



THE 2014 ESTAS ARE PARTNERED BY THE FOLLOWING COMPANIES

The ESTAS are proudly sponsored by the following organisations



PHIL SPENCER ANNOUNCES TOP AGENTS IN THE UK

Phillips Homes has won an award at the prestigious Estate & Letting

Agent Awards sponsored by Zoopla Property Group

The Wales based agency received the Silver in the Best Estate Agency at the prestigious Estate & Letting Agent Awards 2014.

The award was announced by Phil Spencer, the TV property expert at a lavish luncheon & ceremony at the Hilton Park Lane London attended by 700 of the UK's top estate and letting agents and suppliers to the industry.

The awards, celebrating their 11th year are known throughout the industry as the ESTAS. The ESTAS determines the best Estate agents in the country through research carried out amongst customers who are asked a series of questions about the service they have

received from their agent, 32,000 questionnaires were completed by customers during the competition.

Phil Spencer, who has hosted the ESTAS every year since their inception in 2004 said “The ESTAS are about making people happy, putting a smile on their face and making a genuine difference to peoples’ lives. An agent’s role is about guiding people through one of the most stressful times in their lives and that’s not an easy job. In a world where it’s becoming increasingly difficult to make contact with a real person in a company isn’t it so refreshing that you can phone almost any estate or letting agent in the UK and get straight through to a real person. The ESTAS help agencies to focus on customer service levels and that’s why agencies keep coming back”.

Agents were shortlisted in 18 regions around the UK. National Grand Prix Awards were also announced for the Best Single Agent Office in sales and lettings.

Simon Brown who owns the ESTAS also addressed the audience “winning one of these gleaming ESTAS this afternoon proves that your people can be trusted. In fact just taking part shows your commitment to your customers and to be shortlisted, as all of you here today have, means you already have the trust factor.”

Jason Phillips manager of *Phillips Homes Lettings and Estates* 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 we provide and this is great way to demonstrate how good we really are. We innovate whilst other agents in our area copy our ideas and no doubt you will see our competitors jumping on the band wagon in the next couple of years*”

Alex Chesterman, Founder & CEO of headline sponsor Zoopla Property Group said “This is our fifth year of sponsoring the ESTAS and we are delighted to be once again supporting this key industry event. The ability to collect and act on customer feedback is essential to the success of any business and rewarding those who provide the best service in the industry, as these awards do, is perfectly aligned with our business. Congratulations to all those shortlisted this year.”