

# Most outstanding example of customer service



## Winner: Casacalida Properties

“It is difficult to believe that this example of outstanding customer service could be improved upon”



Steve Long receives the award from HiFX's Shaun Taylor

The judges looked at examples where companies had gone above and beyond the call of regular duty, extending a level of service beyond the normal requirements of an agent or developer. In most cases, the companies gained no direct benefit from the extra help provided and instead were focussed on their customers' needs. In the winning entry, one judge felt it was “impossible to imagine the service being improved upon” as Casacalida Properties demonstrated care and consideration to go alongside the strong business practices that brought them the Best Medium Agent award.

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