FYSH

The Private Offer Tracker

A simple guide for vendors

How your private offer exchange works from your side, from inviting a buyer through to an agreed sale. Prepared for vendors using the FYSH Private Offer Tracker. No prior experience needed.

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WELCOME

Welcome

The FYSH Private Offer Tracker lets you agree a price with a buyer in a private, recorded space, one offer at a time. This short guide explains how it works from your side and what to expect at each stage.

Everything you and the buyer exchange is saved with a time and date, so there is never any confusion about who offered what, or when. When a price is agreed the record is locked and both sides can download a clean summary.

What the Private Offer Tracker is

Think of the Private Offer Tracker as a calm, private room where you and one buyer record price offers. You take it in turns. The buyer opens, you reply, they reply, and so on, until one of you accepts. Nothing is public and nothing is rushed.

> **Note.** You can run a separate private room with each interested buyer on the same property. Every room is sealed. You see them all side by side, and no buyer ever sees another.

Before you begin

A few simple things are worth knowing before you start.

- You start a session from an opened enquiry. When a buyer expresses interest and you open their enquiry, you can invite that buyer into the Private Offer Tracker.
- You can run up to three live sessions on one property at once, one per buyer. Each buyer can only be in one exchange at a time across FYSH.
- Each session stays open for a window of seven days from the last activity. Every offer resets that clock, so it only runs down when the conversation goes quiet.
- You can set a private floor for yourself, the least you are willing to accept. It is only ever visible to you.

> **Note.** Opening the buyer's enquiry spends a credit. Starting the Private Offer Tracker with that buyer costs nothing more, and closing or withdrawing a session moves no credits.

Step 1 Inviting a buyer

When you open a buyer's enquiry you can invite that buyer to privately exchange offers. They receive an email and a message in their inbox, and the room opens for them to accept. Because you invited them, the first move is theirs. The buyer makes the opening offer once they accept.

> **Note.** You can invite more than one buyer on the same property, each into their own private room, up to three live at once.

Step 2 The exchange begins

When the buyer accepts, the session becomes active and they make their opening offer. From there you take turns. You will always see the latest offer on the table and whose turn it is. You can only act when it

is your turn, so there is never any doubt about what to do next.

Step 3 Offers and counters

When it is your turn you reply with a counter, your own figure, or you accept what is on the table. You enter whatever figure you decide on. FYSH names no figure and no direction, and simply records what each side sends.

You can add a short note with any conditions that matter to you. Before your figure is sent, FYSH checks it looks sensible and gives a gentle reminder if it sits a long way from the public asking price, in case of a slip.

A simple picture of the exchange

Move	Who	Figure
Opening offer	Buyer	**£560,000**
Counter	You	**£590,000**
Counter	Buyer	**£572,000**
Counter	You	**£582,000**
Accept	You	**£582,000 agreed**

> **Note.** You cannot send two counters in a row. Waiting for the buyer to respond is normal. If you change a figure you have not yet sent, you can edit it first.

Setting a private floor

At any point you can set a private floor, the least you are willing to accept. FYSH keeps it to itself and gives you a quiet reminder as offers approach or fall below it. It is advisory only. It never sends or blocks an offer, it simply helps you hold your line.

> **Note.** The buyer sets their own private ceiling in the same way. Neither of you ever sees the other's private figure.

Pausing the conversation

Either you or the buyer can pause an active session for a short period, up to 24 hours. While it is paused the seven day clock stops, so a pause never counts against either side, and the conversation resumes where it left off.

> **Note.** Pausing does not change whose turn it is. When the exchange resumes, the same person is due to move as before.

Exchanging offers with more than one buyer

When a property is popular you may be in touch with several buyers at once. FYSH gives you a single comparison view, your live sessions on that property side by side, each showing the buyer, their current standing offer, and whose turn it is. The highest standing offer is marked.

This view is yours alone. Each buyer only ever sees their own room. No buyer knows another exists, or what anyone else has offered.

> **Note.** You can also open a full offer history across all the buyers on a property, for your own reference. It never leaves your side of the platform.

Best and final offers

When more than one buyer is in play you have an optional tool to bring things to a clean close, a best and final round. It is entirely your choice, and you use it when it suits you, for instance when the figures are where you want them and the back and forth has slowed, and you would rather draw a line than let it drift.

Opening a round freezes the current leading offer as a benchmark and starts a clock of 48 hours. Every live buyer on that property, including the one who currently holds the lead, is shown that single figure and invited to submit one best and final offer above it, or to stay as they are. When the window closes you accept the strongest offer, or none.

> **Note.** A best and final round can only be opened before you accept an offer, while two or more buyers are still live. Once you accept, the other rooms close and a round can no longer be started.

> **Note.** The only figure any buyer sees is that one benchmark, never a name and never anyone else's offer. Each best and final is sealed, and is final once sent. You are never obliged to accept it, or any offer.

> **Note.** It is not tied to your asking price. All you need is two or more live buyers and a standing offer to anchor on. Think of it as a nudge to conclude, not an auction and not a reserve.

Accepting an offer

When an offer suits you, you accept it. If a higher offer is standing in another room on the same property, FYSH warns you before you accept the lower one, so the choice is always a deliberate one.

The moment you accept, the other live rooms on that property close automatically, and each of those buyers receives a short, courteous message. Your listing moves to offer accepted.

Concluding the session

After acceptance you formally conclude the session. This locks the full record so it can never be changed, and releases the audit summary to both sides. Concluding settles the exchange, it does not change your listing further, which stays at offer accepted until you move it on.

> **Note.** Please instruct your solicitor or conveyancer once you have concluded, so the legal process can begin.

Your listing after agreement

Your listing follows a simple ladder. For sale while it is live. Offer accepted the moment you accept an offer, shown with the date it was accepted. Then, by your hand as the sale progresses, sold subject to contract when solicitors are instructed, and sold on completion.

An offer accepted listing is no longer openly for sale and does not take new enquiries, but it can still appear in search for buyers who choose to include accepted listings, so backup interest can still find you if the sale does not hold.

> **Note.** Sold subject to contract and sold are always your decision. You set them from your listings, and you can relist at any point, which returns the property to for sale.

If a sale falls through

Occasionally an agreed sale does not go ahead. If that happens, either you or the buyer can record it, and the listing returns to for sale. The closed session stays exactly as it is, and every other buyer who was interested is told the property is available again, so anyone still keen can enquire afresh and you can start a new exchange.

> **Note.** There is no penalty for a sale that falls through. Recording it honestly is the only route back to the market once an offer has been accepted.

Leaving an exchange

You or the buyer can step away from a live session at any time, whether it is invited, active or paused. There is no penalty and no cost, and giving a reason is optional. Stepping away closes that session cleanly.

Your record of the exchange

Every offer, counter, note and decision is saved with a time and date, and none of it can be altered after the event. This gives both sides a clear and fair record, and once a session is concluded the formatted summary is available to download at any time.

Quick reference

A short guide to the words you will come across.

Word	What it means
Offer	A figure a buyer proposes to pay.
Counter	A figure you propose in reply.
Standing offer	The most recent figure on the table, waiting for a reply.
Private floor	The least you are willing to accept. Seen only by you.
Best and final	An optional closing round where each live buyer submits one sealed final offer above the leading figure.

Benchmark	The single leading figure shown to buyers during a best and final round.
Accept	Agreeing to a figure, which settles the price and closes the other rooms.
Offer accepted	Your listing state once an offer is agreed, before conveyancing.
Sold subject to contract	A conveyancing state you set once solicitors are instructed.
Sold	A conveyancing state you set on completion.
Concluded	The point where the record is locked and the audit summary is released.
Relist	Returning a listing to for sale, by hand or after a fall through.

A few tips

- Decide your comfortable floor before you start, and set it as your private figure.
- With several buyers, use the comparison view, and call a best and final only when it suits you, before you accept.
- Reply in good time so momentum holds.
- Once agreed, conclude promptly, instruct your solicitor, and move the listing on as the sale progresses.

This guide is for general information and does not form part of any contract. FYSH does not provide legal advice. Please take independent advice from your solicitor or conveyancer.

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