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NOVEMBER 2018

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If you are interested in contributing or nominating Realtors for certain stories, please email us at Delilah.Royce@RealProducersmag.com.

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HELLO, REAL PRODUCERS!

▶ publisher's note

We're pleased to bring you the 14th edition of *Tucson Real Producers*. As usual, this magazine is provided for free and is distributed exclusively to the top 500 Realtors in Southern Arizona, as well as some select brokers. If you're receiving this publication, then congratulations – it means you're the “best of the best” and in the top percent of your field.

Thank You:

A GIANT thanks to our partners who make this publication possible. They are the reason we can celebrate you and share your story. We hope you'll reach out and thank our partners and consider giving them a shot on a future deal.

Circle of Influence:

As top performers, it's always important to be aware of our circle of influence. A great guy Joseph Diaz always says that “your circle is your ceiling” – isn't that the truth?!

When you're surrounded by positive and persistent people, opportunities are endless. Their energy, drive, audacity, and vision rubs off on us, inspiring us

to become our best and to envision the more empowered possibilities.

On the contrary, when you're surrounded by the wrong people, opportunities are NOWHERE – the economy is terrible, nobody has money, and the world is a horrible place.

Oftentimes, once we reach the top levels in our offices and areas, it becomes increasingly more difficult to be surrounded by people who are on similar “levels,” chasing similar dreams and holding themselves to similar standards... The problem is that the higher standards we begin to hold ourselves and our organizations to, the higher standards we should be having for our circle of influence...

“You can't soar with the eagles when you're too busy clucking with the chickens.”

That's why *Tucson Real Producers* group was born: to help celebrate, inspire, and connect the top performers in the Southern Arizona real estate industry, and to forge stronger relationships between the people who take the profession seriously.

We hope to see you at our future events and inside our private Facebook group “TucsonRealProducersTop500” connecting with the other high performers in the area.

This Month's Issue:

This month's edition features The Home Team with Vicki Holmes, Sonya Lucero and Connie Campos. Steamy Concepts with Matt Horn mapping out his journey to success. We are celebrating a Rising Star Christina Chesnut who is excelling outside the box. Honoring Our Own Veterans highlights those who have given their all for the freedom we so often take for granted. Tony Ray Baker's downtown article is here to educate you of all the changes that are happening. If you have suggestions of writers or topics you'd love to see featured, please email me at Delilah.Royce@RealProducersmag.com.



Yours in Success,
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▶▶ rising star

christina CHESNUT

By Rod Hugen | Photography by Casey James

"I'm the most disorganized real estate agent ever!" Christina Chesnut laughs, adding, "I don't really do what other people do. I'm not very good at following the rules." She freely admits to being a rebel. "I graduated from high school at 16 and moved out of the house at 17. I guess I was in a hurry." Growing up fast meant working hard just to survive. She bought a salvage title car from a junkyard with \$1,300 borrowed from her dad. She bagged groceries and handed him her paychecks until it was paid off. She waited tables at Pinnacle Peak and worked early mornings at a ranch, although she admits that working the ranch job was more about riding the horses than it was about earning money. All at the same time, she was busy going to school. Not afraid of hard work, she threw herself into doing whatever was required. "Hard work doesn't scare me. You do what you have to do."

Getting pregnant at 19 forced her to re-think her priorities and figure out how to not just care for herself, but a baby as well. It isn't in her nature to shy away from responsibility or to complain about her circumstances. Being a young mom was life-changing and called for more effort and for changing her focus. She went back to school to become a respiratory therapist and found herself having to balance school, work, and motherhood. Those were difficult and tiring times, but you won't

hear her complain. "You do what you have to do," she smiles.

Christina graduated at age 23 and ended up working for University Medical Center in their COPD clinic. It was important and fulfilling work, and she enjoyed helping patients. She cared deeply for the patients she worked with and tried to do what she could to make their lives better. The work was not only rewarding, but it also provided a good salary and much-needed health insurance. As the medical environment changed and there was a massive upheaval in the hospital management, she began to wonder what might come next. Out driving one day, she noticed a picture of a real estate agent on a bus bench and decided that was what she wanted to try her hand at. She laughs and says, "I talked to Mom and Dad about it, and they disagreed about what I should do." She adds, "My dad can sell ice to Eskimos, and he told me to go for it, but it was way too scary for Mom." In the end, she had to decide, and she did.

To pursue real estate, she had to let go of her respiratory license. "It was a very big deal!" she admits. "It wasn't as if I could just go back and renew the license and go back to work if the real estate thing didn't work. I would have had to return to school and be re-examined with no guarantee of success. Mom was right to

be scared." But she walked away from the comfort of a good wage, good benefits, and health insurance to take the plunge into real estate. "I knew if I didn't let go, it would hinder me. If you are going to do something, you need to commit to it completely and focus on it." She adds, "I had no idea if I'd be good at it. I just did it."

It didn't start out easy for Christina. Four months went by without a sale. Her husband, Chris, told her she needed to figure out how to make money, so she started setting up open houses. "I'm like the queen of open houses," she brags. She would collect information from people who showed up but then lose it. "Remember, I'm not very good at organizational stuff," she ruefully acknowledges. Mounting medical bills and the slow start made her wonder about her decision. But she loved selling, and soon people were calling her. "I don't feel like I have a job; I never have to clock in," she laughs. She shares that she once had worked 33 straight days at the hospital because she wanted the money to paint her house. "That was work!" and she realized that it didn't matter how hard she worked; she was limited by the salary constraints of the job. She grins and says, "The great thing about selling real estate is that with hard work, you can give yourself a raise!" Despite the slow start, she sold 19 houses the first year. The second year she sold 33 and is on a pace to blow well past that this year. "And," she smiles, "whenever things get slow, I just hold some open houses."

Christina's husband, Chris, is a general manager who runs several motorcycle dealerships in town, and their blended family includes 19-year-old Chloe, 13-year-old Canaan, 10-year-old Kennedy, two German Shepherd dogs named Kona and Juno, and seven chickens with names like Brownie, Peanut But-



ter, and Sriracha. They also have two lizards named Tom Jerry and Princess Fig. "This is what happens when you let kids name lizards," she laughs. Chris and Christina met while skydiving, and she gave him her phone number. She admits, "I'm really close to my parents, so on our first date we double-dated and went to the movies with them. It was weird." Weird or not, it worked.

Busy as she is, she finds time to go to the gym and work out almost every day. She's competed in three bodybuilding competitions and also participated in an Ironman Triathlon. "I got taken off the course because of time just 11 miles from the finish. Apparently, I'm not very good on a bicycle." Instead of discouraging her, it makes her resolve to try again. The hard work never scares her.

"I'm the most disorganized agent, and I don't do what other agents do. I'm not a very good salesperson." When she says it, she doesn't sound like she's kidding. "I'd rather folks have a great experience and find the right house than buy something that they'll regret." She even rejects the word "selling" and prefers to describe what she does as "matchmaking." "I love it when people find the perfect house." She also recognizes the "social work" side of real estate. When an elderly woman was unable to properly prepare her house for sale, Christina and her family joined forces to clean, paint, do yard work, and even hold a yard sale to help her out. She also loves working with difficult people. "I love grumpy people," she laughs. "I love



Canaan (13), Chris, Christina, and Kennedy (10)

...

the challenge of getting them to smile.” Whether you call it sales or matchmaking or social work, Christina loves it.

If she wasn't doing real estate match-making, she confides that she'd like to apply at Costco. "What's not to like? It's hard work, it's physical work, and you get to wear jeans! It's the perfect job!" she laughs. Mostly she enjoys time with her family and friends. Along with a friend, she recently rented a van and took seven 12-year-old boys, including her son, on a road trip to San Francisco so they could see a former classmate. "It was insane. We made two very important rules for them: They had to take a shower every day, and they had to wear clean socks." She organized the whole trip herself despite being the most unorganized real estate agent ever. "We had a blast." Perhaps she's not as unorganized as she thinks...



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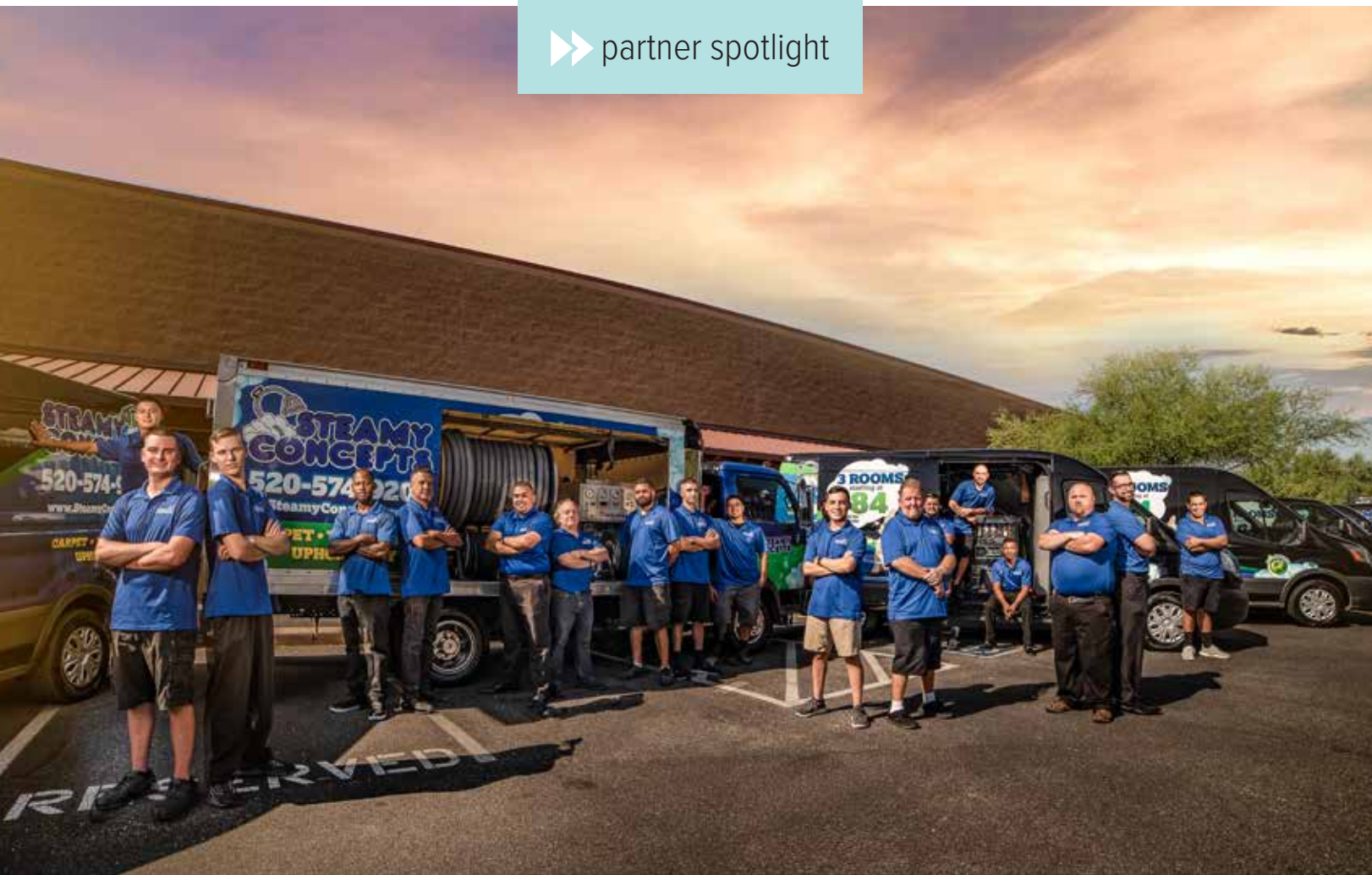
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STEAMY CONCEPTS

By Steve Rivera
Photography by Casey James

Treating Every Customer Like Family!

For years, Matt and Lori Horn spent their days and nights delivering newspapers to Tucson households seven days a week, trying to make a living for their family. But the newspaper delivery business was not good enough for what they wanted in life, so the carpet cleaning business came calling.

“I was very motivated to get into carpet-cleaning,” Matt said, half-jokingly. He learned the trade, got good at it, then branched off.

He was prompted by “wanting to be his own boss,” and Steamy Concepts was born.

Yet, with no financial backing initially, he said they “had to start from the bottom with broke-down equipment.” Matt and Lori added elbow grease and mental wherewithal to make it all happen. And, boy, did they, going from a wife-and-husband team to a business that now has 70 employees

and is in Tucson and Phoenix with plans of perhaps expanding to the West Coast.

Twenty years later, Steamy Concepts is an award-winning company – voted best of **2016, 2017 and 2018** for carpet, tile and grout cleaning, and mold restoration by the *Arizona Daily Star* Reader’s Choice Awards, bringing excellent service to southern Arizona and beyond.

How did you get started in your industry/business?

“I started cleaning floors when I was 17 years old and carpet by age 20. I was really good at it and had an eye for detail. I guess you could say that I knew exactly what the customers wanted, and I was able to deliver.”

What makes you different from others in your same industry?

“We’re always trying to achieve better results. When we clean carpet, it stays cleaner ... longer! Carpets

dry faster, and are soft and fluffy when dry ... not hard and crunchy.”

“Customer service and communication set us apart from most cleaning companies. We actually answer our phones!”

“We believe in long-term relationships and not just a quick buck one time. We place our upfront pricing for most of our services right on our website. A lot of other cleaners use bait-and-switch tactics to get in the door and then trap the consumer with high-pressure sales and scare tactics to build the ticket ... all this while using inferior equipment and aggressive chemicals.”

“We’re not the cheapest cleaner around. But with carpet cleaning, you

always get what you pay for. Cheap-cleaning companies equal cheap results. In fact, we are more expensive in many cases, but the results and long-term benefits are where the real value is.”

What obstacles did you have to overcome to get where you are today?

“Billing and collection of commercial accounts ... finances. We experienced a variety of issues. It might sound funny but we fired almost all our apartment complexes and restaurant (clients). It just came to a point where I had to. I remember there was a Christmas in 1998 or 1999 when we were waiting for \$17,000. They said the check was in the mail, and I’d check and there would only be a \$30 check ... eventually, we got paid but paid too late. Light company, gas company can only wait so long. It was hard. By then, I had started water restoration, and that’s what saved me.”

What makes you passionate about your industry?

“We like to help people. I know it sounds cliché, but it feels good to see our customers happy. Imagine moving into a home just to find that the carpet was the previous occupant’s dog’s toilet. Not everyone has the budget to replace a house full of carpet. That’s where we step in. We have the cleaning expertise to eliminate those contaminants and make the carpet healthy and odor free. Water, fire and mold damage restoration is a whole different animal. I have walked into homes that were literally destroyed by microbursts and wind-driven rain that ripped the entire roof off and rained in the home for hours ... and then I made the space livable again. Not everyone can say that.”

What are a few things you wish Realtors knew about your industry?

“First, we are local! Second, we use a “soap-free” carpet cleaner. Whenever possible, we clean with soap-free Procyon first! All of our cleaning products are green and environmentally friendly.”



Tell us about your family

“Lori and I grew up in Tucson. Our oldest son, Nicholas, is 23 and a graduate of the University of Arizona and is now a Tucson police officer. Nicholas played football for Empire High. Middle child (son) Cameron is 16 years old and plays varsity football at Cienega High. Our youngest is Aubrey, who is 11 and just started middle school in Vail. She is a cheerleader.”

“One of the reasons why we started this company was for our children to have a stable home – that was important. In fact, our family is our biggest accomplishment.”

Tell us about what excites you right now in your business

“Growth! We opened in the Phoenix market in March of 2016, and we’ve been growing like crazy. We have always been lightyears ahead of most of the competition, not only with the quality of work but also with superior customer service, and we are very internet-user friendly, which really sets us apart! We have also recently purchased the newest, most powerful cleaning and restoration equipment, delivering superior results over the competition.”

What specific testimonials do you have from Realtors who use you, if any?

“I’ve been using Steamy Concepts for over five years, and my experiences with them have been nothing short of ‘Extraordinary.’ No matter the job, whether water damage, mold remediation, or a simple carpet cleaning, Steamy Concepts are prompt and do the job with precision. I recommend them to all my clients, family and friends. So, thank you Steamy Concepts, for getting the job

done when it counted the most. I truly value both your services and professionalism.”

Sincerely,

Dion Hawkins REALTOR at Rincon Ventures Inc. Real Estate and Property Management

“As a REALTOR, it’s important to have preferred vendors you trust and are confident to refer to clients, friends and family. Steamy Concepts is one company we’re happy to refer having done business with them for over 15 years. We have used every service Steamy Concepts provides, including carpet and tile cleaning, emergency water extraction, dry out from broken water lines, plumbing backups, A/C condensate lines and leaking roofs. They are dependable, easy to work it and are always on top of the job. Satisfaction Guaranteed – Steamy Concepts stands by their work.”

**Rebecca Schulte
Schulte Real Estate Group
Keller Williams Southern Arizona**

Being a long-time and local business, how do you give back to the community, and what’s important to you about the community?

“We believe that youth sports are essential to molding today’s youth. These activities keep our children in good physical shape while teaching them the value of teamwork, respect, and responsibility.”

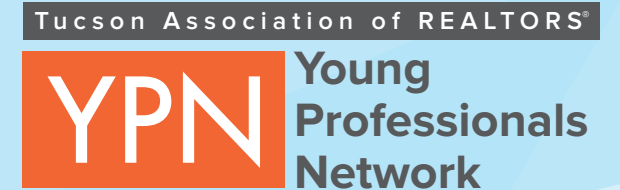
“Steamy Concepts is a proud sponsor for:”

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“We also have a Christmas tradition every year where we collect and donate toys for Toys For Tots. We are a drop-off center, but mostly we set up around town a month before Christmas at a dozen different locations and have live radio remotes to draw in people to donate. Each year we collect enough toys to fill at least one cargo van.”



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Yes, You Can!

Lucas King is all smiles when he races.

For the 11-year-old, it's one of the few times he can let go of his disability and enjoy the thrill of competition and being an athlete. Born with cerebral palsy, Lucas must use a wheelchair to get around. Though he cannot walk or talk, his joy is evident when he races as part of Team Hoyt Arizona.



Team Hoyt Arizona was founded by Lucas's parents, Steve and Denise King. Team Hoyt, a national organization with nine chapters, is a nonprofit assisted-athlete program that pairs special-needs athletes with runners who push them in races.

The Kings founded the local chapter of Team Hoyt Arizona after learning about the legendary father/son team of Dick and Rick Hoyt. The Hoyts have raced in more than 30 Boston Marathons as well as a host of other events, including six Ironman triathlons.

Born in 1962, Rick Hoyt experienced oxygen deprivation at birth, leading to spastic quadriplegia and cerebral palsy. When Rick was 15, he told his father he wanted to participate in a benefit run for a classmate. Though he'd never competed in a running event, Dick agreed to push Rick in the race in his wheelchair. The pair finished second to last. After the race, Rick told his father, "When I'm running, it feels like I'm not handicapped." That was the beginning of Team Hoyt.

As the Kings searched for ways to include Lucas in sports, they discovered that he loved running. When Steve would put Lucas in his stroller and go for a run, Lucas laughed whenever they hit bumps. In 2010, the Kings decided to enter the Susan B. Komen Race for the Cure.

"Lucas loved it," Steve said. "The wind, the bumps, the sun. Just the sensory things he hadn't been able to experience. We got to be outside and to complete the race as a family."

The Kings reached out to Team Hoyt and soon decided to start a chapter to serve Southern Arizona. "We want to share the passion and joy of competition with any person with a physical and or cognitive disability," Denise said. Being part of the Team Hoyt Arizona community has made a huge difference in the lives of disabled athletes and their families. Jenny Hall, the mother of a child with disabilities, said, "I have spent the better portion of Rylan's life trying to find activities he can participate in. Being nonverbal and quadriplegic, our choices were limited."

Hall said finding Team Hoyt not only gave Rylan an opportunity to compete as an athlete, it helped him blossom. "His social skills have grown leaps and bounds, and the way he lights up when I put him in the chair to go for a run lets me know I found exactly what he needed," she said.

Tom Heath, a board member of Team Hoyt, reached out to Hall and offered a matching sponsorship to get Rylan his own chair. "I was beyond humbled," Hall said. "Thanks to his generosity, we were able to complete our first half marathon in his new wheels. Words cannot describe how honored we are to represent The Heath Team Nova Home loans when we run."

Looking ahead, Team Hoyt Arizona has several ambitious goals, including increased participation in races, adding more races to the racing calendar as well as raising awareness of the need for inclusion.

The organization continually fundraises to purchase specialized chairs so that more assisted athletes can compete in events. Each chair cost upwards of \$4,000, due to the special cushioning, reinforced frames, shock absorbers and other features necessary to keep the athletes comfortable and safe. Team Hoyt Arizona has chairs to accommodate different ages, from small children up to adults.

On November 9, Team Hoyt Arizona is hosting a fundraising event here in Tucson. Dick Hoyt, who travels around the country as a motivational speaker, will be the keynote speaker.

"We're building a positive, inclusive community," said Denise. "Team Hoyt Arizona welcomes everyone."



Steve King pushing his son, Lucas. Running with them is David Clarke.

Downtown ▶▶ a closer look!

MENLO PARK

By Tony Ray Baker

DISTRICT



Mercado homes

For many of us, Menlo Park was a big part of our childhood. I remember going with my dad to Pat's Chili Dogs about once a month, basically whenever he got that craving. We would order a couple of their hot chili dogs (the hot was really hot back then) and a basket of those greasy fries. We would sit in his El Camino and "burn our lips off," as he would say. It was soooo tasty good.

"A" Mountain, the icon of Menlo Park, was also a big part of our lives, as it stood proudly over the city for everyone to see. It has an amazing history and fun stories. For example, at the base of the mountain, the land was very fertile and so it was used for

agriculture from circa 2000 BCE until the 1930s. In the 1690s Father Kino established the Mission San Xavier del Bac nearby. The mountain was used to post sentinels at the peak to watch for raiding Apache Indians. Oh, and it is made up of layers of volcanic rock, but is not a volcano.

Sometimes, Dad and I would I hike up into the crater at the base of the mountain hunting for meteor remnants. Although the crater was probably created from a volcanic explosion millions of years ago, Dad and I thought it was a meteor, and that certainly made it more fun. I think its blocked off today for safety purposes.



New home in Menlo Park



Mercado Bike Share



Mercado Market



Menlo Park homes



MSA Annex

Every year on the Fourth of July, we would take Dad's El Camino and park somewhere near the base of "A" mountain. We would bring fried chicken, Mom's homemade potato salad and a cooler full of drinks. No matter what time the fireworks started, many Tucson residents, including us, would arrive in the late afternoon to enjoy a picnic, all the people and the show to come. We would always run into friends ... which was really the best part. It was a place where the community came together every year, and we all knew that we'd be sitting in bottlenecked traffic for a long time trying to get home after the show. But it was worth it.

Menlo Park disappeared at some point. I can't really put my finger on when, it just did - figuratively, of course. As Tucson grew and experienced more and more urban sprawl, Menlo was

not the center of attention it had once been. New firework shows opened at the high-end resorts and in an upcoming city called Marana. "A" Mountain (Sentinal Park) started deteriorating. The neighborhoods became more and more run down. Housing prices seemed to be stuck. You could buy a cute bungalow for \$80,000 to \$100,000. Oh, how I wish I had.

Flash forward to the rise of the Mercado District. It opened in 2010 as the first public market in Tucson, AZ, just a hop, skip and a jump from downtown. It was right ahead of the streetcar, which hit the rails running in July of 2014.

Those same cute bungalows today can be purchased today for \$200,000-plus, and if they have been remodeled, you can get one for about \$350,000. According to REALTOR.com, in April

of 2016 the median housing price in Menlo Park was \$133,000, and in April of 2018 the median housing price was \$247,400. "Days on market" in April of 2016 were over 80, and in April of 2018 they were only 41. Indicators predict that Menlo Park home values will continue to increase about 10.2 percent next year as compared to other Tucson home values at only 6.5 percent.

In 2011, a new home with 1,780 square feet closed in the Mercado district for \$320,100. Today, a new home similar in size is going to set you back a cool \$700,000. That's just the starter price, of course. Several homes in the Mercado are well over \$1 million.

As you can see, the Mercado district and the Streetcar were definitely the game-changers. I encourage you to head over to the Mercado and see what's happening. Take the streetcar for a ride or jump on a bike. Whatever you do, I'm sure you'll find lots of fun and excitement. Call me, Tony Ray, if you have any questions.

HONORING

Our Own

A Unique Perspective!



Corey Denten
CXT Realty
Air Force, 12 years

What was your proudest moment as a member of the military?

The proudest moment of my Air Force career would have to be my deployment to Afghanistan. On this deployment, my team and I set up operations for Air Force operations at our deployed location. I also served as shift lead in charge of 27 personnel in five different shops, ensuring that all aspects of munitions activities were completed. This was my first opportunity to run a large portion of the day-to-day munitions operations, and we completed the deployment without ever breaking a line for the aircraft we supported.

What is one thing that agents should expect or know about when working with military clients?

When working with military members, it's always important to understand time is even more of a factor for transferring military members, as they are not given much time to find their new home before transferring. So in order to accomplish this, find a great VA lender, inspectors familiar with VA property requirements, and lastly keep a list of contractors handy to help with any repairs.

How did your career in the military prepare you for your career in real estate?

My military career has prepared me a number of ways to be successful in real estate. The Air Force Core Values state integrity first (this allows me to be open and honest with all of my clients), service before self (I interpret this to be ensuring that I can go the extra mile for my clients, as well as being an excellent member of my team), lastly, excellence in all we do (put everything I have into the task at hand and guarantee the best result). There are also a number of qualities the military has instilled in me that help as a real estate agent, those being attention to detail, time management, and confidence. I would not be the man I am today without my service to this great nation of ours.

Define success.

Success is never running out of goals to achieve or the desire to chase them.

Do you have a favorite quote?

"Believe you can, and you're halfway there." – Theodore Roosevelt

This quote means to me that the first battle to overcome is against yourself to gather the courage to begin and to know

that failure isn't the end but one of the necessary steps to achieve your goal.



Ray Alston
Cobb Realty
U.S. Air Force, 22-plus years

Please tell us what you are most proud of regarding your military service and any other interesting facts about your story.

Living in different countries and experiencing different cultures. Being able to promote a positive image of our country to others.

What made you decide to pursue a career in real estate?

A great friend and owner of Cobb Realty asked me if I wanted to be part of a special team involved in helping our Air Force family and others buy and sell homes. I jumped at the chance.

Tell us about your real estate business. What are your most important successes?

My business revolves around great customer service and listening to my clients' needs and requirements. My most important successes are always when a transaction is completed and all parties are happy, not just my client but the other agent's clients also. We should, as agents, work as a team

to get positive results for both sides of a transaction.

How did your military service prepare you for a career in real estate and/or how has being a veteran impacted your civilian life and real estate career?

Being a First Sergeant in the Air Force responsible for the welfare of anywhere from 100-700 people depending on the size of my squadron prepared me for taking care of my clients in real estate. Being involved with counseling on personal matters, financial matters, as well as housing and much more in that position translated perfectly into helping clients in real estate realize their dream of home ownership and selling.

Please tell us anything else related to being a veteran and a real estate agent that you would like to share with our Real Producers community.

Being a veteran and Realtor gives us the unique perspective of being able to relate to people from a lot of different backgrounds.

Define success.

Success is being happy in your space and helping others do the same.

Do you have a favorite quote?

Always give more than you take, and bring someone else along for the ride.



Marco Flores
M.C. Legacy Real Estate
United States Air Force,
eight years

Please tell us what you are most proud of regarding your military service and any other interesting facts about your story.

Waking up every day knowing that I was making a difference is what I was the proudest of. One of the best moments in my career was when I received a call from my supervisor on a Monday morning (after working an overnight shift) to ask if I was willing to deploy to an unknown location

within a week for a six-month tour. Without hesitation, I drove back to base to begin out-processing and I was on a plane by Friday. Things can move very rapidly in the military, which means you always have to be ready. The Air Force truly helped shape who I am today.

What made you decide to pursue a career in real estate?

My dad is a contractor in Los Angeles, so, naturally, I grew up working with him on several home projects. In doing so, I have learned various skills that have helped me become a more knowledgeable Realtor and homeowner. The best part about working on all of those home projects with my dad was meeting the homeowners. They showed such love and appreciation for their homes. I knew I would eventually want to be a part of that joy. I found that being a Realtor is by far the best way to help people find that joy of homeownership.

Tell us about your real estate business. What are your most important successes?

My real estate business is based on two aspects: personal growth and the customer service I provide to my clients. In order to be the real estate expert that my clients can rely on for years to come, I have to constantly learn and stay current with real estate laws, news, and trends. Then I take what I've learned and put it into action to ensure my clients have the best experience possible when buying or selling real estate. My most important successes have been the high repeat and referral business I receive from my clients.

How did your military service prepare you for a career in real estate and/or how has being a veteran impacted your civilian life and real estate career?

My military service did not just prepare me for a career in real estate.

It prepared me for life. The Air Force taught me to live by three very important core values and to take care of my overall health. The Air Force core values are integrity first, service before self, and excellence in all that we do. Living life by these core values makes it easy to be good and do good every day. Taking care of my physical, emotional, spiritual, intellectual and social health are fundamental in being the best version of myself so I can best help those around me.

Please tell us anything else related to being a veteran and a real estate agent that you would like to share with our Real Producers community.

Veterans know what it means to put others before themselves. That is an undeniable trait that you will find in any Veteran. Also, the best person to help a family relocate is someone who has moved several times. As a Veteran, I can tell you that I have personally moved too many times.

Define success.

Success is waking up every day and feeling happy and thankful for the people in my life, for the freedoms I enjoy in this beautiful country of ours, and for the ability to find balance in life. Finding a true balance between time spent doing business and time spent with those I care about is the ultimate goal.

Do you have a favorite quote?

"Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world." By Desmond Tutu.



Drew Smith
Keller Williams, The Apex Team
Air Force, eight years

Please tell us what you are most proud of regarding your military service and any other interesting facts about your story.

Eight years, four deployments, over 30 countries visited. One-thousand-five-hundred flying hours. Countless friendships. What I enjoyed the most was being able to pursue the career path that I wanted and achieving those goals. The experiences gained have definitely influenced and shaped me into who I am today, and they happened at the right times in my life.

What made you decide to pursue a career in real estate?

Pursuing real estate initially came from my desire for investing. Ben Riehle, one of my best friends and founder of the APEX team, opened the door for me and provided insight into the industry at a time when I was seeking a new challenge. I saw an opportunity to combine the variety of a sales professional with my passion for helping other military members and really create my own niche. Real estate investing has always been extremely fascinating, and the military is my background. For me when I saw the opportunity to combine the two, I saw an opportunity to create a fulfilling, challenging, and new business venture.

Tell us about your real estate business. What are your most important successes?

My goal is all about becoming a trusted resource for Veterans on all things real estate. Any time my phone rings or I get a text and it's, "Hey, this is Airman Jones, Captain Johnson told me you're the guy I need to talk to" – that right there for me is what's it's all about. There's nothing more fulfilling in my business than that call or text.

Accomplishment: Creating a reputation-driven referral business within six months of being in business.

How did your military service prepare you for a career in real estate and/or how has being a veteran impacted your

civilian life and real estate career?

Being a veteran has influenced everything I do. It helped me tremendously with organization and honesty with gratitude as well. It definitely set me up with a solid perspective of the first-time home buyer as well as having to immediately sell out of nowhere. When things get tough I'm reminded it is only real estate – nobody's going to die. We're in Tucson, not Afghanistan or in an aircraft.

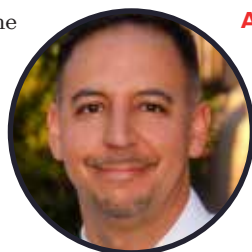
Please tell us anything else related to being a veteran and a real estate agent that you would like to share with our Real Producers community.

Over 70 percent of my business is with VA-eligible clients. We plan to increase our giving towards the military. My business plan, marketing, and even my staff are tailored to serving those who serve us.

Success is not where you find your identity, fulfillment or salvation. Success is simply casting a vision and progressing towards achievement without sacrificing your values and ethics.

Do you have a favorite quote?

"He or she who's willing to be the most uncomfortable is not only the bravest but rises the fastest." – Dr. Brene Brown



Armando Tavares
Long Realty
Marines, 20 years

Please tell us what you are most proud of regarding your military service and any other interesting facts about your story.

I was meritoriously promoted to Corporal (E-4), honor graduate of Sergeant's Course class, served on Recruiting Duty, eventually promoted to rank of Master Sergeant (E-8), deployed to Operation Restore Hope (Somalia 92-93) and Operation Iraqi Freedom (2003).

What made you decide to pursue a career in real estate?

I really enjoy helping people, and I love being my own boss.

Tell us about your real estate business. What are your most important successes?

My specialty is residential real estate. I was named Rising Star of the year 2011 for my branch (Long Realty/Central), I've been in business for eight years, I average three sales/month, and 85 percent of all business comes by way of referral!

How did your military service prepare you for a career in real estate and/or how has being a veteran impacted your civilian life and real estate career?

My time in the Marines taught me discipline, self-reliance and versatility. My time on Recruiting Duty gave me very practical sales skills. Most importantly, my military service gave me the confidence to tackle pretty much anything I set out to accomplish.

Please tell us anything else related to being a veteran and a real estate agent that you would like to share with our Real Producers community.

Serving in the Marine Corps gave me a great appreciation for our country and everything it stands for. As a Realtor I feel that I help build better, stronger communities, one household at a time. A great country/nation is built one community at a time! So, in a way, my work continues to be in service to our amazing nation! At least that's what I tell myself.

Define success.

Providing a better life for my family than what I had growing up.

Do you have a favorite quote?

"Imagine what our real neighborhoods would be like if each of us offered, as a matter of course, just one kind word to another person." – Fred Rogers



Scott Tompkins
Arizona Eagle Realty
Army, 11 and a half years

How long were you in the service and which branch?

Four years at West Point, plus about 11 and a half years as an Army officer.

Please tell us what you are most proud of regarding your military service and any other interesting facts about your story.

My deployment to Iraq was the most challenging and formative period of my life. Every day I am grateful for indoor plumbing, air conditioning, and good coffee.

What made you decide to pursue a career in real estate?

I've always been interested in real estate, and I finally realized that a career as a REALTOR® was the perfect opportunity to blend my passion for teaching, customer service, and analytics. I can't think of anything I'd rather be doing.

Tell us about your real estate business. What are your most important successes?

I'm fairly new to this business, so I'm most proud of the network of folks I'm privileged to have on my side — my outstanding broker (Cheryl Terpening at Arizona Eagle Realty), lenders, title and escrow officers, and other great real estate agents. Every day I get to learn and grow as an agent is a success!

How did your military service prepare you for a career in real estate and/or how has being a veteran impacted your civilian life and real estate career?

In the Army, leaders always talk about taking care of soldiers. The best part about being a REALTOR® is taking care of clients — educating them, being there to guide them through the home-buying and selling process, and protecting their interests.

Please tell us anything else related to being a veteran and a real estate agent that you would like to share with our Real Producers community.

Veterans know about sacrifice and about placing others' needs first. If you're my client, we're a team, and your needs come first.

Define success.

Helping clients achieve their goals.

Do you have a favorite quote?

"We are what we routinely do. Excellence, then, is not an act but a habit." – Aristotle



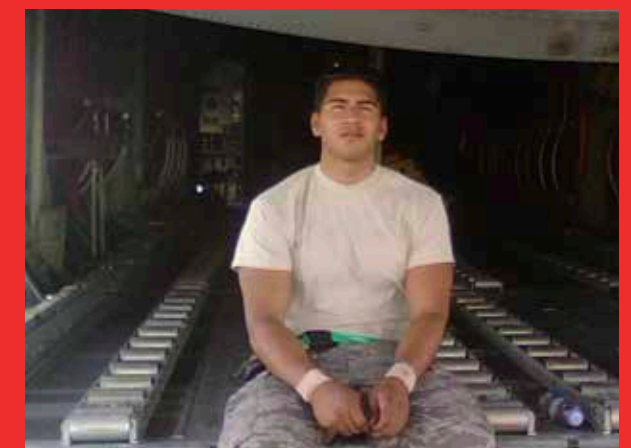
Armando Tavares



Corey Denton



Scott Tompkins



Marco Flores



Drew Smith



your » featuring
HOME
Vicki Holmes Team **team**

Kylea Bitoka | Photography by Joey Ambrose

“One... Two... Three...” Vicki Holmes counted the telephone poles as they slowly drove down the back road. “My associate and I were going out to an extremely rural area of Tucson/Pima County. None of the roads had signs. One of the roads was barely big enough for one car. We had to follow a satellite map and count houses and telephone poles to find the property.” Not only did Vicki find the property, she listed it. Selling a house in a remote location can be difficult, but that did not stop Vicki. “Taking a challenge – taking a risk – you do what you have to do.” Vicki truly is a REALTOR® that will go above and beyond to find her clients the perfect house or the right offer. Equipped with a good sense of humor, calm nature, and keen negotiation skills, it’s not surprising that she’s been named one of the “100 Most Influential Real Estate Agents in Arizona.” While her many awards and recognition for sales performance are impressive, what’s really intriguing is her story. Vicki learned the skills needed to be a successful REALTOR® and team leader long before she ever considered real estate as a career choice.

Let’s rewind to a 100-acre farm in Ohio – a young Vicki drives the tractor through the hayfields while her brothers load the hay wagon. “I am number three out of 10 kids and the oldest girl. Growing up on a farm with nine siblings, I quickly learned the value, joy, and necessity of working with people.” While she perfected her negotiation skills with her brother and sisters, she learned competitiveness and resourcefulness from 4-H. Vicki’s family has a long history of involvement in 4-H all the way back to her grandparents, who were 4-H leaders. You can hear the joy in Vicki’s voice as she reminisces about her time on

the farm, from participating in county fairs to playing kickball and baseball in the backyard with her siblings. “I learned from the examples of my grandmother and mother. They taught me the value of hard work and patience. It was not easy for my mom raising 10 kids.”

At the age of 20, Vicki got her first job in sales, selling cars. “In Ohio, it snows. I wanted to be inside in the winter instead of outside on the lot, so I transitioned into financing and insurance. After that, I worked for an airline travel career school. I worked my way up to district manager and was in charge of hiring and training sales representatives.” The warm weather and beautiful mountains lured Vicki out to Tucson. Once she was here, there was no going back to the cold, snowy winters. Tucson became Vicki’s new home, she met her husband, Randy, and had her son, Cory. Cory is now 22 and studying engineering at the University of Arizona. Vicki admits it was challenging raising a family so far from her own family, but every year they go back to Ohio to visit. This year their annual visit was extra special. “My great-grandparents came from Finland through Ellis Island and settled in Ohio. One hundred years ago they bought a farm, and that farm is still in the family. We got to celebrate the 100th anniversary with a family reunion on the farm.”

As far as Vicki’s transition into real estate, it came quite naturally. She had spent the last 20 years in copy-machine sales. In fact, Vicki’s proficiency in sales earned her a promotion to sales manager responsible for hiring and training sales representatives. In addition, Vicki had become familiar with real estate through personal

...



Vicki, Sonya Lucero and Connie Campos

experience. "Randy and I had built a house from scratch. We had a couple of investment properties. We had sold a few houses on our own and managed a few rentals. We were involved in a lot of aspects of real estate; I just didn't have my real estate license. So, I was excited to get that."

Once Vicki had her license, it didn't take long for her business to grow. "I had a lot of listings and needed help with showings, paperwork, and transaction management." Sonya Lucero joined Vicki in 2009. A few years later Connie Campos joined, and the most recent team member is Lisa Jones. "I am so grateful for my team; it's been such a joy to work with them and watch them grow." Experienced and knowledgeable, the Vicki Holmes team is ready to take on any listing or help buyers find their dream home. Whether you work with Vicki or one of her talented team members, you can rest assured you'll get the best service and expertise needed to complete the transaction. "Each member is skilled in all aspects of the business. We specialize in the Tanque Verde Valley, and with our team diversification we cover all areas in Tucson."

When it's time to unwind from the fast-paced world of real estate, Vicki retreats to her studio to paint or create ceramics. "I love to paint and make pottery. I started with painting, and then I wanted other surfaces to paint on, so I got involved with ceramics. I've set up a studio at my house complete with a kiln so I can pour my own pieces. Then I hand-paint and airbrush desert or ocean scenes on the pottery. It's a great way to relax."

For Vicki, achieving success in real estate is not complicated. Her advice: "The key is to work hard; like anything in life, you get out of it what you put into it. Most importantly, enjoy the journey." Thirteen years later, Vicki is still enjoying the journey. "I am still passionate about what I do, from researching properties to negotiating the best price and celebrating closing. Each house is its own journey, and I love to travel!"

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ROC #264596

Jan Brenneman of FixMyAC is a lifesaver! My AC died a few years ago on the Fourth of July and Jan repaired it the same day in the hot Tucson sun! He is known for being a honest and reliable HVAC expert who would never condemn a system that could be repaired! Because of that, when my AC became unrepairable a year later, of course I turned to Jan to replace the whole system – and he did so quickly and efficiently! We now use him in all our real estate business dealings. My recommendation of Jan Brenneman is of the HIGHEST!

Tom Ebenhack, REALTOR, Long Realty Company

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TOP 100 STANDINGS

By Volume | Teams And Individuals Closed Date From January 1-September 31, 2018

Rank	Name	Sides	Volume	Average
1	Marsee Wilhems (16298) of eXp Realty (495201)	297.0	67,830,296	228,385
2	Kyle Mokhtarian (17381) of Realty Executives Tucson Elite (498305)	324.5	61,411,195	189,249
3	Kaukaha S Watanabe (22275) of eXp Realty (495203) and 1 prior	222.5	44,642,208	200,639
4	Michael D Rhodes (19668) of Realty Executives Tucson Elite (498307)	228.0	43,391,265	190,313
5	Danny A Roth (6204) of Keller Williams Southern Arizona (478306)	155.5	42,573,781	273,786
6	Janell E Jellison (4774) of Long Realty Company (16706)	72.0	38,687,915	537,332
7	Laura Sayers (13644) of Long Realty Company (16717)	92.0	31,543,949	342,869
8	Denice Osbourne (10387) of Long Realty Company (16707)	70.0	27,904,621	398,637
9	Russell P Long (1193) of Long Realty Company (298)	44.5	27,881,878	626,559
10	Brenda O'Brien (11918) of Long Realty Company (16717)	56.5	27,434,687	485,570
11	Robin Sue Kaiserman (4368) of Long Realty Company (16706)	26.5	26,919,100	1,015,815
12	Don Vallee (13267) of Long Realty Company (298)	88.0	26,227,843	298,044
13	Peter Deluca (9105) of Long Realty Company (298)	78.0	25,959,828	332,818
14	Laurie Lundeen (1420134) of Coldwell Banker Residential Br (70204)	121.0	24,544,950	202,851
15	Sandra M Northcutt (18950) of Long Realty Company (16727)	79.5	24,148,673	303,757
16	Laurie Hassey (11711) of Long Realty Company (16731)	70.0	22,705,615	324,366
17	Curt Stinson (4808) of Realty Executives Tucson Elite (498302) and 1 prior office	109.5	21,536,900	196,684
18	Don Hatcher (31480) of MTH Realty LLC (5383)	68.0	21,488,908	316,013
19	Lisa M Bayless (22524) of Long Realty Company (16717)	57.0	19,964,043	350,246
20	Alfred R LaPeter (32582) of Long Realty Company (16717)	40.0	18,225,455	455,636
21	Anthony Boatner (16214) of Keller Williams Southern Arizona (478306)	95.0	18,001,755	189,492
22	Joshua Waggoner (14045) of Long Realty Company (16706)	16.0	17,732,000	1,108,250
23	Jarrett W Reidhead (14745) of Tucson Integrity Realty (4438)	29.0	17,416,740	600,577
24	Aaron Wilson (17450) of Keller Williams Southern Arizona (4783)	80.0	16,931,025	211,638
25	Traci D. Jones (17762) of Keller Williams Southern Arizona (478302)	66.5	16,723,544	251,482
26	Jennifer Phillips (16201) of Realty Executives Tucson Elite (4983)	71.0	16,383,100	230,748
27	Jose Campillo (32992) of Tierra Antigua Realty (2866)	101.5	16,307,424	160,664
28	Anjela K Salyer (30415) of Mattamy Homes (5799)	42.0	16,162,486	384,821
29	Shawn M Polston (20189) of Keller Williams Southern Arizona (478306)	105.5	15,602,937	147,895
30	Nicole Jessica Churchill (28164) of eXp Realty (4952) and 1 prior office	66.0	15,507,416	234,961
31	Spirit Messingham (22794) of Tierra Antigua Realty (2866)	54.0	15,487,400	286,804
32	Denise Newton (7833) of Realty Executives Tucson Elite (498306)	47	15,421,650	328,120
33	Ronnie G Spece (19664) of At Home Tucson Realty (4637)	67	15,078,599	225,054
34	Jerri Szach (6050) of Long Realty Company (16706)	43.5	14,945,747	343,580

Rank	Name	Sides	Volume	Average
35	Tom Ebenhack (26304) of Long Realty Company (16706)	52	14,293,915	274,883
36	Taylor Mize (36294) of PCD Realty LLC (4826)	46	14,241,650	309,601
37	Madeline E Friedman (1735) of Long Realty Company (16719)	35	13,949,250	398,550
38	Angela Tennison (15175) of Long Realty Company (16719)	38	13,897,500	365,724
39	Susan Denis (14572) of Habitation Realty (4119)	37.5	13,824,841	368,662
40	Michael Shiner (26232) of CXT Realty (5755)	59.5	13,777,448	231,554
41	Ann K Gavlick (27887) of Tierra Antigua Realty (286601)	44.5	13,336,350	299,693
42	Ricardo B Aranda (30899) of eXp Realty (495201) and 1 prior office	70	13,307,972	190,114
43	Eddie Watters (31442) of Realty Executives Tucson Elite (4983)	66	13,265,749	200,996
44	Peter R Oosterhuis (32811) of Dove Mountain Realty, LLC (5156)	9	13,261,512	1,473,501
45	Tim Rehrmann (25385) of eXp Realty (4952) and 1 prior office	51.5	13,218,171	256,664
46	Jeffrey M Ell (19955) of Keller Williams Southern Arizona (478312)	43	12,977,858	301,811
47	Rob Lamb (1572) of Long Realty Company (16725)	25	12,812,900	512,516
48	Anthony D Schaefer (31073) of Long Realty Company (298)	47.5	12,758,537	268,601
49	Corissa Y Miller (22532) of Tucson's TLC Realty (3939)	56	12,657,752	226,031
50	Victoria R McGullam (31547) of eXp Realty (495203) and 1 prior office	65.5	12,467,590	190,345

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TOP 100 STANDINGS

By Volume | Teams And Individuals Closed Date From January 1-September 31, 2018

Rank	Name	Sides	Volume	Average
51	Patricia Sable (27022) of Long Realty Company (16706)	26.5	12,396,349	467,787
52	John E Billings (17459) of Long Realty Company (16717)	43	12,343,000	287,047
53	Judy L Smedes (8843) of Long Realty Company (16706)	25	12,317,773	492,711
54	Michelle Bakarich (20785) of Homesmart Advantage Group (516901)	49	12,300,950	251,040
55	Carolyn Ann Fox (1420840) of Coldwell Banker Residential Br (70204)	63	11,463,924	181,967
56	Nestor M Davila (17982) of Tierra Antigua Realty (286606)	64.5	11,385,750	176,523
57	Vicki L Holmes (19184) of Long Realty Company (16719)	47.5	11,375,200	239,478
58	Kelly Garcia (18671) of Keller Williams Southern Arizona (4783)	46.5	11,298,099	242,970
59	Layne Lundeen (31434) of Long Realty Company (16731) and 1 prior office	31	11,251,555	362,953
60	Kristin Gloria Penrod (33258) of Redfin Corporation (477801)	35.5	11,224,363	316,179
61	Glenn Michael Nowacki (35737) of Cobb Realty LLC (4563)	47.5	11,198,455	235,757
62	Sofia Gil (1420209) of Realty Executives Tucson Elite (4983) and 1 prior office	56	11,168,900	199,445
63	Alicia Girard (31626) of Long Realty Company (16717)	38	11,101,269	292,139
64	Marta Harvey (11916) of Russ Lyon Sotheby's International Realty (472203)	26	11,022,825	423,955
65	Jason K Foster (9230) of Keller Williams Southern Arizona (478302)	28	10,868,139	388,148
66	Kevin McAndrews (25461) of KLB Equity Brokers (5700)	46	10,833,700	235,515
67	Robert H Brakey Campos (19337) of Roca Realty (4688)	65	10,742,550	165,270
68	Roni Benge-Adamson (8355) of Keller Williams Southern Arizona (4783)	34.5	10,704,746	310,282
69	Pam Treece (13186) of Long Realty Company (16717)	33	10,700,950	324,271
70	Patty Howard (5346) of Long Realty Company (16706)	24	10,655,681	443,987
71	Tony Ray Baker (5103) of Tierra Antigua Realty (286606)	37.5	10,638,750	283,700
72	Angela M Kuzma (28301) of Keller Williams Southern Arizona (478310)	49.5	10,577,840	213,694
73	Kathy Westerburg (1420955) of Tierra Antigua Realty (286610)	35.5	10,564,300	297,586
74	Gerald L Hause (30852) of Long Realty Company (16728)	28	10,484,500	374,446
75	Tracy Wood (36252) of Russ Lyon Sotheby's International Realty (472203)	40	10,439,450	260,986
76	Karen A Baughman (20321) of Coldwell Banker Residential Brokerage (70202)	46	10,271,348	223,290
77	Maria R Anemone (5134) of Long Realty Company (16717)	22	10,189,200	463,145
78	Alan Murdock (13942) of Realty Executives Tucson Elite (498305)	48	10,164,943	211,770
79	Susanne Grogan (17201) of Russ Lyon Sotheby's International	9	9,977,700	1,108,633
80	Sally Ann Robling (1420161) of Realty Executives Tucson Elite (498304)	60	9,962,360	166,039
81	Timothy R Hagyard (32545) of Long Realty Company (16707)	32	9,959,900	311,247
82	Gary B Roberts (6358) of Long Realty Company (16707)	38.5	9,932,470	257,986
83	Jill M Jones (7585) of Lennar Sales Corp. (1281)	27	9,836,980	364,333
84	Craig A Tucker (27599) of Maracay Realty, LLC (4708)	23	9,743,667	423,638

Rank	Name	Sides	Volume	Average
85	Heidi M Baldwin (4228) of Long Realty Company (16706)	20	9,710,930	485,546
86	Sue Brooks (25916) of Long Realty Company (16706)	30.5	9,704,827	318,191
87	John LaRocca (26586) of Long Realty Company (298)	8.5	9,697,850	1,140,924
88	Vincent R Yackanin (2249) of Long Realty Company (298)	30	9,697,350	323,245
89	Michele O'Brien (14021) of Long Realty Company (16717)	27	9,684,730	358,694
90	James Servoss (15515) of Keller Williams Southern Arizona	51.5	9,637,935	187,144
91	Bob Norris (14601) of Long Realty Company (16707)	37.5	9,629,470	256,786
92	Becca Riccardi (29910) of Tierra Antigua Realty (286603)	44.5	9,584,850	215,390
93	Jim Storey (27624) of Tierra Antigua Realty, LLC (286607)	34.5	9,484,890	274,924
94	Kristy E Johnson (22342) of Long Realty Company (16728)	25	9,400,975	376,039
95	Lynn Slaten (14783) of Long Realty Company (16728)	25	9,400,975	376,039
96	McKenna St. Onge (31758) of Long Realty Company (16706)	19	9,397,600	494,611
97	Mary G Dorais (5988) of Long Realty Company (16706)	23.5	9,384,300	399,332
98	Steven W Inouye (22297) of Long Realty Company (16706)	32.5	9,347,550	287,617
99	Jenna D Loving (18375) of Russ Lyon Sotheby's International Realty	28	9,302,300	332,225
100	Charles A Loschiavo (31557) of Keller Williams Southern Arizona	17.5	9,299,750	531,414

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