

A KW Southwest Experience



by Amy Sharp

Joshua Sun and Lisa Yang's Story

Buying a home can be quite a journey, especially for first time homebuyers. Before working with Serena Chu, a Keller Williams Southwest agent, Joshua Sun and Lisa Yang were frustrated with their previous agent who showed properties either beyond budget or not meeting their criteria. One of their friends, who had worked with Serena before, told them about Serena. Joshua says, "He told me that Serena was very professional, and she's awesome!" Joshua and Lisa then reached out to Serena.."

Joshua and Lisa's experience this time with a real estate agent was completely different. It was much better. "Once we told her what we were looking for, she showed us every house that met our expectations. She was very efficient. We were immediately impressed by Serena's experience. She has been in real estate for over 20 years. We learned a lot from her! She answered all of our questions, helped us clarify, and kept us informed. She was thorough. She never pushed us. She always reminded us that buying a home is not

like buying something from department stores. It could be the most expensive investment, so we need to think it through. When we did make an offer, she gave great advice on how to win in this market. She was so supportive and helpful. The first house we won came back with a lengthy inspection report. Serena spent hours explaining every item, and what it meant to us. There were a lot of issues. We walked away from that. Serena knew that we were very concerned about the future maintenance. She reminded us that it's OK. We would find our house.

When we bought our current home in May, the process was smooth. We trusted Serena. We love our home. It exceeds our expectations."

Months later, Serena has stayed in contact. "As the seasons change," says Joshua, "she gives me some tips for maintenance. When we need service providers, she provides names of trusted vendors. She has been helpful. Her post transaction service is very impressive. I definitely recommend Serena to others. She is the best agent I've ever met!"



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281-265-0000 • 1650 Highway 6, Ste 350 • Sugar Land, TX 77478

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