



REPORT: CUSTOMER SATISFACTION STUDY

Live Dream Colorado

Prepared by **HugSpeak Consulting**

November 2015

Lauren and Rob are...

Responsive.

- If we ever had a question, Rob would find the answer instantly. If he didn't know the answer, he would find out or consult with Lauren. Rob got anything done that needed to be done very quickly. – *Matt Garza*
- Lauren's responsiveness was key. I've worked with other realtors in the past and they don't get back to you. Lauren was always available. – *Happy Seller*
- Rob got back to us whenever he knew something. He called us on a Sunday, because he knew we were anxious and waiting. We knew that if we hadn't heard anything from him, there wasn't anything to hear. Buying a house is a very stressful time for a lot of people. Not knowing what's happening and not being able to get a hold of your realtor can be stressful. But Rob was always available. – *Carla Smith*
- We could reach Lauren by e-mail, phone, and text. Having all those ways to communicate was great. – *Jacen Spector*
- I bugged Rob with a lot of questions and he was always there to answer them. We had good communication. He was always quick to get back to me. – *Valerie Lujan*
- Lauren was always available within a reasonable amount of time to help me out. She kept me well informed about what was going on in my area and we touched base often. She listened and remembered what I had said. – *Lisa Beaudette*
- Rob was accessible by phone, e-mail, and text. – *Kevin H.*

Lauren and Rob are...

Accommodating.

- Lauren was very patient explaining things. She explained clearly, and over and over again, if I needed it. – *Sharon Simpson-Dogon*
- Rob was always working around our schedule, and we really appreciated him for that. – *Carla Lizama*
- Rob and Lauren made things really easy. It didn't require any effort on my part. They kept me up to date and got documents to me on time. Coordinating via e-mail made it convenient and easy. – *Pete*
- Lauren is very, very accommodating. We loved working with Lauren. She was willing to meet with us at a brewery where we love to hang out, instead of around a Bruce Wayne conference table. – *Jacen Spector*
- Rob is really energetic and willing to spend a lot of time with clients. He was always sending me new information. I had a fixed amount of time that I could spend looking at properties, so we spent many hours within a one-week period looking. I really appreciated all the time Rob spent with me and his willingness to talk through various options. There was no pressure. – *Kevin H.*
- The technology Lauren used for scheduling showings was really cool, and sending documents via e-mail that I could sign on send back on my phone made things really easy. – *E. Murphy*
- I was working under extreme time constraints and Rob took time and serious consideration to help me through! – *Lilin Tse*

Lauren and Rob are...

On top of things.

- I never felt like I had to call Lauren to follow up. She was on top of everything. She never left me hanging. – *Cheryl Westendorf*
- Rob is a hard worker. He'll get the job done. – *Carla Lizama*
- All of the deadlines were met easily, even with us being away. – *Michelle Brenna*
- Lauren takes care of business at a very high level. Our transactions are always smooth. – *Jeff Carter*
- Rob is a very efficient, very considerate, and very caring person who consistently follows through and keeps in touch. – *Lilin Tse*
- Lauren listened and remembered what I had said. – *Lisa Beaudette*

Willing to go above and beyond.

- Lauren went out of her way to do things for me when I needed to be out of town but work needed to be done at my house. – *Lisa Beaudette*
- Looking at homes with Rob was so much fun! He has the greatest sense of humor and was willing to go far above and beyond to help us find a home. – *Michelle Brenna*
- Lauren is helpful in little ways, too. She had extra boxes that she brought over to help me move stuff out of my house. – *E. Murphy*
- At one point we were thinking about renting our house out, and Lauren went above and beyond to help us think it through. – *Matt Garza*

Lauren and Rob are...

Knowledgeable. Good at giving advice.

- Lauren was extremely knowledgeable and professional. I appreciated her attention to detail. She gave great advice! We actually ended up with a bidding war. She did the staging beautifully. – *Cheryl Westendorf*
- Rob understood what I was looking for and didn't try to push me into something that wasn't a good fit. After I made an offer and it was accepted, he helped me understand the closing documents. – *Kevin H.*
- Lauren is really smart, was realistic about how my house would sell, and gave good advice about what to fix or not fix. She had a great photographer. She put together a video to show the house. My house was only on the market for 5 days and I had a full offer. – *E. Murphy*

Personable.

- Rob and Lauren are very personable. They're not just running through the motions. They are honest and enthusiastic. – *Matt Garza*
- Lauren and Rob are very friendly and personable. – *Jacen Spector*
- Rob was really nice. He made us feel comfortable. – *Carla Lizama*

Lauren and Rob are...

On your side.

- It was clear Rob wanted what was best for me and my family, and I really appreciated that. – *Valerie Lujan*
- Lauren mimicked my sense of urgency, but not in a pushy way. – *E. Murphy*
- It mattered to Rob to find us a home that we would love. – *Carla Lizama*
- Rob and Lauren handled everything so beautifully and always, always, always kept our minds at ease. – *Michelle Brenna*
- Rob was there every step of the way in helping us find our new home. – *Joe and Jamie Waite*
- They really listened to my needs and wants. – *Eleashia Martel*
- Rob makes sure he takes care of you. He cares about making sure you get the home that you want. – *Carla Smith*
- What I valued most about Lauren was her honesty, I soon learned that I could trust her. – *Lisa Beaudette*

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

Most already have recommended Lauren and Rob.

If anyone is ever looking to buy or sell a home, we highly, highly recommend Lauren and Rob. As a former realtor, I can honestly say, they are the best realtors I have ever had the pleasure of working with. – Michelle Brenna

I would recommend Rob to anyone who needs a great agent in a heart beat! – Lilin Tse

I highly recommend Lauren Collier to anyone who is trying to sell their home! – Lisa Beaudette

I would recommend Rob to anyone buying a house. – Carla Lizama

If you need someone who is a go-getter, who is smart, knows the process, and will hold your hand through it, Lauren is the one! – Sharon Simpson-Dogon

Testimonials



“ Lauren was always available within a reasonable amount of time to help me out. She kept me well informed about what was going on in my area and we touched base often. She listened and remembered what I had said. She was positive, even pointing out things about how she admired the way I looked at situations. We laughed a lot and whenever there was a problem, she handled it quickly and very much to my satisfaction. What I valued most about Lauren was her honesty, I soon learned that I could trust her. She went out of her way to do things for me when I needed to be out of town but work needed to be done at my house. I highly recommend Lauren Collier to anyone who is trying to sell their home!” – *Lisa Beaudette*

“ Rob was great to work with. This was my first time purchasing a home and he was really helpful. I bugged him with a lot of questions and he was always there to answer them. We had good communication. He was always quick to get back to me. He was there for me. It was clear he wanted what was best for me and my family, and I really appreciated that. I had a good experience with him.” – *Valerie Lujan*

“ Lauren takes care of business at a very high level. Our transactions are always smooth. We've been working together a long time, and she just gets it. She does an excellent job.” – *Jeff Carter*

Testimonials



“ If anyone is ever looking to buy or sell a home, we highly, highly recommend Lauren and Rob. Our ENTIRE home buying experience was so incredible. We love everything about our house, the contract was negotiated amazingly and we could not be happier. As a former realtor, I can honestly say, they are the best realtors I have ever had the pleasure of working with. Looking at homes with Rob was so much fun! We just cannot say enough about him. He knew exactly what we were looking for, always keeping in mind our needs and desires. He was also very open to hearing our creative ways of how we could make a house possibly work, even if it was listed as something that did not necessarily seem to fit us. He has the greatest sense of humor and was willing to go far above and beyond to help us find a home. We knew Rob was in it for the long haul. When we found the home of our dreams, it just so happened that we were getting ready to leave for vacation for 10 days. While at the airport, Rob called and gave us the news that our offer had been accepted! Amazingly, we were able to relax and enjoy our vacation, despite being in the middle of a contract to buy a home. Rob and Lauren handled everything so beautifully and always, always, always kept our minds at ease. All of the deadlines were met easily, even with us being away. We could not ever express how professional, yet fun, Rob and Lauren always were to work with. They both know their business so well, it blows my mind. Each of them offers something different, working together perfectly as if they were born to do this job as a team. We send a million thanks to Lauren and Rob. Their expertise, training, education, knowledge, personalities, and myriad other skills, made all the difference in the world for us during our home buying experience. We will always refer everyone to them, confident that neither one will disappoint.” – *Michelle Brenna*

Testimonials



“ Working with Lauren was wonderful. She was extremely knowledgeable and professional. I appreciated her attention to detail. She gave great advice! We actually ended up with a bidding war. She did the staging beautifully. I never felt like I had to call her to follow up. She was on top of everything. She never left me hanging. It was a very positive experience all the way around. I will definitely refer her to others.” – *Cheryl Westendorf*

“ I really appreciated having Rob as my real estate agent; I was working under extreme time constraints and Rob took time and serious consideration to help me through! He is a very efficient, very considerate, and very caring person who consistently follows through and keeps in touch. Rob didn't always have the answers, but he would tell me so and then he'll go find the answer rather than making something up; I really appreciate that. I would recommend Rob to anyone who needs a great agent in a heart beat!” – *Lilin Tse*

“ Lauren and Rob are very friendly and personable. Lauren is very, very accommodating. We loved working with Lauren. She was willing to meet with us at a brewery where we love to hang out, instead of around a Bruce Wayne conference table. We could reach her by e-mail, phone, and text. Having all those ways to communicate was great.” – *Jacen Spector*

Testimonials



“ When you're going through the stresses of trying to buy a house and you're spending a lot of money, you really want someone like Rob. He got back to us whenever he knew something. He called us on a Sunday, because he knew we were anxious and waiting. We knew that if we hadn't heard anything from him, there wasn't anything to hear. He's a super nice guy. If he didn't know something, he would check it out and get back to us. We really appreciated that. Buying a house is a very stressful time for a lot of people. Not knowing what's happening and not being able to get a hold of your realtor can be stressful. But Rob was always available. He cared about his job and working with people. Rob makes sure he takes care of you. He cares about making sure you get the home that you want. He's just a really good realtor. – *Carla Smith*

“ Rob and Lauren made things really easy. It didn't require any effort on my part. They kept me up to date and got documents to me on time. Coordinating via e-mail made it convenient and easy. Rob was out for a little bit, so the fact that they could team back and forth made it easier.” – *Pete*

“ Rob is a hard worker. He'll get the job done. He was always working around our schedule, and we really appreciated him for that. It mattered to him to find us a home that we would love. He made us feel comfortable. He was really nice. I would recommend Rob to anyone buying a house.” – *Carla Lizama*

Testimonials



“ Lauren was very professional. I didn't have any surprises or gotchas working with her. She was very patient explaining things. She explained clearly, and over and over again, if I needed it. She gave me information about the process that I wasn't aware of. I hadn't sold a house before with a renter inside. I appreciated that she was the go-between. She put some issues out to the buyer that I didn't want to deal with. The computer documentation was beneficial because I didn't have to run back and forth between offices. If you need someone who is a go-getter, who is smart, knows the process, and will hold your hand through it, Lauren is the one! – *Sharon Simpson-Dogon*

“ Working with Lauren and Rob was wonderful. They're great and really listen to your needs. They are wonderful people and now life-long friends. They really listened to my needs and wants. They came over after I was settled in and gave me a house warming gift. I absolutely would recommend Lauren and Rob to others.” – *Eleashia Martel*

“ When we were ready to sell our house, we knew exactly who to go to! Our house was under contract within 2 days of listing. Lauren will be our first choice whenever we need a realtor again. Her associate, Rob, was also wonderful to work with. He was there every step of the way in helping us find our new home. We will definitely be using them again. We wouldn't have been able to move as quickly as we did without Lauren and Rob!! Thank you!” – *Joe and Jamie Waite*

Testimonials



“ Rob and Lauren are very personable. They're not just running through the motions. They are honest and enthusiastic. Rob is the most eager and energetic person I've ever met in my life. He was great! I would consider him a friend at this point. At one point we were thinking about renting our house out, and Lauren went above and beyond to help us think it through. If we ever had a question, Rob would find the answer instantly. If he didn't know the answer, he would find out or consult with Lauren. Rob got anything done that needed to be done very quickly. If we buy or sell in the future, we will 100% use them. – *Matt Garza*

“ Lauren is awesome. She is very professional. Always prompt. She mimicked my sense of urgency, but not in a pushy way. She's really smart, was realistic about how my house would sell, and gave good advice about what to fix or not fix. She had a great photographer. She put together a video to show the house. The technology she used for scheduling showings was really cool, and sending documents via e-mail that I could sign on send back on my phone made things really easy. My house was only on the market for 5 days and I had a full offer. She's helpful in little ways, too. She had extra boxes that she brought over to help me move stuff out of my house. Sometimes people say to go with a realtor you already know to save on realtor fees ... well, Lauren is worth every penny of those fees.” – *E. Murphy*

Testimonials



“ Rob is really energetic and willing to spend a lot of time with clients. He was always sending me new information. I had a fixed amount of time that I could spend looking at properties, so we spent many hours within a one-week period looking. I really appreciated all the time Rob spent with me and his willingness to talk through various options. There was no pressure. He understood what I was looking for and didn't try to push me into something that wasn't a good fit. He is relatively new to real estate, but that wasn't a weakness. It was a positive because he really wanted to go the extra mile. I appreciated his energetic approach and positive attitude. He was accessible by phone, e-mail, and text. After I made an offer and it was accepted, he helped me understand the closing documents. I appreciated his impressive level of dedication and the lack of pressure. It was a fantastic experience, and I would definitely work with Rob again.” – *Kevin H.*

“ I thought Lauren did a great job. We had a lot of challenges in trying to get the house sold, but Lauren did the best she could with what we had. I really liked her. Her responsiveness was key. I've worked with other realtors in the past and they don't get back to you. Lauren was always available. She did a good job for me. She was recommended to me by a buddy at work and he had good things to say about her. I was really pleased by the process. It's hard to find someone who does a good job, and she does a good job.” – *Happy Seller*