

As a **Transparent Agent**, we invite you to read our independent reviews from past and present customers at



Customer Reviews - Property Search



"If only we knew about the allAgents website sooner. We could have saved ourselves from a traumatic experience."

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The term 'allAgents Transparent Agent' refers to our awarded status and does not imply, or make reference to any agent as not being transparent or Nontransparent in their operational, business and best practice policies.

We are a member of the allAgents **'Transparent Agent'** Scheme.



We actively promote the views of our customers with the UK's No.1 review website for estate & letting agents.

As a member we **MUST** provide this leaflet to prospective clients at our first point of contact.



Customer Reviews - Property Search



AllAgents is the UK's No1 independent review website dedicated to estate and lettings agents and we are regarded by many as the "trip-advisor" of the property market.

The allAgents **Transparent Agent** Scheme

In light of the bad press regarding rogue property agents and the numerous pleas for help from consumers and reputable agents, allAgents.co.uk has established their 'Transparent Agent' scheme designed to improve the consumers' experience in using an estate or letting agent by providing the tools to inform, empower and help defend them.

What a '**Transparent Agent**' aspires to..

This is a FREE scheme that any Estate or Letting Agent can sign up to. However once signed up, we MUST adhere to strict guidelines and promote openness and access to our independent review page. We have given up the right and the ability to cherry-pick testimonials and to whom they are made available.

Where you, the client will benefit..

In doing so, consumers have the opportunity to read reviews first hand (both positive and negative) and shortlist suitable agents for service selection. At the same time they can reduce or negate the risk of a bad experience that others may have had the misfortune to suffer but had the good will to share.

Similarly, testimonials also help buyers locate and learn about reputable companies.

At the same time we will help identify and expell those firms and individuals who give residential property selling and letting a bad name.



We look forward to the opportunity to serve you in the near future and hope that you one day you will feel pleased to enough place a favourable review about your experience with us.

Similarly, if our service is not up to a satisfactory standard and you feel the need to make a complaint or write a less favourable review, we kindly ask that you first use our own internal complaints handling procedure to allow us to do our very best rectify any issues you may have.

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