

May 3, 2011

LETTER OF RECOMMENDATION

**RE: SUSAN LANCASTER
ROYAL LEPAGE REAL ESTATE BROKER**

Efficient and timely – We had interviewed several agents and Susan approached us with having completed a thorough comparison of homes in the area; comparing apples to apples. On her second visit she came forward with a plan of action with timelines which gave us a sense of security in the knowledge that she and her team were thorough and committed to the task at hand – selling our home Susan and her team proved themselves to be extremely efficient and proactive with every step they made.

Communication – Her strategy in communicating the features of our home with feature sheets, website, showcasing our garden in summer on a photo frame display (we sold our home in winter months) were insightful and highlighted our home dramatically. Susan communicated with us on every step of the way and solicited our feedback / reaction before committing to action. She provided timely information on other homes selling in the area to keep us apprised of the market and how it could / would affect our sale. She listened to our concerns and responded with sage advice.

Professionalism – Susan is a true professional who understands the business. She is innovative in developing a step by step strategy that will support your sale and is a strong negotiator when it is needed. We ended up with multiple offers. It is difficult to put words to describe how dynamic, caring and perceptive she is. She not only cares about her clients but as you get to know her you realize that she cares about her staff through her coaching and training of her team. You will realize that it is a true team effort. That's what makes Susan so great at her profession.

Susan, you are a true professional when it comes to your clients / friends!
We feel that you have become more of a friend than a realty agent/broker.

She and her team did an outstanding job and we would strongly recommend her as an agent.


Jill/Carlo Savoia