

April 1, 2005

Neal Weichel
Marcus Slaton
Barbara Redman
Wendi Vranson
25101 The Old Road
Santa Clarita, CA 91381

Dear Neal:

When we came to you regarding the sale of our property, we were coming from a very bad experience as a direct result of an incompetent agent. While we felt it was necessary to utilize an agent to assist in selling our house, we really did not want to deal with another one.

A friend referred us to you. From our initial contact with you, we were treated with care, respect, and with concern for our situation. You assured us your staff takes pride in its work, with the belief every one of your listings is important to you. You displayed great professionalism upon our meeting, and took the time to answer every one of our questions. Additionally, you met with us after the standard workday ended to make it convenient for us. The time you spent with us at that first meeting showed you respect your clients, you realize they make your business, and you are dedicated to providing the best service to them.

When our house sold in a just a couple of weeks, I was shocked. The average sale time was approximately 50 days from the best I could tell. You brought multiple offers and well qualified buyers. Your staff stayed in constant contact with us throughout the entire process, and communication was outstanding.

We cannot express enough, our thanks to you and your staff for doing an outstanding job for us. You took the time to address our concerns, formed a successful plan for us, and saw the job through to the end.

Thank you for a job well done! We would recommend you to anyone!

Sincerely,

Chris & Suzanne Roberts