

## Cyndi Broschat

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**From:** Gloria  
**Sent:** Wednesday, September 20, 2006 7:27 PM  
**To:** Cyndi Broschat  
**Subject:** Appreciation and Referral

9/20/2006

To: Cyndi Broschat  
Keller Williams Realty

Cyndi,

As we approach almost the mark of one month since moving into our new home, we want to extend our heartfelt thanks to you and your expertise in making this transition a smooth one. We thank you for your professionalism in selling our beloved home of 18 years and buying a newer home in the location of our choice. We found in you qualities we would choose not only in a professional realtor, but also qualities we would choose in a friend. You listened to our needs and proceeded to fulfill those needs. As the process progressed, you were attentive to those needs changing as we acquired more understanding of the basics, the frills, the must haves and the raw desires of the home we were searching for. During that period, we experienced times of mixed feelings: tired, elated, frantic, happy, disappointed, but you kept us on an even keel with your upbeat outlook, understanding, and keen awareness of what we were feeling during our mood swings. Selling or buying a home can be stressful; it can also become a joy. We experienced it all from one end of the spectrum to the other. Through it all, we did not falter in maintaining a knowingness of your integrity. We never felt we had to study and dwell on all the fine print after you explained verbiage of legal documents that were not common knowledge to us and yet we were expected to sign with understanding. We trusted you and you never let us down, from beginning of the process to the end. All the extra help in finding the right professionals for changes and additions to our new home and the kind and thoughtful touches you extended to our family even after all the T's were crossed and the I's were dotted at closing will not be forgotten. I would say to anyone who is interested in any real estate transaction, YOU are the realtor of their dreams come true. You may assuredly refer anyone to us during your continuing career as a realtor. Thanks for making our dreams a reality. We want you to know how very much we appreciate you!

Harry and Gloria



9/21/2006

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