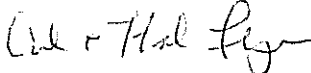


Carol and Hal Fleeger
114 Layton Drive
Butler, Pa 16001
724-282-1014
July 28, 2008

On January 14, 2008 we placed my deceased mothers home in Indiana, Pa on the market with Howard-Hanna Realty . Chestnut Ridge 2015 Oakland Ave ,Suite 11 Indiana ,Pa. 15701. We are writing to express our appreciation to our agent Jennifer Steele. Jennifer was very professional and a tremendous communicator. We live in Butler, Pa about 1 hour away .My husband and I both work and it was not easy getting to Indiana. Jennifer went far beyond what we expected. She was focused and gathered information from us so our needs were understood and met. She shoveled snow , emptied the dehumidifier and generally watched over the property. She gave us peace of mind and gained our trust very quickly. She was upfront and honest with us. She showed the property many times and kept us in the loop ,she was conscientious and stood by us. Jennifer also took opportunity for open house and shared the showing with other realtors.. She is a real team player and an asset to her profession. Jennifer is a good listener and educator-this was our first experience in selling a home. She was respectful and understanding-she explained events and when she didn't know she researched the answer and got back to us in a timely fashion..
6 months to the day the house was sold in a brutal market.
Jennifer Steele made our experience a positive one.

Sincerely,


Carol and Hal Fleeger