

January 9, 2008

NP Dodge – Council Bluffs Office
1032 Woodbury Avenue
Council Bluffs, IA 51503

RE: Real Estate Agent **Steve Riso**

To Whom It May Concern:

I wanted to express to you my heartfelt appreciation for the personal service of one of your seasoned agents, Steve Riso. My business relationship began with Steve several years ago when purchasing a house on Timbercrest (he was the listing agent for the home). When the house was first on the market, we toured the home out of sheer curiosity. After about a month or so, the price on the house was reduced, and Steve sent me an email just to let me know, in case we were still interested. We ended up purchasing that home, and we enlisted Steve to sell our property. At that time, we were very happy with his services, which included a wonderful video tour of our existing property. As this was not our first home purchase, we had worked with other agents before, but I was especially pleased with how comfortable Steve made me feel during the process.

As the years passed, it came time to sell our house on Timbercrest, and we again chose Steve to be our agent. We had an interested couple fairly quickly, and Steve took the time to deal with our buyer, who was extremely difficult at times, with the utmost patience.

Last year, I made the decision to purchase a home of my own, after a recent divorce. There was no doubt in my mind that I wanted to have Steve as my agent, yet again. And during this home purchase, Steve not only met – but well exceeded – all of my expectations. We toured many homes, and I fell in love with one of them in particular. At around 10pm that night, we went to Steve's office and wrote up an offer. The problem was that the deal needed to be made that night, due to interest rates going up the next morning. Steve called back and forth numerous times between me and the seller until after midnight that night to get the deal sealed – which he did, after petitioning very hard on my behalf. That effort alone went above the call of duty. But his personal attention didn't stop there. After a lot of work, the deal ended up falling through and I had to walk away, and Steve made an offer to me that showed me not only what type of realtor he is, but also what type of man he is. He offered to personally reimburse me the \$300 I paid for the home inspection, so that I wouldn't be out anything. Being a single mother, that was an unexpected blessing.

With Steve's help, I did end up purchasing a great condo in town. At the closing, we realized that the sellers did not have a garage door opener for the garage door (apparently they had never received one when they purchased the home either). As we sat in the office ready to sign papers, Steve was on the phone with the selling agent telling him he needed to remedy the situation and produce a garage door opener. Needless to say, I walked out of there with a garage door opener. And the \$300 that Steve had promised.

As Steve walked me out to my car, with my new house keys (and garage door opener) in hand, instead of shaking my hand, Steve asked for a hug. That was a very special moment for me. He had grown to be more than just an agent, during this entire process, he had continually looked out for my best interests, as a father does for his daughter. That type of personal service is rare these days, and I just wanted someone else to know that it's a part of Steve Riso's everyday practice.

Sincerely,


Meegan Ratliff
1117 Arbor Ridge Drive
Council Bluffs, IA 51503