

August 20, 2018

I would like to take this opportunity to commend Joe Kelley and Christine Katzer on the exceptional service we received as both buyers and sellers of condominium units at Castle Hills in Agawam. Quite by chance, Joe Kelley showed me a condo that was in high demand at Castle Hills in February, 2018. We negotiated a deal and were very pleased that we were able to make the purchase. However, we had concerns about our need to sell our previously occupied unit in the same complex. Joe told me repeatedly, "We'll get it done." Turned out he knew whereof he spoke.

Both Joe and Christine worked diligently to sponsor "Open House" dates and guide us through the many showings and mire of paperwork associated with buying and selling. It should be noted that every phone call, text or message sent to either of them was promptly answered. Every concern and "bump" got handled efficiently and with kindness. Over the course of three months, when assistance was needed, it was provided. Small repairs and inspections too, were accomplished with Joe and Christine's help. The professional and friendly manner of both of these individuals was more than one usually encounters in such transactions.

In a time when integrity and honesty often seem lost to just "making a deal", Joe Kelley and Christine Katzer exemplify the kind of professionals that are to be admired and emulated. They deserve the success they enjoy!

Thank you for your guidance, expertise and old-fashioned kindness.

Sincerely,

A handwritten signature in blue ink, appearing to read "Anita", with a large, stylized flourish extending from the end of the name.

Anita Pappas-Raposa and Andrew Raposa