



Survey Results

What we really think of estate agents

Q1

Have you previously used an estate agent?

Answers

Answer Choices	Responses	
Yes	87.00%	87
No	13.00%	13
Total		100
Skipped Question		0

Q2

If applicable, which of the following answers is the reason you chose your estate agent?

Answers

Answer Choices	Responses	
Local	27.96%	26
Found them online	43.01%	40
Low Fee	5.45%	6
Trustworthy	0.00%	0
Recommended by family or friend	16.13	15
Other	6.45%	6
Total		93
Skipped Question		7

Q3

Do you consider estate agents trustworthy in general?

Answers

Answer Choices	Responses	
Yes	31.31%	31
No	68.69%	68
Total		99
Skipped Question		1

Q4

Have you previously used an estate agent?

Answers

1	My agent has always been really helpful but in general I would say they have a bad rep
2	People generally just don't seem to trust them
3	The agent helped me out loads. It was the landlord who was a nightmare.
4	Prices are ridic.
5	Doesn't seem like a very friendly industry
6	I just don't believe they are.
7	My estate agent was fab. Never had a bad experience.
8	Come across as untrustworthy!
9	My local agent has always been super helpful and supportive.
10	Bad experience in past with first 2 agents
11	I'm not sure
12	Really bad rep
13	That's just how they come across
14	Bad experience with (company name) with not disclosing full fees and being very expensive.
15	I found myself doing a lot of research before I would commit to by estate agent.
16	Bad reputation
17	They come across very salesy, if that's the right word.
18	Bad rep
19	Money makers!!!
20	They don't seem very honest.
21	I just picture a sleazy business man!
22	My parents used an estate agent who was really helpful and helped us sell our house really fast when my dad got a job offer
23	I don't have a personal problem with estate agents think in general they have a pretty bad rep
24	Bad reputation for conning people out of money
25	They have plenty of experience
26	Weren't entirely honest about prices etc.
27	Family members had some bad experiences
28	Presented poorly in media
29	Was always available before I signed a contract then suddenly seemed to lose interest!!! Only after money
30	Charge ridiculous prices

31	Bad reputation
32	Know the agent, local to area.
33	Heard many horror stories of rip off's!
34	Only care about money
35	Wasn't completely honest answers by the agent
36	Bad experiences with selling my house
37	They don't follow through on their promises
38	Bad media image
39	They're like any other business - out to make money so charge excessive amounts for work
40	I feel that their main priority is in selling a house and not the interest of their clients.
41	Very helpful and honest
42	Too much self-interest in what they promote and recommend. Not sure they have the interests of the customer in mind
43	Try to get out of giving deposits back by all means
44	Helpful
45	Common sense
46	I've never had any issues, one thing I don't like is a "hard sell" approach
47	Yes because fees were low and didn't feel ripped off. And generally were very helpful
48	Specialised in the subject
49	As long as you shop around and compare services with others and do some research ,they cant then be seen to be untrustworthy .
50	N/A
51	Tried and tested and word of mouth
52	It's all about the money
53	High Fees
54	Never had any issues with the estate agents I used. They kept in contact throughout and were helpful
55	Was expensive for what we had. When one of the students moved out. They wanted us to pay the extra 300 to make up for it.
56	Always available to contact when needed
57	I have always received a good service
58	Used as a student- took months to get deposit back, generally unhelpful with problems in the property/issues with the landlord
59	Had a bad experience with one
60	Very helpful.

61	Was great to go through an estate agent
62	Generally the photos which are used to advertised aren't a true reflection of the property. This is often exposed during the viewing, especially in Student Lettings. A benefit of using student lets is the reduced cost of fees, which is a significant difference when compared to the admin fees of private agents.
63	Most are knowledgeable without the hard sell.
64	I don't trust anyone
65	Generally perceived as wanting to sell at all costs
66	They continually increase rent prices
67	Reputation
68	Terrible at communicating with their customers and keeping them updated
69	They have a bad reputation
70	They have a bad reputation for charging high fees.