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Barhorst

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Karen M. Patterson is your Concierge Closer:

Curator of residential and commercial real estate transactions from contracting to closing and everything in between.

Karen, immediate past president of the Glenview Chamber of Commerce, has represented buyers and sellers of residential and commercial real estate in Chicago and its suburbs for over 27 years.

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When It's Outet



>> publisher's note

As I sit down to draft this publisher's note, it's a cold winter day with temperatures in the teens. It reminds me of times during the year when it's quiet, at least it feels quiet. Lately, the market has been incredible with many sales and listings over the past year. REALTORS® tell me it slows down a bit, but the normal "slow down" hasn't really happened. Sure, it's not like this past fall where top agents were slammed, but as we enter the proverbial, slowing down, I began to think about what do we do when it's quiet.

I really enjoy hunting and fishing. A couple of years ago, my brother and I were hunting in South Dakota for pheasant. It was November. It was cold. The ground was snow-covered and my hands were screaming, "I'm freezing," as we began our flushing technique. During our hunt, there were times when we weren't moving, but waiting. It was quiet. Just me, my brother and his hunting dog, Jasper. But it was in the quiet that something special

happened. My brother shared with me that we need to maintain our sharpness by momentarily resting, watching and refueling. Sometimes a hunt can last all day.

It got me thinking. What do agents do when it's quiet? They rest, for sure!

At least I hope they

do. That's so important. Top REALTORS® work hard all year. The best REALTORS® seem to be on call seven days a week and 24 hours a day. Make sure you rest when it's quiet! Secondly, top REALTORS® stay watchful. I love this about agents. Rest for sure, but never check out. Personally, I'm inspired by our REALTORS'® sharpness in the game. Thirdly, agents use the quiet to refuel. This can look differently for each agent. Some vacation during this period. Some spend extra time with family. Perhaps a hobby. Something that reenergizes the soul is important in the quiet seasons.

And so, I conclude by asking you this question. What do you do when it's quiet?

Jason Acres
Owner/Publisher
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CHRIS COLDWELL BANKER

A Third-Generation REALTOR® Who Understands

>>> featured agent

Article written by Laura Zickert

People who "understand" are people who look beyond the surface. They analyze, they learn, and they pay attention. Chris Foss is recognized as a REALTOR® who has a passion to understand the market and understand his client's needs. This has led him to be trusted and have a reputation as a REALTOR® who is reliable beyond expectations. As a third-generation Agent, Chris has had the unique experience of learning firsthand from the best and carrying on a legacy selling real estate on the Chicago North Shore and surrounding suburbs.

Chris was born in Evanston, IL, and grew up in Lake Forest, IL.

He attended Fort Lewis College
Durango in Colorado and graduated in 2000 with a degree in Business
Administration. After college, Chris worked at the CME and CBOT before getting his Real Estate license in 2003. "I have always enjoyed





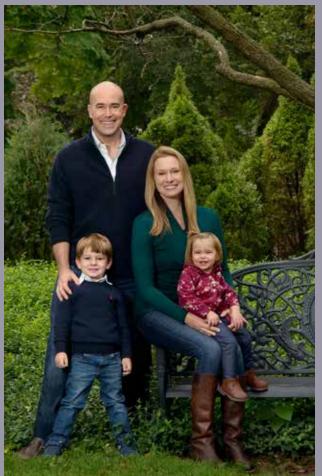
markets, price discovery and fair value," said Chris. "It was a natural segue going into Real Estate from trading futures." From the start of his Real Estate career till now, Chris has worked at Coldwell Banker Lake Forest with The MercFoss Team. With 17 years of experience, Chris brings a wealth of knowledge to his clients and transactions.

Chris currently lives in Lake Forest and has found living where his clients are gives him a unique perspective on the North Shore Real Estate market. He says, "It is important for me to be an integral part of the community and contribute to its growth." Chris is married to his wife, Claire, and together they have two children, Cullen (5) and Cameron (3). Chris says, "We love spending time together; bike rides, going to the local parks or just enjoying time together in our neighborhood and our beautiful backyard." When he is



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I try to put
myself in other
people's shoes
and try to
have multiple
perspectives
which helps
me understand
what my client's
needs are.







not working, Chris also enjoys golf and snowboarding. The MercFoss Team has successfully understood what it means to have cohesive teamwork. Each member of the team has their specialty along with certified licensing and expertise. "Donielle is great at marketing and I'm really good with market-related statistics info and software related tasks like writing offers/contracts, Donna has comprehensive 30 years of experience," said Chris.

Day in and day out, you can find Chris helping clients make educated home buying and selling decisions. "I try to put myself in other people's shoes and try to have multiple perspectives which helps me understand what my client's needs are," he says. He is able to give clients his best professional opinion and logical conclusion because of how informed he is. He says, "I pride myself on knowing what the market is doing. I look at inventory levels versus supply and demand to help my clients understand the market and where to position their listings and offer."

When working with Chris Foss and The MercFoss Team, you can expect nothing short of excellence. They are a family of real estate professionals who offer their clients a personalized approach and the feel of a small boutique office, backed by the marketing presence of Coldwell Banker Global Luxury. The MercFoss Team has been awarded The Presidents Elite Award with over 20 million in sales in 2020. The North Shore is proud to have Chris Foss as REALTOR® and the North Shore Real Producers congratulate him and The MercFoss Team on all of their success!

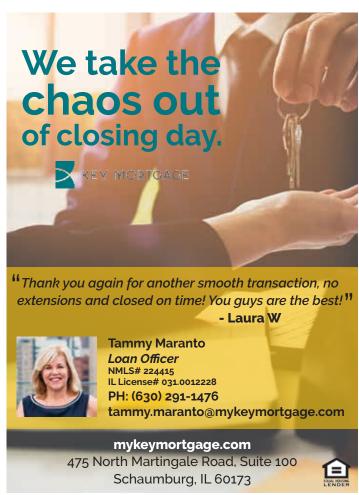
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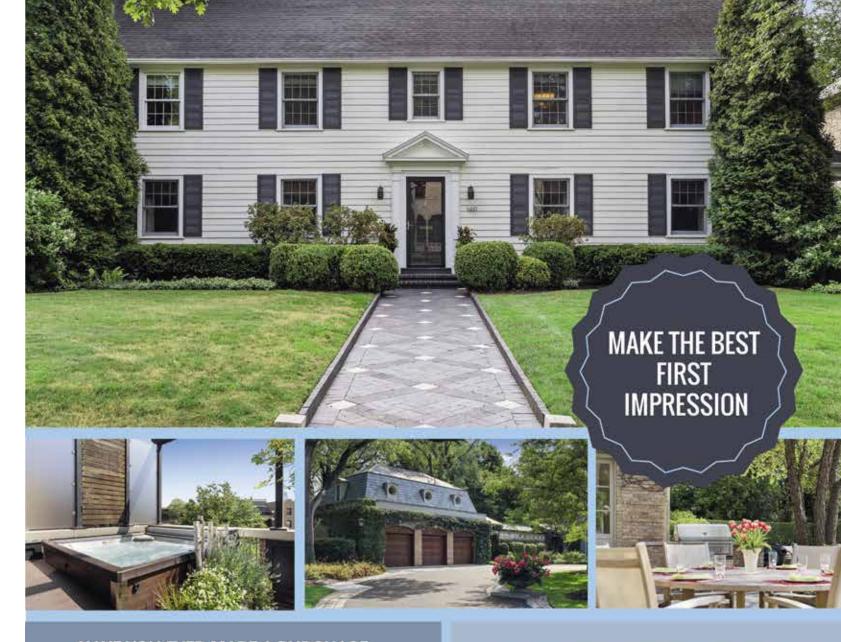












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Barhorst

BAIRD & WARNER



Article written by **Lindsey Wells**

Top-Notch Service & a Caring Heart

Think about the people you help each day. Everyone you see, everyone you walk by on the sidewalk is living their own complex life full of heartache and happiness, just as we all are. Each individual has their own family, and each family has their own story, and the purchase or sale of a home is the beginning of a new chapter. Connie Barhorst takes her role in those stories seriously. As an agent with Baird & Warner, Connie's goal is to provide her clients with topnotch service while ensuring their experience with her is as seamless and stress-free as possible.

Born in raised in Peoria, Connie's childhood growing up in the 1970s and 80s was a happy one, one that you might only see on television these days. "I had the kind of childhood where we would be out on our bikes all day, play 'house' on the sides of neighbors' garages, have hideouts and roam outside all day," she recalled. At the age of nine, Connie's family moved across town to Peoria Heights. She attended Bergan High



school, where she met her high school sweetheart and husband-to-be, Jeff Barhorst. After they were married, the newlyweds relocated to Palatine, then Prairie Crossing, where they still reside today. "We are absolutely enamored with our unique

•••

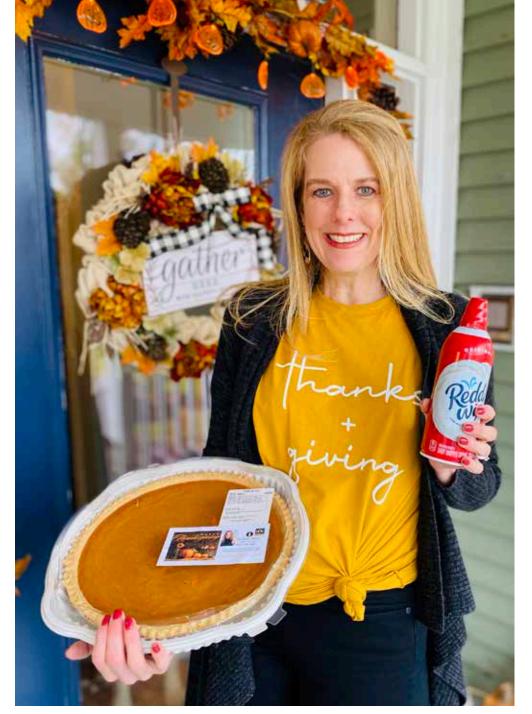
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neighborhood," Connie added. "We love the lifestyle and sense of community here. We have met the best of friends that have become family. We feel really blessed to have raised our family here."

Connie and Jeff have four children: Ellen, 23; Kyle, 21; Carter, 18; and Allison, 16. The two oldest are in college and the two youngest are in high school. When they aren't working or studying, the Barhorsts love spending time together as a family, whether they are hiking, traveling, cooking, or exploring new eateries. Also part of the family are Lilly, Gracie, and Maddie, three Golden Retrievers, which the family absolutely adores.

Connie is a proud graduate of the University of Wisconsin-Madison, where she earned a degree in Retail Management. Her first job out of college as a Front-end Manager of Toys-R-Us. Connie credits that time in her life with awakening her passion for customer service and exceeding customers' expectations. She continued to build on that passion and experience throughout the years, working in a bank's human resources department and later as a consultant for a direct

We love the lifestyle and sense of community here. We have met the best of friends that have become family. We feel really blessed to have raised our family here.







I am a people-pleaser at heart, and it makes me so happy that my clients appreciate all my efforts.

marketing company after a 20-year stint as a stay-at-home mom. It wasn't until 2019 that Connie realized there was an industry that would allow her to combine her love of homes and design with her passion for helping

people—and get paid for it.

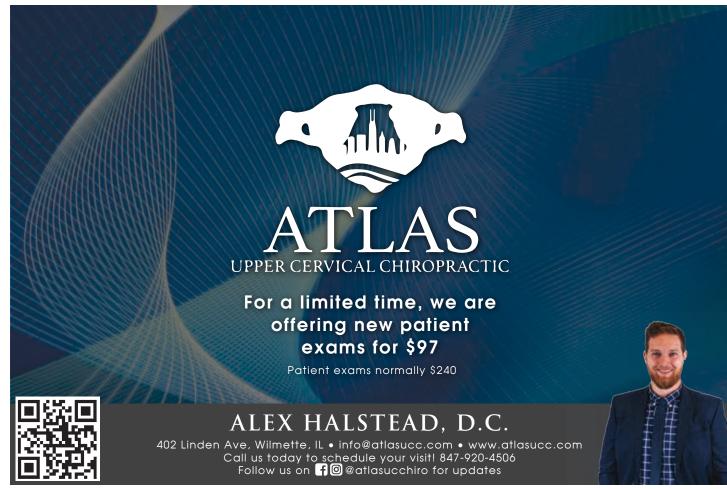
"I know it sounds cliché, but I really love making a house a home. I love home décor and putting everything together," she said. "The thrill of helping someone find their perfect first home or helping stage a listing so that my client will have a quick sale and the ability to go on to their next chapter is very fulfilling to me. I am a people-pleaser at heart, and it makes me so happy that my clients appreciate all my efforts."

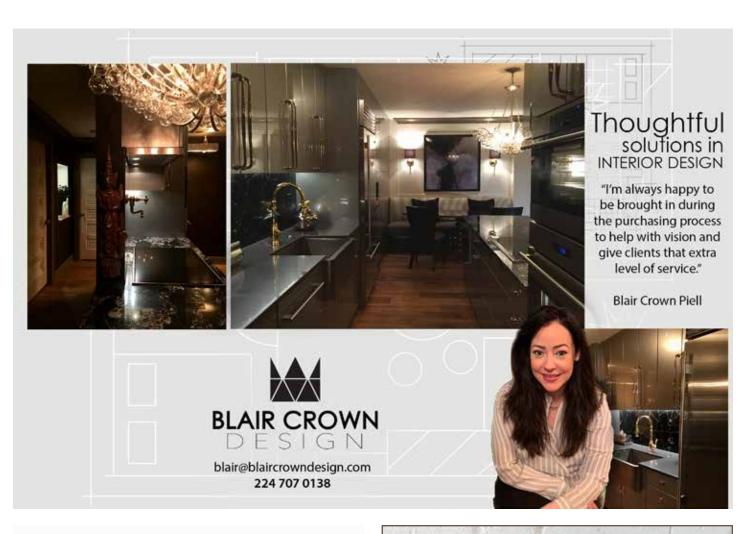
Connie earned her real estate license in 2019 and has since become heavily involved in home staging. She is a Certified Staging Consultant and also holds a certification from Home Staging Resource.

While she has a laser focus on her business, Connie hopes to be remembered not for her professional accomplishments, but rather for her good heart. "People matter and their feelings matter. I sincerely care about others and the hopes and dreams they share with me. I want only the best for people," she said. "I look at life with optimism. The glass is always half full to me. I try to instill that in my kids—you get what you give."













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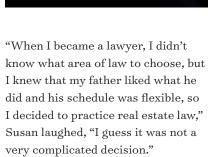
A Lawyer Who Enjoys Working Hard for her Clients

>>> partner spotlight

Article written by Laura Zickert

When it comes to buying and selling real estate, Susan Ruffer Levin makes the process as smooth as possible for her clients. She is experienced working with a range of personalities and various types of purchasers and sellers; from first-time buyers to sophisticated developers. She runs a full-service law firm, assisting her clients with buying and selling property, forming entities, drafting and negotiating leases, and new construction contracts for developers and buyers.

For over 30 years, Susan has worked in the real estate industry and continues to represent her clients with excellence and passion. After graduating from the University of Colorado, Susan came back to Chicago and went to law school at IIT Kent. She has built her career and life here. Growing up, Susan had a glimpse into what it would be like to work in real estate law, as her father was a real estate attorney who assisted his clients with their zoning needs.



The early days of her career were spent at a large law firm negotiating commercial leases. At the time, sitting behind a desk all day was too isolating, so she became a real estate broker representing tenants and negotiating the business aspects of commercial leases. "This was helpful to me when I opened my law firm because I then understood about the business side of real estate," she said.



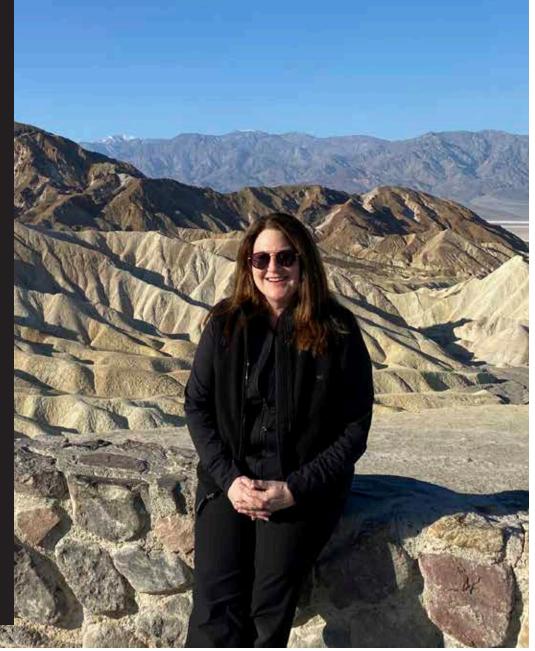
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Susan has always been solution-driven. About 10 years ago she became interested in mediation and "how to get to yes." This interest led her to obtain her Certificate in Mediation from Northwestern University. "I really enjoy doing that work. Helping people communicate with each other to find common ground is so rewarding," said Susan.

Susan raised her four children in the northern suburbs and recently moved back to the city. Her kids and extended family live across the country and traveling is the best way to get together. She recently took a bike trip to Death Valley with her sister. She said, "No work, plenty of exercise and outdoor activity is a great way to reconnect." When not traveling, Susan's hobbies include photography, biking and just walking around Lincoln Park and the lakefront with friends.

Susan is a lawyer who enjoys working hard for her client and being there every step of the way. She is an example of someone who is dedicated to making the experience of buying and selling real estate a positive experience.















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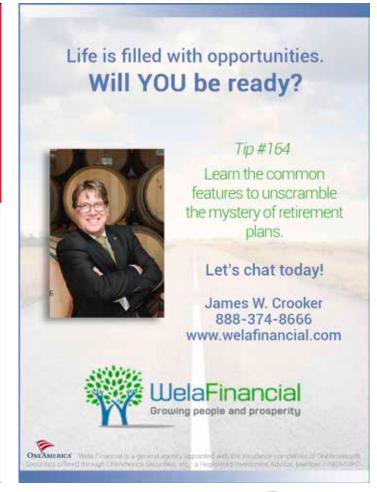
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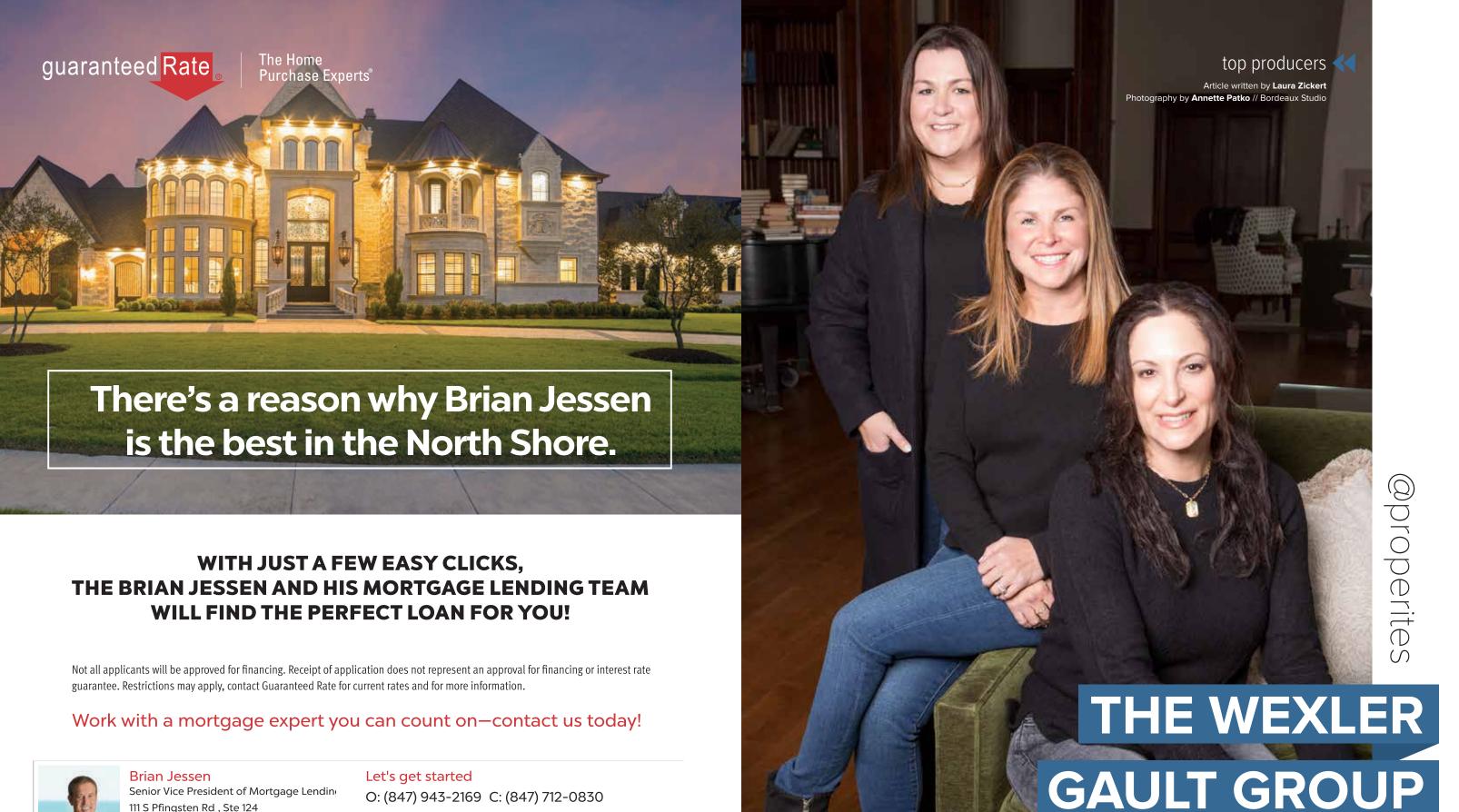
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TEAMWORK MAKES THE DREAM WORK

When you combine decades of real estate experience, a background in finance and a previous career in marketing and branding, you have created the perfect trio. This is the basis of The Wexler Gault Group.

Beth Wexler grew up in Highland
Park, IL. She graduated from Boston
University and after college, at 21
years old, began her career selling
residential real estate, which was
unprecedented for her age. As the
ultimate people person, Beth lives by
her dad's mantra, "Don't just sit in the

office, go out and meet people and get business." This is where she shines.

Joey Gault grew in Buffalo Grove, IL. She graduated from Columbia College and after graduation, she started her career at Mesirow Financial. The group says, "She is the analyst of the partnership." With 20 years of experience, Joey contributes experience and positivity to the team.

Liz Salinas grew up in Woodbury, NY.
She graduated from Boston University
and met Beth in college where they

became friends. Liz had a career in marketing and advertising prior to real estate. Beth thought Liz would be the perfect addition to the team and motivated her to get her real estate license. Now, 10 years later, Liz is the managing partner of the team and contributes a high level of creativity and has spearheaded the team's business model.

Beth and Joey started out as city brokers for the first half of their career. They created a successful business selling single-family homes, townhomes, condos, lofts and represented new construction builders all over the city of Chicago. "When we decided to move to the North Shore, Joey to Deerfield and Beth and Liz to Highland Park, our clients followed and we quickly became the top producing broker team within our office," said Liz. The group is mostly comprised of women including, Chantel Asner, Joie DeGraff who are both city brokers, Elise Dayan, Lauren Rabin, Steph Degodny, Cari Zweig-Driscoll, Laura Eason, Carly Gitler, Jen Golding, Mimi Goodyear, Irene Mester, Melissa Newman, and Heather

Siegel. "All hard-working brokers who do an incredible job of balancing their careers and families," said Beth. Scott Glazer is their only male team member. Liz says, "He puts up with us all and is always pushing us to be bigger and better." The team dynamic is extremely collaborative. Beth, Joey and Liz mentor, train and help promote the group. Each broker works on their own business while still having the support of a cohesive team.

During the pandemic, The Wexler be their best year yet. "We look up Gault Group was determined to make to each other. We are all ambitious

2020 a year of growth. "People are having to spend more time at home and are realizing the value of the space they live in. This mind shift made us realize that we too needed to adapt our business. We utilized social media, professional listing videos, Zoom calls and connected with brokers in our community. In turn, creating success," said Joey. As a result of their dedication, the team had over \$82M in sales with 152 transactions, bringing 2020 to be their best year yet. "We look up to each other. We are all ambitious









and driven to keep improving year after year. Our team members motivate one another and share in the collaborative process. At the core, we all have the same work ethic. We truly care not only about our clients, but our team members and



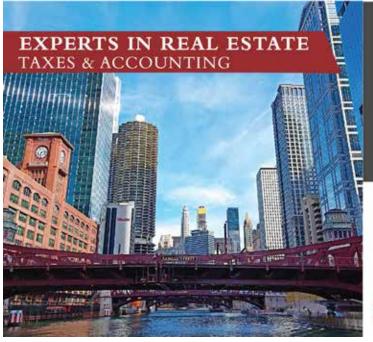


colleagues," said Beth. Both Beth,
Joey, and Liz all view themselves as
"team players" and are supportive of
each other. "We want each member
to be happy, successful and fulfilled.
Our group's platform is built on this
foundation," said Joey.

Although dedicated to their work, this trio is also dedicated to their families. Joey is married to her husband, Jon. Together, they have two children named Charlie and Jack, along with two dogs, Breck and Oliver. Traveling is a highlight for their family, as they enjoy annual ski trips and the outdoors. "The pandemic offered our family the opportunity to go an unforgettable RV trip out West, where our boys were able to see this country," said Joey. Joey lives with her family in Deerfield and loves walking her dogs at the local park. Beth is married to her husband, Michael. Together, they have three children, Cole, Cami and Myles and the favorite family member, Chance the Yapper, a Golden Doodle. As a family, they enjoy cooking and spending time in Montana together. Liz lives in Highland Park with her three children, Ian, Sophie and Oren. Their family enjoys taking walks with their rescue dog, Homer, and trying new restaurants. Both Beth and Liz live with their families in the Ravinia neighborhood in Highland Park. They love supporting the local businesses, such as the Ravinia Farmers Market, Abigail's, Ravinia Brewing Co. and enjoy being able to walk to Ravinia Festival.

"Success has been created through the relationships within our team, colleagues, and clients. Building our team and watching our brokers succeed has been extremely rewarding," said Liz. Beth, Joey, and Liz unanimously believe it is important to, "Surround yourself with people who motivate you, keep you balanced, have your back, make you laugh, and most of all, believe teamwork is the key. We are so fortunate that not only do we all get to work together every day, but we all enjoy each other's company."





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thoughts of a managing broker 🔫

Written by Managing Broker **Thomas Downing**

Thomas Downing I @properties

Remain Focused on

What Matters Most



For me, the switch of roles from managing my real estate business to that of Managing Broker was natural. My entire career has been built on providing exceptional client experiences. I honestly love what I do now and feel this translates well for successfully supporting the agents. They are now my clients, and my priority is to use everything at my disposal in ensuring their success.

Prior to my career in real estate, I spent over 20 years helping many businesses of all sizes grow through their customer experience. The guiding principle that was common with every successful business was integrity. I have learned through the years that how we treat our clients, our customers, each other — and even ourselves — has the largest impact on our overall success.

Obviously, relationships are what drive any business, but it's even more true for real estate. We are in a very competitive market where there are at least 150 qualified real

estate agents for every house on the market. Our experience and expertise are what distinguish us from our competition, but it's how we approach our business that yields the highest rewards.

This is true now more than ever! There is no question that these are uncertain times. Agents are asking, "Will this strong housing market last? How will the ongoing pandemic and the current political climate effect my business?" This all sometimes feels "out of our control" and makes doing a rewarding, but tough job, all the tougher.

I believe that what we CAN control is our approach to our business. This means working with honesty, staying responsible to those around us and being accountable in all we do. Will we do this perfectly and all the time? Not likely, but working with an integrity mindset allows us to "cut through the noise" and remain focused on what matters most, namely supporting our clients, customers and each other with an integrity mindset. It's been my experience that this approach ensures better outcomes, which in turn provides for sustainable, long-term success. And isn't that what we all want?

Tom Downing

@properties Managing Broker Winnetka

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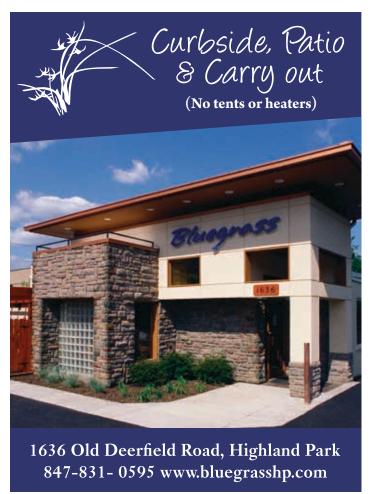
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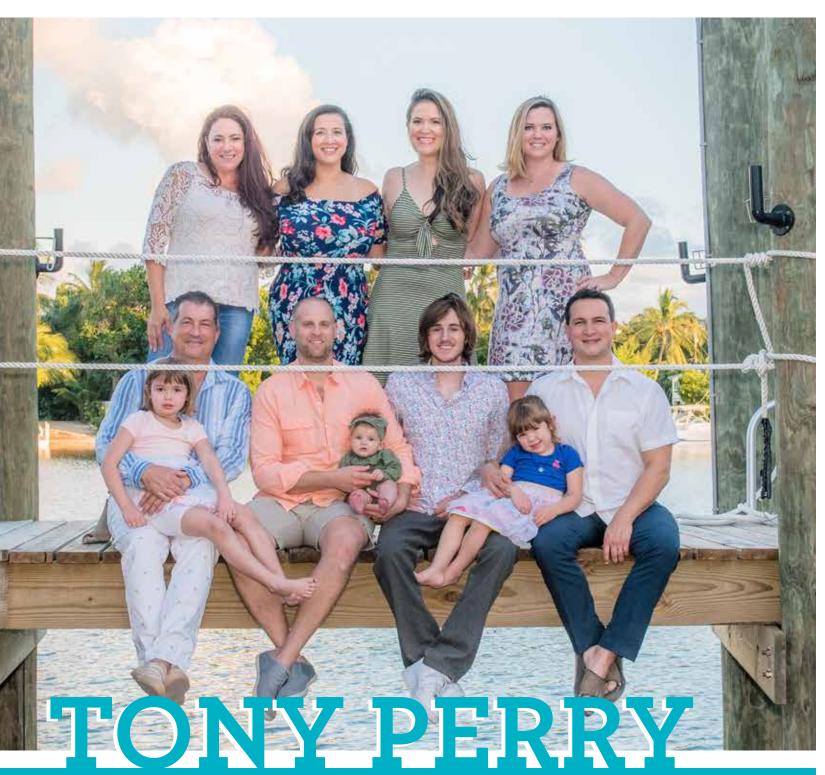
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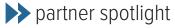
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ReFresh Fix, Fast, Free, LLC

A CEO Who Sees a Need & Creates the Solution



Article written by Laura Zickert

Many people see opportunities in the world, but it takes a true visionary to see a need and create a successful solution. Anthony "Tony" Perry is the CEO of ReFresh Fix, Fast, Free, LLC, a business that handles all the details and makes a home ready to sell faster for more money. His business started when he saw many homes were selling for less than their full potential value. Sellers were unable to capture the full market value due to buyer's objections. The hassle and inability to finance or handle a facelift forced sellers to take less or drag out the sales process. "We wanted sellers and REALTORS $^{\text{\tiny{(8)}}}$ to capture the full value of a home," said Tony, "We make any repairs or improvements to maximize the value of your home and make it more attractive to buyers."

Tony and his team have studied and understood current trends and how they can best be served to maximize the value for people's homes. His team is more than just professionals, architects, superintendents, and trained project managers, but also family. Tony says, "We are a family business and therefore most of my family works for our company." Dee, Tony's wife, works in accounting. Anthony, Tony's Son, works in sales and marketing. Hillary, Tony's daughter, works in project management. Tony's granddaughters have even been a part of modeling for some of their advertising. "We enjoy having fun together, traveling and spending time with all three generations," said Tony. When they are not working, they love to spend time being active or cooking.



We enjoy having fun together, traveling and spending time with all three generations.







"We have some pretty intensely competitive cooking competitions and many fun family traditions with our growing family."



The experience that Tony and his family bring to ReFresh has contributed to their success and countless positive client experiences. By interacting with REALTORS® and buyers daily, Tony says, "We saw the need for the service and crafted it specifically for the benefit of REALTORS® and homeowners looking to sell their home for the best price quickly." ReFresh has an organized process, which makes them reliable, and a fabulous reputation, which reduces stress for both parties knowing they can count on ReFresh.

When talking about the success that ReFresh Fix, Fast, Free, LLC has had, Tony shared how maintaining their integrity and business ethics has been key. In addition, Tony is a business owner that cherishes relationships and believes that "we are significant contributors to making the world a better place," and therefore it is important that everyone does their part, even in their career.

"The dramatic transformation that occurs when a project is refreshed gives us the most satisfaction. We feel good knowing that our clients are obtaining maximum value for their homes," said Tony. For inspiration and examples of completed projects, you can visit ReFresh2sell.com and follow ReFresh on social media. If you are not planning to sell your home now, consider using ReFresh to do the work needed in advance. By using their skilled and award-winning team, you can enjoy seeing work done in your home while still making memories. As the ReFresh team likes to say, "Now is the time...What are you waiting for?"



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Sharon Oproperties Friedman

REALTOR® for 25-Plus Years



Written by Laura Zickert

A REALTOR® Who Lives Out the Golden Rule

Sharon Friedman is a legend and a testimony of someone who not only values but also lives out what it means to "treat others the way you wish to be treated." Her kindness combined with her expertise has led her to have a reputation as a REALTOR® that goes above and beyond for her clients. With 38 years of experience, we recognize Sharon as being a REALTOR® in the North Shore setting the standard of what excellence and treating others with kindness looks like.

Born in Chicago, Sharon grew up in Lincolnwood, IL. She attended the University of Illinois and graduated with her BA in Elementary Education in 1971. She continued her education by later graduating with her master's degree in Special Education in 1975. She taught school for nine and a half years, focusing over that time on 4th grade and then special education and gifted education for kindergarten through fifth grade. Both Sharon's first and second year of teaching, she was even nominated by her principal for the Golden Apple award. "I



loved teaching and was passionate about helping my students. I often worked extended hours helping students and initiating and implementing school and district-wide curricular and extracurricular programs," said Sharon.

After having her first child, she said, "I found myself requiring and desiring a higher income and I also wanted to work close to home with flexible hours." She tutored close to home while getting

her real estate license and found her passion to be in a commission-based career. "Though I initially viewed real estate as a part-time job, I quickly got hooked," she said. Five years into working with real estate, she decided to go with the momentum and watched her business grow.

Sharon started at a small office in Wilmette within a large National Company called Century 21 Nash. Nine years later, she moved to Kahn Realty in Winnetka and was there until Coldwell Banker bought Kahn in 1996. She has continued to work with Coldwell Banker until summer of 2020 when she moved to @properties. Spurred by time-consuming pressures brought on by the recession, Sharon formed an award-winning partnership with Frank and Trish Capitanini. Their partnership was from 2010-2018 in order to continue to provide exceptional service to their clients. Sharon has been ranked the #1 CB Sales Broker in the entire North Shore most years from 1996-2018 and frequently was the #1 Sales Broker in Chicagoland and Midwest region. She has been listed among the Top 1% of brokers worldwide since 1996, has been recognized as one of the top 20 agents in Cook County since 1996, and much more. She has highly valued and respected all of the management teams she has encountered.

Sharon says, "I recently changed my goals and now focus on what I am most passionate about FAMILY! I now want to be the best wife, mother and grandmother on the planet, or





• • •



• • •

at least the north shore... but I have fierce competition! However, I am still extremely passionate about my work and derive great joy in helping my buyers and sellers achieve their goals." She has been married to her husband, Bob Boehm, for nine years. Together they live in Highland park close to Bob's two married sons and five teenage grandchildren. One of their favorite activities to do together is to enjoy family lakefront boating and games during the summer at the Boehm family home on Cranberry Lake in Eagle River, Wisconsin. Sharon also has three married children from a previous marriage and eight grandchildren (ages 2-7) that are "the light of my life," as Sharon says. "They make the sunshine every day. We love any and all family time we get together." Sharon's children live in Chicago (formerly in Fort Worth), Minneapolis and San Francisco. She spends a great deal of time now traveling to see her family. She is eager to get the Covid vaccine so she can resume her cherished family visits and vacations together.

When she is not working, Sharon loves to cook and Bake. She says, "This started back when my mom worked and taught me how to start 44

We love any and all family time we get together.

77

dinners after school before she got home. Baking has been a source of enjoyment since a kid." She also enjoys sewing quilts, pillows, and toys for her grandchildren. Sharon has been a longtime supporter of The Ronald McDonald House and the Jewish United Fund. The Leukemia and Lymphoma Society and related charities has recently become a huge part of Sharon's life after her young granddaughter was diagnosed with Leukemia. "My granddaughter is doing very well thanks in great part to the work of this and similar cancer organizations," said Sharon.

It has been important to Sharon to think of others before herself. "I try to live by the Golden Rule: Treat others the way you wish to be treated. This means ALL others. Honesty and integrity are always paramount," said Sharon. She has worked hard, worked smart, done extensive research, and set the tone for keeping everyone involved and happy during each transaction. We congratulate Sharon on all of her success and thank her for the footprint she is leaving in the North Shore.









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