

WINNER PRESS RELEASE – ESTATE & LETTING AGENTS

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PHIL SPENCER ANNOUNCES **HOMESearch** AS TOP AGENT IN THE UK FOR CUSTOMER SERVICE

Homesearch wins award at the 21st ESTAS Awards, the most prestigious awards in the UK property sector

The *Ealing* based agency *Homesearch* received the {Gold; Best in Postcode, Gold; Estate Agent in West London and Gold; Letting Agent in West London awards} in the London region at the prestigious ESTAS Customer Service Awards 2024 sponsored by Reapit & PayProp. The winners were announced by the country's favourite TV property presenter Phil Spencer at the Grosvenor House in London in front of 1,000 of the UK's top property professionals.

The awards, which this year celebrated their 21st anniversary, are powered by The ESTAS own customer review platform which recognises the best estate and letting agents for customer service based on service ratings from homemovers 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 "The ESTAS is a community of likeminded property professionals all focused on one mission – to deliver the best possible service they can time and time again to their clients. You've all been incredibly brave with your businesses, by joining our community you've

declared your intentions to provide the highest standards of service and you're prepared to prove it."

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

Simon Brown, Founder of The ESTAS said "Moving house is one of the most stressful experiences we all have to deal with in life so finding the right agent to guide you through the journey is vital. At The ESTAS we put the spotlight on those firms that really are delivering the best customer service in the property sector. The results are based purely on verified customer reviews so the winners really have been judged by the people that matter!"

Reapit and Payprop, support The ESTAS as Headline Partners. Neil Cobbold, Commercial Director said, "*We're extremely proud to be the headline partners for The ESTAS, because it's all about recognising the fantastic work happening across the property industry. Celebrating those who go above and beyond for their customers really resonates with us at Reapit and PayProp, as we're committed to empowering firms to succeed, many congratulations to Homesearch*"

Michael Oomerjee, Managing Director of **Homesearch** 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 know clients have a choice. We have always been very proud of the personal service and this proves we are delivering what we promise."