



**ARCHITECTS ENGINEERS PLANNERS**

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Hannah R. Abrams  
Abrams Real Estate, Inc.  
14 James Street, #3  
Brookline, MA 02446

Dear Hannah,

I am writing to extend my warm gratitude to you for the wonderful job you did in finding me my dream home. Specifically I would like to thank you for three things I felt were over and above the call of duty:

1. Your market knowledge and willingness to show me a wide range of properties allowed me to get a better idea of what I really wanted for my new home.
2. Your honesty and advice not to purchase a specific property. You knew that I was smitten with its penthouse views, and was therefore overlooking the significant flaws it had.
3. Your persistence in finding me the right property once it became clear that what I wanted was not immediately available. You kept an eye out for me and called me as soon as the right place came onto the market.

All this was done with non-failing professionalism and a smile. I don't know how you do it!

Please know that I speak highly of you and strongly recommend you to my friends and colleagues, and when the occasion arises, I would work with you again in a heartbeat.

Warmest Regards,

Bashar Altabba, PE  
Project Manager & Senior Technical Consultant

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*The HNTB Companies*

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