

788 Harrison Street
San Francisco CA 94107

December 27, 2006

Dear Hannah,

You did it. You kept your promise: not only did you sell my condo in a rough market, but you restored my faith in the real estate industry.

As you doubtless recall, I came to you after my first real estate agent engaged in a pattern of negligent and dishonest behavior which put everyone in my building at risk and cost me a sale. As I'd already relocated to California when all this happened, I was feeling rather...stressed. The first time we spoke, you promised to not only sell my condo, but to give me a high level of confidence that things were being handled appropriately in my absence, and to restore my faith in the real estate industry. You were being very gentle, professional, and understanding, and what did I give you for your pains?

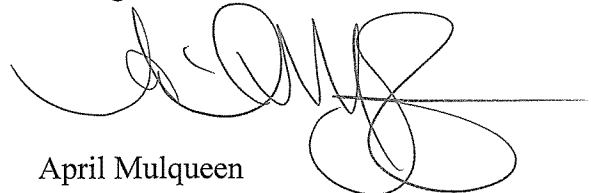
I snorted at you. You are too polite to remember, but when you promised to turn the sale of my home into a positive experience I snorted at you and said "that isn't going to happen." I told you I had no doubt that you could sell the place, because it was very cute, but that you weren't going to make me feel better about the experience.

Please let this letter stand as my admission: I was wrong. Yes, you found a buyer, but that was the least of it. At every step in the transaction, you exhibited brilliant communication and negotiation skills, laser-like attention to detail, a thorough understanding of the psychological aspects of the transaction, and unfailing follow-through. From 3,000 miles away, I was able to put my head on the pillow at night knowing that my property was in the hands of a true professional. My blood pressure, which had been flirting with stroke territory, sank back to normal levels, and I slept like a baby. I cannot possibly convey how valuable this was to me.

I will never again assume that real estate is an easy job, consisting of walking clients around pretty properties and taking their money. In my professional and personal life, I have seldom met an individual as organized, professional, patient, and as ethical as you. You are just damn good at what you do, and it was always a pleasure (um, initial snort aside) dealing with you while you did it.

Please feel free to use me as a reference. Phone numbers and addresses change, but e-mail is forever: you and your potential clients will always be able to reach me at amulqueen@gmail.com. If I hear of anyone back east looking to buy or sell, I will send them to you without hesitation.

With gratitude,



April Mulqueen