

If you are considering a home purchase, let me share my home buying experience with you. I've been a homeowner for a number of years. I've been through the home buying experience enough times to know when the process works well. Working with Mark Rusnak of Remax was certainly a delight and clearly my most positive home buying experience to date. In relocating to the area Mark assisted me with much more than just the purchase of a home. He provided many additional services that you just don't see in the average Realtor. He is a valuable source of information and has an effective network of resources and services at his disposal. Being a native of the area, Mark was able to direct us to the better school districts, the best areas to live (or not live) in terms traffic, general services and crime. He freely offered information regarding the usual range of services from reputable area sub-contractors to minor home repair to lawn sprinkler system dealers. Let me highlight a few services that Mark provided that I feel sets him apart from others:

- For starters he helped us find temporary housing. This allowed our family to stay together during the transition period.*
- He was genuinely interested in learning about my family's needs and helping us clearly define our home search criteria and expectations.*
- He was always well researched and prepared when we did search. This saved us lots of time.*
- He provided us with home search lists, so we could drive through neighborhoods at our leisure.*
- He knows the business of buying and selling homes. He is knowledgeable of the local Mortgage lenders and was able to offer some specific recommendations based on where interest rates were at the time.*
- He was always available when we needed to talk. Always kept appointments and was always on time.*
- At no time did we ever feel pressured by Mark to make purchase or time related decisions.*
- As a buyer broker he was tenacious in working with other Realtors in getting information and having them deliver as promised. We did feel that he was our advocate working in our best interest.*
- He made much of the buying process easy. He monitored the surveys, inspections, etc.*
- The day of "close" did present one significant problem. It potentially could have delayed our "close" by days. However, due to the resourceful coordinated efforts of Mark Rusnak, this problem was quickly remedied and "close" went according to schedule.*
- He was available after the "close" to ensure that all that had gone according to plan and contract.*

In closing, Mark is professional, sincere, patient, and accommodating. He took us on approximately 20-day trips before we found the home that meet our needs and price range. He is very generous in terms of his time and was committed to

making sure we were pleased with his service. The next time I need home buying or selling services, I will call Mark Rusnak.

Sincerely,

*David J. Meaux
Director, Clinical Reporting
Sentara Health Management*