

**GUILD AGENTS RECOGNISED FOR SERVICE EXCELLENCE AT THE ESTAS**

The Guild Member agents around the UK were recognised at the prestigious ESTAS Customer Service Awards for 2020, the biggest awards in the UK property industry. Unable to hold the usual awards ceremony in person, this year the award announcements were streamed live online.

The awards, celebrating their 17th year, determine the best estate and letting agents in the UK based purely on feedback from customers who are asked a series of questions about the service they have received from their agent.

Having a large number of members announced on the regional shortlists, the odds were good for Guild Members as Phil Spencer announced the winners for 2020, and they weren’t disappointed. Guild agents walked away with nine golds, 10 silver awards and seven bronze awards. Estate Agent Gold award winner for South West, The Mather Partnership also walked away with the coveted Guild Agent of the Year Award.

Iain McKenzie, CEO of The Guild of Property Professionals, says that while this year has been challenging for everyone, it is good to be able to take some time out to celebrate the achievement of agents who have excelled and provided an exceptional service to their clients. “The ESTAS are special because the shortlisted and winning agents are selected purely on the service they deliver. The winners are selected based on real feedback from real customers experiencing real service, I don’t think there can be a greater honour in the industry than to receive an award based on those principles,” says McKenzie.

Simon Brown Founder of The ESTAS said “We believe in old fashioned values like customer service. We know how hard it is to deliver it and that’s why we put the spotlight on property firms who are committed to providing excellent service. The ESTAS review and awards platform help~~s~~ agents generate consumer trust.”

McKenzie says that it is a fantastic achievement for so many Guild Members to have been recognised for their achievement at The ESTAS. “As a network of independent property professionals, we aim to set the bar for professionalism and service in the industry, and the awards achieved are recognition that Guild agents are among the best of the best.”

The list of Guild winners:

**Best in County:**

Kingsleigh Residential (Essex)

Woodhead Sales and Lettings (Shropshire)

Williams & Goodwin (Isle of Anglesey)

Town & Country Southern (Hampshire)

Harper Williams Estate Agents (Cheshire)

**Best in County - Landlords:**

Sawyer & Co (East Sussex)

Williams & Goodwin (Isle of Anglesey)

Taylors (Torbay) Torquay (Devon)

**Best in County - Tenants:**

Platinum Properties (Cambridgeshire)

Adams Estate Agents (Cheshire)

Sawyer & Co (East Sussex)

Homecare Estates (Surrey)

Taylors (Torbay) Torquay (Devon)

**Estate Agents**

London North:

**Gold** Drivers & Norris

North East:

**Gold** Northgate Darlington

**Silver** Kimmitt & Roberts

**Bronze** Northgate Newton Aycliffe

North West:

**Silver** Harper Williams Estate Agents

South East (East Sussex, West Sussex):

**Silver** Sawyer & Co

South East (Essex):

**Gold** Kingsleigh Residential

**Silver** Taylor Milburn

Southern (Hampshire, Wiltshire)

**Silver** Town & Country Southern

South West (Devon)

**Silver** Taylors (Torbay) Paignton

Yorkshire North:

**Bronze** Norman F Brown

Best Local Estate Agency Group (2-5 offices) by area

North East: Northgate Estate Agents

South West: Taylors (Torbay)

**Guild Agent of the Year**

The Mather Partnership

Lettings Agents (rated by landlords)

East of England:

**Bronze** Platinum Properties

London North:

**Silver** Drivers & Norris

South East (East Sussex, West Sussex):

**Gold** Sawyer & Co (Hove)

**Bronze** Sawyer & Co (Portslade)

South East (Kent):

**Silver** Andrew Reeves

South West (Cornwall, Devon):

**Silver** Taylors (Torbay) Torquay

North East:

**Bronze** Northgate Darlington

Best Local Lettings Agency Group (2-5 offices) in the UK

**Bronze** Sawyer & Co.

Lettings Agents (rated by tenants)

East of England:

**Gold** Platinum Properties

London North:

**Gold** Drivers & Norris

North West:

**Bronze** Adams Estate Agents

South East (East Sussex, West Sussex):

**Gold** Sawyer & Co (Portslade)

**Silver** Sawyer & Co (Hove)

**Bronze** Sawyer & Co (Brighton)

South East (Surrey):

**Gold** Homecare Estates

People:

Karl Taylor, Andrew Reeves

Zoopla Xcellence Estate Agent:

**Gold** Logic Estates

**ENDS**

The Awards are organised by The ESTAS Group Ltd.  [www.theestas.com](http://www.theestas.com)

For more information contact The ESTAS Group on 01892 610245/610398.

**Editors’ Notes**

**The Guild of Property Professionals (The Guild)**

The Guild is a network of over 800 of the best independent estate agents from across the UK. The Guild is a sign of professional excellence that agents can use to differentiate themselves from their competitors and assure clients that they will act with knowledge and integrity to achieve results, the three core values of The Guild. To allow agents to perform a superior service, The Guild offers marketing, business and technology services to its members.