

6630 E. Everett Arnold Drive
Bloomington, In 47408
July 26, 2011

Ms. Linda King
Greenwood King Properties
3210 Kirby
Houston, Texas 77098

Re: **Sale of 4129 University Blvd**

Dear Linda:

After living in West U for 35 years and watching Greenwood King flourish, we had definite interest in listing our home with the firm when we decided to retire and relocate. In making our selection, we observed Greenwood King's listings, open houses, sales, and reports over the past couple of years. We also considered three other firms.

There was clearly an energetic leader on your team of Realtors, who became our hands-down choice. We were totally impressed during the interview for our listing and ultimately entrusted our home sale to Carol Rowley.

Carol never failed to impress us with her enthusiasm, knowledge, honesty, positive attitude and thorough knowledge of the market. We were somewhat anxious since we had not sold a home in more than 20 years. In answer to our concerns, Carol was completely responsive to our questions and calmly guided us through the process.

Carol immediately scheduled photography, conducted an open house and showings, and presented --within one week--two offers on our home. She stayed by our sides through the inspection and appraisal processes and was fully prepared to defend any challenge that might arise. She kept us informed every step of the way.

Through Carol's expertise, commitment and involvement, our closing went quickly and smoothly. We could not have asked for a better outcome in all regards.

You are fortunate to have Carol on the Greenwood King team. She is an outstanding example of the ideals you embrace and is an undeniable a credit to the firm.

Sincerely yours,

Nick and Brenda Aschliman

Nick and Brenda Aschliman

cc: Julie Greenwood

REALTOR OF THE WEEK

Realtor began career at 18

By JUDE PATRONELLA
Homes Correspondent

Carol Rowley has found many major benefits from working as a Realtor with Greenwood King Properties, and of those she is most assured that selling residential real estate in Houston has made her happy, independent and strong.

Her mother owned a real estate company in Georgia, and Rowley and her siblings grew up learning about the business. She often worked in the office while in high school and became licensed as a Georgia real estate agent at age 18. Her brother is a builder and developer, and her brother-in-law owns a real estate company in Georgia.

After moving to Houston more than 30 years ago, Rowley began working in the sale of commercial real estate. Upon becoming a mother, she took a 20-year hiatus to raise her three children and never lost interest in the profession.

Her personal experience of having lived in the Galleria area, Bellaire, Braes Heights, West University and Southgate gave Rowley a perspective about Houston's residential marketplace and a desire to sell homes instead of commercial real estate.

Socially, Rowley was

acquainted with Linda King and some of the agents at Greenwood King Properties. She knew they were happy working there, and she was familiar with the company's excellent reputation.

Without interviewing elsewhere, she joined Greenwood King Properties and began specializing in the sale of residen-

Her mother owned a real estate company in Georgia, and Rowley and her siblings grew up learning about the business.

tial properties inside and outside Houston's Loop 610.

"In the beginning I thought my business was going to come from my sphere of influence, but nobody I knew was moving. So, I began answering property calls at the office, conducting open houses and farming neighborhoods," said Rowley, who now rates as one of Greenwood King Properties top-producing agents.

"My first sale came about from answering a property call at the office on a Saturday morning that I thought would not have any activity because it was raining. And I ended up selling a



CAROL ROWLEY

million-dollar house from a phone call I answered that morning."

Now Rowley's business is mostly derived from the people she has helped buy and sell homes, and many of the people she has known for years who are downsizing or upgrading their residential needs.

She's also helping the grown children of her clients buy their first home.

"I don't say no to anyone who needs help in buying or selling a home.

"I just listed a townhouse for \$98,000 and also sold a home for over \$3 million," said Rowley, who takes pride in knowing her relationships with clients develop into great friendships.

"The bond I form with clients makes me feel strong, and it is that bond that lets my clients know I am working for them and they can trust me to do the right thing," she said.

October 27, 2009

Ms. Linda King
Greenwood King
3201 Kirby Drive
Houston, TX 77098

RE: Carol Rowley

Dear Ms. King,

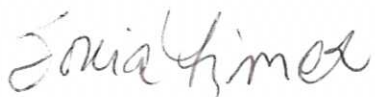
I wanted to inform you of the wonderful job Carol Rowley has done on helping us buy a home (3811 Riley St) and selling my house (4138 University Blvd). Initially, I thought I was going to use a friend's agent at Martha Turner or my previous agent at John Daugherty but once I saw Carol's work ethics, I knew I wanted her to represent me on both transactions. I feel so fortunate to have met her and our instant bond proved correct.

Carol demonstrates all the characteristics and qualities of an exceptional real estate agent:

1. Excellent communication and follow up
2. Professionalism and integrity
3. Attention to details and deadlines
4. Knowledgeable about market pricing and housing inventory levels
5. Genuine interest in working for her client
6. Hard working, smart, reliable and available 24/7
7. Understands and listens to her clients
8. Assertive and tenacious
9. Pro-active and enthusiastic in every aspect of buying or selling your house
10. Offers helpful suggestions on staging your house or contractors needed to make repairs

During such a stressful time, to have full trust and confidence in your realtor helps to put your mind at ease. Carol is a delight to work with and I can not emphasize how privileged I think we both are to have such a competent agent on our side. I will highly recommend Carol to any family or friends in search of an outstanding and impressive realtor.

Kindest Regards,



Sonia Fujimoto

cc: Ms. Carol Rowley

Carol Rowley

From: Sherman, Mark [msherman@eds.com]
Sent: Saturday, November 22, 2008 3:00 PM
To: Carol Rowley
Cc: juliegreenwood@greenwoodking.com; lindaking@greenwoodking.com
Subject: Thank you

Carol,

We just filled out the Greenwood King survey, and realized we haven't sent you this note. Best of intentions have been buried in the move along with all the changes in our life.

We wanted to re-emphasize our appreciation for your consideration, professionalism, and dedication to getting our house sold.

Our initial thought was this house would be a pretty easy sale - the house was in great shape, the market in our area was historically good, and we have some experience in staging (this was our 8th new home sale). And we had no time pressure, so were thinking we could wait for the right buyer (up to 6 months). Then the market began to cool, we found a house we wanted to buy, and our eagerness to get a buyer increased. So, when we got that first offer, we weren't thrilled with the price, but the lure of moving to be closer to our grandchildren was strong enough to sacrifice some on the price.

Little did we know that we were dealing with an unreasonable buyer, with a do-nothing agent, and an inspector with a Napoleon complex. What an unbelievable list of demands and ridiculous series of inspections, re-inspections, and with every third party contractors and certified repair service telling the buyer there was nothing wrong with the house. We were constantly on the verge of dropping the whole deal.

Somehow, you managed to negotiate and guide us through this process. You certainly went above and beyond the service we expected, or ever saw from any of our other sales representatives. I know at times this transaction tested all of our limits, but we are very happy with the results. I have always resented paying the sales commission as more than what I thought the service was worth - but not in this case. You earned and deserved every penny!

We are happy to have gotten to know you, and extend our highest recommendation to any of your prospective clients.

Warmest regards,
Mark and Marcy Sherman

Clients rave about Carol:

"Carol is very attentive to details. She did everything possible to make the deal work - she was well-informed - knew the market, knew how to work with the lender and the other agent. She was friendly, personable and aggressive in the deal-making and house searching." (Purchase) Dan & Jerry D.

"I met Carol Rowley at a home showing and immediately clicked with her. Carol is one of the hardest workers I've ever dealt with in sales. She is in touch with the customers' needs and provides answers quickly and efficiently!!!" (Listed & sold home & handled transaction for purchase of new home) Scott Weissman

"My realtor (Carol) went above and beyond and was very committed to helping us. She also was terrific working with our odd, traveling schedules." (Purchase) Jim & Melissa F.

"Our agent Carol Rowley was outstanding. We had a very difficult buyer and she handled the whole situation very professionally with great competency and knowledge. We have sold 8 houses.... Carol worked very hard for us, over and beyond our previous experiences. She earned every bit of her commission! We are happy to recommend her to anyone!" (Listed & sold home) Mark & Marcy Sherman

"I was very pleased! Carol Rowley was professional, polite and informative in the buying & selling process! (Listed & sold present home, purchase of new home). Elizabeth M.

"Carol was enthusiastic & attentive. We appreciated the resources she had with a real estate attorney. She is doing an outstanding job! (Listed & sold home, purchase of new home) Kathy & Keith H.

"Carol was very flexible, open, and easy to get hold of (text, voice, email). Carol is awesome!" (Purchase) Ahmed S.

"Carol is adamant about handling the deal in your best interest. She is not afraid of tough questions." (Purchase) Isabel C.