

TRACIE ACEVEDO

5801 Vesper Avenue
Van Nuys, CA 91411
Phone (818) 521-4563
Fax (818) 367-1922
busybeez@earthlink.net

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Mr. Ron Tanzman
Remax OTB Estates
23586 Calabasas Road, #105
Calabasas, CA 91302

Dear Ron,

Well you did it, you sold the un-sellable and in record time I might add! I came to you in what would be considered, by most, a desperate situation. I had purchased my home less than a year ago and found myself unable to afford it on my own after my recent break-up. It was an older home on an amazing piece of property, needing many upgrades and much work. With all the odds against us you never once made me feel like my house wouldn't sell or like you would be doing me a favor to take the listing, as did the other agents I had met with. The most important thing to me was that you got it, you understood my house, you saw the same charm that made me fall in love with the house. I knew if you understood it, you would be able to sell it.

I am thoroughly impressed with the level of knowledge and professionalism that I have experienced, not only from you personally, but from your entire staff. It is with much gratitude, for all of you, that I write this letter. From our first meeting to the last, you have been my hero... so to speak. I was impressed with the research that you did on my property and the surrounding area. The level of preparedness that you showed up to our first meeting with, allowed me to feel the commitment you make to your clients. The consistency of the personal attention that I received from Janet with her weekly update calls and the open houses held by Lucas and yourself. Your team runs like a well oiled machine, you all compliment each other wonderfully. I am especially thankful for all of your hard work behind the scenes. I know there were several issues or road blocks that came up during escrow; some were unknowingly caused by me (sorry). The other issues were due to the nature of this sale. I appreciate that you and your staff were there to protect me. Never once did I feel like my best interest was not being put first. Please know that you have a loyal customer for any and all of my Real Estate needs in the future. Also you can be assured that I would recommend you and your staff to anyone, looking to buy or sell Real Estate.

Thank you again for going above and beyond for me. I needed you and you were there, all of you! It means so much!!!

Sincerely,

Tracie Acevedo