

Australia



**BEST PROPERTY FINDER
ASIA PACIFIC**
EPS Property Search



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AUSTRALIA**
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The property finder (or buyers' agent as the role is known in Australia) is an emerging industry in Australia as an increasing number of buyers understand the importance of engaging skilled professionals to manage their real estate transactions. In 1999, Patrick Bright identified a need for buyer services in the real estate market place and led the way to open one of the first buyers' agencies in Sydney in 2001 – EPS Property Search.

Only experienced professionals who had a real estate sales background were eligible to join, ensuring that EPS established credibility quickly. Over the years, this decision has proved to be invaluable in creating a point of difference between EPS and other buyers' agencies that have commenced operations. Ongoing training and work incentive schemes are highly valued at the company to ensure its team members are up to date with industry requirements and remain leaders in the marketplace.

When first established, the company began helping buyers find their dream homes or investment properties. Rather than be content with a successful single focus business, EPS listened to its clients' needs and added new services including property management, renovations, relocations and SellAssist. These additional services have been instrumental in developing a successful and sustainable business while making the team's skills, experience and offerings more attractive to a wider range of clients.

EPS takes pride in its high level of customer service from the moment it receives an enquiry through to settlement and beyond. Its client base has grown through a highly successful referral process where current clients provide positive feedback to their friends and colleagues. Currently client referrals and repeat business represents around two thirds of the company's turnover. EPS has also been proactive in developing successful strategic alliances designed to generate an ongoing