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First American Home Warranty

Kathryn Lansden is an amazing cook, a passionate gardener, and an enthusiastic area manager for First American Home Warranty. She's been in the home warranty industry on and off for about twenty years, and she's been in the real estate industry her entire adult life. Kathryn is one of the most caring people that you'll ever work with, so know that if you ever need her assistance, she will bend over backwards to help you and your clients.



Kathryn with her dog Sadie

Right out of college she started working for her father's real estate attorney in Buffalo, NY. Then, because she hated the snow, she moved to California and landed a job with a real estate company. Since then, she's lived in Los Angeles, New Orleans, and Phoenix, all places with no snow, and has been in the real estate industry ever since.

Kathryn's motto is, "The best way to predict the future is to create it." She's seen it happen in her own life. "If I set my mind to something, I can actually make it happen. It may take a couple of years, but when I look back at my goals and journal entries, I realize that I planted the seeds that manifested exactly what I wanted."

Although home warranty companies all appear to be the same, there are a couple of things that set First American Home Warranty apart from the rest. As an industry leader for more than

thirty-five years, First American Home Warranty has provided protection through more than 10 million home warranties, spending more than \$177 million dollars last year to assist customers nationwide. Kathryn says, "First American has the experience, integrity, and stability to honor our commitments to our mutual clients."

"Let's face it," Kathryn adds. "In Arizona, air conditioning units run year-round. Longer and hotter summers, like 2020 in particular, mean more usage and higher claim costs. So having financial stability is extremely important."



Sadie



Photo Credit Devin Nicole Photography

Another helpful factor is that they have a local corporate presence. "We have claims staff and a contractor management team based in our Phoenix contact center on Loop 101 and I-17. When it's 110 degrees, we're all feeling it. We can all imagine what it's like to be in a house with no air conditioning."

Next time your client asks you which home warranty company you recommend, suggest First American Home Warranty. If your clients have any coverage questions or service issues down the road, Kathryn Lansden would be delighted to help. You can contact her directly at 480-338-1983 or klansden@firstam.com.

*Not a creature was stirring,
not even a mouse.*



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Golden Nuggets



Jody Sayler,
Just Selling AZ

"People who succeed aren't the ones who avoid failure; they're the ones who learn how to respond to failure with optimism."

It's important to surround yourself with people like you.



**Allen and
Kathryn Willis,**

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Amber Perks,
eXp Realty

I would say that following the Platinum Rule is something that I work towards every day. Everyone always talks about the Golden Rule: "Treat people the way you would want to be treated." But if you really think about it, that's a pretty

one-sided way to live. Not everyone wants to be treated the way you do. Not everyone thinks or believes the way you do. The Platinum Rule goes a step further. "Treat people the way they want to be treated." This takes more effort and self-awareness. Taking the time to get to know people, what makes them happy, what makes them feel valued. That's where the power is.



Kathryn Lansden,
First American Home Warranty

The best way to predict the future is to create it!

JODY SAYLER

Meant to Be

Life moves forward — but not always in a straight line. Hopefully, after making your way through the zigzags of a career, you arrive at a place that you know is your destination.

That's the path Jody Sayler has taken.

As designated broker with Just Selling AZ, Jody is making a difference in a role that it feels like she was destined for — like it was meant to be.

Signs of Things to Come

Growing up in Aberdeen, South Dakota, there were some signs of what might be in Jody's future.

"My folks have always been in real estate. They had rentals when I was growing up," Jody remembers. "So, I was always around it, and I learned how to do it all from the bottom up."

She even got an early start on the investment side — buying her first house when she was just 18 years old.

"I realized that investing in it was a very good thing, and I wanted to start building my own portfolio," she says.

Starting Her Journey

As she came of age, Jody had moved to Georgia, and also started her career in the medical field. In 1990, she moved from Georgia back to South Dakota, conducting hotel inspections. While she enjoyed the work, there were trade-offs.

"With that job, I was only home for 67 days a year, and I did that for six years. By that time, I was getting sick of the travel," Jody recalls.

Career Crossroads

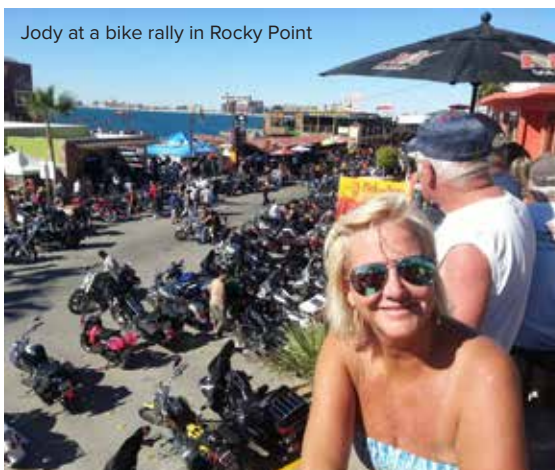
About that time, her secretary informed Jody that she was building a hotel with her husband. There was something about that idea that appealed to Jody, too. Through the

process of looking into the possibilities, she heard about an area near Apache Junction that was a prime location for a hotel.

"I checked out the area and found a piece of land on the corner of Idaho and 60," she remembers. "In January 1997, I opened a Super 8. I stayed with that until I realized it wasn't as much fun as I thought. Having a business open 24 hours a day isn't too much fun. There were several days when I worked 24 hours with no sleep to cover for people who didn't show up."

Opening a New Door

So they sold the hotel in 2001, and Jody moved on to her next career chapter. She got her Arizona real estate license and started building her business in residential real estate.



“I prefer residential because of the relationships you build with people,” Jody explains.

One of those bonds was built during the time Jody operated the Super 8 in Apache Junction.

“I had met a lady when I first opened it in 1998. I met her because she had a house fire, and she needed to live in the hotel for a month,” she says. “Since then, I sold her a condo, and she closed on a house with me this fall.”

Passion for the Profession

Her passion for her work comes through loud and clear.

“I really enjoy the education side of things, where people call on me ... and it may not necessarily be to sell their house. They ask my opinion about buying a house, along with other things they should do financially,” she says. “There are those times when I will talk with people, and the timing isn’t right for them, financially. I’m not here for my financial well-being. I’m here to help them do what’s right. It’s a matter of trust.”

Team Spirit

Her business has continued to grow through time. Today, she and her team of 12 professionals are helping residents throughout the area reach their goals.

As Jody explains, “Our team is a true family, where everyone cares for each other. If someone happens to be sick or has a family member who needs help, everyone comes together and tries to offer something like a meal or a ride to the hospital. It’s a great feeling knowing

there’s someone who will step in and help.”

Life’s Highlights

Away from work, Jody’s world revolves around her family, including her husband, Bob Nye, a retired sergeant for the Apache Junction Police Department.

“Bob had always loved the paperwork side of his job with the police department, so he got his license, and he handles all of our paperwork here,” Jody says. “He is great at answering questions and supporting the agents on the team.”

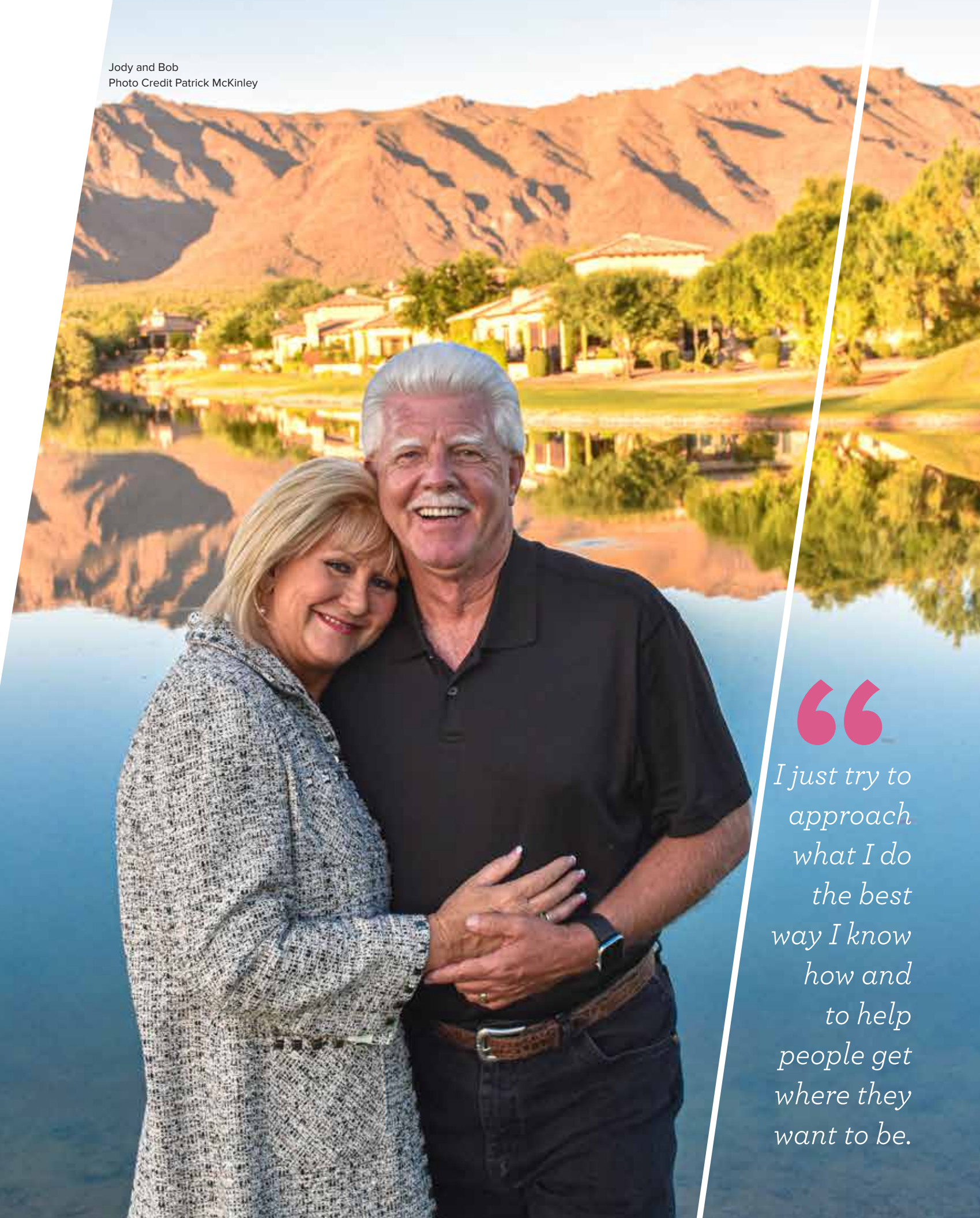
In her free time, Jody enjoys being with her grandchildren. She also likes to support causes related to pets or children, including the local Humane Society, the Make A Wish Foundation and St. Jude Children’s Hospital.

When you talk with Jody, her friendly spirit and knowledgeable approach come through. And you know that she is totally focused on helping those around her.

As she says, “I just try to approach what I do the best way I know how and to help people get where they want to be.”

Clearly, Jody’s role in doing what she does is meant to be.

Jody and Bob
Photo Credit Patrick McKinley



“

I just try to approach what I do the best way I know how and to help people get where they want to be.

How to Make 2021 the BEST YEAR of Your Life:

A 7-STEP FORMULA FOR GOAL SETTING



coaching corner

By **Joshua Lee Henry**, President of the Advanced Home Marketing Institute®

Have you ever wanted more out of life? More time for the people and things you love the most?

More freedom to do what you want?

More respect from your clients?

More fun in your career?

More purpose?

More money?

If so, you're not alone. The desire to improve your situation is a common characteristic of successful producers.

Success Begins with Your Mindset

Stanford professor, Carol S. Dweck, Ph.D., has studied ultra-high-achievers for over twenty years. She summarized her research in the bestselling book, *Mindset: The New Psychology of Success*.

In her book, Dr. Dweck uses science to prove people who develop a growth-mindset achieve a greater degree of success and personal fulfillment — *however* they define it.

She explains **the key difference is found in how you think**. Her conclusion is people who achieve extraordinary success, live with a "growth mindset." In comparison, those who chronically underperform, live with a "fixed mindset."

She states a fixed-mindset is closed off to new thoughts and ideas. People with a fixed-mindset also tend to have limiting beliefs. These negative thought patterns hold them back from reaching their full potential.

But people with a growth-mindset are generally more open to new concepts and ideas. They actively seek out learning opportunities and different perspectives to better themselves.

People with a growth mindset are more willing to accept change.

Because, as one of my early mentors, John Maxwell once said, *"Change doesn't always equal growth. But growth always equals change."* To reach new levels you must change, improve and grow.

The Laws of Lifetime Growth

Professor Dweck isn't alone in her findings. Bestselling author and legendary entrepreneurial coach, Dan Sullivan, says:

"Whatever you want to see in your life that's not there now is about growth. Growth is at the root of everything that gives us a feeling of accomplishment, satisfaction, meaning, and progress... Growth is a mindset."

Dan outlines the Ten Laws of Lifetime Growth in his book by the same name.

1. Always Make Your Future Bigger Than Your Past.
2. Always Make Your Learning Greater Than Your Experience.
3. Always Make Your Contribution Bigger Than Your Reward.
4. Always Make Your Performance Greater Than Your Applause.
5. Always Make Your Gratitude Greater Than Your Success.
6. Always Make Your Enjoyment Greater Than Your Effort.
7. Always Make Your Cooperation Greater Than Your Status.
8. Always Make Your Confidence Greater Than Your Comfort.
9. Always Make Your Purpose Greater Than Your Money.
10. Always Make Your Questions Bigger Than Your Answers.

Having a growth mindset is necessary for success. But growth is only half the equation. The other part is continuous goal setting.

A goal is simply a dream with a deadline. Goals represent your passions, purposes, and priorities connected to a plan for achievement.

Set a New Year's Goal — Not a Resolution

According to a recent Forbes article, 40% of Americans will make a New Year's resolution to improve their life. But 80% of them will fail within the first thirty days!

Sure, New Year's resolutions sound admirable. But they aren't very effective. That's because New Year's resolutions tend to be vague abstractions. They often lack a plan of action or accountability.

Unlike an empty New Year's resolution, goals include an action plan. They have a deadline by definition. In short, when you set a goal, you are committing to *do something, by a given time*.

That's why my former client, Brian Tracy, says, *"Goals are the fuel in the furnace of achievement."* Billionaire philanthropist W. Clement Stone agreed when he summarized, *"Success is goals. All else is commentary."*

Setting and achieving your goals is the key to:

1. Deeper relationships.
2. Getting into better shape.
3. Becoming financially independent.
4. Finding more joy and purpose in your work.
5. Increasing the number of listings and referrals you get.

Goal setting is the key to having more meaning and satisfaction in your life.

Unless you have set clear and specific goals, you are less likely to realize the true potential that lies within you. That's why Earl Nightingale said, *"Happiness is the progressive realization of a worthy goal."*

Give Yourself a "Check-Up from the Neck-Up"

Zig Ziglar was an American icon. One of his common punch lines was *"Get rid of stinkin' thinkin' and give yourself a check-up from the neck up."* It was his way of getting people to break through their fixed-mindsets.

Zig was a true rags-to-riches story. That's why I was honored to provide marketing and advertising for the Zig Ziglar Corporation after he passed.

Zig had a great analogy for teaching the importance of goal setting. He called it the "Wheel of Life." Imagine a bicycle wheel with seven spokes. Each of the spokes represents a different area in your life.

The seven areas are:

1. Physical
2. Mental
3. Relational
4. Financial
5. Professional
6. Personal
7. Spiritual

Zig would tell people to rate themselves in each of the seven areas on a scale of one to ten, with ten being perfect. Any category with a rating less than a five was "flat" and needed focused attention.

When each of the seven categories is above a seven in satisfaction, then you're off to a "smooth" and "balanced" ride.

To help people set goals in their "flat" areas, Zig taught a version of the following seven-step formula:

1. Write your goal out by hand and be as clear and specific as possible.
2. Write out all the motivations and reasons you have for reaching it.
3. Write down all the obstacles you'll need to overcome for it.
4. Write down all the benefits you'll get by achieving it.
5. Write down the skills and tools you'll need to get.
6. Write down your action plan.
7. Set a deadline and start.

These seven steps will help you set goals you actually achieve.

So what areas would you like to see your life grow in 2021?

What goals do you need to set today as a result?

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►► real story

By Sarah Wind
Photo Credit Patrick McKinley

ALLEN & KATHRYN WILLIS

Crushing It Through Communication

Allen Willis and his wife Kathryn own Ensign Properties Corp in Mesa, Arizona. His brokerage is a little bit different than others in the area. He doesn't operate as a team, he sells more than any of his agents, and he is the main contact person for all of his sales. "My wife, Kathryn, takes care of all the paperwork and I take care of all the sales. Last year we did 67 closings just the two of us. I couldn't do it without her. There are 13 agents that hang their licenses with me."



Allen got his start in real estate by selling land to developers. "I got my real estate license in 1985. As I sold land to homebuilders, they offered me a job. I worked for three different developers until 2008 when I got laid off because of the crash. After that happened, I came home and told my wife, 'I'm not going to work for anybody again.' I found a guy with some money and we started flipping houses. We would remodel them, and I would list them

and sell them. I did that until 2011 when I got my broker's license and started a company with my wife."

"I got introduced to the Buffini program early on, and we've been doing that ever since. They provide mailers to help us keep in touch with our database of clients. This has made a big difference. A couple was in the middle of deciding who to list their house with. I sold them their house 12 years ago and they were on my mailing list. They said to each other, 'Allen has been so consistent with keeping in touch, let's go with him.'"

...

Keeping in touch with his database is one of his secrets to success. "I'm kind of old-school. I make 10-15 calls a day. Probably 80% of our transactions are referrals or past clients."

Something Allen feels strongly about is communicating directly with his clients throughout the process. "A new client told me, 'The reason I chose you is because I know that I'll be working with you and not with

...

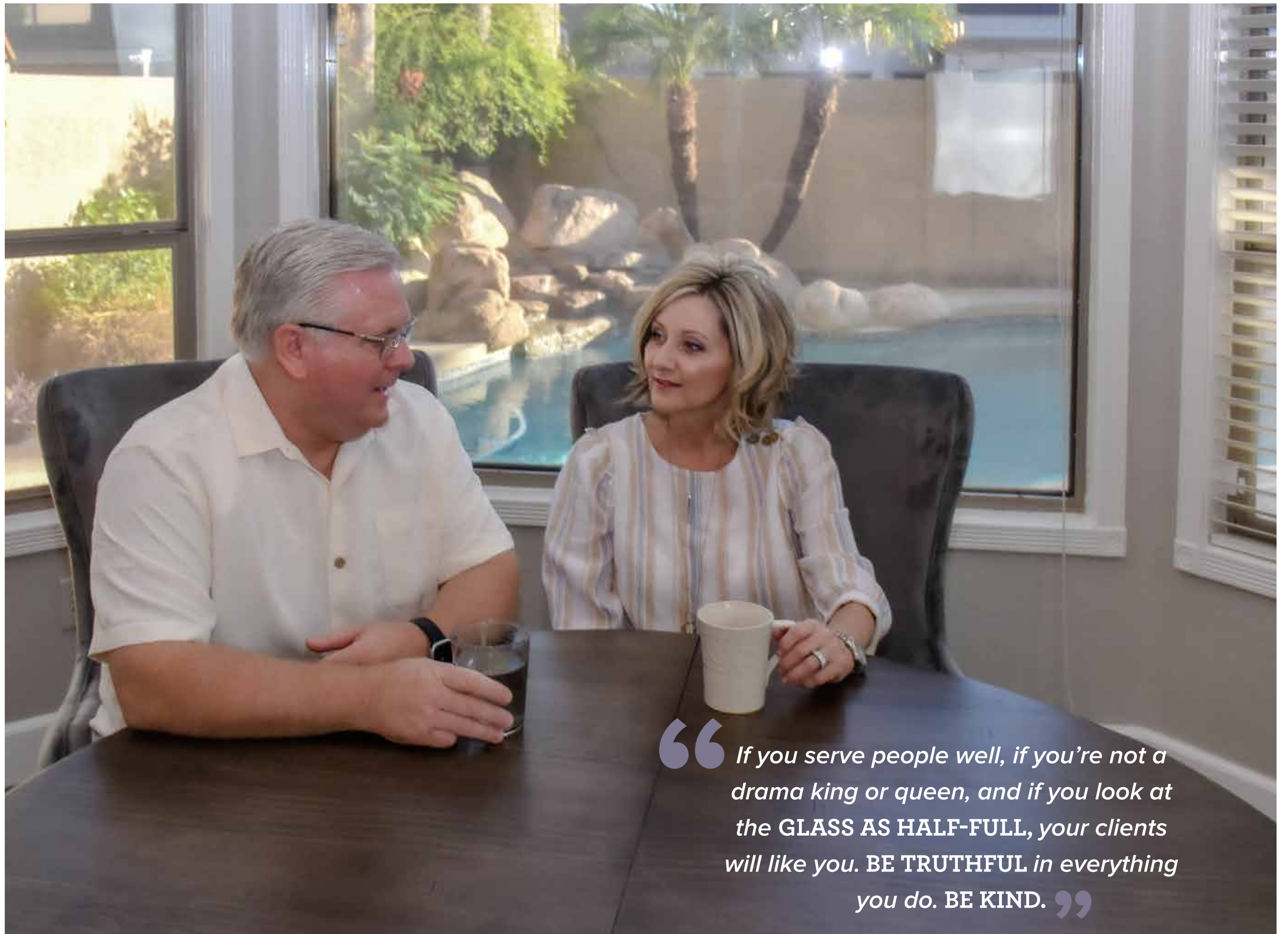
your assistants.' I want to over-produce, not over-sell, to my clients. I know that if I serve my clients well, they will refer me like crazy!"

When we asked Allen what advice he gives to new agents, he offered two pieces of insight. "Worry about your fiduciary duty, not your commission. And constantly follow up with your clients while they are in escrow. They don't necessarily know what comes next in the transaction. The more you stay on top of things and communicate with your clients, the more you'll come across as professional."

Allen has two main interests that fill up his spare time. "I'm really involved in our church, which is The Church of Jesus Christ of Latter-Day Saints. Gardening is one of my hobbies. I was raised on a farm, so I like to watch things grow. I have a fall and spring garden where I grow vegetables."

His own mortality hit close to home this year. "I'm 60 and a couple of my friends died from cancer this year. The legacy I want to leave is to have people say, 'Allen was great at what he did.'"

In closing, here are Allen's words of wisdom to agents. "If you serve people well, if you're not a drama king or queen, and if you look at the glass as half-full, your clients will like you. Be truthful in everything you do. Be kind."



“If you serve people well, if you're not a drama king or queen, and if you look at the GLASS AS HALF-FULL, your clients will like you. BE TRUTHFUL in everything you do. BE KIND.”



AMBER PERKS

Positive Gratitude

The power of attitude in life and business can make all the difference in the world. After all, those who believe they can make a difference are much more likely to do it.

That truth definitely applies to Amber Perks.

As a REALTOR® with Collaborative Realty Group as part of eXp Realty, Amber is a living example of positive gratitude ... with a humble nature that gives credit to others and a drive to learn, grow, and help others around her.

Meant to Be

Officially, Amber earned her real estate license three years ago. However, her start in real estate actually came long ago.

"I've been around real estate for about 15 years. My mom is an agent," Amber says. "I thank my mom for raising me with a strong work ethic, too. My dad died when she was 20, and she always supported us and owned her own businesses that I helped manage as a teenager and young adult. Then she became a successful REALTOR® during the economic downturn."

Like many who enter the industry, Amber encountered the learning curve and challenge of getting traction. And like most who become successful, she didn't let those hurdles stop her.

“**REAL ESTATE HAS CHANGED MY FAMILY'S LIFE.**
I will never take that for granted.”

"The biggest challenge is finding your first clients and learning how the process works and making sure you're doing everything the right way," Amber explains.

Amber did open houses every Saturday and Sunday for six months, taking every opportunity she could to meet as many people as possible.

Genuine Thanks

Amber is quick to thank those who were there to support and guide her efforts during that pivotal time.

"Surrounding yourself with people who have been in the business for a long time can help you through the transition. I've been lucky to have had the support of successful agents who helped mentor me when I was first licensed," Amber says. "I didn't get here alone. It wasn't just me. There are many amazing people around me who deserve credit for my growth within the business."

...

...

Amber shares a big part of her gratitude with the people she serves.

“Real estate has changed my family’s life. I will never take that for granted. I think my clients can feel that, too. I think that’s why I’ve attracted the most incredible people as my clients,” Amber explains. “I stay in contact with every single one of them, because we are about each other. That’s a really big reason why I love what I do.”

A Mission with Meaning

That love for her work is built on the mission she diligently carries out for her clients.

“It means a lot to me to help people find the home they’ve been searching for, or to help someone who is selling their property for top dollar, so they can get a good return on their investment.”

Amber’s results have been remarkable. In fact, Amber is on



Amber, Deven, Josh, and Kaya



Josh and Amber



“*I believe in this business.*”
IF YOU’RE WILLING TO PUT IN THE HARD WORK, YOU CAN BE SUCCESSFUL.

pace to finish the year with over \$7.4 million in sales volume.

Her approach is relentless and determined.

“I work really hard for my clients and family. I try to put my best foot forward and live my life the very best I can and be kind to people,” she says. “For my clients, I try to get to know what stage of life they’re in and what they’re going through. I always want to get to know them and understand what drives them to move, including knowing whether it’s a positive or challenging chapter in their life. I want to be someone they can confide in and know that I will be there to help them get through the huge process of buying or selling.

“The people who I help, even if I didn’t know them before, I still stay in contact with. I’m glad that people trust me to help them with the biggest asset in their life. You get what you pay for.”

What Matters Most

Away from work, Amber treasures time spent with her husband, Josh, and their children — 19-year-old daughter, Kaya, and

16-year-old son, Deven. They also have two dogs — Maple and Chester.

“Having the strong support of my husband and kids gives me the ability to grow my business,” Amber emphasizes. “They are my big why.”

In their free time, Amber and her family have a love for being outdoors and hiking. Recently, she and Josh bought a side-by-side they like to use for exploring the landscape. Paddleboarding is also a favorite pursuit.

Amber is also thankful to live in an area she loves so much.

“We like living in the Southeast Valley. We also love the Gilbert community in general. People come together and help each other here,” she says. “It’s one of those areas where you could put a post out there on social media for what you need, and people would offer to help. That sense of community is important when people are buying a home.”

Amber’s positive nature comes with a relentless drive to reach results for her clients and a deep sense of gratitude for the opportunities she has continued to build.

As she says, “I believe in this business. If you’re willing to put in the hard work, you can be successful.”

What is the best holiday present you have ever received?



JASON CRITTENDEN,
REALTY ONE GROUP

I'm not really a gift-getting guy, but once my wife got me a couple boxes of Chef Boy-R-Dee pizzas for Christmas, and those were great!



LIZ HARRIS,
LIZ HARRIS REALTY

Being asked to step in for someone to run for office...It was the day after Christmas, but still.



LINDSAY BAKER,
EVOLUTION REAL ESTATE

As I have gotten older and work hard for the "things" that I want, I view Christmas itself as the best gift. Creating traditions with friends and family, a gift I have given to myself and my loved ones.



SERENA JONES,
SERENE LIVING AZ

When I was 10 my grandmother gave me a down pillow. It has always been my favorite gift. It's now my daughter's because when she was a baby, it was the thing that smelled me, so she ended up with it. It's now her favorite. There's like five feathers left at this point. LOL.



CURTIS JOHNSON,
EXP REALTY

My son Derek...born on the 23rd of December and we brought him home to his older brother Christmas morning. For many years Derek thought and told everyone he was born on Christmas lol.



CHRISTOPHER REES,
DPR REALTY

A "new to me" dirt bike! I saw it at the motorcycle shop we used to frequent. I was outgrowing my current dirt bike and pushed so hard for my dad to buy it for me. My dad said the problem was it needed a new motor and we couldn't afford. My dad went back, bought it, and stored it at his place business. Over the next few months, my brother and dad would rebuild the motor, order new plastics and decals and then surprised me with it on Xmas morning.



JAMES RAINS,
BERKSHIRE HATHAWAY HOMESERVICES
Big Wheel.



DUSTIN HOLINDRAKE,
MY HOME GROUP
An AR-15 from my dad, I miss him.



LINDA REHWALT,
RE/MAX PROFESSIONALS
My slalom water ski.



MICHELLE BLYTHE,
CENTURY 21
A dollhouse my dad made! Still have it!

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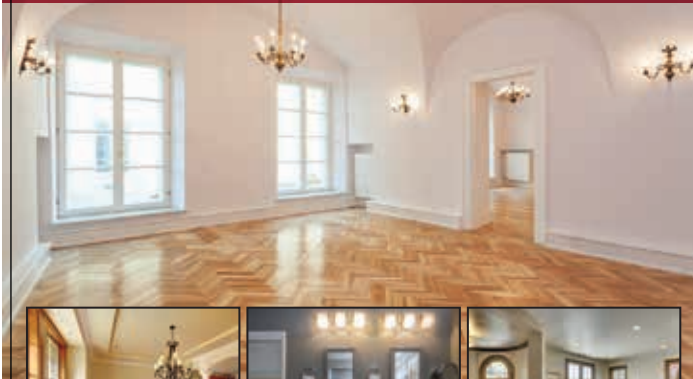
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►► book review
By Scott Warga

Just JONES

by Andy Andrews

If you talk to me for more than an hour you've probably heard me talk about Andy Andrews book, *The Travelers Gift*. That book is filled with historical facts that are intertwined into a fictional story that leads the reader to seven decisions that can change anyone's life.

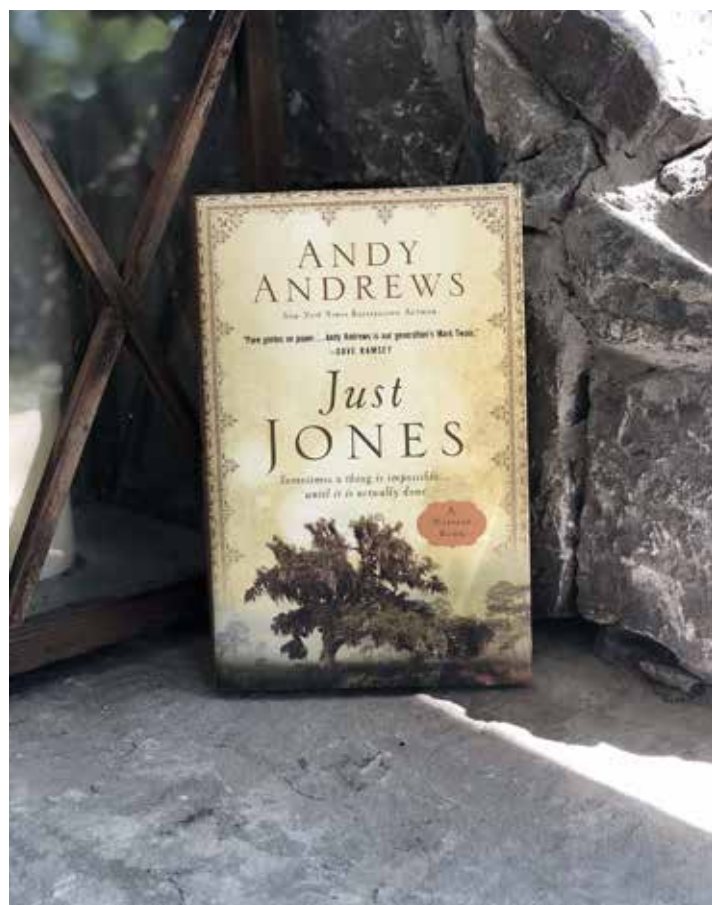
This leads me to the current book *Just Jones*, sometimes the thing is impossible until it's actually done. This book is part of the Noticer Series. I have yet to read the other books. However, if they're anything like this one I will probably order them before you read this review.

This book leads you through quite a period of time where an older gentleman in Alabama is extremely apt at noticing what others miss. Not only that, but he's willing to tell you what he notices. Never criticizing just observing. There are so many life lessons in this book that it would be impossible for me to start listing them all.

The author's way of making you smile, think about your own past, and wonder why he's going to pick up Jones from jail, is quite remarkable and what happens after that is even more so.

This is a book that if you truly study, it will not only change your business but can change your life.

There are a couple of things in this book that are very timely for right now.



The book discusses:

- The importance of having a proper perspective.
- The power of connection to create peace in the community.
- And the ability that you have to make the impossible come true.

In today's current political climate, I can't imagine anything more important than knowing that you have a proper perspective, that you're working to make peace in the community, and that you have the ability to make the impossible come true.

Don't just read this book study it.

I consider it a gift from God when an author can write fictional books that touch me and show me areas that I can improve. I hope after reading this book you share those feelings.

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Buckeye, AZ 85396
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Buckeye, AZ 85396
From the mid \$200s

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From the mid \$300s


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► weserv monthly update
By **Roger Nelson**, CEO of the West and SouthEast REALTORS® of the Valley Inc.

WeSERV

Focuses on VOLUNTEERISM for the Future



Volunteerism. Webster defines this word as an act or practice of doing volunteer work in the community. It is an act of kindness that provides support to those who need assistance during certain hardships. Since 1946, the West and Southeast REALTORS® of the Valley (WeSERV) has focused our efforts to develop outstanding volunteers to serve our association. These noble leaders take the time to share their insight and knowledge for the betterment of their community.

Now, in the era of COVID-19, our association leaders are making it their mission to focus more efforts toward serving those who need assistance the most.

Gearing up for a new year and new opportunities, WeSERV has different ways for our members to serve at the association level. We implore all our members to get involved by serving on any one of our committees. We are always searching for new, creative minds to further our volunteerism scope for future years to come. Our volunteer opportunities also provide our members with building professional relationships that further advance their business and career. Here are a few committees that our members can get involved in:

Affiliate Committee

Liaison between affiliates and REALTOR® members of the

association. Plans and conducts various events throughout the year, assists in the coordination of association functions and other special activities to further relationships and each other's success in business.

Government Affairs Committee

Monitors local legislation and recommends positions in concert with AAR and NAR. Responsible for interviewing, recommending, and promoting REALTOR® party, local government candidates.

Member Engagement Committee

WeSERV builds and maintains positive relationships through community outreach and involvement and outreach.

Professional Development Committee

Responsible for planning and promoting diverse

educational offerings of the association, ensuring that all members are provided with unique programs for their specialty areas. Assists with the promotion of special seminars and educational offerings of other association committees and NAR sanctioned institutes, societies, or councils.

Professional Standards Committee

Conduct due process hearings in accordance with bylaws on alleged violations of the code of ethics and arbitration, bylaws, and articles of Incorporation. WeSERV will continue to find additional and innovative ways to volunteer our time. It is our duty to remain vigilant in our pursuit of community service.



►► weserv president's perspective
By **Dena Greenawalt** – 2020 WeSERV President



What a Year!

The first full year of the newly formed association is just about complete and what a year it has been. I want to tell you a little about what we've been able to accomplish but I also want to tell all of our members how grateful I am for the opportunity to serve as your president this year. None of us could have imagined how this year was going to go or what challenges we were going to face as an association, REALTORS®, or affiliate members when the year started. I am very proud of all that was accomplished by our volunteer leadership team, committee members, and the awesome staff we have at WeSERV.

Not only did we have to work through the merging of two cultures (SEVRAR and WeMAR) but also making sure our Pinal County Chapter played a role in every decision we made. We then merged with the Sierra Vista Association and they became the Cochise Chapter (including the Douglas Chapter). We have grown by over 1,000 members since January. We now cover over 38 municipalities and three counties (either in whole or in part) with four chapters and soon to be five.

When COVID hit, we went from in-person classes to online and then added Zoom that allowed many members to continue to earn CE credits and certifications, mostly for free. We have been able to host our Speaker Series virtually, special member panels, award at least 20 Emeritus REALTOR® members and continue our new member orientation classes.

Our staff has worked diligently to continue to provide new services/member benefits—too many to name here but check out our website and you'll find everything from car wash discounts to wellness benefits to technology.

Our Government Affairs committees and Government Affairs directors were involved in candidate interviews at the local and county levels—providing endorsement recommendations for candidates that support property rights, homeownership and issues that are important to our REALTOR® members.

Membership Engagement and Community Outreach continued with all their outreach efforts giving back to several non-profit and first-responder organizations within our communities. The WeCARE fund was able to help many members in need.

A lot of work was done by our committees to merge various processes, tasks, and programs to help us become One Premier Association—our mission statement. I want to *thank* everyone who participated in a committee, forum, Presidential Advisory Group, or workgroup. Without our dedicated members who volunteer their time and skills, we would not have accomplished all that we did this year. It truly is amazing to look back and realize how very far we have come.

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TOP 300 STANDINGS

Teams and Individuals Closing Dates From January 1–October 31, 2020

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
1	Rebecca H. Rains	Berkshire Hathaway HomeServices Arizona Properties	79,549,587	198
2	Kenny Klaus	Keller Williams Integrity First Realty	69,045,929	201
3	Beth M Rider	Keller Williams Arizona Realty	58,419,605	163
4	Mary Jo Santistevan	Berkshire Hathaway HomeServices Arizona Properties	56,314,690	138
5	Karl Tunberg	Midland Real Estate Alliance	53,321,447	119
6	Denver Lane	Balboa Realty	51,558,316	133
7	Heather Openshaw	Keller Williams Integrity First Realty	49,840,954	125
8	Carol A. Royse	Keller Williams Realty East Valley	48,159,421	120
9	Mindy Jones Nevarez	Keller Williams Integrity First Realty	45,984,631	120
10	Rick Metcalfe	Canam Realty Group	44,616,015	154
11	Janine M. Igliane	Keller Williams Realty East Valley	43,136,274	100
12	Shannon Gillette	Launch Real Estate	38,779,104	75
13	Jason Mitchell	Jason Mitchell Real Estate	38,292,455	119
14	Tiffany Carlson-Richison	Realty One Group	38,039,908	59
15	Shanna Day	Keller Williams Realty East Valley	37,004,519	61
16	Jody Saylor	Just Selling AZ	36,121,600	82
17	Charlotte Young	Keller Williams Realty Sonoran Living	33,794,600	83
18	Joanne Hall	Lennar Sales	33,312,480	98
19	Ben Leeson	Arizona Experience Realty	32,615,114	73
20	Rodney Wood	Realty One Group	31,354,558	72
21	Sixto Aspeitia	Realty One Group	31,095,760	96
22	Lacey Washburn Lehman	Realty One Group	31,080,315	88
23	Frank Gerola	Venture REI	30,596,603	67
24	Rachael L Richards	Rachael Richards Realty	28,748,755	79
25	Randy Courtney	Weichert Realtors Courtney Valleywide	28,488,600	55
26	Brian J Cunningham	AZ Flat Fee	28,397,394	70
27	Jason Crittenden	Realty One Group	28,300,836	81
28	Shawn Camacho	United Brokers Group	26,899,548	65
29	David Morgan	HomeSmart Success	25,669,249	93
30	Robin R. Rotella	Keller Williams Integrity First Realty	25,614,299	66
31	Damian Godoy	Argo Real Estate Professionals	24,253,826	69
32	Bob & Sandy Thompson	West USA Realty	24,240,600	61
33	Darwin Wall	Realty One Group	23,739,900	47
34	Dean Thornton	Redfin	23,124,950	56

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
35	Justin Cook	RE/MAX Solutions	23,023,095	55
36	Kathy Camamo	Amazing AZ Homes	22,826,994	58
37	Diane Bearse	Realty Executives	22,152,100	46
38	Kyle J. N. Bates	My Home Group	21,741,958	66
39	Rob Hale	Elite Realty	21,735,555	68
40	Blake Clark	HomeSmart Lifestyles	21,568,625	57
41	Shawn Rogers	West USA Realty	21,055,200	58
42	Jonas Funston	Venture REI	20,739,290	49
43	Mike Schude	Keller Williams Integrity First Realty	20,713,088	55
44	Renee' Merritt	Keller Williams Arizona Realty	20,658,867	37
45	David Arustamian	Russ Lyon Sotheby's International Realty	20,620,800	39
46	Eric Brossart	Keller Williams Realty Phoenix	20,562,700	44
47	Carey Kolb	Keller Williams Integrity First Realty	20,400,600	50
48	Robert S Thompson	William Lyon Homes	20,366,110	49
49	Beverly Berrett	Berkshire Hathaway HomeServices Arizona Properties	20,220,008	45
50	Douglas Hopkins	Realty Executives	20,186,110	60

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#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
85	Jason Zhang	Gold Trust Realty	15,299,000	33
86	Bonny L. Holland	Keller Williams Realty Sonoran Living	15,282,145	24
87	Jennifer Dyer-Jenkins	Brokers Hub Realty	15,150,899	38
88	Cathy Carter	RE/MAX Alliance Group	15,105,520	24
89	John A Sposato	Keller Williams Realty Sonoran Living	15,074,225	34
90	Lorraine Ryall	Kor Properties	14,998,000	33
91	Gina McMullen	Redfin	14,901,515	44
92	Gary R Smith	Keller Williams Integrity First Realty	14,662,240	36
93	Daniel J. Porter	RE/MAX Solutions	14,646,588	28
94	John Gluch	eXp Realty	14,615,488	39
95	Benjamin Arredondo	My Home Group	14,565,800	43
96	Gina Donnelly	Prosmart Realty	14,448,900	31
97	Bruno Arapovic	HomeSmart	14,400,650	54
98	Jerry Thomas Beavers	Realty One Group	14,387,899	39
99	Nicholas R Kibby	Keller Williams Realty Phoenix	14,218,500	36
100	Ben Swanson	Keller Williams Integrity First Realty	14,209,260	45

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#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
101	James Bill Watson	Keller Williams Realty Sonoran Living	14,191,701	29
102	Jera M Banks	HomeSmart	14,100,300	35
103	Jody Poling	DPR Commercial	14,066,389	21
104	Richard Johnson	Coldwell Banker Realty	14,044,200	34
105	Jason L Penrose	RE/MAX Excalibur	14,043,400	39
106	Robyn Brown	Argo Real Estate Professionals	13,939,600	31
107	Scott R Dempsey	Redfin	13,885,510	34
108	Rebekah Liperote	Redfin	13,846,350	34
109	Bill Olmstead	Keller Williams Realty East Valley	13,816,100	36
110	Andrew Cooper	Gentry Real Estate	13,707,000	32
111	Cindy Flowers	Keller Williams Integrity First Realty	13,698,675	42
112	James A Carlisto	Hague Partners	13,667,799	39
113	Katrina L McCarthy	Realty One Group	13,577,967	25
114	Pamm Seago-Peterlin	Century 21 Seago	13,557,899	34
115	Scott Cook	RE/MAX Solutions	13,544,500	34
116	Thomas M Speaks	West USA Realty	13,501,690	33
117	Jesse Martinez	Rachael Richards Realty	13,412,622	32
118	Bret Johnson	Realty Executives	13,361,676	36

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
119	Kelly R. Jensen	KJ Elite Realty	13,321,900	40
120	Thomas A Mastromatto	Mountain Lake Realty	13,285,850	55
121	Bryce A. Henderson	Four Peaks Brokerage Company	13,267,400	36
122	Annette E. Holmes	United Brokers Group	13,245,000	27
123	Marci Burgoyne	Crown Key Real Estate	13,206,400	32
124	Suzanne M Rabold	West USA Realty	12,860,000	5
125	Heather M Corley	Redfin	12,786,989	33
126	Angela Tauscher	West USA Realty	12,768,490	32
127	Benjamin Graham	Infinity & Associates Real Estate	12,594,162	30
128	Timothy J Cusick	Homelogic Real Estate	12,572,083	30
129	Harlan A Stork	Realty Executives	12,517,150	24
130	Nate Hunsaker	West USA Realty	12,418,675	21
131	Jennifer Wehner	eXp Realty	12,332,342	32
132	Frederick P Weaver IV	eXp Realty	12,316,511	34
133	Beth Rebenstorf	Realty One Group	12,111,800	26
134	Kristy N Dewitz	Hague Partners	12,055,550	30
135	Scott Morgan	eXp Realty	12,042,219	31
136	Danielle Bronson	Redfin	12,016,980	32
137	Angela Larson	Keller Williams Realty Phoenix	11,934,800	52
138	William Ryan	Infinity & Associates Real Estate	11,902,110	25
139	Erika Uram	Keller Williams Realty Sonoran Living	11,901,906	27
140	Benjamin Eberhard	HomeSmart Lifestyles	11,896,792	30
141	Andrew Watts	Coldwell Banker Realty	11,896,540	25
142	Michael Kent	RE/MAX Solutions	11,874,800	43
143	Tara Hayden	Redfin	11,863,900	27
144	Daniel Callahan	RE/MAX Classic	11,806,815	40
145	Mike Mendoza	Keller Williams Realty Sonoran Living	11,805,200	28
146	Carin S Nguyen	Keller Williams Realty Phoenix	11,705,400	32
147	David Courtright	Coldwell Banker Realty	11,626,900	29
148	Stephanie Sandoval	HomeSmart Lifestyles	11,624,895	30
149	Amy N Nelson	Keller Williams Realty East Valley	11,592,782	37
150	Stephanie Cook	Haven Realty	11,560,356	19

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Teams and Individuals Closing Dates From January 1–October 31, 2020

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
151	Tiffany Mickolio	My Home Group	11,546,244	35
152	Darlin L Gutteridge	RE/MAX Fine Properties	11,494,749	27
153	Kirk A DeSpain	Call Realty	11,485,700	27
154	Frank Merlo	Berkshire Hathaway HomeServices Arizona Properties	11,482,025	25
155	Jon Sherwood	Crossroad Brokerage	11,463,600	34
156	David Newman	Hague Partners	11,417,000	21
157	Becky Bell	Keller Williams Integrity First Realty	11,405,481	30
158	Tina M. Sloat	Tina Marie Realty	11,367,200	33
159	Cristen Corupe	Keller Williams Realty Phoenix	11,328,500	26
160	Leila A. Woodard	My Home Group	11,313,700	33
161	Michael McCabe	My Home Group	11,305,700	32
162	Thomas Popa	Thomas Popa & Associates	11,064,000	18
163	Terra A. McCormick	HomeSmart Lifestyles	11,052,275	36
164	Adam Prather	Russ Lyon Sotheby's International Realty	11,012,900	29
165	Hilary C Sutter	My Home Group	10,968,656	27
166	Jason G. Williams	HomeSmart	10,947,423	27
167	Kaushik Sirkar	Call Realty	10,917,100	26
168	Kathleen M Lanci	Toll Brothers Real Estate	10,913,905	25
169	Kiran Vedantam	Kirans and Associates Realty	10,884,800	21
170	Kristie Falb	HomeSmart	10,875,300	36
171	Mo Yaw	Realty Executives	10,827,774	26
172	Pat A. Lairson	The Maricopa Real Estate Company	10,812,300	37
173	William Carter	Keller Williams Realty Phoenix	10,740,500	32
174	Elmon Krupnik	Stunning Homes Realty	10,725,425	33
175	Michael Barron	Infinity & Associates Real Estate	10,694,400	23
176	Krysten Jones	Homie	10,683,750	26
177	Andrea Deely	Redfin	10,675,665	27
178	Robin M. Drew	SWMR Property Manangement	10,656,595	34
179	Curtis Johnson	eXp Realty	10,552,450	35
180	Michael J Shimono	eXp Realty	10,543,511	29
181	Edward J. Surchik	Realty Executives	10,494,250	30
182	Dean Selvey	RE/MAX Excalibur	10,493,338	32
183	April McNeil	United Brokers Group	10,458,980	25
184	Mondai Adair	Keller Williams Realty Sonoran Living	10,456,928	29

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
185	Jill Vicchy Heimpel	RE/MAX Classic	10,441,950	35
186	Adam B Coe	Delex Realty	10,418,990	29
187	Heather Rodriguez	Coldwell Banker Realty	10,389,150	22
188	Nicole Stevens	West USA Realty	10,384,317	24
189	Elizabeth A Stern	Springs Realty	10,359,428	31
190	Lauren Sato	West USA Realty	10,347,300	29
191	Elizabeth Rolfe	HomeSmart	10,271,400	25
192	Kevin Barry	Keller Williams Integrity First Realty	10,185,900	36
193	Mark David Sloat	Realty One Group	10,153,890	22
194	Matthew G Murray	Realty One Group	10,139,990	28
195	Stacie C Whitfield	Flat List RE	10,111,903	26
196	Ivy Coppo	Realty Executives	10,101,712	12
197	Lisa Miguel	West USA Realty	10,098,515	19
198	Vincent Fumusa	HomeSmart	10,053,425	25
199	William G Barker	Farnsworth Realty & Management	10,020,700	32
200	Rachel Krill	eXp Realty	10,014,904	23

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Teams and Individuals Closing Dates From January 1–October 31, 2020

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
201	Trevor Bradley	My Home Group	9,984,840	29
202	Heather Werner	Ravenswood Realty	9,956,371	27
203	Roger Marble	Marble Real Estate	9,953,150	19
204	Barbara Schultz	Coldwell Banker Realty	9,910,686	30
205	Becky Engstrom	Coldwell Banker Realty	9,893,477	23
206	Robert Reece	United Brokers Group	9,885,500	29
207	Mark Newman	Newman Realty	9,877,900	25
208	Allen R Willis	Ensign Properties Corp	9,873,880	25
209	Nick Bastian	Realty Executives	9,858,000	26
210	Michael Hargarten	Highgarden Real Estate	9,835,374	24
211	Troy Holland	HomeSmart	9,823,050	26
212	Michele Keith	HomeSmart	9,815,385	18
213	Marie Nowicki	West USA Realty	9,808,400	23
214	Danielle M. Nichols	The Maricopa Real Estate Company	9,770,092	33
215	Ty Green	Coldwell Banker Realty	9,765,200	28
216	Jaime L Blikre	My Home Group	9,758,400	32
217	Chris Lundberg	Redeemed Real Estate	9,735,225	26
218	Jaime R Robinson	DRH Properties	9,710,377	29
219	Katie Lambert	eXp Realty	9,691,800	29
220	Matthew S. Potter	Stunning Homes Realty	9,690,600	29
221	Caryn L Kommers	Bold Realty	9,640,300	29
222	Tara R Keator	Keller Williams Integrity First Realty	9,583,500	26
223	Joshua Asanovich	Keller Williams Realty Phoenix	9,522,600	27
224	Geoffrey Adams	Realty One Group	9,482,700	30
225	Thomas L Wiederstein	Redfin	9,418,899	23
226	Becky Blair	Keller Williams Integrity First Realty	9,380,100	24
227	Rachele M. Oram	HomeSmart Lifestyles	9,345,300	19
228	Ashley McKee	Realty Executives	9,289,100	28
229	Maureen Waters	RE/MAX Foothills	9,288,615	21
230	Jeremy A Wilson	Russ Lyon Sotheby's International Realty	9,278,490	20
231	Carol Gruber	eXp Realty	9,273,800	30
232	Karen C. Jordan	Thomas Popa & Associates	9,261,000	14
233	Peter Kamboukos	eXp Realty	9,248,380	31
234	Natascha Ovando-Karadsheh	Kor Properties	9,231,500	16

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
235	Cynthia Worley	Keller Williams Realty East Valley	9,209,500	19
236	Tammy L Chapman	Visionary Properties	9,187,200	24
237	Stephanie Wyatt	Coldwell Banker Realty	9,146,209	20
238	Brian Kingdeski	Gentry Real Estate	9,125,700	32
239	Aimee N. Lunt	RE/MAX Solutions	9,093,500	16
240	Richard Collins	Keller Williams Integrity First Realty	9,090,103	26
241	Harold G Beebe	Fulton Home Sales	9,088,229	23
242	Kevin Weil	RE/MAX Excalibur	9,053,200	24
243	Braden Johnson	Results Realty	9,044,490	23
244	Ronald Bussing	Realty One Group	9,035,400	26
245	Lynnanne M Phillips	Keller Williams Realty Sonoran Living	9,032,000	12
246	Steve Hueter	eXp Realty	8,969,095	27
247	Devin Guerrero	Realty One Group	8,961,890	19
248	Skyler Keyser	Keller Williams Realty Phoenix	8,901,700	26
249	Beth S. March	Woodside Homes Sales	8,872,324	21
250	Daniel Moon	United Brokers Group	8,863,400	22

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Teams and Individuals Closing Dates From January 1–October 31, 2020

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
251	Lisa Wunder	Keller Williams Realty Sonoran Living	8,847,700	24
252	Jill McFadden	Delex Realty	8,826,550	18
253	Richard Harless	AZ Flat Fee	8,813,900	25
254	Kerry Garcia	HomeSmart	8,753,800	21
255	Amanda Pinkerton	Realty One Group	8,747,850	21
256	Gina McKinley	RE/MAX Fine Properties	8,741,500	24
257	Cara Wright	Superlative Realty	8,729,500	12
258	Lisa M. Blanz	Blanz Realty	8,729,426	20
259	Stephen Helmstadter, Sr.	Helmstad Realty	8,722,450	20
260	Gigi Roberts-Roach	Coldwell Banker Realty	8,681,900	21
261	Alondra Churcher	Conway Real Estate	8,681,216	26
262	Lindsay M Bingham	My Home Group	8,674,176	22
263	Debi Gotlieb	Key Results Realty	8,639,488	21
264	Dawn Matesi	United Brokers Group	8,636,500	20
265	Nathan D Knight	Prosmart Realty	8,613,410	26
266	Kristi Jencks	eXp Realty	8,581,814	24
267	Michelle Mazzola	Berkshire Hathaway HomeServices Arizona Properties	8,574,150	23
268	Kelly Jean Oxford	Conway Real Estate	8,569,240	21

#	Full Name	Office Name	Total Volume Sales 01/01/2020 - 10/31/2020	Total Unit Sales 01/01/2020 - 10/31/2020
269	Michael W Cunningham	West USA Realty	8,566,197	16
270	John A Hetherington	Just Selling AZ	8,556,408	23
271	Sarah Gates	Keller Williams Realty Sonoran Living	8,547,399	20
272	Dawn M Forkenbrock	Keller Williams Realty Sonoran Living	8,533,450	30
273	Jon S. Englund	HomeSmart	8,514,800	18
274	Andrea Feyen	Berkshire Hathaway HomeServices Arizona Properties	8,508,633	22
275	Jacquelyn E. Shoffner	eXp Realty	8,508,000	21
276	Kristen Hekecia	Premier Real Estate Opportunities	8,491,600	21
277	Brock O'Neal	West USA Realty	8,486,471	23
278	Christopher S. Tiller	Russ Lyon Sotheby's International Realty	8,414,830	18
279	Kimberly Sue Bloomquist-Ehlbeck	Keller Williams Integrity First Realty	8,414,500	18
280	Matthew Kochis	Keller Williams Realty East Valley	8,397,800	21
281	Daniel A. Baker	Russ Lyon Sotheby's International Realty	8,371,500	18
282	Alan Brown	Redfin	8,366,512	23
283	Lorraine A. Moller	Keller Williams Realty East Valley	8,354,250	21
284	David Hans Kupfer	Keller Williams Realty Sonoran Living	8,348,430	19
285	Travis M Flores	Keller Williams Integrity First Realty	8,318,135	27
286	Azita Sajjadi	Coldwell Banker Realty	8,313,000	20
287	Brian Gubernick	Keller Williams Realty Phoenix	8,311,275	26
288	Kim Panozzo	HomeSmart	8,304,974	19
289	Adam Lee	My Home Group	8,274,300	26
290	Jason Dawson	North & CO	8,256,000	19
291	David C. Rose	Infinity & Associates Real Estate	8,244,300	13
292	Debra Allen	Berkshire Hathaway HomeServices Arizona Properties	8,243,400	21
293	Mary Spitzer	My Home Group	8,171,000	16
294	Katherine Katz	United Brokers Group	8,159,300	17
295	Andrew R Bloom	Keller Williams Arizona Realty	8,142,400	13
296	Alan Aho	Atlas AZ	8,127,400	30
297	Lindsay Barnes	Realty Executives	8,110,800	18
298	Rosann Williams	HomeSmart	8,105,830	16
299	Daniel T Birk	Realty Executives	8,098,900	21
300	Andrew Lane	AZ Lane Realty	8,098,780	23

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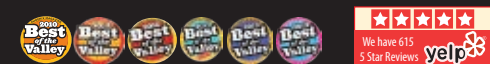
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