

84 Onslow Street
ROSE BAY NSW 2029

22 September 2005

Dear Michele

Thank you so much for helping us find the home that we've been looking for. After searching unsuccessfully for months, we had almost given up hope, so we were thrilled to be able to buy a home that met all our criteria within our budget in such a short time.

We had never even thought about using a buyer's agent to help us find and purchase a property. But after months of hours spent every weekend looking at unsuitable or unaffordable properties, we realised we lacked the time and expertise to secure our target property. When we were about to give up completely, a friend suggested we talk to you to see if you could help us.

After the first meeting, we knew that this was the solution we had been looking for. We were immediately impressed with the professionalism, experience and access to information that you brought to the process.


Once we had appointed you, the whole process became so much more enjoyable. We could relax knowing that while we were enjoying our weekends, someone was attending numerous property inspections, talking to agents, searching websites just to try and identify the perfect property for us. Importantly, we knew that you were not just focussed on helping us buy the right property, but also ensuring we didn't buy the wrong property. In one case, while you were away, we were quite enthusiastic about a particular place that we had found, only to discover (thanks to your colleague Fred Haggart) that there were some major flaws to it that would have resulted in us making a very expensive mistake had we purchased it. Being able to rely on the team's years of experience gave us such reassurance that the property we would ultimately acquire would be a sound purchase.

From the time you informed us that you had the property for us to come look at, the whole process went quickly and smoothly. Inspections were repeatedly arranged for us outside normal inspection times that suited our schedule. Building reports were arranged on our behalf, you coordinated with our lawyers to ensure they were involved in the process, and we were given detailed information on comparable sales so we knew what we should be paying for the property. Having decided that this was the property we wanted, you managed to negotiate the purchase before the auction at a price below the budget we had given you (and below the agent's asking price). It was such a relief to be able to avoid the stress of negotiating the purchase price and the pressure tactics that vendor's agents always use to try and extract a higher price.

I was amazed that the service didn't end there. You continued to assist us by helping us find contractors to freshen up the property and a great real estate agent to manage the property for us. We felt we had a guiding hand every step of the way right through to settlement.

We are very happy we decided to use you for our purchase and would not hesitate to use you again for any future property purchases. Not only did you save us significant time, stress and hassle, but you more than earned your fee by getting us our ideal property for such a great price.

Thanks for everything



Judy and Paul Lewis

