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▶ publisher's note

Love is in the Air!

Couples Crushing IT!

As 2020 rolls around, we want to remind you of a few unique things about *Tucson Real Producers!* Every February our distribution list changes. This month there will be some of you who are receiving our publication for the very first time! **Congrats!**

This is our 29th edition of *Tucson Real Producers* and this magazine is provided for free. It is distributed exclusively to the top 500 REALTORS® in Southern Arizona, as well as some select brokers. **If you're receiving this publication, then AGAIN congratulations - it means you're the "best of the best" and in the top percent of your field for 2019!**

New Mailing List Update: This February we updated our mailing list to reflect 2019 Sales Volume reported to the MLSSAZ to create our 2020 Mailing List for Top 500 Agents in Southern Arizona. Since you qualify, we will be sending you our magazine each month, and you will be invited to all of our exclusive events in 2020.

Thank You:

A **giant** thanks to our partners who make this publication possible. They are the reason we can celebrate you and share your story. Each partner was recommended by another top agent just like you! Reach out and thank our partners, and consider giving them a shot on a future deal. Check out our Welcome Mat articles to read about the new businesses that have recently jumped on board.

We hope to see you at our next event on February 18th at **"CATALYST"**, a totally unique space for us to connect and celebrate community. We will be celebrating in full "Mardi Gras" style. Put us on your calendar. Keep an eye out for the invitation for all

the details. Also, ask to join our private Facebook group "TucsonRealProducersTop500" to stay connected with the other high performers in the area.

This Month's Issue:

We created a special "Couples Crushing IT!" edition this February featuring some of the sweetest couples who love living life together and are thriving in their RE business. **Phyllis and Ed Daugherty** have been together for 47 years. Real estate success, laughter and a sincere genuine love shines through this amazing couple's resilience and determination. **Nancy Ho and Vu Au** met in their early teens and after 26 years they are still following their hearts and succeeding as first-generation entrepreneurs. An inspiration indeed! **Jan and Frank Ramirez** hit the jackpot when they finally met. Fun, creative, analytical - thankful for all Tucson has to offer and finding a way to make a difference! A great mission forced **Rocco and Michelle Racioppo** to forge ahead to make a difference in the lives of many. Loving, fighting and mutual respect makes this couple's story tug at your heart and will make you want to fight too! Read all about their secrets to success and what makes each couple unique. **John Norris with Code Blue Plumbing** shares what sets him apart in our Partner Spotlight as he serves REALTORS® day in and day out in. A family ready to be there when you need them!

If you have suggestions of topics you'd love to see featured or a question you would appreciate a top producer's opinion on, please email me at Delilah.Royce@RealProducersmag.com.



My heart is full,

Delilah



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CODE BLUE PLUMBING

partner spotlight

By Dave Danielson

Photography by Casey James

Service and Expertise When It's Needed Most

As you know, when it comes to the major systems of a structure, plumbing issues can be among the most costly.

That's why it makes sense to have a partner you can count on to see early warning signs and to deal with issues that arise.

John Gruber, owner of Code Blue Plumbing, takes pride in the difference they make all the way around.

Results When They're Most Needed

When an issue arises, and the call goes out, Code Blue Plumbing is on the way.

"There are a lot of measures of success in what we do. One of them is arriving at a building and talking with someone who is frantic over a leak, and then seeing that 15 minutes later they are calm because we have been able to solve the issue."

Another rewarding feeling is being an instrumental, valuable part of the inspection process prior to a purchase.

When John purchased the business a few years ago, he began it by himself. Today, **Code Blue Plumbing** has a fleet of six, full-time on-call trucks and a professional team of 10 employees who provide same-day service to businesses and residents throughout the area.

"Our team includes Kim, our office manager; Jose, our plumbing supervisor; Steven, our lead plumber; Tim, our Veteran Plumber with over 30 years of experience; as well as Stephen, John, and Mitchell. In addition, several who are a part of our apprenticeship program."

All-Around Excellence

Code Blue Plumbing provides a full range of services for both commercial and residential structures, including plumbing repair, replacement, and installation. They also snake drains, repair leaks, ensure proper pipelining and **conduct video inspections.**

As John explains, **"We offer flat-rate pricing and free estimates, and we always give a written guarantee. Plus, we have the latest tools and equipment to keep up with the ever-changing industry."**

John and his team emphasize delivering their expertise and experience efficiently.

"We quote right off of the inspector's report," John says. "We also conduct video inspections. In fact, we average about three or four of those each day ... especially when it comes to inspecting the main sewer line of a property that's about to be purchased. It feels good to be able to identify any issues that may exist there. What we do can mean quite a cost savings for a house, since a broken sewer line can be really expensive."

When you meet John, you instantly realize the genuine care he brings to serving his clients with professionalism.

"Growing up, I hadn't necessarily pictured myself working in the industry," John recalls. "But I really enjoy what we do ... having the opportunity to meet new people and help them solve their problems."

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Life's Priorities

In his free time, John enjoys spending time with his wife of 26 years, Bernadette, and their children, Steven, Mitchell, Alexis and Mackenzie.

He also has a passion for working on cars and motorcycles, especially older collectible models. John takes every chance he can for snowboarding and off-roading.

Service Makes the Difference

In the years John has spent in the industry, he has built a strong business based on solid service.

"It's very satisfying working with the people we come in contact with, including folks on both the buying and selling side of the deal," he emphasizes.

John knows firsthand the value of service. It's a major component of the experience he and his team deliver to their clients.

"I think a big part of what we do is about integrity in the way you deliver customer service," he says. "I've been in that situation myself where I have called for someone to come to my home and provide a service. Sometimes you call and not get

an answer, or you set an appointment, and they never show up. We really emphasize professionalism with what we do. When you call us, you'll see us showing up in consistent uniforms and clean trucks. I just have always believed that you work as well as you look."

There are times when going above and beyond can make all of the difference. It's a role John and his team relish.

"We will go above and beyond to help close a sale," John says. "We will accept payment at closing, and we also do emergency estimates, repairs or BINSR proposals. We understand the life of a REALTOR® and are here to help. It makes us feel good to help

people with a plumbing problem at a great price ... and to be able to solve a plumbing problem that another company couldn't."

John and Code Blue Plumbing deliver their best to the Tucson area. They do so with a sense of purpose and growth to deliver service and expertise when it's needed the most.

"Success isn't about the money. It's about doing something better the next day than you did the day before and accomplishing more along the way."

For more information about Code Blue Plumbing:
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▶ couples crushing it!

By **Jessica Dennes**
Photography by **Jacquelynn Buck**

On March 21, 1997, the movie *Selena* was released. It's a film about the talented musician and artist Selena Quintanilla Perez, played by Jennifer Lopez, whose life was cut short in her prime. Many would argue that it was the movie that truly started Jennifer Lopez's career. For Nancy and Vu Au, it's the movie that started their lives together.

That spring, young Nancy and Vu saw the film for their first date, driven by Vu's older brother to and from the theater, of course, because the two were only 13 and 14 years old.

Of all the places in the world, Nancy and Vu could have met, it was under the beautiful skies of Tucson. Nancy was born and raised in California until the age of 13. After leaving Vietnam, seeking asylum and later becoming citizens of the United States, Nancy's mother settled in California and eventually moved her three daughters to Tucson. It wasn't long before she made friends with a Vietnamese couple who also had children, among them, 14-year-old Vu. He was born in a refugee camp in the Philippines. When he was 1 month old, the family was granted citizenship in the United States and settled in Tucson. It didn't take long for Nancy to feel a hint of “puppy love,” as she describes it.

“She hit on me,” Vu says with a smile. “She asked me on a date and I'm glad I said yes.” Since Nancy's mother did not allow her to date at such a young age, the couple dated in secret until she warmed up to him years later.

“Our parents came here with nothing but the clothes on their backs,” she says, referring to the fact that both of their parents were refugees to the U.S. from Vietnam. They often worked 10- to 12-hour days, six or seven days a week to get by. “They

always provided for us,” explains Nancy, “but seeing how hard they had to work was a real eye-opener.”

Nancy and Vu were married when she was 18 and had their son the following year. Although they hadn't planned to start their family so young, they didn't let that stop them from building the life they wanted. They purchased their first home and eventually built enough equity to open an Auto Repair Facility and became affiliated with the Napa Auto Center. As first-generation entrepreneurs, they are motivated to succeed on their own terms.

“A lot of the things we have weren't just handed to us,” says Nancy. “We worked for what we have now and want to make sure that it's the same for our kids. We want them to be able to earn their own way.”

Before entering the real estate industry, Nancy was a stay-at-home mom who also did the bookkeeping and paperwork for the auto shop where Vu worked as a mechanic. His true passion, however, was fishing.

“I've always wanted to be a professional bass fisherman,” explains Vu. “I traveled all over trying to qualify for the Bass Master Series.” Vu often found success in his fishing endeavors. Once in 2009, he fished a three-day tournament and won a fully rigged Ranger bass boat valued at \$25,000. Truthfully, it was difficult for Nancy to stay home and watch over their children as he traveled. She knew she wanted a change, but the opportunity had not presented itself.

Then, in 2015, tragedy hit the family with the loss of Nancy's mother.

“I decided that I really needed to do something for myself,” Nancy explains. She decided to make her own opportunity and go into real estate full-time, a dream she had always had. It wasn't long before she discovered her passion for the whole process of buying and selling homes. She says, “Thinking



outside the box and problem solving to get my client to the finish line is very satisfying.”

Vu fully supported his wife's decision to begin her new career, but after two years, he realized that if he wanted to see his wife more often, he had to join her in this endeavor.

He thought he would dabble in real estate in addition to working at the auto shop and continue to fish. Things changed once he felt the satisfaction of flipping his first house; he knew he had to go all-in.

“Now, I don't fish at all,” he says. “I'm hooked on this business. It's a great industry.”



...

After 15 years, they sold the shop and are now full-time agents with Realty Executives who work together on all their contracts. Having been together for 23 years, the couple is fully aware of how to make their individual strengths work for their team.

“Vu is a people person,” Nancy says with a smile. “He can talk to anyone. It’s a great dynamic for us. He goes out there, picks up all these leads, then brings it home to me and I make the home run.” Last year alone, they helped 50 families buy or sell their home.

After so many years married, and working together daily, they are also aware of when they need to regroup and spend time together as a family. They enjoy traveling with their kids to different destinations. Ryan is now 17 and will soon be leaving for college. Haylee, 12, is a driven athlete who is usually involved in a sport. They’ll often visit Vegas, not so much for the gambling as for the delicious food. Vu still enjoys the outdoors and loves to fish and hunt. As a busy, working mother, Nancy really values her alone time, “and shopping,” Vu adds with a smirk. Of course, even when they aren’t working, they love talking all things real estate, as it has truly become a shared passion of theirs.

“Our parents came here with nothing but the clothes on their backs,” she says, referring to the fact that both of their parents were refugees to the U.S. from Vietnam. They often worked 10 to 12-hour days, six or seven days a week to get by. “They always provided for us.”

It’s no accident that things are looking up for this couple and their business. After 23 years together and 18 years of marriage, they finish each other’s sentences and continue to be wholeheartedly dedicated to one another, their family, and their goals. They truly make an “Ausome” Team.



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▶▶ couples crushing it!

By **Nora McDevitt**
Photography by **Casey James**

When speaking with Jan and Frank Ramirez, what immediately strikes you is how electric they are as a couple. It's that energy that propels them forward as a couple and as business partners. In sync with each other, they live their lives by design, and not by default. Today, the Ramirez name is synonymous with a broad smile, integrity and a commitment to service.

Born and raised in Columbus, Ohio, proud of attending Ohio State University, and former AT&T executives, Jan and Frank followed parallel life paths for many years. Starting at the bottom with Bell Telephone (AT&T) in the 1970s, they both worked their way up the ranks to Senior Sales Executives. Jan recalls, "We started with Bell System in the 70s and worked our way up watching the invention of so many things, the emergence of cell phones, the birth of the internet, and the disappearance of payphones." As the world shifted from analog to digital, they were leading their customers through this momentous technological revolution. At AT&T, they honed their customer service and relationship development skills and mastered interpersonal communications. Skills that would later be critical in their success as agents.

When they finally met, it was serendipitous. A second marriage for each of them, they hit the jackpot as a couple. A well-matched couple, Jan is the creative one, and Frank is the analytical one. Jan says, "Because we are so different, we complement each other and balance each other out." They knew after AT&T, they wanted to work together as a team.

In 2010, the economy was teetering along at a snail's pace, and they knew they needed a change. Jan says, "It was time for our next chapter, and a new career we could pursue together." With a family in Tucson and a passion for traveling, a move to Arizona felt right. Attracted to the beauty of the southwest and seeking a more laid-back lifestyle, they decided a move to the wild west was the right place for them.

Jan and Frank packed up everything they owned, after selling most of their stuff, and drove from Ohio to Arizona in an RV. While on the road, they bought a small fixer-upper in Tucson unseen. It was also suggested that they become real estate agents. Through a series of lucky breaks, they arrived in Tucson with a new home and the possibility of a new career.

Jan and Frank upon their arrival got licensed as real estate agents and dove into the industry without hesitation. As a team, they worked well to-



gether. Jan says, "Working as a husband-wife team allows us to work together with those who prefer couples or we can be flexible when needed." They switch things up as needed and are flexible enough to switch roles to match the client's preference. Jan continues, "We don't have one of us stuck doing the paperwork all the time while the other one is out touring with clients." Their flexibility with each other and their clients makes them easy to work with. Through sheer hard work, dedication, and a commitment to providing superior service, they grew their business. It took a lot of long hours and persistence to build a solid reputation, but more importantly, they really care about their clients. Frank says, "Most of our business is referrals because we take the time to be genuine with our clients and

JAN & FRANK RAMIREZ

Creative & Analytical — Perfectly Matched!



...

treat them with respect and kindness. It's important to be personal. Would you rather work with a friend or with a stranger?" It's that attitude that had allowed them to build not just a strong business but also some great friendships over the years.

Jan says, "We love everything about Tucson. I wake up every day and say to myself, I get to live HERE. When we first relocated to Tucson, people told us to 'Relax, chill out.' Growing up in Ohio in a big city was great. Midwesterners have extremely high work ethics and drive. Here in the west, life is just a bit more relaxed. Tucson people are friendly, polite and very family-oriented. Being a snowbird, university, and military city, Tucson has great diversity and attracts people from everywhere."

Settled into Tucson, they got involved in the Ohio State Alumni Club of Southern Arizona. They are very proud of the charitable work they participate in through the OSU club. Frank says, "Our OSU Alumni Club provides an annual scholarship to a deserving Tucson student to go to The Ohio State University. We are also part of the local Big Ten Conference. As a group, we donate funds generated from the yearly pre-season kick-off party to Big Brother Big Sisters of Tucson." They also support Youth On Their Own, a Tucson organization that helps homeless teens stay in school.

“In 2010, they sold their house in Ohio along with almost everything they owned, piled into an RV with their two dogs, and drove west”

When they are not busy selling homes or volunteering with the local chapter of OSU, you may find them riding their Harleys. An adventurous couple, when they decide to do something, they give it their complete focus. They don't shy away from challenges or volunteering their time to causes they care about.

After 40-plus years of sales, they continue to stretch themselves to further perfect their skills. As Jan says, "There's always room for growth." This agile mindset plays a huge role in their ability to adapt and grow within their industry. It also makes them more effective as business and life partners. The dance as a couple working together can be tricky but Jan and Frank have created a rhythm because of their complementary nature. They are not competing with one another but instead work together as a cooperative team.

They get personal fulfillment and satisfaction from serving their community and their clients. When asked, "What does success mean to you?" Jan replies, "Success for us means, at the end of the day, we have done our best to make a difference or bring happiness into other people's lives." Settled in Tucson and embracing its easy-going culture, ten years later, they are firmly rooted and enjoying every moment of it. Purposeful in everything they do from helping their clients sell homes to volunteers with Big Brothers and Big Sisters, they approach their life with enthusiasm and commitment. They are all in as a team.

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Rocco & Michelle RACIOPPO

» couples crushing it!

By Rod Hugen
Photography by Jacquelynn Buck

“If you ever leave me, I’m coming with you.” Rocco Racioppo once laughingly told Michelle, expressing his deep love for her, his wife of 26 ½ years. It’s a delight to watch a couple who clearly love each other and who love working together, interact about their business and their lives.

Love, of course, is not just a sentiment, it’s a choice and they make that choice daily. Not many married people can work together and thrive. It takes a deep understanding of what the other person brings to the table and a mutual respect for each other. Twenty-two years ago, Rocco began his Real Estate career. Rising to the top he was “Rookie of the Year” and has been a top producer ever since. Michelle, extremely artistic with a degree in fashion design, began as the financial, administrative, and marketing specialist in the partnership, and later became licensed, joining Rocco on the sales and relational side of the business. Teamwork comes naturally to them. They recognize their mutual dependency. “I only need two things in life,” Rocco grins, “my wife and my golf clubs.” Although an extremely avid golfer, he makes sure he gets those two things in the right order. Michelle laughs and nods. Those interactions are a delight to watch.

Great marriages often come out of great missions. Their mission came not only from their real estate endeavors but also from their sweet



son, Sam. At age five he developed multiple flu-like symptoms and was misdiagnosed for a year. They were finally told that he needed a surgery that would have negatively changed the course of his life. They prayed and felt as though they should secure a second opinion. Phoenix Children’s Hospital reviewed the year’s worth of tests and biopsies and identified the disease as Eosinophilic Esophagitis (EE). It’s a rare and devastating disease that attacks the esophagus making eating and drinking difficult, if not impossible. It is the harshest of symptoms when food, so necessary for life, becomes the enemy of the body. Unlike food allergies where one can simply avoid the food causing the problem, EE reactions and triggers often change and need constant monitoring and testing. The disease is not well-known and often misdiagnosed. Watching their son suffer was incredibly difficult. Michelle soon became an advocate for Sam.

While Rocco managed their business, Michelle researched and studied the disease, becoming an expert. She learned that Children’s Hospital of Philadelphia (CHOP) was a leader in the field and one of the few hospitals in the country researching EE, offering needed testing and a team approach. Their son was battling a horrible disease. And now their insurance battle began too. The request to have Sam seen by the EE Specialists in Philadelphia was denied. Michelle appealed, advocated and fought, argued and battled and fought some more. Despite the coverage denial, Rocco and Michelle decided they were taking Sam to CHOP regardless of whether the insurance would cover the cost. So they did, and he began to receive appropriate care. Upon returning from that first trip they learned their insurance appeal denial had been overturned by the Department of Insurance! She won mostly because she wouldn’t give up.

Sam reacted to medications and elimination diets, and when nothing else worked, 8-year-old Sam, in constant pain from the symptoms, had surgery for a feeding tube. It was extremely difficult to watch their



“ Great marriages often come out of great missions. Their mission came not only from their real estate endeavors but also from their sweet son, Sam ”



son suffer through this disease. Little brother, Matt, when asked what he wanted for Christmas, always asked that his big brother would be out of pain and be able to eat. Two sons. Two hero’s. It was hard for all.

While in the hospital for the G-tube Surgery, they received notice that the insurance policy would not cover the expensive formula treatment once he was out of the hospital. It was devastating news. Not only were they paying \$1,200 a month in insurance premiums, but now would also have to pay \$1,200 for the Formula Treatment, as well. Again they appealed, eventually appearing before a judge who ruled against them. As the attorney for the insurer left the room, Rocco asked point-blank, “What needs to be done for your company to do the right thing?” The answer came quickly. “There would have to be a law mandating coverage.”

And so a new era of advocating began for the Racioppo’s. They were no longer just advocating for Sam, but for all EE families. Michelle says, “We were doing well financially, but what about those for whom the choice was a mortgage payment or treatment for their sick child.” She



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had formed an EGID support group along with Denise Bianchi (<http://www.eosinophilictucson.com/>) to help others suffering from the disease. They decided to tackle passing a law. Rocco called Steve Huffman, a fellow Real Estate agent and a state legislator and he agreed to sponsor the bill. He assured them it would be a journey, not an event. Ever the advocate, Michelle, and Denise made countless trips to the State Capital, persuading legislators and eventually the governor to pass House Bill #2364. Insurers are now mandated to cover the Formula Treatment for EE. Arizona was the first state to pass this type of mandate specific to EGID. Michelle gives God the credit and continues to advocate.

Michelle and Rocco both love working for Keller Williams because of their business model of God first, family second, and business third. "The Keller Williams culture is a huge match to our personal beliefs," Michelle notes. They have both

served on the Agent Leadership Council (ALC) and Michelle recalls with fondness when she served as chair of the Culture Committee and they were able to help a stranger, a single mother of an 8-year-old boy who had died and whose body remained in the morgue because the mother could not afford to bury him. Not only did they raise the money needed, but Michelle's grandparents showed their own generosity by donating a burial plot. Being able to help those in desperate need is a privilege for Rocco and Michelle and they take joy in helping others.

They also love and support Ben's Bells, a foundation that promotes kindness. The founder of Ben's Bells,

Jeanette Maré, is one of Michelle's oldest friends. Jeannette's son, Ben, died suddenly at age 2 and to cope with the pain Jeannette, Dean, and Matt began to commemorate the kindnesses shown to them in the midst of their grief by making and distributing bells that remind people to be kind to each other. For Rocco and Michelle, kindness is a way of life. They've instilled that attribute in their sons and obviously live it out, not only in words but in actions.

Their tireless advocacy, kindness, and love boils over into their care for their Real Estate clients. Rocco says, "If the client has a problem, it's my problem." He adds, "It's never just about a house or a sale. It's important for us to really be there for our clients and build a lifelong relationship. We want them to feel like they were treated like family because that is how we feel about them." Twenty-two years have passed and life has come full circle. Sam is a REALTOR® working with Rocco and Michelle, and is an avid volunteer, while still dealing with the vagaries of EE. Matt is an honors student at the University of Arizona studying law and is also an advocate for others. Kindness runs in the family.

Rocco and Michelle should never have met. He lived in Toronto, Canada and she was born in Tucson. Although Michelle had deep roots in Tucson, her father's civil engineer career moved her family to places as diverse as Central America, South America, and Holland before she eventually returned to Tucson. Their lives intersected when Rocco happened to be visiting. They met through mutual friends and the rest is history. If they couldn't sell Real Estate, Michelle would write and do art projects. She smiles and says that Rocco dreams of playing golf on the Senior Tour. Of course, he'd have to bring Michelle with him because he's not going anywhere without her.

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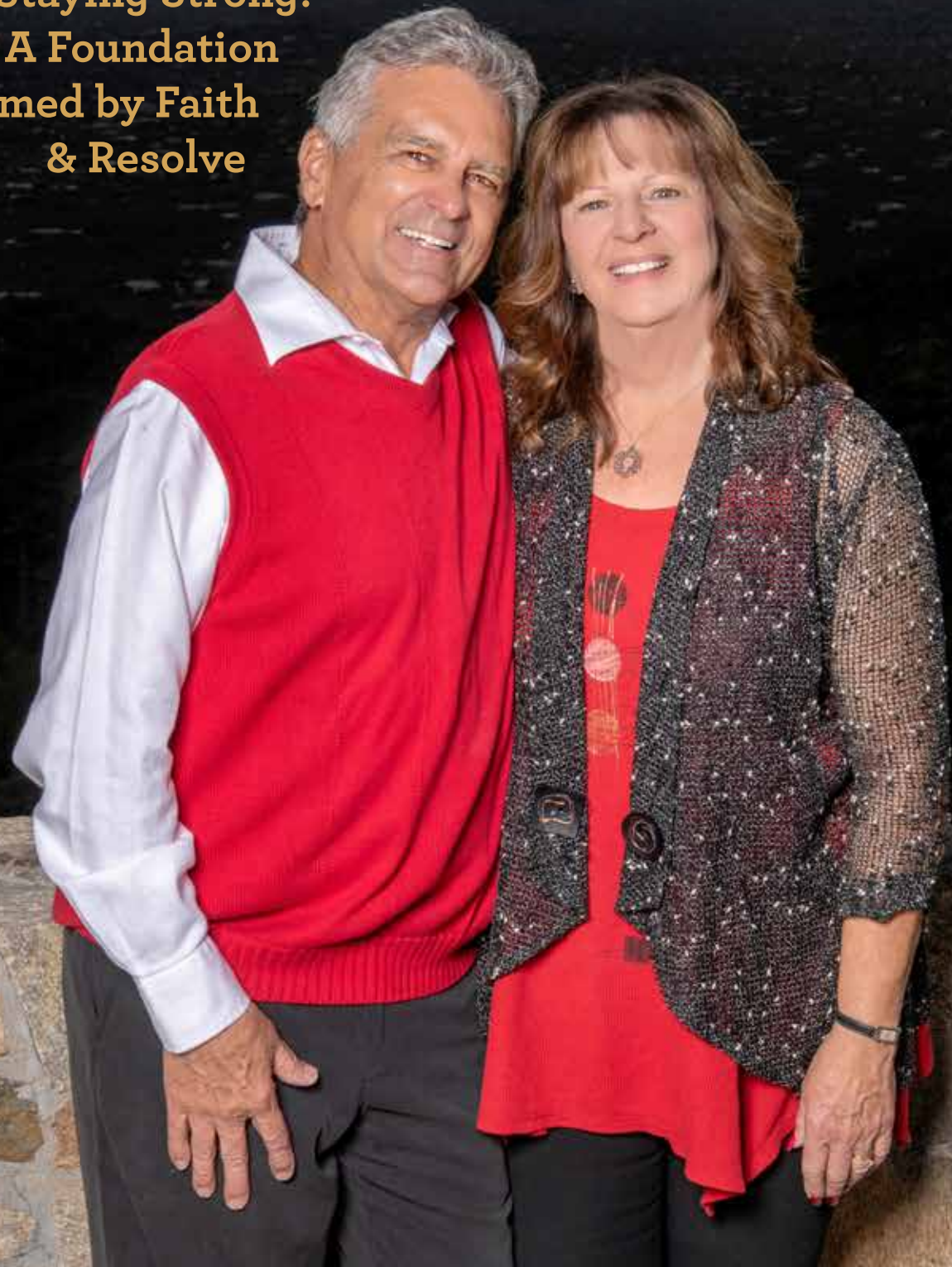
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PHYLLIS & ED DAUGHERTY

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» couples crushing it!

By **Kylea Bitoka**
Photography by **Joey Ambrose**

“I wasn’t going to bail out!” Words that Phyllis Daugherty lives by from her 47-year marriage to her 20-year career in real estate. As she raised her family and cared for her mother, Phyllis championed commitment. Like the mythological Phoenix, her resilience today was born out of the ashes. “My parents were products of the depression. I learned my work ethic from them.” It was Phyllis’ mother that would show her how to keep going despite the odds. “She was an amazing woman; her circumstances never made her bitter. Her strength inspires me.” When Phyllis was 15-years-old, she lost her brother in a plane accident. Two months later, her father passed away. “It was just me and my mom,” Phyllis pauses, the weight of the loss still present as she remembers how her world turned upside down at a young age. “It was up to us to make it; we had to be strong.” In the last years of her mother’s life, Phyllis faithfully cared for her mom, grateful for all she had given her. Through life’s difficulties, Phyllis’ faith and resolve deepened, forming a foundation that would support her throughout life.

Phyllis started in the banking industry right after college. She worked her way from teller to trainer to assistant manager. After 20 years in the banking industry, it was beginning to change. When the local bank she worked for was bought out

by a national bank, Phyllis considered her options. “I always had an interest in real estate. My husband, Ed, and I would go out to look at houses for fun. One day I just decided to go for it. I enrolled in real estate school.” Phyllis was excited about real estate not only because she enjoyed it but because it allowed her to continue in customer service and help others. Phyllis measures her success through client satisfaction. “It’s about serving others as they want to be served. Success is when the client feels that you have taken the best possible care of them.” Phyllis was not alone in her real estate journey. Her daughter, Andrea, who had also worked at the bank, asked if she could join in the adventure. On the first day of school, mother and daughter were in class together. Aware of some of the challenges that lay ahead, Phyllis and Andrea resolved not to give up. “We both said when we left the bank that we were going to make it work. We knew the statistics that 9 out of 10 agents don’t make it the first year. We were determined not to be one of those nine.” Phyllis and Andrea enrolled in a coaching program, By Referral Only. “We received coaching for our first three years. I highly recommend every new agent find a coaching program or a mentor.”

What Phyllis did not expect was the economic downturn. “Our business steadily rose from 2000, and then we rode



...

the whole cycle down.” Phyllis’ commitment did not waver. “I wasn’t going to bail out. I learned from coaching the importance of investing in yourself and continuing to learn so you can adapt to changes.” In a down market, short sales and foreclosures are frequent. Phyllis quickly expanded her skill set. “I learned how to do short sales. I became efficient at representing sellers and getting them through the process of a short sale. I also worked with buyers on foreclosures.” Phyllis’ commitment paid off, and she successfully survived the crash.

Her passion for real estate inspired her family, who all joined her at one point or another. “We’ve all had our real estate license! Andrea and I started together, and then eventually, my other two children, Lauren and Justin, joined the team.” Phyllis chuckles as she remembers, “Imagine when you have three siblings working together...It was a lot of fun and always interesting!” Andrea is still in real estate but partners with her husband, who is also a real estate agent. Lauren left real estate to focus on being a full-time mom. Justin got out of the business when he moved to California. It left Phyllis in an interesting position very busy and working alone. That’s where Ed came in. “Ed had retired from being a high voltage electrician for the City of Tucson. He decided to get his license to help me.” Life partners and now business partners, Ed and Phyllis, were experienced in working together. “We know each other and what works well. Ed supports behind the scenes, and I can focus on being out with clients, that’s where my passion is.”

For Phyllis, each day in real estate is a chance to make a difference. Phyllis shares one transaction that’s stuck with her. “A client referred his sister to me. She was moving from an area near San Francisco and had never owned a home.” In her seventies, she was afraid to fly and so took the train to Tucson. “We were able to get her approved for a loan, and she found her dream house in an adult community in Sahuarita. She was so excited to be a homeowner. It had never been possible before, and now she owned a brand-new home nicer than any other place she had lived. It was very special.”

Outside of real estate, Phyllis and Ed love to travel with their family. Now, they’ve got six grandkids ranging from five years old to 18-years-old and starting college at NAU. They recently took a trip to Disney World with their kids and grandkids.

Are avid collectors of Dr. Seuss art as well as unique dog art. Further down the line, Phyllis hopes to do more traveling with Ed. “Right now, we are busy and loving it. Eventually, we do want to start traveling more. I want to go to Italy and tour the country. My grandparents were born there; one set was from northern Italy and the other set from Sicily. I’d love to explore my heritage in person.” When they’re not out exploring, Phyllis enjoys being home with Ed. “We just built a new home and love doing things on the home. I can’t forget to mention our dogs! We have three large dogs that we adore, a Great Dane and two rescued Greyhounds.” Phyllis is thankful she’s been able to share her real estate passion with her family. While real estate can be exciting and unpredictable, Phyllis’ greatest adventure has been her journey as a wife and mom.



“We both said when we left the bank that we were going to make it work. We knew the statistics that 9 out of 10 agents don’t make it the first year. We were determined not to be one of those nine”

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TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - December 31, 2019

Rank	Name	Sides	Volume	Average
1	Marsee Wilhems (16298) of eXp Realty (495201)	349.5	86,890,743	248,614
2	Kyle Mokhtarian (17381) of Realty Executives Tucson Elite (498305)	381.0	73,934,734	194,054
3	Michael D Rhodes (19668) of Realty Executives Tucson Elite (498307)	306.5	58,282,643	190,155
4	Danny A Roth (6204) of Keller Williams Southern Arizona (478306)	180.5	51,932,451	287,714
5	Laura Sayers (13644) of Long Realty Company (16717)	123.5	48,045,684	389,034
6	Kaukaha S Watanabe (22275) of eXp Realty (495203) and 1 prior office	214.0	43,516,061	203,346
7	Jennifer Philips (16201) of Realty Executives Tucson Elite (4983)	155.0	42,466,956	273,980
8	Lisa M Bayless (22524) of Long Realty Company (16717)	103.5	40,779,290	394,003
9	Peter Deluca (9105) of Long Realty Company (298)	98.5	38,313,098	388,965
10	Don Vallee (13267) of Long Realty Company (298)	105.5	36,697,183	347,841
11	Laurie Lundeen (1420134) of Coldwell Banker Res Brokerage (70204)	154.5	34,588,770	223,876
12	Sandra M Northcutt (18950) of Long Realty Company (16727)	86.0	32,934,900	382,964
13	Aaron Wilson (17450) of Keller Williams Southern Arizona (4783)	139.5	32,578,922	233,541
14	Denice Osbourne (10387) of Long Realty Company (16707)	76.0	31,774,818	418,090
15	Angela Marie Kuzma (28301) of Keller Williams Southern Arizona (478310)	123.5	30,754,663	249,026
16	Traci D. Jones (17762) of Keller Williams Southern Arizona (478302)	121.5	29,559,637	243,289
17	Brenda O'Brien (11918) of Long Realty Company (16717)	53.0	26,671,998	503,245
18	Russell P Long (1193) of Long Realty Company (298)	40.5	26,656,400	658,183
19	Wanda Fudge (28579) of Long Realty Company (16728)	66.0	24,913,842	377,482
20	Alfred R LaPeter (32582) of Long Realty Company (16717)	53.0	24,862,630	469,106
21	Candy Bowen (37722) of Realty Executives Tucson Elite (498303) and 1 prior	109.5	24,513,165	223,865
22	Janell E Jellison (4774) of Long Realty Company (16706)	49.0	23,976,934	489,325
23	Eddie D Watters (31442) of Realty Executives Tucson Elite (4983)	92.5	23,684,451	256,048
24	Nestor M Davila (17982) of Tierra Antigua Realty (286606)	111.0	23,521,862	211,909
25	Leslie Heros (17827) of Long Realty Company (16706)	61.0	23,497,622	385,207
26	Laurie Hassey (1171) of Long Realty Company (16731)	67.5	23,303,918	345,243
27	Joshua Waggoner (14045) of Long Realty Company (16706)	20.0	22,557,500	1,127,875
28	Jim Storey (27624) of Tierra Antigua Realty (286607)	50.0	22,027,575	440,552
29	Tom Ebenhack (26304) of Long Realty Company (16706)	74.0	21,754,251	293,976
30	Susanne Grogan (17201) of Russ Lyon Sotheby's Int Realty (472203)	26.5	21,708,576	819,192
31	Spirit Messingham (22794) of Tierra Antigua Realty (2866)	76.0	21,214,573	279,139
32	Nicole Jessica Churchill (28164) of eXp Realty (4952)	78.0	21,113,525	270,686
33	Ronnie G Spece (19664) of At Home Tucson Realty (4637)	75.0	21,073,900	280,985

Rank	Name	Sides	Volume	Average
34	Corissa Y Miller (22532) of Tucson's TLC Realty (3939)	77.5	20,866,152	269,241
35	John E Billings (17459) of Long Realty Company (16717)	68.0	20,510,223	301,621
36	Sofia Gil (1420209) of Realty Executives Tucson Elite (4983)	90.0	20,114,036	223,489
37	Anthony D Schaefer (31073) of Long Realty Company (298)	73.5	20,034,103	272,573
38	Patricia Brown (14873) of Coldwell Banker Residential Br (70202)	52.5	19,207,548	365,858
39	James L Arnold (142000775) of Tierra Antigua Realty (286614)	37.0	19,118,772	516,724
40	Jose Campillo (32992) of Tierra Antigua Realty (2866)	105.5	19,102,904	181,070
41	Sue Brooks (25916) of Long Realty Company (16706)	49.0	19,054,375	388,865
42	Glenn Michael Nowacki (35737) of Realty Executives Tucson Elite (498306) and 2 prior offices	74.0	18,475,700	249,672
43	Ann K Gavlick (27887) of Tierra Antigua Realty (286601)	64.0	18,472,365	288,631
44	Gerald L Hause (30852) of Long Realty Company (16728)	38.0	18,413,162	484,557
45	Tim Rehrmann (25385) of eXp Realty (495206) and 1 prior office	65.0	18,226,107	280,402
46	Kathy Westerburg (1420955) of Tierra Antigua Realty (286610)	54.5	18,184,219	333,655
47	Carmen Pottinger (145000027) of Carm's Realty LLC (145064241)	90.5	18,129,318	200,324
48	Michael Shiner (26232) of CXT Realty (5755)	72.0	18,072,749	251,010
49	Patricia Sable (27022) of Long Realty Company (16706)	30.5	18,013,900	590,620
50	Michelle Bakarich (20785) of Homesmart Advantage Group (516901)	65.5	17,846,710	272,469

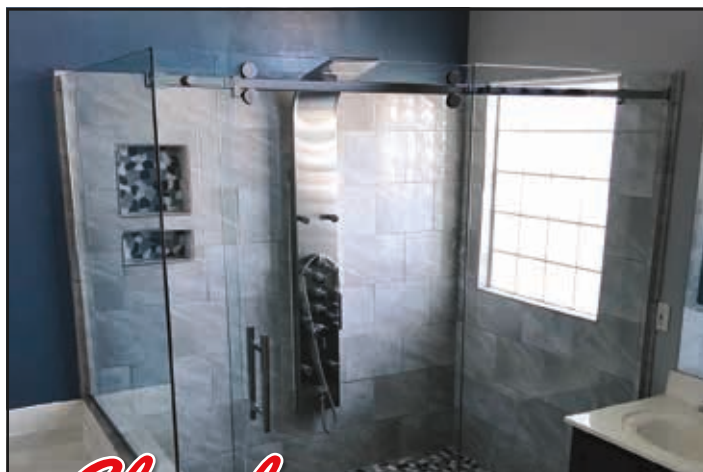
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TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - December 31, 2019

Rank	Name	Sides	Volume	Average
51	Shawn M Polston (20189) of Keller Williams Southern Arizona (478306)	104.0	17,826,950	171,413
52	Tom Peckham (7785) of Long Realty Company (16706)	37.0	17,055,450	460,958
53	Jameson Gray (14214) of Long Realty Company (16706)	25.5	16,829,707	659,989
54	McKenna St. Onge (31758) of Long Realty Company (16706)	25.5	16,829,707	659,989
55	Marta Harvey (11916) of Russ Lyon Sotheby's Int Realty (472203)	40.5	16,787,615	414,509
56	Peter R Oosterhuis (32811) of Dove Mountain Realty, LLC (5156)	11.0	16,637,433	1,512,494
57	Karin S. Radzewicz (20569) of Coldwell Banker Residential Br (70202)	38.5	16,610,400	431,439
58	Anthony Boatner (16214) of Keller Williams Southern Arizona (478306)	75.0	16,368,213	218,243
59	Robin Sue Kaiserman (4368) of Long Realty Company (16706)	23.5	15,969,500	679,553
60	Carolyn A. Fox (1420840) of Coldwell Banker Res Brokerage (70204)	76.0	15,932,272	209,635
61	Tony Ray Baker (5103) of Tierra Antigua Realty (286606)	47.0	15,732,296	334,730
62	Jeremiah Taylor (17606) of Keller Williams Southern Arizona (478306)	67.0	15,621,133	233,151
63	Susan Denis (14572) of Tierra Antigua Realty (2866) and 1 prior office	44.0	15,534,230	353,051
64	Jerri Szach (6050) of Long Realty Company (16706)	46.5	15,304,250	329,124
65	Tyler Lopez (29866) of Long Realty Company (16707)	67.0	15,192,163	226,749
66	Rob Lamb (1572) of Long Realty Company (16725)	34.0	15,153,900	445,703
67	Martin Durkin (145036508) of Russ Lyon Sotheby's Int Realty (472203)	18.0	14,839,900	824,439
68	Gary P Brasher (80408123) of Russ Lyon Sotheby's International Realty-472205	40.0	14,644,681	366,117
69	Jason C. Mitchell (36629) of My Home Group Real Estate (427501)	61.5	14,469,705	235,280
70	Louis Parrish (6411) of United Real Estate Southern Arizona (5947)	28.0	14,435,817	515,565
71	Vicki L Holmes (19184) of Long Realty Company (16719)	46.5	14,295,645	307,433
72	Bryan Durkin (12762) of Russ Lyon Sotheby's Int Realty (472203)	20.0	14,290,269	714,513
73	Curt Stinson (4808) of Engel & Volkers Tucson (51620) and 1 prior office	54.5	14,271,150	261,856
74	Jeffrey M Ell (19955) of Keller Williams Southern Arizona (478312)	50.0	14,196,200	283,924
75	Matthew F James (20088) of Long Realty Company (16706)	32.0	14,147,625	442,113
76	Kelly Garcia (18671) of Keller Williams Southern Arizona (4783)	48.5	14,019,186	289,055
77	Gary B Roberts (6358) of Long Realty Company (16733) and 1 prior office	54.0	13,899,027	257,389
78	Heather Shallenberger (10179) of Long Realty Company (16717)	48.0	13,871,559	288,991
79	Christina E Tierney (29878) of Russ Lyon Sotheby's Int Realty (472203)	23.5	13,689,400	582,528
80	Lauren M Moore (35196) of Keller Williams Southern Arizona (478302)	35.0	13,655,760	390,165
81	Tori Marshall (35657) of Coldwell Banker Residential (70207)	43.5	13,483,100	309,956
82	Dorothy Jean Moore (35146) of Keller Williams Southern Arizona (478302)	34.0	13,429,760	394,993
83	Jim Jacobs (7140) of Long Realty Company (16706)	34.5	13,407,715	388,629

Rank	Name	Sides	Volume	Average
84	Alicia Girard (31626) of Long Realty Company (16717)	47.0	13,382,365	284,731
85	Kristi Penrod (33258) of Redfin Corporation (477801)	41.0	13,332,090	325,173
86	Bob Norris (14601) of Long Realty Company (16733) and 1 prior office	52.0	13,228,627	254,397
87	Jenna D Loving (18375) of Russ Lyon Sotheby's Int Realty (472203)	34.0	13,199,276	388,214
88	Jason K Foster (9230) of Keller Williams Southern Arizona (478302)	29.0	12,862,020	443,518
89	Sally Ann Robling (1420161) of Realty Executives Tucson Elite (498304)	51.0	12,735,176	249,709
90	Lynn Slaten (14783) of Long Realty Company (16728)	31.5	12,717,450	403,729
91	Sonya M. Lucero (27425) of Long Realty Company (16719)	42.0	12,688,445	302,106
92	Heather L Arnaud (32186) of Realty Executives Tucson Elite (498306)	51.5	12,553,560	243,758
93	Melinda L Akowski (26025) of Coldwell Banker Residential Br (70202)	43.5	12,537,828	288,226
94	Barbara C Bardach (17751) of Long Realty Company (16717)	15.0	12,409,225	827,282
95	Patty Howard (5346) of Long Realty Company (16706)	24.5	12,323,927	503,017
96	Ricardo J Coppel (11178) of Long Realty Company (298)	37.5	12,300,029	328,001
97	Camille Rivas-Rutherford (11782) of Coldwell Banker Residential Br (70202)	31.0	12,229,737	394,508
98	Michael D Oliver (14532) of Oliver Realty, LLC (51610)	45.5	12,167,759	267,423
99	Trina M Alberta Oesterle (1420383) of Coldwell Banker Res Brokerage-70204	44.5	12,117,800	272,310
100	Michael Braxton (53095) of Long Realty Company (16717)	38.0	12,109,312	318,666

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TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - December 31, 2019

Rank	Name	Sides	Volume	Average
101	Jennifer C Anderson (16896) of Long Realty Company (16724)	47.5	12,052,023	253,727
102	Karen A Baughman (20321) of Coldwell Banker Residential Br (70202)	50.0	12,026,220	240,524
103	Maria E Juvera (20669) of Tierra Antigua Realty (SV) (286603)	70.5	12,005,532	170,291
104	Dottie May (25551) of Long Realty Company (16728)	28.5	11,968,200	419,937
105	Timothy R Hagyard (32545) of Long Realty Company (16707)	43.0	11,855,454	275,708
106	Ashley Kimberlin (18406) of Realty Executives Tucson Elite (498306)	38.0	11,838,625	311,543
107	Aaron Dominguez (37936) of Homesmart Advantage Group (5169)	69.5	11,795,500	169,719
108	Joelle C Kahn (21408) of Tierra Antigua Realty (286607)	35.0	11,563,800	330,394
109	Zachary R Tyler (16327) of Tierra Antigua Realty (286601)	30.5	11,489,465	376,704
110	Richard M Kenney (5903) of Long Realty Company (16707)	26.0	11,375,100	437,504
111	Margaret E. Nicholson (27112) of Long Realty Company (16728)	26.5	11,362,200	428,762
112	Lori C Mares (19448) of Long Realty Company (16719)	45.5	11,283,525	247,990
113	Lisa Korpi (16056) of Long Realty Company (16727)	38.5	11,268,376	292,685
114	Leah Mandal (35134) of Keller Williams Southern Arizona (478306)	50.5	11,243,950	222,652
115	Robert J Helmig (20563) of Tierra Antigua Realty (2866)	39.5	11,240,102	284,560
116	Daniel S Yang (28982) of Coldwell Banker Residential Br (702)	45.0	11,210,138	249,114
117	Denise Newton (7833) of Realty Executives Tucson Elite (498306)	37.5	11,178,830	298,102
118	Tracy Wood (36252) of Russ Lyon Sotheby's Int Realty (472203)	34.0	11,112,586	326,841
119	Antonio Reyes Moreno (33276) of Realty Executives Tucson Elite (498303)	44.0	10,950,483	248,875
120	Nancy Nhu Ho (35602) of Realty Executives Tucson Elite (498306)	47.0	10,935,750	232,676
121	Danae S. Jackson (26717) of Coldwell Banker Residential Br (70202)	37.5	10,906,192	290,832
122	LizBiz Nguyen (27962) of Realty Executives Tucson Elite (498305)	47.5	10,850,200	228,425
123	Becca Riccardi (29910) of Tierra Antigua Realty (SV) (286603)	50.0	10,835,250	216,705
124	Daniel F Sieverding (22220) of Long Realty Company (16728)	28.0	10,808,160	386,006
125	Robin L Supalla (30882) of Tierra Antigua Realty (286607)	36.0	10,652,850	295,912
126	Christian Lemmer (52143) of Engel & Volkers Tucson (51620) and 1 prior office	33.5	10,601,100	316,451
127	Thomas J Krieger (17680) of Keller Williams Southern Arizona (478306)	38.5	10,541,925	273,816
128	Roni Bengé-Adamson (8355) of Keller Williams Southern Arizona (4783)	37.0	10,402,537	281,150
129	Catherine S Donovan (28185) of Berkshire Hathaway Home Services-356307	33.0	10,380,788	314,569
130	Penny Bernal (142000056) of Russ Lyon Sotheby's Int Realty (472203)	39.5	10,358,950	262,252
131	Angela Tennison (15175) of Long Realty Company (16719)	28.0	10,347,290	369,546
132	Calvin Case (13173) of OMNI Homes International (5791)	47.0	10,333,344	219,858
133	Misty Rich (16280) of Realty Executives Tucson Elite (498311)	39.0	10,307,222	264,288

Rank	Name	Sides	Volume	Average
134	Tyler Gadi (32415) of Long Realty Company (16707)	45.5	10,304,432	226,471
135	Kate Weiss (35438) of Long Realty Company (16706)	29.5	10,298,342	349,096
136	Karen Karnofski (17102) of Keller Williams Southern Arizona (478302)	21.0	10,269,400	489,019
137	Paula J MacRae (11157) of OMNI Homes International (5791)	26.0	10,244,900	394,035
138	Charlene Anderson (35) of RE/MAX Results (5106)	39.0	10,223,000	262,128
139	Susan M. Derlein (1420144) of Long Realty -Green Valley (16716)	43.0	10,156,890	236,207
140	Melissa Dawn Rich (30786) of Tierra Antigua Realty (286607)	48.0	10,096,300	210,340
141	Michele O'Brien (14021) of Long Realty Company (16717)	26.5	10,016,118	377,967
142	Rosemary Lacy (11919) of Long Realty Company (298)	37.5	9,924,955	264,665
143	Bridgett J.A. Baldwin (27963) of Berkshire Hathaway Home Services-356307	31.5	9,910,475	314,618
144	Josh Berkley (29422) of Keller Williams Southern Arizona (478307)	42.0	9,890,850	235,496
145	William V Mesch (3395) of Coldwell Banker Residential Br (70202)	27.0	9,862,782	365,288
146	Nicole Brule-Fisher (14479) of Tierra Antigua Realty (286606)	37.0	9,861,797	266,535
147	Judi Monday (1420458) of RE/MAX Valley Properties (4621)	32.5	9,844,000	302,892
148	Linda M Johnson (12215) of Tierra Antigua Realty (2866)	32.0	9,806,500	306,453
149	Kate Herk (16552) of Russ Lyon Sotheby's Int Realty (472203) and 1 prior office	16.5	9,795,550	593,670
150	Cindie Wolfe (14784) of Long Realty Company (16717)	32.0	9,759,900	304,997

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