

think **yellow**,
think...

Maggie Dixon
Real Estate Ltd MREINZ
Licensed Real Estate Company (REAA2008)



First in the North Island

2010 REINZ Residential
Real Estate Agency of the Year

Maggie Dixon – Australasian Real Estate Agency
Best Practice Award 2011

maggiedixon.co.nz



‘Here at Maggie Dixon Real Estate we are constantly delighted with the feedback from our clients regarding our team, they see that our team really does care about the whole concept of personal service on which we founded the business. They see that we will help not only each other but each other’s clients with the same passion as we would our own’



Our Services

You may think the team at Maggie Dixon sell houses. And you'd be right. You may be surprised to find, however, that we also offer a number of other services; such as managing rental property listings, managing investment properties, and assisting with the purchasing of our listed properties. We even have a range of 'how-to' tips and hints to offer our clients; with everything from buying and selling tips through to a detailed look into the Whangarei property market. Here at Maggie Dixon we like to think we can offer everything a prospective property buyer or seller could wish for – and best of all, it all comes with a smile.

Think yellow, think Maggie Dixon!



Welcome to Maggie Dixon Real Estate!

Maggie Dixon Real Estate was founded by Maggie and Graham Lester in 2002 and opened officially on the 7th January 2003.

Maggie started her real estate career in Whangarei in 1980, and soon fell in love with the industry and the people. Working within Northland for such a long period of time has given Maggie an appreciation for both the community spirit of our area, and the pure beauty of the Whangarei landscapes, making it easy for her to sell local properties! Several of the Maggie Dixon Real Estate team have had more than 15 years of experience in real estate, while the company also boasts a number of new recruits, adding enthusiasm and a grasp of modern culture and technology to the mix. This eclectic blend of old and new gives Maggie Dixon Real Estate a wealth of experience to draw upon when working together with you to achieve your desired results.

Maggie was excited about the extra flexibility afforded by a smaller locally-owned and based business.

Maggie Dixon Real Estate was born from the desire to create a purely Whangarei-focused real estate agency. Maggie understands that every city has its own unique culture and people and while the larger corporate franchises are perfect for the larger cities, they can easily lose the ability to be 'local'.

Maggie was also excited about the extra flexibility afforded by a smaller locally-owned and based business. As markets change Maggie wanted to be able to change with them much faster than was possible in a franchise or corporate identity.



In 2008 Craig Kerr joined the team merging Absolute Realty Ltd with Maggie Dixon Real Estate, bringing an additional wealth of experience, a sales team and greater strength and depth to the company management in his role with Graham and Maggie.

Craig is now a Director of Maggie Dixon Real Estate, and we are very excited and enthusiastic about his role within the company.

'We love what we do, the industry, the city, the people and even the challenges that having your own business brings. We wouldn't be the 'Think Yellow' team unless we really cared!'

Our Mission Statement:

To be recognised by the people of Whangarei as the most efficient, friendly and successful real estate company in the area. We shall achieve this by:

- Developing long term relationships based on awesome service.
- Ensuring that we get the right people into our office and the hearts and minds of our clients.
- Using a small business approach to relationships, overheads and management and a big business approach to marketing strategies and financial performance.



The Maggie Dixon Difference

What is it that makes Maggie Dixon Real Estate stand out from the competition? It could be our bright yellow signage and our cheerful yellow cars, or it could be the prominent location of our office on Bank Street, but we think the true point of difference with Maggie Dixon is the unique way in which we run our day-to-day business. We implement a range of highly effective practices to ensure your experience with us is nothing short of exceptional.

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Code of Ethics

Maggie Dixon has an iron-clad code of ethics. This means that you, our client, can be assured of the following when dealing with any of our team:

We act in our client's best interests

We will be fair to all parties but shall at times act in the best interests of the party with whom we have an agency agreement: our client.

Confidentiality

We shall at all times retain and respect the confidential and privileged nature of our dealings with clients and the public at large.

Defend in public

We will always be prepared to defend our actions, services and activities in a public discussion with local property consumers, the media, clients and the local community at large.

Comply with the law

We shall at all times have an understanding of and comply with any and all legislation that pertains to any of our activities.

Comply with professional bodies

We shall at all times comply with all by-laws, rules and regulations of all professional bodies of which we are members.

Comply with business policies

We shall at all times comply with the policies, systems and procedures of our agency.

Reject uncertainty

We will not give any proposed action, service or activity the benefit of the doubt. If we are uncertain as to whether or not it complies with our Code of Ethics, we will reject it.





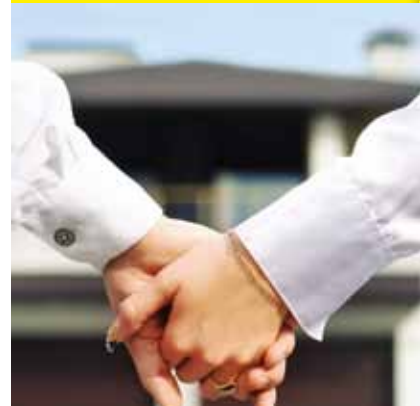
Service Guarantee

Our business is built on not just helping you achieve the results you want, but also on the enthusiasm and integrity of our company as a whole. Our focus is on ensuring you are completely satisfied with our service, and we are proud to know that our clients happily recommend our services to others. At the end of the day, it's the way we care for our clients and the results we offer that count; which is why we wholeheartedly offer you this personal guarantee:

If at any time you feel that we are not living up to our promises in full, or you feel that we are not giving 100% of what we promised you, please contact us immediately.

One of our Directors will respond personally to your complaint and work to resolve it to your complete satisfaction. If we have not been able to resolve the issue to your complete satisfaction within 48 hours of your complaint, you will have the option to cancel our agency agreement, without further obligation, regardless of the period still in the agreement.

Our focus is to ensure you are completely satisfied with the service you receive from Maggie Dixon Real Estate





Best Practice Accredited Award

Maggie Dixon Real Estate is proud to have been awarded the Best Practice Accreditation standard; an independently audited standard which is recognised throughout Australia and New Zealand. Maggie Dixon Real Estate is the first to achieve this standard in the North Island. What does this mean for you? The Best Practice Accreditation is only awarded to agencies who have a written Guarantee of Service and who provide world's best practice levels of performance in customer service, professional conduct and ethical behaviour, employee training and support, and business and financial management. This means that our clients receive the best care possible, at every step along the way. Quite simply, Maggie Dixon Real Estate is a world class operation, and we can't wait to show you why!







We Make it Easier

When it comes to moving day, no one knows better than the team at Maggie Dixon just how stressful things can become. We want to make your moving experience as hassle-free as possible, and we understand that sometimes it's the small things that count. Like a courtesy furniture removal truck for you to use on your moving day.

Just another reason to work with the 'Think Yellow' team!



Introducing the Directors of Maggie Dixon Real Estate Ltd



Maggie Dixon-Lester

Maggie started her real estate career in Whangarei in 1980 and has won many awards from the Real Estate Institute. Maggie is a people person and makes time to do what she loves best: helping people effectively market their property and finding new homes for her clients.



Graham Lester

Graham is the Managing Director, with 15 years in real estate and most of those either selling or helping Maggie as her personal assistant for a few years. Graham understands both the requirements of running a business and what salespeople need to help their clients.



Craig Kerr

A very experienced salesperson and well known to most of the industry in Whangarei, Craig comes from a teaching background and is fondly remembered by some of our staff in that role! Very successful in the sales arena, Craig is coach, mentor and support to a good number of the team.

think yellow,
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Maggie
Dixon

think... **SOLD!**

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think yellow,
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Proudly Supporting Our Community

Maggie Dixon is first and foremost a community-minded local business, and as such we feel a responsibility toward the people we work and deal with every day. We take great pleasure in supporting local groups and societies, some of whom include the following:

- North Haven Hospice
- Angels for Children Charitable Trust
- Cancer Society of New Zealand
- Arthritis New Zealand
- Bowls Northland District Umpires Association
- Whangarei Women's Bowling Club
- NZ Red Cross
- Marist Soccer Team
- IHC Whangarei
- Project Promise

Our clients advise... "Think Yellow"!

"My wife and I have had the pleasure of dealing with Maggie Dixon since purchasing our first home over fifteen years ago, her enthusiasm and professionalism in the housing market of Whangarei has proved invaluable over the years. Opening her own real-estate company along with Graham Lester has been fantastic for clients such as ourselves, who enjoy the relationship we have built over the years.

We have brought and sold three homes using Maggie, Graham and the team at Maggie Dixon Real-estate. They have worked very hard for us and have achieved outstanding results. Our last sale produced buyers on the first open home! Maggie has gone far and beyond the call of duty on several occasions.

Graham and Maggie personify passion and excellence and it shows with the results they achieve.

We would like to thank Graham, Maggie and their team"

Peter & Kathleen Hill

100% Barrells – Whangarei

"Iain and I have used Maggie Dixon a number of times and we both really like Maggie's no-nonsense style. She tells you how it is, whether you're a vendor or a purchaser. She has phenomenal skills in bringing a buyer and a seller together so that each party feels comfortable and happy, and at the end of the day you both get the result you're after. With the team at Maggie Dixon you always know where you stand, they'll work with you to reach the solutions and outcomes you're looking for."

Gemma & Iain Buchanan

Buchanan Pharmacy – Whangarei





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