

PEOPLE SAY THE NICEST THINGS...

A SELECTION OF REVIEWS FROM FEEFO

As a business, one of our main goals is to give the Cooper and Tanner name a higher social profile, having recognised what a big part reviews now play for consumers in this new digital age. At the beginning of this year we joined forces with Feefo, the UK's largest estate agency review platform and the partnership has been a total success. Feefo is a trusted brand, used by millions each day and is incredibly easy

to use. Our reviews carry no bias, all our clients have the opportunity to review, good or bad, ensuring total credibility with each piece of feedback given. Cooper and Tanner has many disciplines but each has been reviewed, giving future clients a vital insight into the Cooper and Tanner customer experience. Here are some of the comments made so far this year:-



We can not praise Jean Moakes and Natasha Mears more highly for their friendly, professional and efficient service when sourcing a new tenant for our recently vacated property. Their commitment to finding the right tenant for our property was second to none, keeping us informed at every stage of the process.

Mr & Mrs Dury



I was selling out of the area, looking to purchase, within agents area, of all other agents I registered with, they were the only ones to make regular contact rather than blanket emails. Even though it took a while to sell, due to the current market conditions in our area. Oliver was always willing to listen and advise if he could. All of the team were friendly and approachable, would recommend to anyone.

Mr & Mrs Etherton



Just continually brilliant patient when problems arose kind considerate fun sympathetic accommodating. Nothing was too much trouble. Kept me informed and communicated well. Better than solicitors. Always ready to talk and be friendly. Can't praise them enough Sam, Mike, Lorraine and Jo. What a team and what a credit to the firm!!

Mr. & Mrs. Dance



I could not of wanted for a better team to handle the sale of our house. They were on the ball at all times. We were flooded with viewers in the first week which resulted in the sale.

Mr. Frith



Readily available viewing appointments. Unbiased advice and clear information when required. Uncomplicated purchase procedure. Friendly staff. Good local knowledge. We have gone through C&T many times and will continue to do so.

Mr. & Mrs. Pearce



They remained throughout 3 days of very hard work courteous, cheerful & very helpful. Simply was nothing too much trouble for my house clearance.

Mr. Edgell

With high volumes of reviews coming in all the time we have, as a business, learnt so much and we continue to use this feedback constructively, to improve our service ways. By far the most rewarding of all, is the consumer acknowledgement that Cooper and Tanner has professionalism at its core and is very much a customer orientated business. At time of print and with year drawing to a close we have an impressive 4.7 / 5 rating, a real highlight of our year so far - Why not have a look and see for yourself?



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Probably the best estate agent in the world? You've got to be kidding me, right? The best estate agent in the world? Well, we've employed a few in our time, always 'purported' to be the best.. and we were always let down. Then we actually met the best. At Cooper and Tanner, Glastonbury.

Hayley and Ollie have gone above and beyond, time and time again with our sale. Always on the ball, always communicating, always demonstrating a complete commitment to meeting our expectations. Hugely impressive on the viewings, many, many phone calls after hours, working to ridiculously tight deadlines, attending to every single detail.

Our solicitor said to us on the Friday night, at 5.30pm, when we absolutely HAD to exchange, "This only happened at this late stage because of your estate agent."

There you go. Speaks for itself.

Thanks Ollie and Hayley, you have been amazing. Always a drink, dinner and a duvet for you if you're ever in Cornwall. We're actually going to miss you guys

Mr and Mrs R Flahant



Excellent from the very first visit from Rob Tettmar in September 2017. Had tried several times previously to sell this property which did not happen for various reasons, but this time the whole process has been first rate from the off. Would like to say that Caroline Bolwell your negotiator, has been just brilliant in my sale process, and in my opinion this sale would not have happened without her driving force and constant knowledge of everything going on. She is a great asset to your company. Very many thanks to everyone at the Warminster branch of Cooper and Tanner.

Mrs Macpherson



Although my house purchase was a nail biting experience due to misinformation from my buyers (and their subsequent delays), I have been really pleased with my experience of Cooper & Tanner. Everyone was helpful, reassuring, and also good at advising me along the way. This was more than 'just' a house move for me, which they knew, and they genuinely made a very stressful and lengthy experience that much easier to deal with by being personable and empathetic - I felt there was genuine care there, which meant a lot. My son and I finally moved into our new home last week (at last!) but even if we hadn't, I would absolutely recommend Cooper and Tanner and would use them again!

Mrs Zsiga



I've dealt with a few agency's and by far Cooper and Tanner are the most personable. We'd been registered for a few months before we found our new home, I received 2 calls from them just checking if I was still interested and going over some properties that might be coming up.

When we found the house we liked, we booked to view. We were given all the time we needed and didn't feel rushed.

The process of the checks and contracts were done in a professional and timely manner.

All the staff I've spoken with (Lauren and Natasha) have been professional and extremely friendly and welcoming, which I think really adds to a great customer service

Mr and Mrs Payne



The lettings team were efficient, friendly, helpful and got the job done smoothly. They took the trouble to understand our needs and were responsive to them. We could not have asked for anything more from them and will absolutely use Cooper and Tanner again in the future

Mr I Peters and Miss Macintosh

In 2017 we scored an average rating of 4.7 out of 5
So far in 2018 we are at an
average rating of 4.8 out of 5



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My family recently sold our family home following the death of our mother and used Cooper & Tanner as our agents. The team dealt with our enquiry quickly and professionally. We had a high level input into the preparation of sale particulars and all our suggestions were taken into account when preparing the final text and photographs. The property was not standard so it was important to get promotional material correct to present the property at it's best.

The property was empty so the staff at C&T dealt with all the viewings and kept us informed in advance and gave excellent feedback from the many prospective buyers.

Our only observation would be that, due to the non-standard nature of the property, we held discussions with C&T at a senior level at which point a number of different options were discussed, including splitting the property into separate lots. Our understanding was that we would be presented with a more detailed proposal following further analysis, but this never happened. Fortunately the final sale price realised for the property ensured that further options were not required.

In summary the service received from the team in Frome was excellent and we would be happy to use them in future, with particular thanks to Amy.

Mr C



Adam Scott, the Manager, was completely professional, was accurate in his valuation, extremely enthusiastic, and followed through on all points. He led an excellent team who were equally enthusiastic (and also realistic). Lara Sorisi was deputized to handle the day to day running of the sale of the property and she really could not have been more professional, energetic or pleasant to deal with, and the same applies to her colleagues. The service was outstanding. An excellent experience. It is not surprising that the office is doing well.

Mr F



Professional and business like throughout the time our property was on the market. Great care was initially taken with photography to present our property in best light and any requested adjustments, copy amendments were carried out quickly and efficiently.

Viewings were carried out by C & T.

We chose the correct Estate Agent.

Mr And Mrs A



The personal service, attention and concern I received from Karen Carter was faultless. She was on the case, and it was not an easy one at all, at all times and kept in touch on a regular basis, remembering that I am in Australia. Frankly the purchaser messed around a fair bit but Karen was always chasing them up and liaising with the lawyers as well. Well done, Karen, and thank you so much for taking as much stress out of it as possible!

Mr R



The agent we met was fantastic, friendly and welcoming, great local knowledge. I went for the initial viewing with my 4 year old and she was so great at involving her in the process. Feed back throughout has been brilliant. This lady is a total credit to the Cooper and tanner team. I felt through out she wad a friend and an estate agent as she shared our happiness on buying the property.

Mr & Mrs W



The staff at Wells (especially Mike) have been superb, we had a nightmare with our seller and the team were supportive and understanding throughout. I would thoroughly recommend them, they are honest, helpful and efficient.

Mr And Mrs D

In February 2018, Cooper and Tanner won the Feefo Gold Service Award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers. Cooper and Tanner collected over 300 reviews between January 1st 2017 and December 31st 2017, with a Feefo service rating of between 4.5 and 5.0.

Oliver Jenkin, Cooper and Tanner commented: "It's a real honour to receive this award from Feefo. To be recognised for delivering exceptional experiences to our customers is a great achievement. We've been working hard to ensure our customers receive the best service possible, and being able to listen, understand and respond to their needs has enabled us to improve our offering in 2017. We're looking forward to another successful year ahead."



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Would definitely recommend - very courteous service and excellent attention to detail. Nothing was too much trouble and the team were very respectful of my health issues, which were the reason for the sale. Also very accommodating of late entries to the catalogue and last minute change of venue due to the weather.

The sale day was a great success and ran smoothly, thanks to the efficiency and expertise of the Cooper & Tanner team in what were very trying weather conditions. We would have no hesitation in using Cooper & Tanner in the future.

An outside sale client



Excellent from start to finish! Thoroughly professional on every level. Proactive, but also unfailing helpful and courteous. The whole team is brilliant. First class communication and negotiating skills. You always felt that the members of the team were prepared to and actually did go 'the second mile'. Highly recommended - we would not even consider using anyone else should we need the services of an Estate Agent in the future.

Mr A



The important thing to keep in mind is that selling the house is just the start, we kept wondering if this was the right agent, then the house sold and that's where C&T really worked hard. They kept everyone in a complex chain informed and chased to make sure things kept moving. I would say they added most value after the offer was accepted, very impressed.

Mr E



From start to finish the whole process was handled very professionally by Jean and her team. They explained everything very clearly and were happy for us to have an input into the final listing. We always felt that we were in control of marketing our own property, but with the backing and expertise of experienced and well established agents.

We were never in any doubt that the property would be let very quickly, and this proved to be the case. We were getting interest as soon as the listing went live, and within a few days we had secured a tenancy.

The whole experience was so much easier that we had dared to hope, and we cannot thank Jean, Lauren, and Natasha enough for the way they handled everything.

Mr & Mrs J



Professional service and always kept up to date with all stages of progress including web traffic results for my property enabling me to see what effects posting pictures etc made to interest in the property. I would recommend the Glastonbury office to anyone. They are an excellent team and everyone makes you feel they are working for you.

Mr T

So far in 2018 Cooper and Tanner have achieved an impressive average rating of 4.8 out of 5, remaining on target to beat 2017 award winning feedback rating of 4.7 / 5.0. As a company Cooper and Tanner always love to encourage a bit of healthy competition, so at the end of each year the department that achieves the best overall customer rating receives a special award and last year there was also a prize of dinner at a venue of their choosing. Things are shaping up nicely this year with our Shepton Mallet residential department leading the way, having accumulated an impressive 5 / 5 rating off the back of a healthy number of responses. A number of departments are very close by, so this year's competition could go right down to the wire!



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Always our first choice of Estate Agent in the South West

Cooper and Tanner were excellent - the best Estate Agents we have dealt with in 25 years of renting.

Mr & Mrs B



Professional, charming and on the ball!

Hayley is extremely on the ball, all staff were polite, knowledgeable and reliable with updates and feedback. I can't praise them enough, they certainly made my job much easier and I will definitely recommend them to my customers and would use them myself for a house move. Thanks to everyone at the branch.

Churchill Properties



The Cooper and Tanner Lettings Team in their Shepton Mallet branch are second to none. You will receive a fast, friendly and reliable service. Compared to our dealings with another local letting agency recently, which left us more than underwhelmed, Jean, Lauren and Natasha are exceptional. They understood our needs and gave us the best possible outcome. I would recommend them to anyone looking to rent a property.

Mr & Mrs D



Initial contact with Adam Scott, superb photographs, amazing spread in the local paper, brilliant display on Rightmove, Buyer found on first day, at the asking price, constant contact by email and telephone - sometimes out of hours, Cathy and Connor chasing at every stage, all added up to a perfect and enjoyable experience. Yes - Cooper and Tanner every time!!!!!!

Mr B



Very efficient. Did what they said they would when they said they'd do it.

Given that all estate agents come with a certain reputation, C&T were a welcome change. Hope never to have to buy another house but if I did I would certainly consider using Cooper and Tanner again.

Mr & Mrs D

When we take a look back at the vast amount of feedback we have collected from Feefo, it is clear that some of the key reasons that people have a positive experience with Cooper and Tanner is the regular communication they receive and our staff's empathy, continuous support, local knowledge and expertise.

The world has changed, and this change encompasses all of our disciplines, however Estate Agency in particular has evolved.

Buyers and sellers are now able to interact with professional high street agents, hybrid models or pure online offerings and in some cases pay very little for this service. The positive feedback that we receive continues to demonstrate that good communication, an empathetic approach, ongoing support and regular contact are vital to industry success, just offering a "cheap" service will never be enough and is something we will never consider.



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Highly professional service from initial appointment to completion.

Your team were great from the start and achieved a sale above the asking price. Your marketing and details were excellent, thank you for a very professional service.

Mr H



Great Job!

Professional, friendly and efficient service. They worked with energy and enthusiasm to find a buyer and kept us well informed of developments at all times. I would definitely use them again (although I hope I never have to!) and would recommend them to others.

Mr and Mrs F



I was very impressed by the staff at the Glastonbury office. Hayley Browning was particularly helpful during our sale and purchase. She performed her duties in a most professional way and displayed warmth, compassion and honesty throughout. I would not hesitate to recommend Cooper and Tanner because they know what they are doing and are completely trustworthy.

Mrs K



Welcomed from the start and they made the whole process of moving a breeze.

Cooper and Tanner have been so helpful from the very beginning, I am a person with a lot of questions and I was constantly in contact to which they responded very fast and with perfect answers every time. The whole team have been very lovely and we have enjoyed our experience with them!

Mr T and Miss W



House sold quickly.

Sold my house before it even went live on Rightmove. Could not be happier. Even got full asking price. The service was always courteous and friendly. Mr Tettmar is to be highly recommended. Thank you to everyone in the office.

Mrs K



In July we have had one of our best months for feedback, both in terms of the response rate to our requests (24%) and our service rating (4.9). Communication and quality of brochures both feature a numerous occasions in many peoples feedback.

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Brilliant and experienced team would recommend them to anyone.

Very personalised and supportive service, nothing was too much bother. We were assigned a senior sales negotiator but when they were not there the other staff were equally helpful.

Mr and Mrs B



Professional, helpful and efficient. Stress free purchase for me!

Always happy to show me the property and answer my questions. All the staff were friendly and professional throughout the buying process. Will be more than happy to continue to recommend C&T to my friends and family.

Mr S



Ta very much

On the whole very helpful and willing to help out with multiple viewings. Often out of hours. Good with staying in touch when needed. And no dramas with completion. Ta very much.

Mr C and Miss G



Excellent service – highly recommended

Excellent service in terms of managing viewings and progressing the overall buying and selling process. Jessica in Castle Cary office kept us informed at all stages and was extremely proactive in terms of stepping in so as to overcome problems within the wider chain. Very professional and friendly service. I have no hesitation in recommending Cooper and Tanner.

Mr and Mrs S



Rachel and Laura are superstars

The staff were friendly and very very helpful. Open to all communication and moved heaven and earth to get us in our home on time. Would certainly recommend Rachel and Laura – brilliant pair.

Mr and Mrs U



With the housing market continuing to show signs of change, it is now more important than ever to review an agent's performance before instructing them to sell your home. Almost all top performing agents have by now affiliated themselves with a reputable, well-known independent review platform. Cooper and Tanner work closely with Feefo and we have maintained an average rating 4.7 out of 5.0 positive rating for over two years, culminating in being awarded Feefo's GOLD earlier this year. Our ability to demonstrate such positive social proof and brand credibility sends a vital message during these changing times – we are an agent that delivers on its promises. Keep looking out for the Feefo symbol of trust!

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