

Dear Rachel,

We were actively interested in buying a home in the DC area from early 2007 until we closed on the property you supported us on in November 2009- almost three years! During this time we worked with six different agents and, let's say, moved on from each experience. So we write you this testimonial as clients who are very hard to please if you are a real estate agent.

When we found the property that we eventually purchased, we noted that you were the listing agent. Since we had not had positive experiences with agents representing us directly in our search, we contacted you directly and explored the possibility of working with you as the seller's agent and the sole agent on the transaction. You made us feel very reassured that working directly with the seller's agent would not backfire on us, and we proceeded in that spirit.

Rachel, we would not have had a better experience even with our own representation and agent. While you of course worked effectively on behalf of the sellers, you guided the verbal negotiations with an expert and sure hand, with transparency and respect paramount. This led to a very quick and effective agreement, satisfying everyone's interests. When we came to your office to work up the formal offer paperwork, you guided us through the particular points and considerations as if you were our agent. When we needed access to the property for various reasons between the formally accepted offer and the closing, you either showed up personally or made it very easy for us to visit and take care of the inspection, appraisal, and eventually the walk through. At the points where we asked the buyer to repair or take care of something before closing, you mediated as an impartial resource to us all, and that helped us all to be flexible and understanding in those typically stressful moments. When we began working with prospective lenders you supported them and us whenever asked with additional information and contacts such as the condo management group. The closing itself was by far the smoothest in our experience, and Phil has been involved in eight of them in the past. And you even recommended our interior designer to us.

Rachel, as two of the foremost critics of real estate agents, we would not hesitate for a second to recommend you to work with our closest friends and family. You are that competent, and that principled in the way you approach your work. Thank you for everything that has led us to being such happy homeowners!

Iryna and Phil Basso