

September 20, 2008

Dear Fran,

Thank you, thank you, thank you!

Thank you for telling us what we could expect from you, and then exceeding those expectations. You advised us that we could choose from three prices that you recommended: possible, interesting, and exciting. You advised us on presenting our house. You listed our house on multiple web-sites giving our house the maximum visibility. You brought in not just any photographer, but one with the skill and caring to take in all of the details; she didn't just do the best she could with available light, she came back when the light was right. You produced two open houses (broker and public) which generated a buzz and created great interest in the house because of your effort. You followed up on every lead, and welcomed every call from us when there was a showing. You attended the closing just because you didn't want something to hold up the closing that could have been avoided if you'd been there.

Thank you for keeping us informed every step of the way through the open house, the bidding process, negotiations, and closing. You truly understand how stressful this process is for the seller. You never, ever made us feel that we were calling at a bad time

Thank you for a real coup: this was the toughest market in our recollection, and because of you we were in contract in just one month at a price within 6% of asking. The average time to sell a house was much longer then. We went on to close on time and without a hitch. Ron and I will forever be appreciative of the effort that you put into selling our house.

And especially, thank you for your unflagging enthusiasm and friendship. If you ever come our way, our door will always be open.

Warm wishes,

A handwritten signature in cursive script that reads "Ron and Marcia Bandes". The ink is dark and the handwriting is fluid and personal.

Ron and Marcia Bandes