

Dear Karen,

We cannot thank you enough for helping us find our dream home! Although the short-sale process can be lengthy, it was worth it and we are so pleased with the outcome! In our case, we waited approximately four months, which at times seemed tortuous – many ups and downs. Your constant encouragement and the selling agent's notes really lifted our spirits and kept us going. Our concerns in waiting that long were that the seller would back out of the agreement at the last minute. You responded by saying the seller would be concerned that **WE** would back out - that brought us great relief! I would pass along these very words if ever meeting someone else pursuing the short-sale process.

You made this as seamless of a process as possible from start through closing! And once we were in our new home, you did not forget about us! In fact, you not only "checked in" on us, but you referred us to several different service companies that I would further recommend to your other clients. These include:

- 1) Polo's Painting (Wow, what a find! His work was excellent and consistent throughout);
- 2) North Valley Rayne (We had a new water softener installed. He seemed very knowledgeable and his work was very professional. We are happy with the unit.);
- 3) Hummingbird Property Inspector (Inspection was very thorough and we received a complete report);
- 4) Star Floors (John Glista was informative and he picked out various grades of carpet for us to select. We have been happy with our choice of style/color and the installation was very professional); and
- 5) Secure Feeling Locksmith (Our locks were re-keyed. All work was done professionally and the price was right!)

Karen, we cannot thank you enough for the supportive words and gestures you gave through the entire process. It was very evident to us how hard you worked in ensuring we got the perfect home and believe me, no detail went unnoticed! You were not only a phenomenal realtor through it all, but a wonderful friend!

Bob and Lucy Scovill