



**REPORT:  
6<sup>TH</sup> ANNUAL  
CUSTOMER SATISFACTION STUDY**

Live Dream Colorado

Prepared by **HugSpeak Consulting**

*November 2017*

# Summary of Findings



## **Describing Live Dream Colorado**

- For the sixth year in a row, respondents overwhelmingly had positive things to say about Lauren and her services. Respondents frequently mention Lauren's skill at marketing, pricing, and selling houses, professionalism, and knowledge of the market and the industry
- This is the third year Rob has been part of the Live Dream Colorado team. Respondents overwhelmingly had positive things to say about Rob, frequently mentioning his professionalism and knowledge as well as his willingness to go above and beyond in accommodating clients.
- All respondents enthusiastically participated in the interview process, and several mentioned they were willing to talk because their experiences with Lauren and Rob were so positive.

## **Client Recommendations & Suggestions**

- For the sixth year in a row, the overwhelming majority of respondents would highly recommend Live Dream Colorado. Most of the respondents have already recommended Lauren or Rob.
- All respondents thought Lauren and Rob had nothing to improve upon.

## **Additional Results**

- Full-length testimonials can be found at the end of the report.

# Lauren is ...

## Skilled at marketing houses.

- She got us a great price for our house. When she first told us the price she planned to ask for the house, I thought she was crazy. I went with it because she was the professional and she knew the market. We ended up selling for \$12,000 over the asking price! – *David*
- She knew what she was talking about and kept me in check about listing the house too high. She helped me list it at a price that wouldn't drive buyers away. We ended up selling within a few days and made a nice profit. – *Kevin Gladden*
- She represented me really well and marketed the property well. – *Happy Seller*
- She has an amazing photographer that comes in and takes pictures. She does so much stuff upfront, the house sells itself. – *Karolyn Bryant*
- The marketing she did for the house was top notch. – *David*

# Lauren and Rob are...

## Great to work with.

- Every time we'd go look at houses we'd have a good time. Rob had a good sense of humor. He was patient. – *Miles Caughey*
- We had a really fantastic experience working with Lauren. She was always very energetic and positive. – *David*
- Rob was very informative, very kind, very helpful. He's very personable. He's really easy to work with. – *John Commisaris*
- Lauren has a great personality. – *S.M.*
- Rob is an awesome guy to work with. He's very energetic. – *James*
- Lauren is great to work with. She's good at listening and understanding what you're looking for. – *Chris*
- Lauren and Rob make everything super easy. Lauren and Rob are awesome! – *D. Arellano*

# Lauren and Rob are...

## Willing to go above and beyond.

- Lauren took it upon herself to take care of most of the activities regarding repairs and working with contractors. That was very helpful to me. I was in Denver and stressed out with other stuff, so I didn't have the time to fix things. – *Happy Seller*
- As a first time buyer, and out of state, Rob poured everything he had into finding me my perfect home. He showed me homes via FaceTime, and in the snow- talk about above and beyond. – *Stephie Gregory*
- I was in Texas most of the time I was selling my condo in Colorado. Lauren pretty much handled everything I couldn't do. The condo had people living in it – it was being rented out – so she was able to find someone to clean it out. She found someone to make necessary repairs. She even found a storage unit. She went above and beyond. – *D. Arellano*
- I loved the fact that Lauren staged the house and moved more stuff in. – *Karolyn Bryant*
- Rob was so willing to help us out any time we wanted to look at houses. – *Taylor Provenzano*
- Lauren goes the extra mile and takes care of the people she's working for. – *Chris*
- Lauren was very thorough on inspecting the house and seeing what needs to be done, including having her own inspector come in and suggest things. She far exceeded our expectations. – *Kat*

# Lauren and Rob are...

## Knowledgeable. Good at giving advice.

- Lauren pointed us in the right direction to speed things up. It was a very quick sale and purchase. We used her company for both. She gave us very good insight around what we needed to do get the house ready to sell. – *Kat*
- When we finally found the right home (All thanks to Rob listening to the hopes I had for my future home) he helped me understand what it would take to make a competitive offer on this home. All said: I got my dream home! – *Stephie Gregory*
- I trusted Lauren to make the right decision about who I should sell the property to. I had multiple offers so I could choose who to sell it to. I ended up choosing the right person. I definitely made a profit off of it. It was a good turn. – *D. Arellano*
- Rob is very knowledgeable. He knows the market very well. – *James*
- Lauren knows what she's doing. She took charge. She explained all the legal parts of the process and how she would move forward if we listed with her. I was impressed with her all the way through. – *Kevin Gladden*
- Rob is very good at explaining the process and all the parts to you. He lets you know the different angles on contracts and decisions. When we were formulating the contract, he put in a clause I'd never heard of before but that worked in our favor. He was able to leverage his knowledge to help us. – *John Commissaris*

# Lauren and Rob are...

## Responsive.

- Rob was always responsive and would get back to us within an hour. He was motivated. If I said “look at this place” he would have a showing set up right away. He would always fit us in, even though he was busy. – *S. Chappell*
- Lauren was always there. When my sisters in Texas called, Lauren would get right back to them. She’d explain things in a way they understood. Even after the house sold, we’d call her with questions and she would answer them. – *Karolyn Bryant*
- When I said I wanted to see something or needed to know something, the other agent I was using would take several days to get back to me. It would be really slow. Rob would text me right away. – *James*
- Lauren always kept us informed about what was going on and any developments with financing. – *David*
- Any time we had a question, Rob would always respond right away. He would always address it. – *Taylor Provenzano*
- Lauren is very punctual, very detail-oriented, and respectful of your time. – *Chris*
- As soon as we found something we liked, Rob would set up a showing or put an offer on it. – *S. Chappell*
- If you asked Rob a question he didn’t know the answer to, he’d look it up right away and get back to you. – *James*

# Lauren and Rob are...

## Working for you.

- It was about us, and not just the commission and sales process. I felt like Lauren was working for us. – *Karolyn Bryant*
- Rob is really good at what he does. He's going to look out for you and get you what you want. – *James*
- Lauren was fantastic. She patterned everything to us, rather than us having to change to a realtor's style. She found out our needs and fit our timetable. – *Kat*
- Rob will find you the house that you want. – *Miles Caughey*
- Lauren is good at listening and understanding what you're looking for. She pays attention to everything you need. – *Chris*
- It didn't feel like Rob just wanted to get us into a house – he wanted to get us into the house that fit our family's needs. – *Taylor Provenzano*
- Lauren never sleeps. She doesn't take any time for herself. It's all about the client. – *S.M.*

## Go-getters.

- We worked with multiple realtors in the past. None were as persistent or motivated as Rob. – *S. Chappell*
- Lauren took charge. With Lauren, you can be confident you're in good hands. – *Kevin Gladden*
- Rob is a go-getter. He gets out there and works for you. – *James*
- Lauren is tenacious and a go-getter. – *S.M.*



**Overwhelmingly,  
respondents say they would  
recommend Lauren and Rob.**

**Overwhelmingly,  
respondents say Lauren and Rob  
have nothing to improve upon.**

# Reasons for Choosing LdC



Some respondents chose LdC because of personal recommendations or previous experience with Lauren or Rob.

- I didn't even consider another agent. I had a very pleasant experience buying a property with Lauren, so I used her again. *–Happy Seller*
- After talking to Lauren and listening to what she said she'd do, we didn't feel the need to find another realtor. *–Karolyn Bryant*
- I've used Lauren a couple times now. She's great to work with. *–Chris*

# Reasons for Choosing LdC



Other respondents chose LdC because of expertise and readiness to get to work.

- I talked to a couple of other realtors before Lauren and Rob. I'm very picky when working with people. I want them to be competent and intelligent and ready to work. I knew pretty much instantly when I talked with Rob on the phone that he was a go-getter. I talked to another realtor who sounded like she had just gotten up and who showed up late to the first showing. So when I talked to Rob, it was a wrap. –*Happy Buyer*
- We worked with multiple realtors in the past. None were as persistent or motivated as Rob, so we never found anything. Before working with Rob, we lost a house we really wanted because the realtor didn't put the deal in until the next day and it was too late. With Rob, as soon as we found something we liked, he'd set up a showing or put an offer on it. –*S. Chappell*
- I actually had another realtor. She was very slow and laid back. A few days after I would say something about a house, she would say "would you like to make an offer" and I'd think "the house is probably gone already." I got in touch with Rob because I was looking at a house listed by his partner. I was impressed with Rob and parted ways pretty quickly with the other agent. –*James*
- My previous experience with a realtor wasn't a good one, so I was a little skeptical. He was pushy and couldn't understand what I wanted. But with Lauren it was an amazingly positive experience. – *David*
- We talked with a few other realtors before choosing Rob, but he was the only one who seemed like he was going out of his way to help us. He cleared his schedule when we were in town to help us. – *John Commissaris*
- We talked to one other realtor, but they were like "we'll get to it eventually". Rob was more of a go-getter. He was ready to do it on our timeline. He was high energy. – *Taylor Provenzano*

# Testimonials



“ Lauren and Rob make everything super easy. It can be stressful buying and selling a house – investing that much money. It’s extremely important to have someone qualified to help you out in taking a huge step forward in your life. I talked to a couple of other realtors before Lauren and Rob. I’m very picky when working with people. I want them to be competent and intelligent and ready to work. I knew pretty much instantly when I talked with Rob on the phone that he was a go-getter. I talked to another realtor who sounded like she had just gotten up and who showed up late to the first showing. So when I talked to Rob, it was a wrap. Lauren’s experience was pretty noticeable, too. I trusted her to make the right decision about who I should sell the property to. I had multiple offers so I could choose who to sell it to. I ended up choosing the right person. I definitely made a profit off of it. It was a good turn. I was in Texas most of the time I was selling my condo in Colorado. Lauren pretty much handled everything I couldn’t do. The condo had people living in it – it was being rented out – so she was able to find someone to clean it out. She found someone to make necessary repairs. She even found a storage unit. She went above and beyond. Lauren and Rob are awesome!”– *D. Arellano*

# Testimonials



“ Lauren took it upon herself to take care of most of the activities regarding repairs and working with contractors. That was very helpful to me. I was in Denver and stressed out with other stuff, so I didn't have the time to fix things. She represented me really well and marketed the property well. She is the kind of agent I would invest in in the future. She went above and beyond. I didn't even consider another agent. I had a very pleasant experience buying a property with Lauren, so I used her again.” – *Happy Seller*

“ We worked with multiple realtors in the past. None were as persistent or motivated as Rob, so we never found anything. Before working with Rob, we lost a house we really wanted because the realtor didn't put the deal in until the next day and it was too late. With Rob, as soon as we found something we liked, he'd set up a showing or put an offer on it. He was always responsive and would get back to us within an hour. He was motivated. If I said “look at this place” he would have a showing set up right away. He would always fit us in, even though he was busy. – *S. Chappell*

“ I've used Lauren a couple times now. She's great to work with. She's very punctual, very detail-oriented, and respectful of your time. She's good at listening and understanding what you're looking for. She goes the extra mile and takes care of the people she's working for. She pays attention to everything you need. – *Chris*

# Testimonials



“ I liked the fact that Lauren was just a seller’s agent. I didn’t know those existed. That made a huge difference because she wasn’t out there showing other people houses. She was focused on this house. It was about us, and not just the commission and sales process. I felt like she was working for us. I loved the fact that Lauren staged the house and moved more stuff in. My mom had lived in that house for 45 years. She made my mom feel comfortable. She was always there. When my sisters in Texas called, Lauren would get right back to them. She’d explain things in a way they understood. Even after the house sold, we’d call her with questions and she would answer them. When my mom went to sell the house, Lauren’s name popped into my head. After talking to her and listening to what she said she’d do, we didn’t feel the need to find another realtor. She has an amazing photographer that comes in and takes pictures. She does so much stuff upfront, the house sells itself.” –*Karolyn Bryant*

“ Rob was an incredible realtor. Beyond what I could have ever hoped for--I trusted him like family. As a first time buyer, and out of state, Rob poured everything he had into finding me my perfect home. He showed me homes via FaceTime, and in the snow- talk about above and beyond. :) When we finally found the right home (All thanks to Rob listening to the hopes I had for my future home) he helped me understand what it would take to make a competitive offer on this home. All said: I got my dream home! Rob takes his job seriously- it's obvious it is more than just a job to him-it's his passion and mission. – *Stephie Gregory*

# Testimonials



“ Rob is an awesome guy to work with. He’s very energetic. If you asked him a question he didn’t know the answer to, he’d look it up right away and get back to you. He’s full of energy. He’s very upbeat. He’s really good at what he does. He’s going to look out for you and get you what you want. He’s very knowledgeable. He knows the market very well. He’s very efficient. A go-getter. He gets out there and works for you. I can’t say enough good things about the guy. I actually had another realtor. She was very slow and laid back. A few days after I would say something about a house, she would say “would you like to make an offer” and I’d think “the house is probably gone already.” I got in touch with Rob because I was looking at a house listed by his partner. I was impressed with Rob and parted ways pretty quickly with the other agent. When I said I wanted to see something or needed to know something, the other agent I was using would take several days to get back to me. It would be really slow. Rob would text me right away. Working with Rob is like working for yourself if you knew what you were doing.” – *James*

“ Lauren was fantastic. She patterned everything to us, rather than us having to change to a realtor’s style. She found out our needs and fit our timetable. She pointed us in the right direction to speed things up. It was a very quick sale and purchase. We used her company for both. She gave us very good insight around what we needed to do get the house ready to sell. She was very thorough on inspecting the house and seeing what needs to be done, including having her own inspector come in and suggest things. She far exceeded our expectations. –*Kat*

# Testimonials



“ We had a really fantastic experience working with Lauren. She was always very energetic and positive, and she got us a great price for our house. When she first told us the price she planned to ask for the house, I thought she was crazy. I went with it because she was the professional and she knew the market. We ended up selling for \$12,000 over the asking price! The marketing she did for the house was top notch. She always kept us informed about what was going on and any developments with financing. My previous experience with a realtor wasn't a good one, so I was a little skeptical. He was pushy and couldn't understand what I wanted. But with Lauren it was an amazingly positive experience.” – *David*

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– *John Commissaris*

“ Lauren was phenomenal. She knows what she's doing. She took charge. She explained all the legal parts of the process and how she would move forward if we listed with her. I was impressed with her all the way through. She knew what she was talking about and kept me in check about listing the house too high. She helped me list it at a price that wouldn't drive buyers away. We ended up selling within a few days and made a nice profit. With Lauren, you can be confident you're in good hands. – *Kevin Gladden*

“ I really liked working with Rob. He's a good realtor. Every time we'd go look at houses we'd have a good time. He had a good sense of humor. He was patient. He'll find you the house that you want. I give him 5 out of 5 stars. – *Miles Caughey*