

August 31, 2009

Selling a home, particularly in a difficult market is never pleasant. Information on value is limited, the home that you thought was perfect takes longer to sell than another house down the street, you are banished from your house for open houses, which don't seem to create any greater interest, and offers that are ridiculously low are presented to you without enough information or advice to make an informed counter offer. Unfortunately, we all are aware of experiences such as these.

Fortunately for me, after dealing with another realtor for three months, I listed my house with Jim and Jimmy Nappo and the problems that I outlined above disappeared.

First, they actually cared about my home. I have an eye for detail which was totally overtaken by the Nappo's. The recommendations that they made on investing a limited amount of money to freshen up the house were invaluable. Realtors who came through the second tour couldn't believe that it was the same house.

Second, they market homes – and I don't mean with pictures taken with their personal digital camera. They brought in a professional photographer and created a compelling virtual tour. Given the power of the web in real estate, you can have no more powerful tool than a visually compelling tour complemented by a well-written description of your home to bring in potential buyers. They also presented my home in the local press with a marketing plan designed to maximize the impact of open houses.

Third, they are honest. My home was a two-bedroom that previous realtors insisted on marketing as a three bedroom. Most of that realtor's time was spent explaining how the home could be remodeled into a three bedroom. Jim and Jimmy marketed it for what it was, and found a buyer who wanted a home with its characteristics.

Fourth, they kept me informed. I had moved out of the area but they made a point of calling after an open house to let me know if there was interest. I got a call after disclosure packages were picked up by interested parties. They sent me weekly web traffic to the virtual tour. There were no surprises.

Finally, they represented me. Rather than present every offer, no matter how low, they culled the low offers and brought only interested, willing parties to the table. When it was time to negotiate the sale of my home, they were there with me and we worked together to close the deal.

Having dealt with their competition for three months, I found working with the Nappos to be an incredibly positive experience; they are professional, develop and implement a thoughtful marketing plan and take ownership of the process. If you are considering listing your home for sale, I encourage you to waste no time in considering other agents in Los Altos, just sign up with Jim and Jimmy Nappo and trust that they will provide you with as professional and caring service as they provided me.

Kathy McElwee
kathymcelwee@yahoo.com

July 12, 2010

I recently had the pleasure of working with Jim and Jimmy Nappo in the sale of my father's house in Los Altos. My sister and I live out of the area, and there were many things to take care of before the house could go on the market. The Nappos really went the extra mile for us and were very helpful throughout the process. Thanks to their marketing skills, the house was presented in its best light. We received multiple offers and sold for over the listing price in one week!

I have worked with a number of agents before and I can honestly say that this was my best experience of all. I don't believe you will find anyone better than Jim and Jimmy.

A handwritten signature in cursive script that reads "Sue Kaiser".

Sue Kaiser



Paul L. Hulme
President/CEO

February 24, 2011

Jim Nappo
Alain Pinel Realtors
167 S. San Antonio Road
Los Altos, CA 94022

Dear Jim:

I take great pleasure in personally congratulating Jimmy and you on your exceptional performance in 2010. Your outstanding success as a production leader in our company has helped Alain Pinel Realtors reach \$6.8 billion dollars in closed sales volume and outperform last year's results that placed us number six in the entire nation.

I am proud to inform you that your significant efforts and hard work have qualified you for membership in the prestigious Alain Pinel Realtors President's Roundtable.

This achievement places you amid the top real estate professionals in our industry. I know this type of success can only be attained through diligent commitment and great customer service, and I commend you for a job well done.

I look forward to honoring your accomplishment at a special event later in the year, and am very proud to have you associated with Alain Pinel Realtors.

Wishing you continued success in 2011.

Sincerely,

Paul L. Hulme, President & CEO
ALAIN PINEL REALTORS

Contemplate the Advantages

CC: Bill Lewis

*Thanks for the
personal relationships!!
We appreciate your
invitations.*

12772 Saratoga-Sunnyvale Road
Saratoga, California 95070
Office 408.741.1111 V.M. 408.741.1174 Ext.101 Fax 408.741.1019
phulme@apr.com
apr.com



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Keep up the good work

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Paul L. Hulme

President/CEO

February 26, 2010

Jim Nappo
Alain Pinel Realtors
167 S. San Antonio Road
Los Altos, CA 94022

Dear Jim:

I would like to congratulate Jimmy and you on your exceptional performance in 2009. Based on your sales activity you have qualified for membership in the prestigious Alain Pinel Realtors President's Roundtable. This is a particularly significant accomplishment, given the difficult year that 2009 was for the real estate industry, and you are to be commended.

Your achievement proves that you are not only one of the top sales agents in your office, but among the most successful in the company, and places you amid the top real estate professionals in our industry. I know this type of success can only be attained through a combination of hard work, dedication and great customer service, and I congratulate you on a job well done.

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Alain Pinel
12772 Saratoga-Sunnyvale Road
Saratoga, California 95070
Attn: Larry Knapp

Dear Mr. Knapp,

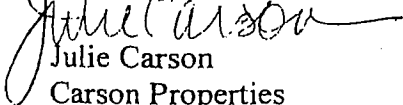
I recently had the privilege of working with Jim Nappo on a listing in Los Altos in October of 2005. I met Jim approximately 7 years ago during a time when my husband and I were in need of a temporary home while building our new home. Most unfortunately, it was during a time when homes were listed and sold with multiple offers within hours of being shown on MLS. I spent several weeks with Jim, (perhaps a total of 8 hours), chasing after possible homes to live in. We weren't able to find an appropriate house for our needs during this time frame.

I am also a realtor, and the recipient of some of the highest awards given to realtors who work in the new home industry. My personal quest for excellence was to give unfailing customer service, be enthusiastic and dedicated towards 'our industry', and diligent with follow through on the endless loose ends associated with contracts.

I recognized these same qualities in Jim and although didn't find a home to buy seven years ago, promised that I would give him a listing at 'some point'. When my husband's mother passed away, I called Jim Nappo in October of 2005 to honor my promise. There were extenuating circumstances associated with the transaction. My husband was terminally ill and not expected to live past the end of the year. I was trying to take care of him and settle his mother's estate concurrently. Jim understood the gravity of our situation, and continually showed an extra sensitivity by going the extra mile for both of us. He was always patient, receptive, and focused on our needs.

To be remembered for professionalism of such a high caliber to be recalled seven years later, is an accolade to one of 'the best' in the industry.

Sincerely,



Julie Carson

Carson Properties

26315 Esperanza Drive

Los Altos Hills, CA 94022

650-948-1662

Jim and Jimmy Nappo
Alain Pinel Real Estate
Los Altos, Ca

Dear Jim and Jimmy,

Thank you so much for being our realtors. The successful sale of our home means a great deal to us, and we are looking forward to this new phase of our lives.

We have lived in Los Altos for ten years. The Los Altos real estate market is a fascinating one, and as a consequence, going to "Open Homes" on the weekends became sort of a hobby for us, and we have done that for all of those ten years. That means we have met many of the realtors in Los Altos, some on multiple occasions. Having that experience under our belt, we knew that when it came time to sell our home, we wanted Jim Nappo to be our representative. When it came time to do that, we found, to our enormous pleasure, that Jimmy was included at no extra charge. ;-)


The Nappo team is unbelievable. The unmatched level of professionalism, great style, and ease of engagement were a joy to experience. The well-deserved reputation, which Jim brings to the team, and the boundless enthusiasm, competence and attention to detail, which Jimmy contributes, create a team that cannot be beat.

To say that we unequivocally recommend you to anyone wishing to do a real estate transaction in this area would be an understatement. The bittersweet reality of concluding this sale, and moving out of the area is that we are moving away from newly found true friends. We will miss you, and hope that we will have the opportunity to see you again, soon.



Chuck & Linda Nielsen

Views: 55



Jim & Jimmy Nappo | 7

(8 reviews)

Local knowledge:	
Process expertise:	
Responsiveness:	
Negotiation skills:	

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All Reviews by Helpfulness (High to Low)

- Highly likely to recommend

Sold a home in 2010.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

Selling your home of 27 years and downsizing in a difficult real estate market environment is stressful. Jim and Jimmy were so professional, easy to deal with and sensitive to our needs that they made the process a lot less painful than we expected. They also achieved a successful sale quickly, thereby relieving us of concerns about a protracted sale period. In negotiating the listing price and in responding to subsequent offers we always felt that they truly put our interests first, while being more than willing to share their advice and experience. Jim and Jimmy are not only true professionals, they are genuine, nice people. We would not hesitate to use them again and recommend them to our friends and acquaintances.

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Posted by [miltonthekat](#) on 03/12/2011

- Highly likely to recommend

Sold a home in 2010.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

In early October we decided to move back to Europe, asap. On Oct 15 we discussed our plans with Jim & Jimmy and on Oct 22 we asked them to help us. 3 days later the inspections were done. On Nov 5 we had the brokers' tour, followed by open house on the next 3 weekends, while all of Nov I was traveling. On Dec 10 we had found the new owners and did the sign-off. On Dec 16 our flight left for Europe. We are still amazed that we pulled all that off in such a short period of time, and we could not have done that without the Nappo's skill, tact and positive attitude.

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Posted by [johanws](#) on 03/11/2011

- Highly likely to recommend

Sold a home in 2007.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

Both Jim and Jimmy Nappo were very thorough and professional in the work they did selling my mother's home for us. They were able to sell the house within a week, and they guided us through the

process so it was a really positive experience. It was a difficult time for us, and knowing that the sale of the house was taken care of was a relief. We would not hesitate to recommend Jim and Jimmy to others - they are very good at what they do, and most importantly, they are really great people who care about their clients. We really enjoyed working with them, and we are still in touch with them 3 years later!

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Posted by [tannerpup](#) on 03/10/2011

- **Highly likely to recommend**

Sold a Single Family home in 2009 for approximately \$1375k in Mountain View, CA.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

Jim and Jimmy have helped us sell 2 spec homes in the last few years. One was in Palo Alto and one was in Mountain View. They were knowledgeable and always available when needed. Both homes sold quickly. Jim and Jimmy made the transactions go smoothly. Yes, I would recommend them.

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Posted by [Haxtell](#) on 03/09/2011

- **Highly likely to recommend**

Sold a home in 2006.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

The Nappos have been my realtors of choice for the last 18 years. We have done 10 transactions in that period and in all cases they were outstanding.

Jim and Jimmy Nappo are meticulous in handling all details of both sales and purchases, taking a lot of the stress out of the occasion. They are widely respected by clients and other real estate brokers.

The Nappos honesty and skill in negotiations have rescued me from making costly mistakes.

Jim and Jimmy are a pleasure to work with. I have been pleased to refer many friends to them and, have never been dissatisfied.

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Posted by [sherwooddesian](#) on 03/09/2011

- **Highly likely to recommend**

Bought a home in 2004.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

Jim & Jimmy Nappo are a father/son dynamic duo that helped me to purchase my home in 2004. I actually had known Jim and worked with him on a professional level for more than a decade prior to that, so when it came time to purchase my home, he was the only call I made. Both Jim and Jimmy were extremely knowledgeable, professional, courteous and responsive. Jimmy took the lead in showing us homes and scouting properties for us. We were buying in a terrible market - way too many buyers and not enough properties to choose from. Jimmy nonetheless kept trying and did not lose faith. Jimmy was a "friend" in a time that was difficult to buy, not to mention I was going on 7 months pregnant and was very emotional at the time. We expanded our search and were finally able to purchase in another area. Despite the fact that it was not Jim/Jimmy's local home area, they did their research to be able to answer our questions. When there was a problem with the escrow, Jim fought hard and renegotiated my contract and ended up saving me over \$28,000 in the end. I have recommended Jim & Jimmy to countless others, and if I were in the market to buy/sell again, it would be the first call I made.

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Posted by [eicwhittom](#) on 03/08/2011

- **Highly likely to recommend**

Sold a home in 2008.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

We hired the Nappos to both sell our home in Sunnyvale and help us find and purchase one in Los Altos. They did a fantastic job on both sides of the deal. The sale was done quickly, efficiently and with very little trouble. The purchase went through cleanly, even in a rough loan environment. They were able to time and coordinate everything so the closes occurred closely and in the manner the bank required.

They were very clear about their approach in both buying and selling homes. In the sale, they are very helpful in arranging and coordinating the efforts to prepare our home - last minute fixes, paperwork, staging, etc.

The search for a new home was long and drawn out as we kept modifying our wish list and changing our requirements. They were very patient with our changing needs and kept us looking at only homes that fit the current profile we were looking for.

They also stay in touch, are always willing to provide insight and information and also have great referrals for repair people.

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Posted by [J_Meyer](#) on 03/08/2011

- **Highly likely to recommend**

Bought a home in 2010.

Local knowledge:

Process expertise:

Responsiveness:

Negotiation skills:

Summary:

We worked with Jim and Jimmy when we relocated from the East Coast to Los Altos. They were extremely knowledgeable and insightful about the area and the transaction. One of their specific skills is understanding what the buyer's preferences are for a home. After looking at houses with them, they would help us see things good and bad we wouldn't see in a house at first blush. They have a deep history and relationships in the Los Altos area and will know when a house will come on the market even before it hits MLS. Their focus is ensuring their customer is happy with their purchase and pay attention to every detail. Even after we purchased our home, they have been a great resource to ensuring everything in the house continues to go smoothly.

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Posted by [spency](#) on 03/08/2011