

November 28, 2011

Dear Laura,

We would like to extend our heartfelt thanks to you for helping us navigate the crazy real estate market and helping us secure the purchase of our wonderful home. You really were able to zero in on what we were looking for in a home and we appreciate your endless efforts in crisscrossing the county.

During this time when all the rules seemed to be in flux you were always so steady in guiding us through all the endless forms and documents that were required for the transaction to take place. You explained all the legalese of the paperwork and directed us through the escrow process. You knew your way around all the roadblocks and obstacles and helped us understand all the steps required in buying a house. We can't thank you enough for all your recommendations for the inspectors and inspections and work crews, and juggling your schedule to complete them before our deadline. You were always so calm and cool, even when we were a bit panicked, and your years of experience were an incredible asset to us.

Thank you again.

Fondly,

Janelle Brenner and Stephen Banister