

Heidi Rosenfelder & David Greenbaum

July 18, 2004

Ira and Carol Serkes
REMAX Executives
1758 Solano Avenue
Berkeley, CA 94707

Dear Ira and Carol:

It is almost exactly one year to the day that we closed escrow on our first home. It feels great not to be renting anymore!

We wanted to thank you both for helping us to become homeowners in this incredible sellers' market. We could not have done it without your expertise in the Berkeley area and your in-depth knowledge of the local realtor community. We really appreciated your internet empowered way of doing business to keep us informed. Lucy the cat's weekly ratings on open homes greatly shortened our trips through town.

Here are some of the other things we really appreciated:

- ✓ You were always available even on very short notice.
- ✓ You returned calls right away and there were always several numbers to reach you.
- ✓ You never pushed us or got impatient (as we hear other agents do).
- ✓ You are a great team! Ira, your negotiation that landed us the deal was fabulous. Carol, even when we were frustrated with the title process in the last few days before close of escrow, you stayed calm and reassuring and guided us through the paper war.

Thanks to you (and some lucky stars!) we now live in our favorite neighborhood (Thousand Oaks) in a house that is just perfect for us.

Last but not least, we really appreciate your new free van that you have for clients and charitable organizations. We used it on very short notice to clear out our basement so we can begin construction to expand our new home.

Thanks again for all your help and expertise!

Best regards,

Heidi & David
(and Lucas, of course!)