

THE MULLER TEAM

If the thought of buying and/or selling a home sends a wave of panic over you, then consider turning to the trusted real estate experts at The Muller Team with ReeceNichols Real Estate to put your mind at ease. This group of advisors brings to the table a wealth of experience, skills, talents and awards that have propelled them to the head of the pack in terms of real estate agents who get the job done.

When someone tells you, “I’ve never had an agent like you,” that speaks volumes. For nearly 34 years, Charlene Muller, ABR and founder of the team, has delivered the consummate real estate experience to her clients around the metro area by providing the utmost in customer service and satisfaction.

“We’ve been described as great listeners,” emphasized Charlene. “We will meet with you and listen to your ultimate goals and find a way to make that work.”

As part of the Berkshire Hathaway network, this team, which includes Linda McGuinn and Kim Reneau, has the benefits and resources of a large, solid and stable organization with access to some of the best programs to offer both buyers and sellers. They understand the market and know how to get the best price to sell your home in the quickest amount of time possible. And when purchasing a new home, these agents truly listen to what clients want; how they desire to live; and what their lifestyle entails. This is not just a business transaction; this is an opportunity to develop lasting relationships that make each client feel valued, important and of top priority.



CHARLENE MULLER

Opening doors with the key of communication

With a background in education and journalism, Charlene understands the process of real estate transactions and advises clients this is more of a journey than a single event. While undoubtedly there may be some stumbling blocks encountered along

the way, Charlene and her team will successfully turn those into stepping stones so the entire experience becomes a more seamless operation. It’s no wonder Charlene has received the Five Star Professional Award for the Best in Client Satisfaction for 15 consecutive years!



As one client emphasized, *Charlene truly invests herself fully in keeping you informed and comfortable throughout the home buying process. She takes care of you through what can be a stressful process, by answering all of your questions, and providing you with concise complete information so you are always comfortable knowing what you need in order to make the proper home purchase decisions.*



LINDA MCGUINN

Making it happen

Sometimes, all it takes is an experience to best describe the phenomenal talent and commitment one brings to the job, as expressed by an extremely satisfied client.

If you want to find the right house with the least amount of your time and energy, call Linda McGuinn of ReeceNichols Town Center. We only had a limited amount of time and were nervous we would have to “settle” for something. Linda found our family a select group of houses matched to our exact criteria for us to peruse online at our convenience. We then had an easy time narrowing those down to the one for us!

Not only does Linda deliver what she says she will, she has an innate ability to see a home through a buyer’s eye. She can take an ordinary room or space in a home and transform it into something incredibly noteworthy, using her staging prowess and design instincts. Her attention to detail in this regard is unparalleled. More than anything, however, she enjoys giving clients a memorable experience.

“I love people,” she smiled. “I grew up in Kansas City, so there is that level of people who know and trust you.”



KIM RENEAU

A true team player

Knowledgeable, professional, and attentive to detail, Kim works tirelessly to always keep the client’s interests at top of mind. Her ability to instill trust and confidence in her clients is why she is consistently recognized as going above and beyond all expectations. Whether it

is a first-time buyer or a seller ready to downsize, Kim makes the transaction as stress-free and enjoyable as possible.

According to one of Kim’s long-time clients, *Kim is the best. Hands down. There was no other choice, in my opinion. There is Kim Reneau, and then there’s everybody else.*

And she also credits her team for supporting her efforts on a daily basis. “When we have business, it’s team business,” emphasized Kim. “We each know the status of each transaction, and it’s rare we don’t meet each other’s clients. Any of us can help with the other’s clients and pick up from any point seamlessly. This way, the client actually knows who is involved and can enjoy a high level of comfort and trust.”

PREMIUM SERVICES LEAD TO SUPERIOR RESULTS

The Muller Team uses several programs to help buyers and sellers achieve their goals, such as Home Services and Buy Side.

“One of the benefits of Home Services is that clients can enjoy a one-stop shop, as we have the ability to keep everything

in-house, all provided with a high level of trust and accountability,” noted Charlene. Among the services offered include lending, title, insurance, warranty, rental, relocation, developing and commercial.

“Buy Side is one of the newer programs,” explained Kim. “Once a property is listed or is coming soon, the basic information about it is inputted into the program and Buy Side reaches out to all agents in our company to help find clients for whom the house meets their criteria. We then contact those agents to create a perfect match. This programs helps get houses sold quicker.”

Specifically for buyers, The Muller Team offers Home Match. This program sets up agents working with clients on a search to receive advanced or current notifications about listings.

Further, showcasing each listing by putting its best face forward is a non-negotiable element.

“Our team always uses professional photographs for listings,” said Linda. “And if a house is vacant, then we will do virtual staging, but will be transparent in doing so, as it helps clients to understand the depth and dimension of the rooms. In some cases, we will provide a drone shot of the home.”

“We are also tied in with Zaarly, which provides qualified vendors for most any type of services a homeowner may need, such as lawn care, plumbing, painting, cleaning, electrical, etc.” said Charlene.

The Muller Team knows that constant, honest, and thorough communication is the key to opening the door to a great experience when buying or selling a home. By far the best services offered by this team are those related to customer service. Their clients are not just clients; they often become good friends and are treated like family. ■



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