

WINNER PRESS RELEASE – ESTATE & LETTING AGENTS



PHIL SPENCER ANNOUNCES TOP AGENTS IN THE UK

Letting Solutions wins multiple awards at The ESTAS, the most prestigious awards in the UK property industry sponsored by Zoopla

The Livingston based agency Letting Solutions received the *Silver Award in the Tenants, Scotland category* at the prestigious ESTAS Customer Service Awards for 2018, the biggest awards in the UK property industry. The winners were announced by Phil Spencer, the TV property expert at a luncheon & ceremony at the Grosvenor House, Park Lane London attended by 1,000 of the UK's top property professionals.

Letting Solutions also won the *Best in County for Landlords, Best in County for Tenants and Top Six Scotland for Landlords*.

The awards, celebrating their 15th year determine the best estate and letting agents in the UK based purely on feedback from customers who are asked a series of questions about the service they have received from their agent, over 36,000 surveys were completed by customers during the competition.

Phil Spencer, who has hosted the ESTAS every year since their inception in 2003 said "The ESTAS are special because shortlisted and winning firms are selected purely on the service you deliver to your clients. Real feedback from real customers experiencing real service, I don't think there can be a greater honour in the industry than to receive an award based on that mantra."

Estate and letting agents were recognised in 25 regions around the UK. National Grand Prix Awards were also announced for the Best Single Agent Office in sales and lettings.

Simon Brown Founder of The ESTAS said "At The ESTAS we're proud to say we believe in old fashioned values like customer service. We know how hard it is to deliver it and that's why we put the spotlight on property firms who are committed to providing excellent service. The ESTAS brand helps generate consumer trust for all property professionals involved in the home moving process."

Charlie Bryant, the new Managing Director ZPG's Property division addressed the audience "ZPG's objectives are precisely aligned with those of The ESTAS because we know how demanding consumers are, The ESTAS awards are based on the public votes you receive, so your recognition today is much deserved. Many congratulations to all of this year's winners and runners up who have been recognised for the excellent standard of customer service they delivered throughout the year."

Susan Callaghan, Joint Founder and Joint Managing Director of Letting Solutions said *"We are absolutely thrilled to be recognised at this year's ESTAS. It means so much to us as we know it's our customers who have judged our performance. We take our levels of customer service very seriously because we know clients have a choice. We have always been very proud of the personal service and this proves we are delivering what we promise."*

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The Awards are organised by The ESTAS Group Ltd. www.theestas.com
For more information contact The ESTAS Group on 01892 610245/610398.