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Media Release

EPS PROPERTY SEARCH IN NEUTRAL BAY WINS CUSTOMER SERVICE AWARD FOR THE THIRD TIME

EPS Property Search in Neutral Bay has won the 2009 Australian Achiever Award for NSW's Real Estate Services category, having previously won this distinction in 2005 and 2008.

Now in their 12th year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from companies' own clients – and are therefore an indication of a well run, healthy business, worthy of patronage.

The award focuses on seven criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception.

The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A list of over 4000 businesses who have achieved this standard can be viewed at www.achiever.com.au

EPS Property Search achieved a **99.36%** overall score for Customer Service and Relations, topping all other NSW Real Estate Services businesses. The 2009 Australian Achiever Award proves EPS Property Search continues to deliver on the promise of customer satisfaction.

Established by Patrick Bright for nine years, EPS Property Search operates with a team of eight. The business is an exclusive Real Estate Buyers Agency, helping clients to buy homes and investment properties. Patrick says "our task is to protect the buyer, guiding them through the entire buying process - sorting the facts from the "fiction" and dealing on a factual basis. At EPS we strongly believe in a collaborative approach. When clients come to us, every team member works on their property requirements."

Some comments received from EPS Property Search customers were:

I was unhappy with another real estate agent, so I switched to EPS. Shirley has achieved a higher rent for my properties and she chooses the tenants with great care. She inspects the property regularly and gives me a report on how she finds the place. The stress has been taken off me as I know Shirley understands what I am looking for. I find her very professional, obliging and understanding with excellent customer service.

EPS are very professional in the way they handle themselves in business. They manage a couple of properties for me and are very efficient and always one step ahead of what is happening. They are very competitive in pricing and they offer excellent customer service. They have exceeded all my expectations.

Every dealing with Shirley at EPS Property has been nothing less than a pleasure, with her integrity and her courteous, efficient way, she is a first class agent, achieved an exceptional record rental price for my property. She is at all times attentive and prompt in communication, also giving the same respect to the tenant. It feels like working with a friend who has your best interest at heart. I have recommend Shirley to friends who have all thanked me praising the rental results she's achieved for them and the ease in all transactions with her. You won't find better, she is the best.

ENDS: For more information, go to www.achiever.com.au or contact Geoff Harwood at Australian Achiever on 1800 638 318 or call Patrick Bright at EPS Property Search on 02 9904 4722.