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Shannon and Laura enjoying catching up!



Todd Huber, Maryann & Nancymarie Wiles (RP partners), Andrew McGranaghan, Natalie Saunders, Rob Apperson & Cricket (RP partners), Shelby Brooks, Somer Ray, Laura Slyman, Shannon Foster-Boline and Mike Albin



< Cricket & Rebecca McDonald



Todd with Andrew and Shannon - BOCRPs first two cover stories. >



Maryann Azambuja - Choice Home Warranty, RP Preferred Partner with Laura Slyman, Mary Campbell and Cheryl Hatfield

HAPPY HOUR

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Big Orange Country, we had so much fun together at the June Happy Hour! Partners and agents all said, "Let's do this again soon!"

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and our preferred partners. You must register in advance for events and space is limited. The location is only released shortly before the event so we can keep it private and exclusive. You will always know what's coming next by joining our **private Facebook group - BOC Top 300 Real Producers Knoxville Community.** As well as programming the number **865-339-3392 in your phone as "Real Producers"** to get event confirmations, location details, etc.

Look for details soon through the private group for the next event - a KAAR Award Winner Reception in August sponsored by Janette Burgin at Regions Mortgage.

Thank you for allowing me to support you, please let me know how I can serve you best!

Rebecca Ramsey McDonald
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Cricket, Somer, Shelby and Natalie



▶▶ celebrated leader
By Tracy H Owens



Photo Credit: Rita Thomas Photographer
Location Credit: UT Gardens

Century 21 Legacy, president WCR

Knoxville Women’s Council of REALTORS 2021 president, Angel Scott has just one regret about her career in real estate, and that’s that she didn’t pursue it sooner. “If I had known I was going to be where I am now, 30 years earlier, I would have started real estate 30 years ago,” she laughs.

Instead, Angel, the managing broker at Century 21 Legacy, followed her mother’s footsteps into a successful longstanding career in banking before switching to real estate about nine years ago. “I love everything about Century 21 Legacy,” Angel says, “I love educating agents and watching them succeed. And helping people find ‘their home’ is still a great joy.”

She wakes up each day excited about leading her team and helping connect people with their homes. “I’m usually up by 5:30 a.m. during the week,” she says and tries to make it until at least 7 a.m. on weekends, usually unsuccessfully. “After that, I feel like I need to be somewhere. If you get to be part of it, get out there and do it. I enjoy what I do. I enjoy the team I lead. It’s easy to get up and go.”

**STILL
DISCOVERING
HERSELF**

Photo Credit: Rita Thomas Photographer
Location Credit: UT Gardens





...

“**ANGEL SCOTT IS STILL DISCOVERING HERSELF. I’M NOT DEAD, SO I’M STILL DISCOVERING.**”

Maya Angelou says, “Believe people the first time.” One of the hardest life lessons Angel has learned. She used to give people chance after chance to come through on their promises, hoping they would change or that it won’t happen again. She realized after giving the first chance to correct and it happens again it’s not their fault it’s her fault. People by their actions are telling you their character the first time you meet them – believe them.

As the first black president for the Women’s Council of REALTORS (WCR) in Knoxville, “I consider it a great honor and hold the role in high regard for all those who have gone before me and will come after me,” states Angel. WCR is a network of successful agents advancing women as professionals and leaders in the business industry and the communities we serve. Knoxville WCR is about to celebrate their 60th anniversary.

Outside of work, she’s happiest spending time with her husband, children, and grandchildren, and getting out and about to some of her favorite shops - often to buy something for her grandchildren. “I want to be remembered most of all by my family as being a good person, a good mother, and a good grandmother. It’s an honor when I hear my kids tell me they’re proud of me. I love it when my daughter says I was a great role model for her.” Success, for her, is not defined by business volume or money in the bank. Family is everything to her.

“At the end of the day, what you think about yourself and what people think about you is what makes you successful. Because money comes and goes, but who you are, your character, that’s success.” And although it is her firm belief that most people don’t change without effort, she’s put that effort into herself to continue to grow as a person. “Angel Scott is still discovering herself. I’m not dead, so I’m still discovering.”

Photo Credit: Rita Thomas Photographer
Location Credit: UT Gardens

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▶▶ rising star
By Tracy H Owens



Photo Credit: Rita Thomas Photographer

TODD HUBER

COLDWELL BANKER WALLACE

Photo Credit: Rita Thomas Photographer

WHO NEEDS AN OPEN HOUSE HOSTED?

How many years have you been a realtor?
Two and a half now.

What is your career volume as a realtor?
Six-plus million.

When and how did you start your career in real estate?

I bought my house in July 2008, right before the bubble. My agent was great, and I enjoyed the process, the countering back and forth. It was in

the back of my head for a while to become an agent. It was the getting out there, the upfront money, that scared me a little bit, so I pulled back. Then I finally decided to do it.

What did you do before you became a REALTOR?

Retail and restaurant. I was with Ruby Tuesday in Ohio and Michigan as well as Verizon. That's helped, pace-wise, and working with people from all different walks of life and backgrounds.

What has been the most rewarding part of your business?

Helping first-time homebuyers or helping a buyer who is looking for something specific. We've got a couple who are stationed in Germany who have ...



•••

been doing virtual showings. They're moving sight unseen and won't see their house until after closing. I've probably showed them 20 houses and put in 10 offers, and we got one under contract yesterday. It was getting down to 30 days of his being transferred here, so it was getting scary, but we got one. I called them on video and when I told them, the wife, who is from Germany, started crying. It made me start crying, and I was like "Stop, don't cry."

What is your biggest accomplishment since becoming a REALTOR?

My reputation. I moved here in 2007, so I don't have a built-in base. A lot of my referrals come from other agents, and not just from Coldwell Banker Wallace. They know I'm out there hustling. People know that I do a good job and that I'll work hard for their people.

What has been your biggest struggle?

Saying no. In this market, there's a sweet spot that everyone in Knoxville wants, that median price, where you're going up against everyone else. I told myself I was going to stop taking buyers for a little bit, because I had three in that range. Then I took two more. LOL

Taking time for myself. Last Saturday, I pulled back in the driveway from a showing, and the office called. There was a couple from Hawaii that just showed up and were sitting in the parking lot. I was like, 'I'll be there in 10 minutes.' Not going to mow the yard today.

I love what I do. It's stressful, but when you're busy, you don't have time to think about what's stressing you. That's one reason I keep doing my woodworking. Sanding is pretty mindless, and I don't think about much else while I'm doing it.

How do you spend your time away from real estate?

Woodworking, laying around the pool when I have a chance, cooking. That's about it. I like a good bourbon.



Photo Credit: Rita Thomas Photographer

For anyone thinking about becoming a REALTOR, what advice would you give them?

Get out there and do it. Do all the training that you possibly can, then get out there. As soon as I was done with training, I was like "Who needs an open house hosted?"

Partner up with someone who has been doing it for a little bit and help them. Exceed their expectations. Get the experience and knowledge and let them know you'll help them out.

Define success. Having the respect of other agents. I don't need much

more than reassurance, just being told I'm doing a good job.

What has contributed to your quicker success? Getting my name out to other agents and just busting my butt. I did a lot of posting to social media and a lot of videos of being out and about. On Facebook Live, I started talking about a couple of people inside and outside of our company who had helped me, and I got all choked up and teared up a little bit. A lot of people saw it and appreciated the authenticity. I don't filter. I don't edit. They can see I'm genuine and sincere.

I get along with everybody except shady and unethical people, and I'm fine not getting along with them. I don't deal with drama. I don't let it in my life.



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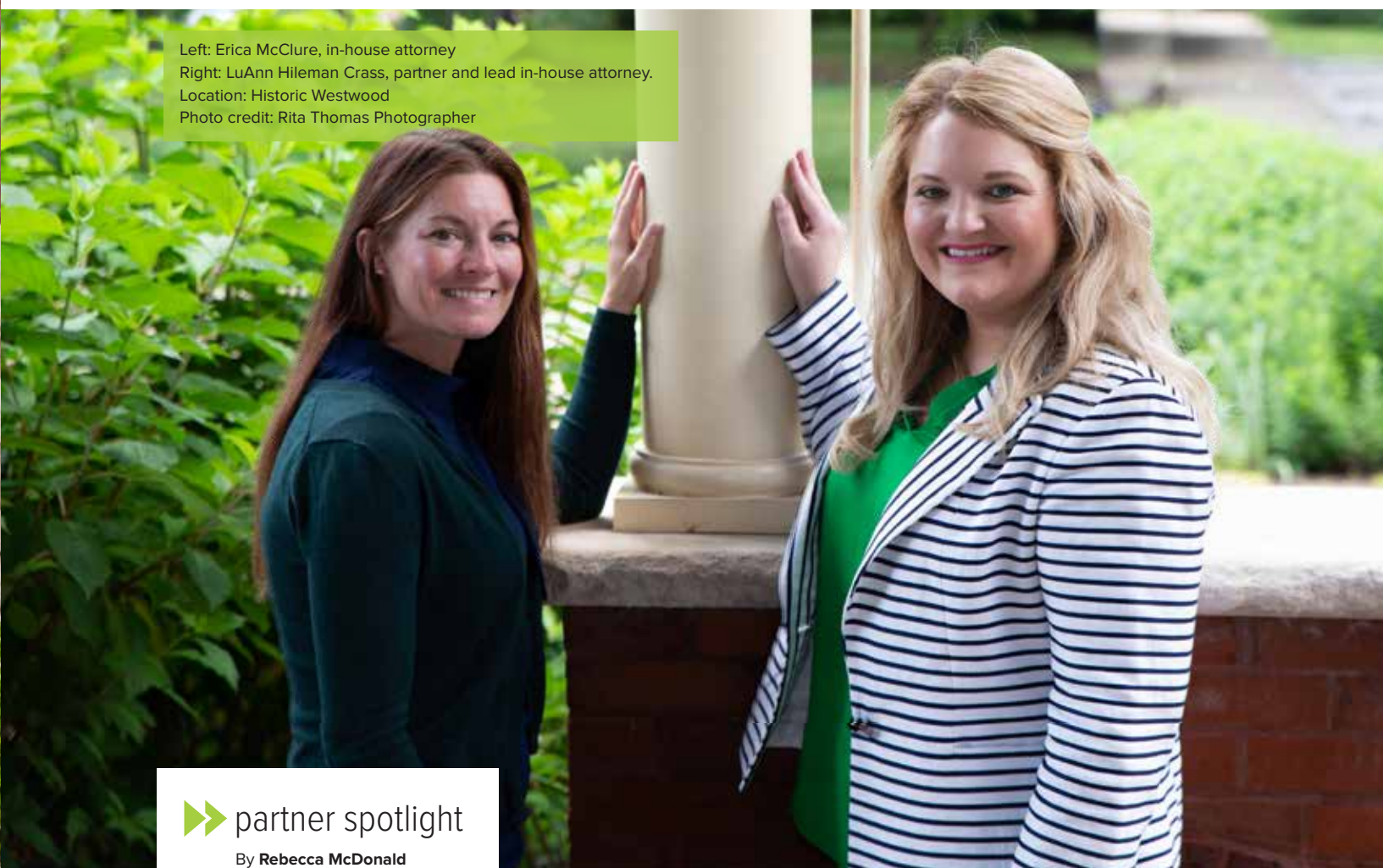
TITLE CO

Team: Joseph, Stephanie, Freida, Morgan, Erica, Nancy, LuAnn, Jackson and Jimmy (not pictured).
Photo credit: Rita Thomas Photographer
Location: Historic Westwood

LuAnn Hileman Crass

WE LIKE TO HAVE FUN AND STILL **GET IT ALL DONE!**

Left: Erica McClure, in-house attorney
Right: LuAnn Hileman Crass, partner and lead in-house attorney.
Location: Historic Westwood
Photo credit: Rita Thomas Photographer



▶ partner spotlight

By Rebecca McDonald

LuAnn Hileman Crass brings a positive energy to everything she does. After receiving her law degree, she started at a firm in Oak Ridge where she learned all aspects of property closings. She came to Melrose Title Co in 2019 adding a huge benefit of having an attorney in-house. This shortens the response time of answering legal questions which constantly pop up by clients, mortgage lenders, REALTORS® and even staff. We want to be able to answer as many questions as possible up front so there are less hurdles for us to overcome in getting to a property closing or a legal

matter resolved. At Melrose they offer training to real estate agents, especially those new to the business. They do a series of sessions providing education on settlement statements, to taxes and HOA's, and easements, to name a few. For new agents, Melrose will even complete a mock closing with them. This gives the agents the experience going through a closing without the pressure of having a client in the room. This way, when they attend their first closing, they are familiar with the

process as well as the building, and they are better able to field questions from their clients.

When she was a child LuAnn's father, who was a surveyor, would take her to the register of deeds office to help him pull the deeds for his surveys. Looking back on it, she reflects, "It is very interesting how my ten-year-old self was learning how to complete title searches at such a young age." Her father also taught her a good work ethic and hard work will lead you to success in life.





Can you guess which three are pregnant? Ooo! Kicking back on the porch at Historic Westwood Home Photo Credit: Rita Thomas Photographer

66

PEOPLE WILL APPRECIATE YOU MUCH MORE IF YOU OFFER REALISTIC EXPECTATIONS AND DO NOT OVERPROMISE.

In addition to her father, LuAnn credits W. Clark Meredith, who was a lawyer in Oak Ridge, as being influential in putting her on the track of property law. One thing he taught her was to not only be able to explain and understand each closing document, but to also be able to convey them in layman's terms so that she could explain them to her clients.

When asked about her future, she has a vision for Melrose to grow and expand with multiple offices in the region. Personally, LuAnn wishes to start a family soon. She got married in June and is in the process of building a home in Anderson county.

LuAnn is not one to sit idly for very long. She recently completed a second degree from The Graduate School of Banking at Louisiana State

University. This prestigious achievement allows LuAnn to understand and assist with lenders and banks to speak their language and interpret documents with them. In addition to being the lead in-house counsel she recently became a managing partner in the firm. However, she is quick to tell you, "I cannot take the credit, I cannot do this alone. We have a tremendous team that has been built over the last few years with Erica McClure coming on as a second in-house attorney as well as our closing agents, paralegal and transaction coordinator working together so seamlessly."

One nugget of wisdom that LuAnn has for others is, "To be real with people. Don't oversell, or make promises you cannot keep. People will appreciate you much more if you offer realistic expectations and do not overpromise," she states.

DOWN SYNDROME AWARENESS GROUP



LuAnn Hileman Crass, partner at Melrose Title Co, is like an aunt to her best friend Leah's girls Harper and Olivia. Photo credit: Rita Thomas



By Rebecca McDonald

THIS FAMILY HAS A WHOLE NEW TRIBE



Harper and Auntie LuAnn. Photo credit: Rita Thomas

When Leah Wilson was giving birth to her twins five years ago, she had no idea that she would soon become involved with the Down Syndrome Awareness Group of East Tennessee (DSAG). But like most people, her passion for a cause formed from how it personally touched her life. One of Leah's two girls was born with a triplication of the twenty-first chromosome, which is known as Down syndrome. Almost immediately, a nurse practitioner at East Tennessee Children's Hospital who has a daughter with Down syndrome (DS) reached out to DSAG and connected Leah with the organization as well as a couple of moms.

Leah tears up, "These connections gave me a 'whole new tribe' for support and education with this overwhelming and scary circumstance. We had a newborn we brought home an hour away from another newborn still at the hospital that we drove to care for daily." Her daughter, Harper, has been fortunate in that she has not had a lot of the medical struggles that can exist with this condition. Congenital heart defects, thyroid issues, and GI difficulties are often present in children with this genetic variation. Harper, with her parent's help, has been an advocate in raising money for DS awareness in the area. They sell her own "Harper's Homies" t-shirts as well as Little Caesar's pizza kits - all to raise funds to support the annual Buddy Walk event.

WELCOME TO HOLLAND

By Emily Perl Kingsley

I am often asked to describe the experience of raising a child with a disability - to try to help people who have not shared that unique experience to understand it, to imagine how it would feel. It's like this...

When you're going to have a baby, it's like planning a fabulous vacation trip - to Italy. You buy a bunch of guidebooks and make wonderful plans. The Coliseum. The Michelangelo David. The gondolas in Venice. You may learn some handy phrases in Italian. It's all very exciting.

After months of eager anticipation, the day finally arrives. You pack your bags and off you go. Several hours later, the plane lands. The stewardess comes in and says, "Welcome to Holland." "Holland!?" you say. "What do you mean Holland?? I signed up for Italy! I'm supposed to be in Italy. All my life I've dreamed of going to Italy."

But there's been a change in the flight plan. They've landed in Holland and there you must stay. The important thing is they haven't taken you to a horrible, disgusting, filthy place full of pestilence, famine and disease. It's just a different place.

So you must go out and buy new guidebooks. And you must learn a whole new language. And you will meet a whole new group of people you never would have met. It's just a different place. It's slower-paced than Italy, less flashy than Italy. But after you've been there for a while and you catch your breath, you look around...and you begin to notice Holland has windmills...and Holland has tulips. Holland even has Rembrandts.

But everyone you know is busy coming and going from Italy...and they're all bragging about what a wonderful time they had there. And for the rest of your life, you will say, "Yes, that's where I was supposed to go. That's what I had planned."

And the pain of that will never, ever, ever, ever go away...because the loss of that dream is a very, very significant loss.

But...if you spend your life mourning the fact that you didn't get to go to Italy, you may never be free to enjoy the very special, the very lovely things...about Holland.

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LOVE DOESN'T COUNT CHROMOSOMES. WE ARE ALL DIFFERENT. THAT'S WHAT MAKES US ALIKE

Leah credits her dear friend, LuAnn, with also being a huge support to her and being an "aunt" to her two girls. The bond they have is amazing! LuAnn Hileman Crass is partner and in-house attorney for Melrose Title Co - a preferred partner of Real Producers.

The Down Syndrome Awareness Group of East Tennessee was formed as a parent-initiated organization developed to provide information and support to families of individuals with this genetic variation and to raise awareness within the community about the abilities of individuals with DS and the benefits of their inclusion into society. Angie Holbert, executive director, is also the parent of a daughter with DS. Angie explains, "The largest fundraiser for our DSAG community is the Buddy Walk which typically takes place during Down Syndrome Awareness Month in October. This event funds the majority of their programming for the year. For 2021, the Buddy Walk is planned for October 24th, from 1-4pm at World's Fair Park. This event is for everyone in the community. The kids get to walk across the stage, have their names announced and get a medal. They take a short walk around the park. There are food trucks and different activities throughout the day.

Another fundraiser is held on Down Syndrome Day. Since this condition is a triplication (3) of the twenty-first (21) chromosome, it is fitting that March 21 is designated as a special day. The event is named Race 3/21 and consists of a 3.21k jog and a 3.21 mile timed race.

SCAN ME



Learn more and donate today at dsagtn.org. Angie reminds us, "Love doesn't count chromosomes. We are all different. That's what makes us alike".



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▶ top producer
By Tracy H Owens

WORKS FROM PHONE



Photo Credit: Rachel Ily Photography

REALTY EXECUTIVES ASSOCIATES

During this chaotic last year, lots of people could say that they worked from home. But REALTOR® Somer Ray laughs that she has always “worked from phone.”

“Wherever that may be,” Somer says. “In an alley, in a Target parking lot, in the Target... the number-one thing in real estate is communication. You have to be 100 percent willing to have a conversation anytime, anywhere. I will put someone else’s needs first to make sure I get the job done.”

Somer’s work ethic and energy have gone into making her a top-producing agent with Realty Executives Associates Maryville. Having entered this career “on a whim,” she is thriving at it.

She starts each day by looking for something to be excited about, whether that’s a new buyer, a home under contract, or something that just popped up in the MLS. She says she likes to end each day, “Knowing that everything I did that entire day is to the best of my ability. I think being a diligent hard worker every single day - that’s success.”

She has a one-year-old son and juggles this career with marriage and motherhood. She credits her ability to do it all to her husband, whom she calls the strength of their family.



...

“I married a motorcycle guy, and we’ve joined our two paths together, and we are having the ride of our lives,” she smiles. “I signed up for this career, and I signed up to be a mother, and I had to make both of them work. Juggling it all is quite a circus act sometimes, but it’s my circus act.”

Taking responsibility for her choices is a big touchstone for Somer, who remembers – and misses—the strong advice she used to get from her late grandmother.

“Nothing was sugar-coated,” Somer says. “And it was nice to be brought down to earth, even when you didn’t want to be. I would love to have another one of those conversations with her, and I would really like for her to see the woman I have turned into.”

As to life wisdom Somer shares, “It’s never worth burning a bridge. Not in your business, in your family, in your life, in your hometown. We’re all in this life together, and we’re going to be together for many years and decades to come. Don’t burn a bridge. Say you’re sorry, do what’s right, and be the bigger person.”

Knowing who she is and being confident in herself means that she can use that confidence to lift up others. During this last uncertain year, she states, “I’ve been the confidence for my brand-new son. I’ve been the confidence for so many clients. I sold quite a few houses last year, and you can’t do that without having confidence in an unsure world. We did it!”

“
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”



Ray family: Johnny, Stetson and Somer
Photo Credit: Rachel Ily Photography



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