



27th September, 2004

Dear Patrick,

We are now almost settled into our new home and wanted to write and say thank you for all your help in finding our new house for us. You not only found the perfect place for us in double quick time, but you also made the whole experience completely stress free.

Having spent a good deal of time looking for property ourselves before we came to you, we know how time consuming, exhausting and frustrating the process can be. Whilst the time factor wasn't our primary reason for using EPS, we quickly realised what you mean when you say that you will 'give us our weekends back'. It was fantastic to know that we were looking for a new house, even though we were spending our time doing other things, some of which wouldn't have allowed us to actually do any house hunting ourselves.

As you know, the desire to renovate and add value was one of our main criteria in choosing the place we bought. As such, it gave us a lot of comfort that you are able to offer us extra value through your own experience in renovating and through your network of tradesmen and designers that you are happy to recommend to us. We know that you wouldn't recommend anyone who might reflect poorly on yourself and that gives us a huge amount of confidence knowing that we don't have to take pot luck in picking a tradesman who we don't know much about.

It would have been hard for us to justify the cost of your service for the above reasons alone however and the main reason we chose to use EPS was because of your experience in the real estate industry, your ability to see through the selling agents misleading double talk and your ability to negotiate the best possible price for us.

We have absolutely no doubt that the price you negotiated for our new house was the best price we could possibly have hoped for – especially given that the vendors, only just two days before we exchanged contracts, had a contract fall over with an offer \$45,000 greater than our eventual purchase price due to the other buyer's finance not being granted. We consider ourselves reasonable negotiators however I doubt we would have found out the vendors were committed elsewhere then thought to structure the settlement terms and conditions in the way you did, resulting in us buying at a very good price and below market value.

We still look forward to speaking with you over the next year or so as we look for advice on different tradesmen etc and we hope to continue our relationship with you in years to come as we look to purchase more property.

Thanks again for all your help.

Best Regards



Robert and Rebecca Whiley