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# Celebrating Mothers!

May is the month when we all take a day or more to honor, remember, spend time with and hopefully treasure our mothers. Only some of us are mothers, but all of us have a mother. My mother has been gone since 2000, yet I still long to share things with her, hug her and hear her encouraging words. She poured her life into her children and was an awesome example of a mom, which has spurred me on to intentionally make my family a priority.

Recently we celebrated the birth of our seventh grandbaby, our oldest daughter's fourth child. What joy! As a mother of three daughters, we have a tradition to be there to support each other before, during and after a new baby joins the family. Our youngest daughter drove in from Atlanta with her three little ones. Our second, who is newly married, came in from California. We cooked, cleaned, refereed squabbles, went to the park, visited the zoo, cheered on during labor, and cooked some more. And we welcomed baby Rorick Thunder into the world. I am not sure how long we will be able to keep up this tradition, but we are looking forward to repeating this again in November. Precious memories were made, and as everyone gets a little older, we all have more patience, understanding and grace. Being a mother can often be very difficult – quite exhausting, for that matter. But the rewards and fulfillment make it worth it all. REALTORS who are

also mothers deserve to be recognized and honored because you all know what it takes to be at the top and still give all you can to your family. So...

In this issue, we are honored to be featuring three mothers who are not only REALTORS but proud mothers who have invested in their family, making life ever so meaningful. Let their stories inspire and encourage you to be all you can for your family.



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Candy and Tanner



Robin with Shane



Bizzy with Erik

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# All Pro Rooter And Plumbing

## TRACY AND SCOTT RYCKMAN

By Kamryn Stichter  
Photography by Joey Ambrose



Top row: Brandi Gomez, Shelby Ryckman, Tracy Ryckman  
Bottom row: Ronnie Stamps, Jarem Bingham, Joshua McDade, Scott Ryckman

If the prices alone are not enough to make All Pro Rooter and Plumbing your preferred plumbing company, their dedication to providing excellent customer service, honesty and quality work will make them the right choice. All Pro has been providing residential and commercial plumbing solutions for over 30 years. Whether it's repairing gas lines, replacing an old water heater or solving the mysteries of clogged drains, All Pro Rooter and Plumbing is there to address your plumbing needs.

"I have personally used All Pro Plumbing on my personal residence when needed. I also run a large real estate team here in Tucson, and these professionals are our go-to vendor for all of our real estate clients needing their service. I believe the secret to their success is due to the level of customer service they provide." –Aaron Wilson, Associate Broker, "Team Integrity" of Keller Williams Southern Arizona

"Plumbing has always been a part of our lives; in fact, it is how we met, and the rest is history." Tracy smiles. Owners Tracy and Scott Ryckman have been in the industry since 1987. Plumbing work even motivated the Ryckmans' relocation from Phoenix to Tucson. They loved Tucson so much that they decided to raise their family here. They have three beautiful daughters and two adorable granddaughters.

We pledge to maintain an atmosphere of optimism, creativity, resourcefulness and excellence. We always maintain the highest ethical conduct towards our customers, clients, vendors and team members.

Many years ago, Scott realized he needed to think bigger after a tough day working for a different company as a serviceman. "I got called out to service an elderly woman's house. My boss was upset that I didn't up-sell her on a service for something that I was able to repair. I wasn't a salesman, and I didn't agree with this sales tactic. I knew I would sleep better if I didn't have to be dishonest. It wasn't long after that we decided to start our own company and offer fair prices."

Integrity, enjoyment and enthusiasm prompted the Ryckmans to start All Pro Rooter and Plumbing. "We do fair and honest work for people, and we show up on time," Scott explains. "We always maintain the highest ethical conduct with our customers, vendors and our own team members. Part of that is not overcharging, but we will also match or beat any other licensed

contractor," Tracy adds. When they're not providing outstanding customer service, Tracy and Scott enjoy exploring Arizona's trails with their horses, riding their quads and fishing in the White Mountains.

Tracy's plumbing journey began working the front desk when she was just 19 years old. Having technicians of her own to supervise is very meaningful to her, especially because it's difficult to find people who want to be in the trade. The Ryckmans handpick their employees and then provide them with high-quality training so they can use the trade for the rest of their lives. "I get excited to see my service techs take care of their families. We understand that our continued success is built on the efforts of many and on a commitment to an environment that supports teamwork and acknowledges mutual success," Tracy says.

Along with caring for their own team, All Pro enjoys supporting Tucson. This goes beyond plumbing. Philanthropy is very important to All Pro, and they're always looking for another cause they can support. Their recent contributions have been to the Eric Hite foundation, the no-kill Hermitage Cat Foundation, and the Boy Scouts of America.

Tracy and Scott regularly interact with property-management companies, home-warranty companies and real estate agents. In fact, after dabbling in the industry for 20 years, Scott and Tracy decided to start helping families find their forever homes and help investors find the right investments. Having been Realtors for two years now, the Ryckmans truly understand the needs of other agents and have conveyed that specialty to their service team.

"I have worked with All Pro for several years, and they are my go-to plumber. I like being able to work with a company that values relationships with Realtors, that is responsive to my sometimes quick turn-around needs and does quality work. The knowledge base to provide informed reviews to my clients is critical also." – Sue Brooks, Long Realty

All Pro provides free estimates and explanations for any plumbing issues that arise during the inspection period. They boast an A+ rating from the Better Business Bureau and continue to receive fantastic testimonials from agents and homeowners across Southern Arizona. They perform video inspections, well-water inspections, drain and sewer line services, and more. If you run into any of these issues or need a repair, "don't use the rest, call the best." All Pro services many areas in Southern Arizona, extending from Marana to Vail, to Green Valley and Sahuarita.



# Robin And Shane Supalla

MOTHER AND SON IMPACTING THE DEAF COMMUNITY

By Kylea Bitoka



Photography by Casey James



Emily, Shane (25), Ryan (27), Robin, Sam and Camryn (19)

A stylist for a designer clothing line and a fisherman called "Big Country" walk into a house. Sounds like the beginning of a joke, right? It's not! It's a dynamic mother and son real estate team who are making a big difference for the deaf community in Tucson. Robin Supalla and Shane Supalla teamed up about eight months ago, but both have been licensed REALTOR®s for a few years.

It all started when Shane wanted to buy rather than rent a house to live in while he went to college. Due to negative experiences she had in past real estate transactions, Robin decided to get her real estate license so her family would have a better understanding and be more in control. She had no intention of becoming a full-time REALTOR®. "I haphazardly became a successful REALTOR®. I got the license to help my family with transactions, but then friends started coming to me and asking for help with buying or selling homes. My goal is to treat everyone as I would my own family, and the business just developed." Her work as a stylist doing trunk shows in people's homes provided the perfect network for her newly budding real estate career. "The hostesses of those shows were some of my first clients." All of her travel with the trunk shows meant that Robin was very familiar with Tucson neighborhoods and houses. It was the perfect foundation for her real estate career.

A year after his mom got licensed, Shane decided to get licensed too. However, with a successful sales career in the sporting goods industry, real estate was put on the back burner. "I never expected to work with my mom, never expected it, but it's been fun," Shane adds with a laugh.

Shane got into the sporting goods industry through his love of fishing. A self-taught fisherman, Shane turned a boyhood hobby into a career. Shane's dad was an avid outdoorsman with a love for camping and hiking. "I grew up going camping almost every weekend - we had a little travel camper." But neither mom (Robin) or dad (Samuel) enjoyed fishing. "My parents were nice enough to



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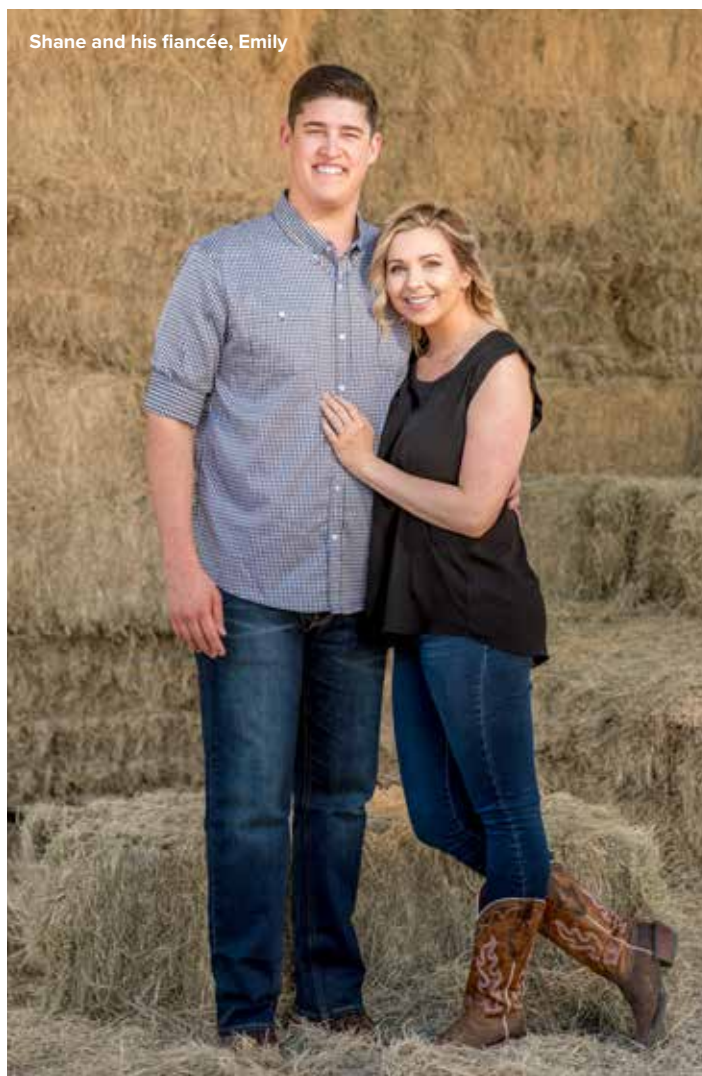
buy me the supplies, but I was left to my own devices. It was five or six years before I caught a fish. I would go in and talk to the guys at the sporting goods stores, and they would give me tips.” Shane’s determination paid off. “When I was around 12 years old, I caught my first fish, a rainbow trout at Rose Canyon Lake in Mt. Lemmon.” Shane went from fishing for fun to working as a deckhand on halibut charter boats in Alaska over the summer. “I did well in Alaska; I earned myself the nickname ‘Big Country’ because I was that country kid from Tucson that taught himself how to fish.” He also served as a guide for salmon fishing on the Kenai River.

Shane worked his way up from a guide in Alaska to sales professional to national sales director. He was recruited to another sporting goods company based in Los Angeles, CA. As he worked at that company, the cutthroat nature of high-level sales began to wear on him. Meanwhile, back home in Tucson, his mom, Robin, was starting to refer people to other real estate agents because she had such high volume. Shane knew it was time to retire from the sporting goods industry and go full time into real estate with his mom.

One of the biggest benefits of their collaboration is the peace of mind it offers. “The beauty of this partnership is that I am 100 percent confident I can refer anybody to Shane and know that he will treat them as good as I do. That’s been wonderful for me to experience. It’s nice to keep it in the family; we have each other’s backs.” For Shane, it’s great that his mother can manage the business during his annual summer trip to Alaska. He volunteers at Kneppers Alaska Fishcamp with their Dads for Lad’s program. It’s a camp for youth without a father figure in their lives; campers are paired with a mentor and learn a variety of life and outdoor skills in the Alaskan wilderness.

Being a mother and son real estate team is not the only thing that sets Robin and Shane apart. Both are fluent in American Sign Language. “My husband is deaf. All of our kids learned to sign before they could talk.” One of Robin’s frustrations when she and her husband moved to Tucson was they could not find a REALTOR® that was fluent in American Sign Language. “Real estate is a complicated issue from loans to inspections, and if you can’t communicate with your client in their native language it can be very difficult.” Robin knew from her own experience that the deaf community was under-represented in the Tucson real estate market. Over the last several months, Robin and Shane have focused on becoming the go-to REALTOR®s in the deaf community. “It’s really impactful. It’s exciting to see how happy our clients are to be able to communicate with not one but two agents.”

For Robin, being the best for her clients is what really matters. “I’m 100 percent focused on the clients we have.” Shane teases, “She works all the time.” But Robin admits that’s not an exaggeration. “I work 24/7. I just think it’s important to be available to your clients. However, I do make time for riding my horse. It’s therapeutic for me. Though, I will be talking about real estate while we’re going on trail rides.” Both Robin and Shane chuckle. It’s clear that both are passionate about real estate and providing



the best client experience. “We don’t want to be the biggest team, but we do want to be the best team.”

For Robin, what started as a way to help her family turned into a thriving real estate business and now a successful partnership. “It’s been a privilege to take our relationship to another level. I am super blessed.” For Shane, the adventures continue. Shane and his fiancé, Emily, will get married in September. It’s an exciting time, and the Supallas are enjoying each moment as their business and family grows.

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# CANDY BOWEN

Candy Bowen's dad was a Navy company commander, more commonly known as a "drill sergeant," and Candy was at boot camp on the same base as him. She marched her squadron past him and sang out, "Good morning, Chief." Without looking up he growled, "Good morning, recruit," and continued on his way.

It's a fun memory for Candy. Growing up with a dad in the Navy, she moved around a lot and even more so when she also joined the Navy. Born in Oklahoma where her mother still lives, she has lived in diverse places like San Diego, Chicago and Washing-

Rod Huguen



ton, D.C. Candy's dad was a powerful influence in her life, supporting her and her two sisters, Christi and Carrie, as all three daughters joined the Navy. She laughs when she says, "Dad was known as 'the Navy recruiting factory.'" Her Navy career was cut short when she was involved in a head-on collision, which caused the second head-on collision, followed by being T-boned by a third vehicle.

Before entering real estate with Tierra Antigua Realty, Candy had lots of jobs. She worked for her dad's handyman and custom furniture business, and a subsequent cable communications company as an office manager. She worked as a bartender and restaurant server. She opened her own business called Effective Ink, helping businesses with website content, optimizing search engines and other internet presence. She worked as an Arizona State Parks Law Enforcement Ranger until she and husband, Matt, welcomed their first baby, Tanner, into the world two years ago. She says, "Suddenly I just didn't want to strap on a gun and go to work anymore. It's dangerous stuff." She had always been told by Matt and others that she would be good at real estate, so she started working as a transaction coordinator, gaining valuable knowledge and skills before launching out selling. She loved it! Her mom, Cindy, was one of her biggest supporters. Candy said she got her kindness and caring for people from her mom, and that is a huge part of what makes her a great real estate agent.

In her first year, she completed 50 transactions and almost 10 million in sales, and handled all of the paperwork herself. It was daunting, and despite earning such titles as "Realtor of the Month" and "Rookie of the Year," she knew

“ One of the ways she gives back is to help her sister, Carrie, open a therapeutic horse farm back east. ”



Photography by Casey James

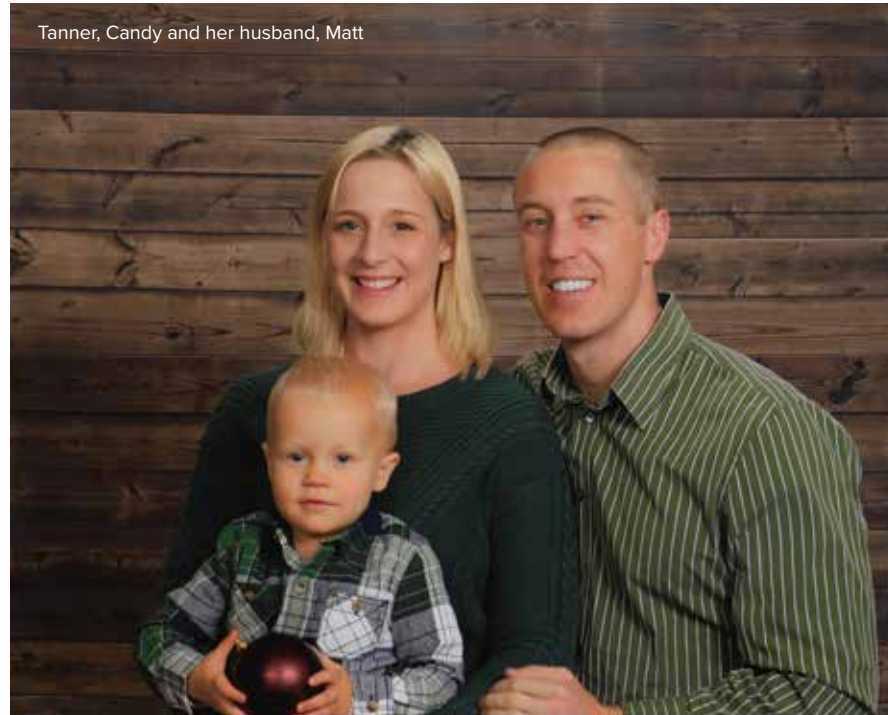
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there would be a limit to what she could do without building a team. She says, "I've always loved getting people together and helping them, teaching them and coaching them. When I was going through the Police Academy to become a Law Enforcement Ranger, I started a study group so I could help others; by helping others it helps me because to teach you have to know and understand the material. Pretty soon the whole class was involved. I loved that."

She hired Annie Bates to be a transaction coordinator and glows when she says, "Annie loves working from home and doing the paperwork, and that frees me up to sell, which is what I'm good at." Candy has hired one buyer's agent and is working to hire more buyer's agents to help increase the business. Having succeeded and led in every job she's had, Candy realized that to grow the business and reach her goals she needed help, and to do that she needs to help others do what they do best. "I've always been successful, and I've always been a leader, but I know that means working hard, giving back and getting help." One of the ways she gives back is to help her sister, Carrie, open a therapeutic horse farm back east. "I love that she is taking her equestrian skills and love of horses and turning it into something that helps others."

Candy lays out goals for each year, and this year is no exception. She blushes and says, "Goal number one this year was to get pregnant." She laughs and adds, "I'm nine weeks pregnant, so I can scratch that off the list." She goes on to talk of the joy of hanging out with 2-year-old Tanner and is excited to have baby X join the party. "One of the great things of building a team," she says with a smile, "is that now when I'm exhausted from being pregnant and chasing a 2-year-old around, I can forward the phone to Annie and go take a nap."

Another goal was to build a team, and she's making good progress on that. A third goal was to increase business, and that is also going well. A fourth goal was to add more realtor designations to the ones she already holds. She says, "I work with a lot of seniors in Green Valley, and it is good to know how best to serve their needs. The same is true for helping folks in the military. I want to be able to offer the very best to my clients. Acquiring designations helps me do that." Candy talks about the various, unique home-buying challenges that face various groups of people. Because of the transitory nature of their work, military folks may be looking to buy a house they can easily resell in three or four years while maintaining value. Retirees may be looking to downsize and decrease the amount of maintenance required. Understanding those fundamentals helps meet the needs of her clients. It also helps to be "fluent" in the various ways people communicate and to make



herself available on such things as Snapchat, Instagram, Facebook and other platforms in order to best serve people. She talks about being empathetic to how others communicate. "Their normal may not be my normal," she says. "It's up to me to communicate in a way that's meaningful and helpful to them."

Candy loves that most of her business comes from referrals. "If you aren't getting referrals, you aren't doing your job with your current clients," she says with conviction. Building a solid client base is an important element in building a business. A great bit of advice she received was that whether the economy is good or bad, people buy houses. Meeting new people every day is important, but so is getting return customers, and you do that when you do your job well. It is also about helping people, even if it costs you something. To make things work for one client she sacrificed part of her commission in order to reroof a house. "I may not have made a lot on that one deal, but I have a client for life and lots of referrals."

"I love Tucson. I've never lived anywhere else for 10 years. I have no intention of going anywhere. If I couldn't do real estate, I don't know what I'd do." Her hobbies include anything outdoors, including hiking and water sports and especially softball, although the softball games are on hold until after the baby comes. Her degree from the University of Arizona is in Creative Writing with a minor in Communications. When asked if she does any writing, she shakes her head and says "maybe someday" with a big smile.

Right now the Navy "recruit" is doing what she loves and doing it well. Maybe someday Tanner and baby X will be selling real estate...



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By Romi Carrell Wittman

# Father's Day Council Tucson

## REACHING FOR A GOAL IN DIABETES RESEARCH

*Lee Shaw, the chair of the Father's Day Council Tucson, is really looking forward to the awards gala, May 31 of this year. He is very hopeful that the council will meet its fund-raising goal of \$250,000, which will complete the \$2.5 million funding for FDC Tucson Endowed Chair for Type 1 Diabetes Research at the University of Arizona's Steele Children's Research Center.*

The council has been working towards this goal for the past several years. But Shaw has a more personal reason for looking forward to the event: His own daughter, Olivia, is a diabetes patient at the Steele Center. Nearly 20 years ago, Shaw, his wife, Laura, and their then 22-month-old daughter Olivia were visiting Texas to enjoy a Christmas gathering with family when the couple noticed something wasn't right with Olivia. She cried more than usual, was bloated in appearance and wouldn't eat. In addition, she was wetting the bed, something which

was unusual for her. Shaw's brother-in-law saw Olivia and grew very concerned. His boss had two kids with type 1 diabetes, and so he had some knowledge of the symptoms of the disease. "You've got to get her to the ER," he said.

Olivia was admitted to the pediatric intensive care unit in Dallas, where doctors tried to determine what was happening. "They checked her blood sugar, and it was off the charts. The reading was 999, which is as high as the glucometer will go, but it was much higher than that. She was close to a coma," Shaw said. Olivia remained in intensive care for six days. The young parents were bewildered and wondered if they'd done something wrong. They also worried how they would find good care for her once they returned home to Tucson. They'd recently relocated from Albuquerque and didn't know anyone, let alone any pediatric doctors who could help them manage their daughter's disease. At the time, there was one pediatric endocrinologist in town, and he was booked out several months in

advance. Over time, the treatment options and number of doctors able to treat kids like Olivia grew. Shaw said this was because of the vision and leadership of Dr. Faye Ghishan, the director of the Steele Children's Research. "We've seen what the community has done in terms of building this world-class medical resource here," Shaw said. "It's all because of Dr. Ghishan. Father's Day Council of Tucson is fundraising for Dr. Ghishan." One hundred percent of the funds raised go to Steele Children's Research Center. While adjusting to Olivia's disease took some time, Shaw said, he was astounded by how readily the Tucson community pitched in to help fund vital research in type 1 diabetes. "I've had the privilege of meeting so many people here. This community has become our family, and we take care of each other." As their sole cause, the council has raised nearly \$4 million for type 1 diabetes research over the past 23 years.

### About the Father's Day Council Tucson

Father's Day Council Tucson, founded in 1994, has a dual mission. The first is to identify and honor men who have not only proven to be extremely successful in their chosen field but who also serve as outstanding role models in our community. The second, and equally important, mission is to raise funds for type 1 diabetes (formerly known as juvenile diabetes) research and endowment at Steele Children's Research Center at The University of Arizona. Since 1994, Father's Day Council Tucson has donated nearly \$4 million for research in type 1 diabetes.

Father's Day Council Tucson annually honors "individuals whose achievements and values enhance the meaning and status of Father's Day." Held each May, the Father of the Year Gala honors several fathers who have exemplified the best in both their professional and parental lives. All proceeds from this event go to the Steele Children's Research Center.

# NEW-HOME COMMUNITIES

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▶▶ featuring



A proud family moment.  
Photography by Joey Ambrose.

# BIZZY ORR | SEIZING EVERY MOMENT

Kylea Bitoka

If there is one thing Elizabeth “Bizzy” Orr has learned as a military spouse it’s make the most of your time. “You learn to grow where you are planted. It opens your eyes to opportunity and teaches you to make the most of what is around you.”

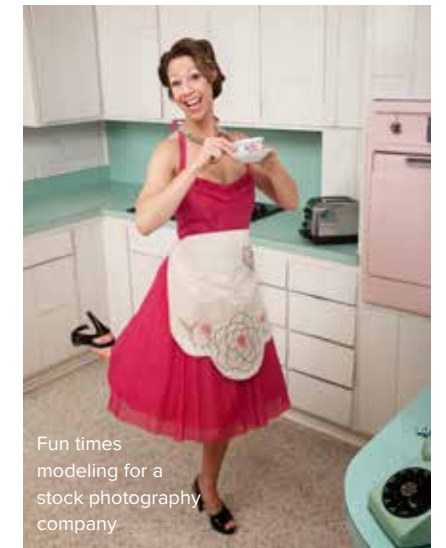
That is exactly what Bizzy has done. She’s made the most of every opportunity as their family has moved around the United States and the world. Bizzy never expected to pursue a career in real estate or be in the top 1 percent of REALTOR®s in Tucson, however, 11 years into her career, she is still going strong with no plans of stopping. The awards and recognition for her achievements continue to add

up. When you experience Bizzy’s can-do attitude, fun-loving spirit, and passion for helping people transition, it makes sense.

One of Bizzy’s first introductions to real estate was a foreclosure flip. “My husband and I have been buying and selling houses since 1999. Our first foreclosure was in Indiana; we remodeled it, then sold it. Both of us enjoyed what we could do with real estate, how we could improve homes and improve communities.” Before they got involved in buying and selling real estate, Bizzy and her husband, Jeff, were frequently on the move with his career in the Air Force. While they lived in Missouri, Mississippi and Arizona, Bizzy worked in promotions and marketing for TV stations. Then her husband got stationed at Misawa Airbase in Japan. Bizzy retired from the TV industry. “I did a lot of fun things in Japan. I worked in an art gallery, I taught English, and I volunteered. Our son, Erik, was born in Japan. It was great to be able to stay home with him.” Bizzy laughs as she shares a funny



Bizzy’s team: Sara White, REALTOR®, and Rane Clements, Admin and Marketing



Fun times modeling for a stock photography company

story about Erik. “For the longest time, he thought he was Asian American because he was born in Asia and he is American.”

While stationed in Misawa, Bizzy and her family savored all the sights and sounds of the area. “We were in the northern part of the main island; it’s a lot like Colorado or Oregon. There are mountains, rivers and hot springs. It’s very beautiful. We traveled a lot. We loved to go camping and skiing.” After 10 years as an active-duty pilot, Bizzy’s husband transitioned into the Air National Guard. It’s a move that allowed them to put down roots and opened the door for Bizzy’s real estate career. “When we moved to Tucson, we decided to invest more in real estate. The timing worked out for me to get my license in 2007. At first, I wasn’t sure if I would use the license. I just thought it would help us with our rentals and buying or selling different properties. But it ended up that I had this network of people that knew me and trusted me. One client at a time it turned into a career. I sort of accidentally became successful.”

In addition to becoming a licensed REALTOR®, Bizzy was a full-time mom, coordinator for her son’s swim team, and stroke and turn judge for swim competitions. Like Bizzy always does, she made the most of the opportunities that were in front her, not missing a moment. “A lot of the swim families became clients of mine. Our family still shares a special bond over swimming. In fact, we just got back from Denver; we went to watch Erik’s last swim meet of the season. He’s on the Air Force men’s swim team.”

Jeff graduated from the Air Force Academy in 1992. Now Erik is following in his father’s footsteps – he will graduate in 2021. It’s a proud moment for Bizzy and Jeff who both come from families with a strong tradition of military service. “I couldn’t be prouder. My dad is retired Navy. Jeff’s father is a former Army pilot. I’m really excited for Erik and the opportunities ahead of him.” It’s an Air Force tradition for the families of pilots to take a picture in front of the jet, this time both father and son were in flight suits, a truly special moment for their family.

Bizzy’s own experience in military moves has given her a passion for helping other military families relocate. “I’ve been where they are, and I can help them. It’s very rewarding.” Every year Bizzy helps many military families relocate to Tucson. Sometimes, it even reunites her with old friends. “In Japan, I worked with the wife of a military flight doctor. When he retired, they moved to Tucson, and we reconnected. I was able to help them buy a home.”

Even in their spare time, Bizzy and her family like to be active. “We love to get outside for hikes in Sabino Canyon and Tumacac.” Whether it’s a triathlon or a CrossFit workout, Bizzy is always up for the challenge. Both Bizzy and Jeff have completed triathlons. Investing in fitness is a priority in her personal life as well as her business life. Bizzy’s real estate team shares her passion for an active, healthy lifestyle and is currently sponsoring the Tucson Tri Girls. Founded in 2003, Tucson Tri Girls is a nonprofit that provides support, training, and events for women triathletes of all levels and abilities.

For all the hard work she puts in, Bizzy also knows how to have fun. She’s found a creative outlet in modeling for a stock photography company in Tucson. The images are available for purchase and are used nationwide. Her photos have been spotted on greeting cards, ads, and gift bags in Hawaii, Illinois and Maine. “We did a ‘50s housewives series, and those photos have been very popular. They show up on social media all the time. One of my images was actually used by The Loft for selling popcorn. BRAVO TV even used one of my images on ‘Watch What Happens Live with Andy Cohen.’ You never know where they will turn up next.”

As far as the future goes, Bizzy and Jeff are getting ready for another adventure. Jeff is starting a new job as a pilot for Southwest Airlines. “Opportunity knocks; you’ve got to take advantage of the new things coming your way. As my husband starts flying, there will be more chances to travel. Being in the military, we have friends all over the States and all over the world; it’s a great opportunity to reconnect with these special people in our life. I can see in the next five years still having a great real estate team but me being more mobile.” It’s an exciting new chapter, and Bizzy is ready to seize every moment of it.



So peaceful, yet so close!



By Andy Courtney

# The Changing Landscape In Tucson Real Estate:

## It May Not Be What You Think

When showing residential property to clients in Tucson, realtors have traditionally focused on the desert enclaves of the Foothills, while following the growth northwest to Oro Valley and Marana, or southeast to Vail. But housing trends indicate that it's time for Tucson-area real estate pros to expand their horizons. The community is experiencing a renaissance in residential development, with an explosion of development around the University of Arizona and the downtown area, extending westward to the burgeoning resort community around Starr Pass.

The revitalization of urban areas nationwide has changed the landscape for our industry, drawing young professionals, families, and empty nesters who want to settle closer to the action in "live, work and play" environments. Tucson is no exception. In recent years, we've witnessed the reinvigoration of our downtown, with the emergence of a vibrant food, arts, music and culture scene. Now the residential component is quickly falling into place, with multi-family housing projects, mixed-use properties, infill and new residential housing, and luxury homes in historic areas springing up to

accommodate eager buyers and renters. The advantage of these emerging neighborhoods is obvious: proximity to the university; the appeal of a revitalized downtown pulsating with activity; and easy access to the biotech corridor, Raytheon, and the airport.

What are some of the trends and specific projects driving this growth? According to Rio Nuevo chair Fletcher McCusker, Tucson now offers more than 85 restaurants downtown. Our city has become a top-seven music destination, with the Rialto and Fox Theaters both experiencing their best year ever in 2017. With Caterpillar breaking ground on its new headquarters, and the Sun Link now connecting five bustling activity centers, the demand for residential property in the areas surrounding central, and downtown Tucson, residential property is at an all-time high. The luxury apartments at One East and One West Broadway, featuring upscale finishes and an array of on-site amenities, were fully reserved before they were completed. Now the historic but neglected Marist building on South Church is getting a makeover, undergoing a transformation into an affordable senior living community, which, along with an additional 75-unit apartment complex, will comprise the \$22 million development called The Marist at Cathedral Square.

The proposed JE Dunn 75 Broadway project would represent the second tallest building downtown with two floors of upscale retail space. City Park at Congress and Stone will be a mixed-use, transit-oriented development with a five-story food hall, a bowling alley and a rooftop bar. Both are projects that will help solidify the area's appeal as a residential urban lifestyle hub.

Nestled right in the middle of the action are mid-price-range infill projects like the Mordasini Villas, a seven-home development in the historic Barrio Viejo neighborhood. Tucked into the Arizona Inn neighborhood is Miramonte's Casa Seton, eleven Spanish Colonial-style residences in the \$1 million range, properties that will rival any Foothills estate with the added benefit of proximity to the University, the Tucson Street Car (SunLink) and downtown. These projects and others in the Sam Hughes and Fourth Avenue area present strong

allure to buyers who want to experience the best of the area's distinct character and history.

For the client who wants the best of all worlds – easy access to the professional and cultural hubs, Lennar Homes is offering new homes in the \$400,000 range at Starr Pass Vista, located at the entrance to Starr Pass. Additionally, clients who prefer the ultimate luxury resort lifestyle – there's the strategically situated Wildcat Pass at Starr Pass, in the foothills of downtown. Adjacent to the 24,000 acres of open desert public land Tucson Mountain Park, with easy access to hiking and biking areas, the new homes in Wildcat Pass are 10 minutes from the town center and 15 minutes from Raytheon and the Tucson International Airport, and are also closely connected to Tucson's lively culinary, arts, sports and entertainment offerings. Wildcat Pass features new, luxury custom homes (from the mid 700's) and custom home sites (from the 100's) with stunning city and majestic mountain views amidst the quiet relaxation of the open, natural desert landscape. Wildcat Pass residents enjoy the privacy and security of a gated community, as well as golf and spa memberships to the J.W. Marriott Starr Pass, which are included with the purchase of a new home,

The bottom line: There are new client bases emerging, with rapidly changing needs and priorities. The greater central, downtown and surrounding areas of Tucson have grown up overnight. The challenge to our top real estate producers is to explore and adapt to these shifts. Just remember, there's more than one neighborhood with a view in Tucson.



# TOP 125 STANDINGS

Teams and Individuals Closed Date From January 1, 2018-March 31, 2018

Rank	Name & Office	Sides	Volume	Average
1	Marsee Wilhems (16298) of Exp Realty (495201)	95.5	21,295,243	222,987
2	Kyle Mokhtarian (17381) of Realty Executives Tucson Elite (498305)	113.5	20,230,895	178,246
3	Michael D Rhodes (19668) of Realty Executives Tucson Elite (498307)	89.0	17,006,000	191,079
4	Danny A Roth (6204) of Keller Williams Southern Arizona (478306)	58.0	16,648,360	287,041
5	Janell E Jellison (4774) of Long Realty Company (16706)	26.0	16,549,500	636,519
6	Kaukaha S Watanabe (22275) of eXp Realty (495203) and 1 prior office	82.5	16,483,172	199,796
7	Russell P Long (1193) of Long Realty Company (298)	16.0	11,609,878	725,617
8	Don Vallee (13267) of Long Realty Company (298)	29.5	10,313,400	349,607
9	Laura Sayers (13644) of Long Realty Company (16717)	29.0	9,884,000	340,828
10	Laurie Lundeen (1420134) of Coldwell Banker Residential Br (70204)	44.0	9,141,050	207,751
11	Joshua Waggoner (14045) of Long Realty Company (16706)	5.0	8,959,500	1,791,900
12	Sandra M Northcutt (18950) of Long Realty Company (16727)	25.5	8,442,000	331,059
13	Denice Osbourne (10387) of Long Realty Company (16707)	20.0	8,213,202	410,660
14	Taylor Mize (36294) of PCD Realty LLC (4826)	26.0	7,531,210	289,662
15	Peter R Oosterhuis (32811) of Dove Mountain Realty, LLC (5156)	5.0	7,088,626	1,417,725
16	Lisa M Bayless (22524) of Long Realty Company (16717)	21.0	6,806,788	324,133
17	Jerri Szach (6050) of Long Realty Company (16706)	13.5	6,544,897	484,807
18	Kevin McAndrews (25461) of KLB Equity Brokers (5700)	28.0	6,517,100	232,754
19	Madeline E Friedman (1735) of Long Realty Company (16719)	12.5	6,421,250	513,700
20	Heidi M Baldwin (4228) of Long Realty Company (16706)	11.0	6,345,930	576,903
21	Spirit Messingham (22794) of Tierra Antigua Realty (2866)	20.0	6,285,300	314,265
22	Laurie Hassey (11711) of Long Realty Company (16731)	16.5	5,742,680	348,041
23	Alfred R LaPeter (32582) of Long Realty Company (16717)	13.5	5,712,850	423,174
24	Aaron Wilson (17450) of Keller Williams Southern Arizona (4783)	27.5	5,578,150	202,842
25	Peter Deluca (9105) of Long Realty Company (298)	19.5	5,439,500	278,949
26	Angela Tennison (15175) of Long Realty Company (16719)	15.0	5,433,000	362,200
27	Ricardo B Aranda (30899) of Exp Realty (495201) and 1 prior office	26.0	5,181,575	199,291
28	Curt Stinson (4808) of Realty Executives Tucson Elite (4983)	25.5	5,175,960	202,979
29	Jose Campillo (32992) of Tierra Antigua Realty (2866)	31.0	4,919,935	158,708
30	Traci D. Jones (17762) of Keller Williams Southern Arizona (478302)	21.5	4,717,600	219,423
31	Don Hatcher (31480) of MTH Realty LLC (5383)	13.0	4,588,632	352,972
32	Susanne Grogan (17201) of Russ Lyon Sotheby's International Realty (472203) and 1 prior office	4.0	4,575,200	1,143,800
33	Denise Newton (7833) of Realty Executives Tucson Elite (498306)	15.5	4,527,200	292,077
34	Anthony Boatner (16214) of Keller Williams Southern Arizona (478306)	24.5	4,366,675	178,232

Rank	Name & Office	Sides	Volume	Average
35	Shawn M Polston (20189) of Keller Williams Southern Arizona (478306)	34.0	4,320,574	127,076
36	Alan Murdock (13942) of Realty Executives Tucson Elite (498305)	20.0	4,182,808	209,140
37	Sofia Gil (1420209) of Realty Executives Tucson Elite (4983) and 1 prior office	18.0	4,140,700	230,039
38	Marta Harvey (11916) of Russ Lyon Sotheby's International Realty (472203)	7.5	4,131,750	550,900
39	Kathy Westergburg (1420955) of Tierra Antigua Realty (286610)	14.0	4,121,900	294,421
40	Tim Rehrmann (25385) of Keller Williams Southern Arizona (478306)	17.5	4,096,199	234,069
41	Michael Shiner (26232) of CXT Realty (5755)	21.0	4,089,850	194,755
42	Roni Benge-Adamson (8355) of Keller Williams Southern Arizona (4783)	12.5	4,066,789	325,343
43	Layne Lundeen (31434) of Long Realty Company (16731) and 1 prior office	10.5	4,032,505	384,048
44	Tom Ebenhack (26304) of Long Realty Company (16706)	17.0	4,015,933	236,231
45	Vicki L Holmes (19184) of Long Realty Company (16719)	14.5	4,009,000	276,483
46	Jeffrey M Ell (19955) of Keller Williams Southern Arizona (478312) and 1 prior office	13.0	3,904,858	300,374
47	Robin Sue Kaiserman (4368) of Long Realty Company (16706)	7.5	3,891,100	518,813
48	Kristin Gloria Penrod (33258) of Redfin Corporation (477801)	12.0	3,802,000	316,833
49	Adriana Loschner (1780) of Long Realty Company (16706)	8.0	3,788,500	473,562
50	Nicole Jessica Churchill (28164) of Keller Williams Southern Arizona (4783)	15.0	3,785,525	252,368

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# TOP 125 STANDINGS

Teams and Individuals Closed Date From January 1, 2018-March 31, 2018

Rank	Name & Office	Sides	Volume	Average
51	Ann K Gavlick (27887) of Tierra Antigua Realty (286601)	13.0	3,740,000	287,692
52	Jennifer Phillips (16201) of Realty Executives Tucson Elite (4983)	18.0	3,650,500	202,806
53	Lori C Mares (19448) of Long Realty Company (16719)	16.5	3,544,700	214,830
54	Melissa Coate (27827) of Realty Executives Tucson Elite (498306)	13.0	3,436,250	264,327
55	McKenna St. Onge (31758) of Long Realty Company (16706)	6.0	3,418,750	569,792
56	Timothy R Hagyard (32545) of Long Realty Company (16707)	12.0	3,345,900	278,825
57	Corissa Y Miller (22532) of Tucson's TLC Realty (3939)	16.0	3,340,972	208,811
58	Jennifer O'Brien (14140) of Long Realty Company (298)	11.0	3,319,782	301,798
59	Ronnie G Spece (19664) of At Home Tucson Realty (4637)	12.0	3,312,300	276,025
60	John E Billings (17459) of Long Realty Company (16717)	11.0	3,308,300	300,755
61	Kelly Garcia (18671) of Keller Williams Southern Arizona (4783)	12.5	3,213,999	257,120
62	Anjela K Salyer (30415) of Mattamy Homes (5799)	8.0	3,206,835	400,854
63	Jenna D Loving (18375) of Russ Lyon Sotheby's International Realty (472203)	9.0	3,200,000	355,556
64	Alicia Girard (31626) of Long Realty Company (16717)	12.0	3,197,248	266,437
65	Carolyn Ann Fox (1420840) of Coldwell Banker Residential Br (70204)	18.0	3,178,424	176,579
66	Donna B. Rollman (26628) of Realty Executives Tucson Elite (4983)	5.0	3,167,478	633,496
67	Jameson Gray (14214) of Long Realty Company (16706)	5.0	3,113,750	622,750
68	Jason K Foster (9230) of Keller Williams Southern Arizona (478302)	9.0	3,081,500	342,389
69	Gerald L Hause (30852) of Long Realty Company (16728)	8.0	3,073,000	384,125
70	Anthony D Schaefer (31073) of Long Realty Company (298)	11.0	3,060,000	278,182
71	Jennifer C Anderson (16896) of Long Realty Company (16724)	14.0	3,019,950	215,711
72	Robert H Brakey (19337) of Roca Realty (4688)	21.0	3,018,000	143,714
73	Brenda O'Brien (11918) of Long Realty Company (16717)	8.5	3,002,700	353,259
74	Jill B Rich (1675) of Long Realty Company (298)	11.0	2,976,900	270,627
75	Victoria R McGullam (31547) of Tierra Antigua Realty (2866)	18.0	2,971,400	165,078
76	Donna R Berger (19251) of Coldwell Banker Residential Brokerage (70202)	5.0	2,963,000	592,600
77	Jenni T Morrison (4744) of Long Realty Company (298)	9.0	2,957,500	328,611
78	Martin Durkin (145036508) of Russ Lyon Sotheby's International Realty	6.5	2,909,800	447,662
79	Raj K Kohli (15008) of Tierra Antigua Realty (2866)	7.0	2,879,000	411,286
80	Karen A Baughman (20321) of Coldwell Banker Residential Brokerage (70202)	13.0	2,876,500	221,269
81	Rob Lamb (1572) of Long Realty Company (16725)	8.0	2,836,000	354,500
82	William Mordka (15847) of Harvey Mordka Realty (193)	10.0	2,800,000	280,000
83	James Servoss (15515) of Keller Williams Southern Arizona (478306)	19.0	2,786,800	146,674
84	Kristy E Johnson (22342) of Long Realty Company (16728)	8.0	2,785,225	348,153

Rank	Name & Office	Sides	Volume	Average
85	Lynn Slaten (14783) of Long Realty Company (16728)	8.0	2,785,225	348,153
86	Christopher D Luera (29982) of Long Realty Company (16707)	4.5	2,778,000	617,333
87	Elliot J Anderson (20567) of Exp Realty (495201)	9.0	2,771,000	307,889
88	Dorothy May (25551) of Long Realty Company (16728)	8.0	2,742,750	342,844
89	Karin S. Radzewicz (20569) of Coldwell Banker Residential Brokerage (70202)	6.0	2,726,000	454,333
90	Kate Weiss (35438) of Long Realty Company (16706)	7.5	2,714,500	361,933
91	Judy L Smedes (8843) of Long Realty Company (16706)	5.5	2,708,200	492,400
92	Jim Jacobs (7140) of Long Realty Company (16706)	9.0	2,680,400	297,822
93	Tony Ray Baker (5103) of Tierra Antigua Realty (286606)	9.5	2,673,750	281,447
94	Lynda Meyer (35956) of Long Realty Company (16728)	9.0	2,671,850	296,872
95	Julia Wetterer (1134) of Russ Lyon Sotheby's International Realty (472203)	3.0	2,659,000	886,333
96	Tom Peckham (7785) of Long Realty Company (16706)	6.0	2,649,000	441,500
97	Pam Ruggeroli (13471) of Long Realty Company (16719)	11.0	2,637,899	239,809
98	Vincent R Yackanin (2249) of Long Realty Company (298)	8.0	2,629,400	328,675
99	Louise Riley (14201046) of Tierra Antigua Realty (286610)	11.5	2,609,450	226,909
100	Debra Quadt (16709) of Redfin Corporation (477801) and 1 prior office	4.0	2,573,900	643,475

**Disclaimer: Information is pulled directly from MLSSAZ. New construction, commercial or numbers not reported to MLSSAZ within the date range listed are not included. MLSSAZ is not responsible for submitting this data.**

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ROC # 267228

# TOP 125 STANDINGS

Teams and Individuals Closed Date From January 1, 2018-March 31, 2018

Rank	Name & Office	Sides	Volume	Average
101	Wendy L Winters (31822) of Russ Lyon Sotheby's International Realty (472203)	9.5	2,570,900	270,621
102	Leticia B. Zuniga (36561) of Long Realty Company (16707)	14.0	2,557,899	182,707
103	Catherine Wolfson (1993) of Coldwell Banker Residential Brokerage (70202)	5.0	2,532,342	506,468
104	Pam Treece (13186) of Long Realty Company (16717)	6.0	2,531,500	421,917
105	Lauren M Moore (35196) of Keller Williams Southern Arizona (478302)	8.0	2,526,000	315,750
106	Dorothy Jean Moore (35146) of Keller Williams Southern Arizona (478302)	8.0	2,526,000	315,750
107	Deborah A Evenchik (9120) of Coldwell Banker Residential Brokerage (70202)	8.0	2,525,860	315,732
108	Tracy Wood (36252) of Russ Lyon Sotheby's International Realty (472203)	12.0	2,515,750	209,646
109	Margaret E. Nicholson (27112) of Long Realty Company (16728)	7.0	2,512,750	358,964
110	M. Joyce Percy (1571) of Percy Realty (3619)	6.0	2,502,000	417,000
111	Stephany Bullington (17763) of Revelation Real Estate (4123)	9.5	2,493,500	262,474
112	Mary Ann Treiber (17209) of Coldwell Banker Residential Brokerage (70207)	6.0	2,480,000	413,333
113	Matthew Bollinger (18517) of Long Realty Company (16719)	7.5	2,475,000	330,000
114	Leslie Heros (17827) of Long Realty Company (16706)	8.0	2,457,800	307,225
115	Helen Curtis (15010) of Realty Executives Tucson Elite (498306)	10.5	2,448,900	233,229
116	Jill M Jones (7585) of Lennar Sales Corp. (1281)	6.0	2,448,000	408,000
117	Lisa Korpi (16056) of Long Realty Company (16727)	11.0	2,434,000	221,273
118	Denyse F Biagi (14975) of Long Realty Company (16706)	7.0	2,430,500	347,214
119	Leah Mandal (35134) of Keller Williams Southern Arizona (478306)	9.0	2,410,525	267,836
120	Joelle C Kahn (21408) of Tierra Antigua Realty, LLC (286607)	7.5	2,382,000	317,600
121	Becca Riccardi (29910) of Tierra Antigua Realty (286603)	12.0	2,379,300	198,275
122	Glenda Grow (7030) of Realty Executives Tucson Elite (4983) and 1 prior office	8.0	2,369,000	296,125
123	Mary McVan (16021) of Tierra Antigua Realty (286601)	11.0	2,352,000	213,818
124	Bobbie K Bauer (35796) of Long Realty Company (16717)	7.0	2,339,900	334,271
125	Steven W Inouye (22297) of Long Realty Company (16706)	8.5	2,336,500	274,882

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## UNDERSTANDING THE VA LOAN

**VA** Guaranteed Home Loans are made by private lenders, like banks and mortgage companies, to eligible veterans for the purchase of a home for their own personal occupancy. The guaranty by the VA protects the lender if a buyer defaults, and it replaces the need for a down payment or mortgage insurance.

There are a few aspects of this particular lending process that are specific to the VA. If you are representing a buyer who qualifies for this program, knowing the following will help make their transaction smooth:

1. VA buyers must have a valid Certificate of Eligibility (COE), which can be obtained electronically through the lender.
2. Eligible property types include single family homes, condos, and manufactured housing.

Please note that any condo properties must be approved through the VA in order to qualify. We encourage you to visit their website at <https://vip.vba.va.gov/portal/VBAH/VBAHome/condopudsearch> prior to showing your client condo possibilities.

3. VA appraisals are ordered directly through the VA's Portal; they will then assign a licensed appraiser from their panel. The lender does not control this process. The appraiser has 10 full business days to complete the appraisal and upload it to the VA Portal.

While there are rare circumstances when another loan program might be a better fit, the VA loan remains the most practical option for those who qualify.

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