

Alex Neil

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This firm is a member of the Ombudsman for Estate Agents Scheme

- The OEA Code of Practice offers you more rights than the law, and has been approved by the Office of Fair Trading.
- The OEA provides a free, independent, service for dealing with consumer disputes with member Agencies.
- Consumer feedback plays an important part in monitoring members' compliance with the Code, independently collated and published by Referenceline.

Ombudsman for Estate Agents
Beckett House 4 Bridge Street Salisbury Wilts SP1 2LX Tel: 01722 333306 www.oea.co.uk



REFERENCeline.com
where reputations count

Professional

9.2

"acted Professionally at all times"

Friendly

9.6

"was Friendly and understood my Requirements"

Knowledgable

9.6

"showed a good Knowledge of local Market conditions"

Helpful

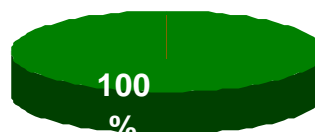
9.6

"helped in the Negotiations between Buyer and Seller"

5 survey responses received

GUIDE TO RATINGS	
0 Outraged	Delighted 10
1 Very Unhappy	Very Happy 9
2 Unhappy	Happy 8
3 Very Dissatisfied	Very Satisfied 7
4 Dissatisfied	Satisfied 6
5 OK	OK 5

"Would you recommend this firm to friends?"



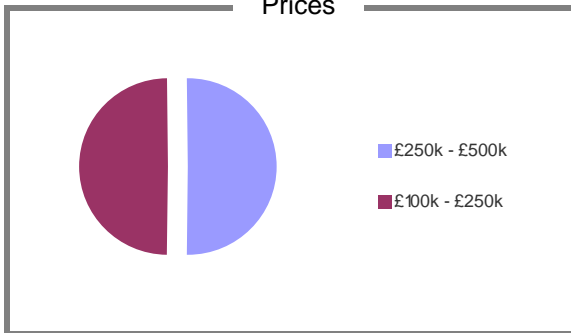
■ Don't Know ■ No ■ Yes

SEE THE 5 UNEDITED HANDWRITTEN SURVEY RESPONSES ON 1 ATTACHED PAGE

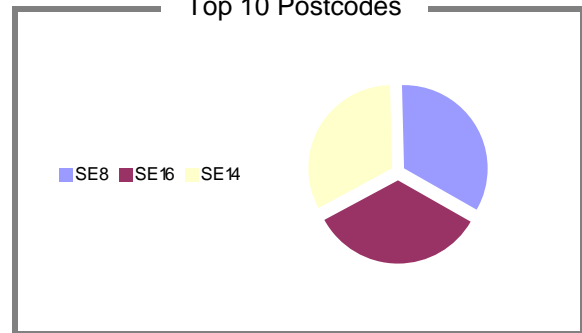
Recent Track Record

	Dec 2006	Mar 2007	Jun 2007	Sep 2007	<i>This Qtr to date</i>
Overall Satisfaction	-	-	-	9.5	-
References Received	-	-	-	5	-

Prices



Top 10 Postcodes



About the OEA Survey

Referenceline selects 20% of OEA member agents at random to be surveyed each year. Agents are provided with a pack of 20 forms to give to the last 10 buyers and sellers and the responses are sent directly to Referenceline. Consumers may also contact Referenceline directly to ask for a form (see the contact details below). A summary of the results is provided to the Ombudsman for Estate Agents and to the Office of Fair Trading.

About Referenceline : www.referenceline.com

Word of mouth and networking have traditionally been the preferred way for us to find someone to rely on. Referenceline builds on this tradition, simply and effectively. We provide firms with a simple form to offer to their customers. Customers send their responses directly to our freepost address. We publish their unedited handwritten comments and ratings.

Trading Standards' statistics show that personal experience and recommendation, although not perfect, are 3 times more reliable than other methods. Nobody's perfect (including customers) so look for consistency but expect to see an occasional low score. This demonstrates the firm's openness - and the real significance of the remaining references.

We publish this information in good faith and believe that our service can help firms and customers establish an early relationship of trust and confidence. But please bear in mind: We are not responsible for the work of firms. We don't offer insurance or guarantees.

About 3% of responses sent to Referenceline are a complaint (i.e. they include a rating of 3 or less). We aim to work with customers and firms to help reduce the number of problems, but some level of misunderstandings and disagreements is inevitable.

We have not verified that the organisation provides any particular goods or services or that it is professionally qualified or legally entitled to do so. The information should not be read as a trade description within the meaning of the Trade Descriptions Act 1968. Please take independent professional advice where appropriate.