

October 10, 2005

Reference for Carol Palfrey

The letter is written as a reference for Ms. Carol Palfrey, who served as our Real Estate Agent from July-November, 2004.

As this was our first attempt at purchasing a home, we were naturally a little bewildered at the range of options, and issues upon entering into the housing market. For example, when we first started our search, we were looking for a condo in the Westside area: by the end of the 'search and purchase' process, we had purchased a brand new duplex near Trout Lake. It was through Carol that we were able to safely navigate our way and not only end up with what we wanted, but also feel safe in knowing that we had made the right choice.

Several attributes warrant mention in relation to Carol. First, Carol gave to us the right amount of attention. Carol was always there to respond to our calls and questions. As well, she stays on top of the housing market, monitoring what is coming on the market and keeping us informed. Quite often, we were first, or one of the first, to look at a house new to the market. As well, she knew when to back off and gave us time to reflect on the whirlwind of thoughts that one goes through when looking at houses.

Second, Carol knows her profession. Her university schooling is in urban planning, which, along with her real estate training and years of experience gives her a formidable set of skills. We always enjoyed her breadth of insight when looking at a house, weighing a range of issues from investment, to location, to construction as well as our tastes. As well, she listens to what we have to say, and provides feedback as to what is realistic and what needs rethinking. Let's face it - the customer does not always have the best sense of what he/she wants! From our perspective, one of her big strengths was getting us to look at a house realistically, considering issues such as leaky roofs to the amount of time and money a given house would require to attain an appropriate standard.

We have no hesitation in recommending Carol. Her sincere and professional approach to such a life-changing purchase is one that would benefit everyone.

Geoffrey Bird and Katharine Geddes