January 10, 2014

To whom it may concern

This letter is to express our complete satisfaction and appreciation with Bernice Schaffer. We moved from El Paso to Round Rock Texas in the summer of 2013. Two of my husband’s prior coworkers recommended Bernice. They also had moved to the Austin/Round Rock/Cedar Park area and had been very pleased with her. Bernice was proactive from the beginning. She listened to our needs and wants and quickly set us up with daily listings. She worked with us weeks prior to our house hunting trip. She was always prompt in returning any calls/emails etc. pertaining to any questions we had. She was also very helpful in providing her professional opinion.

When the time came for our house-hunting trip, the real estate market in the area was moving very quickly. We had provided Bernice with the list of homes we wanted to see. As we arrived, four of the homes had already been contracted. We had 3 days to find a home during a very busy real estate market. As you can imagine, we were under a lot of stress. However, Bernice was so professional and so understanding, she made us feel at ease. She was going to find us a home and she did.

We found a home, put a contract on it, and ordered an inspection all within three days. As we returned to El Paso, Bernice continued to assist us with our future home in Round Rock and even helped us with questions on our home sale in El Paso.

If we move again, which I hope we do not, but in case we do, we would not hesitate one second to contact Bernice for our listing here. We highly recommend Bernice Schaffer to be your realtor.

Liza and Gaspar Castillo