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Alpha Adjusters

## TOP PRODUCER, Scott Toman & Team

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REALTOR THAT MAKES A DIFFERENCE,  
**Jason Vinson**

Photography by Kristin Bednarz

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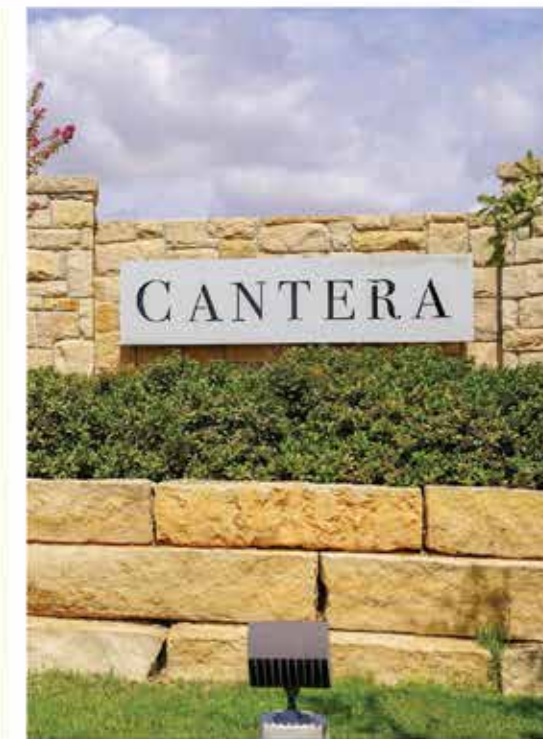
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If you are interested in contributing or nominating Realtors for certain stories, please email us at [kathy.pettit@realproducersmag.com](mailto:kathy.pettit@realproducersmag.com), or call 806.368.1526

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# THE SCOTT TOMAN RE/MAX TEAM

SUPPORTING THEIR COMMUNITY  
IN MORE WAYS THAN ONE



Landon Quigley, Travis Hanson, Scott Toman and Travis Turner  
Photography by Kristin Bednarz

## ► top producer

Lindsey Wells

Decades of combined experience in the real estate industry has made The Scott Toman Real Estate Team a continual top team in Lubbock. Established in the deep roots of West Texas, the team aims to make every Lubbock home seller's and home buyer's experiences as smooth and successful as possible.

In 2002 RE/MAX Lubbock was opened by owners Scott Toman, Tony Lloyd, and Rick Dykes. The owners wanted to create a real estate company with a more relaxed but professional work environment so that agents have the freedom to build and grow their real estate business. RE/MAX Lubbock specializes in all areas of real estate such as Residential, Commercial, and Property Management. Our experienced agents are both knowledgeable and well trained in today's real estate market. Let our team of experienced agents help you!

Scott Toman has lived in Lubbock for over 30 years, ever since he finished his college career at Texas Tech while playing the position of quarterback for the TTU football team in 1985-87.

He has worked in the real estate industry since 1999, and with combined efforts, has sold over 2,500 properties in Lubbock and beyond, with over \$350,000,000 in sales.

His skill and experience as a top Lubbock real estate agent are recognized and endorsed by people including Barbara Corcoran from the TV show "Shark Tank".

As providing the best client experience is every real estate agent's dream, we make ours come true with our love for the West Texas community, intimate understanding of the Lubbock real estate market, and our ability to understand the unique and diverse needs of each individual real estate client in Lubbock, Texas," a snippet from the team's website says.



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Travis Hanson, Landon Quigley, Travis Turner and Scott Toman  
Photography by Kristin Bednarz

“

**AS PROVIDING THE BEST CLIENT EXPERIENCE IS EVERY REAL ESTATE AGENT’S DREAM, WE MAKE OURS COME TRUE WITH OUR LOVE FOR THE WEST TEXAS COMMUNITY**



Scott Toman, Landon Quigley, Travis Hanson and Travis Turner



“Being the best real estate agents in Lubbock that we can be wouldn’t be possible without the skills, intelligence, and passion each team member brings to our Lubbock real estate team. We go beyond just ‘listing your property in Lubbock, Texas,’ or, ‘helping you buy a home in Lubbock.’”

Landon Quigley is a Lubbock native who earned his degree in Biology and Chemistry while playing football for Louisiana Tech University. He then returned to Lubbock after realizing the potential he saw in the Lubbock real estate market. With Landon’s excellent people skills, local knowledge, and fast-paced learning, he quickly learned all of the skills and plays necessary to become a top producing RE/MAX agent that has set him apart from the competition.

Travis Hanson holds a degree of finance from Texas Tech University and a Juris Doctorate from the Texas Tech University School of Law. He is a distinguished real estate investor with over eight years of experience working with investors.

Travis believes the most important part of the real estate business is building lasting relationships with a client and putting the client’s desires and positioning above all else. Luckily for us, that’s right in line with The Scott Toman Team’s strong values, so he fits right in.

Four years ago, Travis Turner joined the Scott Toman Team and was able to make an

While helping his real estate clients buy and sell homes in Lubbock is his expertise, Scott and his team put a lot of extra time and money into serving the Lubbock community. Just a few of the charities they contribute to are the Children’s Miracle Network, Make-A-Wish Foundation, and The American Cancer Society, Ronald McDonald House, Susan G

Komen, American Diabetes Association, Meals on Wheels, and United Way.

The team of four is made up of Scott, Travis Turner, Landon Quigley, and Travis Hanson. Proud to serve the community they come from, not only as a top Lubbock real estate team but as community members.





Travis Turner, Scott Toman, Landon Quigley, Travis Hanson  
Photography by Kristin Bednarz



Travis Turner  
Photography by Kristin Bednarz



Scott Toman  
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Debbie and Scott Toman with children Ryder and Reagan, plus Whiskey to dog.  
Photography by Kristin Bednarz

instant impact with his work ethic and attention to detail. Today, Travis has sold millions on millions worth of real estate but stays true to creating lasting client relationships and making sure every transaction achieves 100% satisfaction. Travis grew up in Lubbock, TX and attended Texas Tech and Lubbock Christian University, where he majored in Marketing and Management.

“We don’t just do business in Lubbock—we’re born and bred right here and want to see this community thrive. Promoting excellence in real estate is part of that goal. The way we see it, good business is good for the community whether you’re buying or selling,” says the website.

“Buying a house can help growing families settle down or maybe selling helps retirees fund their golden years. If you walk away happy from your real estate deal, that’s good for everyone.”

Contact the team at 806-787-6571 or visit [scotttomanteam.com](http://scotttomanteam.com).

# ALPHA PUBLIC ADJUSTERS

*Advocating for the insured to ensure a fair settlement*

We've all seen the news headlines: "Hail takes West Texas by storm"; "Baseball, softball size hail possible across Texas"; "Strong hail storms leave path of damage."

Texas has a hail problem, and hail season is upon us. If your home or business falls victim to a hail storm and you're forced to file an insurance claim for your roof, how do you know you aren't being taken advantage of by the insurance companies? This is where Tim Adams and his company, Alpha Public Adjusters, comes in.

Tim and his team of public adjusters are dedicated to advocating for the insured and securing the hail damage settlement your years of paying premiums deserves.

Simply put, Alpha Public Adjusters serves the same purpose as an insurance adjuster after you file a property damage claim—except they represent the property owner, not the insurance company.

"The general public has no idea how difficult it is to get a full and fair insurance settlement on their property damage claim," Tim said. "The average

claim is increased 40 percent with the involvement of a public adjuster, but our average increase is well over 800 percent."

On their last 26 commercial roof claims, insurance adjusters offered only \$439,000 in settlements. After Tim and his team became involved, they ended up securing settlements totaling \$6.38 million for their customers on those same claims, a 1,400+ percent increase.

Tim said he was first exposed to how easy it is for insurance companies to take advantage of their customers back in 1989. His family has been in the roofing business since 1969, and since his dad's background was in insurance adjusting before that, naturally Tim's specialty became assisting with disputed hail-damaged roof claims.

"1989 was a big year for hail in West Texas and I was asked to give an estimate to repair hail-damaged flashings on Welch

ISD campus. I looked at the roofs and suggested to the Supt that he get the adjuster back out because they had a lot more damage than the \$3,500 they were paid. I met the adjuster on the roofs and in less than 10 minutes he agreed to pay \$60,000—a 1,700 percent increase to our customer in just 10 minutes," Tim said.

After that, the rest was history. Advocating for clients against insurance companies became his specialty. Tim has been in the business for 39 years now, and his son, Clint, also a licensed public insurance adjuster, has since joined the family company. Alpha Public Adjusters employs a total of six.

Over the course of almost four decades in business, Tim and his son and father have developed numerous proprietary methods and high-tech equipment used to prove hail damage on roofs—roofs that usually go unpaid by the carrier. Alpha Public Adjusters is also Level One Infrared certified and Part 107 drone licensed, and they use their



business beat

By Lindsey Wells - Content Coordinator

FLIR thermal imager and drones regularly to build their case for roof damage with the insurance carriers.

"If you have to file a property damage claim, the insurance company has someone representing them: their adjuster. Why wouldn't you want an equally experienced professional representing your interests?" Tim said. "A good PA will not cost you money; he/she will increase your settlement by much more than his/her commission, which is a small percentage of the settlement."

With tens of millions of square feet of actual roofing experience, Tim and his team have intricate knowledge of how roofs are installed, the unique characteristics of particular roofing materials, compatibility, and the ability to accurately estimate roof age—all important and valuable skills to have in the adjusting process.

Tim said that some individuals question why they need to hire a public adjuster when their roofer says he can do the job himself. Little do they know, roofers are barred by law

from negotiating with an adjuster and discussing their customers' insurance policies in any way. In fact, House Bill 1183 made it a 3rd Class Felony for a roofer to discuss policy with an adjuster.

A public adjuster, on the other hand, is free to negotiate with the adjuster and to use the policy toward that, which is where the leverage is to make the carrier pay what they owe, Tim said.

Though Tim and his family live in the rural community of New Home, which is just south of Lubbock, he and his company regularly work all over the state of Texas and are also licensed to work in Kansas.

When he isn't working, Tim enjoys all things aviation and even has a Private Pilots license. He is also a Life Member of the NRA and loves to go out and shoot, visiting the range at least twice each week.

His wife, Trudi, is a cosmetolo-



Tim Adams, Owner

gist. The couple have been married for 39 years and are both from Dodge City, Kansas.

Alpha Public Adjusters, LLC  
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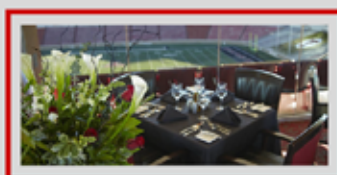
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# CONGRATULATIONS, CADE FOWLER

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# & WINN SIKES

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Vanessa Dirks, Lubbock  
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This year RPAC is celebrating 50 years. At the National Association of Realtors Legislative Meetings and Trade Expo in Washington D.C., there was a huge celebration for it and the members that have reached Hall of Fame status. In 2002 NAR started recognizing members that have reached \$25,000 in investments to RPAC. Currently the levels range from \$25,000 up to \$200,000. This year we had two members of the Lubbock Association of Realtors be inducted into the Hall of Fame. This was also the first time for a LAR member to be inducted. We could not be more proud of these two and their belief in investing in TREPAC/RPAC.

Congratulations, Cade Fowler, Association Executive of LAR and Winn Sikes, REALTOR® Emeritus and Broker of Winnland Realtors on being inducted into the RPAC Hall of Fame.



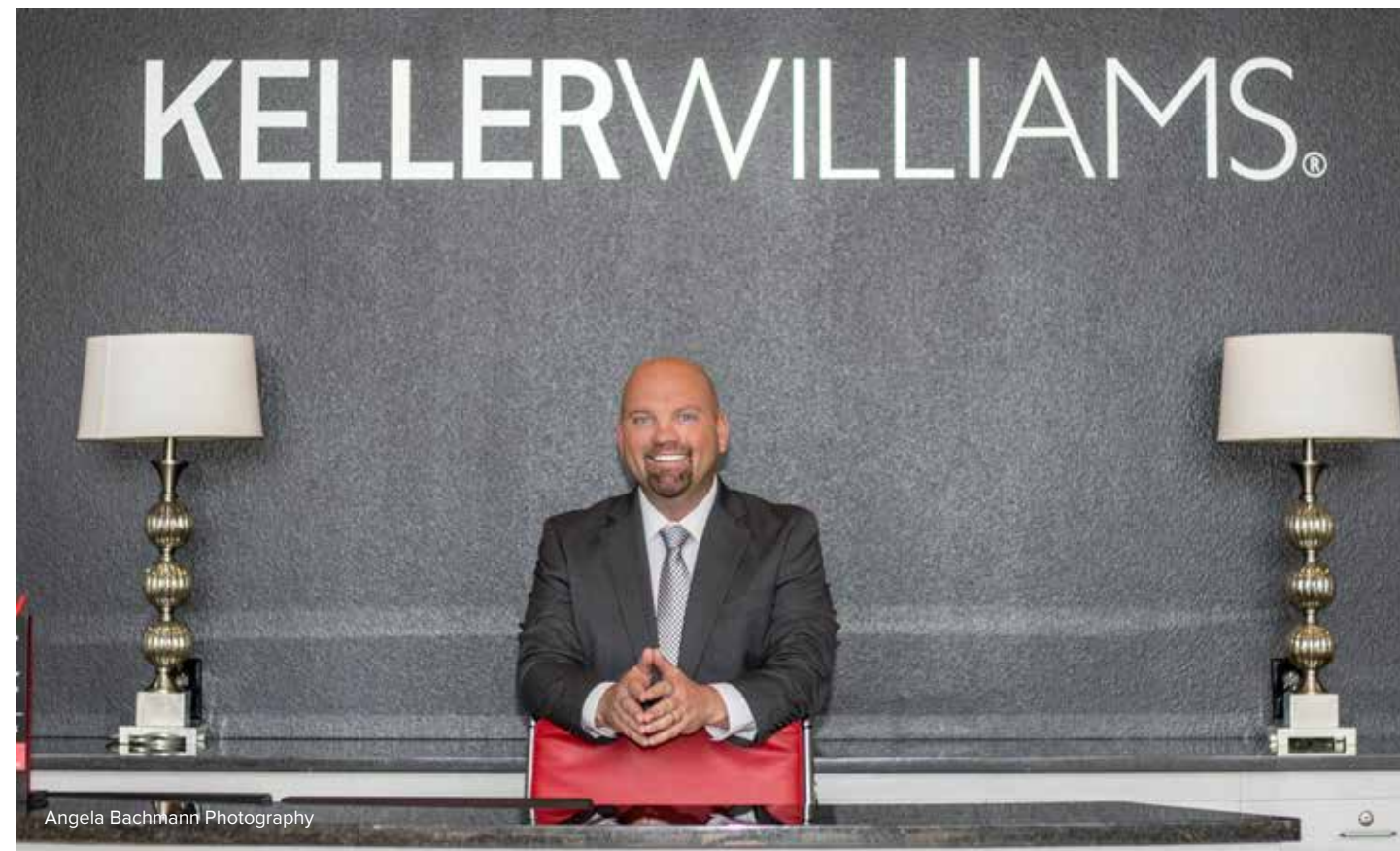
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# JASON VINSON

REAL ESTATE COACH FOCUSES ON SUCCESS OF TEAMMATES



Jason Vinson  
Angela Bachmann Photography



Angela Bachmann Photography

#### WHEN DID YOU START YOUR CAREER IN REAL ESTATE COACHING?

I began coaching with Keller Williams Realty in September 2016. I was first introduced to Tara Newton, CEO of Keller Williams in late 2015. During our first meeting we had such an amazing discussion about business, goals and life in general. I obtained my New Mexico license and joined a smaller brokerage, which was owned by a dear friend of mine from church.

Tara and I would meet about once a month and our conversations grew more powerful each time. On one occasion she mentioned a potential coaching opportunity in New Mexico. Unfortunately, this position didn't have exactly what I was searching for as part of my professional growth plan. Truthfully, I desired a much bigger challenge and Tara somehow knew it.

Within a few weeks she followed-up with me and this time she had an offer I couldn't refuse. She said "Jason, would you consider interviewing for a coaching position in Lubbock, where you would coach a group of 50 to 60 agents and lead

in a company of roughly 220 agents." It only took me a few minutes and a short conversation with my wife to eagerly reply with a YES!

Of course, accepting this opportunity had its fair share of challenges and sacrifices. We would have to move the entire family, search for new employment opportunities for my wife, and my youngest daughter would be switching schools mid-year. My family fully supported me, knowing this was a dream of mine. Needless to say, it was a great decision and we haven't looked back since!

#### WHAT DID YOU DO BEFORE YOU BECAME A REALTOR/BUSINESS COACH?

Prior to coaching I ran my own business as an independent consultant. I consulted with companies on a range of topics, including conflict resolution, communication strategies, body language analysis, personality assessments, leadership development and team building.

I retired from the Air Force as a First Sergeant with the Air Force Special Oper-

ations Command in 2013, after 21 years of honorable service. As a senior non-commissioned officer I served in numerous executive positions in organizations ranging from 100-500 members. My tours included Germany, Italy, Saudi Arabia, Qatar and Afghanistan, as well as a few overnight stints in some undisclosed locations. My favorite deployment was also my last, volunteering for a tour in Afghanistan in 2011 as a First Sergeant for the Combined Joint Special Operations Command.

Despite serving in a combat zone, I enjoyed ending every shift by watching the sunrise as it would slowly peak over the mountains. My heart would be filled with gratitude and pride, blessed to serve my unit and country another day. During my Air Force career, as a former law enforcement officer I was afforded many amazing opportunities. The most unique of these was serving as a hostage negotiator for over 10 years. I was surrounded by the most brilliant minds in our field and to this day I'm thankful for their mentorship and unwavering friendship. This opened many doors in my career, which eventu-





Jason Vinson  
Angela Bachmann Photography



•••

ally led to me working in the field for suicide prevention, facilitating education forums where young adults would learn valuable tools of building a resilient and thriving mindset.

**WHAT ARE YOU PASSIONATE ABOUT RIGHT NOW IN YOUR BUSINESS?**

It's all about taking care of my teammates. There is nothing I won't do to challenge, develop and provide growth opportunities for each of them. It's not about real estate for me. Instead it's about connecting with people, their families, discovering what motivates them and partnering to achieve their greatest potential. Typically this means growing a successful business in order to fund the perfect life. Let's face it, transition to a new profession is difficult. I'm passionate about leading my teammates through this transition and being a steady, consistent and reliable resource for them to lean on. I want them to know that they're not alone and that I stand for them. At the end of the day, my ultimate goal is for each teammate to be a better version of themselves than when they first joined Keller Williams.

**WHAT HAS BEEN THE MOST REWARDING PART OF YOUR BUSINESS?**

I'm almost drawn to tears when an agent experiences a breakthrough and achieves their goals. There is little more rewarding as a coach than knowing someone has the intrinsic ability to succeed, and I get a front row seat to witness this milestone event. Because everyone is so uniquely different, you never know what will be said or done to provoke the thought and emotion of a breakthrough. I also love listening to them share their experience with other agents and transform to leading them along the same journey. It's a beautiful sight!

**WHAT WAS YOUR BIGGEST CHALLENGE AS A COACH?**

When someone decides to leave Keller Williams. I understand we're in a business where people may come and go, yet it personally challenges me. I'm committed to each agent, and it's not easy when someone you deeply care about decides to make a move. It's an uneasy feeling and I

worry about who will continue to invest in them and look out for their best interest in this competitive business. It's more than just a coaching relationship, they're more like my family.

**HOW DOES REAL ESTATE COACHING FIT INTO YOUR DREAMS AND GOALS?**

My favorite verse is (1 Peter 4:10), where Peter speaks about our gifts and how we should apply them. My life goal and dream is to be in service of something bigger than myself at all times. In fact, it's the only way my life is truly in alignment. Keller Williams has created the space and environment for me to positively impact a massive audience, which continues to grow daily. I get to speak life into people on a daily basis. I'm living my dream!

**WHAT'S YOUR FAVORITE PART OF YOUR JOB?**

Group Coaching, hands down! I have a tendency to get very passionate when I'm coaching. In fact, it's earned me the nickname "preachy-pants". I receive so much energy pouring education and training into my team, which then directly contributes to them growing a successful business. Every week the stage is set for me to teach people how to think and walk along side of them as they grow. I'm not sure it's fair for me to call this a job, it rarely feels like work.

**DEFINE SUCCESS.**

Success is applying what you know to help others, remaining growth-minded each day, leading yourself and others well, failing forward in all aspects and finding the positive in every situation you face in life - then deciding to do it even better tomorrow.

**TELL US ABOUT YOUR FAMILY.**

I've been married for 26 years to Cynthia Vinson. Cynthia is a dedicated and amazing educator with Lubbock Independent School Districts (LISD). We have two children, Emily (22) and Katelyn (17). Emily is an educator with LISD as well, where she works with special education students. My youngest daughter Katelyn is now a Senior at Lubbock Cooper High School, and ranked 3rd in her Senior Class. She has committed to Texas Tech University as part of the Honors College and has declared her major in the field of Kinesiology.

**HOW MANY YEARS HAVE YOU BEEN IN THE REAL ESTATE BUSINESS?**

It seems like such a long time, yet it's only been four short years.

•••

•••

**WHAT ARE SOME OF YOUR COACHING ACHIEVEMENTS?**

Since becoming the business coach the program has doubled in size and now boast over 100 coaching agents. Over the past two years the coaching team increased their sales volume by 38% in 2017 and 41% in 2018, totaling \$106.3 Million in closed volume. I'm truly blessed to coach with the most amazing agents in the industry.

**FAVORITE BOOKS?**

John Maxwell - Good Leaders Ask Great Questions  
John Maxwell - Everyone Communicates Few Connect  
Jocko Willink - The Dichotomy of Leadership  
James Clear - Atomic Habits  
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**ARE THERE ANY CHARITIES OR ORGANIZATIONS YOU SUPPORT?**

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**WHAT ARE YOUR HOBBIES AND INTERESTS OUTSIDE OF THE BUSINESS?**

I enjoy going off the grid and escaping to the outdoors  
Golfing with family and friends  
Reading

**HOW ARE YOU DIFFERENT?**

I specialize in analyzing and interpreting body language as well as assessing personality types. This allows me to gauge an individual, room or situation and have a better insight to what has not already been revealed. I love applying these skills to understand different personalities and facilitate effective communication in our interpersonal relationships.

**WHAT DO YOU WANT TO BE REMEMBERED FOR?**

I want to be remembered as a loving husband, father and friend. Always willing to serve others in any capacity, a fierce defender of people and a passionate leader in my community.

**GIVEN YOUR STATUS AND EXPERTISE, WHAT IS SOME ADVICE YOU WOULD GIVE THE UP AND COMING REAL PRODUCER?**

Change the way we view people. If we want to find the bad in any person - we will. What would it look like to put a '10' on the head every person we met, regardless of the way they viewed us. It's like taking a picture with a camera and desiring the best image. In order to do so, you sometimes have to change the lens and dial back on what you're focusing on. Change the way you look at things and the things you look at change!

**IN CLOSING, IS THERE ANYTHING ELSE YOU WOULD LIKE TO COMMUNICATE USING THIS LUBBOCK REAL PRODUCER PLATFORM?**

Thank you for the opportunity to share my experiences with your audience. What an honor to be in business with you and read about all of the incredible professionals in the industry. I appreciate you and everything you do on a daily basis to support us. God Bless - Jason

Jason Vinson



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▶▶ letter from the president

# TEXAS REALTORS®

**'START BELIEVING IN THE VALUE OF YOUR TIME'**



**Vanessa Dirks**, Lubbock Association of REALTORS 2019

*"Time is free, but it's priceless. You can't own it, but you can use it. You can't keep it, but you can spend it. Once you've lost it you can never get it back."*

**-HARVEY MACKAY**

We're in the business of knowing that everything has a value. If you haven't realized your time has a value, it's time to do a pulse check. I am no expert at this, but this is definitely something I would go back and tell my younger self: Budget your time wisely and be cautious of who you give it to. There have been times I chose to chase the possibility of a deal but missed out on moments I should have been a part of.

Figuring out what works best for you takes a little time and some trial by error. I'm more of a creative thinker so for me a paper planner works best. The act of writing something on paper helps it imprint into my brain. Over the years I've adapted to more of a hybrid technique of time blocking and M.I.T. (The Most important Task Method). Doing my schedule like this helps me focus and see what I need to tackle during my day and week.

Now let me remind you, I do property management, which means I do not have ducks in a row, I have squirrels and they are having a rave. Because of this, my time blocking is little more generic than specific task in a certain time. I typically have an ongoing list of things that I need to get done.

Sunday evenings I typically sit down with my day planner and write out my schedule for the week. First I put in my non-negotiable appointments. These are anything that should be a priority or are meetings with set times.

Then I make a list of everything I need to make a priority to get done. Every morning I check my email while I am still in bed. Who doesn't like a few extra minutes to lie there? This gives me the opportunity to do both. Typically Monday mornings are hectic, so I try to leave that open to catch up things from weekend calls and lining out vendors on work orders. Knowing these things helps me carve out times to tackle the to-do list, check properties and make appointments for listings and showings.

There are times that things come up and depending on importance they either get added to the to-do list to be squeezed in somewhere or they

might override what is scheduled, but being able to see your schedule may help you prioritize.

I also have some other personal rules that I apply; I encourage you to do the same. My examples are: I do not meet clients on a Sunday. My own experience has led me to this. I also have a cut-off of how late I will take appointments. I have a home and I like to see it and I have a life outside of just working.

There are so many methods but ultimately there is only one that will work for you. I even read that Winston Churchill would work late into the evening but would also take naps and whiskey breaks during the day. Find what works for you. In the midsts of this busy time, if you are feeling like you are drowning in a sea of to-dos, missed opportunities and feeling you are giving too much time to the wrong things, then it is time to invest your time in maximizing your schedule.

I encourage you to try several different methods because you may find you like a hybrid like me. There is a lot of information on this topic out there from books, the internet, Pinterest and podcast. Go research and start believing in the value of your time.

"Sarah McClanahan and Delia Richardson"  
"Photography by Joe Baker"  
please crop some of the ugly background out



# DELIA & SARAH

**Mother-daughter real estate duo  
serve God and the Lubbock community**

## ▶ rising star

By **Audra Boedeker**

### **YOUR NAME:**

Delia Richardson and Sarah McClanahan  
-Mother Daughter Team-

### **YOUR POSITION:**

Mother Daughter Real-estate Team

### **COMPANY NAME:**

Agents through broker: Amy Tapp Realty

### **WEBSITE:**

[www.LBKcoRealtors.AmyTappRealty.com](http://www.LBKcoRealtors.AmyTappRealty.com)

### **MOTTO:**

"Work with enthusiasm, as though you were working for The Lord and not people."  
...Imagine if your boss was the Lord, how wonderful and eager you would be to work for Him.

### **PHONE NUMBER:**

Delia Richardson: 903-714-8527  
Sarah McClanahan: 903-714-5247

### **BUSINESS ADDRESS:**

12402 Slide Road, Suite 103  
Lubbock TX, 79424

### **INDUSTRY:**

Real Estate Agents

### **HOW MANY PEOPLE DOES THE COMPANY EMPLOY?**

Just the two of them, Delia and Sarah.  
However Amy Tapp Realty has a team of just over 50 agents as a brokerage.

### **THEIR STORY:**

"Work with enthusiasm, as though you were working for The Lord and not people," has been Delia's motto since she began her real-estate career in 2005. Delia, as a wife and mother of three children, began her real-estate career in East Texas and the DFW area.

Delia and her husband Tony, themselves had a bad experience when buying a home. Therefore, after that, Delia decided that if she ever became a realtor, she would educate custom-

...



"Delia Richardson and Sarah McClanahan"  
"Photography by Joe Baker"



"Sarah McClanahan and Delia Richardson"  
"Photography by Joe Baker"



**“WHO DOESN'T WANT TO WORK WITH THEIR DAUGHTER!”**

“Sarah McClanahan and Delia Richardson”  
“Photography by Joe Baker”

ers in the process of buying or selling. Her love of people and training has led to her to her dream job which enabled her to spend more time with family.

“Treat others the way you want to be treated.”

After watching her mother’s passion in Real Estate for several years, Sarah, Delia’s youngest daughter, became her assistant in 2012. Shortly after, Sarah’s passion grew as well and in 2014 Sarah became a licensed Real Estate agent with the intention of making peoples dreams come true as she had so often seen her mother do! As a married young mother herself, Sarah loved being able to spend time with her family while also helping others achieve their dreams.

Delia said, having Sarah as her partner is a dream come true. “Who doesn’t want to work with their daughter!”

It has continued to be a Blessing to work with one another while helping others. Sarah and Delia have a strong mother/daughter bond and both agree that it’s not about the dollar but about the wants and needs of the customer. God has provided for all our needs and we always give Him all the Glory, Delia stated.

2015 is the year that Lubbock was blessed with this dynamic mother-daughter duo as they moved and established themselves within the Lubbock community for the second time! With Delia’s husband/ Sarah’s father Tony working for the Texas Department of Public Safety; he was transferred to seven cities within the state of Texas. They do admit; Lubbock is by far their favorite place to be! “We moved here because of the people, they are so friendly and hospitable,” Delia said. Sarah too loves Lubbock and considers it her home for her, her husband Patrick, and their two children. Sarah said it “has always been home for me because of my home church, Southcrest Baptist, and I always wanted to come home to it.” Delia shared that “Lubbock is the perfect city because it offers great opportunities to families as well as having that small town appeal.”

Along with serving the Lubbock community through real-estate, Delia and Sarah too serve as active members of Southcrest Baptist Church and make for a beautiful duet while singing in the church choir! When they break from their work hustle, Sarah loves “glamping” with her husband and two babies while Delia loves to cook and read! This Duo has their hearts set high on becoming more and more involved in the community and giving back as they are already singing their way into people’s hearts and families into their new homes!

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