



**PRESS RELEASE**

**For Immediate Release**

**November 2019**

**PHIL SPENCER ANNOUNCES TOP CONVEYANCERS IN THE UK  
Thompson and Jackson Solicitors win gold award at The ESTAS, the most  
prestigious awards in the UK property industry**

A Plymouth law firm received a gold award at the prestigious ESTAS Customer Service Awards for 2019 - the biggest awards in the UK conveyancing sector.

Thompson and Jackson Solicitors were announced as regional winners by Phil Spencer, the TV property expert, at a glamorous dinner and ceremony at the Grosvenor House on Park Lane in London. The event was attended by 400 of the UK's top property lawyers.

The St Lawrence Road-based firm won the award in recognition of the customer service delivered to clients selling, buying or mortgaging properties.

Adrian Stroud, managing partner at Thompson and Jackson Solicitors, says: "This is the most prestigious award in the residential property sector and we are proud to

be named winners, particularly as the results are based entirely on clients' feedback.

"It means so much to us as we know that our customers have endorsed our performance. We take our levels of service very seriously because we know clients have a choice. We have always been very proud of our personal service and this proves we are delivering what we promise."

Phil Spencer, who has hosted The ESTAS every year since their inception in 2003, says: "The ESTAS encapsulate what your typical conveyancer is trying to do which is provide a simple and transparent service for their clients. There is a real opportunity for high street firms right now to show the general public that service does really matter. Traditional conveyancers do an incredible job for their clients in a process that is littered with potential pitfalls and it's time to promote that fact."

The ESTAS Awards determine the best conveyancing firms in the UK based purely on feedback from clients who are asked a series of questions via the ESTAS Customer Feedback Platform which is designed exclusively for property professionals. A record 45,000 customers have submitted an ESTAS survey so far this year, 9,000 of them for conveyancing firms.

Firms were recognised in 14 regions around the UK.

Simon Brown founder of the ESTAS Group says: "Through our customer review platform at ESTAS we highlight exceptional service from conveyancers, agents and mortgage advisers. We help keep teams focused on that crucial service delivery and give them the chance to be recognised each year at the awards. We'll continue to fly the flag for all the really good property professionals involved in the house-moving process, helping to build trust and raise service standards across the industry."

***Ends***

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