



PRESS INFORMATION

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Young London Nominated for Another National Award

Hot on the heels of being crowned The Sunday Time's Best Small Lettings Agent in the UK, London based estate agency Young London (www.younglondon.co.uk) has been nominated for the ESTA National Estate Agency Awards; recognising the best estate & letting agents in the country.

For the second year running, Young London is delighted to be nominated for the National Estate & Letting Agent Awards; the largest and longest running award scheme in the industry. Recognising the best agents based on the quality of customer service, the scheme is made all the more prestigious by the fact that winners are not selected by a judging panel of industry experts, but by homebuyers and landlords around the country.

Phil Spencer, presenter of Channel 4's Location, Location property programme says, *"I've been involved with the scheme for 6 years now and absolutely believe it to be the most relevant in the current market. The fact that customers are the judges and they determine the winners makes the awards unique. The customers are the ones who experience the service levels of the agents on a daily basis, so they are in a unique position to assess their performance."*

"Any agent that registers for the scheme is making a public pledge that they are focused on providing the best possible service to their clients whether they be buying, selling or renting through the agent," says Simon Brown, Managing Director of Awards For Business who run the national scheme. *"In a difficult market customers need to be certain agents are working their hardest to earn their fees."*

CEO Neil Young comments *"The team at Young London is pleased to be involved in such a respected scheme; we have always been committed to providing the best possible service for our clients, making the client-based nature of this award particularly resonant."*

The national scheme is backed by the Royal Institute of Chartered Surveyors (RICS). David Dalby, Residential Director at RICS, said *"This is the fifth year that RICS has been involved with the awards, which we support because 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, a firm has to demonstrate a consistently high level of service and, to achieve this, they must ensure that staff follow those standards of efficiency, good communication and transparency that differentiate the exceptional agent from the ordinary one."

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About Young London (www.younglondon.co.uk)

Young London is a lettings, sales and management agency, specialising in newly built property throughout London. Young London is a [Young Group](#) company, a wealth manager that provides residential property portfolio management services to a global client base of private investors and institutions.

As part of an organisation that prides itself on delivering outstanding levels of customer service, Young London is proud to ensure that clients are treated with the utmost respect and that their expectations are always exceeded.

Young London manages property assets worth in excess of £100million on behalf of our landlords and has found homes for more than 500 tenants this year.

Winner of Gold Award: Best Small Lettings Agent in the UK at the Sunday Times' Estate Agency of the Year Awards