

26 May, 2010



Media Release

EPS PROPERTY SEARCH SCORES 96.74% FOR CUSTOMER SATISFACTION

The judging process for the 2010 Australian Achiever Awards for NSW's Real Estate Services category was completed on 26th May.

EPS Property Search scored a highly recommended 96.74%.

Now into its thirteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, 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 complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from EPS Property Search clients are:

"I think the staff are courteous and friendly. Their output and completion rate has always been professional and efficient. They provide excellent advice and have the experience behind them to do so. I have been very impressed with the quality of service they have provided me with."

"They exceeded my expectations. The whole process was really stress-free. They delivered everything they said they would, and more. They communicated with me all the time and kept me in the loop. They couldn't have made it easier for me. They do all the leg work for you and they make a difficult process so easy."

"I've been a client for around ten years. They always give me the advice that I need. They listen to my needs and follow through. They are exceptional in finding me good tenants and great rental returns. I definitely get value for money. I rate them very highly. Above the rest of the agents that I deal with."

ENDS: For verification of this report, please call
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