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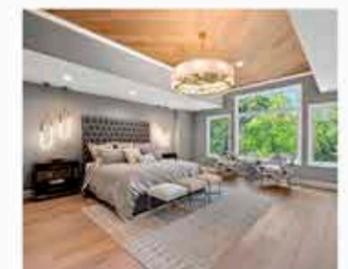
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2023 BY THE NUMBERS

Here's what the top 300 agents in MACOMB COUNTY sold

\$2,119,153,048



SALES VOLUME



7,559

TOTAL TRANSACTIONS



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 If you are interested in contributing or nominating someone for certain stories, please email us at terra.csotty@realproducersmag.com.

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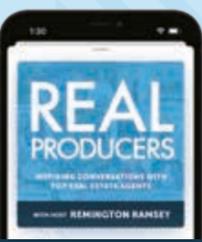


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By Robbyn Moore
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CHANTEL HINES



THE HINES TEAM

A TEAM BUILT ON LEADERSHIP AND COLLABORATION

Chantel Hines is more than a real estate broker: She is a true leader and inspiration in the real estate industry. With eight years of experience in the business, Chantel has established herself as an associate broker, team leader, business coach and TV host, while growing her family. She is known for her expertise in real estate, business and life coaching, and as a lifestyle expert for “American Dream TV.”

Chantel is a visionary and can highlight potential opportunities or improvements and start planning a system and model that is applicable. “There are no shortcuts on our team, no cuttable corners,” she explained. “Consistency and hard work pays off. Show up and keep a consistent schedule with a killer morning routine.”

Under Chantel’s leadership, The Hines Team has achieved remarkable success and garnered numerous accolades. They have attained double platinum status within Keller Williams

International, a testament to their exceptional hard work, grit, and local market expertise. Additionally, her team has produced the Rookie of the Year or runner-up for three consecutive years, affirming their dedication to nurturing their team members and operating with world class standards. They have also secured the number-one team ranking at Keller Williams Lakeside in terms of units and volume sold in both 2022 and 2023. This achievement is a result of the collective efforts of Chantel, Director of Operations Candis Ticconi, and the entire team. “With our focus on maintaining the highest-imaginable, consistent customer service standards and fostering a nurturing environment, we have successfully built a group of highly effective, specialized agents who prioritize the consumers’ needs,” Chantel said.

Chantel’s journey in real estate began in 2015 as an independent agent. As her business expanded, she joined

Keller Williams Lakeside in 2018 and established The Hines Team. “We poured into the KW systems and models as well as coaching, and our team has been growing ever since,” Chantel explained. “We recently opened an IMAO (Independent Mega Agent Office) while remaining under the Keller Williams Lakeside umbrella.”

Before her career in real estate, Chantel was a team supervisor, overseeing the judicial foreclosure department and managing 17 paralegals at a law firm. She left that career when her son was born in 2015 and decided to work for herself. “My rationale was that if I was going to leave my children to work, it would be for myself,” she said.

Chantel’s decision to become an agent was driven by her desire to build her own business while helping others. “I wanted to have control of the outcome and create a positive experience for clients,” she said. “Real estate gave me the opportunity to combine my passion for the industry with my entrepreneurial spirit. Creating The Hines Team allowed me to marry that





of 24 kids under the age of 18. They've mastered the art of juggling work and parenting, and they bring that same level of dedication and camaraderie to the team — The Hines Team functions like a family because they are family.

As team leaders, Chantel and Candis oversee 14 licensed agents. It is very evident that collaboration and teamwork are deeply ingrained in the group's business approach, because they believe in supporting each other throughout every transaction and event. "Chantel and I maintain an open-door policy, ensuring that our agents feel supported and have access to guidance whenever needed," Candis said. "We also have the support of our executive assistant, Amy Perfetto, and business coach, Jon Reusch, who is with Forward Focused. Our group really consists of a combination of experienced agents and newly licensed ones, which is why training and mentoring is a top priority. We have a proven system for every stage of the process."

When reflecting on the most rewarding aspects of their business, each team member has a unique perspective. Kristine finds immense joy in witnessing the happiness of her clients at the closing of a deal, having built strong relationships with their families throughout the process. Heather loves being able to help those who never thought they could own their own home. "Those are the really special closings," she said. Sara cherishes the lifelong relationships she has developed with her clients. Silke takes pride in educating

first-time homebuyers and helping them build wealth through real estate. Mindy lives and breathes luxury in all areas of her life and adores the opportunities commercial real estate gives small and large businesses. Chantel loves it all but really loves teaching clients how to get to their dream home with coordinated and calculated purchases over time. "It's amazing when I get to consult with a first- or second-time homebuyer and really get an understanding for what their five to 10 year plan is and guide them through that plan with the equity of each purchase," she said.

As the team founder, Chantel hopes to leave a legacy for future growth and to teach her children and anyone who is watching that it can be done. "It can be done as a mom, wife, and friend," she said. "Several of our team members are just starting with their adult life and/or a career in real estate." Emily McHaney added, "Real estate will give me the ability to support my future family while being available to attend events. As a newer agent, I see that I have limitless possibilities, which keeps me going."

Chantel's influence, however, extends beyond real estate sales and wealth building. Recently, she was chosen to be the host for "American Dream TV: Selling The Great Lakes", a national TV show centered on real estate, culture and lifestyle. The first episode aired in November of 2023, captivating viewers with its engaging content and showcasing the uniqueness of Southeast Michigan.

When Chantel isn't selling real estate or wearing one of her

many hats, she's on the baseball diamond with her 8-year-old son, Evan, on the soccer field with her 4-year-old son, Aiden, or with her 2-year-old son, Weston, playing trucks. Chantel and her husband, Andy — who is also on the team — spend their free time on Lake St. Clair or hosting and entertaining family and friends. "We are extremely dedicated to our craft, team and business, including all aspects of real estate," Andy said.

"However, we believe that balance is the key to happiness and true success includes living a life by design."

The Hines Team is a testament to the power of collaboration, dedication, and a client-focused approach. They continue to make a significant impact in the real estate and coaching industry, striving to provide exceptional service by creating a positive experience for every client they serve.

Furthermore, the team's passion for delivering outstanding client experiences has created meaningful connections that foster a dynamic team culture. "My goal from day one was and will always be to create a team so strong that people on the outside can't tell who the leader is, but on the inside, it can be felt with tremendous gratitude, courage, and as much navigational strength as a lighthouse," Chantel said proudly.

with the intention of helping other agents succeed with their goals personally or professionally."

Candis was one of the first members to join The Hines Team in 2018 and has been an invaluable member since its inception. "The majority of our team members have strong backgrounds in customer service," Chantel shared. "Kristine Vallone previously worked as a real estate agent, handling new construction for various builders; Sara Thompson has significant experience in property management; Heather Oliver, Sophia Gonzales, and Emily McHaney all worked in retail management; and Mindy Casadei worked in a client-facing aspect of the medical field. Alisa Wutzke brings structure and grit with her background in the auto industry."

The Hines Team is composed of not only local experts and top notch negotiators but also individuals who bring diverse backgrounds and perspectives. "With 14 team members, you can imagine there are many different personalities," Chantel said. "Yet, we make it work and have a culture similar to that of a family unit. The love of real estate and of helping others drives us as real estate professionals; however, it's deeper than that with our team — we help drive each other. We need each person's individual personality." The Hines Team is not just a team: It's a lively bunch of individuals who happen to be friends and have a combined total



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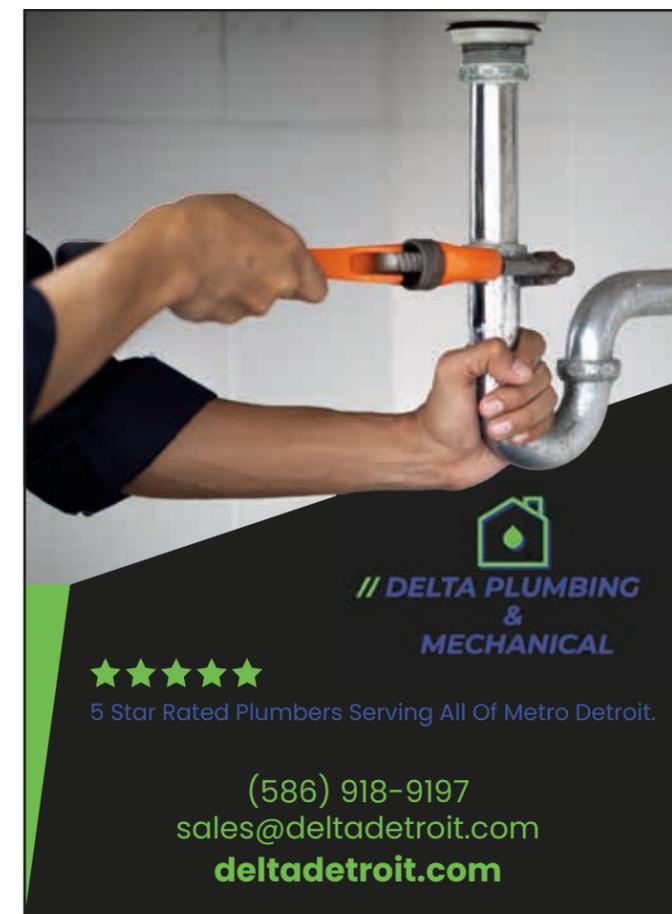


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EMPATHETIC LEADERSHIP

Year of Publication: 2024
Genre: Business
Publisher: SuccessBooks
Co-Author: Chris Voss

What inspired you to write your book?

I've always been a huge fan of Chris Voss. He has inspired so many of us in the real estate and sales spaces. He has shared so many of his experiences, and it inspired me to do the same.

I met with some friends at a party, celebrating my episode of "My Story" featured on Amazon Prime, and was presented with the opportunity to co-author in Chris' new book on empathic leadership.

It allowed me to share insights and experiences from my journey in real estate leadership, emphasizing empathy and selflessness, which I thought was a great fit for me.

Please provide a short summary of your book and its key themes and/or messages.

My book explores the importance of having empathetic leadership in any type of business. I'm in the real estate industry, where this book hits home for all of us in this space.

Drawing on personal stories and lessons learned, it highlights the power of collaboration and adaptability, and of serving others to achieve success.

Describe your book in seven words or less.

Empathetic leadership: Keys to real estate success.

What do you hope your readers take away from your book?

I hope readers gain a deeper understanding of the transformative potential of empathy in leadership and feel empowered to apply these principles in their own careers, fostering success and making a positive impact.

What was your favorite part of the writing/publishing journey?

My favorite part was the opportunity to reflect on my experiences and distill them into actionable insights. It was incredibly rewarding to share my knowledge and perspective with others who are passionate about leadership and changing people's lives for the better in a genuine way.

What was your least favorite or most challenging part of the writing/publishing journey?

The most challenging part was finding the time and discipline to dedicate to writing amidst my busy schedule. Balancing my professional responsibilities with the creative process required a significant amount of focus and commitment. You want your book to serve others and inspire people to make positive changes, and there is the underlying fear that what you're writing may not have the impact that you are hoping to provide.

Who helped you write your book, and/or who do you pay tribute to in your book acknowledgments?

I received invaluable support from my wife, family, assistant, and colleagues

throughout the writing process. Their encouragement and guidance played a crucial role in bringing this book to fruition. I pay tribute to those who have inspired and supported me on this journey — from the earliest stages of my career to the present day. Special thanks to Chris Voss for allowing me to be a part of this incredible book and to my great friend Nick Nanton for always inviting me in the right rooms with the right people.

Do you hear from your readers much? What do they say?

Yes, I receive feedback from readers regularly, especially those who have taken advantage of the free giveaway included with the book purchase. They often express gratitude for the bonus video conference call, highlighting how the personalized guidance has helped them apply the principles of empathetic leadership in their real estate endeavors. It's heartening to hear how the book and the bonus offer have positively impacted their professional growth and mindset.

Where can readers purchase your book? What formats of the book are available?

Amazon: www.amazon.com/Empathetic-Leadership-Successbooks-Publishing/dp/B0CXBPQJNB

Where can readers learn more about you and your book?

Readers can learn more about me and my book by visiting my website or following me on social media @curtishewell.

Do you have any tips or advice for aspiring writers?

Don't be afraid to write imperfectly in the beginning; you can always revise and refine later. Additionally, read widely and learn from other authors in your genre. Finally, believe in yourself and your story — your unique voice and perspective are what will set your writing apart. Be authentic.

Do you plan to write another book in the future, or do you currently have another writing project in the works?

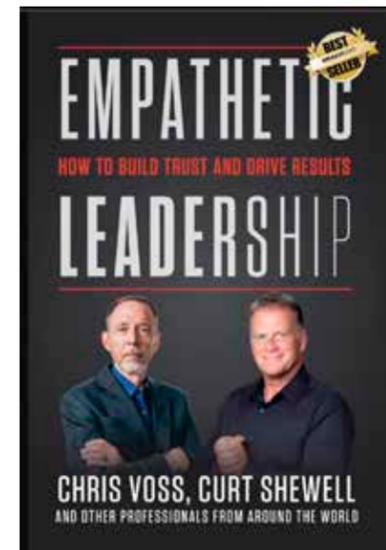
Yes, I am actually an author in "Resilient A.F.: Stories of Resilience." It's a collection of stories

of resilience from around the world. Telling your story can be a powerful part of your healing journey, and we created a safe space for people to share and read stories of resilience. It was a different kind of project for me, but it was nice to do something more personal than just strictly business.

Is there anything else you'd like to share about your writing process, your book or the reception of your book?

Embrace the journey of promoting your book and engaging with readers — it's incredibly rewarding to hear how your words have impacted others' lives. Finally, don't forget to celebrate your accomplishments along the way, no matter how big or small. Being a part of any book is an achievement to be proud of!

Do you know someone in the real estate industry who wrote a book? Reach out to terra.csotty@n2co.com to get highlighted for free.





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Bridging Dreams to Reality

Jennifer La Rose, a loan originator at Union Home Mortgage, has been involved in the lending industry since 2010. She has been passionately assisting individuals in realizing their dreams of homeownership with her expertise and relentless commitment to her clients.

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Jennifer and her team at Union offer an extensive range of mortgage products, including conventional fixed-rate and adjustable-rate mortgages, FHA, VA, RD, Fannie Mae HomeReady, Freddie Mac Home Possible, Renovation, Jumbo, and

Jennifer LA ROSE

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portfolio products such as bridge loans, DSCR, and home equity products. They also provide down payment assistance loans for Michigan residents through MSHDA and the Freddie Mac BorrowSmart program.

Jennifer’s journey into the mortgage industry was an unexpected one. After graduating from Central Michigan University in 2006, she initially pursued a career in teaching high school business classes in St. Clair Shores. However, a staff reduction led her to explore other opportunities. She transitioned into personal banking and eventually found her niche in lending. Jennifer’s path was influenced by her natural affinity for numbers, a drive to learn, and a willingness to embrace new challenges.



What sets Jennifer apart in the mortgage industry is her background in education. Her experience as a teacher has honed her ability to customize each client’s experience to suit their unique needs. She understands that people learn and comprehend information differently, and this knowledge allows her to build strong, trusting relationships with her clients.

Jennifer believes that trust is important in the mortgage process. “You have to trust me, and I have to be able to trust you,” she said. “If we can do that, we will come out on the other side having a lot of fun, and you will have those keys in your hand.”

For top-producing agents, Jennifer wants people to know that she’s not just a loan officer: She’s a resourceful partner who stays ahead of industry changes and actively seeks opportunities for growth. Her dedication to knowledge acquisition and her desire to provide the best service possible make her a valuable ally for real estate professionals looking to offer their clients the most comprehensive solutions.

One of Jennifer’s greatest sources of fulfillment is working with first-time homebuyers. Their excitement and sense of accomplishment resonate with her, and she takes immense joy in guiding them through the homebuying process. Whether the relationship starts with an agent referral or involves personal connections, Jennifer ensures that each client’s experience is memorable and stress-free.

Beyond her professional life, Jennifer’s heart belongs to her family. She has an 18-year-old daughter named Kendal, who is a senior in high school, and a 12-year-old puggle named Snickers, who brings joy to her home. Jennifer and Kendal frequently travel for Kendal’s travel ball tournaments, and when they’re not on the road, they enjoy spontaneous girl’s days filled with shopping, singing to Taylor Swift, and seeking out new ice cream places.

In her free time, Jennifer indulges in various activities — from attending sports events such as the Lions, Tigers, or Red Wings games to

enjoying concerts at Pine Knob. She’s also trying her hand at golf, although she humorously admits she can only tee off and putt. Her garden is another cherished escape where she enjoys planting flowers from local greenhouses.



In a market filled with loan officers vying for business, Jennifer offers a distinct advantage at Union. She combines her expertise with a fun and friendly approach, making her not just a lender but a trusted friend. She has attended weddings, baby showers, and kids’ birthdays of the agents she has worked with, and her commitment extends beyond the professional realm.

Jennifer wants agents to know that working with her is not just about mortgages: It’s about building lasting and meaningful relationships. She’s more than a loan consultant — she’s a friend, a resource, and a partner in success. Her journey from a high school teacher to a mortgage industry standout reflects her passion, commitment, and dedication to helping others realize their dreams of homeownership.

To learn more about Jennifer and Union Home Mortgage, visit her website at [approvedwithjen.com](https://www.approvedwithjen.com).

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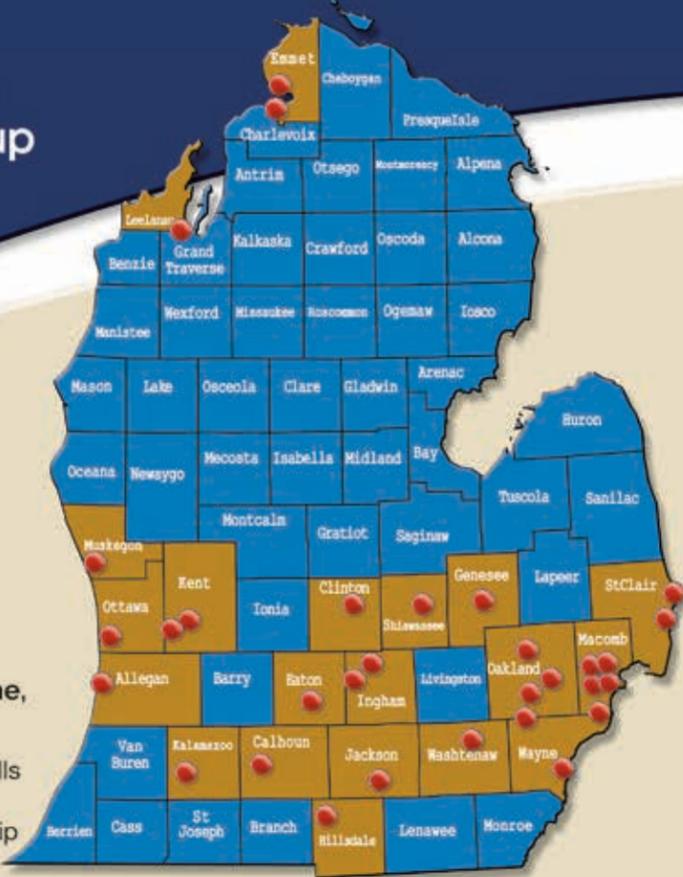
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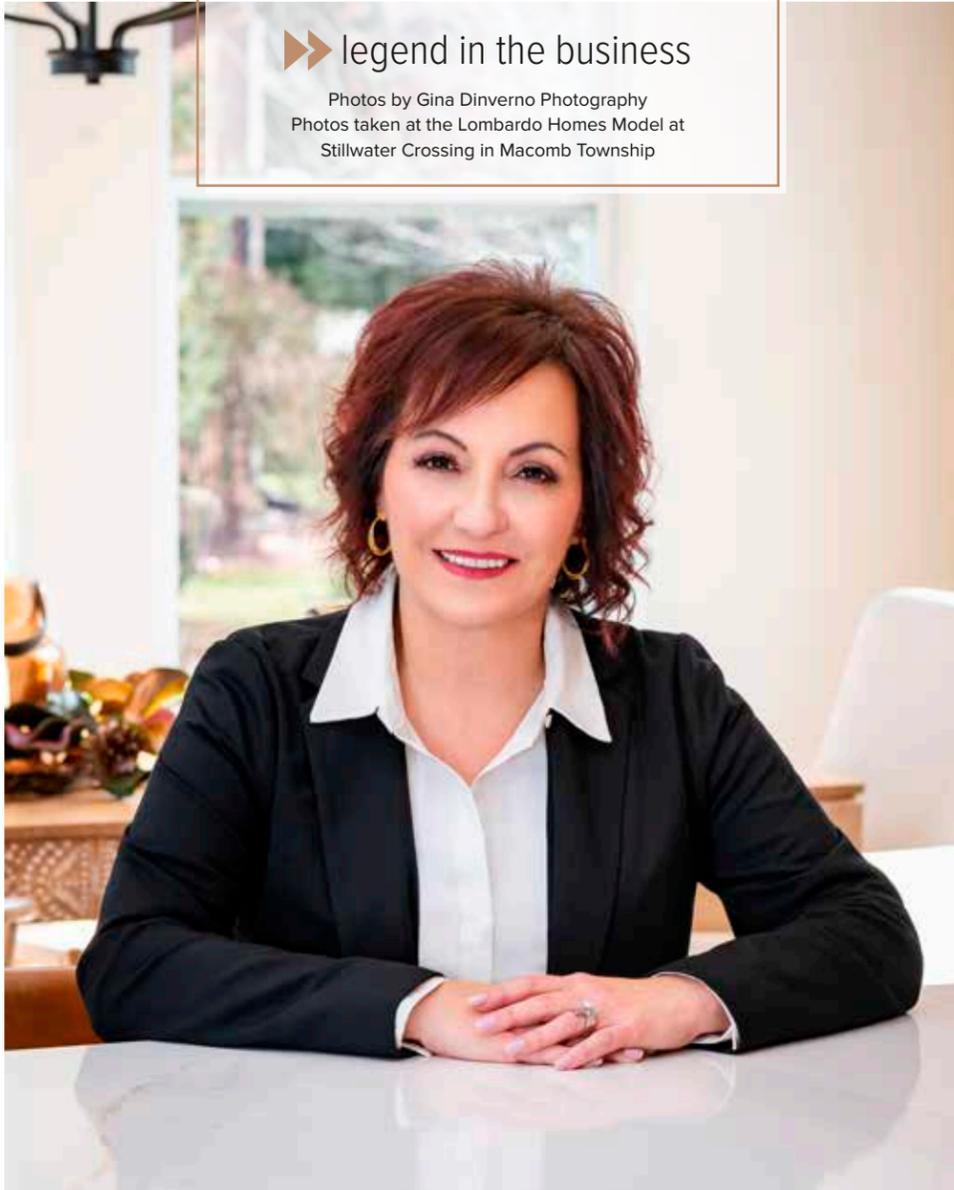
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Nancy Feldmann

A Legacy of Compassion and Professional Excellence



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Photos taken at the Lombardo Homes Model at
Stillwater Crossing in Macomb Township

Every real estate deal is a unique journey, and Nancy Feldmann stands out with an impressive 35-year career. As an associate broker at RE/MAX First, she has amassed an incredible career volume of over \$176 million and has also earned a string of prestigious awards, including the 100% Club, Platinum Club, RE/MAX Hall of Fame, and RE/MAX Lifetime Achievement. Behind these accolades, however, is Nancy's passion and devotion toward creating positive experiences for her clients.

Nancy entered real estate in 1988, initially as a part-time endeavor. She was balancing the demands of motherhood with a full-time job — which proved challenging — so she sought out a more flexible path. Nancy's catalyst for her entry into real estate was the sale of her first home, where she was guided by real estate agents Paul and Renee Kelley. "They explained every step of the home-selling process to me, which was very enlightening," Nancy said. "I thought to myself, 'I like looking at homes and talking

to people; I should get my real estate license.' What started as a simple interest in looking at homes turned out to be a career choice that not only fulfilled me professionally but also enriched my personal growth."

Nancy's early years in the industry were influenced by Paul and Renee, along with Carol Vitale. At first, Nancy worked limited hours before she gradually moved to a full-time commitment as her children grew older. She joined RE/MAX in 1997, where she aimed to surround herself with the best in the business. Nancy credits RE/MAX First and Carol for helping her define her identity as an agent.

Nancy's focus on client experience and her dedication to ensuring a smooth buying and selling process have been the bedrock to her enduring success these past 35 years. "I'm still passionate about helping people find their dream home," she said. Nancy also emphasized the importance of transparency in transactions — a principle she instills in the agents whom she mentors.

Nancy loves that she can be a positive influence in the lives of her clients. "Being able to guide and support clients through such important decisions allows me to see the positive impact it has on their lives and on the communities," she shared.

Nancy doesn't shy away from acknowledging the challenges of the real estate landscape; she understands that the competition is fierce, with everyone vying for the same clients and listings. Her strategy for standing out involves a relentless focus on customer experience. "I try to provide an excellent customer experience, and build loyalty and positive word-of-mouth referrals," she explained.

“

I try to provide an excellent customer experience, and build loyalty and positive word-of-mouth referrals.

Beyond the business, Nancy’s family remains her anchor. She is married to Dan, her high school sweetheart, and she takes pride in her children’s accomplishments. Her daughter, Jessica, is a licensed real estate agent, and her sons, Daniel and Joseph, are equally impressive in their pursuits.

Away from the world of contracts and negotiations, Nancy enjoys spending time with her family, especially her granddaughters — Elliana and Isabella. Travel, golf, dinners with friends, and quality time with loved ones are among Nancy’s cherished hobbies.

As a philanthropist, Nancy’s heart is with children. She has been a longtime supporter of the Children’s Miracle Network and Children’s Hospital of Michigan, embodying her genuine empathy and compassion for the younger generation.

For aspiring agents, Nancy’s advice is rooted in honesty and transparency. “Don’t overpromise and under-deliver,” she said. She also emphasized the power of follow-through and follow-up to build trust and foster successful transactions.

Nancy’s legacy extends beyond the impressive numbers of her career volume: She is a compassionate professional, a dedicated family woman, and a guiding force in the real estate community. Whether helping clients find their dream home or supporting charitable causes, Nancy leaves an indelible mark defined by her commitment to provide kindness and excellence.



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Top real estate agents and our Preferred Partners gathered at Juan Blanco's Tacos + Tequila in Fraser to mix and mingle while enjoying delicious food and drinks inside the beautiful restaurant.

When asked about what she liked most about the event, Catrina Galli from Real Estate One said, "It was great — great to network with other agents, great location and vendors that I got to meet, and great food!"

"Because of my busy schedule, this was the first time I was able to attend a Real Producers event," Claudia Abel Passalacqua from Keller Williams Great Lakes said. "I am so glad I was able to stop in to catch up and enjoy time with my constituents and to meet new people, face to face, whose names are familiar and who I cross paths with every day, as well as meet new vendors and suppliers that I can add to my arsenal of support and can help my clients with their move

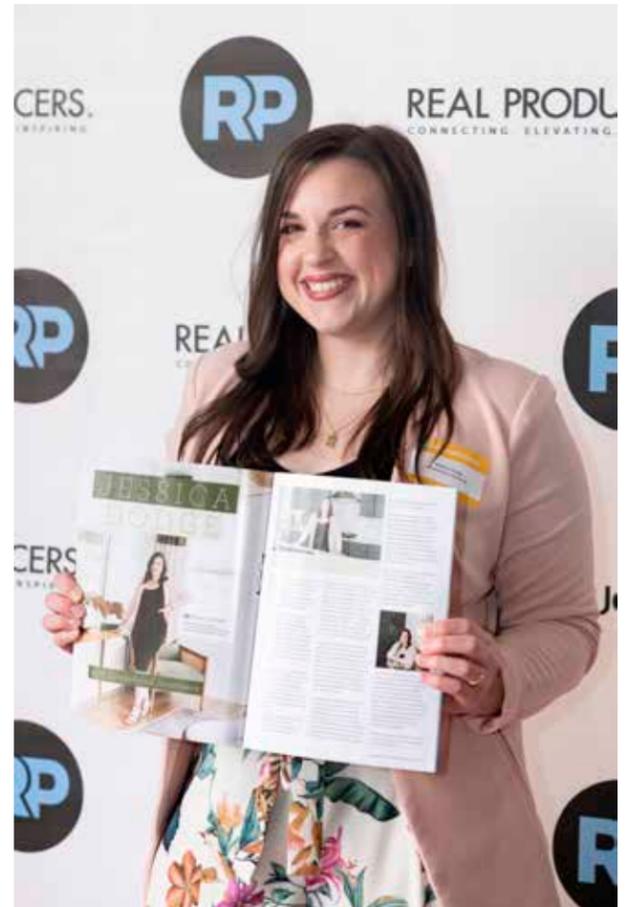
forward. All of these relationships are important, and it is important to cultivate them. I am so blessed and honored to be included with this group of high-achievers, and the movers and shakers of this real estate industry."

Special thanks to our Host — Ed from Juan Blanco's Tacos + Tequila. Thank you to our Beverage Sponsor — Brent Green with Lake Michigan Credit Union — as well as to our Support Sponsors — HomeTeam Inspection Service, Lombardo Homes, and Morse Moving & Storage.

Additionally, thank you to Andy Schwartz with Stylish Detroit for capturing all photos and video for our event.

We are so grateful to all of you who joined us for our Fiesta for Real Producers of Macomb County! Thank you all so much! We look forward to making more memories with you at our future events.





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