

ESTAS
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LETTING AGENT
TENANT
AWARDS 2017
GOLD
North East
NGU HOMELETTINGS

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Consumer Guide

Providing a free, impartial and independent service of unresolved disputes between consumers and

NGU Homelettings wins award at The ESTAS

BEST IN COUNTY AGENTS 2017

PHIL SPENCER ANNOUNCES TOP AGENTS IN THE UK



NGU Homelettings wins award at The ESTAS, the most prestigious estate & letting agent awards in the UK sponsored by Zoopla Property Group NGU Homelettings received “Double Gold” at the prestigious ESTAS 2017, voted by their tenants & landlords !

The award was announced by Phil Spencer, the TV property expert at a lavish luncheon & ceremony at the Hilton Park Lane London attended by 800 of the UK’s top estate and letting agents in the UK property industry.

The awards, celebrating their 12th year are known throughout the industry as The ESTAS. The ESTAS determine the best estate and letting agents in the UK through research carried out amongst customers who are asked a series of questions about the service they have received from their agent, over 25,000 questionnaires were completed by customers during the competition.



NGU Homelettings received the Bronze Award at the prestigious ESTAS 2015, voted by their landlords! Silver in 2016 voted by tenants, so this journey to DOUBLE Gold has been a tremendous effort by the staff within the NGU Group.

Phil Spencer, who has hosted the ESTAS every year since their inception in 2003 said “The ESTAS are about making people happy, putting a smile on their face and making a genuine difference to peoples’ lives. An agent’s role is about guiding people through one of the most stressful times in their lives and that’s not an easy job. The ESTAS help agencies to focus on customer service levels and that’s why firms keep coming back year after year”.

Agents were shortlisted in 18 regions around the UK. National Grand Prix Awards were also announced for the Best Single Agent Office in sales and lettings. Chris Fitzakerley Managing Director of NGU Homelettings 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 customers 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.”