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**Company:** ARMAND LENCHEK  
 1600 E FRANKLIN ST  
 CHAPEL HILL, NC 27514  
 (919) 913-2627

**Report Date:** 10/27/2006

**Category:** REAL ESTATE AGENTS

**Member Name:** CATHY EMRICK

**Was Work Done?:** NO

\* More weight is given to a report where work has been completed.

**Hire Again?:** YES

**Approx. Cost:** \$0

**Description of Work:** Armand Lenchek is a realtor with Howard, Perry, and Walston, as well as an amazing blues musician (google "Armand and Bluesology" for details). We talked with him about the possibility of moving within the area, and he showed us several different houses that we were interested in. We also sat down and had a long talk about why we might or might not want to move to a different house. After listening to my and my husband's (differing) points of view, he recommended that we look into fixing the things about our house that were driving us crazy first and suggested that we might be happier staying where we are if those things are taken care of. He then provided access to HPW's wonderful concierge service, which recommends contracting companies that are high quality and reasonably priced. We went through Armand to have our roof redone, a structural engineer take a look at our foundation, a plumber fix some long-term plumbing issues, and an HVAC company come to boost our HVAC system.

**Member Comments:** Our experience with each contractor that Armand/HPW recommended was wonderful. But in case we weren't pleased with the estimates, Armand was always ready with a back-up. The contractors had worked with Armand before and were eager to have positive feedback get back to him (the concierge recommendations are based on customer satisfaction). Beyond that, the effort that Armand has gone to for us (remember, HPW doesn't get a cut of the contractors' fees) for no personal financial gain is impressive. He even talked us into at least temporarily putting off selling our house. He is honest, kind, genuine, and trustworthy. His top priority (rare in a salesperson) is helping people to be happy. Communication is key, then he does the legwork so that you look at just a few houses, which all meet your needs. He makes the whole house buying/selling/improvement process so much easier! Plus, he's (obviously) low pressure, supporting you as you decide what you need and then helping you get it.

<b>Overall</b>	A
Price	A
Quality	N/A
Responsiveness	A
Punctuality	A
Professionalism	A

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