

Heather is wonderful. Buying a house is an emotional, exhausting process. There are many ups and downs, hopes raised and diminished while trying to determine what it is you really want and then not losing faith that its really out there as you keep searching and searching. And this was a process that we could not have done without Heather. We had been looking at houses off-and-on for years, and had been to several realtors before, but once we began working with Heather, we immediately felt she was different. She helped us understand what we really wanted- in terms of our taste and our needs as a family, and amazingly, she never lost her patience as we looked at house after house after house after house! She never lost faith that we would find what we were looking for, even when we were about to. As this process went on she became more than a professional driving us from house to house - she clarified what we were sensing about the houses we were looking at so that each time we returned we knew more about what we wanted. She bolstered us emotionally and helped us to realize what we were learning each time we rejected the house we were looking at. She became our "house coach", and we so appreciated her judgment. She was careful not to intrude when we needed space, gave helpful comments when we asked for them, and her warm presence and support bolstered our spirits when we became frustrated at not finding what we wanted after looking for some months. Because of our faith in her, we listened when she called us and said "you have to see this house tomorrow or it will be gone". We had already made other plans and it was a hassle to do it, but we decided to come out again from NYC to see yet another house. And we were so glad we did. Because Heather understood what we were looking for, she was absolutely right- it was the house we wanted. And we counted on her expertise as we made the decision to bid, and how to bid, after a few anxious hours, found out we had gotten the house we wanted. We all celebrated together! Now we feel we not only have a house, we have a good friend in the neighborhood that we can call for advice and support.

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