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Publisher



**Kristin Altieri**  
Assistant



**Casey James**  
Photography



**Joey Ambrose**  
Photographer



**Jacquelynn Buck**  
Photographer



**Kylea Bitoka**  
Writer



**Dave Danielson**  
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We are so excited to have our **NEWEST RP** partners on board! Welcome!

### **Desert Sky Design**

Julie Lee is the owner and designer of Tucson's rapidly expanding home staging and design company, Desert Sky Design. Julie is a hard-working mother of three who started pursuing her passion for interior design and staging by working for friends and neighbors. She quickly realized that her work was highly acclaimed and with her background in fashion merchandising and marketing, Desert Sky Design became the natural next step in Julie's career.

Julie is committed to helping her clients reach their maximum potential and offers flexible options including light staging to full staging. Desert Sky Design is on top of today's trends and is guaranteed to make your home stand out. Julie takes pride in her design and aesthetic eye and is always up for a challenge. As a highly reputable company by top local real estate agents, you can rely on Desert Sky Design to be efficient, professional, and accommodating.



### **Caring Transitions**

Caring Transitions has been serving Tucson and the surrounding area since 2010. The company employs 48 team members who offer space planning, downsizing, decluttering, home clean-outs, home sale preparation, estate sales, and online auctions. Caring Transitions has its own trucks and warehouse so that items can be removed from a home and sold at a later date. They are especially helpful to realtors who have a tight timeline for emptying a house - either so that it can go on the market or can meet a closing date. Homes are always left completely empty and then they are swept, mopped, vacuumed, and surfaces wiped down. They specialize in helping seniors through a difficult transition from their home to a smaller independent living or assisted living apartment - but can help anyone facing the daunting task of moving, relocating, and downsizing.



# B & M

# ROOFING

## BRENT & MEME HENDRICKS



## FULL SERVICE RESULTS!

### ▶▶ partner spotlight

By **Dave Danielson**  
Photography by **Casey James**

One of the biggest components of a home that can make or break a deal is the roof. You want to make sure that things are in order.

If an issue does surface, you need a partner who goes the distance to deliver full-service results.

That's the approach that B&M Roofing takes each day through its work with real estate partners and clients.

Brent Hendricks is the CEO and Owner of B&M Roofing. He co-owns the company with his wife, Meme.

Brent has been involved with the roofing business ever since he was 14 years old. Through the years, he's gained extensive experience. And after work-



•••

ing for other organizations, he created B&M Roofing three years ago.

“I really enjoy what we’re doing here. I’ve enjoyed being able to structure the company the way I want to with a strong emphasis on quality work and materials,” Brent emphasizes. “We only use the highest-quality products on the market, and we offer those at a lower price. The reason we’re able to do that is because of the high volume of work we do. We’re able to pass those volume discounts on to our clients.”

**Rapid Growth. Reliable Resource.**

When B&M Roofing got its start three years ago, there were three team members. Today, that number has rapidly grown to 40.

While some roofing companies choose to work with certain types of projects, the scale and expertise of the B&M Roofing crew allow the company to work across a wide range of projects, including residential repairs, residential installations, and even large commercial installation projects.

With each project, B&M Roofing delivers more than extensive capabilities. A personal approach is always at work.

“We put a lot of emphasis on making the process of working with us as easy as possible, from the first contact people have with us, all the way to the final paperwork,” he says. “I’m involved with each project. I just like to stay hands-on with everything.”

**Family Teamwork**

One of the highlights of the day for Brent is being able to partner with Meme.

As he says, “Meme plays a really big role in the company. We each have a side of the business that we focus on. She handles all of the administrative



aspects of our work, while I focus on project estimates and management. It has worked really well for us that way.”

In their free time, Brent and Meme enjoy spending time with their 2-year-old daughter, Reyna. In the meantime, Brent and Meme are also expecting a little boy in April.

“We’re definitely a very outdoors family. We love being outside, and we do a lot of off-road sports, including ATV/quad riding,” he says. “We also have a boat, and we always look forward to getting that out and going to the lake when we can.”

**Ensuring Success**

With so much riding on a structure’s roof, Brent always recommends a thorough inspection.

“Roofing inspections are definitely important. My advice is always to have an inspection done, and get that out of the way as soon as possible, whether they think they need it or

not. It’s just best to call us and ask us to take a look. We don’t charge for it, and it’s important peace of mind to learn about the condition as soon as possible,” Brent says. “We look at homes that are still being built. Some think that may not be necessary, but every roof should be reviewed. In fact, we just had one this week where the home is under construction, and the roof has to be completely redone.”

As they look to the future, Brent and Meme see continued growth.

“We’ve been very happy with the success we’ve achieved with the people we serve. In time, we’d like to grow and expand to areas around Tucson and on to Phoenix.”

It’s clear that Brent and Meme enjoy being a reliable resource that people can trust with one of the biggest components of their home or business.

“Whether it’s a repair or an installation, or from the smallest to the largest jobs, we like providing a real full-service approach for our clients.”

**For more information about B&M Roofing:**  
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# Téa Honkanen

## *Courage, Resilience & Kindness!*

Several years ago, in a Central Tucson neighborhood at night, a man stood at the window of a vacant house looking inside. Some might have seen this situation as highly suspicious, but Téa Honkanen saw an opportunity.

Téa stopped (like she usually did when she saw someone looking at a house), got out of the car, and approached the man.

“Do you want to see the house?” she asked him. As he agreed, four additional men stepped out of a nearby vehicle to join him.

“That’s it,” Téa thought, realizing the situation in which she put herself, “I’m done for.” Nonetheless, she showed the men inside but cautiously waited at the front door. Her fears were unmet, however, as the men just looked around and gave her no trouble. She wouldn’t sell the house that night but handed the first man her business card before they parted ways. He contacted her three weeks later. As she got to know him over several weeks, she found him to be the nicest man. He and Téa even shared the same birthday.

Eventually, he found a home. When it was time to hand over the keys, she also brought him a gift of bougainvillea plants, remembering that he once said he wanted a wall full of them. Though their initial meeting was riddled with apprehension, Téa now considered him a friend.

“There are tons of these stories,” says Téa, “all [agents] have them.”

Moments like those are some of her favorite.

“It’s a fantastic feeling when you give the keys to someone, especially the first-timers. It’s almost the same as delivering a healthy baby,” says Téa, and she would know. In her previous career, she was a nurse and one of the midwives who started a natural labor department at a maternity hospital in Finland, her home country. Looking after people comes second nature to her.

Téa makes sure to keep in touch with all her clients, particularly through face to face interactions. She will often take them out for coffee or dinner or write them personal notes. Recently, she hand-delivered pumpkins to her clients’ doors along with her own recipe for pumpkin soup. It’s these kinds of personal touches that help her get most of her business through referrals.

“That’s why I think I’ve been as successful as I have. From the first visit, clients know I care. Every REALTOR® must care, otherwise, you can’t do this business.”

One year, she helped her clients “go around the world without leaving Tucson.” Each month, she would interview the owners of a local mom-and-pop restaurant that serves food from a different country. One month featured a Thai restaurant, another Ethiopian, and so on. She wrote stories about their background and how they came to open their restaurant and would send it to her clients. They enjoyed the owners’ stories along with a discount coupon to the featured restaurant that month.

Téa’s journey into real estate was not exactly planned. “I kind of rolled in by accident,” she jokes. She and her family moved to Tucson over 24 years ago after living a few years in different countries. Over time, she felt confident enough to start her career as a nurse/midwife again. “I wanted to continue my field here,” explains Téa. “I took the national registered nurse test and passed it, but the state didn’t let me work with that. I was miserable.” To meet state requirements,

she enrolled in nursing school again even though she used to teach the same classes in Finland.

After two months, Téa grew more and more frustrated and walked out.

“I left. I parked at a random parking lot and I was in tears thinking, ‘Oh my gosh, what am I going to do with my life?’” Incidentally, Téa looked up and saw that she was parked at Hogan’s Real Estate School.

Téa explains, “I walked in and asked Esther and Jim, the owners at that time ‘What do REALTORS® do?’ They said, ‘Class starts on Monday’, (it was a Thursday). ‘It’s \$595. If you pay now you can have the books now,’ and that’s what I did.”

She began the hard work of learning about her new field, especially the vocabulary needed to get the job done. “Real estate language is so different,” she says. “I knew those words in Finnish, but I had never heard them in English and there were certain words that I couldn’t say for years.” So, she made a goal of learning three new words a day. “I recorded on my recorder and I listened and listened to them. There’s several words that I still try to avoid.” She doesn’t let the language barrier bother her though. Having lived in other parts of the world, she is not worried about people thinking less of her when she is learning something new.

“I am what I am,” she says confidently.

Several years later, she is still in the business and is doing great! She is





even back to teaching, but instead of nursing students following her, she serves as a field trainer for new agents. “I always tell them that we are not each other’s competitors, even though there are 6,500 of us in Tucson. There’s a piece of cake for everyone.” Her generous spirit is highlighted by her enthusiasm for her agents.

“Honestly, when they have a sale,” she describes, “I celebrate more than they do. It’s really rewarding to me when I see that they are more successful than I am. I know a little piece of their success has come from me.” A true relationship builder, many of her former trainees still come to ask for her advice years later.

While most of Téa’s related family remain in Finland, her three adult children are living and thriving in the United States. Mirka lives in Tucson and often joins her mother for dinner. Annika is married, lives in Phoenix, and visits often. Iiro is a doctor in Iowa and every now and again, Téa shares her medical expertise with him.

“They are the best thing that has happened to me, ever,” she says, beam-

ing. Téa worked hard to ensure she and her kids enjoyed being together. To this day, they continue their long-standing tradition of skiing together on Christmas Day, since they follow the Finland custom of celebrating the holiday on Christmas Eve. While she has enjoyed every aspect and stage of motherhood, she loves the relationships she now has with her children.

“We are a really close family so all four of us text daily and send pictures and ask questions and support each other. I’m happy,” she says joyfully. “They are the living proof that something went totally right.”

When she isn’t spending time with her kids, Téa can be found driving her RV, affectionally named “Mr. B” all over the country with her nine-month-old puppy, Daisy. “Daisy makes my day,” Téa says of her furry friend. They’ve visited places like Yellowstone, Zion, and Mount Rushmore. Their latest field trip was to Lake Michigan and Lake Superior for the entire month of May. She also enjoys canoeing with Daisy whenever possible, (and others enjoy it too, as she reports that people often take photos of the two of them canoeing together). Next year, she plans to visit some of her clients who recently moved to Montana.



She also volunteers her time with organizations like Habitat for Humanity and Pima Animal Care Center. Until recently, she was a long-time member of the Tucson Advisory Council for the CARE Fund, which extends mortgage or rent support for families during a child’s extended health crisis. In addition to giving her time, she donates a portion of her commission to the Long Care Foundation on behalf of her clients and to St. Jude Children’s Research Hospital.

At home, Téa loves cooking. It’s a passion of hers that she’s passed along to her children.

“Happiness is homemade,” she claims. “You can make your own life miserable or you can make it happy.” Téa is a living example that with resilience, courage, and kindness, anything is possible.



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# JOE BOWLES

Living Life with a Smile, Hard Work,  
& Doing the Right Thing!

“We’d like to make an offer.” Those six words have probably never been more surprising than they were on that quiet Sunday afternoon. Joe Bowles laughs as he shares his one-of-a-kind introduction to the world of real estate. “It was my first open house by myself. It was slow, and I was kicking myself for scheduling an open house on Street Fair Sunday.” What appeared to be misfortune was about to become the best of luck. A family walked in and toured the house. They chatted with Joe for a bit and then said the magic words. “I was shell-shocked, like looking over both shoulders-- are you talking to me?” Joe chuckles, “My first paycheck in real estate was \$28,000; I couldn’t believe it! It was unlike anything I had experienced before.” The family wasn’t the only one sold, so was Joe, his career that had started with a question now took off. “My first year, I sold ten houses with sixty percent of my business coming from open houses or a cold market.” To understand how Joe does it, it’s best to go back to the beginning. It turns out his journey to real estate is just as unexpected as his first sale.



“Cars or houses?” Joe wondered as he considered his options. Joe had worked his way to the top of the restaurant industry. He was ready for a new challenge, preferably one with unlimited potential. Always a hustler, Joe started working as a newspaper delivery boy at the age of 13. “I got my work ethic from my parents. Both of my parents are really hard workers; in fact, you can’t slow my dad down! He’s

78 years old and still going strong.” At the age of 15, Joe started working as a dishwasher in a restaurant. From there, he quickly moved to the position of busboy. Joe worked as a busser for a few years before moving up to server and eventually into management. By the age of 21, he was an assistant restaurant manager. A Tucson native, Joe’s career in the restaurant industry had moved him to the Phoenix area.

▶ rising star!

By **Kylea Bitoka**  
Photography by **Casey James**





After ten years there, Joe came back to Tucson. He waited tables while he figured out his next step. The opportunity came knocking at one of his tables. “As I was serving this table, we started talking. I discovered they were supervisors and managers at Costco.” Through his time in the restaurant industry, Joe had developed an important skill. “I can talk to anybody about anything at any time. When your waiting tables, you never know who is coming to your table, and you’ve got about 30 seconds to become friends with them. I’m genuine with people, and I believe that shows through in whatever I do.” Joe mentioned how much he loved Costco. “I said, ‘I’ve always thought it would be a great place to work.’ One of the managers said, ‘Well, actually we are hiring right now.’” Joe applied and got hired. Costco provided steady paychecks and excellent benefits, but for Joe, it was the beginning of a bigger vision. “I’ve always enjoyed high-end cars and real estate. I thought I’m either going to sell luxury cars or houses. Since we were living in Tucson, real estate held the most potential.”

Success in real estate often means most agents quit their other gigs, but Joe is not about to take the traditional route. “People always ask me when I’m going to stop working at Costco,”

Joe pauses and chuckles, “Honestly, I don’t know; working at Costco is great!” Joe provides a glimpse into his weekly schedule as he balances two jobs and family. “I’ve always been an early morning person, whether it was delivering newspapers or the opening shift in a restaurant.” After working at Costco from 5:00 am to 10:00 am, Joe hits the gym for a workout with his trainer. “I wanted to treat myself, so I hired a personal trainer,” Joe pauses, thinking about his words then bursts out with a laugh, “Actually, it’s more like torture, but it’s good to be motivated!” From the gym, Joe heads to the office where he works until about 5:00 pm; then, he cruises home to cook dinner. “I’m usually the cook, but many times my wife, Anna, and I will cook together, and we do dishes together. Then there’s homework or other activities with our kids.” Joe’s family is at the heart of his unique schedule. “We have three kids. Our oldest, Georgia, is 18 and just received a full ride to NAU, Josie is 15 and the artist in the family and our son Kai is 10. Nothing really happens in real estate before 10:00 am, and Costco provides great benefits for my family. You never know when that rainy day is going to come, it’s important to be prepared.” On days off, you might find Joe dirt biking with Kai or hiking with Anna. But Joe admits, “We’re pretty



simple. We are just as happy at home as we are going out. Between work, school, and sports, it gets busy, so it’s nice to have time together at home.” While Joe has three kids in the states, his family also extends beyond the borders of America. “About five or six years ago, at a For King and Country concert, we learned about an opportunity to sponsor kids in Central America. Anna and I thought it would be a nice way to give back. We sponsored

three kids, one for each of our kids.” The Bowles not only provide financial support, throughout the year they exchange letters and pictures. “It’s a small token, but if everyone did something small to help others, it could make a big difference. We would love to visit each of them at some point; it would be cool to meet in person.”

Reflecting on his life’s journey so far and the legacy he hopes to leave, Joe shares, “There’s been a lot of twists and turns in my life; it’s amazing how I’ve gotten here. I owe so much to Anna’s faithful support through all the ups and downs of our 20-year marriage. If there’s anything I hope my kids learn from me, it’s to live life with a smile, work hard, and do the right thing.” While it wasn’t the most direct route to real estate, Joe’s thankful to be

here now. “The best part is the lasting friendships I’m creating with clients. Yesterday, I ran into a past client at Costco. They were so excited to see me. That’s the stuff you live for. Even a couple of years into it, real estate is joyfully surprising!”



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# 5

## Ways to Create a PREDICTABLE REAL ESTATE BUSINESS *Part 2*



**GOAL PLANNING** – Do you know the power of setting goals and writing them down? There is a chemical reaction in your brain when you write down your goals. There are also chemicals released when you hit milestones as you move toward your goals. This makes you want to keep going, do more and hit your goals.

How often do you set goals and revisit them? I would suggest you make this a weekly task. You can write out your annual goals first. Revisit them monthly and weekly. Adjust accordingly based on your results.

If you want to make \$100,000 in the next year, you can simply ask yourself how many homes you have to sell to meet that goal. Assuming an average sales price in your area is \$200,000, and let's say you charge a 3% commission since we all know there is no set commission, that gives you a commission of \$6,000. If your goal number of \$100k, by your commission at \$6k, you know you need to sell 16.6 homes. Let's round that to 17.

Now decide if they will be buyers or sellers. Keep in mind while you're making this choice, listings bring in more opportunities for additional business.

**MASSIVE ACTION** – Now you know you need to sell 17 homes this year. You've decided that 10 will be listings and 7 will be buyers. It's time to take massive action!

Divide the 17 homes by 12 months to get the rounded 1.5 deals you will need to close each month. Write down 5 or 6 ways you can generate these clients. Next, write down your weekly and daily activities based on those 5 or 6 ways. Add a number to each task to be certain you will procure the number of leads you will need. Let's say you wrote down open houses on your list. How many open houses will you do each week based on your conversion rate to be sure you're bringing in the right number of viable clients?

**YOUR CALENDAR** - You've heard, "Show me your calendar and I'll show you how successful you will

be." This is a fact. If it's not in your calendar it's unlikely to happen. Not only is it unlikely to happen, but it's also certainly not going to be consistent. Consistency is key.

It's just like having a health plan. Imagine I told you I wanted to lose twenty pounds and be in the best shape of my life in the next six months. What would you tell me to do? You might say plan a diet, meal prep, go to the gym, run, walk, bike, etc. If those things weren't on my calendar what is the likelihood of my success? Herein lies the problem for most agents. They set out on a journey to have a successful real estate career but never put the action plan in their calendar.

My suggestion to ensure your plan is executed, time block every single activity in your calendar. This includes time to prepare for the work. Let's use open houses as an example. Time block to plan when and where your open house will be. Time block for marketing, creating and printing materials. This should all be in your calendar.

Using color coding is another great way to track what you do. 'Green time' is anything that is money producing. Prep time, or working on your business, is blue time. Personal time is purple, family time is orange and spiritual time is yellow. It's up to you how you label and color-code your calendar.

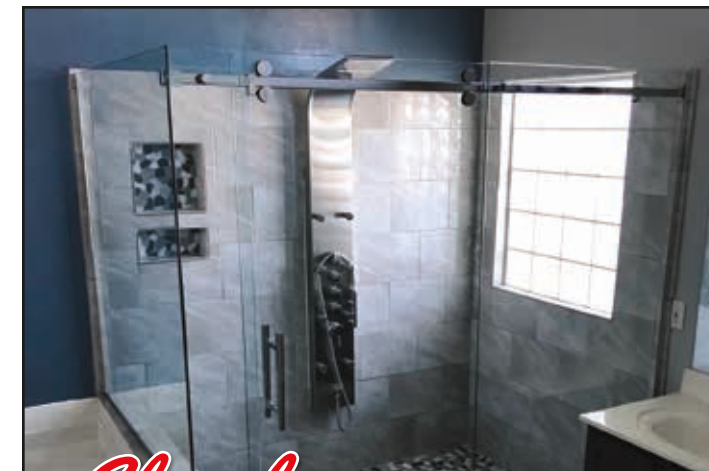
When you look at the previous week, it's a great color-coded snapshot of where you are spending the most time each week and where to adjust. This will also help you remain aware of how much you're working in, and on, your business and also show you how well you're maintaining other areas of your life that may be important to you.

Burn out is a challenge for some agents. Don't let other important things in your life fall through the cracks because you're too engulfed in your business. Find a balance that supports you and your lifestyle and stick to it.

**Again, consistency is the key to success! Stay Committed!**



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TRP 2nd Annual

# Toys for Tots Drive

The BEST of the BEST Coming Together to Make a Child SMILE!

▶ event recap

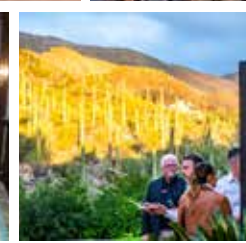
Tucson Real Producers had the most beautiful evening celebrating the best in Tucson real estate and collecting 215 toys for our 2nd annual Toys for Tots drive last November! Huge thanks to Bryan Durkin who opened this home, owners Laurel & Steven Brown, to **Matt Horn with Steamy Concepts, Chad Cislak with Kitchen Concepts, John Gruber with Code Blue Plumbing, Zach Mooney with Guild Mortgage, Stewart Title & Trust of Tucson Inc and Ronnie's Handyman & Home Service, LLC.** Jennifer Gates Kmet with Stage Tucson also added the beautiful Christmas touches & our partner Diversified Print Solutions created the sweet banner and beautiful feature boards! There was lovely music, great BBQ, drinks were flowing and TRP amazing photogra-

phers Casey James, Joey Ambrose, Ian Hicks, Wyatt Dobson were able to capture all the fun. And thanks to all the partners who brought gifts for our raffle too!

BUT MOST OF ALL I WANT TO THANK ALL OF YOU WHO MADE THIS NIGHT THE BEST BY BRINGING SO MANY TOYS STEAMY CONCEPTS NEEDED TO BRING IN AN EXTRA VAN TO TAKE THEM AWAY!!!! YOU ALL ARE THE BEST AND I TRULY APPRECIATE YOU!!

Enjoy the pics, our golden mountain, the rainbow & all of the fun we captured!

What is next? A Mardi Gras Party at the beginning of February! Keep an eye out for the details.









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▶ a closer look!



# OPENING A NEW COMMUNITY!

## KB HOME - POPULAR EAST TUCSON LOCATION

### KB HOME TO OPEN NEW HOME COMMUNITY IN POPULAR EAST TUCSON LOCATION

KB Home's highly anticipated new home community, **Bella Tierra**, is situated in a popular East Tucson location near job centers, shopping, dining, entertainment, and recreation. The interest list is now forming at this community as the homebuilder plans to offer some of the most affordable homeownership opportunities in East Tucson.

"KB Home offers a variety of new home communities in the Tucson area," said Amy McReynolds, president of KB Home's Tucson division.

"Our pricing at Bella Tierra will give home shoppers the opportunity to purchase a new, personalized KB home in a desirable neighborhood at a price that fits their needs."

KB Home stands out from other homebuilders as the company gives homebuyers exceptional choice and control. KB Home starts by offering a wide variety of homes at an affordable base price. From there, the builder gives buyers the ability to personalize their homes from homesites and floor plans to design features. All homes built surpass ENERGY STAR® certification standards, meaning the homes have substantially lower monthly

utility costs when compared to typically used homes. The KB Home team works hand in hand with homeowners every step of the way so they have a real partner in the process.



**Bella Tierra** is a collection of one- and two-story new homes ideally situated in East Tucson. The new neighborhood is in an attractive location and offers a large selection of well-designed floor plans, making them particularly attractive to new home buyers. The KB homes at **Bella Tierra** are available in nine distinct designs, which range in size from approximately 1,200 to 2,600 square feet, with up to six bedrooms and three baths. The new homes feature desirable design characteristics like

expansive great rooms, spacious lofts, ample storage space and designer kitchens.

The community is near parks and recreation including **Lincoln Regional Park and Sports Fields** as well as **Fantasy Island Trail**. Golf enthusiasts will also enjoy the community's proximity to the **Fred Enke Golf Course**, which is just minutes away. The new community is also convenient to downtown Tucson, Tucson Medical Center's Rincon Campus, UA Tech Park, Pima Community College and Davis-Monthan Air Force Base, and other major employers as well as



\*as modeled at Estrella Estates



Fantasy Island Mountain Bike Park



Houghton Town Center

shopping, dining and entertainment at **Houghton Town Center**.

KB Home recently held a grand opening for **Arroyo Reserve**, another community located just minutes from Bella Tierra. Arroyo Reserve offers four one-story floor plans with up to four bedrooms and two baths, and range in size from approximately 1,000 to 1,700 square feet. With pricing starting in the \$190,000s, the

new-home designs are affordably priced and ideal for new homebuyers looking to enter the market.

"There is no better time to buy a new home than the present. If you've been renting, think about making an investment in your future and the value of owning a new home," added McReynolds.

For more information about these new-home communities or KB Home's other new-home neighborhoods in the Tucson area, visit [www.kbhome.com](http://www.kbhome.com).

# Patricia Kaye Brown

*The Nerdy “Party in a Box” - 95% Honey!*



## ▶ featuring

By Rod Hugen  
Photography by Jacquelynn Buck

“I was the nerd,” Patti Brown laughs. “As a matter of fact, I was the nerdiest of the nerds.” She was also the ultimate overachiever, having graduated near the top of her class at Temple University with a double degree in marketing and statistics. “I was friends with everybody and was always there to help people. I always wanted to be number one in everything I did.” She quotes her dad, “If you are going to bother to do something, do it right!” and that is what she did and does. Her enthusiasm is contagious.

Early on she enjoyed art (and even won painting contests) which made her consider becoming an art therapist. Creativity comes naturally to her. She chose her marketing degree because it would open opportunities to move around and be creative. “I could never just sit in a chair behind

a desk all day. It doesn’t suit my personality. I’m always on the move. I’ve got way too much energy to ever be confined to a cubicle.” The statistics degree couples well with her love of marketing and helps her be effective in selling and buying real estate. When she finds new clients, she likes to give them space. “I’m not going to hound them or bury them in emails and phone calls. I don’t cold call them and constantly bug them. I treat them the way I want to be treated. I tell them I’m always available for a call or a text and I might make an occasional phone call to see how they’re doing. That’s it.” This approach has led to great success for her.

Her first job out of college was working as a proposal coordinator for Roy F. Weston Corporation. It was a great job. She worked with engineers, geologists, hydrogeologists, bomb and explosive experts to make proposals for federal superfund cleanups. It was not a nine to five job as she raced around putting proposals together and rushing them through to meet deadlines. “These were smart, crazy people and fun to work with.

It was great training for real estate.” She also worked for Lukens Steel as a marketing analyst, using her training in statistics and even getting to fly around in the corporate jet. After moving to Tucson, she began working at the University of Arizona writing and overseeing alternative medicine grants for Dr. Andrew Weil. All these broad experiences laid the groundwork for her success in real estate.

She made the career move to real estate because she hated the house they bought when they moved to Tucson.

“It was awful. Coming from Pennsylvania, we knew nothing about western exposure or covered outdoor spaces or anything about living here. We were not happy. I actually went to real estate school so I could sell our house and find good people I would want to work with in the future.” For Patti, being a real estate agent was the perfect marriage between her education, her ability to work with diverse people, and her deep love for helping others. Her bad experience with a home motivates her to help her clients. “When they move in, they are going to know all





Patti with her sons Connor & Patrick

the good things, all the bad things, and all the quirks about their house. To earn my commission, I owe them that.” Each one of her clients benefits from her experience and knowledge. “I’m not some Uber driver, just driving people around.”

Patti was born in Fort Leonard Wood, Missouri. Her father was in the army and they moved around quite a bit until she was five years old when her dad finished his service and the family settled in the suburbs of Philadelphia in Chester County. Her parents were not raised in the United States. Her paternal grandfather had graduated from MIT and worked on the Panama Canal where her father was born. Her maternal grandfather was hired by the Ford Foundation to go to the Middle East to help them grow crops in arid lands, so her mother was raised in India. “Philly was a good place to grow up,” she recalls. “Some of that stuck with me. Folks say I’m 95% honey, and there’s still that 5% Philly girl.”



Patti with her mom Jeanne

In retirement, her mother’s grandparents bought property in Oro Valley Country Club. Starting at age six, Patti got to spend two months every summer visiting Tucson. To those who ask why anyone in their right mind would come to Tucson in the summer, she responds, “Have you been in Philly in the summertime? There is no place to cool off. There are bugs the size of quarters. The humidity is so high it rolls off you in waves. Who wanted that when you could go to Tucson, hang out with cousins, drive a golf cart all over the Oro Valley Country Club, and go swimming in a beautiful pool any time you wanted?” From those early years, Patti became an ambassador for Tucson. She fell in love with its beauty and watched it grow. “When we drove golf carts in Oro Valley there were huge jack-

rabbits everywhere and very few homes. It is amazing how things have changed as more people discovered beautiful Tucson.”

When her parents retired, they moved into her grandparents’ home in Tucson. Patti also made the move in 1999. “I always knew I wanted to live here.” One of the greatest joys for her now is visiting her late grandmother’s home, now owned by her mother. Someday it will be hers and it delights her that her son lives there helping to care for her mom. That four generations all will have lived in the same house in beautiful Oro Valley puts a smile on her face as she treasures all the memories made in that wonderful home.

Her passions outside of real estate are one hundred percent around animals, especially dogs. “I’m the lady who skids to a stop in the middle of Grant Road, puts on the flashers, runs over to save the little dog, brings him to the vet, and pays all the bills.” She continues on, “Not just dogs, either. I rescue all kinds of animals. I once even rescued a snapping turtle. That was scary. I’m the kind of person who scoops poor little wasps out of the swimming pool and sets them free. I rescue everything. Well, everything except snakes. I won’t touch snakes...” She laughs at herself before talking more about her dog, Loki. She loves helping creatures of all kinds; “If I could do anything, I’d probably move to Sonoita, buy one of those thirty-acre plots that can’t be divided, build a little house on it, and do dog rescue.”

Being on the go and fully engaged is a big deal. “I’m always on the move.” Patti laughs, “People say that I’m a party-in-a-box.” Even two major back surgeries couldn’t slow her down, although investing in a chair from Relax the Back helps her get relief from ongoing pain. She enjoys occasional trips to the beach with her best cousin, Mayja, and what she laughingly calls her ‘retail therapy’. “I could easily be a personal shopper. I love decorating and getting houses ready to sell.” She also enjoys giving back by helping Easter Seals and chairing the committee for Cooking with The Stars, a fundraiser that takes place at Mr. An’s. She ruefully admits that she thoroughly enjoyed volunteering with the Humane Society, but it wasn’t good for her. “I ended up with five dogs...”

What’s next for Patti? “Maybe I can convince the government that we should have animal shelters and preschools and assisted living facilities all built next door to each other. I think that would be so helpful for our elderly, our children, and our animals.” When Patti says it, you’re pretty sure she could make it happen.

The nerdy ‘party-in-a-box’ loves to help her clients, her mom, her kids, dogs, and even wasps. It shows.



When we drove golf carts in Oro Valley there were huge jackrabbits everywhere and very few homes. It is amazing how things have changed as more people discovered beautiful Tucson.



# TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - November 30, 2019

Rank	Name	Sides	Volume	Average
1	Marsee Wilhems (16298) of eXp Realty (495201)	311.0	78,440,843	252,221
2	Kyle Mokhtarian (17381) of Realty Executives Tucson Elite (498305)	358.5	70,028,734	195,338
3	Michael D Rhodes (19668) of Realty Executives Tucson Elite (498307)	274.5	51,947,487	189,244
4	Danny A Roth (6204) of Keller Williams Southern Arizona (478306)	165.5	47,989,409	289,966
5	Laura Sayers (13644) of Long Realty Company (16717)	109.0	41,307,406	378,967
6	Kaukaha S Watanabe (22275) of eXp Realty (495203) and 1 prior office	200.0	40,604,886	203,024
7	Jennifer Philips (16201) of Realty Executives Tucson Elite (4983)	143.0	39,510,556	276,298
8	Lisa M Bayless (22524) of Long Realty Company (16717)	97.5	38,039,614	390,150
9	Don Hatcher (31480) of MTH Realty LLC (5383)	123.0	36,997,666	300,794
10	Peter Deluca (9105) of Long Realty Company (298)	92.5	36,638,848	396,096
11	Jeremy Ryan Smith (53015) of PCD Realty LLC (4826)	106.0	36,157,896	341,112
12	Tom Gansheimer (12814) of Lennar Sales Corp (128102) and 1 prior office	100.0	35,964,534	359,645
13	Don Vallee (13267) of Long Realty Company (298)	99.5	34,730,683	349,052
14	Laurie Lundeen (1420134) of Coldwell Banker Res Brokerage (70204)	143.5	31,610,700	220,284
15	RW Christian (52833) of LGI Realty Arizona (51463)	147.5	30,671,662	207,943
16	Aaron Wilson (17450) of Keller Williams Southern Arizona (4783)	129.0	30,033,882	232,821
17	Sandra M Northcutt (18950) of Long Realty Company (16727)	76.0	29,378,900	386,564
18	Traci D. Jones (17762) of Keller Williams Southern Arizona (478302)	114.0	27,667,687	242,699
19	Denice Osbourne (10387) of Long Realty Company (16707)	69.0	27,617,818	400,258
20	Angela Marie Kuzma (28301) of Keller Williams Southern Arizona (478310)	105.5	26,149,130	247,859
21	Anjela K Salyer (30415) of Mattamy Homes (5799)	60.0	25,551,076	425,851
22	Jacqueline Moore (54996) of Opendoor Brokerage, LLC (5169901)	119.0	24,736,960	207,874
23	Brenda O'Brien (11918) of Long Realty Company (16717)	49.0	24,652,198	503,106
24	Alfred R LaPeter (32582) of Long Realty Company (16717)	51.5	24,069,539	467,370
25	Wanda Fudge (28579) of Long Realty Company (16728)	63.0	23,819,842	378,093
26	Janell E Jellison (4774) of Long Realty Company (16706)	48.0	23,786,934	495,561
27	Russell P Long (1193) of Long Realty Company (298)	35.5	22,853,900	643,772
28	Leslie Heros (17827) of Long Realty Company (16706)	59.0	22,496,372	381,294
29	Candy Bowen (37722) of Tierra Antigua Realty (286610)	100.5	22,331,625	222,205
30	Eddie D Watters (31442) of Realty Executives Tucson Elite (4983)	87.0	22,158,001	254,690
31	Nestor M Davila (17982) of Tierra Antigua Realty (286606)	102.0	21,501,967	210,804
32	Jim Storey (27624) of Tierra Antigua Realty (286607)	49.0	21,467,575	438,114
33	Laurie Hassey (11711) of Long Realty Company (16731)	60.0	21,056,418	350,940

Rank	Name	Sides	Volume	Average
34	Tom Ebenhack (26304) of Long Realty Company (16706)	69.0	20,223,251	293,091
35	Susanne Grogan (17201) of Russ Lyon Sotheby's Int Realty (472203)	25.5	20,033,576	785,630
36	John E Billings (17459) of Long Realty Company (16717)	65.0	19,675,323	302,697
37	Spirit Messingham (22794) of Tierra Antigua Realty (2866)	71.0	19,660,173	276,904
38	Ronnie G Spece (19664) of At Home Tucson Realty (4637)	69.0	19,477,600	282,284
39	Sofia Gil (1420209) of Realty Executives Tucson Elite (4983)	86.0	19,134,036	222,489
40	Joshua Waggoner (14045) of Long Realty Company (16706)	17.5	18,442,500	1,053,857
41	Corissa Y Miller (22532) of Tucson's TLC Realty (3939)	66.5	18,142,177	272,815
42	Patricia Brown (14873) of Coldwell Banker Residential Br (70202)	48.5	18,004,535	371,228
43	Sue Brooks (25916) of Long Realty Company (16706)	46.0	17,769,375	386,291
44	Nicole Jessica Churchill (28164) of eXp Realty (4952)	69.5	17,746,400	255,344
45	Jose Campillo (32992) of Tierra Antigua Realty (2866)	95.5	17,617,904	184,481
46	Marian R Soto (28907) of Mattamy Homes (5799)	41.0	17,612,063	429,563
47	Glenn Michael Nowacki (35737) of Realty Executives Tucson Elite (498306)and 2 prior offices	69.0	17,593,250	254,975
48	Tim Rehrmann (25385) of eXp Realty (4952)	62.0	17,335,507	279,605
49	Carmen Pottinger (145000027) of Carm's Realty LLC (145064241)	86.5	17,211,318	198,975
50	Lisa Marie Naughton (39052) of DRH Properties Inc. (2520)	65.5	17,162,010	262,015

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# TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - November 30, 2019

Rank	Name	Sides	Volume	Average
51	Gerald L Hause (30852) of Long Realty Company (16728)	35.5	17,136,662	482,723
52	Shawn M Polston (20189) of Keller Williams Southern Arizona (478306)	99.0	17,094,450	172,671
53	Anthony D Schaefer (31073) of Long Realty Company (298)	62.5	16,904,930	270,479
54	Kathy Westerburg (1420955) of Tierra Antigua Realty (286610)	50.5	16,716,619	331,022
55	Peter R Oosterhuis (32811) of Dove Mountain Realty, LLC (5156)	11.0	16,637,433	1,512,494
56	Patricia Sable (27022) of Long Realty Company (16706)	28.5	16,594,400	582,260
57	Marta Harvey (11916) of Russ Lyon Sotheby's Int Realty (472203)	38.5	16,412,715	426,304
58	Karin S. Radzewicz (20569) of Coldwell Banker Residential Br (70202)	37.5	16,310,400	434,944
59	Michelle Bakarich (20785) of Homesmart Advantage Group (516901)	59.5	16,301,210	273,970
60	Jameson Gray (14214) of Long Realty Company (16706)	24.5	16,279,707	664,478
61	McKenna St. Onge (31758) of Long Realty Company (16706)	24.5	16,279,707	664,478
62	Michael Shiner (26232) of CXT Realty (5755)	66.0	16,237,624	246,025
63	Ann K Gavlick (27887) of Tierra Antigua Realty (286601)	56.0	15,993,365	285,596
64	Anthony Boatner (16214) of Keller Williams Southern Arizona (478306)	72.5	15,870,463	218,903
65	James L Arnold (142000775) of Tierra Antigua Realty (286614)	31.0	15,748,170	508,005
66	Rob Lamb (1572) of Long Realty Company (16725)	34.0	15,153,900	445,703
67	Tony Ray Baker (5103) of Tierra Antigua Realty (286606)	44.0	14,942,296	339,598
68	Martin Durkin (145036508) of Russ Lyon Sotheby's Int Realty (472203)	18.0	14,839,900	824,439
69	Susan Denis (14572) of Tierra Antigua Realty (2866) and 1 prior office	41.0	14,797,980	360,926
70	Robin Sue Kaiserman (4368) of Long Realty Company (16706)	21.5	14,534,500	676,023
71	Carolyn A. Fox (1420840) of Coldwell Banker Res Brokerage (70204)	69.0	14,498,372	210,121
72	Jeremiah Taylor (17606) of Keller Williams Southern Arizona (478306)	62.5	14,489,733	231,836
73	Tom Peckham (7785) of Long Realty Company (16706)	34.0	14,402,450	423,601
74	Tyler Lopez (29866) of Long Realty Company (16707)	63.0	14,398,163	228,542
75	Jerri Szach (6050) of Long Realty Company (16706)	42.5	14,343,250	337,488
76	Vicki L Holmes (19184) of Long Realty Company (16719)	46.5	14,295,645	307,433
77	Jeffrey M Ell (19955) of Keller Williams Southern Arizona (478312)	49.0	13,971,200	285,127
78	Curt Stinson (4808) of Engel & Volkers Tucson (51620) and 1 prior office	52.0	13,948,400	268,238
79	Kelly Garcia (18671) of Keller Williams Southern Arizona (4783)	46.5	13,744,186	295,574
80	Matthew F James (20088) of Long Realty Company (16706)	30.5	13,542,625	444,020
81	Lauren M Moore (35196) of Keller Williams Southern Arizona (478302)	34.0	13,420,760	394,728
82	Jim Jacobs (7140) of Long Realty Company (16706)	34.5	13,407,715	388,629
83	Jason C. Mitchell (36629) of My Home Group Real Estate (427501)	56.0	13,386,410	239,043

Rank	Name	Sides	Volume	Average
84	Dorothy Jean Moore (35146) of Keller Williams Southern Arizona (478302)	33.0	13,194,760	399,841
85	Heather Shallenberger (10179) of Long Realty Company (16717)	45.0	13,044,059	289,868
86	Christina E Tierney (29878) of Russ Lyon Sotheby's Int Realty (472203)	21.5	12,983,400	603,879
87	Jason K Foster (9230) of Keller Williams Southern Arizona (478302)	29.0	12,862,020	443,518
88	Alicia Girard (31626) of Long Realty Company (16717)	45.0	12,628,365	280,630
89	Derek R. Dickson (53878) of OfferPad (51230)	61.0	12,539,700	205,569
90	Gary B Roberts (6358) of Long Realty Company (16733) and 1 prior office	48.5	12,508,077	257,899
91	Kristi Penrod (33258) of Redfin Corporation (477801)	39.0	12,482,090	320,054
92	Gary P Brasher (80408123) of Russ Lyon Sotheby's International Realty-472205	31.0	12,317,873	397,351
93	Tori Marshall (35657) of Coldwell Banker Residential (70207)	40.5	12,204,100	301,336
94	Jenna D Loving (18375) of Russ Lyon Sotheby's Int Realty (472203)	33.0	12,170,500	368,803
95	Bob Norris (14601) of Long Realty Company (16733) and 1 prior office	47.5	12,142,677	255,635
96	Louis Parrish (6411) of United Real Estate Southern Arizona (5947)	24.0	12,008,468	500,353
97	Melinda L Akowski (26025) of Coldwell Banker Residential Br (70202)	40.5	11,874,678	293,202
98	Lynn Slaten (14783) of Long Realty Company (16728)	29.0	11,716,450	404,016
99	Ricardo J Coppel (11178) of Long Realty Company (298)	34.5	11,538,200	334,441
100	Heather L Arnaud (32186) of Realty Executives Tucson Elite (498306)	47.5	11,522,100	242,571

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# TOP 150 STANDINGS

Teams And Individuals Closed Date From January 1 - November 30, 2019

Rank	Name	Sides	Volume	Average
101	Karen A Baughman (20321) of Coldwell Banker Residential Br (70202)	48.0	11,511,420	239,821
102	Camille Rivas-Rutherford (11782) of Coldwell Banker Residential Br (70202)	29.0	11,489,737	396,198
103	Sally Ann Robling (1420161) of Realty Executives Tucson Elite (498304)	47.0	11,472,676	244,099
104	Michael D Oliver (14532) of Oliver Realty, LLC (51610)	42.0	11,393,389	271,271
105	Jennifer C Anderson (16896) of Long Realty Company (16724)	45.0	11,383,523	252,967
106	Barbara C Bardach (17751) of Long Realty Company (16717)	13.0	11,275,000	867,308
107	Michael Braxton (53095) of Long Realty Company (16717)	35.0	11,235,912	321,026
108	Sonya M. Lucero (27425) of Long Realty Company (16719)	38.0	11,173,545	294,041
109	Ashley Kimberlin (18406) of Realty Executives Tucson Elite (498306)	35.5	11,173,175	314,737
110	Trina M Alberta Oesterle (1420383) of Coldwell Banker Res Brokerage-70204	40.5	11,168,400	275,763
111	Lori C Mares (19448) of Long Realty Company (16719)	45.0	11,140,275	247,562
112	Bryan Durkin (12762) of Russ Lyon Sotheby's Int Realty (472203)	16.0	11,137,269	696,079
113	Maria E Juvera (20669) of Tierra Antigua Realty (SV) (286603)	66.5	11,088,732	166,748
114	Timothy R Hagyard (32545) of Long Realty Company (16707)	39.5	10,801,704	273,461
115	Dottie May (25551) of Long Realty Company (16728)	25.5	10,754,700	421,753
116	Nancy Nhu Ho (35602) of Realty Executives Tucson Elite (498306)	46.0	10,750,750	233,712
117	Joelle C Kahn (21408) of Tierra Antigua Realty (286607)	32.0	10,742,300	335,697
118	Daniel S Yang (28982) of Coldwell Banker Residential Br (702)	44.0	10,725,788	243,768
119	Aaron Dominguez (37936) of Homesmart Advantage Group (5169)	63.5	10,709,100	168,647
120	Patty Howard (5346) of Long Realty Company (16706)	21.5	10,595,677	492,822
121	Margaret E. Nicholson (27112) of Long Realty Company (16728)	24.5	10,478,700	427,702
122	Danae S. Jackson (26717) of Coldwell Banker Residential Br (70202)	35.5	10,399,942	292,956
123	Catherine S Donovan (28185) of Berkshire Hathaway Home Services-356307	33.0	10,380,788	314,569
124	Angela Tennison (15175) of Long Realty Company (16719)	28.0	10,347,290	369,546
125	Becca Riccardi (29910) of Tierra Antigua Realty (SV) (286603)	48.0	10,330,750	215,224
126	Daniel F Sieverding (22220) of Long Realty Company (16728)	27.0	10,323,160	382,339
127	Denise Newton (7833) of Realty Executives Tucson Elite (498306)	34.5	10,321,405	299,171
128	Kate Weiss (35438) of Long Realty Company (16706)	29.5	10,298,342	349,096
129	Antonio Reyes Moreno (33276) of Realty Executives Tucson Elite (498303)	41.0	10,285,333	250,862
130	Leah Mandal (35134) of Keller Williams Southern Arizona (478306)	46.5	10,171,950	218,752
131	Robert J Helmig (20563) of Tierra Antigua Realty (2866)	35.5	10,158,102	286,144
132	Michele O'Brien (14021) of Long Realty Company (16717)	26.5	10,016,118	377,967
133	Susan M. Derlein (1420144) of Long Realty -Green Valley (16716)	41.0	9,992,890	243,729

Rank	Name	Sides	Volume	Average
134	Charlene Anderson (35) of RE/MAX Results (5106)	38.0	9,918,000	261,000
135	Belia S Madhvani (233) of Sombra Realty, Inc. (531)	20.0	9,897,262	494,863
136	Melissa Dawn Rich (30786) of Tierra Antigua Realty (286607)	47.0	9,894,300	210,517
137	Roni Bengel-Adamson (8355) of Keller Williams Southern Arizona (4783)	35.5	9,890,037	278,593
138	Richard M Kenney (5903) of Long Realty Company (16707)	22.0	9,873,100	448,777
139	Calvin Case (13173) of OMNI Homes International (5791)	44.0	9,864,344	224,190
140	William V Mesch (3395) of Coldwell Banker Residential Br (70202)	27.0	9,862,782	365,288
141	Penny Bernal (142000056) of Russ Lyon Sotheby's Int Realty (472203)	37.5	9,853,650	262,764
142	Karen Karnofski (17102) of Keller Williams Southern Arizona (478302)	20.0	9,829,400	491,470
143	Judi Monday (1420458) of RE/MAX Valley Properties (4621)	31.5	9,709,000	308,222
144	Thomas J Krieger (17680) of Keller Williams Southern Arizona (478306)	36.0	9,634,425	267,623
145	LizBiz Nguyen (27962) of Realty Executives Tucson Elite (498305)	42.0	9,631,700	229,326
146	Nicole Brule-Fisher (14479) of Tierra Antigua Realty (286606)	35.5	9,541,797	268,783
147	Linda M Johnson (12215) of Tierra Antigua Realty (2866)	31.0	9,534,000	307,548
148	Tracy Wood (36252) of Russ Lyon Sotheby's Int Realty (472203)	29.0	9,519,086	328,244
149	Paula J MacRae (11157) of OMNI Homes International (5791)	23.0	9,482,900	412,300
150	Debra M Quadt (16709) of Redfin Corporation (477801)	32.0	9,422,500	294,453

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