

Thank you Elite Property Settlements

We don't normally publish testimonials but there is always the exception to the rule.

In this case the testimonial below was received while Zhanna Tapankova was in hospital for minor surgery and naturally feeling a bit down. The email we passed on lifted her spirits and that really is the point of a heartfelt thank you, so we decided we should share it with everyone.

This is the email received at the AICWA office.

"Just a few lines to express my satisfaction at the professional and extremely efficient service received on my recent property settlement transaction for a property in Willetton.

I found Zhanna Tapankova to be friendly extremely efficient and accommodating throughout our dealings. As we have only been in Australia just over a year and are not intimately familiar with property transaction protocol we found Zhanna to be very patient and make sure that we were completely satisfied before any decision was taken. If anything Zhanna was a critical driving force in bringing this transaction to finality as it was a particularly difficult transaction for various reasons.

Based on my experience I can honestly say that I will be recommending to all my colleagues and friends Elite Property Settlements, Zhanna is a true example of an individual who not only talks customer satisfaction but is constantly living a customers satisfaction culture no matter the obstacles.

Please could you kindly convey my gratitude to Elite as I am a firm believer that good work needs to be recognised".

Kind Regards

Pedro De Carvalho

