



DESIREE + Kelly

# Client Satisfaction Survey

Desiree Loughlin & Kelly Malloy  
Spring 2016

Greetings prospective client!

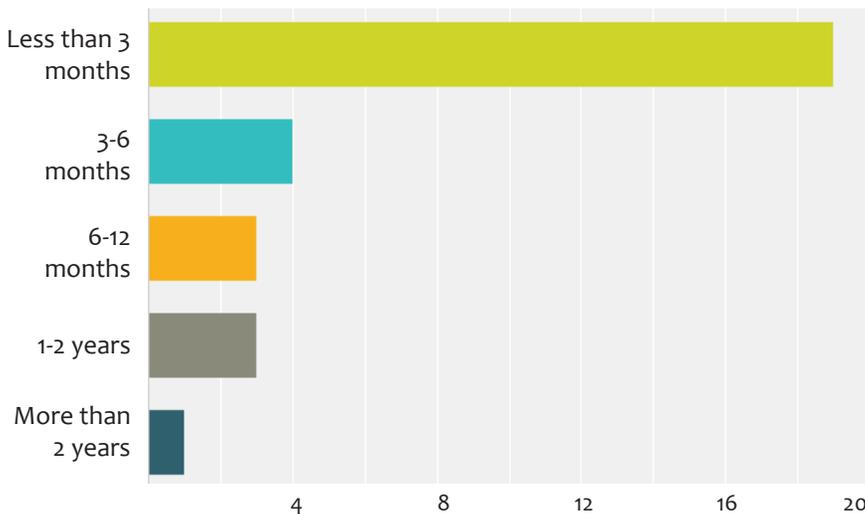
We recently began asking clients to fill out surveys following their transactions in order to improve our service and practice of real estate. Our clients, like survey respondents generally, prefer the rating scale questions over open ended questions. Hopefully these data will give you a sense of the way we do business.

We hope that at the end of your transaction you will respond to the survey request and share long, detailed stories!!!

Best regards,  
Desiree & Kelly

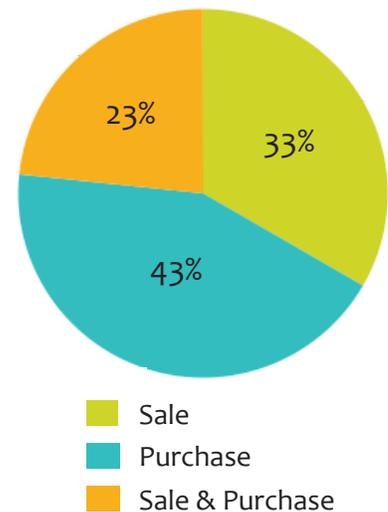
### How long did you work with Desiree & Kelly on your transaction?

Answered: 30 Skipped: 0



### What type of transaction was it?

Answered: 30 Skipped: 0



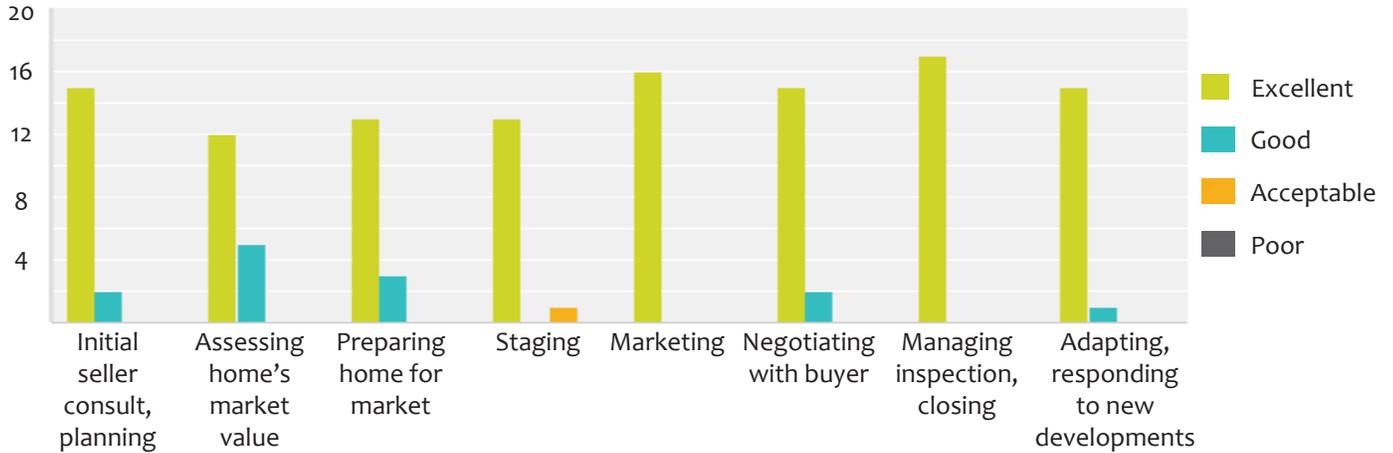
**DESIREE** + Kelly

We have worked with Desiree and Kelly through several transactions over the last six to seven years. They are second to none in the Greater Seattle area. We have not met, nor have we heard of agents who deliver such a well-rounded, comprehensive, and prompt set of services. This team gets it done and with the least stress possible to both the seller and buyer. We have been both.

--Gary and Heather Flynn

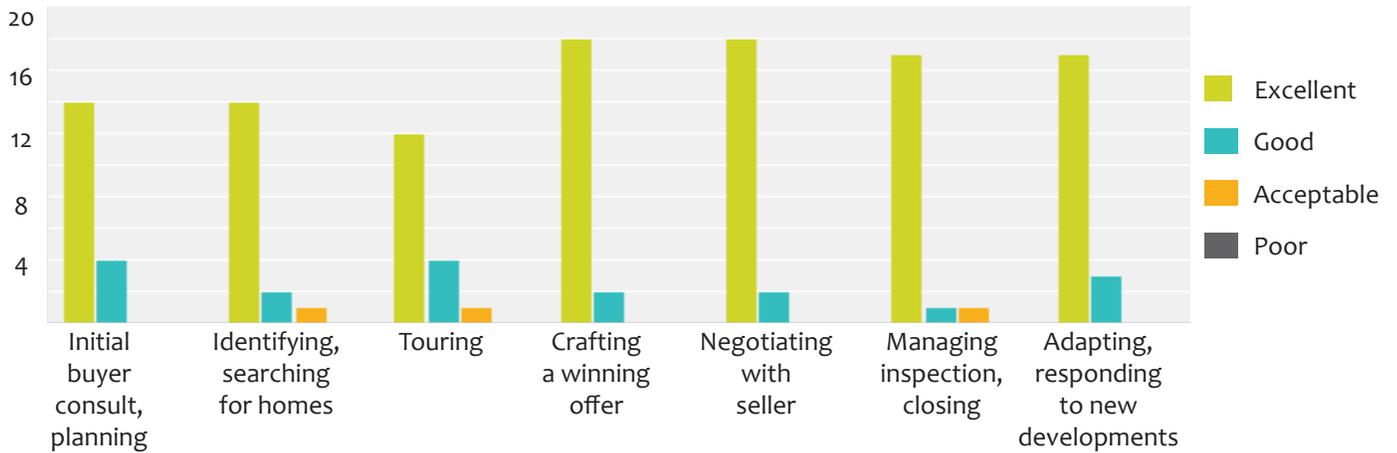
### Rate how Desiree & Kelly performed as SELLER agents.

Answered: 21 Skipped: 9



### Rate how Desiree & Kelly performed as BUYER agents.

Answered: 20 Skipped: 10



DESIREE + Kelly

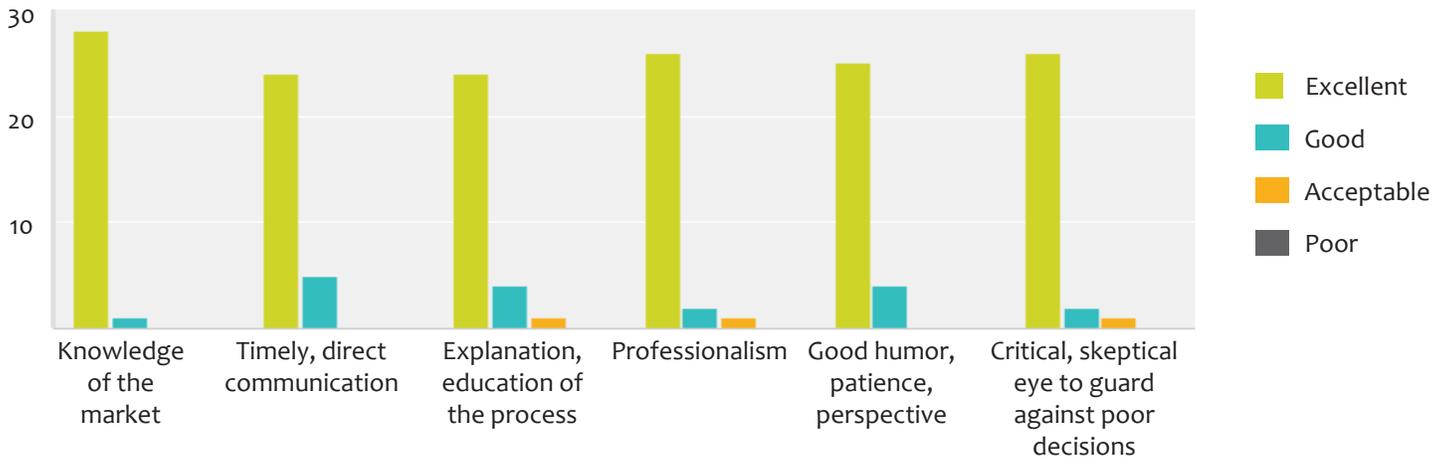
*This market is so crazy right now. If you're going to participate in it, you need an agent who understands how to be creative and competitive and work quickly, and that's Des.*

*Desiree & Kelly are a pleasure to work with, which made the stressful parts a lot more enjoyable. I can't say enough about the value they offered.*

*--Courtney Flora*

### Rate how Desiree & Kelly demonstrated these general skills.

Answered: 29 Skipped: 1



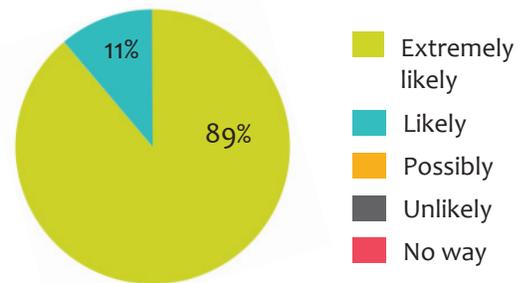
### Rate your overall experience working with Desiree & Kelly.

Answered: 29 Skipped: 1



### How likely are you to recommend Desiree & Kelly to others?

Answered: 27 Skipped: 3



**D E S I R E E** + Kelly

*We couldn't think more highly of Desiree and Kelly. Really. We've worked with other agents, but none are even close. They have guys for everything. They show up when you call. They schedule, manage, and meet the contractors, which really decreases stress. They might as well be interior designers; the staging is impeccable. I could go on...the website, the photography, the strategy, the updates and communication. There's nothing they're not good at. I gush because this service is so rare. They are the bomb.*

--Britt-Marie & Bill DeForest

## Buyer Stories

**multiple offers**  
**closer**  
**perspective**

We searched for a LONG time for the right house. Des and Kelly helped provide perspective and humor during the process. When we finally found the house, we ended up in a competitive, multiple-offer situation. Des was very clear about what we needed to do to present the strongest offer possible. I'm certain that if we hadn't had her assistance, we would still be looking. In my view, Des's greatest strength is understanding what needs to happen to close the deal and get it done.

-Courtney Flora

**strategy**  
**quick response**  
**multiple offers**

During pre-inspection, the sewer scope identified a deal-breaking issue (at the time it was unclear of whether it was the responsibility of the City or seller/buyer). Desiree and Kelly quickly responded by talking to professionals they knew, getting estimates, and most importantly, preparing a strategy for addressing this in our offer. Other buyers appeared unaware. In the end, the strategy played into our favor, and we are the happy home owners.

-Dylan Orr

**clarity**  
**education**  
**first-time buyers**  
**honesty**

Desiree's ability to break complex info down to "normal" language was helpful for us as first time buyers. We were also very thankful for Kelly's straightforwardness and honesty when touring prospective homes. Kelly really has the buyer's interests in mind.

-Becky Liu

**market wisdom**  
**quick response**  
**touring**

They showed great knowledge of the market and were willing to tour with us (often during random hours). They were also locked in when we were ready to make an offer. They really helped us pull trigger quickly and close the deal!

-Kevin and Anna

**confidence**  
**priorities**  
**decision-making**

Desiree was amazing at helping us sort out our thoughts on the properties we saw. She asked guiding questions that helped us feel confident in assessing our impressions. She spent time learning about our priorities before we toured and was able to refer back to what we had said when it was decision time.

-Amy Taylor

**negotiation**  
**multiple offers**  
**low stress**

Desiree and Kelly did an extremely good job at helping to negotiate what became a very difficult and stressful situation. I don't think I would have ending up getting the house I did without Desiree. In this market, I am extremely grateful that she was able to help me accomplish that feat.

-Darcy Foral

**trust**  
**competence**  
**local experts**

The most important element in a relationship is trust. Our trust was built on our evaluation of your competence and local knowledge. This was demonstrated in spades.

-Seth Hunter Perkins

**DESIREE** + Kelly

*They were great at helping us stay positive, despite four denied offers. They were also really honest and helped us avoid buying an overpriced house. We loved the house so they respected our decision to make an offer, but they very professionally helped us come to the decision to walk away.*

*--Annie Durkin*

## Seller Stories

### house prep contractors detail oriented

I needed several projects done prior to listing. They provided an excellent handyman, painter, and carpenter and they coordinated all of the activity. I accepted a new job out of state, so I was purchasing a home in Dallas at the time of the sale. Desiree and Kelly made sure that no beat was missed!

-Sue (Lory) Messire

### contractors staging flexibility judgement checklists

I was very impressed with “above and beyond” service, such as help with bids and getting contractors started quickly. The excellent staging was a huge value add. I also appreciated their flexibility, such as meeting with us in person to advise what house work to do or not. (The advice to get rid of back fence rather than fixing it was perfect!) The checklists were very helpful. They really understood our urgency and did all they could to get the house listed.

-Kate Phillips (Pritchard)

### confidence consistency

We have had STELLAR experience with Desiree and Kelly. Their confidence gives buyers and sellers confidence. We did a transaction from the East Coast and didn't worry one bit. They had it under control from day one to close! That has been consistent from our start together.

-Gary and Heather Flynn

### house prep contractors coordination multiple offers

We put our house on the market one week after Desiree's first walk-through. We had things to box up and store for showing, but we also needed to remove moss, clean up our front and back yards, and scrub our decks. Inside we needed touch-up caulk and paint and a whole-house deep clean. While we packed, Desiree scheduled the work in our short timeframe. Des and Kelly also met with workers when we weren't available. One week later our house looked beautiful. After four more days, we chose from five excellent offers. Exceptional client service and results!

-Britt-Marie & Bill DeForeest

### above + beyond follow through

They went above and beyond. Tons of follow-through and help with the non-transactional aspects of selling. All the offers to do extra stuff to make the whole process less burdensome.

-Frank Taylor

### staging marketing

I already knew the importance of staging and it really showed in this case. Between the staging, beautiful pictures, “wide net” marketing, and good advice on exactly when to list (day of week and time of year) we got top dollar.

-Kate Phillips (Pritchard)

**D E S I R E E** + Kelly

*Des and Kelly immediately instilled confidence in us. They blend friendliness, and “enjoy the process” attitude with high-level professionalism. We could not have asked for a better team. As out of state sellers, we appreciated their ability to handle every detail. They arranged painters, landscapers, inspectors, and cleaners (all at reasonable prices). My husband and I still pinch ourselves over how smooth the process was from start to finish. We were able to enjoy the process of selling our home with zero stress.*

*--Mimi Crocker & Martin Chandler*