

In this letter, I am hoping to share with you my experience with Team Austins.

I know that Ross Austin would be lucky to work with most of you, but I am going to tell you why I feel lucky to have worked with him. My husband and I first started looking for a home a little over a year ago when we transferred here with our employer from out of town. I am employed by SoutheastHealth and his name came highly recommended by the physicians at this hospital. We called him and he gave us his immediate and attentive assistance.

During our home buying process we were less than “easy to please.” For many agents, I suspect this would have been trying, but for Ross, he saw it as a challenge and took it as his personal responsibility to find us our perfect home. Not once, did my husband and I ever feel pressured into any decision. Ross provided nothing but impartial opinions, a trait that not all home buyers are so lucky to receive during their experience. He was informative, but in no way forceful or self-interested. Not once.

While I’m aware that he works with multiple clients on a daily basis, when he spent time with us we felt as if we were his only clients. He was extremely patient and very flexible, working around our extended work schedules. We found him to be easily accessible and quick to respond.

Perhaps the trait that I appreciated the most, was his unbiased opinion, including at times when it was not in his financial well being. Consistently he was up front to tell us when he thought a home was overpriced or not well built, even without our prompting.

His wife and counterpart, Cynthia, was equally helpful and insightful. While her expertise is in commercial realty, we often found her to have fresh ideas and an innovative perspective on homes we were looking at. We appreciated the combined experience.

He was also able to make our requests happen quickly and smoothly, a function of experience within his field and respect within his professional community, a skilled characteristic that became apparent to us very quickly.

Through our relationship, my husband and I have grown to respect Ross and Cynthia Austin and now see them as friends. While I know that “Team Austins” refers to this husband and wife pair, we came to feel as if it referred to us.

Sincerely,



Jamie D. Harrison, MD