

The proof is in the pudding!

- 100% recommendation by customers of Fortnam Smith & Banwell

To ensure the very best levels of service at all times, Fortnam Smith & Banwell, **team** estate agent in Seaton sends a Customer Satisfaction Questionnaire to all of its buying and selling customers, designed to encourage honest feedback about the agency's service and it is delighted with the feedback it received throughout 2011.



The questionnaire asks customers to rate the agent on a 1-10 scale based on its professionalism, helpfulness, knowledge and friendliness and the result - mostly 10's.

The form also provides two additional spaces – one for customers to note any improvements that could be made and the other for them to note their overall experience with the agency. Most of the customers left their 'improvements' box blank – in fact one stated "Perfection can't be improved upon!" while in the 'overall experience' box was nothing but praise:

- *"Nothing was too much trouble and we lost count of the extra steps taken to answer queries."*
- *"Delighted with the service – lovely people to deal with."*
- *"We really couldn't have asked for anything more! Perfect! Thank you so much."*
- *"Professional and friendly help made the stressful experience of first time buying less stressful, with thanks."*
- *"All at the office made our purchase of the bungalow as smooth as possible and were very helpful."*
- *"This is our second dealing with FSB – the fact that we came back to them a second time should be enough to prove our faith in their reliability, helpfulness and professionalism."*
- *"You had the price right! You sold two houses for us while we lived in Seaton and would (and have done) recommend you to others."*
- *"Apart from the nightmares that were beyond your control, I am very satisfied with your service, feeling that you all went out of your way to be friendly and helpful. I would recommend you above all other estate agents I have had experience of."*
- *"Always someone there to answer questions etc – all staff had a good knowledge of our property sale. Always quick replies to my emails. House sold with FSB – but previous agent had the property on the market for 6 months without success."*
- *"I very much appreciate your patient, pragmatic approach in a difficult market. I was always confident in your approach and thought of nothing other than to 'stick with it' until you succeeded. Thank you all."*

Julie White, director of Fortnam Smith & Banwell in Seaton, commented: "We really care what our customers think of us. We always strive to give the very best possible service and the only true way to gauge whether that is being achieved or not is to receive honest feedback from our actual

customers on their experience with us. We read every response we get in order to address any issues and make improvements where needed, and we're absolutely thrilled with the comments and ratings we receive – many of our customers come back to us, which is a great testimonial in itself but it's really fantastic to read such positive comments."

An independent survey conducted by The Property Ombudsman revealed an overall rating for Fortnam Smith & Banwell of 9.5 out of 10 and confirms that 100% of the agency's customers would recommend it. Some of the comments given to referenceline, the agency commissioned by the Ombudsman, included:

- *"I was kept well informed throughout the process. Agents sending text messages to my mobile phone was particularly helpful as I was unable to receive calls during work days."*
- *"Very good networking up the chain and communicated to us better than our solicitor."*
- *"The staff were polite, friendly and efficient at all times."*
- *"I felt very supported through the whole process."*



Fortnam Smith & Banwell in Seaton is one of over 100 **team** estate agents in the Westcountry and hundreds nationwide, all working together to sell more homes for customers, providing what is effectively a multi-agency service for a sole agency fee. With extensive in-office, printed and online advertising, properties for sale with **team** agents receive more exposure than those with any other estate agent, reaching more buyers.

So, if you are considering selling your property, pop into Fortnam Smith & Banwell at 1 Vintage Court in Seaton or call 01297 23939. To browse property for sale with the agency, visit www.teamprop.co.uk.

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In the photograph:

Staff at Fortnam Smith & Banwell's Seaton office (L-R): Back row: Lin Walkerdine and Sue Wallis, sales negotiators. Front row: Teresa Youens, senior sales negotiator and Julie White, director

Digital images are available from bubblepr@mac.com

Notes to editors:

Westcountry **team** is part of **team** Association, the largest organisation for independent estate agents in the UK. Over 100 **team** offices in the Westcountry and hundreds nationwide work together to sell more property for clients. **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:

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