

Reference Letter

Bosko Scepanovic
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I am writing to recommend Bosko Scepanovic as a real estate agent. In November 2003 I was hired as an assistant professor in the History Department at York University, to begin in July 2004. I currently teach at Western Michigan University in Kalamazoo, Michigan, where I have been a homeowner since July 2001. Mr Scepanovic helped me find a wonderful townhouse in Aurora, Ontario within a month.

Real estate in Kalamazoo is easily affordable, and I was able to purchase what I consider to be my dream house – an 1880s historic house of over 2,200 square-feet in mint condition – for \$140,000 USD. Hence I was anxious about moving to the greater Toronto area (GTA) where I had heard horror stories about high prices and poor conditions. I first decided to shop around for a real estate agent with whom I felt comfortable. I interviewed four agents, and chose Mr Scepanovic, recommended to me by my cousin. Mr Scepanovic helped her purchase a condominium in the Mount Pleasant and Davisville area of Toronto. Mr Scepanovic put me at ease with his friendly manner, good listening skills, and reassurance that I would find something I liked in the GTA. He also did not pressure with questions about what I wanted. Rather he took the time to get to know me, suggested we look at a variety of properties, and explained that purchasing real estate was a process.

When I made contact with Mr Scepanovic, we exchanged telephone messages to arrange a time to speak at length about my needs and desires. Because my schedule is hectic and unpredictable, I wrote Mr Scepanovic a long email listing my priorities and concerns. Mr Scepanovic and I decided to target townhouses, semis, and links in the communities north of Toronto, and condominiums in downtown Toronto ranging in price from \$225,000 to roughly \$270,000. He sent me listings for both of these areas, and I decided to focus on the former. We arranged to meet on a Thursday in Toronto to view some of the properties.

The market was moving very quickly, so Mr Scepanovic created a list of properties to view based on my reactions to the listings he sent. We viewed six

properties that day, and created an on-going ranked list as we viewed the properties.

The next day, Mr Scepanovic arranged for me to look a second time at two properties that I loved.

I had to return to Kalamazoo early the next day, but I decided that I wanted to place an offer on one of the properties. It was a townhouse in Aurora, listed for \$269,000 . Mr Scepanovic recognized that this townhouse had many qualities that are important to me – space, quiet location, and light. I was able to move quickly on placing an offer because Mr Scepanovic arranged for me to obtain a pre-approved mortgage. I left instructions with the friend with whom I was staying to pass along to Mr Scepanovic. By the time I was back in Kalamazoo that evening, Mr Scepanovic had prepared the paperwork, and was ready to fax it to me immediately. I faxed the signed offer back to him the next morning, and we had a counter-offer from the sellers by the next afternoon. The sellers were unwilling to accept an offer that was lower than their listed price, and Mr Scepanovic worked hard to encourage the sellers to meet me halfway between their listing price and the price I offered. I agreed to their counteroffer, conditional upon house inspection. After the house inspection, we signed all the papers, and agreed upon a closing date of 15 April 2004.

I am very pleased with Mr Scepanovic's services for his personality, professionalism, skill, and service. Mr Scepanovic was kind and patient with me, and took the time to get to know me. He was then able to help me recognize what I wanted in a property. Mr Scepanovic demonstrated an impressive knowledge about architecture, appliances, fixtures, areas within the GTA, and mortgage rates. He helped me determine what I could afford based on my salary and savings, by working out a monthly budget for me. He provided advice on house and car insurance. Mr Scepanovic was integral to helping me buy the townhouse by encouraging the sellers to reduce their asking price. He also offered referrals for mortgage brokers and housing contractors, and provided me with the complimentary services of a Royal LePage relocation agent.

I recommend Mr Scepanovic highly, with no reservations.

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