

The Storyline Group

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We're Telling Stories!

Mr. Norm Hatke
ReMax Executives
2260 North Druid Hills Road
Atlanta, GA 30329

January 30, 2004

Dear Norm;

Wow. I thought you were the right Real Estate professional to work with my brother, Patrick Steininger, in the purchase of his first home, but you exceeded my expectations many times over!

Your experience, knowledge and warm personality have been a great help to him in this journey to become a "first time home buyer".

From the beginning, you were very helpful in sharing your knowledge of the market and directing him to some areas of town where he might find the best value for his money. I recall many Sundays that you spent with him driving all over the map, and your enthusiasm made a great impression on him. With so many homes to see, and many difficult choices, it was reassuring to Patrick to have your help throughout the process. And after deciding on his house, your great service did not stop there. You were very generous with your time, allowing for many subsequent visits to take care of the details.

But the supreme compliment came when Patrick shared with me some of the particular hurdles in securing his FHA mortgage. Your willingness to PERSONALLY step up to the plate and arrange for the new heating system as well as *taking care of the costs upfront* IMPRESSED us all.

Today, my brother is a proud homeowner. (Personally, I think he just might have given up the idea had it not been for your guidance and help along the way!) We have you to thank, Norm, and I am pleased to have been able to introduce you to Patrick. Please know that I will continue to share this story and whole-heartedly recommend your help to my friends in search of their next home. You are a true professional, and a very wonderful person!

All the best,



Gretchen Steininger