



September 14, 2011

To Whom It May Concern,

If you are reading this letter, you are in the process of taking a big step: buying and/or selling your home. We remember vividly being in your shoes, trying to decide who would be the best person to represent us in the most important financial transaction of our lives. Over a year ago, a trusted friend passed along Glynis' name and number to us, and highly recommended her as a realtor. And now, having just finally completed both selling our townhome, and purchasing a single family home, we can tell you without reservation that our family could simply not have done it without Glynis Canto.

We were not easy clients for Glynis. We were picky. Very picky. We were in a situation where while we didn't *have to* move, we were just hoping to find the right single family home that would allow us to have a bit more space and stay within the school district our children had settled into. We looked for a single family home for over one year, and Glynis was with us every step of the way.

From getting our townhouse ready to put on the market, to going to countless houses with us on a moments' notice, I can't imagine a real estate agent more dedicated, professional, patient, and sincere than Glynis. She wanted us to find the right house for us, no matter how long it took. We would often comment about how Glynis made us feel like we were her only clients, when we knew that wasn't the case. Her incredible responsiveness, attention to detail, and follow-through are unmatched.

With a financial transaction this significant, we simply can't imagine trusting anyone that doesn't have Glynis' level of experience. Her knowledge of the intricacies of real estate transactions gave us the comfort we needed to know everything would be handled correctly. And while the vast number of real estate transactions do go smoothly, it is so important to have someone like Glynis in your corner if things do get complicated. Unfortunately, we faced several unexpected hurdles in both selling our townhome and buying our single family home. I know without a doubt that these transactions would have fallen apart without her expertise.

For example, the night before closing on our townhouse, we learned of a problem with the survey that was conducted on our property. Despite the fact that we had obtained all the required permits and used a licensed contractor, our deck had been built slightly into a storm drain easement behind the back of our house. It was truly an unheard of scenario, and one that was threatening to derail our settlement. With the closing on the townhouse hanging in the balance, Glynis spent the entire next day with us, literally running from the Loudoun County Courthouse to other county offices, in order to appeal to county officials and obtain a waiver for this encroachment on the easement. By some miracle, we were successful in obtaining the waiver, thanks to Glynis' tenacity. Even the title company commented at settlement that they had

never seen anyone move mountains like this before. We simply could not have done it without her.

Glynis is calm, composed, and unflappable. Exactly the traits you need in someone when the stakes are high. We simply cannot say enough about her. Even our two small boys got excited when we were going to meet "Ms. Glynis." They adored her as well because they could tell how much she truly cares about the people she works with.

We know this decision will be the first of many for you as you go down this path of buying and/or selling your home. But we can say in no uncertain terms that hiring Glynis as our realtor was the best decision we could have made.

Good luck with your sale and/or purchase. Glynis will ensure it is successful every step of the way!

Sincerely,

A handwritten signature in black ink that reads "Chris & Sheri James". The signature is written in a cursive, flowing style.

Chris and Sheri James