

Tuesday, May 24, 2005

Caldwell Banker
Howard Perry and Walston
1600 E. Franklin Street
Chapel Hill, NC 27514

Dear Caldwell Banker:

The purpose of this letter is to tell you how pleased I am with Armand Lenchek who helped my son Mark and I purchase a condo at 108 Berry Patch Lane, Chapel Hill, NC 27514.

My first encounter was to call Caldwell Banker about property that was listed on a Chapel Hill web site that my son liked. Armand took the call and within an hour set Mark and me up with an account on your MyAgent on Line. This service was especially helpful, as I live in Arlington, VA. Then he mailed me a map so that I could get a better feel for the Chapel Hill area.

The whole house hunting process went smoothly for us. Zero snags. Armand was available when we needed him to visit potential properties. When we found a property we liked, he helped us make an appropriate bid, which was stressful due to at least one additional competing bid. While we were anxiously waiting to find out if our bid was accepted, Armand kept us informed about what was going on. Once we learned that we had the winning bid, the next steps went like clockwork, including financing and closing.

Between the bidding process and the closing, there was a fire at the townhouse where Mark lived. Mark lost everything and didn't have a place to live. When I learned of the fire, my first thought was to call Armand to see if he had any idea about temporary lodging for Mark. Within an hour of my call, Armand gave us multiple options.

I will definitely use Armand again if I have additional real estate transactions in Chapel Hill.

Best regards,



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