

Agents & caretakers

List on behalf of owners with a clear letter of authority, and keep every enquiry and viewing under control.

 8 steps

 About 12 minutes

WHAT YOU'LL NEED

- An Agent or Caretaker profile
- A Level 3 account to publish
- A signed letter of authority or power of attorney from each owner
- The owner's title documents

BY THE END YOU'LL HAVE

- ✓ Listings clearly labelled as agent- or caretaker-managed
- ✓ A badge that reflects both title and authority
- ✓ Efficient handling of many chats and viewings

1

STEP 1 OF 8

Set up the right profile

Choose Agent or Caretaker when you register, or add it later under Account → Profile.

- ✓ An agency should register as **A company**, so buyers see your trading name on every listing.
- ✓ The person who owns the account completes NIN, BVN and liveness. Accountability stays with a real, named individual.

The screenshot shows the 'Create your account' page on the Bricks & Click website. The page has a dark sidebar on the left with the Bricks & Click logo and the text 'Real estate with receipts.' Below this, there are two sections: 'Verified listings' (Title documents checked by our team before you visit.) and 'Private by design' (Exact addresses unlock only after a confirmed viewing.). The main content area is white and contains the following elements:

- Navigation bar: Bricks & Click logo, links for Buy, Rent, List a property, How verification works, a search icon, Sign in, and a Get started button.
- Header: 'Create your account' with a link 'Already registered? Sign in'.
- Section: 'I'm signing up as' with two buttons: 'An individual' (highlighted with a red border) and 'A company'.
- Section: 'What do you need? Pick all that apply' with a grid of role buttons:
 - Buyer: I want to buy a property
 - Tenant: I'm looking to rent
 - Seller: I'm selling property
 - Landlord: I rent out property
 - Agent: I list on behalf of owners (highlighted with a red box)
 - Caretaker: I manage a property for its owner (highlighted with a red box)
 - Developer: I develop and sell estates
- Form fields: 'First name *' and 'Last name *' with input boxes.

Tick Agent or Caretaker (or both).

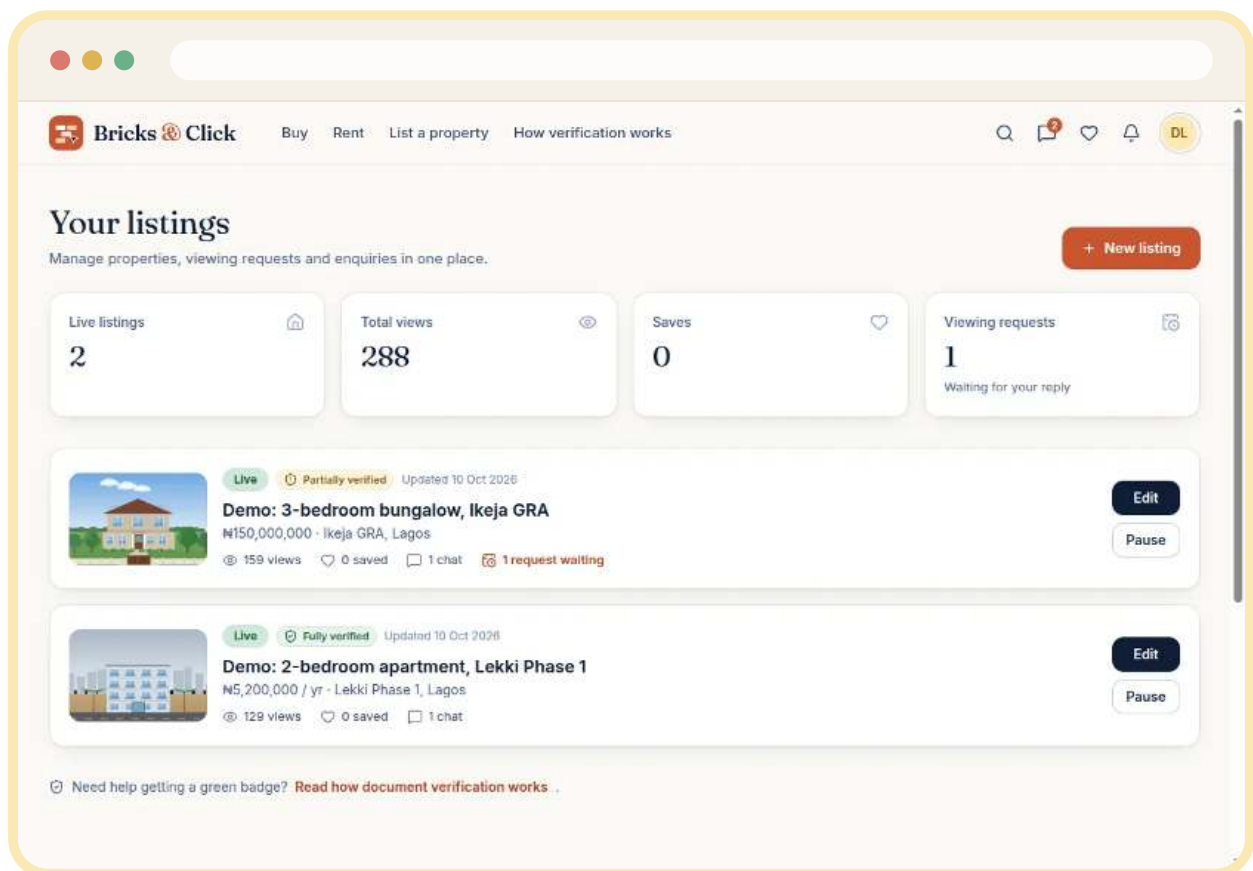
2

STEP 2 OF 8

How your listings are labelled

Your listings are shown as agent- or caretaker-managed, which builds trust with buyers.

- ✓ The cards and the listing page show **Listed by** with your name, your role and your level.
- ✓ That honesty matters: buyers know who they are talking to and can check you are verified.



Your listings, with status and activity.

3

STEP 3 OF 8

Add the letter of authority

For agents and caretakers, a **letter of authority or power of attorney** is an essential document.

- ✓ Create the listing as usual and open step 5, **Documents**.
- ✓ Upload the owner's proof of ownership (or title documents for a sale) **and** the signed letter of authority.
- ✓ Our verifiers check that the owner named on the title matches the person who signed your letter.
- ✓ Until the letter is verified your badge cannot be green, even if every title document is.



CAREFUL

Never list a property you are not authorised to list. Listings that mislead are suspended and the account can be closed.

The screenshot shows a web browser window with the 'Bricks & Click' logo and navigation links: Buy, Rent, List a property, and How verification works. The main heading is 'Bright 2-bedroom flat in Yaba tech district'. On the left, a sidebar lists steps: Basics, Details, Location, Photos & 3D, Documents (highlighted with a dark blue bar and the number 5), Viewings, and Review & publish. The main content area is titled 'Documents' and includes an information box stating: 'Documents earn your verified badge. Upload clear scans or photos (PDF, JPG or PNG, up to 15 MB). Our team verifies them, usually within one working day. Buyers see which documents are verified, but only ID-verified buyers with a confirmed viewing can open copies. You can publish now and add documents later — the badge turns **green** when every essential document is verified.' Below this, a progress bar shows '0 of 5 essential documents verified' with a 'Not yet verified' status. A list of documents to be uploaded is provided, each with an 'Upload' button: Certificate of Occupancy (C of O), Deed of Assignment, Registered survey plan, Governor's Consent, and Building / planning approval.

For agent listings, the letter of authority appears as an essential document.

4

STEP 4 OF 8

Build the listing properly

The editor is the same as for owners. Take a little extra care with accuracy.

- ✓ Use real photos of the actual property. Do not reuse photos from another listing.
- ✓ Keep your title and description free of phone numbers and links.
- ✓ Set viewing windows that your team can really honour.

The screenshot shows the 'Bricks & Click' listing editor interface. The top navigation bar includes the logo and links for 'Buy', 'Rent', 'List a property', and 'How verification works'. On the right, there are icons for search, chat, heart, bell, and a user profile 'DL'. A left sidebar contains a vertical list of steps: 1 Basics (selected), 2 Details, 3 Location, 4 Photos & 3D, 5 Documents, 6 Viewings, and 7 Review & publish. The main content area is titled 'Basics' and contains the following fields:

- Is it for sale or to rent?**: Two buttons, 'For sale' (highlighted with a red border) and 'To rent'.
- Property type**: A row of buttons: 'House', 'Apartment' (highlighted with a dark background), 'Penthouse', 'Land', 'Commercial building', and 'Office'.
- More specifically (optional)**: A text input field with a placeholder dash.
- Listing title ***: A text input field containing 'Bright 2-bedroom flat in Yaba tech district'. Below it is a small note: '43/160 - e.g. "Spacious 4-bedroom duplex with BQ in Lekki Phase 1". No phone numbers, e-mails or street addresses.'
- Asking price (N) ***: A text input field containing 'N 68,000,000'.
- Price is negotiable**: A toggle switch, currently turned off. Below it is a note: 'Buyers see a small "Negotiable" tag.'

Seven steps, saved as you go.

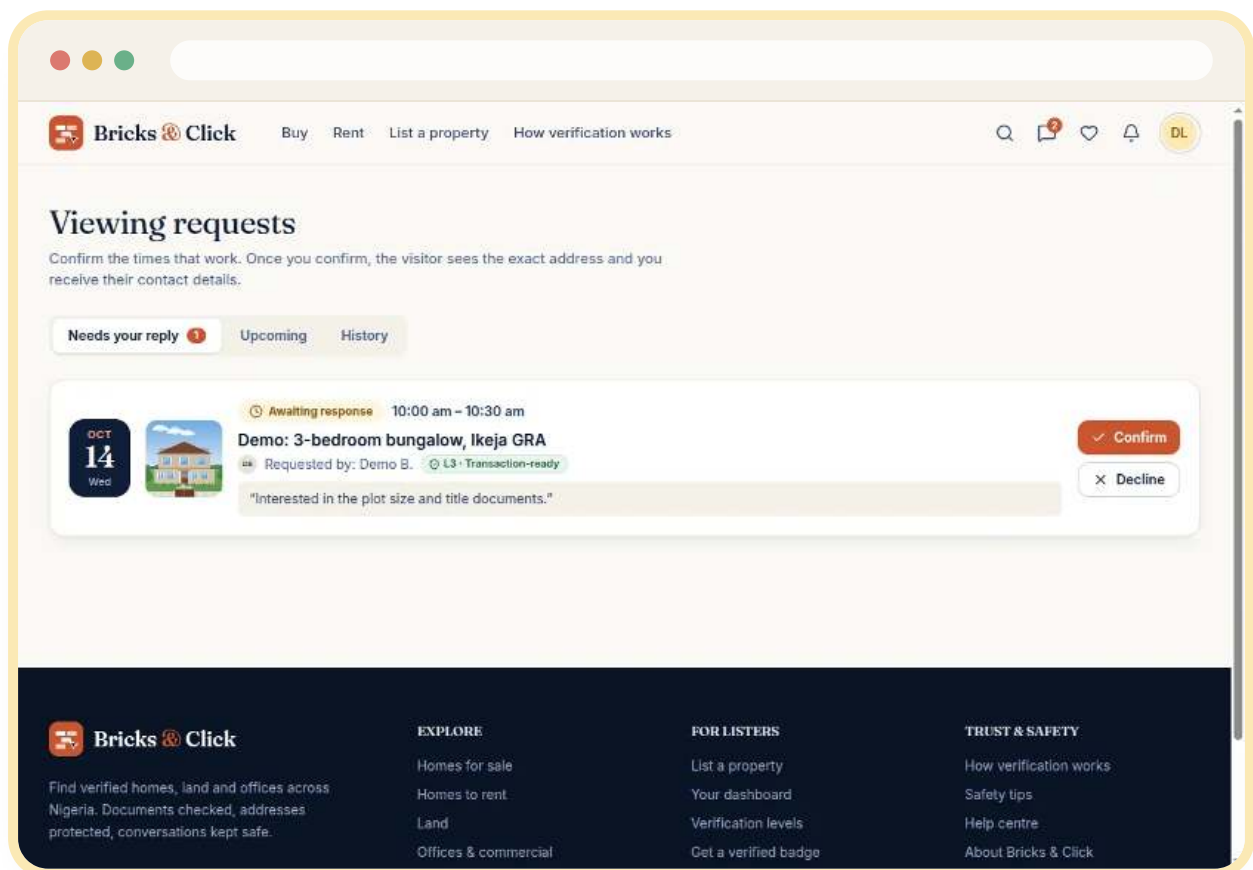
5

STEP 5 OF 8

Run viewings without double-booking

Each slot can be held by only one request at a time, so two clients cannot book the same hour.

- ✓ Requests appear under **Viewing requests**. Confirm quickly: unanswered requests expire after the time passes.
- ✓ When you confirm, you receive the visitor's name and phone number. The visitor receives the address.
- ✓ Tell your colleague who is attending: the visitor's level is shown on the request.



Confirm or decline, with a note.

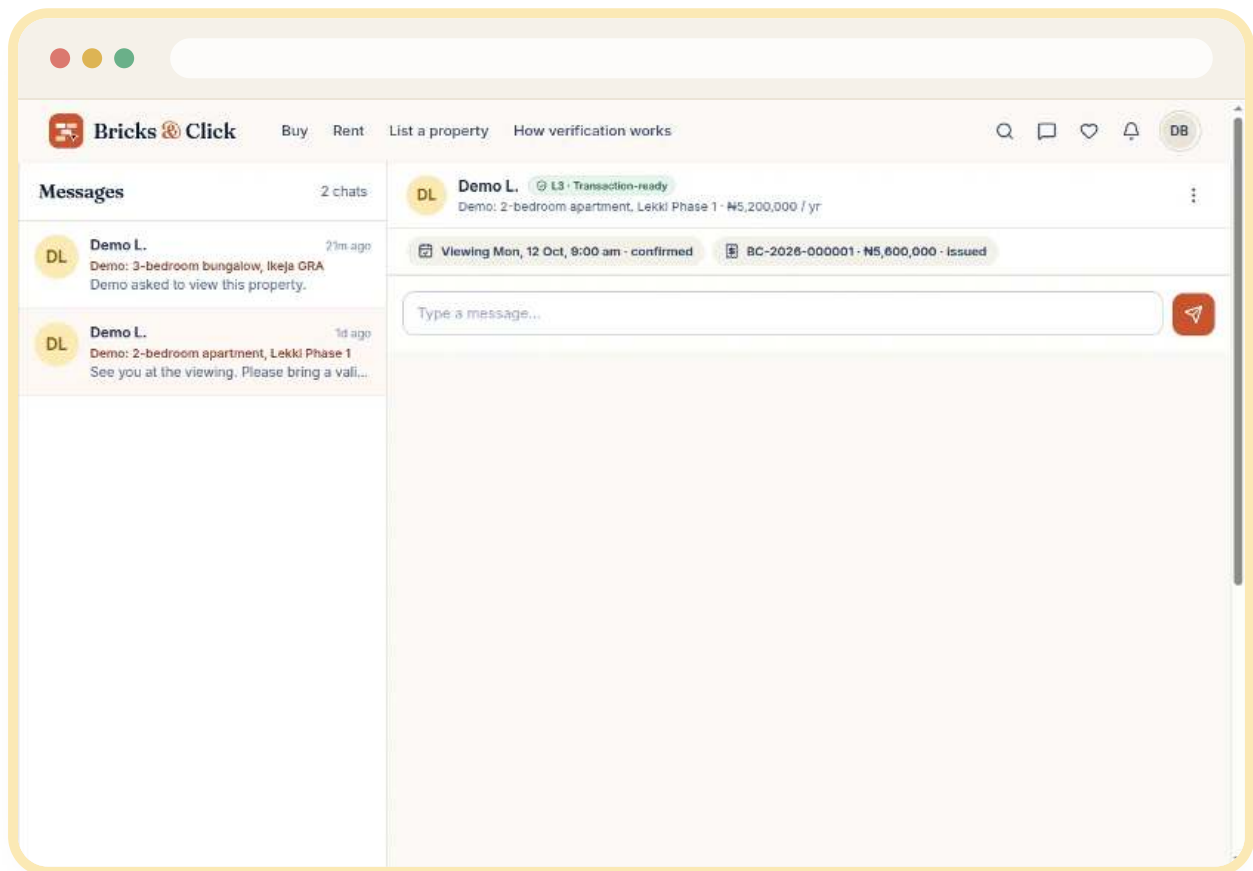
6

STEP 6 OF 8

Handle many conversations

All chats live in one inbox, grouped by listing, with unread counts.

- ✓ Reply from **Messages**. New messages arrive live, and the speech-bubble badge counts what is unread.
- ✓ Contact details are hidden until an invoice exists. Do not try to work around it: repeated attempts are flagged to moderators.



One thread per buyer per listing.

7

STEP 7 OF 8

Invoice when terms are agreed

Issue invoices from the chat so there is a clean record for you, the owner and the buyer.

- ✓ Add line items for the price, your agency fee and any deposit, so everything is itemised.
- ✓ Both parties must be Level 3.
- ✓ Print or save the PDF for the owner's records.

Issue an invoice

What happens next
The buyer is notified, and phone numbers and e-mail addresses are unlocked in this chat. Both of you must be transaction-ready (level 3).

Item	Amount (N)
Rent	5,200,000
+ Add another item	

Due date (optional)
mm/dd/yyyy

Notes (optional)
Payment terms, what the amounts cover...

[Cancel](#) [Issue invoice - N5,200,000](#)

Line items and a total.

8

STEP 8 OF 8

Dos and don'ts

A quick checklist to keep your reputation, and your badge, strong.

- ✓ **Do** upload documents promptly and answer requests within a day.
- ✓ **Do** keep your viewing windows up to date.
- ✓ **Don't** ask buyers for money outside an invoice, or move them to WhatsApp.
- ✓ **Don't** share an owner's address publicly. It is private until a viewing is confirmed.

**GOOD TO KNOW**

A full agent management system, with owners inviting and revoking agents per listing, is on the roadmap.



That's the whole journey.

Tick the steps you have done to track your progress, or jump back to any step from the list.

Common questions

Why is my badge yellow when every title document is verified?

For agent and caretaker listings the letter of authority is also essential. Once it is verified, the badge turns green.

Can several staff use one agency account?

Each account must belong to one verified person. Sharing logins is not allowed. Multi-user agency accounts are planned.

Can I list for several owners?

Yes. Upload a separate letter of authority for each owner's listings.