



3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

Client Name: LARRY SHAPERS
Email: _____
Phone: 805-5 71932
Subject Property: 5627/5628 ROBERTSON
Agent Name: CHARLES WEST

Dear LARRY SHAPERS,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input checked="" type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website _____	<input type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other _____
<input type="checkbox"/> Other	
Comments:	

How would you rate our overall service?
<input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments: CHARLES WAS SMASHING

Which of the following company services were of benefit to you? (Check all that apply)
<input type="checkbox"/> Convenient Office Location <input type="checkbox"/> Friendly Staff <input type="checkbox"/> Professional Agents <input checked="" type="checkbox"/> Company Website
<input type="checkbox"/> Other
Comments:

How would you describe your agent? (Check all that apply)
<input checked="" type="checkbox"/> Expert in Market Conditions <input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator <input type="checkbox"/> Other
Comments:

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

F

Charles,

RE: 3627 [REDACTED] Road, Cameron Park, CA

We wanted to thank you so much for all your hard work, honesty, and persistence so that we were able to short sale our wonderful home in Cameron Park in record time and on the final day. Your ability to communicate on the phone and via the internet made our participation expedient especially regarding the electronic signature feature.

We lived at 3627 [REDACTED] Road for 24 years and had many wonderful experiences raising our two daughters there. We know the new buyer will enjoy the wonderful landscape with the waterfalls and many fruit trees as we did for so many years. The rough edge granite in the kitchen with the stainless steel refrigerator was a very modern asset that updated the house which we enjoyed so much.

Due to the short sale nature, we are very grateful that you covered the escrow shortage out of your own pocket to ensure the sale on the final day. We apologize for not having the funds to cover the \$240.00. Please provide us with your business cards so that we can at least refer your services to others.

We worked with other Real Estate Agents regarding our property and were not impressed. With YOU, you produced results and we ARE impressed.

Again, thank you.

Sincerely,

Lisa and Dan [REDACTED]

PS Please send us your business cards to [REDACTED] Rancho del Sol, Camino, CA 95709

Dear Charles,

Thank you for selling our house so quickly. It was such a hard time for us and you made it much less painful than it could have been. You never lost conviction that it would sell even when it got down to the wire. You understood our situation and never judged us.

We really believe that you knew so much about short sales that it made the difference between the house selling or going to foreclosure. You did what our previous realtor could not do, and for that we will be forever grateful.

Take Care
and God Bless

Eric & Rich Wall

12/11/15

Charles West

4064 Flying C Rd, Suite 1
Cameron Park, CA. 95682

I am writing this to express my appreciation for your professional and thorough handling of my home sale during a very sensitive and emotional time. Four years ago I bought the home and planned on staying there, remodeling, expanding, and enjoying the area for many years to come. As you know my wife and I separated early last year and have since divorced. I tried to stay in the home but soon found it impossible to make the payments alone. I subsequently called my original Realtor and friend, Sylvia Moore, who, being aware of the poor state of the market, recommended you. She informed me that your specialty was in the area of short sales.

Upon our first meeting, I asked many questions and was reassured by your ability to answer me in detail. I was impressed with your knowledge and even more with your confidence that this could be worked out as smoothly as possible. This was very important because I was losing my home and all of the equity and investment I had saved a lifetime to have. You ended up handling most of the details of this sale and kept me up to date with any important aspects. You were very professional and uplifting during our conversations. You took the time to be available anytime I called. You were very thorough in taking care of all the small details and keeping me informed throughout the entire process. I particularly appreciated that you kept me out of the details until absolutely necessary.

The sale of the house went well and I became only moderately distressed once during the process. This occurred just prior to closing. I became discouraged and disappointed after an agreement that had been worked out so diligently by you and the buyer's agent, was suddenly canceled by the buyer's agent. This agreement pertained to the use of the shed for one month to store a couple of things I was having trouble finding a place for. Even though your attempts failed to reinstate this agreement with the buyer's agent, I did appreciate your efforts.

Charles, you really did a great job. It is very difficult to find people who take pride in their work the way you do. I have enclosed a small token of my appreciation for going above and beyond and especially for caring. I have and will refer clients to you. You are highly recommendable.

Sincerely,


Brett Hadd

Re: WOO F'N HOOO!

From: Harlan [REDACTED] (hspro[REDACTED]@yahoo.com)

S on

To: Charles West (charleslwest@msn.com)

Charles let me just say that no of that would have happened without your help. Your persistence made my patience look feeble by comparison. I say it again Thank you for all your help. You are the best and I would and will recommend to any one. You are a man that gets things done. Now if I can slither my way out of paying the other money boy will I be happy. I will do every move I can to avoid paying them anything or a s little as possible.

H [REDACTED] Sh [REDACTED]
1945 [REDACTED] Ave.
San Francisco, CA. 94124
hspro[REDACTED]@yahoo.com
415 400-5600 Ext 200
415 400-5600 Fax

From: Charles West <charleslwest@msn.com>
To: Harlan [REDACTED] <hspro[REDACTED]@yahoo.com>
Sent: Sat, June 5, 2010 1:21:49 PM
Subject: WOO F'N HOOO!

1104 Alabama closed escrow and recorded in Yolo County on Friday. You're no longer the proud owner!

Harlan, thanks for hanging in there through all the BS. These deals always get very stressful at the end if the lender tries the Big Grab, and i Really appreciate you going to the end, and keeping your eye on the whole reason for this in the first place, which is to avoid the TS.

This is the toughest side of a tough business and it calls for a lot of courage from my clients - I wish I could make the process any less brutal

Your friendship and our relationship mean a lot to me Harlan. Let me know if ever I can do anything for you or a friend. It was a pleasure for me being of service to you in this sale.

Best regards,

Charles L. West
Re/Max GOLD
3374 Coach Ln
Cameron Park, CA 95682
Cell Direct / Iphone 530-545-9378
Fax: 1-530-642-0202

SERVICE SATISFACTION SURVEY

The ~~Rolling~~ Household
6615 ~~Rolling~~ Lane
Placerville, CA 95667-9761



07114 01
West Charles
2465811

Please check the appropriate box which best describes your overall satisfaction with the Company:

CS=Completely Satisfied ☒
VS=Very Satisfied ☐
SS=Somewhat Satisfied ☐

FD=Fairly Dissatisfied ☐
VD=Very Dissatisfied ☐
TD=Totally Dissatisfied ☐

Comment: _____

Using the above satisfaction scale, please check the appropriate box which best describes your satisfaction with the Associate.

- | | CS | VS | SS | FD | VD | TD |
|---|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-----------------------------|
| 1. Ability to keep you informed through the process. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Effort made to sell your home. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Skill demonstrated in the presentation of marketing services. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Honesty. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Follow-up after the transaction was completed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Overall satisfaction with the level of service provided by Associate. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Actions in going above and beyond the call of duty in serving my real estate needs. Please give example: <i>helped us to maintain our</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. <i>living to a needs with four children with the seller</i>
The Associate offered me referral services to assist in finding a new home. <i>Handled both</i> | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 9. The Associate offered a Home Warranty Plan (Seller Protection Plan and/or Buyer Protection Plan). | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 10. I would use this Associate again in buying or selling a home. | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 11. I would recommend this Associate to a friend and/or family member. <i>I have recommended Charles West</i> | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 12. Real Estate and the Associate has my permission to use my comments in its promotional materials. | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 13. The Associate presented the Commitment to Service Guarantee. | | | | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> NO |
| 14. What has influenced you to do business with an Associate? | | | | | | |

☐ Referred by friend
☐ Saw TV advertisement

☐ Saw yard sign
☐ Yellow Pages advertisement

☐ Newspaper Ad
☒ Reputation

879 Embacadaro Dr. #4
El Dorado Hills, CA. 95762

Karen Russell
3804 Trestle Glen Ct
Cameron Park, CA
95682

Dear Mr. Kwachak:

My name is Karen Russell and my family and I recently relocated to Cameron Park from San Diego.

I am writing you this letter to let you know how pleased we are with our Realtor Charles West.

We first met Charles when we came here the first time in March, he was with ERA at that time. We stopped in the office one Sunday to talk to a Realtor about property here. We were right away impressed with Charles' knowledge of the area and schools as that was very important to us being new to the area.

Charles kept in touch with us and let us know that he had moved from ERA to _____ and

3.

We came here twice to look at houses and Charles was always there and willing to help in any way he could. We found this house on Trestle Glen Ct and fell in love with it. Charles came to our hotel and we wrote an offer. It was eventually accepted and we returned to San Diego. Charles and I continued to keep in touch by phone.

We were due to close escrow on both houses on Sept. 10. Due to circumstances beyond our control, we could not close escrow in San Diego on time which delayed closing here. But we came here anyway as the movers were due to pick our furniture up on Sept. 10. What happened next has been the worst experience of our lives. Monday and Tuesday we waited for word that our San Diego house had closed escrow. When it did not close escrow by Monday we were getting very concerned and asked Charles to see if we could move into the house anyway as we knew it was empty, and were willing to pay rent. As you probably know the owner and Realtor tried to charge us 250.00 a day. We felt that was way out of line, but really had no choice as the movers had to deliver our things that day. But as it turned out they were just playing games with us to try to get us to sign a contract that they could back out of the deal if escrow had not closed by Sept 17. We did finally get in on Tuesday thanks to Charles and Sharon at Fidelity Title.

During this whole ordeal Charles was with us all the way and was always very professional, something I wish I could say about everyone involved with ERA. I just wanted to let you know how great we think Charles is and we think you are very lucky to have him working for you. This situation could of turned out much worse if Charles was not right on top of things as he was.

Sincerely,

Karen Russell

Thuan Harte, CA
(4580 Meadow Cr. Rd
Placerville -)

El Dorado Hills

Just a note to compliment you on
your agent - Charles West. He was
aggressive, personable and used
excellent advertising techniques. I'm
sure I was not the easiest client
to work with, but he went along
with my choices in keeping my home
furnished as I liked it etc. The home
was sold for \$10,000 more than I
would have realized because he
discouraged a price cut! What a guy!

Thanks to you & especially Charles.



The Myers Family
2599 Pendleton Dr.
El Dorado Hills, CA 95762
Ph. (916)941-9351


E-mail: Olymyers@cs.com

Charles,

Without your guidance and time we would never have acquired the home that best suited our tastes and needs. Your integrity and personal character as well as knowledge and experience put us at ease. We always felt cared for and well represented.

The quality service you provided has been invaluable to us. If there is ever a way we could reciprocate please do not hesitate to call.

Thank You & Best Wishes
The Myers

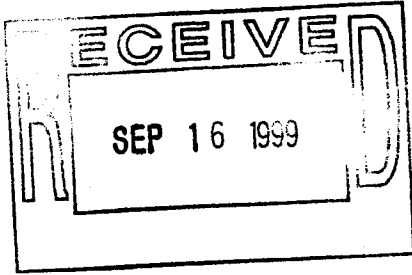


To Lyon + Associates,

3/26/

I would like to thank Lyon + Associates, especially Charles Wes who was extremely helpful with a real estate transaction. He helped me find the perfect home and followed through on all the many details. I had contacted him due to a friend highly recommending him, and I will do the same in the future. I feel very lucky to have had a superior realtor working for me along with his excellent support team.

Deborah Spru, bor --



David G. Carnes
1 Garden Valley Rd
Garden Valley, CA 95633
(530) 333-0195
work: (510) 613-1026

Lyon & Associates Realtors
2580 Fair Oaks Blvd.
Sacramento, CA 95825

Attention: Mr. Michael . Principal Broker

I wanted to thank you for settling with me on the problem I had with the non-disclosure of the well production report. I especially wanted to let you know how impressed I was with the attention my problem was given, and the professionalism with which Mr. McGillivray handled the situation.

Mr. McGillivray set up a meeting with Mr. George Kwachak, Charles West, my wife and myself after having tried to get Pacific National Realty to cooperate in determining what happened that caused me not to see the well production report. I was immediately impressed with Mr. McGillivray and the manner in which he handled the meeting. I thought that everything went extremely well and that everyone there acted in a very professional manner. I felt since there was a lack of cooperation with my Realtor's office, the offer to settle for ½ the cost of the repair to the well was a fair offer. Unfortunately, it appears to get the other half from Pacific National Realty; I will end up having to go to small claims court. I really expected things to go the opposite, whereas I would be having problems with your Realtors instead of mine.

Again, I cannot say enough good things about Mr. McGillivray and Mr. Kwachak and the manner in which things were resolved.

Sincerely,

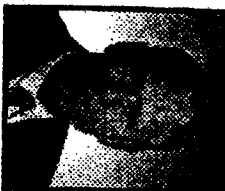
David G. Carnes

LYON

**& Associates
Realtors**

**Announces Top
Sales Associate**

**Charles
West**



Lyon Associates Realtors in El Dorado Hills announced its top-selling Realtor Associate for all of El Dorado County in the month of June. Charles West, a resident of Garden Valley, was congratulated by office manager Jerry Kays for his closed-sales production. Charles has been an El Dorado County Realtor since 1992, and joined Lyon and Associates' El Dorado Hills office in April 1999. In the month of May, he was also noted to be the office's top agent in number of homes listed. His area of expertise includes Placerville, Shingle Springs and Camino as well as El Dorado Hills.

To reach Charles directly, call 916-939-2521 or 530-677-9109 ext 2521

LYON & ASSOCIATES REALTORS

Since 1946

EXECUTIVE OFFICES
ESCROW & FINANCE
SIERRA OAKS OFFICE
2580 Fair Oaks Blvd.
Sacramento, CA 95825
(916) 481-3840
Exec. Fax (916) 481-7592
S.O. Fax (916) 484-7683

FAIR OAKS OFFICE
6815 Madison Ave.
Fair Oaks, CA 95628
(916) 962-0111
Fax (916) 962-1435

ROSEVILLE OFFICE
2220 Douglas Blvd., Suite 150
Roseville, CA 95661
(916) 784-1500
Fax (916) 784-1578

DOWNTOWN OFFICE
2801 J Street
Sacramento, CA 95816
(916) 447-7878
Fax (916) 447-4051

AMERICAN RIVER OFFICE
11220 Gold Express Dr., Ste. 405
Gold River, CA 95670
(916) 853-7700
(916) 962-0886
Fax (916) 853-7744

INSURANCE DIVISION
3636 American River Dr., Suite 200
Sacramento, CA 95865
(916) 974-7800
Fax (916) 974-6120

DAVIS OFFICE
401 2nd Street
Davis, CA 95616
(530) 758-0720
Fax (530) 758-5784

EL MACERO OFFICE
44029 Mace Blvd.
El Macero, CA 95618
(916) 753-4061

TAHOE-HOMEWOOD
5620 West Lake Blvd.
Homewood, CA 95718
(916) 525-7093

AUBURN OFFICE
1919 Grass Valley Highway
Suite 100
Auburn, CA 95603
(530) 888-1928
Fax (530) 888-7856

ELK GROVE OFFICE
9370 W. Stockton Blvd., Ste. 100
Elk Grove, CA 95758-8012
(916) 683-6600
Fax (916) 683-6644

EL DORADO HILLS OFFICE
Village Center
879 Embarcadero Dr., Suite 4
El Dorado Hills, CA 95762
(916) 939-5300
Fax (916) 939-5333

Raley's Center
3919 Park Drive, Suite 10
El Dorado Hills, CA 95762
(916) 939-5301

October 6, 1999

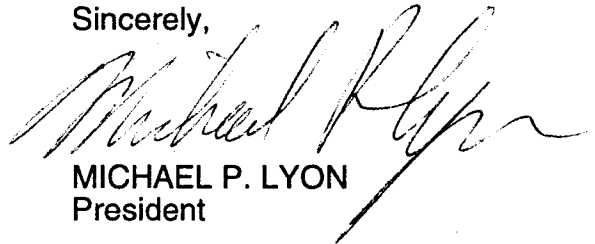
Charles West
Lyon & Associates Realtors
El Dorado Hills Office

Dear Charles West:

CONGRATULATIONS on gaining the respect and loyalty of your clients. We have received a very complimentary letter from your client, David G. Carnes. (The letter is enclosed for your information and review.) We really appreciate agents like you that go that extra mile to make the transaction a pleasurable experience.

Your positive and professional attitude is considered a great asset here at Lyon. Continued good luck to you for the remainder of 1999 and on into next year.

Sincerely,



MICHAEL P. LYON
President

Enclosure

cc: George Kwachack
Agent's file



Administration • 3640 American River Drive, Suite 100, Sacramento, CA 95864 • (916) 483-4450

September 12, 2001

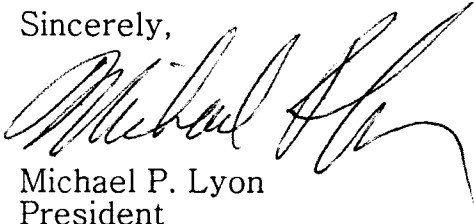
Charles West
El Dorado Hills Office
Lyon & Associates Realtors

Dear Charles,

Congratulations on your achievement of TOP AGENT for August in the El Dorado Hills office. Your professionalism in representing Lyon and Associates is greatly appreciated.

Since I have resumed the duties of the General Manager, I have a better understanding of the challenges you encounter in our real estate market. Thank you for the excellent work and I know that your success will continue for all of 2001 and beyond!

Sincerely,



Michael P. Lyon
President

cc: Jerry Kays

TOP PRODUCERS

EL DORADO HILLS OFFICE

TOP 15 REALTORS

JUNE 1, THRU JUNE 30, 2000

- 1. Charles West**
- 2. Barbara Dow**
- 3. Glenn McCloud**
- 4. Robert Day**
- 5. Kathie DeBord**
- 6. Del Nichols**
- 7. Robin Burns**
- 8. Lynn Putman**
- 9. Carmen Richards**
- 10. Julie Clark**
- 11. Liani Davenport**
- 12. Todd Leu**
- 13. Gloria McCloud**
- 14. Jeanne Gaskins**
- 15. Nora Robinson**