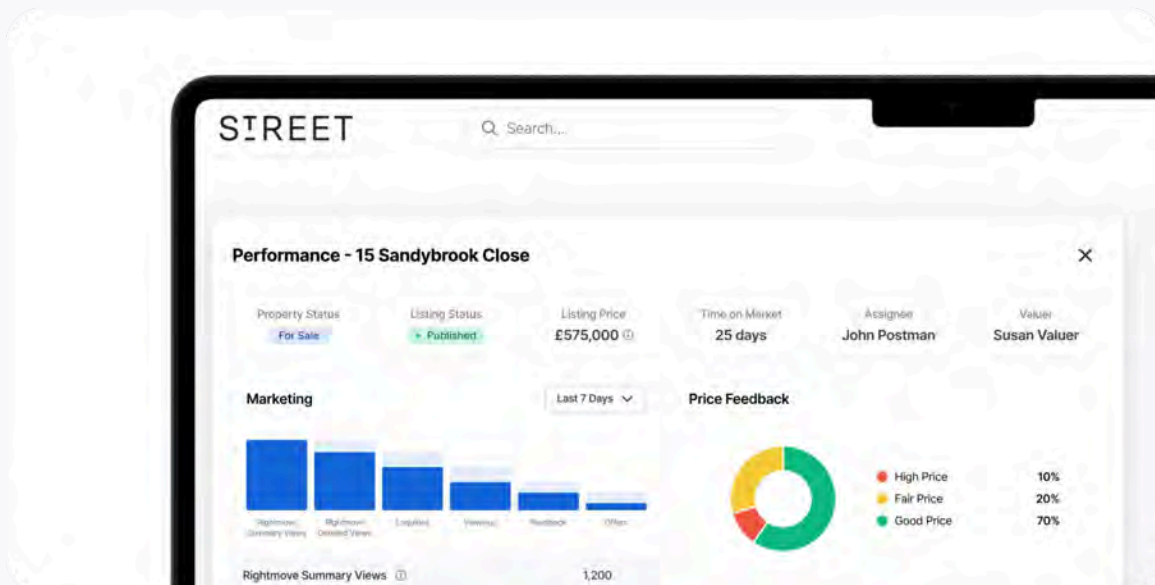
Listing Performance Reports

Give clients the updates they expect, without adding to your workload. Instantly generate beautifully designed, fully-branded reports packed with customisable data like portal stats, email sends, opens and clicks, and applicants matched.

Customise content, add personal recommendations, and send via AI-written emails in one click. Whether weekly or monthly, these reports help you demonstrate value, support pricing discussions, and keep clients in the loop, all while saving hours of admin.

Client App

From instant push notifications for viewings, to fast feedback delivery and real-time responses to buyer questions, you can build stronger relationships with vendors, without the admin burden.
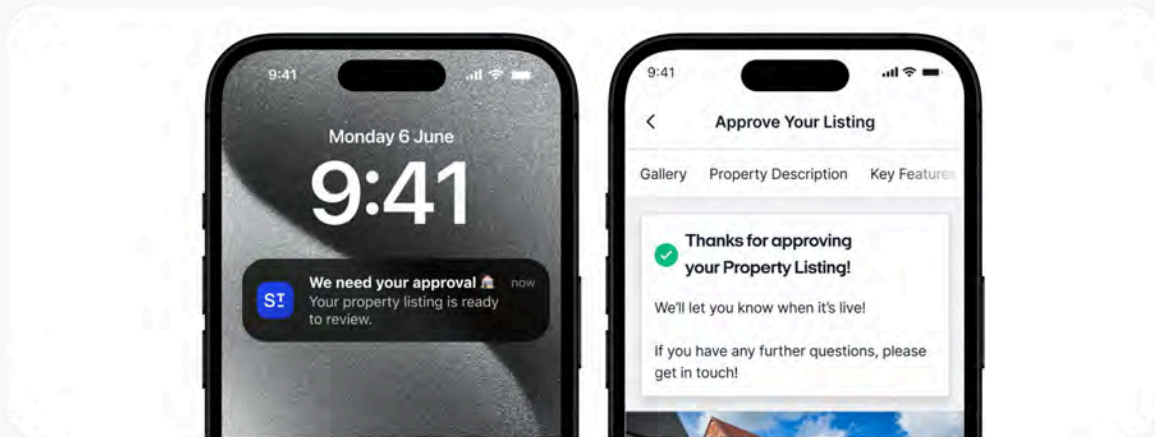
Streamlined Listing Approval

The Client App also streamlines listing approvals by allowing vendors to review and approve all from their phone – meaning you can get listings live and attracting interest even quicker.
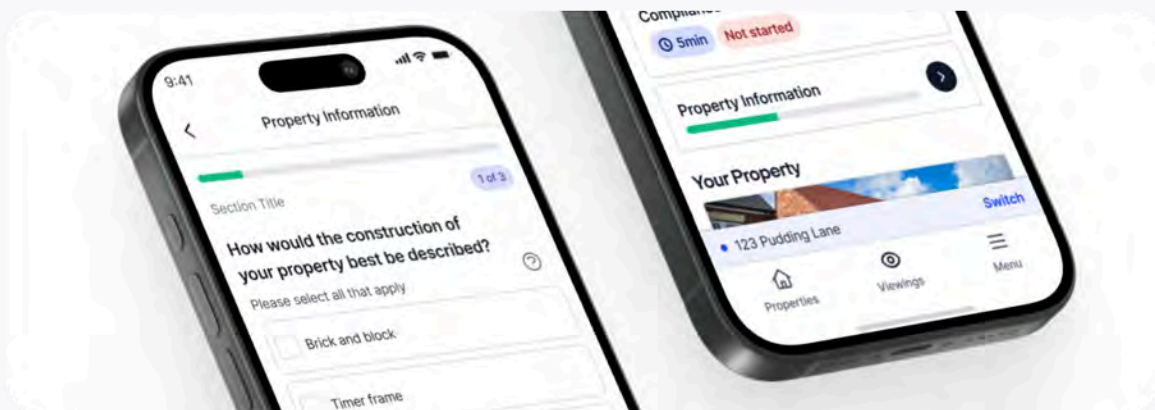
## Digital Property Information Questionnaires

With Street.co.uk, you can build completely customisable Digital PIQs, complete with Material Information Parts A, B and C, to send to your vendors via their mobile app. By gathering property information in a more modern, convenient and simple way, you can give them a more positive onboarding experience, and make sure all your listings are compliant and compelling.

Make sure buyers are ready... in just a few clicks.

Handling offers and compliance checks manually can eat up your time. From conducting AML checks, to gathering proof of funds, these tasks quickly mount up, especially for larger agencies juggling many buyers. It feels like a never-ending cycle of admin, slowing down your progress and potentially delaying offers.

Imagine being able to handle all the necessary checks and buyer readiness tasks before even receiving an offer. With everything set up in advance, you could hit the ground running as soon as an offer comes in, knowing that all the required documentation and compliance checks are already in place.
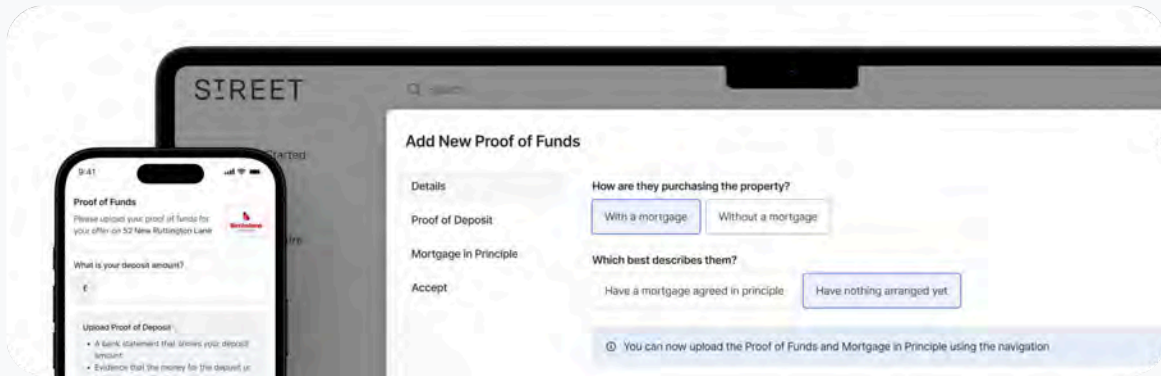
Buyer Ready Workflow

With the Buyer Ready workflow, AML checks, proof of funds, and other compliance steps are automated and integrated directly into your system. This means you can request and store all necessary documents from the buyer through the Client App, keeping everything in one place and ensuring no detail is missed.
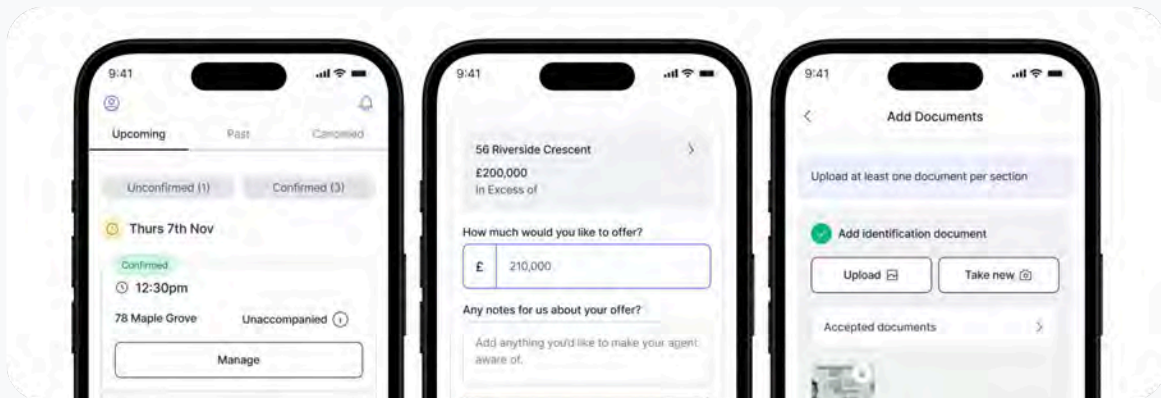
Client App

The Client App helps buyers upload documents, complete forms, and track their progress, making it easier for you to manage their readiness status. From ID verification to AML compliance, the app guides buyers through every step of the process — keeping things moving smoothly without endless follow-up calls or emails.

Transform your day with Street.co.uk.

In this guide, we've explored the challenges you face as a sales negotiator, from managing a constant stream of enquiries and booking viewings, to handling multiple offers and chasing feedback. We've also highlighted how Street.co.uk can revolutionise your working day by streamlining your processes, saving you time, and reducing admin.

With features like seamless enquiry management, automated property matching, a dedicated Client App, and a fully integrated buyer readiness workflow, Street.co.uk helps you work smarter, not harder.

Whether it's offering 24/7 online booking, tracking every communication in one place, or automating compliance checks, our platform empowers you to focus on what really matters: progressing deals, building relationships, and driving success.

Ready to see how Street.co.uk can transform your day-to-day and convert more enquiries to offers?

Streamline Your Sales Process

Schedule a demo with our expert sales team and discover how our tools can simplify your workflow, save you time, and increase your sales offers.

BOOK A DEMO