

TOP AGENT MAGAZINE

BOB & RICHELLE WARD

Husband and wife Top Agents Bob and Richelle Ward – of Coldwell Banker in Newtown, Connecticut – have achieved top producer status through a combination of their impressive work ethics, vast industry knowledge and a true commitment to providing the very best customer service available in the Constitution State. Bob and Richelle’s expertise, in concert with their friendly demeanor, has resulted in their impressive reputation as Realtors who consistently put their client’s best interests front and center during every transaction.



is what sets us apart from the other agents.” The couple’s thorough and detail-oriented approach has also endeared them to many a client. “We go out of the way to do our homework for a client,” explains Bob. “When we first meet with them, we already know a lot about their property from researching the various public records. We like to make sure those records are correct, and if there are any potential problems, head them off at the pass.” “We are excellent problem solvers,” adds Richelle, “and there’s not too much that comes our way that, between the two of us, we can’t figure out.”

Bob and Richelle met in the late 1980’s, when they were both working for a Fortune 500 contracting company in New York City. At the time, Bob was the youngest Corporate Officer in the history of the parent company and was Vice President of Sales and Marketing. Richelle oversaw all administrative services for the most profitable division. That professional relationship eventually grew into a successful marriage. In 2000, the two decided to move to Connecticut and transition from the construction world to the real estate industry. “We moved to Connecticut because we wanted a better quality of life,” says Bob, “and we decided to get into real estate because, even before we were agents as real estate has always been a passion for us.” Part of the appeal, as well, was the ability to set their own work schedule. “We thought it would be a great job where we could pick our own hours, and we’ve been working seven days a week now for nineteen years,” Richelle says with a laugh.

Working together like a well-oiled machine (unlike the increasingly popular “team concept”, the pair choose to both work directly with all of their clients), Bob and Richelle can boast that their business is based significantly upon repeat customers and referrals from their past clients, friends and family. “Our business is built on excellent customer service,” says Bob, “and everyone who works with us – without exception – says we go above and beyond the call of duty. Even other agents tell us that they would never do some of the things we do for our customers, this

Bob and Richelle, who currently hold a perfect five-star overall rating on Zillow.com, comprised of dozens of glowing testimonials, have been recognized repeatedly for excellence in their chosen profession, garnering over 100 awards during their nearly two decades of operation. Named Five-Star Realtors by Connecticut Magazine every year since its first issue, they are also the recipients of Coldwell Banker’s prestigious Diamond Society and President’s Circle Awards. Most notable perhaps – particularly in an industry that can be fairly cutthroat - is their genuinely-deserved receipt of their office’s award for “Always being generous & kind in heart and spirit.”

“For me,” says Richelle, when asked what she enjoys most about her career in real estate, “it’s the satisfaction of finding someone the right home, and seeing how happy they are. Buying or selling a home can be an anxiety-inducing endeavor for them, so Bob and I try to make it as easy possible for them.” Adds Bob, “Every step of the way, we try to clearly explain what’s going on so they feel very comfortable with the process.”

The future looks incredibly bright for these two passionate real estate advocates. While they are both remarkably earnest about their responsibility to their buyers and sellers, they try to inject some levity into every transaction. Says Bob: “Real estate is a very serious business, but we try to have a fun time with our clients.”



For more information about Bob and Richelle Ward,
please call 203-470-9818 or email wardteam@cbmoves.com