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foyer hosts a sweeping curved staircase which leads to a

railed gallery. Two decorative columns adorn the foyer and

galleria, zthe living room, with arched doorways, adjoins a

windowed bay dining room, creating a dramatic formal en-

tertaining area. The den, off the main foyer, has a connec-

ting three piece bath which allows this room to double as a

The informal living space revolves around a gourmet kitchen

and breakfast bay. The kitchen features a pantry, abundant

counter space and long preparation osland, with cooking

top and bar sink. The sunken family room is separated from

the kitchen by an open railing and columns. A media cen-

tre, corner fireplace and sliding glass door to rear patio are

included in the family room. A laundry room, with spacious

sewing counter and launday chute from upstairs, com-

The lavish master bedroom boasts a coffered ceiling, walk-

in closet, and sumptuous skylight ensuite, with his and

hers vanity, whirlpool spa, and shower. Three additional

bedrooms share a four-piece main bathroom. Large storage

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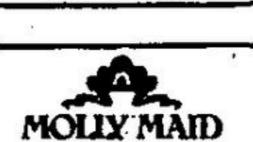
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By Glenda Hughes, Sales Rep.



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It must be the phase of the moon over the last week or so, for it seems that, certainly in this business, a lot of things went berserk. Clients did out-of-character behavior, agents started pulling their hair out, pagers failed, deals fell apart, phones went nuts - then died - and all in all I'm awfully glad that full moon is over with. I have a very good friend who has done a lot of work with the not-so-stable-of mind, and she does tell me that the moon certainly has a lot to do with behavior, so I will put all this down to the looney moon.

However, despite this preamble, I have been asked several times over the last ten days, to write "something" about loyalty. Actually, I have written about this to some extent in the past, but perhaps it is time again to take a stab at this very controversial subject. There is probably no other business like real estate that loyalty is so much of a problem. In a small town like Georgetown, or Acton, we are very aware of what is happening between ourselves (as agents) and we are a pretty close knit group. Many, many times we overlap clients, for it is inevitable with the agent-client ratio, but usually, after an initial meeting with an agent and client, most people choose whom they want to work with, and there is no problem. You will note that I said "usually" - and this is where we hit the sensitive zone.

If clients are up front with us and tell us that they are working with a couple of other agents, or one agent from each office in town, we can then decide how to handle the situation. We might decide that it's OK with us and who knows who will win, or we might decide that the amount of energy that we spend can be watered down from the normal amount, or we might decide that it is not worth any amount of time, and let someone else go crazy.

But at least, let us have the opportunity of making a decision. You see if you don't let us know, we find out pretty fast anyway - it is just that sort of town, and then we are frustrated and feel like we are being used. I know, I can hear a bunch of you saying, "So what, that's business," but I say to you - you will not get the same sort of service or dedication and in the end, you will lose - not win, from this type of action.

Working on straight commission, as we do, makes most of us work very hard. There are many, many hours of unseen work done in preparation for our clients. Dedicated agents put in extraordinary long days, spending time on the phone, on the computer, inspection of homes, and sorting things for their clients. It is all part of the profession, and we wouldn't do it if we didn't love it, but it is certainly a kick in the gut when we discover that a client is working all over town. There is sort of an unspoken priority list with every agent. A client that urgently needs a home will always get top priority, and then it works down from there to the client that is just browsing.

Naturally, the time spent, is watered down amongst many, but urgency always prevails, and it is that client that gets about 98 per cent of our time. You will not get an agent to do "hand springs" for you if you have a bunch of other agents working for you. I think if you are honest, and this is the magic word, HONEST, you will get the service you want. If you are going to list your home with another agent - tell the other agent immediately. If you are going to work with other agents in looking for a home - tell them - it will only make you go up in our estimation of human nature, and then we can deal with it.

You will only get what you pay for in the long run and it's tough bucking the system - but I think in the final analysis, you will have better service and a much better rapport with your agent if you start with

a clean slate! May the New Moon bring you smiles and laughter this month.

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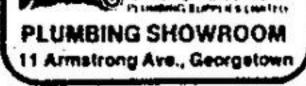
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