



## **Keller Williams Realty Named Highest Ranked in Home Buyer Satisfaction by J.D. Power and Associates for Third Straight Year**

AUSTIN, TX (7/30/10). According to the J.D. Power and Associates 2010 Home Buyer/Seller Study<sup>SM</sup>, Keller Williams Realty, Inc., the third largest real estate company in the United States, has received the highest overall satisfaction ratings from home buyers among the largest full-service real estate firms for the third year in a row. The company also ranked second among home sellers in the study for the second year in a row.

"We are incredibly proud of our associates for earning this distinction and want to thank them for their commitment to their clients and communities," said Mark Willis, CEO of Keller Williams Realty. "We see this honor as demonstration of our company philosophy that it is the agent's brand that matters most and no amount of money spent on advertising can replace the influence and reputations our agents have in their local communities. Our associates have earned this on their own, by building relationships in their communities."

The study was produced by J.D. Power and Associates to measure home buyers and sellers customer satisfaction. The results of the home-buying experience were determined by three factors including the buyer's experience with their agent, the real estate office and a variety of additional services. Keller Williams Realty performed particularly well in the agent and office factors. And, overall satisfaction of buyers for the industry was up over last year.

Additionally, the study noted that the importance of real estate agents has increased substantially in the past year, with buyers and sellers relying on the negotiating skills of their chosen agent and help in navigating the market.

"It is thrilling to see our firm, once again, get public recognition for its incredible focus on customer satisfaction from such a prestigious group. Our associates continually demonstrate that it is possible to deliver the highest level of customer service in one of the toughest real estate markets on record," said Mary Tennant, president and COO of Keller Williams Realty. "We feel incredibly fortunate to be in business with them, and want to congratulate them on their hard work and dedication."

In the past year, Keller Williams Realty has continued to grow despite the well-publicized turmoil in the real estate industry. In addition to becoming the 3<sup>rd</sup> largest real estate company in the U.S., surpassing RE/MAX®, Keller Williams Realty was ranked as the No. 1 real estate franchise on the 31<sup>st</sup> Annual Franchise 500 list by Entrepreneur magazine and was voted the Most Recognizable Brand of Real Estate Franchises and the Trendsetter of the year for 2009 in an industry-wide survey for the Swanepoel TRENDS Report.

Sincerely,

P.S. I love referrals! Is there someone you know who is interested in buying, selling, or investing in real estate or paying off their mortgage in a fraction of the time? If so, call me!



CYNTHIA HASH, REALTOR/SRES/GRI/AHA/CSSS/CRPS/GREEN/VHDA/NOTARY  
1885 Seminole Trail, Suite 100, 2<sup>nd</sup> Floor • Charlottesville, VA 22901  
Cell (434) 531-5351 • Fax (801) 681-0286 • hash@kw.com • [www.AgingYourWay.org](http://www.AgingYourWay.org)  
WANT MORE IN A WEBSITE IN CVILLE? [www.FindHomesInCharlottesville.com](http://www.FindHomesInCharlottesville.com)  
IS YOUR HOUSE PAID FOR? [www.PayOffYourHome.org](http://www.PayOffYourHome.org)