

July 24th, 2007

To: Mr. Michael Nevis

Alain Pinel

1071 Blossom Hill Road

San Jose, CA 95123

Dear Mr. Nevis,

I am writing this letter to you about your agent Jim Pojda and the wonderful job he did selling our house. Any other relationship that I have had with a Real Estate Agent has brought a lot more stress into my life at an already stressful time of packing, looking at other properties, etc...

Jim was actually at student at the school where I teach Kindergarten and we have kept in touch over the years. Our house was in foreclosure and we decided to go to Jim for some advice. We stopped by an Open House that he was hosting and were very impressed with his professionalism and level of knowledge. We made an appointment to meet with him to discuss our options.

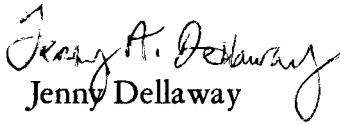
At the first meeting, Jim was very reassuring and helped take care of a lot of extra details for us that we didn't have time to follow through with. When we listed our house with him, he came through and gave suggestions on how to "stage" our house to bring in top dollar. He even fronted us money to pay for having the yard cleaned up to give us more curb appeal.

Soon the house had an interested buyer and I know that Jim spent countless hours on the phone with all parties trying to keep the deal going, when the presence of liens and my roommate's bankruptcy didn't make it appealing for the buyers or their agent. Jim drove down lien releases and court documents to downtown San Jose so that we could meet the time deadlines. He personally went over and met with the buyers for several hours to reassure them that the deal would go through. He gave them a shoulder to cry on (and us) when the close of escrow didn't coincide after both parties had packed and hired moving companies. He lent my roommate and I money so that we wouldn't lose the house we were moving into when the funds from escrow didn't come through in time. He had several "spirited" conversations with the bankruptcy lawyer who was difficult to get along with. Jim redid the figures so many times on the property, that I'm sure it made his head spin! Through it all he didn't lose his sense of humor and most importantly, he never let us down.

During the final days of the transaction, the buyers were ready to walk out on the deal. Jim took a reduction in his fee and talked the buyer's agent into doing the same so that the deal would finally go through. Jim has excellent instincts and knew that if these buyers walked away, we would lose our house to foreclosure and have no proceeds.

I'd like to think that I had some part in teaching Jim the characteristics of integrity, creativity, cleverness, honor and caring that he so eloquently brought to this transaction. However, he obviously has done a great job in developing those skills within himself and your company is extremely lucky to have him.

If I ever buy a home again or know of somebody that wants the best Real Estate Agent to represent them, I will definitely call on Jim. In these fast paced times, we everyone has forgotten about what being in a service type industry is all about, Jim is a shining example.


Jenny Dellaway