

Sept. 8, 2020

Dear Bill,

Thank you very much for the wonderful experience you provided in selling my mother's home. You were knowledgeable about the area and provided extensive research to back up your suggested selling price. We felt very comfortable listing the house with you. You provided personal service and spoke with us whenever we had a question. You recommended using your stager; not to overhaul the house but rather to cull and depersonalize it to prepare for the sale. The stager made terrific suggestions that I was pleased to follow. The house hadn't looked as good in years! Even though we first met in October, you suggested listing the property at the beginning of February. Within a few days we had multiple offers all clustered around the asking price. That suggested to me that you really knew the correct price and timing for our sale. You were very professional throughout the process and despite a major glitch discovered at the time we were to sign back the offer, you remained focused and calm. The glitch was, of course, in no way your fault. As a matter of fact, when we first met you addressed this very issue with us and at the time we had been told by our accountants and lawyer that every thing was fine. Despite being someone else's mistake you were able to negotiate around this stumbling block and secured the deal for us. That night everyone went home feeling satisfied and happy. I would have no hesitation in recommending you. It was a pleasure to work with you despite the rather sad circumstances of the sale. You smoothed things over so that the process was as stress free for us as it could be. Rob and I wish you continued success.

With many thanks and much appreciation,

Jane Southey and Rob Gordon