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Thursday, April 21st, 2011

RE: Susan Lancaster
Royal LePage Real Estate Services Ltd., Brokerage
#1-5055 Plantation Place
Mississauga, Ontario. L5L 5B8

To Whom it May Concern,

It is with great joy and satisfaction that my husband and I write to inform you of the truly outstanding service we received last year while both selling and purchasing our home with Susan Lancaster & Team of Royal LePage.

We first met Susan in August at the open house of the house in which we purchased. She was warm, inviting and really took the time to inform us of the house features and area. She even went so far as to engage with our young children, making them feel extremely comfortable in her presence also.

After being initially struck by her professionalism and availability, we insisted she not only represent us in the purchase of that home, but also in the sale of our old home. Susan was flattered but felt it was best for us to work with one of her associates to ensure her first clients were made a priority and that no ethical concerns arise between buyer and seller. We were disappointed not to be able to use her for the purchase but truly saw that she was devoted to her job at maintaining a sense of integrity which was most impressive.

Similarly with the home we purchased, we were absolutely blown away with the amount of time and effort Susan and her team put into preparing our house for sale. A professional photographer was hired to take beautiful pictures, a surveyor was hired to re-create the floor plan, numerous professional & truly cutting edge feature sheets were created to showcase the homes many highlights in addition to our home being featured in the front page of the Mississauga Reality section. Perhaps the most impressive feature Susan created to showcase our home (as she does with all her listings) was a website featuring endless information about the property.

During the first week on the market, Susan herself, as always, hosted the weekends Open Houses and working tirelessly and diligently to show the home. Within one week, we received our final offer, ultimately receiving 99% of our asking price.

Overall, we can't say enough about Susan's truly remarkable and unique service. She is professional, reliable, and absolutely makes the sale of your home a #1 priority. The endless amount of "extras" (photographer, surveyor, deluxe feature sheets, website, information stands, personal attention etc.) we received in using her services simply don't exist elsewhere.

Saying we were satisfied with her service is a complete understatement. We are proud to refer her to you and any other friend or relative that may require the best real estate service available.

Warmest Regards,

Christopher, Carrie, Gavin & William Luc