Fletcher Longstaff | The Home of Conveyancing wins multiple awards at The ESTAS including Gold for the Best Office in the UK, the most prestigious property awards in the UK

Monday 23 October, 2017

The *Lincoln* based firm received the *Gold Award* in the *best in the Midlands and the Gold Award for the whole of the UK as well as picking up the award for best Local Firm* at the prestigious ESTAS 2017. The award was announced by Phil Spencer, the TV property expert at a lavish dinner & ceremony at the Grosvenor House, Park Lane London attended by 300 of the UK's top conveyancing firms.

The ESTAS Awards determine the best property professionals in the UK based purely on feedback from clients who are asked a series of questions about the service they have received from their firm, over 40,000 surveys have been completed during 2017. This is the first year that The ESTAS has recognised service levels delivered by conveyancers with 5,000 clients responding to the ESTAS survey.

Phil Spencer, who has hosted The ESTAS every year since their inception in 2003 said

"This conveyancing industry doesn't get enough credit for the work it does in helping millions of customers around the UK and making their dreams come true and at The ESTAS we want to highlight that fact." Addressing the audience he added "if you make it up on stage today you can leave in the knowledge that you've achieved the highest accolade our industry can offer."

Firms were recognised in 10 regions around the UK. National Grand Prix Awards were also announced for the Best Single Office.

Simon Brown Founder of The ESTAS said "Like it not we live in a world where the consumer decision making process is influenced more and more by customer reviews so The ESTAS provides a kite mark of excellent service for any property professional involved in the home moving process."

Carole Marsden Commercial Director at headline sponsor SearchFlow said "SearchFlow are very proud to be sponsoring The ESTAS. The awards are unique because the judges are your clients who have experienced your services. This makes their marketing value incredibly powerful giving all the shortlisted and winning firms an extra weapon in the battle on the high street. Congratulations to all the winners, they thoroughly deserve their success".

Adam Cheal, of ***Fletcher Longstaff | The Home of Conveyancing*** said *"We are absolutely thrilled to be recognised at this year's ESTAS. It means so much to us as we know it's our clients who have judged our performance. We take our levels of customer service very seriously because we know clients have a choice. We have always been very proud of the personal service and this proves we are delivering what we promise*."

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