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Missy,

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I'm sorry I have not been in touch earlier; as I'm sure you can imagine we have been quite busy. I don't recommend selling a house and moving into a new one during the Christmas season, but now that things are mostly in place we are ready to start the new year in our new home.

I wanted to add a few comments to the feedback forms you sent regarding both the selling of the Timber Post house and the purchasing of the house in Natalia. I probably sound like a broken record telling everyone who is even slightly interested in our experience with how happy we were with you and the entire process.

Your immediate recommendations to us on things to fix, items to remove and your overall experience made us comfortable and confident that if anyone could get the house sold in this market, you could. As proud as we were of the many improvements we made to our home, I think it was the suggestions you made that sealed the deal with the buyers. The fact that you came in so prepared overwhelmed us in a positive way. I have told numerous acquaintances that you sell million dollar homes, but treated us like you were selling *our* million dollar home.

I cannot say enough about Justin, Loren and the folks in your office. Toward closing, I probably called or e-mailed multiple times daily and I always got an immediate answer or e-mail response. You asked me what was important in a real estate agent when we started the process and I told you that I wanted communication and not to feel blown off. You and your team delivered on that promise and I appreciate it.

In purchasing our new home, Justin handled everything for us. He was in constant contact with the other agent resolving questions that we had and setting us at ease. When we were willing to let a lot of the findings in the inspectors report go, Justin really convinced us to push for the fixes and we are glad now that he did. As buyers, we probably suffered from the urgency to get into the new house and I suspect many agents may have simply let us make our own mistake. The fact that Justin took the time to persuade us to ask for the changes saved us money in the long run I'm sure.

Please accept our sincerest thanks and genuine gratitude for making it all happen, and fast!


Dave & Eva Stone