

Lynn Hayes

From: Maria Thomas [jomajoru@yahoo.com]
Sent: Thursday, January 31, 2008 6:10 AM
To: Lynn Hayes
Cc: Joe
Subject: Thank You

Hello Lynn,

We are home!!! We gave up the keys to our apartment Saturday and are done with unpacking and settling into our new home. Both Jimmy and Bob have finished what had to be fixed and now it is down to just living in, shopping for and enjoying our home :-)

We have already met a few neighbors, Joshua has a classmate down the road who comes by most days to play and Ruth has a classmate who lives off Legion Road who comes by weekends. Yes in between the unpacking and boxes we entertained the children's friends. They were so excited to see all their things that were in storage and having all the space after almost 2 years of living in an apartment, we could not deny their enthusiasm to share their happiness with friends :-). This weekend we hope to have our first non-hectic day to potter around the house!!!

Very often we find ourselves amazed that you actually found this house for us... When Joshua and Ruth run up in between playing by the creek and give us a hug, and tell us "We love our home", we think of you and God's mercy and are grateful. We had specific requirements - particular middle schools, number of bathrooms, price constraint (to name a few...). For a time there we thought we would have to compromise and 'settle' for something that was reasonable. Then you pulled a rabbit out of the hat. We got more than we had ever hoped for, and to think that when you first told us about it we did not even want to see it!!! We love our home and are grateful for your patience and help through the whole process. You did everything you could and even now that everything is done, we feel we still have a friend for keeps :-)

We would like to specifically list a few things we especially liked about you:

- Your patient and non-pushy behavior
- Your personality - easy to talk to and easy to get comfortable with
- Your policy - "There is no stupid question. Ask."
- Your honesty
- How you got us answers somehow even if you did not know it yourself
- How you were willing to share with us everything you knew about the whole process
- List of contact names and phone numbers
- The positive support of all the people working with you

Thank you for your patience and holding our hands. Most importantly thank you for being so honest. You never once pretended to be a 'Ms. Know-it-all' and that gave us confidence that you were working for our best interest. When we compare your service to our other experiences you excel.

We hope to see you soon Lynn. You know where we live :-)

With Gratitude,
The Georges - Ruth, Joshua, Maria & Joe

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