

11/5/18

Ms. Joyce Ray
Chapman Hall Realtors



Dear Joyce,

This is the 3rd time that my husband and I have bought a home and 2nd time selling. You were by far the most experienced realtor that we have ever used. It really made a huge difference to us. Because we needed every penny to move and because it is a "seller's market" right now, I seriously considered selling the house without an agent. I am so glad that we didn't. If we had, we most certainly would have had a lot more headaches, would be renting between buying and selling, and would not have made as much on our home for our trouble.

I could tell from the beginning that you personally cared that we make the most on our sale and end up buying a home that would meet all of our needs. You didn't just price our house once, you continued to proactively monitor the neighborhood sales so that we could stand by our price and feel confident. Knowing our neighborhood market well, you were able to suggest many ideas to make our home the most sale-able - like adding a home warranty and having our septic system cleaned and inspected ahead of the sale.

When negotiating the sale price you looked at all angles with us comparing the nuances of contributing to closing costs vs lowering the price so that we would end up having the right amount left over for buying our new home. You were the one to consider how many days we would need before closing to find a new home to buy and between closing and moving out. We would probably not thought to allow as much time as you did and we needed every bit of it!

You made sure that the appraisal on our sale was expedited so that we were in a good position to make a solid offer as soon as a home we liked became available. Your many recommendations of contractors, home inspector and mortgage broker were not only helpful but gave us assurance that the work would be done well - and it was!

Because we were buying in a fast selling area of town without much inventory, our new home was hard to find and there was only a small window of time that we had to find it. You continued to look and suggest homes even when we didn't have time to look ourselves because we were doing work on our existing home.

There were so many moving parts to complete in a short time period the last few weeks, on both the selling and buying side, that we would not have been able to keep it all straight if it weren't for you. We had a lot of fixing, packing and decisions to make all at the same time, so knowing that all the contracts and various parts of selling and buying were being managed by you was a great comfort.

It is safe to say that we would not have sold our house for as much or been able to pull off selling, buying and moving in without being homeless for a few days in between without you. The added expense of two moves and renting would have undoubtedly cost us more in the end than the savings realized by not using an agent - not to mention the stress of managing it all ourselves.

Thank you for all your hard work, help and advice to sell our house and find our new home.

With much gratitude,

Holly and Eric Neumann