



PHIL SPENCER ANNOUNCES TOP AGENTS FOR CUSTOMER SERVICE IN THE UK

Taylor & Co wins award at The ESTAS, the most prestigious awards in the UK property sector

The Abergavenny based agency, Taylor & Co, received the Bronze and Best in Postcode award in the South Wales region at the prestigious ESTAS Customer Service Awards 2023 sponsored by Coadjute, the biggest awards in the UK property industry. The winners were announced at the largest event in the property industry at the Grosvenor House in London and hosted by the country's favourite TV property presenter Phil Spencer in front of 1,000 guests.

The awards, which this year celebrated their 20th birthday, power the ESTAS own customer review platform which recognises the best estate and letting agents for customer service based on ratings from clients who have been through the whole moving experience with an agent. This year's results were calculated from over 300,000 customer review ratings.

Phil Spencer, who has hosted The ESTAS every year since their inception in 2003 addressed the live audience "Everyone one shortlisted here today has attained the ESTAS Standard of Excellence which is based purely on service ratings from customers at the end of the moving experience, giving a highly accurate overview of the standard of service that's been delivered to the end client. This is a great achievement in its own right so whatever unfolds this afternoon you should all be immensely proud."

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

Ben Marley, Commercial Director at The ESTAS said "When we started we wanted to create a set of property awards which were completely pure, where winners were selected solely on customer service ratings from actual

transactions. Two million reviews and 20 years later ESTAS is now the customer review platform of choice for property professionals and the most prestigious award an agent, a conveyancer, mortgage broker or supplier can win in the property industry."

Dan Salmons, CEO at headline partner Coadjute said "On behalf of the Coadjute team, warm congratulations to all the winners this year at The ESTAS. We were delighted to see so many outstanding achievements recognised across the industry from everyone involved. It has been a real pleasure to support The ESTAS this year."

Kate Taylor, Director of Taylor & Co said "We are absolutely thrilled to be recognised in 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 recognize that clients have a choice. We have always been very proud of our personal service and this proves we are delivering what we promise."

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