

May 19, 2008

To Whom It May Concern:

Please accept this letter as an unqualified professional reference for Norm Hatke given without any reservations or hesitation whatsoever.

We recommend Norm Hatke to any consumer contemplating a real estate transaction. He is energetic, involved, service-oriented, honest, considerate, knowledgeable, and experienced as an agent and a member of the intown community. Norm's commitment to his clients and the community compel him to seek the truest fit between property and purchaser, and his interpersonal skills make him a good people reader and an astute negotiator. Clients who list a property with Norm will be rewarded with his constructive advice, his honesty, and his gentleman's sense of fairness and duty.

Offering a home that had been in our family for over half a century for sale was an emotionally taxing proposition for us, as well as a logistical challenge in a less than optimal seller's market. Norm shouldered these challenges and sold our home with finesse to buyer's and seller's satisfaction. He brings his conscience and his intellect to each and every interaction, and those he represents are fortunate to enjoy his advocacy.

Norm went well above and beyond the call of duty for us. In contract negotiations, Norm's knowledge of the market paid immediate dividends as he was able to address the buyer's agent's "comps" directly, pointing out why and in what ways they were not comparable at all. After the home inspection, when a minor bathroom leak emerged, Norm not only found a plumber to fix it, but actually got a second opinion and saved us over \$1,000 in repair costs. Norm even pulled out a sponge and bleach when a little mold on the outside of the house became an issue. Whenever we needed something, Norm was there. And he handled it. And the problem went away.

The profession of real estate attracts a fair share of unscrupulous and difficult personalities - and even the occasional shark. Working with Norm empowers clients to navigate such waters because he:

- dispenses honest, constructive advice rooted in strong ethics and experience;
- rolls up his sleeves without hesitation to get every last detail right for his clients;
- behaves honorably and loyally to imbue each interaction with professionalism and success;
- applies pride of community and of workmanship to every transaction.

We vouch without reservation for Norm Hatke as a trustworthy, skilled real estate agent who goes the extra mile for anyone lucky enough to have him as a representative.

Sincerely,



Jennifer Batza & Shawn Jones