

Report Date: November 26, 2010

Member:

Cara G.



Category:

Real Estate Agents

Work Done:

Yes

Work Completed Date:

January 12, 2011

Last Modified Date:

January 14, 2011

Hire Again:

Yes

Approximate Cost:

\$1.00

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

Nancy and Brian Biggs (from Prudential Northern Arizona Real Estate) stepped into my messy attempt to purchase a home. I had been dealing with another realtor and had my eye on a home I believed I wanted. Believed it was all I could attain. Everything was moving along ok until I had to sign papers. That's when I learned the realtor was representing both the Buyer (me!) and the Seller. I was uncomfortable with that and went looking for a new realtor. They looked at the house I had been ready to sign for and asked me to consider just giving them a few days to look at others. And then they began to show me homes in better shape, with more, prettier, and all within reasonable prices. There was no rush to purchase the original house -- not when I was being shown others that I could afford, and that would be better for me.

Member Comments:

Nancy & Brian go way out of their way to change how people think of realtors! They do all they can and more to help you find the home that's right for you. I dealt with 3 other realtors this Fall and found that the moment I met the Biggs I felt at home. Safe. I fully trust them. We are in contract right now, but I know with them on my side, on my team, I am being put first. While showing me homes they paid attention to the reasons I didn't like or want each home they showed me. The end result, they found one I did like, and was right for me. And that I could afford. It speaks volumes when a Realtor LISTENS to what you don't like, or what you don't want. Esp. when you're not sure yourself of what would be the right house. Nancy and Brian both went out of their way to COME TO ME when I couldn't get to them-- that's service! I strongly urge others in the area looking for homes to go chat with the Biggs -- once you do, you'll feel as I do. P.S. I was asked above how much their service cost. I put a dollar because I had to answer the question. But as you know, the Seller pays them at the closing. But, if I had to pay, I'd gladly do it as they would be worth all they ask for. *****UPDATE: It is now Jan. 14th , we closed on my house 2 days ago and I've never been more happier! Within 24 hours of closing I've had the unit leveled, worked on by the plumber, and have had both the electrician and the dry waller in and NOTHING is a major job! NOTHING. From the moment Nancy Biggs saw this house she said "IT FELT RIGHT" and boy was she right! I expect that she makes many people's dreams come true. Nancy and her husband/team player, Brian, are the ONLY people to go to when you wish to buy a house in this area. And if and when the day comes to sell and move up, you bet it's their phone that will ring. No one other.

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **n/a**

How does the value of the work compare to the price? **I got more than my money's worth**

Did you find the company through Angie's List? **no**

If no, what was the other source? **heard about them from the HOA & their street sign.**

Why did you choose this contractor? **other, Brian was able to answer 3 legal related questions**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Honest. On target. Positive. Helpful. Willing. Able and ready.**

What did you like least about this contractor? **Never change a thing!**

What surprises came up during the course of the work? **Delays from others, they handled it well, took control. Kept me informed.**

What words of advice would you give other members considering this contractor? **Meet them, interview them, Don't cheat yourself by side stepping them. They can do it for you!**

What words of advice would you give this contractor? **Keep being true to yourself, and your clients. You ROCK!**

This is your space. Feel free to give us your two cents ... or quote your favorite movie? **In some small way, I hope that both Nancy & Brian remain a part of our lives. They are super great people and I'd love to stay in touch.**