



Dear *Pacesetter Homes*,

*I have recently purchased my first home in the Evanston area and am very pleased with the quality of your homes and the customer service provided by your staff.*

*I love the fact that my home showcases a high degree of workmanship and quality is a reflection of the Pacesetter/Sterling standard, where every detail in the house is addressed and is built to last a lifetime. Family and friends are always impressed and remark on both the little and big touches that are inherent in the house.*

*The staff that I engaged with during and after the purchase of the house, are very approachable, helpful, and professional; every question and concern is addressed in a timely manner, to its fullest capacity, with follow-ups and thoroughly to my satisfaction. Particular mention goes to the Area Manager, Don, who really takes the time, effort, and accommodation to address my needs and concerns, especially in light of this purchase being my first house. He was really helpful and understood my needs and calmed my fears regarding such a big, momentous, and personal purchase.*

*Thank you very much to your team; the purchase of my first home was smooth, easy, and this has been a very favorable experience that I enjoyed and will always remember.*

Lily Chow

*The Cove in Evanston - November 2010 Possession*