

Association of International Property Professionals (AIPP)

BUILDING CONFIDENCE IN INTERNATIONAL PROPERTY



2011



worldwide and is growing to ensure the industry grows with greater credence and knowledgability.

Importantly, the AIPP does not sell property

In 2008 the AIPP set up its own awards programme focused entirely on customer service to reward overseas property agents and developers who demonstrate excellence and professionalism in their levels of customer care. Now in their 3rd year, the AIPP Awards have extended the categories to take into account the important work of their Associate Members, such as lawyers and foreign exchange providers and also to recognise the increase of fractional products in the industry.

The winners of the 2011 Awards programme are announced on Friday 11th March on The Main Stage at *A Place in the Sun Live*. The categories include best agent, best developer and most outstanding example of customer service and winners will receive trophies presented by AIPP Board Member Sue Ash. The panel of judges is drawn from

both the overseas and UK property industries and provides a combination of property expertise, high professional standards and independence. In judging the entries they put themselves in the position of the international property buyer posing the question: "What do I want to see in an agent or developer to reassure me that they will deliver?" Chairing the judging panel, The Property Ombudsman, Christopher Hamer: "Initiatives promoting higher standards of customer service and business operation should be encouraged, and these awards provide a valuable contribution. They inspire companies to aim for excellence, encouraging them to evaluate their business processes, and importantly, how they as a company service to their customers."

The AIPP offers consumer advice on buying property overseas including an overview of what membership means, what the Association can do for consumers and what your responsibilities are as a buyer. For more information visit www.aipp.org.uk



AIPP AWARDS 2011 SHORTLISTED ENTRIES

Best Small Agent - Single Country

- Didim Sun Properties
- SPC Overseas Realty
- UV10

Best Small Agent - Multi Country

- Colordarcy Investment
- ROC Investments
- Rivermead Global

Best Large Agent - Single Country

- Romance of Turkey
- Windrush Alliance

Best Large Agent - Multi Country

- Property Frontiers
- Property Global Investments
- Assetz International

Best Developer, Central & Eastern Europe

- Livadhotos Developers
- Akbuk Resort Group
- Minoan Homes

Best Developer, The Americas

- Invest in Brazil
- EcoHouse Developments
- Grup Imobiliari Natal Brasil

Best Developer, Africa, Asia & Australasia

- Monopoly Property Group
- Iguana Company / Matrix Developments

Most Outstanding Example of Customer Service - Agents & Developers

- Colordarcy Investment
- Rivermead Global Property
- USA Property Investor

Most Outstanding Example of Customer Service - Service Providers

- A&G Kouzali Law Office
- Wincham Investments
- Survey Spain

- ### Most Transparent Marketing Campaign
- Colordarcy Investment
 - Highground Property Investment
 - Rivermead Global



AIPP AWARDS 2011: THE JUDGING PANEL

Chair:

Christopher Hamer, *The Property Ombudsman*

Judges:

Sue Ash, *Ash Communications*
Cliff Casey, *On Plan Marketing*
Peter Esders, *Chebsey & Co*
Shameem Golamy, *Rightmove Overseas*
Jack Goulding, *University of Central Lancashire*

Jonnie Irwin, *A Place in the Sun: Home or Away?*
Nigel Lewis, *Primelocation.com*
Guy Tolhurst, *Intelligent Partnership*
Mark Rickard, *HiFX Plc*
Richard Way, *A Place in the Sun*
Andrew Willoughby, *Kinnell Holdings*