

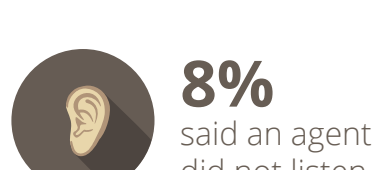
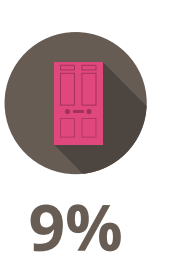
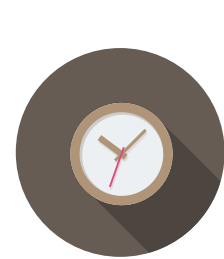
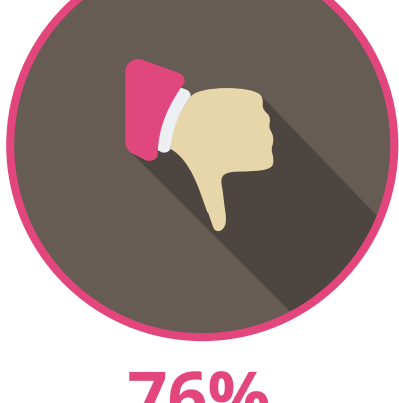
About the Research

The level of dissatisfaction expressed by UK consumers towards property professionals has significantly increased over the course of the last ten years. This was supported by a rise in consumer complaints issued to The Property Ombudsman, with **5,319 complaints** submitted in 2013 - **26%** of which were complaints directed towards communications failures and **16%** were towards duty of care. In light of this growing level of discontent and 2014 research that revealed moving home **triggers more anxiety than bankruptcy, divorce and the death of a grandparent**, the industry appears to be failing to facilitate one of the most significant and emotive decisions in one's adult life.

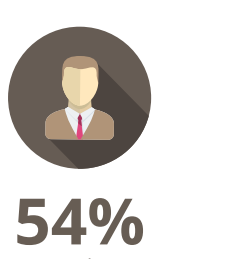
In order to understand and fully support the consumers we stand to serve, we have commissioned nationally representative research that dissects the sentiments defining a nation of disenfranchised property owners and occupiers - **Estate Agents Evaluations**.

Here are the standout findings from 2015:

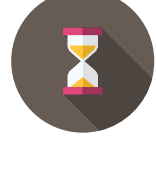
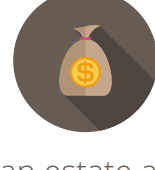
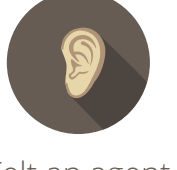
Nationwide Evaluation



Generational Evaluation

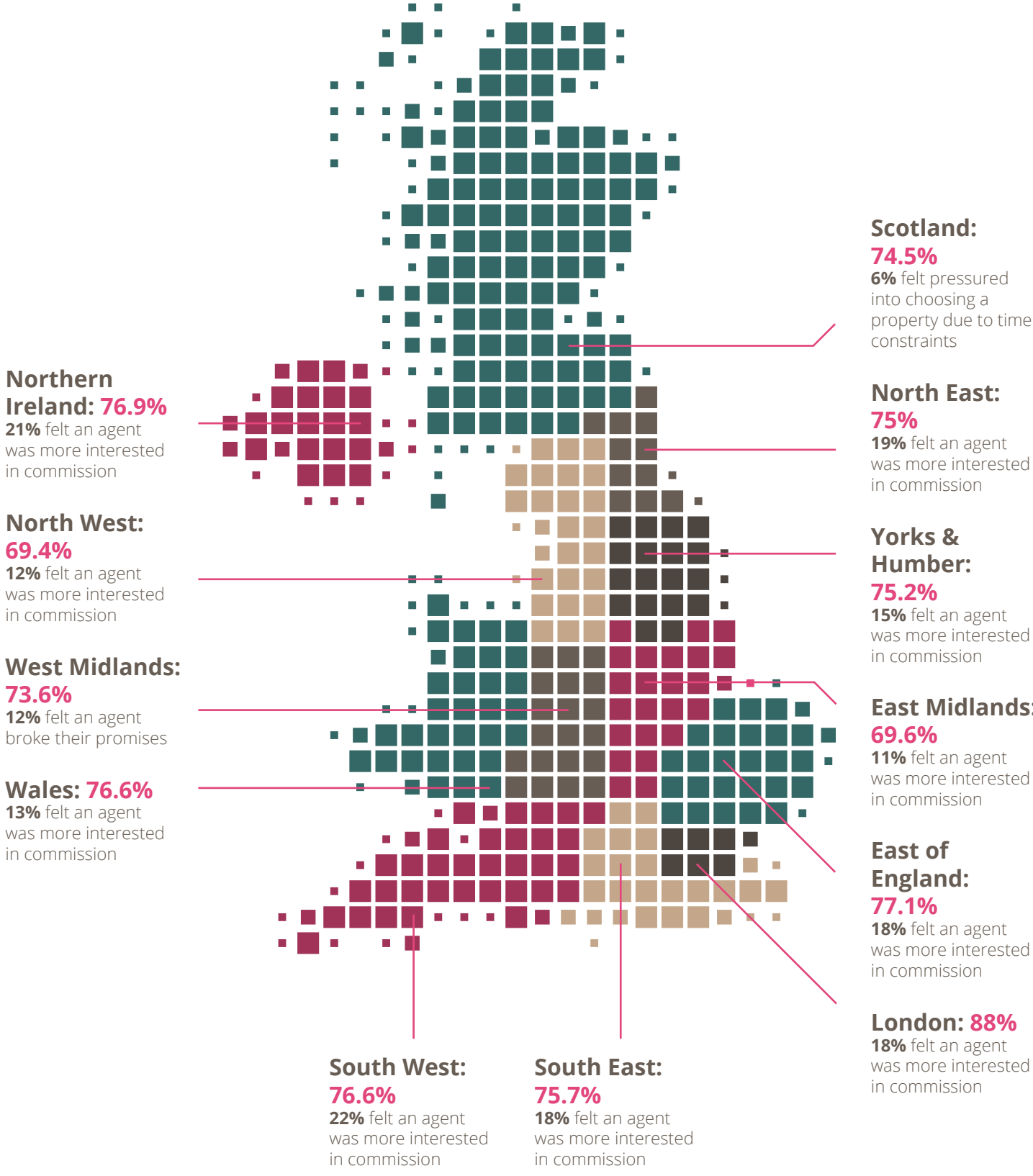


London Evaluation



Regional Evaluation

Percentage that have had a bad experience with an estate agent



Percentage to have had a bad experience

