



Media Release

EPS PROPERTY SEARCH IN NEUTRAL BAY TREATS CLIENTS THE BEST IN NEW SOUTH WALES.

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

Now in their eleventh 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 3500 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 2008 Australian Achiever Award proves EPS Property Search continues to deliver on the promise of customer satisfaction.

Established by Patrick Bright for eight 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:

The staff were very busy on our behalf, working behind the scenes - they did a lot for us. We were very happy with them, the outcome and the overall service we received from all the staff.

I was very pleased with all they did for me and I thought that they delivered real value. Patrick has a few books out about property buying which are very informative and demonstrates that everything EPS do on your behalf is quite transparent.

Their behaviour was highly professional and very transparent. I feel they went above the call of duty and always met my expectations. I was very comfortable with their service.