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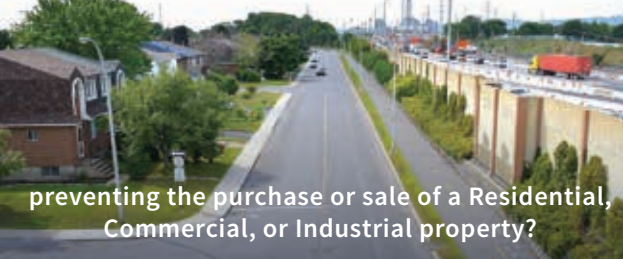
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VANESSA NIELSEN



ENCORE STAGING SERVICES

▶ partner spotlight

Photos by Anita Barcsa
Written by Zach Cohen

MOVING WATER

“I’m like moving water – constantly on the move.”

Two years ago, Vanessa Nielsen and a friend took a trip together to Asia, visiting Hong Kong, Thailand, and Vanessa’s birthplace of Vietnam.

“I had never been to a fortune teller in my life or believed in that stuff,” Vanessa recalls. “But in Hong Kong, [my friend] was adamant about going to look for this one specific fortune teller.”

So, Vanessa and her friend tracked down the fortune teller, and each sat down for a reading. The fortune teller inspected Vanessa’s palms and her face, and gently questioned Vanessa. “Do you work in real estate?” she wondered. “Do you do design work?”

“[The fortune teller] started talking about wealth,” Vanessa says. “She said, ‘You keep making pockets of wealth; you create it wherever you go. You are like moving water, you keep moving.’ I had never heard about anything like that before.”

Considering her career in staging and real estate, Vanessa thought, “I guess I found my niche.”

ENCORE STAGING SERVICES

The fortune teller in Hong Kong reaffirmed Vanessa’s path as a staging professional and business owner, that Vanessa is doing exactly what she’s meant to do, professionally. After years in the corporate world, working in marketing and PR, Vanessa founded Encore Staging Services in 2013. That was the same year that she moved to the Silicon Valley with her husband, Martin, to start a family.

During her time living in Santa Monica, Vanessa worked as a real estate agent for a period between corporate jobs. She was licensed back in 2004, and her experience in real estate gives her a unique advantage as a staging professional. While she’s left her work in real estate behind, it continues to inform her decision making as a professional stager.

Vanessa is passionate about the design side of staging. Being able to see a visceral response from her clients brings her immense joy; there’s almost instant gratification.

“I get to talk to the homeowners about the history of the home. I get to learn the stories, what went on with the house. I start thinking about the design and get excited about presenting it,” Vanessa explains.



LEARNING TO LISTEN

Alongside her love for design, Vanessa has a genuine affinity for simply helping people. “It comes down to customer service,” she reminds us. “You don’t have work unless you have a customer.”

Vanessa learned her expert customer service from her parents, who were immigrants and small business owners; her dad was a tailor, her mother owned a beauty salon. “My work ethic, I learned it from my mom,” Vanessa explains. “She tells me if she sits still she’s going to get tired, bored, and sick.”

In business, Vanessa has learned to be patient. To really listen to people. “It’s not about me,” she says, “it’s about the homeowners, the home, and the agent. About what is going to look amazing to sell for the price they are dreaming of. How we deliver is important because when you’re there and working and getting feedback, you have to listen.”

...



“SHE SAID, ‘YOU KEEP MAKING POCKETS OF WEALTH; YOU CREATE IT WHEREVER YOU GO. YOU ARE LIKE MOVING WATER, YOU KEEP MOVING.’ I HAD NEVER HEARD ABOUT ANYTHING LIKE THAT BEFORE

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Always seeking to accommodate her clients and partners, Vanessa is willing to do whatever it takes to achieve the desired end result.

BUILDING THE LIFE OF HER DREAMS

At home, Vanessa is the same person as she is in business — always on the go. Her ability to express authenticity is one of her most endearing characteristics; you can be sure to get the same, genuine version of Vanessa every time.

“I keep it real; that’s how people connect with me,” she says.

Vanessa and Martin have two girls; Cataleya is 6, and Camelia is 4. They love to travel together, go off-roading and camping, or just about anything adventurous. In business and in life, Vanessa’s care comes through strongly. There is a sense of joy in her love for the life she’s living – in each and every moment.

“It’s funny how I turned into my mother. There’s always something to make beautiful or improve, be it homes, my craft, or myself. I just like doing things,” Vanessa laughs. “I have three babies – my two kids and my business.”

▶▶ profile

Photos by unknown
Written by Zach Cohen

Olivia MCNALLY



Rising Up

Olivia McNally has an intimate understanding of what it takes to overcome obstacles. She's risen above the fray time and time again, growing through a difficult upbringing where she was strapped with financially supporting herself and her family, investing all of her savings in a startup that ultimately failed due to embezzlement, and, finally, ascending to the top of the real estate world. Through it all, Olivia has acquired a passion for helping others and building her community.

"Today, real estate is the vehicle that allows me to do what really drives me," Olivia smiles.

Rising Up

"I've had a challenging life," Olivia begins. "My mom was a young single mom. We just struggled through. When I was 10 years old, I was helping my mom in the office that she was working at. I was shopping for groceries for my family. I was independent – because I had to be."

By 14, Olivia was working at her aunt's Supercuts hair salon. She obtained a work permit in her sophomore year of high school so she could leave school around noon to head to work.

"I would leave after fourth period at Burlingame High School, take the train to Broadway, then walk to the salon," Olivia explains. "I worked almost every day from about 12:00 to 6:00."

Olivia proceeded to move from job to job throughout her teenage years. She worked at a Starbucks, then as a concierge at the San Mateo Marriott. Eventually, she landed in a position managing an estate in Woodside – her first taste of the real estate world.

It seemed that Olivia was rising out of her challenging upbringing and building a life of abundance for herself. In 2007, she flew out to Dallas to head west-coast sales for a startup company that she was heavily invested in. With her hopes high, she took "4,000 pounds" of furniture halfway across the country at 25 years old. What promised to be a time of growth proved to be another tough lesson for Olivia.

This was also Olivia's first real lesson in real estate. Seeing that rent prices were as much as mortgage payments, Olivia decided to dive in and buy a condo. What Olivia didn't know was that the biggest housing crisis was about to happen just a few short months later.

"I was there for eight months, but unfortunately found the CEO was embezzling money from all of us investors," Olivia says. She returned home to the Peninsula, humbled.

...

•••

“Every credit card I had was maxed out from taking money out. We were at the beginning of a major recession. I came back to a sh*t-show.”

At this point, Olivia was just trying to keep herself afloat. She worked three or four odd jobs at a time just to pay her bills and new mortgage in Texas.

“No one was hiring,” she recalls. “I was just trying to make minimum payments on my bills and figure out my next move.”

The Tide Turns

In December of 2008, Olivia was hired by Lockheed Martin as an Executive Assistant to Vice Presidents. Feeling settled in her life and career was a blessing. Paying the bills got easier. Her debt began to dwindle. The tide was turning.

“I was still bartending on nights and weekends to try to pay off the debt from the startup company I invested in, working full time at Lockheed and going to school full time to finish my BA in Business. It took a few years of hard work, blood,

sweat, and tears, but I did it! I even threw myself a debt-free party,” Olivia smiles. “It was one of the most trying times I’ve ever been through in my life, but it made me realize that you can do anything you set your mind to.”

Olivia envisioned being at Lockheed Martin forever.

Following Her Heart

“I had a full package at Lockheed,” Olivia says. “But there was something missing inside of me. I was coming home mis-



The Path Back Home

Olivia launched her real estate business in San Francisco, where she worked with one of the top-producing agents.

“Two years down the road, I was a top-producing buyer’s agent on his team, and he and I had some discussion about building out my own team on the Peninsula. That’s where I live. It’s my home. I wanted to get back home,” Olivia says. “At the end of the day, we couldn’t make the numbers work. I decided at that point, I was going to leave his team and start McNally & Associates.”

Five days later, Olivia found out she was pregnant.

“I took a huge leap of faith walking away, and then, there I was. That threw me for a twist,” Olivia laughs.

Fortunately, Olivia is well-versed in overcoming obstacles.

“I kept plugging forward,” she smiles. “I closed \$40 million that year running around six months pregnant.”

Today, Olivia is with Compass. She’s a top 1-percent agent in San Mateo County, a top agent in San Francisco, and continues to grow her business year by year. She’s stepped beyond the simple goal of completing real estate transactions. Instead, Olivia is honed in on helping people achieve their dreams.

“What really really gets me is helping people that waited their whole life to achieve this dream and didn’t think it was possible,” Olivia says. “And I can relate. I’ve never been handed anything. The house we just bought here in San Mateo, it was done by saving pennies for close to a decade. I get it. I get it at a level that most people don’t understand.”

“I’ve grown up in this area, and watching people 10 years younger than myself, as well as people my age and older, try and buy their first home – it’s seriously disheartening sometimes. I love being able to achieve the impossible for clients... I’ve realized in this process there is so much more than making money. There are moments that move me to my core, and these are the moments that keep me motivated to continue helping others.”

Olivia is passionate about building her community. Her son, Lucas, is now 2 years old. She envisions him playing on the streets in a safe, community-oriented neighborhood.

“My number-one goal is to be the person in this community that people can trust,” Olivia says. “Real estate is the vehicle that allows me to do what really drives me. I’m so blessed.”

erable. I wasn’t happy. I had a thriving career, a business degree, I was financially stable and planning to marry the love of my life, but there was a void inside of me, despite all of the wonderful things happening.”

“I got married in 2014, and at the beginning of that year, my fiancé, he said, ‘This just isn’t who you are. You are a fun-loving, easygoing person. What is going on?’”

Olivia couldn’t figure it out. She did a lot of soul-searching.

After a year of deep listening, Olivia realized that a change of career was what her heart called for. She left her work at Lockheed Martin to become a real estate agent.

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▶▶ celebrating leaders

Photos by Hyunah Jang
Written by Leo Adam Biga

AMY GRABILL HOEFFER

FINDING HER NICHE

Even though Amy Grabill Hoefer successfully partnered with her mother, real estate legend Ducky Grabill, she was still unsure about making real estate her own career. The former Division I volleyball student-athlete (at Santa Clara University) coached high school and club ball, and always imagined herself teaching someday.

Through a series of life events, an opportunity arose that married Amy's expertise in real estate and her passion for mentorship and teaching. The first step was breaking away from Ducky to chart her own path. Today, she manages the Sereno Group's Los Gatos office – an office that she helped found in 2006.

"It was hard to walk away from working with Ducky, and I thought I would have more time to transition out of our business together into this role, but I was needed right away. Ducky just kept the business going and didn't look back. She hasn't missed a beat."

The Sereno move provided Amy the opportunity to be part of the company that she participated in starting.

"It was a small group of us really centered around creating a quality company for agents with distinction and meaning. We focused on branding and being innovative. We had our own marketing department, which at the time was a huge asset. We'd meet with our in-house designer. Everything we did was custom."

"Every agent was at the highest level of professionalism."

Amy didn't see how to apply teaching and coaching in real estate until she got involved with FLY, a nonprofit recipient of the company's 1% For Good charitable giving program.

"FLY does various programs with at-risk youth. I got trained to teach a

“*I feel that when you're around people who motivate and inspire you and that you respect, you perform better. I think that environment and culture are one of the big strengths of Sereno Group and why we have such high per-agent productivity.*”

12-week law program at a high school. I loved the program. I wanted to work more closely with the students, so I did a one-on-one mentorship with a youth who was a parent and had been involved with the juvenile court system. I mentored him for a year," Amy explains.

"It got me thinking that maybe leadership is something I would be interested in doing. It didn't occur to me at the time there would be an avenue for that in real estate, but it really piqued my interest because it got me to tap into a side of myself I wasn't using that's actually one of my biggest strengths."

Fast forward to her now managing a team of 100-plus agents at Sereno by "being a sounding board,"

and providing support much like a coach does with a group of athletes.

"Sometimes, an agent needs to talk through a negotiation or a tricky situation or just how to phrase something. Or they may need to learn how to pull data to make a case for a price reduction for a challenging listing," she said. "I do a lot of real estate Q&A and consulting. I do classes as often as I can. I plan and run our meetings. I'm active with recruiting and hiring."

"We're a big office with a lot of logistics to cover, but my main goal is to be there for the agents and maintain our supportive culture."

Unexpected Events Guide Career Definition

Amy sees her job as nothing less than "taking care of every agent, and making them feel heard, acknowledged, and represented, while giving them room to grow."

"I think one of the things that's really benefited me in this role is that I am able to see everything from the agent perspective. I can relate."


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 She's not a by-the-numbers manager. She's not pressured to be either, yet the sales team boasts the highest per agent productivity compared to other leading brokerages in local markets. She attributes that performance to team members being autonomous professionals with top-producer attributes. Her job is to give them what they need to shine.

"I don't help set production goals. I'm just here to help the agents accomplish what they want to do. The longer I'm here, I can see where I want the group to be, but mostly I don't think about the numbers. I feel that when you're around people who motivate and inspire you and that you respect, you perform better. I think that environment and culture are one of the big strengths of Sereno Group and why we have such high per-agent productivity. Being collaborative for the benefit of others is at the heart of Sereno."

When agents confront challenges, even crises, Amy has the life experience to counsel them through those times, too. Everything was rolling for her and the company coming out of the nation's housing bubble and economic collapse when, in 2009, she suffered a massive stroke at age 28.

"That kind of changed everything," she said.

Prior health concerns prompted Amy to seek medical care, but her condition was misdiagnosed, and by the time she was admitted to a hospital, she said, "over 75 percent of the oxygen to my brain was blocked."

"The doctors told my mom, dad, and my fiancé that I might not walk or talk again. After almost two weeks in the hospital, I had in-home therapy for six weeks with a speech therapist, a physical therapist, and an occupational therapist. I didn't go back to work for a long time.

"I thought I would maybe go into teaching. I didn't know that real estate was exactly what I wanted to do anymore."

Motherhood then helped her gain clarity about her future.

"A year and a half after my stroke, I had my son, Owen. After I had him, I became something other than a stroke patient in recovery – I became a mom. It gave me strength, it empowered me, it helped me to move on."

She gave birth two more times, and with each child, her purpose grew.

"After having been sick and then having my kids, what was most important to me was living here, being near my family, providing for my family. That's when I really began to love what I did – selling real estate and working with clients. That's when I fully committed to coming back to real estate."

Amy feels she's found "a home and a family" with Sereno Group, whose most experienced agents were colleagues of her mother and saw her grow up.

Achieving the Right Fit

Amy appreciates working at a hyper-local independent firm.

"I believe in the company. There's a lot of room for us to grow and thrive in this environment, especially being in the hub of Silicon Valley entrepreneurs

who value local business and the professionalism and philanthropy we represent."

Technology is intrinsic to how agents work today, but she insists the business is about personal connections. "Top-producing agents will tell you it's about repeat and referral business."

"The agent experience and what agents have to offer is not going away. What I see happening is big tech trying to come in to take a piece of that, mostly in the form of lead generation. But our business has always been repeat and referral and name recognition, and I don't think that's changing. I think agents are going to stay the information interpreters and guides."

"We manage life transitions, we don't just manage home sales. We're there for people in the best of times and the worst of times, with all the emotions, and all the different hats we wear. None of that is going away."

The value professionals provide, she said, becomes clear to clients when they benefit from agent-led negotiations that net substantial credits or beat out multiple counteroffers.

Sereno brands itself as a collaborative model that leverages its agents' "collective industry intelligence to optimize every opportunity" for clients.

"There are all these things where the agent makes a huge difference, and as the market changes, we're going to see a greater awareness and appreciation of the agent's worth."

She's confident Sereno is resilient to ride future waves.

"Sereno started in 2006. The experience of going through the Great Recession and coming out of it very successful is ingrained in our company. It was really challenging for our leadership to get through that and for the company to stay in business. You don't go through that without that informing your future decisions. That's gotten us to where we are now, and it's why we're implementing the changes we are so that we're fortified to take on whatever's next.

"Be it changes in the market or in the industry, we're ready for it."



▶ selfie corner

STORIES ON THE HORIZON

Right before the shelter-in-place order went into effect, I was able sit down with these amazing agents. Keep on the lookout for these great stories.



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Lana Miles

From Ukraine to the Bay Area: A Story of Ambition, Community, and Inspiration

▶▶ star on the rise

Written by **Zach Cohen**

Photos by **Teresa Nora Trobble**

“I realized as a little girl, I can change anything. That when I grow up, I can choose. My family is everything to me, but I didn’t agree with the lifestyle we had. I wasn’t angry, but I took the responsibility upon myself to change it. I am going to be someone that provides for my family. That’s a big thing that motivates me.”

Ambitious, passionate, driven, enthusiastic, hard-working, Lana Miles is all these things and more. In less than two years in real estate, she’s proven herself to be an unstoppable force on the way to accomplishing her personal goals.

Much of Lana’s drive comes from her early days growing up in Ukraine.

“I’m coming from a very poor family,” Lana reflects. “To the point where when we went to the grocery store, we were not able to afford the food that I wanted. I remember being hungry. There was definitely a lack of something.”

“I felt that I was lacking, and I didn’t agree with the situation,” Lana continues. “I felt I could change it. That sparked my interest to go explore, to take new opportunities.”

Arriving in California

In 2014, Lana landed in San Francisco to attend college. As a business major, she excelled, getting straight A’s. And yet, she still sought more.

“I was going to school, and I didn’t feel this was the right thing for me,” Lana explains. “I was an A student, but it was boring. The things we were learning were outdated. There wasn’t much we could apply in real life.”

Lana’s friends suggested she try something different, like technology or sales. She tried many different avenues for expressing her drive and passion to succeed, but nothing stuck. Then, she was introduced to Vladimir Westbrook, her current broker, who introduced her to real estate.

“I heard he was opening up a company,” Lana says. “We were both young and hungry, and we’ve figured it out.”

In real estate, Lana discovered an opportunity to learn through experience, and to grow as quickly as her skills and hard work would allow.

“One of the reasons why I fell in love with real estate is because in real estate you can learn the business as you go. You improve by doing,” Lana explains.

“When I found this industry, that’s the reason I dropped out of college. I did three years in school, and then I switched to real estate and fell in love with it. It has gone so well.”

Finding Real Estate Success

“At first, it was super hard,” Lana admits. “When I started, I was trying to do everything -- be in school, bartend. Then I realized, if you want to do real estate, you have to go full in. It cannot be a hobby, and it cannot be part-time. You’re doing it or you’re not.”

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Lana ultimately decided to take a big risk. She dropped out of college mid-semester and left her bartending job. She had savings for only about one month, and she bet on herself in real estate – and the bet has more than paid off.

In her first full year (2019), Lana closed 19 transactions. Yet, she’s not settling just yet.

“I always want to do something more challenging, reach a different level,” Lana smiles.

Lessons Learned

Lana had a unique challenge in starting her real estate business. She had only been in the United States for five years and, for all five of those years, had lived in San Francisco. When she got started in real estate, she moved to San Jose – a place she had never even been before.

“So I’m new to the area, and I needed to sell real estate. I needed to do a ton of research so people felt comfortable working with me,” Lana says.

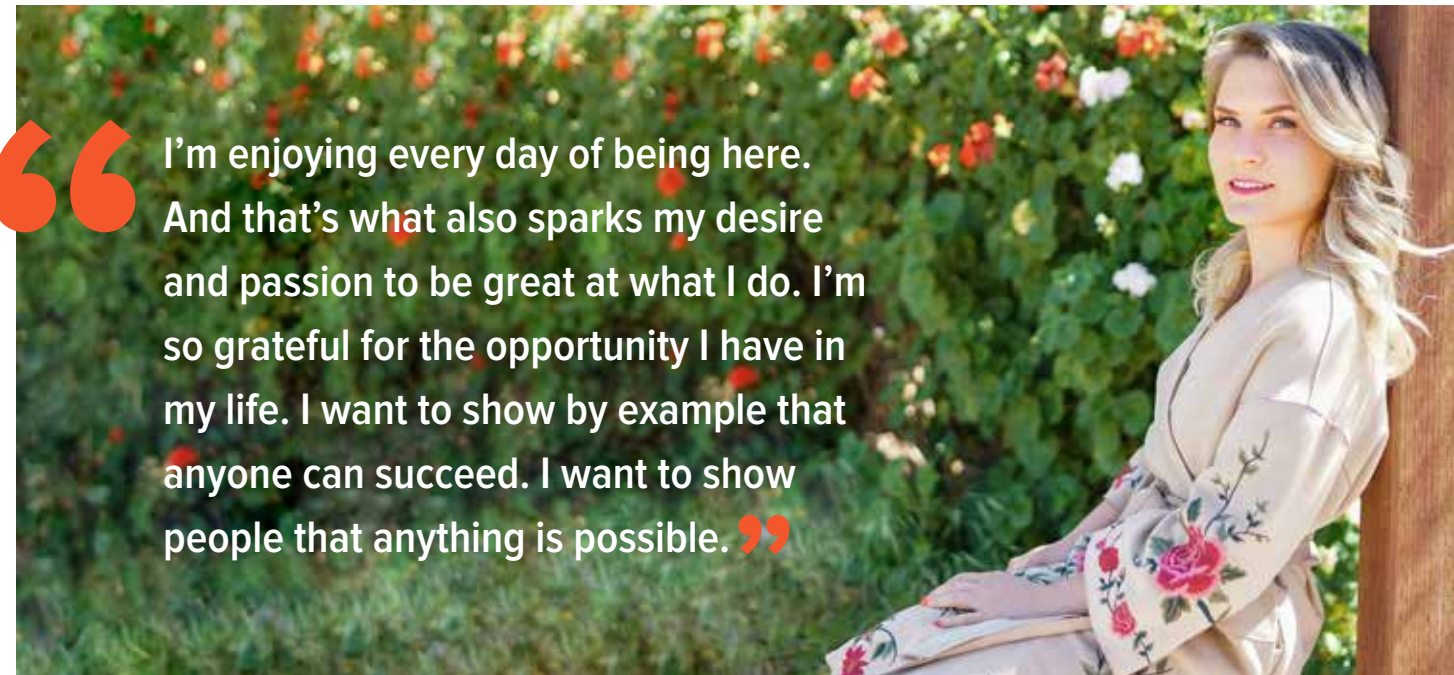
Along the way, she learned humility, and she learned the value of hard work. Every day, Lana discovers something new.

“I feel that I know the formula of success in this business: hard work and good mentorship. Without those two, I don’t think it’s possible to succeed,” Lana smiles. “I’ve learned anything is possible as long as you are working hard and have the right guidance.”

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Family Values

Back in Ukraine, Lana was raised with a tight-knit family and community to support each other. While they lacked in material wealth, they were rich in graciousness. Here in the Bay Area, Lana has continued to recognize how much support she’s received from those around her. As she’s found personal success, she strives to give back to the community that supported her so willingly in her time of need.



I’m enjoying every day of being here. And that’s what also sparks my desire and passion to be great at what I do. I’m so grateful for the opportunity I have in my life. I want to show by example that anyone can succeed. I want to show people that anything is possible.”



“Family values and helping each other -- that’s a big one for me,” Lana says. “I came here to America and didn’t have anyone here. All the people who helped me along the way, that I met at restaurants, Starbucks, all these people have helped me so much.”

“My family values taught me to help and support each other. So that’s what I’m seeking to give to others. This way, we create community. We help each other. People help me, and I help others.”

Outside of work, Lana has a love for fitness and exercise, as well as exploring the beauty of California and the U.S.

“I love being outdoors, exploring nature,” she says. “I feel like, in some ways, I’m still new to the area. Every experience for me here is amazing.”

“I’m so grateful I can be here to explore this beautiful country,” Lana continues. “I’m enjoying every day of being here. And that’s what also sparks my desire and passion to be great at what I do. I’m so grateful for the opportunity I have in my life. I want to show by example that anyone can succeed. I want to show people that anything is possible. I want to be an example.”

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BRIAN CHANCELLOR

cover story

Written by Dave Danielson
Photos by Dennis McKnew

*The Spirit
of Dedication*



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It's not uncommon to see Sereno Group Vice President and Sales Manager Brian Chancellor proudly wearing orange. It's his favorite color, after all.

But it's not a fashion statement. It's a sign of ongoing love for his sister, Stephanie.

Orange was her favorite color.

"When I'm wearing orange, it's a direct acknowledgment of her," he smiles.

After battling cancer, Stephanie passed 18 years ago, at the age of 22. Since then, the color symbolizes his dedication to her. It also represents Brian's caring approach to the people in his life.

Young Discoveries

Born in Ohio, Brian's family sought the warmer weather, educational opportunities and enriching life of California. So they moved to Palo Alto when Brian was just 3, and his older brother was 5. A few years later, Stephanie arrived.

"My dad was finishing up his Ph.D. in educational administration, and my mom was the head nurse of a neonatal intensive care unit," Brian says. "My dad turned down a multitude of job offers to move out here for a director position with the Mountain View-Los Altos Union High School District."

As the young family put down roots in Palo Alto, Brian's eyes were opened to the world around him.

"From the time I was on the playground at school, I was always just looking at people and observing different interactions and seeing what was going to happen," he says. "It was the person-to-person interaction. It's always been fun for me to meet people from different places."

From a young age, Brian learned the power of generosity.

"It is in my DNA," he smiles. "My parents wanted to provide us with a life of opportunity and for us to know what our value was. They emphasized education, and striving for your best and being generous and helping other people."

The Business of Helping

As her children were born, Brian's mother was home to maximize her time with them. As time passed, Brian's parents were engaged in the community and became friends with local community icon Sam Webster, who had some advice for Mrs. Chancellor.

"Sam told my mom, 'I think you'd be very good in real estate.' And she said, 'If I go back to work, I'll go back into nursing.'"

Yet as she thought about it, she decided that real estate would give her the career and the flexibility with her children that she



needed. So she became an agent in 1981 when Brian was 12.

During Brian's formative years, his future career choice was formed by his mother's influence.

"When I went to college, I knew I wanted to pursue real estate," Brian remembers. "So when I finished at UC San Diego, I said 'I'm going for it,' and I went into real estate."

He turned down an offer in Texas and had one of his own for his mother.

"I said to Mom, 'Why don't I work as your assistant?' My mom was very well respected. And she said to me, 'There is no nepotism here. You have to earn your own stripes,'" Brian remembers. "That's one of the things I appreciate. She gave me the space to grow as an individual."

For 17 years, they worked together in real estate, starting in a regional boutique by the name of Seville Properties. During that time, in 1993, Brian met his wife, Nana, who is from Denmark. They fell for each other and married.

Along the way, new opportunities presented themselves. After working for a time at Alain Pinel, Brian joined the regional real estate boutique Sereno Group, and in 2011 opened the group's Palo Alto office.

"It was amazing. When I started, I didn't have managerial experience and learned a lot," he recalls. "I recruited people and worked with them. It was exciting, and it gave me a taste for what it was like for our clients who, themselves, were in start-up mode."

Growth with Integrity

Today, the downtown Palo Alto office includes 24 agents.

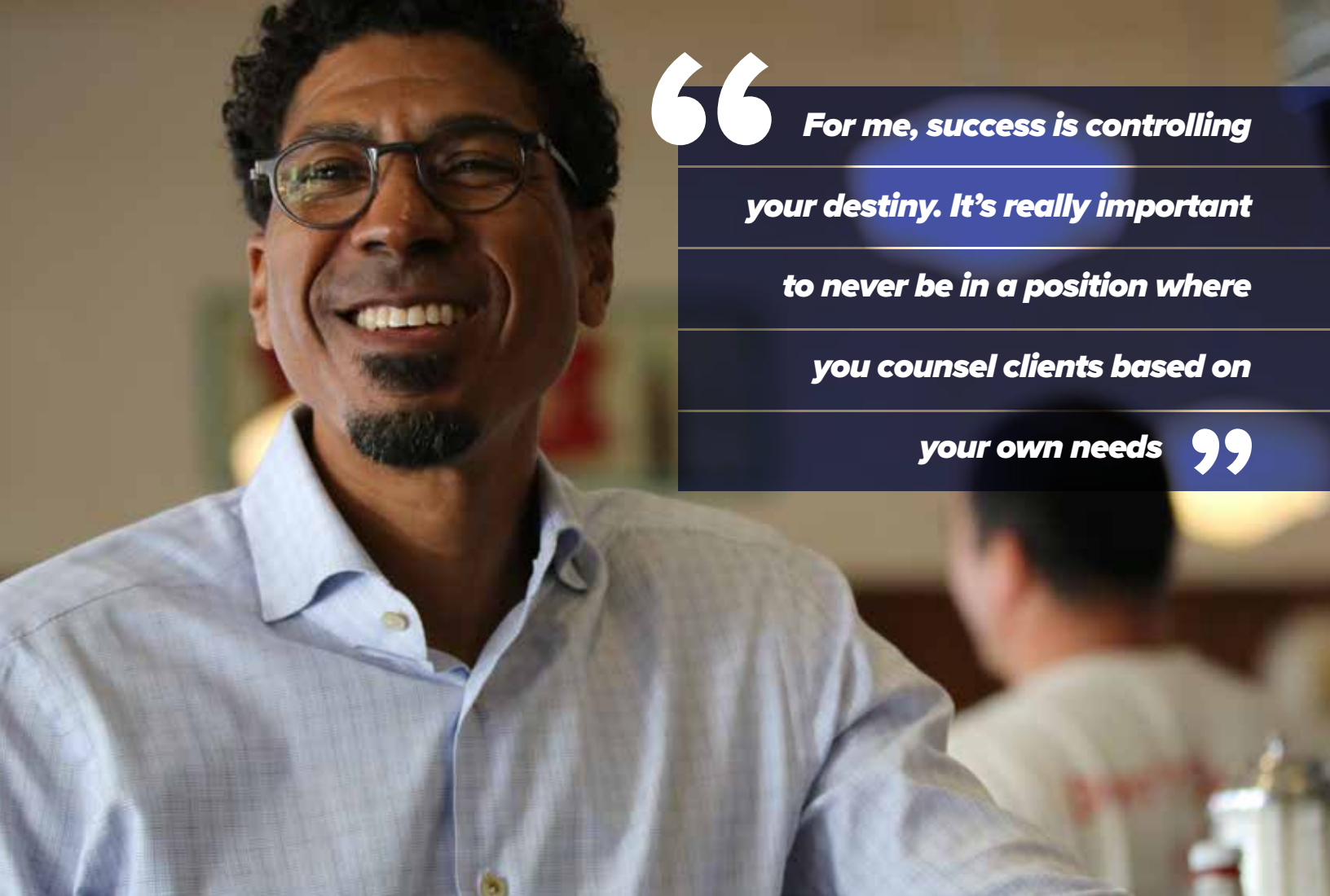
"We're interested in growth, but organic growth," Brian points out. "We have a really strong core with true teamwork where people encourage you, and we have a deep-rooted trust. One of my objectives was to help raise the bar ... but not only the level of business, but also the perception of who we are as an industry."

A man of integrity and humility, Brian is also a very active real estate agent and sales manager. In 2012, he represented the buyer in the nation's largest real-estate transaction ever. Yet he focuses on helping others and enjoying time with his family.

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“We have a really strong core with true teamwork where people encourage you, and we have a deep-rooted trust. One of my objectives was to help raise the bar ... but not only the level of business, but also the perception of who we are as an industry.”





“ **For me, success is controlling your destiny. It’s really important to never be in a position where you counsel clients based on your own needs** ”

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“For me, success is controlling your destiny. It’s really important to never be in a position where you counsel clients based on your own needs,” he says. “I’ve had people look very surprised when I talk them out of buying.”

Like the astonished UK couple.

“I showed the property and was honest about the downsides. They said, ‘We’ve bought and sold a lot of property, but we’ve never worked with someone like you. You tell us what’s wrong with the place,’” he remembers. “This is just who I am.”

Brian takes pride in Sereno Group’s 1% for Good program that gives agents a way to share their success with local nonprofits. To date, almost \$3 million has been directed back to the community, earning Sereno Group recognition as the most philanthropic real estate company in the country. In addition, Brian enjoys an active role on the Board of the Palo Alto Community Fund where he has served for more than seven years now.

Brian is also a man of gratitude. After Stephanie passed, his family raised cancer research funds for years and then donated them to Stanford University in her honor.

“The local real estate community here was super kind to us,” he emphasizes. “On their own, they raised funds to create a specially designed fountain in Stephanie’s honor, and the Bing family allowed it to be placed within the Bing Family Garden at Stanford University Hospital, the hospital where she received her treatment and passed away.”

In moments like these, Brian remembers his sister and the gestures of kindness from people who remember her with gifts of orange for him.

“My wife and a designer friend created an orange vanity in the kids’ bathroom, and we have two giant orange flower pots in the front of our house in Crescent Park that you can’t miss when you visit. And many close friends and family members to this day give me orange presents, such as shirts, socks, and jackets,” he shares. “Stephanie and I were very close. So her favorite color became mine.”

With a spirit of uncommon dedication, Brian Chancellor demonstrates the qualities of caring that make him an uncommon man.



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