

August 25, 2009

Service Feedback Questionnaire - James McKimson

1454 Monte Vista St. Pasadena, CA 91106

(Please feel free to use the back of this sheet for your responses)

→ See back for Answers.

- 1) Why did you select us to represent you in the purchase of your new home?

- 2) When you think of Chelby Crawford and Bruce Dilbeck as a Real Estate Team, what are the first thoughts that come to your mind?

- 3) Regarding the level of service we provided, do any examples come to mind where we met or exceeded your expectations in the role of Trusted Advisor and Skilled Negotiator?

- 4) What could we have done better? (Please be honest, it helps us serve our clients better)

- 5) Have we earned your confidence in the service we provided, to count on you to refer colleagues, friends and family members to us? If so, may we include you as a reference?


- 6) Who is the next person you know that could benefit from our Real Estate services in the next 3-6 months? Would you recommend us without hesitation?

- 7) What will you remember most from working together?

Please tuck this in the pre-addressed, stamped envelope and drop it in the mail or you can e-mail it to us today. Thank you for your feedback, your satisfaction is very important to us.

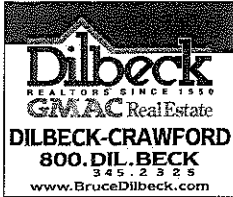
Always all the best,


Bruce Dilbeck


Chelby Crawford

Service Feedback Questionnaire – James McKimson
1454 Monte Vista St. Pasadena, CA 91106
Feedback to Questions

1. I've met quite a few realtors while searching for a home and I've just pulled out of a short sale with another realtor which I didn't feel comfortable representing me. As my search continued I came across a home represented by Dilbeck and I called to view the house. After meeting Chelby and Bruce I decided they were the most qualified to represent me with the knowledge of the location and criteria I was looking for in a home.
2. They're both very knowledgeable of the real estate market and they keep on top of everything throughout the whole sales process.
3. The home purchased was under a conservatorship and I was pleased that they both explained to me the process of purchasing the home and they supported me all the way through the process.
4. I feel they did their best in helping me and exceeded my expectations.
5. Yes, Yes
6. If someone comes up I will be glad to recommend Bruce and Chelby without any hesitation.
7. Constant communication and follow-up with all parties during the conservatorship, sales and escrow process. I was glad they kept on top of everything for me. Another plus after purchasing the home they had great references to other services the home needed.



August 25, 2009

Service Feedback Questionnaire - Steven and Christine Bowers

952 Buena Vista St. Duarte, CA 91010

(Please feel free to use the back of this sheet for your responses)

1) Why did you select us to represent you in the purchase of your new home?

We were recommended to you by a family friend.

2) When you think of Chelby Crawford and Bruce Dilbeck as a Real Estate Team, what are the first thoughts that come to your mind?

Efficient, prompt, professional

3) Regarding the level of service we provided, do any examples come to mind where we met or exceeded your expectations in the role of Trusted Advisor and Skilled Negotiator?

We had difficulty with our home warranty shortly after purchase, but it was quickly straightened out when we contacted you for help.

4) What could we have done better? Please be honest, it helps us serve our clients better)

5) Have we earned your confidence in the service we provided, to count on you to refer colleagues, friends and family members to us? If so, may we include you as a reference?

Yes and yes

6) Who is the next person you know that could benefit from our Real Estate services in the next 3-6 months? Would you recommend us without hesitation?


We don't know of anyone as of now, but if someone approached us we would definitely recommend.


7) What will you remember most from working together?

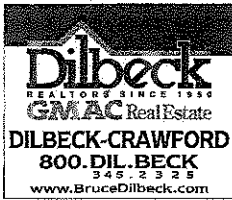
All the wonderful assistance provided while attempting to communicate with the seller's agent and the escrow lady.

Please tuck this in the pre-addressed, stamped envelope and drop it in the mail or you can e-mail it to us today. Thank you for your feedback, your satisfaction is very important to us.

Always all the best,


Bruce Dilbeck


Chelby Crawford



August 17, 2009

Service Feedback Questionnaire - Rob and Charmean Neithart

277 E. Mountain Dr. Santa Barbara, CA 93108

(Please feel free to use the back of this sheet for your responses)

1) Why did you select us to represent you in the purchase of your vacation home?

Due to high quality service in the past!

2) When you think of Chelby Crawford and Bruce Dilbeck as a Real Estate Team, what are the first thoughts that come to your mind?

Bruce & Chelby are true, professional realtors who are committed to their clients interests.

3) Regarding the level of service we provided, do any examples come to mind where we met or exceeded your expectations in the role of Trusted Advisor and Skilled Negotiator?

Bruce & Chelby handled our real estate transaction w/ no advanced notice and took full responsibility for acquiring comps. & relevant information so we may make an informed decision.

4) What could we have done better? (Please be honest, it helps us serve our clients better)

0

5) Have we earned your confidence in the service we provided, to count on you to refer colleagues, friends and family members to us? If so, may we include you as a reference?

Yes -

6) Who is the next person you know that could benefit from our Real Estate services in the next 3-6 months? Would you recommend us without hesitation?

Yes

7) What will you remember most from working together?

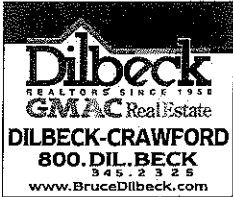
Willingness to accept our phone calls at 9pm. Also, offering to drive me to Santa Barbara. (11)

Please drop it in the mail or you can e-mail it to us today. Thank you for your feedback, your satisfaction is very important to us.

Always all the best,

Bruce A. Dilbeck

Chelby Crawford



January 30, 2009

Service Feedback Questionnaire - Pete and Anita Overstreet
5423 Golden West Ave, Temple City & 826 S. Calmgrove Ave, Glendora
(Please feel free to use the back of this sheet for your responses)

1) Why did you select us to represent you in the listing of Golden West and the purchase of Calmgrove?

REFERRAL FROM A PREVIOUS SATISFIED CUSTOMER

2) When you think of Bruce Dilbeck and Chelby Crawford as a Real Estate Team, what are the first thoughts that come to your mind?

THEY HAD OUR BEST INTEREST IN MIND. THEY WANTED US TO BE SATISFIED. THEY WERE NOT JUST OUT FOR A COMMISSION.

3) Regarding the level of service we provided, do any examples come to mind where we met or exceeded your expectations in the role of Trusted Advisor and Skilled Negotiator?

YES. EVEN NOW THAT THE DEAL IS COMPLETE, THEY ARE STILL HELPING US WITH OUR QUESTIONS AND ISSUES NOT KNOWN AT THE SALE OF THE HOUSE.

4) What could we have done better? (Please be honest, it helps us serve our clients better)

THEY HAVE BEEN GREAT! HONEST.

5) Have we earned your confidence in the service we provided, to count on you to refer colleagues, friends and family members to us? If so, may we include you as a reference?

YES ABSOLUTELY.

6) Who is the next person you know that could benefit from our Real Estate services in the next 3-6 months? Would you recommend us without hesitation?

I WOULD RECOMMEND BRUCE & CHELBY WITHOUT HESITATION. I KNOW OF NO ONE @ THIS TIME LOOKING TO BUY OR SELL.


7) What will you remember most from working together?

THE FRIENDLY SMILE & PROFESSIONALISM.

Please tuck this in the pre-addressed, stamped envelope and drop it in the mail or you can e-mail it to us today. Thank you for your feedback, your satisfaction is very important to us.

Always all the best,


Bruce Dilbeck


Chelby Crawford