

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.

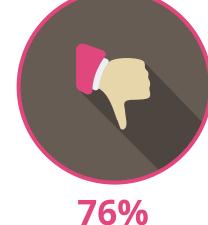
In order to understand and fully support the consumers we stand to serve, we have commissioned nationally representative research that dissects the sentiments defining a nation of disenfranchised property owners and occupiers – Estate Agents Evaluations.

Here are the standout findings from 2015:

Nationwide Evaluation



said an agent broke their promises



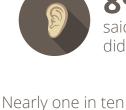
have had a bad

experience with an estate agent



(15%) think an agent is more interested in

commission



said an agent did not listen

vendors (9%) did not receive enough feedback from an agent



a transaction due to time constraints

Only 5% aged 18-24 had not had a bad experience



was a lack of transparency from an agent



Generational Evaluation

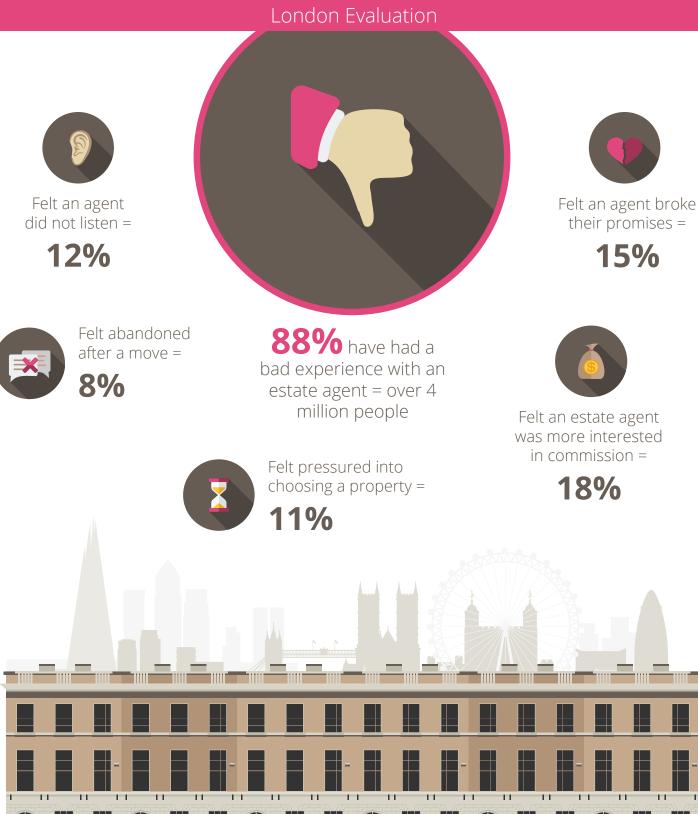


bad experience

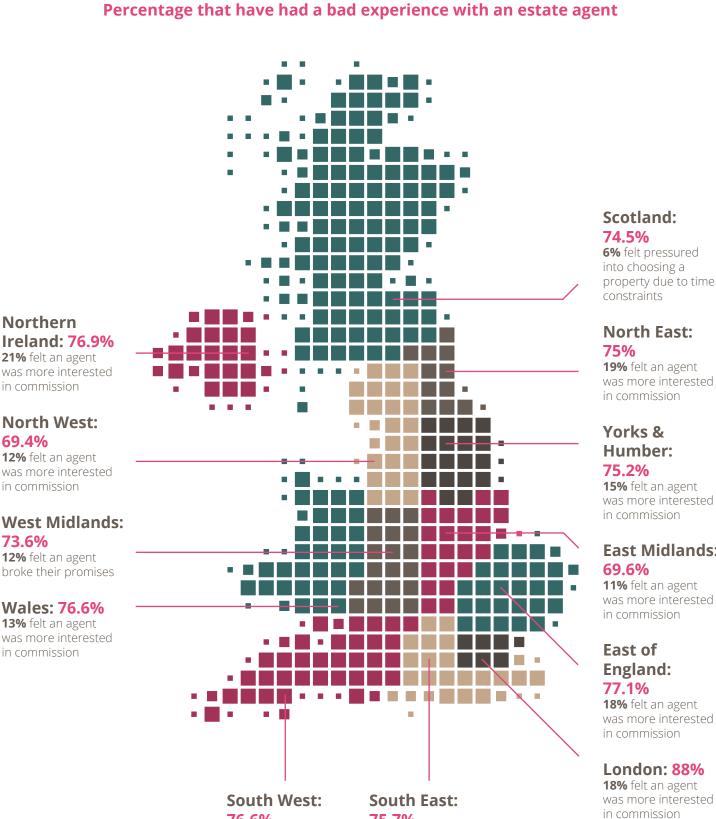
Over a quarter (27%) aged 65+ have had a







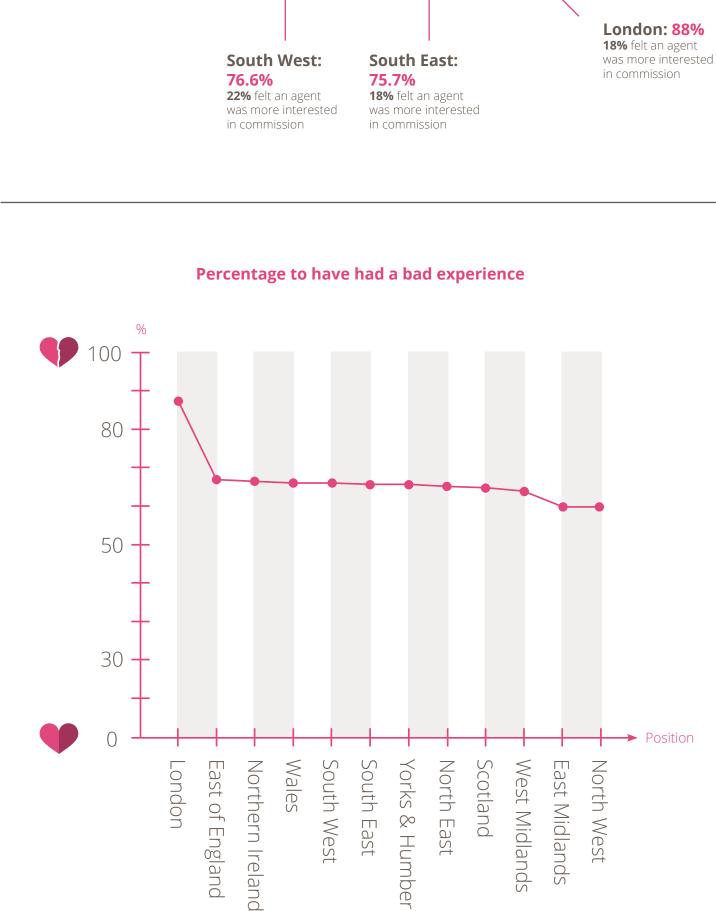
Regional Evaluation



## Wales: **76.6%** 13% felt an agent was more interested in commission

## 15% felt an agent was more interested in commission

**East Midlands:** 11% felt an agent was more interested in commission



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