

# Keeping buyers on the right track

BY MATT MALEY

BUYING a house has traditionally been a timely exercise, but a revolutionary online resource is set to speed up the legal process; and it's available to Southland home buyers and sellers.

KeyTrack is the brainchild of Auckland solicitor Richard Galbraith who, through conveyance work in Pakuranga, realised that advances in communication could work as an advantage in the legal process of the property market.

"When you're handling these transactions there's a whole list of people who want to know what's going on," Mr Galbraith said.

"At the end of the last decade, the whole access to the internet was starting to explode, and I realised that some of the data was data that clients should have access to rather than constantly playing phone tag, usually on a busy Friday afternoon."

Mr Galbraith came up with KeyTrack, which allows vendors or purchasers of property to follow their property deal online.

"I took the bull by the horns and thought, at worst, it will give my own firm a point of difference in the market."

Rather than having to call your lawyer to see the status of your property deal it is contained in

an online property report called a Transaction Status Report (TSR).

It can be viewed online 24 hours a day, 7 days a week and clients and their agents can add their own notes which are emailed back to the law firm (or any other interested parties) so the TSR can be utilised by all interested parties to ensure efficient communications.

When the agreement is declared "unconditional", the client and agent will receive email updates and SMS text alerts giving time, at the earliest possible opportunity, to organise the necessary matters required to be completed prior to settlement of your property transaction (signing of loan agreements, organising insurance and removal vans).

Clients and their agent will also receive an email update and SMS text alert when their deal settles, including notification that keys can be collected if you are buying, or handed over if you are selling a property.

It also works for multiple property transactions, and the TSR is stored indefinitely for clients to access (free of charge) at any time in the future.

"We're not trying to replace what's already there, it's just a new means of communication."



**A text away:** Cruickshank Pryde partner John Pringle finalises a property deal using the revolutionary KeyTrack software created by Auckland solicitor Richard Galbraith.

Mr Galbraith said KeyTrack was now available nationwide from Kerikeri to Invercargill, including local firm Cruickshank Pryde.

"Because I'm based in Auckland it's taken off a bit more, but we do have a presence in the South Island and we're hoping to get more in there."

Cruickshank Pryde partner Murray Little said the firm was very pleased with KeyTrack as it would develop well in the future.

"All the future homeowners are the kids of today and the only way they really communicate is by text message or email.

"It's very convenient for us."