

'I have always found the property services offered by Kelvin Francis, Chartered Surveyor Estate Agents, to be unrivalled. They are at the cutting edge in the use of technology, in order to provide unique services for their clients'.

'The Kelvin Francis team have in my experience, always acted with the utmost integrity and professionalism'.

**Mr C M**

'From the moment of our first meeting, the staff were thoroughly professional, personally charming, patient, courteous and helpful. We were given good advice about whether to rent or sell, were guided carefully through the initial stages of the sales process, and were kept informed about prospective buyers, as they inspected the property'.

'Nothing seemed to be too much trouble, all communication was dealt with promptly, and the staff, were unfailingly cheerful'.

'We were most impressed through all our dealing with Kelvin Francis and feel that they are a wonderful example of a company run with integrity and respect, whose staff exhibit the best aspects of Welsh warmth and sincerity'.

**Ms J W**

'In conclusion, we have been very impressed from beginning to end with the service from Kelvin Francis and would not hesitate to instruct them again, or to recommend them'.

**Mr K & Mrs S T**

'During the selling process I was of the opinion that all members of Kelvin Francis, Estate Agent team were working in an effective and efficient manner, to ensure the eventual sale of my previous house. Wherever possible, visits to prospective purchases were co-ordinated, to ensure minimum disruption to my household'.

'On every occasion, all staff were punctual, courteous and efficient. They purveyed an air of optimism throughout a testing process. Always confident about a sale, objective and most importantly, honest and trustworthy'.

'I have no hesitation in describing the Kelvin Francis Estate Agency as displaying integrity, in all aspect of their business'.

'I believe the manner in which the team works so hard, is clearly led from the top'.

'I am confident this organisation will be a strong and positive model for other estate agents to emulate'.

**Mr P M W**

'We would like to thank you for the excellent service that your company provided with the recent sale of our property'.

'Your staff advised us and kept us informed of progress during every stage of the process, was well beyond anything that we would have expected, and flies in the face of the reputation that some estate agents have earned.

'Without the regular feedback from yourselves, we have no doubt that the sale could have fallen through'.

'We would have no hesitation in recommending your company to people and would happily use your services again, should we decide to move from our present home'.

**Mrs S and Mr G F**

'Since the beginning of our relationship with Kelvin Francis, at the start of the downturn, we have found their advice and support to be excellent. Despite our discussions with other agencies, they were the company most consistent and more importantly, were the ones who successfully sold our property'.

**Mr M and Mrs E S**