

# INTRODUCING WINNER FOR N19



Alex Crown Lettings & Estate Agents have just won The British Property Lettings Award for N19.

Their team performed outstandingly throughout the extensive judging period, which focused on customer service levels.

Alex Crown Lettings & Estate Agents have now been shortlisted for a number of national awards which will be announced early next year.

The British Property Awards provide agents throughout the UK with an invaluable opportunity to compare the service that they provide against the service provided by their local, regional and national competition.

Agents who go that extra mile and provide outstanding levels of customer service are rewarded with our accolade, which acts as a beacon to highlight these attributes to their local marketplace.

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**THE BRITISH PROPERTY AWARDS** are one of the most inclusive estate agency awards providers as they do not charge to enter. This has enabled their award to be structured in a manner that ensures maximum participation, on average judging over 90% of agents that meet their minimum criteria on a local level.

The team personally mystery shops every estate agent against a set of 25 criteria to obtain a balanced overview of their customer service levels. The judging criteria is both comprehensive and detailed exploring different mediums, scenarios and time periods to ensure that agents have been rigorously and fairly judged.

Robert McLean from The British Property Awards said "Our awards has been specifically designed to be attainable to all agents, removing common barriers to entry, such as cost, to ensure that we have the most inclusive awards. Our award has also been designed to remove any opportunity for bias or manipulation. If an agent has been attributed with one of our awards, it is simply down to the fantastic customer service levels that they have demonstrated across a prolonged period of time. Winning agents should be proud that their customer service levels provide a benchmark for their local, regional and national competition".



## BRITISH PROPERTY AWARDS

2018-2019



GOLD WINNER

LETTING AGENT  
IN N19



INDEPENDENTLY  
JUDGED



OVER 25 CRITERIA



JUDGING YOUR  
LOCAL MARKET