

November 13<sup>th</sup> 2018

**Reference for: Bruce Kagetsu and Debbie Matsuura – Sutton Centre Realty**

**House Sold: 2878 East 42<sup>nd</sup> Avenue  
Vancouver, BC V5R 2Y4**

Our family was very fortunate to have had Bruce and Debbie act as our realtor in the sale of our mother's house.

Selling a home can be a very stressful experience for most people, but particularly for elderly clients such as my mother. Added to the stress of selling and moving from a home that she had lived in for over 30 years, she was also very anxious because her command of English was very limited. Therefore, she was constantly worried about how the sale of her house was going. Fortunately, Debbie spoke Japanese and was able to reassure her. I was very impressed with Debbie's very patient and kind manner when dealing with my mother.

Bruce was very conscientious and worked extremely hard to sell the house during a very challenging time in the real estate market. He was always available to answer questions and concerns regarding the sale of the house. I appreciated his very approachable manner and patience with my many phone/text calls to him.

I was pleasantly surprised by how both Bruce and Debbie went out of their way to help me remove many of the large pieces of furniture from the house which I was having a challenging time with. It was completely unexpected, but very appreciated! Both Bruce and Debbie went beyond and above what I expected from them.

I would not hesitate to recommend Bruce and Debbie to anyone who is thinking of selling their home – you will be very satisfied with their excellent customer service.

Respectfully,

A handwritten signature in cursive script that reads "June Tsuyuki". The signature is written in black ink and is positioned above the printed name.

June Tsuyuki