



FINAL REPORT
CUSTOMER SATISFACTION STUDY

LdC Property Consulting & Marketing

Prepared by **HugSpeak Consulting**

January 2013

Lauren is ...

Responsive

- She got right on it. Without Lauren we wouldn't own this house. She went out of her way to make things happen. – *Mike Hartley*
- As soon as I contacted her, she found a bunch of listings that were exactly what we were looking for. – *Chris Austin*
- I said, "Look. Here's what I want. Find it." And she did – *John MacFarlane*
- She was right on top of everything from start to finish. She asked questions about what I wanted. She found 8 or 9 homes that met my criteria and had information on all of them. – *Cori Parmelee*
- She listened to what we said and tried to match what we were telling her. I really appreciated the fact that she got back to our e-mails immediately. – *Brandon*
- Lauren was very responsive. I'd call and she'd call back right away. – *Satisfied Buyer*
- She puts a lot of effort into her work. She puts a lot of energy into it. – *Happy Buyer*

Flexible

- Anything you wanted to do, she'd get done. If she didn't know the answer, she'd find out and call you back any time of day or night. – *Mike Hartley*
- She'd meet us anytime, anywhere. Her flexibility was really appreciated. – *Brandon*
- She spoke up when she needed to, but let me make my own decisions. – *John MacFarlane*
- She understood when I didn't like something." – *Cori Parmelee*

Lauren is ...

Knowledgeable

- I'd ask questions and she'd answer right away. She was never afraid to say, 'I don't know. I'll find out.' And she did. – *Satisfied Buyer*
- She knew the answers to all of our questions. – *Mike Hartley*
- This was my first home, so she was great about walking me through everything. – *Cori Parmelee*

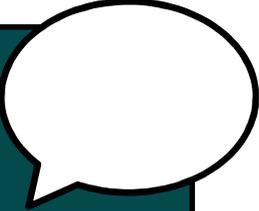
Honest. Trustworthy.

- She does what she says she's going to do. – *Mike Hartley*
- I felt confident that someone was on my side since I was looking long-distance to find someplace to live. Lauren gave us some helpful advice on interesting real estate scams that were running. We were quite dependent on her and her honesty. – *Beatrice Hitchcock*
- There was no B.S. with her. – *John MacFarlane*

Timely. Prompt.

- She worked hard at keeping us up to date. – *Mike Hartley*
- She and her office kept me up to date about deadlines and everything I needed. She was on top of everything the whole time. – *Cori Parmelee*
- Energetic.... Timely and prompt. – *Jeff Carter*
- She paid attention to details. – *Chris Austin*

Home-Searching with Lauren



Better than other realtors. Better than going it alone.

- The 1st time we bought a house and dealt with other realtors – that was a bad experience. They rushed us and didn't care about us. Lauren took her time. She treats buyers like important people. She's working for *you*. – *Mike Hartley*
- Searching for rentals with Lauren was great. We had looked before on our own and weren't having a lot of luck. As soon as I contacted her, she found a bunch of listings that were exactly what we were looking for. She kept us posted on everything and got us into all the places we wanted to go. So we think she's great! We like Lauren! – *Chris Austin*
- She was able to narrow my search more than I would have been able to on my own. She showed me a lot of options and narrowed down quickly to what I was looking for. – *John MacFarlane*

Convenient.

- Searching for homes with Lauren was very easy. With her website, everything is online, so I could drive by and look at the houses I was interested in, and when I wanted to see inside, I could contact her. She would set up a date and time, often the next day. It was very convenient. – *Satisfied Buyer*
- The online search engine on her site was really nice. I could change my options and narrow things down myself. – *John MacFarlane*
- Lauren gave us a lot of options. She sent us updated posts every day. So that was convenient.– *Beatrice Hitchcock*

Easy.

- We walked in, we went through, had Lauren make a phone call, and that it was it! It was that simple. –*Mike Hartley*
- [It] was super easy. We found my house the very 1st day. It was the 3rd house we went to. –*Cori Parmelee*
- The thing I appreciated most about working with Lauren was the low pressure and ease. She never pressured us to put in a bid on a certain property or go faster than we wanted to. We looked at places she found for us and when we wanted to see inside them, she'd call for us. Simple. The whole process was simple. – *Anonymous*
- It wasn't a high pressure type of thing. It was super cool. – *John MacFarlane*

She was great. I would definitely use her again. –Brandon

If I had houses to buy and sell, that's who I'd pick: Lauren. –Mike Hartley

**All respondents would recommend
Lauren to other buyers and sellers.**

3 have already recommended Lauren.

None were aware of anyone looking to
buy or sell within the next year.

Testimonials



“ I felt like I could relate to her. I said, “Look. Here’s what I want. Find it.” And she did. It wasn’t a high pressure type of thing. It was super cool. She could relate to what I was looking for. There was no B.S. with her. She spoke up when she needed to, but let me make my own decisions. Her experience was knowing the real estate market and knowing what was out there. She was able to narrow my search more than I would have been able to on my own. She showed me a lot of options and narrowed down quickly to what I was looking for. She has a lot of connections with people who do investment properties. She’s a good person to ask questions about investment property.” – John MacFarlane

“ Lauren gave us a lot of options. She sent us updated posts every day. So that was convenient. I felt confident that someone was on my side since I was looking long-distance to find someplace to live. Lauren gave us some helpful advice on interesting real estate scams that were running. We were quite dependent on her and her honesty. She was great! She was very helpful. When we found a place we liked, she went and looked it over for us. It was wonderful I had someone I could trust. I did everything without seeing it. It was exactly what she said it was. It was even better than she said it was!” – Beatrice Hitchcock

Testimonials



“ Lauren was very responsive. I'd call and she'd call back right away. I'd ask questions and she'd answer right away. She was never afraid to say, 'I don't know. I'll find out.' And she did. She was honest. Trustworthy.” – Satisfied Buyer

“ It was great working with Lauren. She knew the answers to all of our questions. If she didn't know the answer, she'd find out and call you back any time of day or night. She worked hard at keeping us up to date. She got right on it. Without Lauren we wouldn't own this house. She went out of her way to make things happen. We walked in, we went through, had Lauren made a phone call and that it was it! It was that simple. If I had houses to buy and sell, that's who I'd pick: Lauren. The 1st time we bought a house and dealt with other realtors – that was a bad experience. They rushed us and didn't care about us. Lauren took her time. She treats buyers like important people. She's working for *you*. Anything you wanted to do, she'd get done. She does what she says she's going to do. Working with her was a great experience compared to what we were used to.” – Mike Hartley

“ Searching for a home with Lauren was good. There were no problems at all. She puts a lot of effort into her work. She puts a lot of energy into it. She did a very good job trying to find what I was looking for, and I ended up with this house.” – Happy Buyer

Testimonials



“ Searching for homes with Lauren was super easy. We found my house the very 1st day. It was the 3rd house we went to. Lauren was very prepared. She was right on top of everything from start to finish. She asked questions about what I wanted. She found 8 or 9 homes that met my criteria and had information on all of them. She understood when I didn't like something. The thing I appreciated most about working with Lauren is her professionalism. This was my first home, so she was great about walking me through everything. She and her office kept me up to date about deadlines and everything I needed. She was on top of everything the whole time. The whole process was extremely smooth. I think everything went perfect. After the closing, I stopped at the old apartment and then went to the house. Lauren had already been here and left 2 growlers of beer and a \$50 gift card to Lowes. A few weeks later she gave me a package of goodies just for doing business with her. It was a very nice surprise to be welcomed into my new home that way.” – Cori Parmelee

“ She listened to what we said and tried to match what we were telling her. I really appreciated the fact that she got back to our e-mails immediately. She'd meet us anytime, anywhere. Her flexibility was really appreciated. I feel like she was great. I would definitely use her again.” – Brandon