

## Anonymous feedback about your estate agent - what would you say?

Given the opportunity to provide honest feedback about your estate agent, what would you say?

A new report published by The Property Ombudsman revealed the number of complaints about estate agents in the UK reached a record high last year, with 13% of its recorded 1,338 complaints in 2010 about estate agents in the South West region.

To ensure the very best levels of service at all times from its member agencies, Westcountry **team** is pleased to introduce a feedback form, designed to encourage customers to be honest about the service they received from their local **team** agent.

From now on, a feedback form will be sent to every customer of the 63 **team** estate agents across Devon, Cornwall and East Dorset. The form asks customers to rate their agent on a 1-5 scale based on the standard of their website and marketing, courtesy and professionalism, and the quality of service both prior to and after a sale being agreed. It also asks if the customer would recommend the agent and welcomes comments on any part of the service which stood out or could be improved. There is space for a name on the form but customers are welcome to remain anonymous if they so wish.

The forms will be returned to the Westcountry **team** Head Office, which will review the comments and work with its agents to build on successes in service and address areas for improvement, as well as consider adapting or introducing new areas in its comprehensive professional training programme for members.

Steve Moir, chairman of Westcountry **team**, said: “**team** estate agents really care what their customers think of them. Our members are all independent, so they have 100% control over how they operate their businesses and pride themselves on excellent delivery of customer service with local reputations founded over a number of years.

“We want to support our members in continuing to provide the services that their customers want in the way their customers want them, and there is no better way to learn that than from actual customer experiences and views. Those who would rather not give their name are more than welcome to leave it blank – the most important thing is to receive honest feedback so that suggestions and comments can be acted upon, improvements made and successes built upon to achieve an outstanding service for all of our customers. ”

There are 63 estate agency members of Westcountry **team** stretching from far West Cornwall to West Dorset, including some of the most established and well respected agencies in the region. **team** estate agents work together to sell more homes for customers with what is effectively a multi-agency service for a sole agency fee, and provide extensive printed and online advertising – properties for sale with **team** agents receive more Internet coverage than those with any other estate agent, reaching more buyers – an important consideration given that over 85% of buyers start their search for a new home online.

For further information, or to find your nearest **team** estate agent, look in your local press or visit [www.teamprop.co.uk](http://www.teamprop.co.uk).

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**Digital images are available from [bubblepr@mac.com](mailto:bubblepr@mac.com)**

**Notes to editors:**

Westcountry **team** is part of **team** Association, the largest organisation for independent estate agents in the UK, with hundreds of members. Westcountry **team** covers Cornwall, Devon and West Dorset, and consists of 63 members at this time, all of which work together to sell property for clients, and are actively committed to their nominated charity, Macmillan Cancer Support. **team**'s 'blue sky' image, with transparent team logo on a blue sky background reflects the association's and each individual agent's commitment to providing a clear, transparent service to their clients and conducting business in a straightforward, honest and professional way.

**For further information, please contact:**

Samantha Mason, Bubble Public Relations. Tel: 01869 248524. Mobile: 07957 364179. Email: [bubblepr@mac.com](mailto:bubblepr@mac.com)  
Joanna Marshall, Westcountry **team** Head Office, Exeter. Tel: 01395 233750