

Andrew Herrera
Prudential Realty

Dear Andrew:

Jackie and I wanted to express in writing the gratitude we feel in having you represent us both in the purchase of our new home in Forest Hill and the sale of our condominium in Eureka Valley.

First, I wanted to address the purchase of our Forest Hill home. As you know, though Jackie and I were not "actively" seeking out the purchase of a new home, we had come to the conclusion that Forest Hill would be the top neighborhood on our list in which to buy. We had heard of your reputation from individuals that I know and/or work with and it was with great pleasure that we saw your name associated with the property on San Marcos. We certainly appreciated your taking us through the process and answering the questions associated with buying our first family home together. Your dedication to customer service was very apparent when you agreed not only to meet us the Wednesday before Thanksgiving but subsequently on the Friday after Thanksgiving. In addition, we were impressed by your diligence to meet with the buyers immediately after receiving an offer from us and alleviating our anxiety by informing us that they had accepted our offer only a few hours after meeting with us that Friday morning. Furthermore, you ensured that the paperwork involved and the time taken out of our schedules were both kept to a minimum with the result that our home was closed in only a month.

But it was the sale of our previous property that we wanted to especially thank you for; more so because the sale was done at a time when market conditions were not ideal for sellers. The anxiety we felt when we purchased our new home was surpassed by that which we felt during the sale of our condominium but you were instrumental in alleviating our worries by exhibiting your dedication to selling our property through constant communication with us, your tireless work ethic and counseling when we needed it. Jackie and I both appreciate not only your professionalism, but your human side, understanding and listening to us when the road was a more than a little bumpy.

It is no wonder to me why you are held in such high regard in the real estate industry and why you are so successful. Given the opportunity, it would be an unparalleled pleasure to recommend you to anyone else requiring a top professional in the purchase or sale of their home.

Sincerely,

Steve L.
Senior Healthcare Consultant
Pfizer, Inc.