Tuesday, February 09, 1999

Tom & Debbie Conner
8598 Harvest Home Drive
Mentor, OH 44060

Dear Tom & Debbie:

Just a quick note to keep you updated.

Marcy Cowan, The Crockett Team Service Manager, makes contacting real estate agents for feedback a top priority in her daily activity. We take communication with our clients very seriously. We spend considerable time and energy calling the agents who showed your home for several reasons:

1. To jog the agent's memory about the house so that we may be able to get a second showing.

2. To answer any questions or concerns the buyer expressed so the house will be reconsidered.

3. To get the feedback, impression and/or suggestions of the buyers or agents that might help us to better market your home.

Don't expect, however, for agents to give a full critique of the house. If they showed 15 houses, they honestly may not remember it in detail. Also, if any agent doesn't call us back after several requests, it means the buyers simply are not interested. Enclosed is a guide for interpreting feedback, which we thought you'd find informative.

Remember, you have the best team in the business working hard to get your property *SOLD!*

Your Realtors,

The Crockett Team
Lake County's Leaders
Smythe, Cramer Company