



## **TOP ESTATE/LETTING AGENTS IN THE UK ANNOUNCED**

**Paul Airey** has been shortlisted as a TOP 10 Estate Agent in the **North East** Region of the Estate & Letting Agent Awards sponsored by RICS, EAT & HomeLet

The Estate & Letting Agent Awards, the largest and longest running awards in the [estate/letting](#) agent industry have announced their shortlist for 2010. Known in the trade as The Estas, the competition determines the best [estate/letting](#) 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. Over 60,000 questionnaires were sent out to customers during the competition. The regional categories are Northern Ireland, Scotland, Wales, North East & North West, Yorkshire & Humber, Wales, West Midlands, East Midlands, East of England ([Central for Lettings](#)), South West, Southern, South East and London.

The [Sunderland](#) based agency has been shortlisted as a TOP 10 [estate/letting](#) agent in the [North East](#) region.

The top three [estate/letting](#) agents for each region, as well as the national Grand Prix awards, will be announced by Phil Spencer from Channel 4's Location, Location at a lavish ceremony in London on 15<sup>th</sup> April. Phil said, "We must all together drive standards higher, raising the bar in terms of the quality of advice we offer and the level of customer service we deliver and the Estate & Letting Agent Awards help to do just that!"

He adds, “It’s fantastic to see agents getting the credit they deserve after all the negative press they receive”.

Other Quotes;

**David Dalby, Residential Director at Royal Institute of Chartered Surveyors, who support the awards said** “This is the fifth year that RICS have been involved with the Estas, which we support because, unlike others, the results are based solely on customer satisfaction rather than the opinions of a judging panel. To win an Estate or Letting Agent of the Year Award, an agency has to demonstrate a consistently high level of service and, to achieve this, will be ensuring that staff follow standards of efficiency, good communication and transparency that differentiate the exceptional agent from the ordinary one.”

**Nat Daniels, Publisher of Estate Agent Today, the leading trade website in the industry said** “These are the only awards that really matter, because they are judged by the only people who really count – the public. Any agent looking to build reputation can do no better than to take part in this scheme.”

**John Boyle, Managing Director of HomeLet who sponsor the awards said** “We’re delighted to be associated with the Estas. The number of innovative agents driving improved customer service is undoubtedly increasing each year and the competition gets fiercer. It’s a real honour for everyone who has been shortlisted, not just because of the competition they face, but because the awards are judged by customers who’ve experienced their service first hand.’

The Awards are organised by Awards for Business Ltd.

[www.estateagentoftheyearawards.com](http://www.estateagentoftheyearawards.com)

For more information contact Awards For Business on 01892 610245 or 01892 610398.

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