

Hands up, who likes their agent?

Who has a good word to say about their estate agent? Quite a few people actually, especially in the Bushey area. Local estate agent, The Adam Stevens Partnership, in Bushey Heath, **is among the best in the country**, according to the latest survey from the **Ombudsman for Estate Agents (OEA)**.

Out of a possible 10 for customer satisfaction, Adam Stevens scored an average rating of 9.8 compared with the national survey average of 8.6.

Partners, Adam Wolman and Steven Jacobs, are thrilled with the results. **“We are ecstatic as it shows we have happy customers, both buyers and sellers.”**

As part of the OEA’s Code of Practice, monthly surveys of member agencies have been carried out by an independent third party.

The survey has been carried out by Referenceline.com for nearly three years, during which time 10,500 responses from buyers and sellers from all over the country have been received. Each month, 20 per cent of OEA member agents are selected at random to take part in the survey. Buyers and sellers from the last 10 transactions are asked to complete a questionnaire in which they rate their satisfaction with their agent, whether the agent complied with the OEA’s Code of Practice and whether they would recommend the agency to a friend. You might be surprised to learn that 93 per cent of buyers and sellers would recommend their agent.

Survey questions are vetted by the Office of Fair Trading and consumers are free to add their own comments. All the completed forms are returned directly to Referenceline and the first the agent knows of their content is when they receive the results from the Ombudsman.

Prospective buyers and sellers can use this survey to help them choose an agent, based on the verdict of fellow customers.

According to Bill McClintock, Chairman of the OEA Board, **“It is as fair as we can get it. Consumers in the Bushey area can see the sort of service this firm has been providing.”**

He described the Adam Stevens Partnership’s 9.8 rating from 14 references as **“a remarkably high response and outcome. They have got a tremendous result there - it can’t get much better than that”**.

Bill McClintock concluded, **“This agent has clearly displayed great professionalism in dealing with their consumers”**.

Full results can be seen on the OEA’s website: www.oea.co.uk