

Andrew Herrera II, Realtor
Prudential California Realty
677 Portola Drive
San Francisco, Ca 94127

Dear Andrew,

I hope you can forgive the fact that this letter is long overdue. I won't waste your time with excuses for my tardiness because the intent of this letter is to commend you highly on so many ways you helped facilitate the sale of my Mother's home at a time that was very difficult for my family and me.

Your professionalism, your knowledge of St. Francis Wood, your compassion, your energy, your attention to detail – the list goes on. From the moment I met you in person I was impressed with the way you presented yourself and the professional way you represented Prudential. I spoke to over six realtors and no one took the time and effort that you did to explain and detail how the sale would proceed; what advertising methods you would employ; and exactly what needed to be done and in what time frame.

Your suggestion for the asking price of the home was precise and in keeping with what was appropriate for the market at that time. It was well thought out and was the major contribution to the quick and lucrative sale of the home.

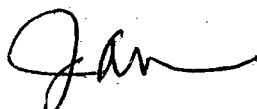
After my decision to sign with you, I felt as if you took all the work from my shoulders. You organized the cadre of painters, gardeners, house cleaners, etc. What a relief to my weary self! When problems came up with the plumbing and the furnace, you took care of them in a way that was both timely and economical, which was much appreciated, especially because of the fact that I live a distance away.

I was in awe of how well advertised the sale was and by the "flood" of potential buyers and agents at the open houses you hosted. The number of offers we received was indicative of your skill in attracting potential buyers.

I appreciated, too, your knowledge and careful attention to detail with regard to the legal aspects of the sale. I felt very confident that I was protected from any future problems because of the time and attention you gave to those issues.

Thank you again, Andrew, for all the help, the caring, the sensitivity, the laughs and especially for your expertise in facilitating the sale of my family home. Please feel free to encourage any future clients of yours to call me should they seek a reference. I will be glad to extol your virtues in person!

With much gratitude,



Jan M