

## REFERENCES

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**“Thanks for all you have done, you really do go way above and beyond.”**

Sandi Heath [Buyer]

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**“You are an absolute delight of a realtor and we so appreciate your efforts on our behalf.”**

Allison Wolf and Donna Horn [Sellers, Buyers]

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**“We can't thank you enough for all you've done! You've been amazing!”**

Stuart Bowness [Buyers]

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**“We thank you for all the work you do for all those people in the community who have happier lives in the new homes you worked so hard to make happen.”**

Ina and John Curran [Sellers and buyers]

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**“Thorough, direct and honest.”**

Suzan and Ron Chamney [Sellers]: “It has been a pleasure working with Susan. She is on top of things and kept us informed. We found her to be one of the hardest working realtors on the island—thorough, direct and honest.”

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**“You were awesome.”**

Tami and Mike (Sellers): “We are just happy we made the decision to go with you. You were awesome to talk to and kept us in the loop with feedback, and that we appreciated. And you got it done.”

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**“Steady hand on the rudder.... I am filled with gratitude.”**

Ted and Carol Brown (Sellers): I'm grateful you were able to keep your steady hand on the rudder. .... Most of all I am filled with gratitude and appreciation for you.

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### **“Exceptional photography and marketing skills.”**

Lise Fraser, Seller: "I am very happy I chose Susan as my realtor. As soon as I met her, I was impressed by her confidence, enthusiasm and knowledge in Saltspring's real estate market. Her exceptional photography and marketing skills put my home 'front and centre', immediately generating action. Through her diligent attention to detail, my home sold favourably in a buyer's market."

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### **“Thanks for doing a first class job.”**

Buyers – Jane and Russell Poulston

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### **“You made it happen for us.”**

Seller – Darlene Ruckle: “You have made this happen for us and I will be forever grateful! Thanks again for everything. “

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### **“Amazing service with extraordinary patience ...”**

Buyer (Leslie Gardiner): “You have provided amazing service with extraordinary patience and I am looking forward to having you as a neighbour and friend.”

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### **“Beautifully rendered photographs ...”**

Patrick Taylor and Dorothy Tinman, Sellers: “We recently sold our house on Channel Ridge and are convinced that its numerous viewings and ultimately rapid sale were in large part due to the beautifully rendered photographs of the building, interiors, and grounds. We would like to thank most sincerely Susan de Stein for creating the images and to our primary realtor Scott Simmons for generously suggesting a cooperative listing with Susan.”

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### **“Energetic, warm, encouraging, and responsible every step of the way.”**

Sharon and Barry Cooke, Sellers 2014: From our first meeting to the conclusion of the house sale, within a very short time, she was professional, enormously helpful and supportive, with great attention to detail (including “perfect staging”) and constantly available for consultation. She was energetic, warm, encouraging and responsible every steps of the way. We highly recommend Susan to anyone interested in buying or selling a property. You will be delighted.”

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### **“We couldn’t be happier.”**

Brian and Karen Bogdanovich, Seller and Buyer 2014: “Thank you for helping us make the selling and buying of our properties so effortless. We couldn’t be happier!”

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### **“Diligent, efficient and persistent”.**

**Jane McCoy and Geoff Dennis [Buyers, 2014]:** Susan de Stein is a highly professional realtor - diligent, efficient and persistent. Her love of Salt Spring and its welcoming, vibrant community is evident in the enthusiasm and confidence with which she shows its listed properties. We enjoyed her sense of humour and were grateful for her determination to find us the ideal home, which, thanks to her competent negotiation, she did. Thanks to Susan, we are now very happily settled here and more than pleased to have her as a neighbour and a friend.

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### **“Great marketing skills ...”**

**Liz and Bob Food, Sellers, 2014:** “Susan possesses great marketing skills which include, but are not limited to, her presentation, photography, graphics and writing. We found her to be hard-working, diligent in all respects, and dedicated and responsive. Highly recommended for her solid professional advice and performance.”

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### **“Best of all - she just gets it done”.**

**Louise Harker, Seller and Buyer, 2013:** “She is many good things, but best of all – she just gets it done. There’s nothing better you can say than that!”

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### **“Insightful, honest, conscientious and hard-working ...”**

**Wendy Shea, Seller, 2013:** From the moment I met Susan I felt a connection. She is insightful, honest, conscientious and extremely hard working, I am truly amazed what lengths she will go to accommodate her clients. Susan's talent in photography also goes a long way to enhance her listings. I would absolutely recommend Susan to anyone who was in the market to buy or sell on Salt Spring Island. She is the ONE.

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### **“We cannot imagine a better realtor.”**

**Ron and Pam Caswell, Sellers, 2013:** Of all of the realtors we have worked with in Vancouver and on Salt Spring over the past 33 in years, Susan de Stein was BY FAR the best. Susan has all of the qualities of a successful realtor...she is very personable, she is well educated with experience in the world of business and finance and she is dedicated, honest, hard working and detail oriented. From the very beginning Susan worked hard on our behalf, starting with the excellent photographs she spent hours taking on our property. She prepared a comprehensive information binder and provided up to date feature sheets for prospective buyers. Susan was always available to answer questions we had and kept us informed at all times with feedback from realtors and buyers after every showing.

She is knowledgeable about the market on Salt Spring and is highly respected by other realtors. Our property sold quickly in a slow market and Susan facilitated the process very professionally every step of the way. Susan seemed to really care about doing a good job for us and we cannot imagine a better realtor. We would highly recommend Susan to both buyers and sellers of real estate....she goes above and beyond for her clients and does it with a smile on her face!

## REFERENCES

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**Myke and Paddy Merchant, Buyers, 2012:** Susan is the gold standard for someone you would want to help you in your all-consuming decision to purchase real estate. This lady offers sound advice, actively pursues *your needs* and her follow up is truly awesome. Consider this note is from someone who has always viewed real estate agents cynically. We would always want Susan to have our backs!

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**Gillian Foster, Seller, 2012:** From the minute I met Susan, I knew she was going to be the right realtor for us. Ethical, respectful, down to earth, and energetic, are all words that immediately came to mind. She was a great listener and took the time to really get to know the property and its attributes, both apparent, and not. We always felt like we were her absolute top priority, and she continually kept us informed by phone and email with each new development, as well as answering our numerous questions every step of the way. I was constantly and happily surprised by how much personal attention she gave us.

Susan did everything in her power to assist us to sell our house in a buyers market, was able to give us frank and realistic advice during the negotiations, and in the end, our house sold in less than a month. Susan has boundless energy and enthusiasm, as well as a healthy dose of realism and real estate knowledge, and I would absolutely recommend her to anyone buying or selling. It isn't easy to entrust your "family home" to a professional, but Susan very quickly won our trust, and became "one of us". It was an absolute pleasure to work with her.

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**Marion and Manfred Pape, Sellers, 2012:** "There are few people more dedicated and committed to her clients than Susan de Stein. She found the buyers for our property even though it had not yet been listed and worked diligently as a joint agent for both parties. This is not always easy to accomplish and she managed it well."

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**Sam Krizan, Seller and Buyer, 2011:** "You're the best!"

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**Dee and Duncan Troup, Buyers, 2011:** She is an "Agent Extraordinaire". Susan represented us through our rather protracted efforts to buy a home on Salt Spring Island. It seems quite reasonable to suggest that, had we used any other agent, we would still be battling to close a deal on our preferred property.

The trouble with that statement is that it totally understates the absolute investment Susan made on our behalf. As overseas purchasers (not just off-island, but half a world away) it was important to us to trust that our agent would be able to handle *every* aspect of the negotiation and transaction on our behalf. Susan not only handled it, but exceeded our expectations and aspirations at every stage of the process.

Susan showed us that it is quite possible to handle business expediently in a professional, efficient and tenacious manner, whilst at the same time being utterly sympathetic and empathetic to all parties involved. She didn't just go the extra mile, she crossed oceans for us. She is an extremely thoughtful and generous person, and deserves nothing but success in both her business and personal ventures.

## REFERENCES

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**Karen Hudson, Seller and Buyer, 2011:** “The house that had everything I wanted came on the market, and within 24 hours, Susan had emailed me about it and the next day we went to see it and I made an offer! There were people lined up behind me for this highly desirable property so it was essential to be the first showing and act.

“I chose Susan as my listing realtor partially because I saw that her listings sold quickly, including one in my neighbourhood. She got my house on the market within days of my purchasing my new home and helped me stage and prepare my home for showings. She kept me informed of market activity in my category and helped me make the right pricing decisions. “If you want an honest, hardworking, and knowledgeable realtor who will exceed your expectations, then Susan is the one to choose. She really DOES go the extra mile.”

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**Patrick Martin, Buyer, 2011:** “Thank you for everything Susan. You are quite simply **the best agent a person could hope for** ... a pleasure to do business with from the word go. And I know we weren't the easiest customers.”

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“Crackerjack realtor!”

**Shelly Bowen & Joel Siegel, Buyers, Nov. 2011:** “We kind of lucked into having Susan as our real estate agent and what good luck it was! “On short notice Susan arrived fully prepared; during that first whirlwind trip and subsequent trips to Salt Spring Island she went above and beyond in helping us in the search for our new home. Super efficient, knowledgeable and conscientious on all fronts we were delighted to have such a **crackerjack** working for us. We would not hesitate to recommend her!”

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**Jim and Linda MacQueen, Sellers 2010:** “She is a **conscientious and successful realtor** ... very perceptive, has **excellent communication and social skills**, and has a great sense of humor.

“Her **sound knowledge of the Salt Spring real estate market** enabled her to come up with a price that was fair, yet also encouraged potential buyers. Susan's **photography and computer skills** enabled her to produce a pamphlet that greatly enhanced our house and property. Her **attention to detail is** superb. We also appreciate how she analyzes the market and compares houses of similar size and age, what has sold and what is on the market currently, so one has a good idea of the current trends of the Salt Spring real estate market.”

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**Bert Small, Seller 2009-2010:** “If I were only allowed one word to describe Susan, it would be “DEDICATED”: dedicated to understanding your financial wishes, to personally photographing the main selling features of your home, to presenting and marketing your home to the public, with a creative approach. **If you believe spirit, experience and dedication sells homes – just call Susan.**”

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**G. William McMahon, Buyer, 2010:** “Susan was generous with her attention on **weekends and late into the night** [over Christmas and, making things more complicated, while I was on vacation in Europe]. Her advice was very useful and I am very grateful for her **professional administration** of the process.”

*Contact info for these and other references is available on request.*