

Dear John,

We are writing to thank you, and your team, for the professionalism, commitment and support provided throughout our sale. The service was exceptional, never standard, and competitors would envy. The degree of commitment has been exemplary with everyone, front and back office staff going that extra mile; a genuine "can do", capable attitude. In fact, a first class (A1) service from the Lead Estate Agency - not just in Falmouth but the Cornish Peninsula.

As to personalities, perhaps the most telling comment that we can make is that you are too nice to be Estate Agents! We are sure, too, that there can't be many instances where Agents become regarded and trusted, as friends! It must be pleasing to you that the team work so exceedingly well together and we must also say that Jill's ability to keep track of everything and the guidance that she provides, to clients and staff, is exemplary. Thank you.

Mr and Mrs Swindell