

September 18, 2012

Dear Kitty,

We are very grateful for your extraordinary diligence in helping us sell our home in Chapel Hill. You met us when we were fresh to the business of home sales, and you guided us through the process with a steady hand and understanding heart. From the very outset, you let us know what we could reasonably expect at every stage of the process, and you were *always* on call for us when we needed you.

You anticipated our needs and signaled to us what needed to be done at each stage of the process. Keeping us informed of all the necessary tasks and what to expect from other parties was truly important. When we began working together, you gave us excellent advice about preparing the house to sell. You arranged for a pre-inspection, let us know what items needed to be fixed, helped us with de-cluttering and staging, and assisted us in setting a realistic price. You were also excellent at marketing the house. In the online listing, you carefully chose attractive photographs and called attention to the unique features of the house, including the handsome willow oaks and the hardwood floors. You also went out of your way to hold an open house, which created a good buzz. Thanks to your efforts, our house was under contract in less than two weeks!

Once we were in contract, you helped us negotiate with a nervous buyer. You coached us about agreeing to or declining the buyer's requests, and worked out a complex deal, necessitated by lending rules, to allow the buyer to take possession before closing. On top of all this, you gave us much needed informal advice about purchasing a new home in another state. We really appreciated this guidance because our team in the other state let us down at inconvenient times.

And finally, thank you again for all the cards you sent! They reminded us that we were in your thoughts at every point in the process. You were a fantastic agent, and we will recommend you enthusiastically to our friends and family.

With warm thanks,

Laura Rusche and Frederick Klaitis