



19TH ANNUAL QUALITY OF SERVICE QUESTIONNAIRE RESPONSES

At the end of each transaction we sent a quality of service questionnaire to each client. A summary of the responses is shown, taken from the all questionnaires returned in the year.

“Thank you so much for all your help, effort and enthusiasm in selling my house. It really was a pleasure dealing with you and your Purdies colleagues.”

“Professional. Capable. Friendly. I would definitely recommend you. Coped very well despite the distance/time difference.”

“Go to Purdie & Co and you will receive outstanding service.”

“In the past I would have gone for a bigger firm, thinking it would be a better service and would have thought Purdies too small a company to attract the right audience to sell my house. How wrong was I?! The couple of phone calls I did have with a high profile Estate Agent (when they finally picked up the phone) just caused me frustration and stress!!...”

“Small, niche – domestic property sales and purchases plus executry services. All carried out in a prompt, friendly and efficient way. Michael and support staff were very good, thank you greatly.“

“Well established with good local knowledge. Competent and transparent. Excellent service, highly recommended.”

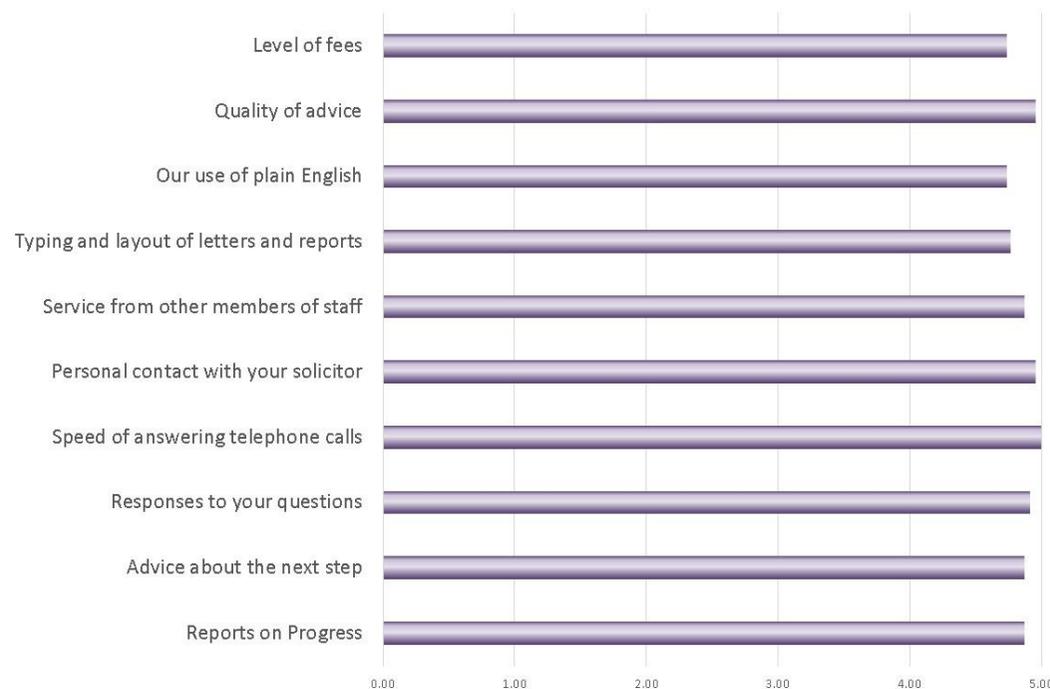
“Friendly approachable, 100% reliable company who I would trust down to the finer details of buying and selling. Highly recommend you to family and friends.”

“Good – you were recommended to me and you didn’t disappoint ... Great residential conveyancing. Very approachable. Good at answering questions and I always felt I was listened to.”

“Personalised, thorough and spot on Legal advice! I have sold my house and bought with minimal stress and anxiety due to the entire team at Purdies.”

“Would recommend to friends and family. Professional and personal service.”

How our clients scored us out of 5 (Average score)



Winners of the ESPC’s Best Practice for Solicitor Estate Agent 2016 and Platinum Award winners 2016 from their annual Mystery Shopper Programme.