The Founding Document · No. 2

The Client *Charter*

A public declaration of the standard every Vivid Horizon client is entitled to - in every interaction, every transaction, and every chapter of their property journey with us.

TO OUR CLIENTS

You carry a life behind you and a future ahead of you. Every decision you bring to us deserves our full attention, our deepest expertise, and our unwavering honesty.

The Vivid Horizon Client Charter is our public commitment to the standard you can hold us to. These are not aspirations or marketing promises. They are active commitments - every one of them binding, every one of them renewed with every client we are privileged to serve. We invite you to know them, expect them, and call us to account when we fall short.

WHAT WE STAND FOR

You deserve an advisor who earns your trust through action - not words.

We believe the finest real estate experience is built on genuine counsel, complete transparency, and deep respect for the significance of what you are doing. Buying, selling, renting, or developing - each of these is a turning point in a life. We approach every instruction with that understanding front and centre.

OUR TEN PROMISES TO YOU

I

Your interests lead every decision we make
Our counsel is given entirely in your service. Every recommendation we make - on property, price, strategy, or timing - is grounded in what is right for you. Your outcome is the only measure of our success.

II

You receive our honest assessment, always
You deserve the full picture of every property, price, and opportunity - including the parts that require courage to share. Our job is to give you everything you need to decide well.

III

Every material fact belongs to you

Any condition, circumstance, or detail that could affect your decision is shared with you clearly and without delay. Complete disclosure is the foundation of the trust you place in us.

IV

Your decisions are made freely, at your pace

We create the space and the information you need to decide with confidence. Every offer, every timeline, every choice is yours - made on your terms, without pressure of any kind.

V

Your confidence is held with complete discretion

Everything you share with us - your finances, your circumstances, your ambitions - is treated with absolute discretion. Your private information serves only you, and is shared only with your explicit consent.

VI

You have a named contact and a guaranteed response

You will always have a dedicated point of contact at Vivid Horizon. Every call and message receives a response within one business day - and in urgent matters, we are there before you have to ask twice.

VII

You are kept informed before you need to ask

Progress, developments, and changes are proactively shared with you at every stage. You will always know exactly where things stand - because your peace of mind is part of what we deliver.

VIII

You receive the full Vivid Horizon standard, without exception

Every client receives the same depth of attention, expertise, and respect - regardless of budget, background, or experience. Excellence is our standard for everyone, always.

IX

Our fees are clear, complete, and agreed in advance

You will know exactly what you are paying, why, and when - before we begin. There are no hidden costs, no surprise charges, and no ambiguity. Transparency in fees is transparency in everything.

X

We take full responsibility for our performance

When we fall short, we acknowledge it directly, act on it immediately, and learn from it fully. Your trust is something we earn every single day - and we treat it accordingly.

"Every person who places their trust in us carries a life behind them and a future ahead of them. We are here to serve both - with everything we have."

OUR COMMITMENT

This charter is signed in the spirit in which Vivid Horizon was founded - with the conviction that real estate, practised with genuine integrity, has the power to shape lives for the better. Every member of our team knows these promises and is held to them in every interaction.

We invite every client to expect these standards fully and hold us to them without hesitation. The Client Charter is only as strong as our willingness to be accountable to it - and that willingness is unconditional, permanent, and renewed with every client we serve.

SIGNATURES



Founding Partner · Vivid Horizon

This charter is a living document, renewed with each generation of Vivid Horizon clients and stewards.