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The Biggs' Evaluation Form – How did we do?

March 5th, 2008

Dear Joan,

Happy Valentine's Day! Thank you for giving us the opportunity to work with you. Would you please spend a moment to provide us feedback so that we may improve our service in the future?

Describe your experience working with us: I contacted the Biggs' at the recommendation of a friend of mine and I am so grateful to her. The experience with Brian and Nancy Biggs was fantastic. Every step of the way, I was informed of what was going on, I did not feel I was bothering them with my questions, and they gave me honest guidance regarding how to proceed and the possible outcomes of my decisions regarding my offers. It was very positive experience. I have purchased property in the past, but I never felt so on top of things – so informed of how things were occurring.

On a personal level, they are very nice people – people that I want as my neighbors and friends. I have never said that about a realtor I worked with. I feel they care about me and my dog and my friends.

Would you work with us again?
Absolutely.

Would you refer others to us? Absolutely. I plan to refer all of my friends to them. The only problem is that they can't work everywhere!

Describe your satisfaction with your sale or purchase:
I feel I got the house for a fair price. I love my new home and I really appreciate that they have helped me with several things outside of the scope of a realtor. I needed help hanging a mirror and picking the paint colors, and they helped me. They also gave me guidance on the fence for my dog and the ambiance of my home. Since I am single, I really appreciated their help with these things.

What could the Biggs have done better? I can't think of anything they could have done better.

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X Yes, I give the Biggs Realtors® permission to quote my comments in part or in full in their advertising, using the following by-line: **Joan D.** or