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Photo Essay

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Source: CoreLogic Marketrac Report for 2016, published in January 2017.

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# MISSION, VISION, VALUE



▶ publisher’s note

By Mitch Felix

### VISION

To become the go-to magazine for the Real Estate Industry in the Silicon Valley. For Partners to get great value from advertising with us because SVRP is a useful and necessary tool for their business. To attract businesses to us because of the platform’s reputation and who we are being.

### VALUE

To work together and succeed together we must have clarity, openness, honesty, understanding, and kindness. No matter what we are doing we ask, “How can we spread good vibrations?” Whether working directly with an interviewee, a Partner, or an agent, we want it to be a positive experience.

This month I wanted to share the essence of our business; our mission, vision and value statements.

### MISSION

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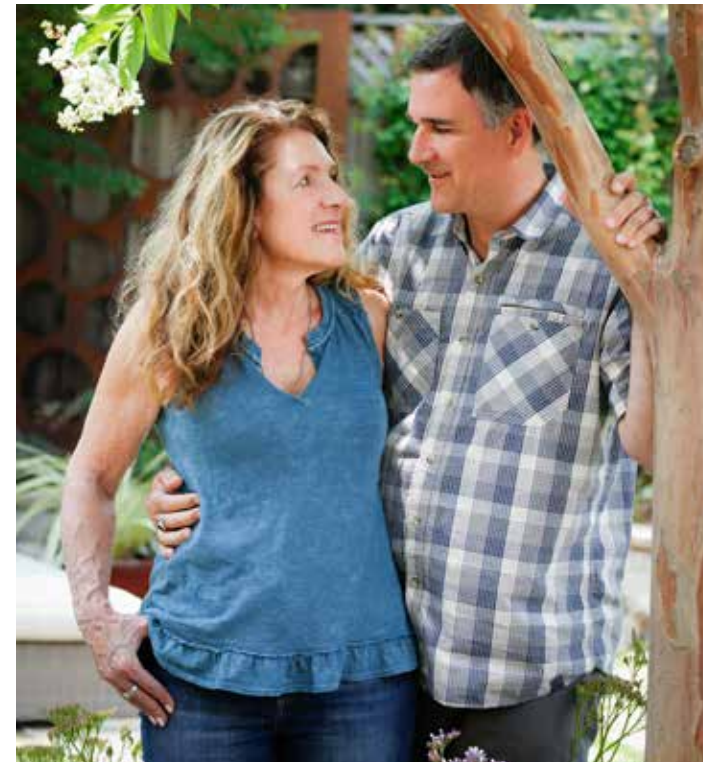
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# NATURAL BRIDGES LANDSCAPING

DAVID AND SHESTA ROSS

## Harmonizing with the Natural World

*Building on their connection to the natural world, David and Shesta Ross provide a service that goes far beyond basic landscaping. They intend to bring the elements of nature into the everyday life of their customers. “The concept is that landscaping forms a bridge to nature,” David explains. “When you are outside and in a beautiful space you are experiencing nature. It has plants, the moon, the sky. That’s the bridge.”*

Outdoor spaces designed with intent and purpose improve quality of life. With this in mind, David and Shesta aren’t just out to build outdoor spaces; they are out to change people’s lives for the better. “Our goal in landscaping is to create a transformation in the lives of the people we are working with.”

### Harmonizing with the Natural World

David Ross spent his childhood growing up in Korea and Japan

before his family settled back in the United States. “I have experience with the sacred way that they look at relationships between a river, a mountain, the boulders, the trees, the temples.”

All these years later, David continues to work with the principals he was introduced to as a young man, focusing on right relationship and a balanced approach between nature, architecture, and landscaping. “You can greatly enhance the beauty of the house with landscaping so it forms an integrated entity,” David explains.

David is also a musician; he’s played the piano since he was eight years old and continues to volunteer his time to play music at Kaiser Permanente Santa Clara. To him, music and nature are one. “The music I play comes out of my relationship with nature,” David says. “A well-designed landscape has a lot of the same things that a symphony does. High points, low points, merging textures, colors. Landscape design can be approached with a musical sensibility.” Shesta is also an artist, spending much of

“A lot of the houses on the market need to be modernized. There’s nothing wrong with the landscapes, but they don’t speak to the new owners’ values,” Shesta explains. Natural Bridges Landscaping can assist homeowners in redesigning the outdoor spaces around their home to fit their own set of values, likes, and dislikes.

Beyond the beauty and sense of peace that outdoor spaces provide, they’re a smart investment. David recalls a customer that spent \$100,000 on their landscaping shortly before accepting a job offer to return home to Detroit. According to the real estate agent that oversaw the transaction, the landscaping alone added \$300,000 in value to the home. “A finished landscape is a fantastic talking point.”

### Living with Purpose

David and Shesta cherish their work designing gardens and landscaping for homes. They take great joy in designing for families. Coming from a family of Yale graduates, David understands the heightened expectations of success that children and young adults face. “[We use outdoor spaces] as a way to balance out this hyper-competitive atmosphere where people are trying to get all their kids into an Ivy League school... To have the kids experience something that they can smell, touch and experience with their whole bodies is invaluable. To me, it’s a tonic to our whole civilization.”

Landscaping provides peace, enjoyment, and is an excellent value for homeowners. It ties in with many of the critical issues of our time. For David and Shesta, it is the place where they can make a difference in the world.

“I chose this path, and I want to make it as meaningful and fun as possible.”

her free time painting. Their son, Sean, is a sculptor, and now provides many of the sculptures that Nature Bridges incorporates into their designs.

### Real Estate Synergy

“In terms of real estate, there’s a house, location, and landscaping. To me the landscape is a way that you decompress,” David explains. With the intense rhythm and pace of life in Silicon Valley, it can be a challenge to relax. Well designed outdoor spaces create a buffer to the intensity. “Landscaping offers a way to calm down and decompress, and the garden acts as an invitation to commune with nature.”

Natural Bridges Landscaping is a Design/Build firm based in the South Bay area with headquarters in Los Gatos, California.





▶▶ agent of abundance

# LINDA WANG

## From China to the Silicon Valley

By Zach Cohen

Linda Wang's humble nature and heartfelt perspective have quickly made her a real estate agent to watch. "When I first started, I really didn't imagine I would be where I am today," Linda explains. "However, all I wanted was to provide for my kids, to make a living, and to be financially independent." In only five years she's propelled herself to be one of the top 1% of real estate agents nationwide.

### From China to the Silicon Valley

Linda was born and raised in the Liaoning Province of China; she lived there until immigrating to the United States in 1997. At 20 years old, Linda moved to the US without English language skills, but with a clear vision for a better life. "I am very grateful and fortunate to be here," Linda explains proudly. Upon arriving, she registered for an adult English language course and eventually enrolled in college to study business and accounting at the University of Hawaii West Oahu. After earning her degree in accounting, Linda took a path of family and service, dedicating herself to being a housewife and full-time mother to her two young boys, Aaron and Adam. When she realized her marriage wasn't working out, she began to look for career opportunities.

After graduating from the University of Hawaii and with no workplace experience, Linda made the incredible decision to decline support from her ex-husband and instead choose to be the sole provider for her family. "I had to find a way out... There were two jobs in front of me at that time. One job was for me to work in the restaurant which I could make quick cash. Another one was getting into real estate which I had my license already, but I might not earn income immediately," Linda explains. With Aaron



and Adam in mind, Linda chose real estate, recognizing that she would have more time in the evenings to spend with her sons.

### An Ever-Positive Outlook

Linda's outlook and devotion to doing business with integrity have become the cornerstones of her success. "No matter what happens to you, it's really up to you to make a difference," she explains. While earning income is necessary, she's willing to do the right thing in spite of any negative effects on her paycheck. "I do things during the day from my heart, so I don't feel guilty at night." For Linda, honesty is non-negotiable and even extends beyond client care and into how she works with other agents and real estate organizations. "I will not treat any other agents like my competitors because we are partners," Linda clarifies. "We are supposed to work together."

When Linda talks about success, she doesn't list statistical goals or sales targets; she recounts how she can best care for her family. Above all, she aims to provide the best life she can for her children. While she continues to find success and climb local and national rankings, Linda maintains her modesty. "I can't take full credit for this. It's really the heaven above, watching over me."





real wellness  
By Amanda Bo

# The Stages of Change

*You've realized that there are some dimensions of your health and wellness that could use some improvement, what do you do now? There are going to be things that you are fully ready to change, maybe also excited about changing! Others you may have some doubts or anxiety over. Then there will be habits that you aren't even aware need change, and finally, you might be utterly resistant to change certain things about your life. This month we explore how change happens, and how to progress no matter which stage you are in currently.*

The first stage is Precontemplation. You have no intention of taking action and may not even recognize that you have a deficit, or deny the usefulness of the change. We can't do better until we know better, which requires us to advance from this unconscious incompetence. Increase your awareness of the need for change by making the risks and benefits of change personal to you. A thoughtful analysis where you take the time to ask yourself, "what could this change do for me?" will move you out of this stage.

Once you begin thinking about change, you have moved into Contemplation. For this to happen, the ego takes down its defenses and allows for the acknowledgment of a deficit in some dimension of your health and wellness. During this period you have recognized the value in making your health behavior change. Even though you may not know how to do it, you are ready to take action and are conscious of your incompetence in an area. Move forward from here by shifting from thinking into doing.

Once you decide to change, you are in the Preparation Stage. You are now ready to create your action plan to modify your behav-

iors and gain the skills and knowledge necessary for change. Remember that change doesn't happen overnight and give yourself a couple of weeks to prepare. Preparation could include signing up at a gym, hiring a trainer and setting a start date, buying a healthy cookbook, making changes to your schedule, or buying equipment. Write out your goals and intentions in the present tense and positively framed.

Example of a present tense positively framed intention: "I go to the gym three times per week and exercise for one hour to make my body stronger and my mind healthier." You can hear the difference between the way that most people talk to themselves about change: "I will stop being lazy and go to the gym." The second statement is negative, future framed, and not specific. You can feel how much more encouraging and actionable the first statement is.

You are now motivated and encouraged from the specific plans that you have made and promptly put them into motion during the Action Stage. Action requires your concentration, commitment, and discipline. Allow yourself to make mistakes during this stage, remembering not to be critical of yourself, but instead learn from them and press on with your goals so that you develop conscious competence. Implement the helping relationships in your life with social support, accountability from your wellness coach or trainer, and positive reinforcement with healthy rewards.

Once the new behavior is permanently incorporated into your lifestyle (approximately six months), you have reached the Maintenance Stage. You are now working to avoid relapsing into your old ways. Design a plan of action with your coach so that you can quickly get back on track should you happen to slip up. Because you cannot continuously replicate temporary motivators, the driving core motivators that we discovered last month are a crucial component of this stage because of their ability to help you maintain change.

It is those core motivators that will see you through to the final stage of Termination where you have zero temptation and 100% self-efficacy. By this point, you've had so much practice with what you were changing that it becomes second nature. You now have unconscious competence, you are lead by your intuition in executing tasks, and have more energy to apply towards your next health behavior change.

This month I encourage you to write out your behaviors and assess which stage of change you are in with each one. Take note of what you are doing well as well as which ones you would like to change. Begin writing a contemplation about the behavior, then a list of what you need to prepare for it, followed by an action plan.

Amanda Bo Biehle is a National Board Certified Health and Wellness Coach, author, athlete, and motivator who helps bring real change to clients. For more on Amanda's method visit her website [www.Amandabo.com](http://www.Amandabo.com) or follow her on social media @amanda\_bo\_.

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By John Ruhlin

# Nobody cares that MONOPOLY was stolen

Did you know the original version of Monopoly was meant to show the evils of Capitalism?

Did you know that the inventor sold her Monopoly patent for a measly \$500?

And that the buyer made truckloads of millions while she walked away with nothing?

Buckle up!

A major Giftologist lesson in this little tale...

If you were to visit Hasbro's website, they'd tell you the inventor of Monopoly is a guy named Charles Darrow.

In 1932, good ol' Chuck and his wife went over his buddy's house for a lovely evening in.

(Isn't that how MOST Monopoly games get started?)

His buddy had a handmade board game from a woman named Elizabeth Magie...

The game (which she had created in 1904) was known as THE LANDLORD'S GAME.

It was meant to be "a practical demonstration of the present system of land-grabbing... with its usual outcomes and consequences."

The game featured a square board, fake paper money, deeds, taxes, dice, GO TO JAIL, and a pile of little characters.

Lizzie (as she was known) created two sets of rules:

The first was the socialist version... where ALL PLAYERS were rewarded when wealth was created.

Of course, nobody remembers THAT version of the game, because the other set of rules was far more intriguing and fun:

Compete. Accumulate. And crush other players.

That was the version Charles Darrow played on that fateful night.

Darrow -- clearly a capitalist himself -- took the homemade game and got it in the hands of some smart mass-marketers.

(Two bros with the last name 'Parker.')

The game exploded.

Monopoly became a cultural icon overnight.

It was the GAME OF THRONES, HARRY POTTER, etc. of the day.

Darrow became a rags-to-riches story and an absolute media darling.

Of course, nobody in the press ever pressed him on "did you invent this?"

Because if they had, he would've (SHOULD'VE) told them:

"No, I didn't. I was merely the guy who wrote the rules down on paper and changed the name."

"I negotiated a royalty's contract with one of the Parker brothers, who paid \$500 for the inventor's patent in 1924."

No, Chuckie never responded \*that\* way.

That would have been way too honest (and incriminating).

When asked, "how did you invent the game, Mr. Darrow??" his response was:

"A freak [accident]. Entirely unexpected and illogical."

(Yeah. Unexpected that you were gonna show up to your buddy's house and play THE LANDLORD'S GAME.)"

It was far more romantic that a game about capitalism began with a spontaneous, out-of-left-field, stroke of genius!

And isn't it ironic (doncha' think?) that Lizzie's whole premise was to prove that capitalism was evil?

Although being that her homemade game made millions and she got none of it... maybe she proved that very thing.

Hmm.

Anyway, Darrow went from being an unemployed engineer to be a multi-millionaire whose descendants STILL collect royalties to this day.

Meanwhile, Lizzie died a childless widow in 1948.

Her obituary (and lonely tombstone) saying NOTHING about her tremendous impact on American culture.

... ..

You can Google all this if you think I'm pushing a conspiracy theory. Not I. Not this day.

The facts about Monopoly's shady origin have been documented since the late '70s.

It's all written down in the microfiche of our legal system.

Now you might --as I did, upon learning all this-- be wondering: how come nobody cares that Monopoly was STOLEN?!?

(I guess technically it wasn't 'stolen.')

(But man. Lizzie sure got the short end of the proverbial, capitalism stick.)

And thus, we have arrived at the point of this article.

The Giftology lesson of the day:

(drum roll)

\*\* It's not what you do, it's what you're remembered for. \*\*

A bit of a twist on the old sales adage:

"People don't remember what you say; they remember how you make them feel."

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**John Ruhlin is a speaker, consultant, best-selling author, entrepreneur, and creator of 'Giftology,' the systematic giving process that retains talent, delights customers, and opens endless doors for thoughtful business leaders. For his best tips (and weekly stories) on how you can use Giftology in your business, sign up for his (no cost) Givers Edge Newsletter (<http://TheGiversEdge.com>).**



# TEREL BEPPU

INTERO REAL ESTATE SERVICES

Age: 44 Years

Joined this Company: 2006



After working in the financial industry as a CPA for over a decade, Terel Beppu made a career transition in 2006. “I was good at accounting—I had a 4.00 in my major in college, was a TA for several of my accounting professors, passed the CPA exam on the first sitting..., but I misunderstood that to mean I should be an accountant for a living. It took me a decade to realize that just because you’re good at something doesn’t mean you should do it as a career.”

When Terel recognized that a shift into something more fulfilling was in the cards, he hired a life coach and inventoried his gifts and skills. “What I learned through that process is that I’m much more wired for people and relationships and less so for data. I started looking for alternative career options that would play to my strengths better.” Terel always admired real estate from a distance but had some reservations about working on commission. “I had some pretty big hurdles to overcome.” In the process of overcoming these hurdles, Terel embraced a philosophy he now carries into his real estate business. “My job is not easy, but very simple: to help people get what they want. Full stop. That’s it! It’s not to try to people to do things they

don’t want to do, which is how sales often feels and probably the reason so many of us are leery of salespeople. This philosophy pervades what I say, write, and how I treat people. It’s disarming. It’s refreshing. It just works,” Terel explains.

Terel ascended quickly; he was in the top 5% of the company in his first year and has made the top 1% several times since. “I have a very clear understanding that I am offering a service and not a product. My brand is underpinned by integrity and sophistication. I differentiate myself with a world-class customer experience.” As a trusted, seasoned advisor, Terel delivers service people don’t forget and enthusiastically refer.

#### FAMILY

Terel and his wife, Stacia, have been married 17 years. Together they have two children: Cade and Bram. “I can’t get enough of ‘em,” Terel says.



#### FUN FACT

“I love fishing. I love taking my boys fishing. I think being a fishing guide on a river would be amazing if I didn’t have to worry about bills.”

# CRAIG JELINEK

SERENO GROUP

Year Joined This Company: 2010



After graduating college in 1974, Craig Jelinek launched his career in the software industry. “It was early in the software business since most people didn’t know what software was.” Craig began as an associate programmer trainee with Sperry Univac and rapidly worked his way up the ranks. By 1978 he started a microcomputer software company and consulting firm, Micro Business Applications, where he developed the first real estate application that the Houston Board of Realtors used. “I got an early start in real estate on the software side.” In 1986, Craig left Micro Business Applications and moved to California to take over sales and marketing for a software startup.

Fast forwarding all the way to 2010, Craig received his real estate license. He still didn’t have immediate plans of jumping into the business. “I was recruited to run an Internet-based real estate marketing company. I decided that if I am going to be the head of an internet real estate marketing company, it would be a really good idea to have my real estate license.” However, a change in events and circumstances at Craig’s company led him into real estate as a full-time agent.

“Had I known how much fun it was, how much I enjoy real estate and how good at it I am, I would’ve gotten into the business 40 years ago. It’s the most rewarding industry to me. I just have a passion for helping people.”

#### IF YOU WEREN’T A REALTOR, WHAT WOULD YOU BE DOING?

“Real estate is my final career. I got into real estate when I was 60 years old. As long as I’m enjoying it, I’ll continue doing it.”

#### WHAT IS YOUR FAVORITE PLACE IN THE WORLD?

“[My wife] Mary and I have traveled extensively. My favorite place in the US is right where we are, in Los Gatos, CA. Outside the US, my favorite city is Rio de Janeiro... It’s a really beautiful place with breathtaking views.”

#### BEST ADVICE

“My grandfather used to say, ‘Good, better, best, never let it rest, until your good is better and your better, best.’ That’s the best advice I’ve ever received.”



#### FUN FACT

The CEO of Costco is also named Craig Jelinek. “A lot of people call asking to interview me.”



# YOGA YANG

## DIRECTOR OF INTERO INTERNATIONAL

### Far-Reaching Success



#### ▶▶ celebrating leaders

By Zach Cohen

Humble and transparent. Energetic and focused. Although Yoga Yang has yet to celebrate her 30th birthday, she's making waves in the Bay Area real estate community. In her third year in the business, Yoga is pacing as a top 100 agent and has been promoted to Direc-

tor of Intero International. However, the accolades don't tell the whole story. Yoga's background and vision for her business and life are wholly inspiring.

#### A Global Approach

Yoga was born an only child in Shanghai, China, where her parents owned and operated a business in trade. At a very young age, Yoga was exposed to the inner workings of her parents' daily life. "My parents started from zero and established their business. They worked very, very hard," Yoga explains. "They didn't mind taking me to business meetings since I was very young. Since sixth or seventh grade they started to take me to all kinds of business dinners, meeting people."

It was through her parents' work that Yoga came to understand business operations from the inside. Rather than sitting her down and explaining how to run a business, Yoga's parents influenced her with the hard work and day-to-day involvement.

Yoga's work ethic and model of doing business with integrity are in her genes. "[My parents] are very honest people. They always taught me to do the right thing."

Yoga met her husband, Yifan, while completing her master's degree in marketing management at Aston Business School in the UK. She worked in marketing in England for two years, developing her skills and international business approach, before moving to the US. Together, Yoga and Yifan moved to the Bay Area four years ago, where Yifan would begin his engineering career and Yoga would eventually join Intero.

#### A Relational Focus

Today, many of Yoga's clients are immigrants like herself. She speaks three languages fluently: English, Mandarin, and Shanghai-nese. Rather than working with every client she can, Yoga takes a

more focused approach, concentrating on clients that match her personality and abilities well. "Real estate is a relationship business," Yoga explains. "Whether you can establish a relationship with your clients, whether your clients can trust you - it's actually more linked to a personal relationship [than anything else]."

Yoga avoids setting goals around transactions or statistics; instead, her objectives are centered solely on client satisfaction. "The most exciting, the most fulfilling part is when I make my clients happy. That's the sense of fulfillment... My happy moment is when my client really thanks me in their heart. That's my motivation."

#### An Expansive View

Yoga works long hours, often deep into the evenings. While her schedule may seem grueling to some, it's perfectly natural to her. She takes joy in being there when her clients need her the most. "I have a lot of energy," Yoga says. "Some people think that real estate is a very hard business because you work many hours. For me, it is what it is."

Despite her long work days, Yoga understands the need for balance in her life. "I want a good life and work balance. Many people go on a path to have a huge [real estate team] and do lots and lots of business. For me, that's not the goal. As long as I do my best, as long as I execute for all my clients, I'm okay with that."

Yoga is an avid outdoorswoman, heading to the ocean to surf and dive whenever she can. She also kickboxes several times a week and has a passion for travel. In 2017, Yoga spent two full months traveling abroad.

This November she'll be leading Intero's delegation to The Luxury Property Show in London and is traveling to Shanghai in December. In between, she plans to travel through Europe, Africa, and Asia. "I like to explore different cultures, different countries, and to go to more natural destinations... I'm not a city person. I enjoy the local culture and local scenery."

#### Looking Ahead, Looking Inward

As she approaches 30 years old, Yoga notices her perspective expanding. She has worked in the business world since such a young age, and she's now focused on merging her business acumen with her passions for travel and international relations.

"I'm a very simple person. I live a simple lifestyle," Yoga explains. "But I live quite a fast-paced life. Now I'm reaching 30. I want to try to slow down a little bit. To understand myself. To understand the world. To understand the meaning of life."

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## JAKE KNIGHT

INVESTOR/REDEVELOPER

The words that come to mind to describe Jake are friendly, professional, hardworking and trustworthy. I look forward to working again with Jake in the future and he is on the top of my list for RE Investors. – Sandra, Coldwell Banker



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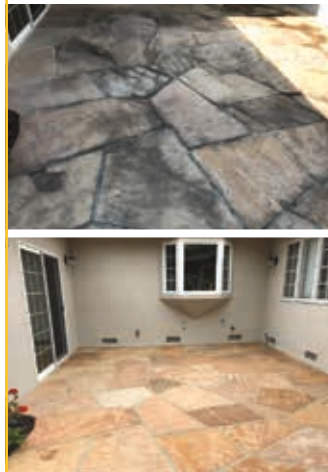
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# Ducky Grabill & Amy Hoefler

MOTHER & DAUGHTER

*“Can you get a real estate license to sell this spec house?”* It’s the question asked 30 years ago that would change Ducky Grabill’s life. “My ex-husband was a general contractor and asked me to get my license in order to sell his project. I had no intention of having a career in real estate, but I said, ‘Sure, I can do that.’

Nine months later, I was the number one agent in the Cornish and Carey Los Gatos Office. It launched a career that I am absolutely in love with but had no intention of developing!” After years of community volunteering and school participation, her success was a natural trajectory.



Her daughter Amy later joined the business right after she finished college. Both Ducky and Amy started their careers by majoring in the arts at Santa Clara University. “We are both very creative and spatial, and the selling and marketing of homes fit our expertise perfectly.” Amy initially joined Ducky as an assistant. “I started out learning the back end of the business to gain a solid foundation. Of course, working with clients and getting involved in the transactions, the negotiating, and the strategy is so much more interesting. Over time I became more and more involved in all aspects of the business.

As a result, the business changed again for Ducky four years ago. “Amy said ‘I would like to be more than support; I would like to be your partner.’ I responded, ‘You’re ready; let’s do it!’ I was amazed at how much positive energy this decision injected into the business. It recharged me and made me even more passionate about what I’m doing. We are a really good combination.” You can hear the joy in Ducky’s and Amy’s voices as they talk about working together over the last few years. From their sales, it’s clear clients are drawn to their energy as well.

With such a high volume of transactions, finding balance can be a challenge. However, Ducky and Amy have found a way to run a successful busi-



ness without sacrificing family. According to Amy, “Being proactive versus reactive is the key. When I took on a bigger role to help manage the increasing business, I was able to bring an outsider’s perspective. I was able to introduce new systems to implement. Let’s be very clear about expectations and timelines with our clients and let’s be very clear with communication with all of our vendors. This has allowed us to use our time more wisely and effectively. It just took shifting our focus a little bit to become more efficient.” More efficiency means securing time for family vacations, which according to Ducky and Amy are imperative for maintaining balance. In August, they went to Tahoe; in January, they went to Kauai; and they have beach house reserved in Santa Cruz for an upcoming trip.

Ducky comments on the difference it’s made for her. “I’m certainly at a point in my career where the enjoyment level is so much greater because, with the addition of Amy’s vision, we’re revamping how we do our business to make it less stressful for ourselves and for our sellers. It’s been even more enjoyable.”

At the foundation of Ducky’s and Amy’s success is good communication. In today’s fast-paced, technology-driven real estate market, good communication is as important as ever. Amy talks about the importance of relationship in a digital world.





...

“Things move so quickly. Agents are emailing and texting. An offer can be signed and emailed using applications like DocuSign in just a few minutes, but these digital conveniences cannot take the place of a relationship.” Ducky speaks from her 30 years of real estate experience. “For example, new agents should know that the ones who usually get the deal are the ones who present the offer in person because they can advocate for their client. We always ask if we can present in person because you have the opportunity to personally campaign for your client, you gain more information; learning things that are impossible with technology alone.”

Ducky explains, “When we have a buyer interested in a property, we immediately start talking to the seller’s agent and advocate for them on day one. We stay in contact to positively influence the agent by making sure they understand our buyer’s commitment.” Another tip that Ducky and Amy have for new REALTORS® that want to be top producers-- be hands on. “We owe it to our clients to help them figure out how they can get the highest price for their listing and a lot of that is doing work in advance, such as home improvements, before we put the house on the market.” Ducky adds, “We are flipping houses for our sellers; not for ourselves but for our sellers in order to increase their return on investment. It benefits everybody.”

While Ducky and Amy are passionate about helping people transition and make investments, what motivates them is the opportunity to give back. Both are members of the Board of Directors for the 1% For Good charity. Agents in Sereno Group Real Estate can opt to give 1% of their commission to the fund. The money is gifted usually in the form of a \$20,000 grant (although it can be smaller or larger amounts) to local charities that the committee has selected based on recommendations. REALTORS® are urged to suggest charities that they or their clients are passionate about. “We’ve been able to support numerous charities over the years; the company has given almost \$2 million since the program started.”

Ducky has a personal connection to one of the charities that received a \$20,000 grant. “One of my clients started a foundation, Midtown Family Services. It is the largest homeless prevention non-profit in the county. They’ve helped place 360 families in permanent housing. It was an honor to bring



it to the committee and secure a \$20,000 grant for them. It was a company matching the grant, so they received \$40,000. It was huge. We are thrilled to be a part of that.”

The best part for Ducky and Amy is being able to work together. “Instead of just being business partners, being family allows us to recharge with each other, be honest with each other, and support each other in a way that colleagues can’t.” It’s also the secret to their success. “Being able to have not only great staff support but in addition family support allows us time to bring the joy into our work so we can sustain the high level of intensity and care the business requires.” One thing is certain, Ducky and Amy will continue to find and give joy whether it’s a real estate transaction, dinner with the family, or a beach vacation.

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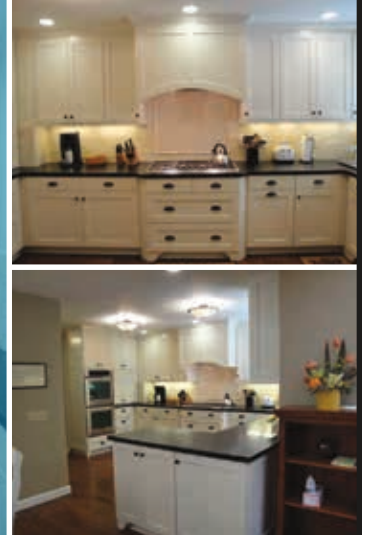


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# Make-A-Wish

## PHOTO ESSAY

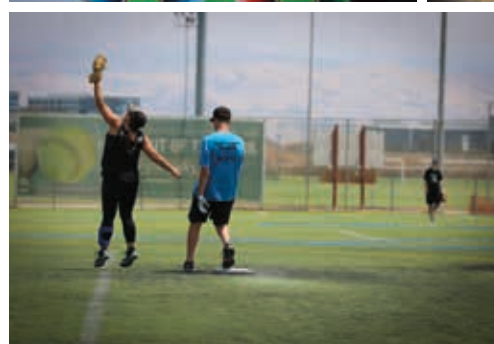
By Hyunah Jang

Each year, Kevin Barrett and the sales team at Chicago Title in Santa Clara & San Benito County, host a 3-day Softball Tournament where the entire real

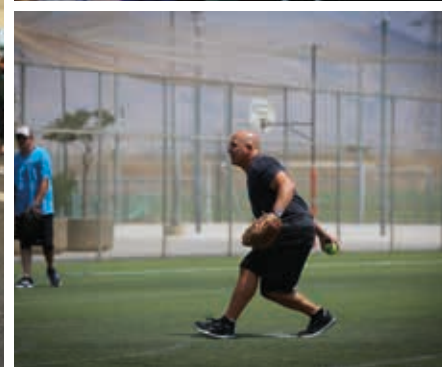
estate community raises money for the Greater Bay Area Make-A-Wish Foundation. They organize the various teams, sponsors, and gather over 100 raffle prizes and silent auction items. Their goal is to make a difference in the lives of children, and their families, by granting as many wishes as possible. To start off the week, CSR Real Estate Services threw a kick off Fiesta at AVAC on July 26th that raised over \$18,000 for the event. The final tally for this year's 26th annual event isn't complete yet; however, they hope to surpass the goal of \$60,000.

















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# TOP 150 STANDINGS

Jan 1, 2018 - July 31, 2018

#	Agent	Office Name
1	Deleon Team	Deleon Realty
2	The Troyer Group	Intero Real Estate Services
3	Andy Tse	Intero Real Estate Services
4	Juliana Lee	Keller Williams Palo Alto
5	David Lillo	Dpl Real Estate
6	Yuan Li	Coldwell Banker
7	Bogard-Tanigami Team	Alain Pinel Realtors
8	Mary Tan	Coldwell Banker
9	Kathy Bridgman	Alain Pinel Realtors
10	Mini Kalkat	Intero Real Estate Services
11	Valerie Mein	Intero Real Estate Services
12	William Lister	Coldwell Banker
13	Nevis And Ardizzone	Alain Pinel Realtors
14	Coco Tan	Keller Williams Realty
15	The Hanna Group	Intero Almaden
16	Dave Clark	Keller Williams Realty
17	Alexandra Zhou	Morgan Real Estate
18	Marc Roos	Sereno Group
19	Mei Ling	Sereno Group
20	Julie Wyss	Kw Bay Area Estates
21	Rebecca Lin	Maxreal
22	Edward Graziani	Sereno Group
23	Mitchell Zurich	Marcus & Millichap
24	Minhua Jin	Coldwell Banker
25	Amy A. Mccafferty	Alain Pinel Realtors
26	Claire Zhou	Alain Pinel Realtors
27	Alan Wang	Keller Williams Realty
28	Greg Celotti	Alain Pinel Realtors
29	Mike Strouf	Intero Real Estate Services- S
30	Shelly Chou	Coldwell Banker
31	Lan L. Bowling	Keller Williams Palo Alto
32	Lisa Dippel	Intero Real Estate Services
33	Steve Mccarrick	Coldwell Banker
34	Amar Realtor	Keller Williams Palo Alto

#	Agent Name	Office Name
35	Frank Liu	Re/Max Gold
36	David Welton	Alain Pinel Real Estate
37	Yvonne Yang	Coldwell Banker
38	Royce H. Cablayan	Sereno Group
39	Robert Johnston	Marcus & Millichap
40	Annie Zhou	Image Real Estate
41	Al Moridi	Intero Real Estate - Cupertino
42	Gary Campi	Golden Gate Sotheby's International Realty
43	Kimberly Richman	Sereno Group
44	Lin Ning	Coldwell Banker
45	Erdal Team	Sereno Group
46	Bill Gorman	Coldwell Banker
47	Michael Galli	Alain Pinel Realtors
48	Joe Velasco	Intero Real Estate Services
49	Ducky Grabill	Sereno Group
50	Bonafede Team	Csr Real Estate Services

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Jan 1, 2018 - July 31, 2018

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51	Yost Group	Coldwell Banker Res R E Srv
52	Nicholas French	Sereno Group
53	Deepak H Chandani	Anthem Realty
54	Ying Liu	Coldwell Banker
55	Vivian Lee	Homeland Mortgage And Real Estate
56	Sophie Shen	Sv Capital Group Inc.
57	Diyar Essaid	Coldwell Banker
58	Ryan Gowdy	Alain Pinel Realtors
59	Greg Simpson	Kw Bay Area Estates
60	Karen Nelsen	Intero Real Estate
61	Lihong Zhong	Realty One Group - World Prop
62	Radha Rustagi	Keller Williams Realty - Cupertino
63	Jeff Peng	Maxreal
64	Mary Tian	Maxreal
65	Eric Fischer-Colbrie	Intero Real Estate Services
66	Rebecca Yen	Coldwell Banker
67	Mandana Simai	Sereno Group
68	Vinicius Brasil	Keller Williams Realty - Cupertino
69	Leslie Woods	Sereno Group
70	Xiaozhu Kang	Maxreal
71	Mark Chiavetta	Coldwell Banker
72	Adam & Wendy	Pacific Union International
73	Therese Swan	Alain Pinel Realtors
74	Satya Dasari	Keller Williams Realty - Cupertino
75	Heng Quan	Bay One Real Estate Investment Corporation
76	Yoga Yang	Intero Real Estate Services
77	Ziwei Wang	Sereno Group
78	Jordan Mott	Intero Real Estate Services
79	Andy Wong	Sereno Group
80	Sophia Xu	Keller Williams Palo Alto
81	Erika Carrasco	Intero Real Estate Services
82	Raymond Ni	Green Valley Realty
83	Meesun Kang	Legacy Real Estate & Associate
84	Jamie Pfister	Realty World Milestone

#	Agent	Office Name
85	Valerie Trang	Infiniti Real Estate
86	Pamela Culp	Alain Pinel Realtors
87	Brian Bernasconi	Sereno Group
88	Samit Shah	Intero Real Estate Services
89	Lisa Thompson	Intero Real Estate Services
90	Howard Bloom	Intero Real Estate Services
91	Aaron Derbacher	Keller Williams Realty
92	Dominic Nicoli	Intero Real Estate Services
93	John Faylor	Sereno Group
94	William Chen	Faithful
95	Shawn Luo	Aez Investment, Inc.
96	Chad West Myers	Intero Real Estate Services
97	Andrew Sturtevant	Intelligent Buyer
98	Lucy Song	Coldwell Banker
99	Alex Wang Group	Sereno Group
100	Rabia Alizai	Coldwell Banker

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We understand how crucial it is for your clients to obtain home insurance in order for your sale to close on time. Whether your clients need a homeowners policy, condo policy or landlord policy, we have an affordable solution for them. With access to over 50 companies, we can tailor an insurance policy that will provide your client the coverage they need at a price they can afford, even in high risk areas.

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# TOP 150 STANDINGS

Jan 1, 2018 - July 31, 2018

#	Agent	Office Name
101	Cristina Martinez	Cristina Martinez
102	Andy Sweat	Kw Bay Area Estates
103	Shuangshuang Liao	Coldwell Banker
104	Kaiyu Ren	Keller Williams Palo Alto
105	Anson Ip	Maxreal
106	Susan & Shawn	Coldwell Banker
107	Tim O'halloran	The O'halloran Group
108	Chloe Mei	Keller Williams Realty - Cupertino
109	Rabia Alizai	Intero Real Estate - Cupertino
110	Dennis Loewen	Metis Real Estate
111	Heidi Herz	Alain Pinel Realtors
112	Shelly Roberson	Alain Pinel Realtors
113	Alex H. Wang	Sereno Group
114	Bin Zhou	Coldwell Banker
115	David Frazer	Coldwell Banker
116	Nicki Banucci	Kw Bay Area Estates
117	Bret A. Maryon	Intero Real Estate Services
118	Irene Suh	Elim Investment Company
119	Linda Baker	Alain Pinel Realtors
120	Daniel Xi	Coldwell Banker
121	Yajnesh Rai	Keller Williams Realty
122	Jessie Li	Intero Real Estate Services
123	Roxy Laufer	Sereno Group
124	Helen Chong	Haylen Group
125	Rita Chao	Csr Real Estate Services
126	Jinny Ahn	Coldwell Banker
127	Susanna Wong	Realty One Group - World Prop
128	Jim Myrick	Kw Bay Area Estates
129	Cici Wang	Legend Real Estate & Finance
130	Kevin Chiao	Kevin Chiao, Broker
131	Mou Wong	168 Realty
132	Lynn Shi	Waldstein Realty
133	Malik Husain	Intero Real Estate Services
134	Suzanne O'brien	Intero Real Estate Services

#	Agent	Office Name
135	Julie Davis	Kw Bay Area Estates
136	Elena Johal	Kw Bay Area Estates
137	Chaya Shahar	Referral Realty
138	Miwan Kim	Prima Investment Group Inc.
139	Dan Wu	Realty One Group - World Prop
140	Ruslin Paap	Intero Real Estate Services
141	Van Dahlen-Dunne Grp	Coldwell Banker
142	Sandra Jamison	Tuscana Properties
143	Tony Xu	Bay One Real Estate Investment Corporation
144	Quincy Virgilio	Coldwell Banker
145	Todd Su	Realty World-Todd Su & Company
146	Cheryl Okuno	Alain Pinel Realtors
147	Yasir Aladdin	Coldwell Banker
148	Terel Beppu	Intero Real Estate - Cupertino
149	Leon Le	Pacificwide Real Estate & Mort
150	Marc Blaauw	Realty World-Frangadakis Corpo

**Disclaimer:** Ranking information is supplied by a third-party and is based on reported numbers in Santa Clara County only. It is provided solely as a complimentary service and is believed to be accurate but is not guaranteed by Silicon Valley Real Producers, SCCAOR, or N2 Publishing.”

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# ROBERT HAMMER

When launching Hammer Auto 25 years ago, Robert Hammer's vision was to create a safe, friendly, transparent way to buy or lease vehicles—where you would want to do all of your personal vehicle purchases and leases, and also feel comfortable sending your parents or grandparents, knowing you weren't sending them into a lion's den.

Having manifested that vision, Hammer Auto is considered to be, "The most trusted place to buy or lease ANY vehicle." Hammer Auto will help YOU through the car buying or leasing process and will save you both money and time.



## WHY HAMMER AUTO?

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- **PURCHASING/Leasing/Financing**
- **VOLUME PURCHASING POWER**
- **COMPLETE TURN-KEY SERVICE**
- **FREE CONSULTATION/INPUT/ADVICE**
- **PROFESSIONALLY PROVEN FOR 25 YEARS**
- **CAN "CUSTOM ORDER" ANY VEHICLE AT ASTOUNDING SAVINGS**



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## NATURAL BRIDGES LANDSCAPING - AS SEEN ON HGTV



"As a Realtor, I take a lot of pride in my home and feel that it reflects on me as a professional, so when we decided to invest in landscaping, we wanted to find the best!"

Natural Bridges Landscaping impressed us with their team approach, attention to detail, and the caliber of their subcontractors. They guided us to make smart changes to the original plans and the final product is absolutely perfect!

I am incredibly grateful to have found them."

KIRSTEN REILLY,  
Broker Associate, Sereno Group



**Natural  
Bridges**  
LANDSCAPING

**David Ross**  
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408.356.1240 office  
License #535214  
DavidRoss@NaturalBridgesLandscaping.com  
www.naturalbridgeslandscaping.com

## REBUILDING TOGETHER WITH THE SCCRF FOUNDATION

FROM THE DESK OF THE SANTA CLARA COUNTY ASSOCIATION OF REALTORS® PRESIDENT, KEVIN COLE

Many of my fellow REALTORS® would agree that the importance of giving back to the community cannot be overstated. The clients that we serve are looking for more than just a home -- they are looking to build a life for their family in the community in which they choose to live. Whenever our members ask me how they can get involved in serving their community, I always recommend working with the Santa Clara County REALTORS® Foundation (SCCRF).

As the charitable arm of the Santa Clara County Association of REALTORS®, SCCRF exists to unite REALTORS® into making a difference by helping families, revitalizing our communities and assisting in disaster relief. In addition to raising money to help fight homelessness, our Foundation also donates their time to help make improvements to parks and homes in Santa Clara County.

I recently joined SCCRF to participate in "Rebuilding Day," an annual event hosted by Rebuilding Together Silicon Valley. This event sees community volunteers from various organizations come together in 30 Bay Area locations to provide free home repairs and



modifications for low-income homeowners -- seniors, veterans, and people with disabilities.

SCCRF brought together 40 volunteers, including San Jose Mayor Sam Liccardo, to help repaint and repair the downtown San Jose home of Art and Athalia Navarro. Art, a wheelchair-bound Marine Veteran, has lived at this house with his wife for over 35 years.

The day was a huge success. It was amazing to see our group of SCCAOR REALTOR® and Affiliate members come together to give back to their community. If you would like more information about SCCRF, visit their website at [www.sccrfoundation.org](http://www.sccrfoundation.org). You can also learn more about Rebuilding Together Silicon Valley at [www.rebuildingtogethersv.org](http://www.rebuildingtogethersv.org).



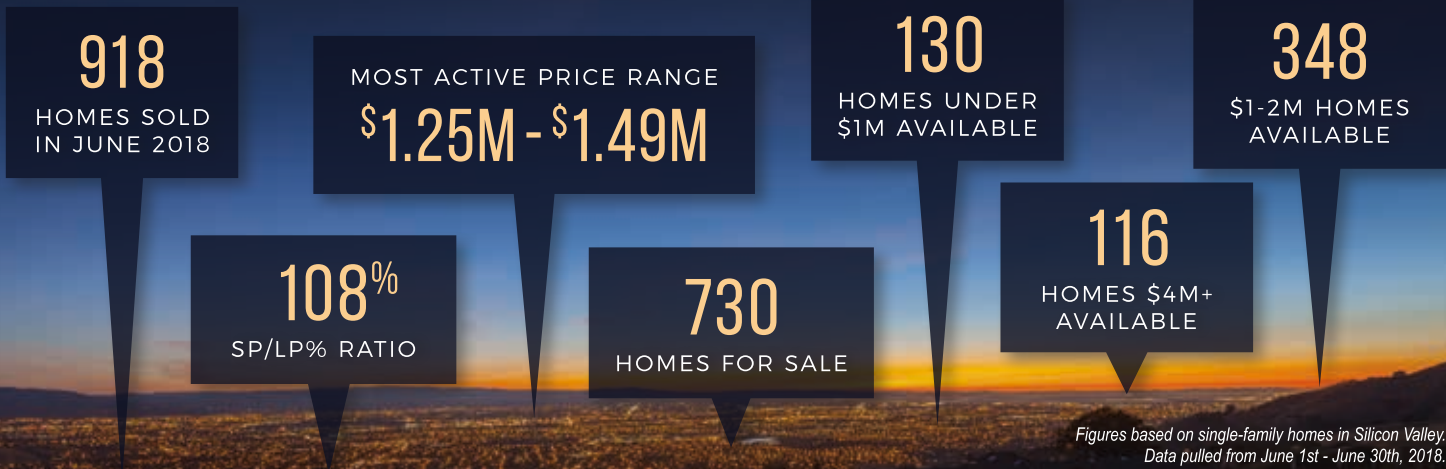




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*Figures based on single-family homes in Silicon Valley. Data pulled from June 1st - June 30th, 2018.*

Discover how you can increase your market share and take advantage of more opportunities like these!

LUNCH & LEARN

Due to an outstanding response, time and location has changed.

SEPTEMBER 19<sup>TH</sup>, 2018 | SANTA CLARA MARRIOTT | 11AM - 2:30PM

Networking & Cocktails 1:30 - 2:30PM | RSVP: [LunchandLearnRSVP.com](http://LunchandLearnRSVP.com)

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