

11 March 2009

Best letting agents in the UK announced

Young London (www.younglondon.co.uk) has been shortlisted as one of the best letting agents in London at the Estate & Letting Agent Awards sponsored by PSG

The results of the competition are determined by research carried out amongst customers who are asked a series of questions about the service they have received from their agent. Over 30,000 questionnaires were sent out to customers during the competition. There were 9 Regional Categories - Northern Ireland, Scotland, Wales, North, Central, South West, Southern, South East and London.

The Gold & Silver awards will be presented by Phil Spencer from Channel 4's Location, Location, Location at a lavish ceremony in London on 8th April at the Marriott Hotel in Mayfair.

Phil Spencer who presents the Awards said: *"This is the 6th year of the Estate Agent and Letting Agent Awards and I've increasingly enjoyed being part of the celebrations on each occasion. It's fantastic to see agents getting the credit they deserve after all the negative press they receive. Throughout the property industry there is a constant need to improve customer service and these awards go along way to help agents focus on keeping clients happy."*

He adds *"After all the most powerful marketing tool for agents is word of mouth, so customer satisfaction is key."*

Neil Young, CEO of Young Group commented, *"We're delighted that less than six months after opening our first Young London office in Southwark, London SE1, our landlords have voted us one of the best agents in London. It's testament to our focus on providing the very best advice to clients and unfaltering customer service. I'm immensely proud that we've been shortlisted and look forward to the award ceremony on 8 April."*

Tweedie Brown, Group Managing Director of PSG, the headline sponsor and one of the biggest HIPS providers in the UK adds: *"On behalf of PSG I would like to congratulate all the agents in their quest to help raise standards through their ability to deliver excellent service to customers both buying and selling homes."*

Daniel Lee, Chief Executive of Globrix, the online media sponsor said *"Getting involved with the Estate Agent Awards was a natural fit for us. Our business model is centered around helping estate agents because unlike the legacy portals we do not charge agents to be included on our site. By working with agents large and small throughout the UK we have quickly built important partnerships, brand recognition and trust amongst the agent community and so our involvement with these awards was an obvious choice."*