

Glenn Sipes

From: Tomduke27@aol.com
Sent: Sunday, November 10, 2002 9:18 PM
To: GSipes@pacbell.net
Subject: Susan Stuart

As you know, I recently sold my house at Sterling Hills. I have sold over 20 houses all over the country (3 in Camarillo) and have been exposed to a large number of real estate sales people-good and bad. So my comments about the Stuart & Ziegler team comes with a great deal of experience with past real estate sales people.

Susan Stuart worked in sales for the developer of Sterling Hills and sold me the house in 1999. When I decided to sell the house I called Susan who was a favorite of my wife and me.

She said she was delighted to get the listing and had a buyer for the house(haven't we heard that one before). She brought her prospect to the house before the sign was up and we had an offer in a couple of days. The buyer was concerned that his bank felt the price was out of line. Susan contacted the appraiser (from the Valley) and explained the true value of the house which the appraiser bought and the deal was closed with an offer close to the asking price.

The buyer's inspector came to the house and found an electric outlet under the eaves which did not work. I didn't even know it was there. Susan told the inspector the outlet was for Xmas lites and showed hin the switch in the garage to activate it.

When the inspector's report came back to her with some items that needed corrected, Susan said not to worry and she would take care of them including the cost. I liked that!

I had some problems with the smoke detector and Trisha Ziegler sent her husband to the house to fix that.

They were both terrific and very responsive to my needs.

Susan is going to be very successful with RE/MAX and I am sure Trisha will also. I hope Susan adopts me some day.

Last, but not least, is your escrow officer Diane Allen. She was absolutely the most competent escrow person I have ever met and even helped me with the escrow of the new house that I bought.

Regards,

Tom Simpson

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