

**From:** Sandra Balan <[SBalan@bhsusa.com](mailto:SBalan@bhsusa.com)>  
**Date:** March 13, 2017 at 4:34:55 PM EDT  
**To:** Bess Freedman <[BFreedman@bhsusa.com](mailto:BFreedman@bhsusa.com)>, Hall Willkie <[HWillkie@bhsusa.com](mailto:HWillkie@bhsusa.com)>, Michael Bloom <[MBloom@bhsusa.com](mailto:MBloom@bhsusa.com)>  
**Cc:** Samantha Pinkowitz <[SPinkowitz@bhsusa.com](mailto:SPinkowitz@bhsusa.com)>  
**Subject:** FW: RE: 18 East 12th St. 7AD

Dear Bess,

Please see below for an email I received 1 hour ago:

-----Original Message-----

From: Marilyn [<mailto:feuermarilyn@aol.com>]  
Sent: Monday, March 13, 2017 3:15 PM  
To: Sandra Balan <[SBalan@bhsusa.com](mailto:SBalan@bhsusa.com)>  
Subject: 18 East 12th St. 7AD

>

> Sandra,

>

> I own Apt. 8D at 18 East 12th. I am interested in selling my apartment, so if there are purchasers interested in a combination, please send me a return email or give me a call at 917.365.2177.

>

> Also, FYI, Last week I tried to contact you via StreetEasy, but the message was directed to someone at Compass.

>

> Best,

>

> Marilyn

>

> Sent from my iPhone

This has happened multiple times before on other listings of mine. A buyer will attempt to contact me via StreetEasy regarding one of my exclusive listings, and instead of successfully reaching me, they are directed to another broker with another firm.

To provide another concrete example, over this past weekend a buyer tried to contact me regarding my listing at 173 East 74th Street, and she became very frustrated and exasperated when instead of reaching the exclusive agent as she intended, she ended up with another broker with another firm that was not familiar with the building or the unit. That broker called me and acted as the buyer's agent and set up an appointment to view my listing. I accommodated the broker's request and went to meet her and the buyer this past Saturday. When I arrived, only the buyer was there. I asked the buyer if she wanted to wait for her broker before going upstairs with me, and she told me emphatically that the agent was **not** her broker, that they had no preexisting relationship. She told me that she was routed to this agent when she tried to make an appointment to view my property. I showed her the home, and "her alleged agent" never showed up. Later that afternoon, the buyer called me to let me know that the other agent had gotten the times confused and arrived for our appointment an hour late. She also told me that she loved the unit and was going to submit an offer. I told her that her broker would now have to be involved since she made the appointment for her, and the buyer replied that she did **not** know this agent and did **not** wish to have any kind of professional relationship with her. She added that when the agent called her, she told the agent that she was not interested in my unit, to which the agent responded by asking if she could work for her and show her other properties, and the buyer told her no, that she did not wish to work with her.

This left an indelible impression on the way brokers conduct business. She was furious that there needed to be an intermediary to speak to me. With this new procedure in place we have now sunk below a used car salesman in terms of honesty and transparency.

Sandy

**Sandra Balan**

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