

From: [Kellie Blackall](#)
To: [Jacob O'Neill](#)
Subject: Thank you for the fantastic customer service
Date: Tuesday, 17 August 2010 10:46:08 AM

Good Morning Jacob,

I recently started renting the property at 2/19 Surfview Road Mona Vale.

I dealt with Shaun in response to the advertisement on Domain.com.au, as well as to organize a property visit.

Shaun was excellent to deal with. I just wanted to say thank you, because you don't often see that level of professionalism, courtesy and care with rental properties.

Shaun was across the details, able to answer my questions and always got back to me when he said it would. I know it was a particularly busy week for Shaun at the time with a colleague overseas as well as the end of financial month! Shaun organized everything so that there were minimal delays and worked with me to make sure the moving-in date was agreeable for me and the owner.

It may not sound that impressive on paper, but believe me, this is the best experience I've had in over 10 years of dealing with similar situations and I really do appreciate it. If I ever get an opportunity to recommend your company I will.

Margaret has also been excellent to deal with; meeting me on time, having the contracts organized and ready as well as having repairs done to the property very promptly. I also received a follow up email to confirm the details.

Awesome, awesome service!!!

Thanks again,
Kellie

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