

## UNIVERSITY OF CALIFORNIA, LOS ANGELES

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SANTA BARBARA • SANTA CRUZ

Christina and Scott Kitchen  
3340 Coy Drive  
Sherman Oaks, CA 91423

DEPARTMENT OF BIostatISTICS  
SCHOOL OF PUBLIC HEALTH  
BOX 161772  
LOS ANGELES, CA 90096-1772  
PHONE: (310) 825-5250  
FAX: (310) 267-2115  
e-mail: biostat@ucla.edu

Dear Hugh and Coley,

It has been a pleasure working with both of you to purchase our first home. Both Scott and I have been extremely happy with the level of experience, expertise and patience that both of you displayed during this transaction. Your level of commitment and dedication to customer service is above and beyond anything that Scott or I expected. We are both very grateful for you both as you walked us through the process step by step and taking the time to explain it to us in detail so that we completely understood every part of the transaction. Your attention to detail was very admirable. We also thank you for your recommendations about contractors and servicemen. We have been very happy with the level of service and workmanship from everyone that you both have recommended. These recommendations have saved us both time and money.

As first time home-buyers we had many questions and apprehensions about the whole process. Real estate transactions can be very complicated and has often been described to us by our friends as painful and frustrating. We found just the opposite. Having both of you as our agents has made buying our first home a pleasure. The process was not as complicated or confusing as some of our friends described. We feel that it is because they did not have the both of you as their agents. You answered all of our many questions thoroughly and promptly and with an unparalleled level of service. We wholeheartedly recommend both of you.

Sincerely,

A handwritten signature in black ink, appearing to read "Christina and Scott Kitchen".

Christina and Scott Kitchen