

To Whom It May Concern:

I was recently reminded that the sale of a home is a very emotional process. Given all of the emotional issues that go along with the sale of a home, the current housing market adds even more stress onto this entire process. I especially aware of this when I began working with Hope and Suzie because I had been working with another realtor for two years! Although my former realtor was a very lovely person, our experience with the attempted sale of our home was particularly stressful and completely unfruitful!

It was after a year and a half of no interest shown at all in my home that Hope and Suzie were recommended to us. I informed Hope and Suzie that I was currently working with another realtor and that I intended to complete my contract for at least another six months. I was particularly impressed early on with Hope and Suzie because they worked very hard and provided us with a complete market analysis of our home and made many helpful suggestions to help us, even though it would be possible for us to use these suggestions with our current realtor. I was immediately impressed with their professionalism!

Perseverance, patience, and professionalism prevailed in the end when we reached out to Hope and Suzie last winter to ask them to assist us in the sell of our home. We had complete confidence, based on our past experience with them, that they would represent us very well. As a matter of fact, our expectations were met and exceeded during this process with Hope and Suzie. They wasted no time in taking pictures to market our home, displayed a fabulous sign, but began looking for the "right" people for our property! We were most impressed with their suggestion to us that we stop spending a lot of money on this home and made practical, affordable suggestions to help us stage the home. This was a very valuable piece of advice for my husband and me because we were under the impression that we had to replace and fix everything from soup to nuts on this house. Hope and Suzie helped us to put into perspective the things that truly needed to be done to sell our home. As a result, we received a larger financial gain when our home sold.

In just a few short weeks after we took the suggestions that Hope and Suzie made that we had our first and final offer on our home! We can't thank our realtors enough for making this experience so wonderful and fruitful. It was truly a pleasant experience from our first meeting all the way through to the closing of our home.

A few weeks following the sale of our home, we received a photo album of very precious pictures of the landscaping and all of the rooms of our home. Given the fact that this was a very special home to us, this token meant more to us than we can say.

I can honestly say that because of our experience with Hope and Suzie, we have a whole new standard to compare all real estate agents! Thankfully, we will not need to look any further as long as Hope and Suzie are around!

Kelly A. David Bratcher



AGENT EVALUATION FORM

We would appreciate if you would take a few minutes to fill out an evaluation on the RE/MAX First agent that helped you in the recent sale or purchase of your home.

Sections to complete..... Buyer A,C,D Seller A,B,D Both A,B,C,D

SECTION A Please rate your agent on the following.

- | | | | | | |
|--|------|------|------|-----------|-----------|
| 1. Knowledge | Poor | Fair | Good | Very Good | Excellent |
| 2. Accessibility | Poor | Fair | Good | Very Good | Excellent |
| 3. Professionalism | Poor | Fair | Good | Very Good | Excellent |
| 4. Effectiveness as a negotiator | Poor | Fair | Good | Very Good | Excellent |
| 5. Guiding you through the real estate transaction | Poor | Fair | Good | Very Good | Excellent |
| 6. Was this the only agent you utilized during the buying/selling process? | | | | Yes | No |

SECTION B Sellers

- | | | | | | |
|--|------------------|------|------|-----------|-----------|
| 7. Did your agent market your home as promised? | Poor | Fair | Good | Very Good | Excellent |
| 8. What was the most useful thing your agent did to help sell your home? | <u>Marketing</u> | | | | |

SECTION C Purchasers

- | | | | | | |
|--|------|------|------|-----------|-----------|
| 9. How many homes have you purchased in the past? | 0 | 1 | 2 | 3 | 4+ |
| 10. Was this agent able to determine your purchasing needs quickly and accurately? | Poor | Fair | Good | Very Good | Excellent |

SECTION D

What is the company/agent's greatest strengths? Professionalism, knowledge, and Response time.

What's the most valuable service this agent offered? Marketing; Advising us to stop spending on house.

How could the company/agent improve their service? No suggestions

Would you use the same agent in a future real estate transaction No Yes

If no, please explain. Yes!

Thank you for taking the time to fill out this survey. We commit ourselves to the highest quality service possible and appreciate the time you have taken to help us maintain that promise.



Dear Kelly & David,

I have asked my company to include this with the survey. Recommendations or suggestions are a vital part of my business. I would appreciate if you would take a moment and describe in your own words your buying and/or selling experience. This sheet will be shared with me unless you request differently.

on next page...

Kelly & David Breck
Clients

4-2-18
Date

Sometimes I get asked if a potential client could talk to a past client. I would appreciate it if you would allow me to give your name as a contact to discuss your real estate experience. Thank you!

Hope Cudd/Susie Frost

PHONE NUMBER TO USE _____