

November 21, 2003

Dear Susan,

Just a note to tell you that we are all settled into our cozy new home. Its such an old cutie! We love the fireplace, hardwood floors and leaded windows. It has so much charm and character. We've been working hard to bring back the details that will make it the beauty we knew it could be. You wouldn't recognize it now! We've gone from funky to elegant. We still can't believe how fast everything happened! Thank you so much for all of your efforts on our behalf. You really were run off your feet trying to sell the five properties involved that would make our dream a reality. We certainly appreciated all the open houses and the extra time you spent under the pressure of so many deadlines. Not only were you calm and professional, you kept us calm and reassured, too. We've referred many of our friends to you, and they've all been very happy with their results. Back then you found us the perfect home before it even had the `for sale' sign on it--very quick work! We are very impressed with your patience and ability to listen to our somewhat "unique" requirements in a home. It was such a pleasure riding around with you to look at homes that you actually made it fun. Anyway, now that the dust hast settled, stop by and take a look what we've done. Thanks again for all your help, Susan.

Sincerely,

Maureen Ipsen and Ken Ryan