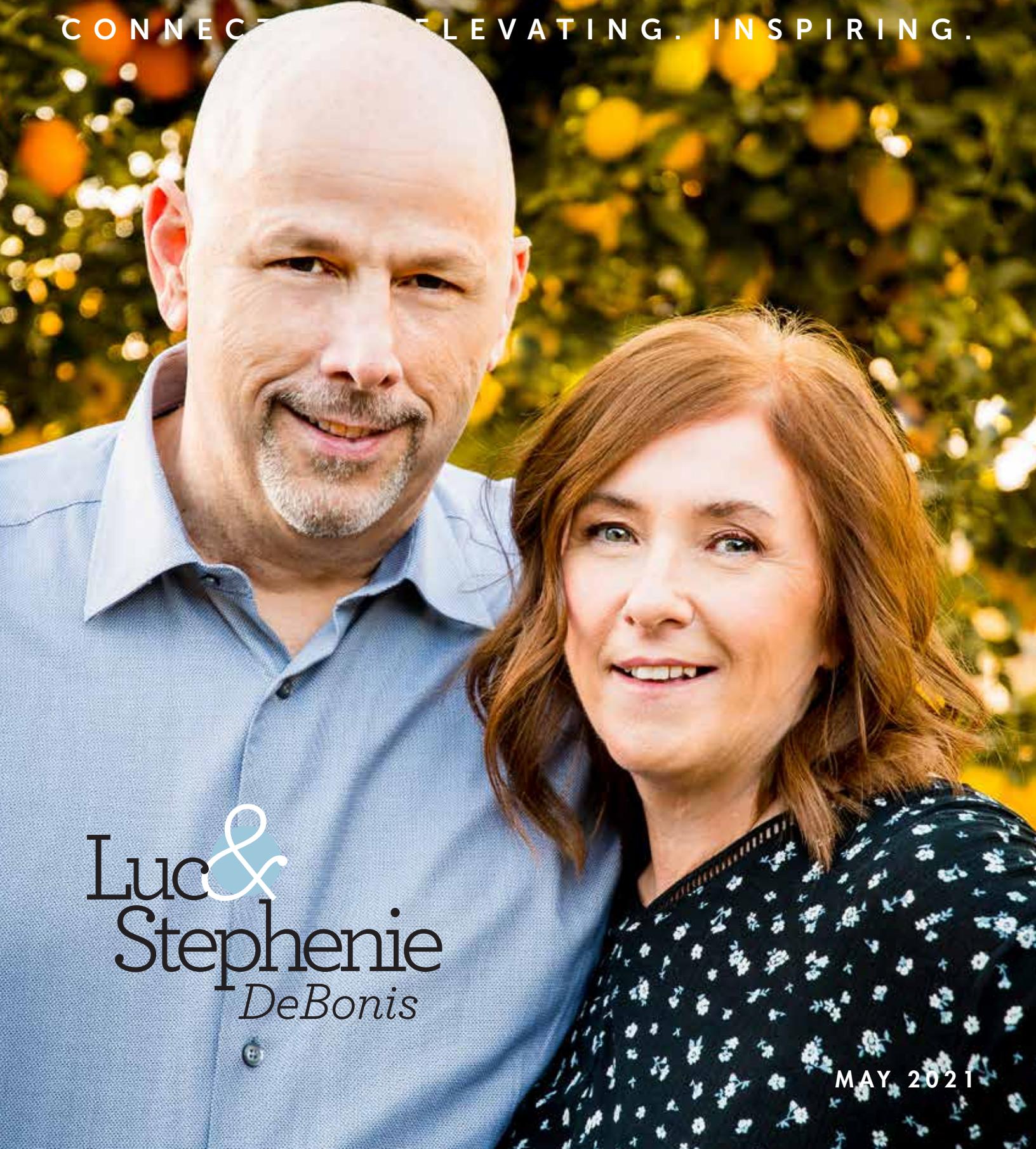


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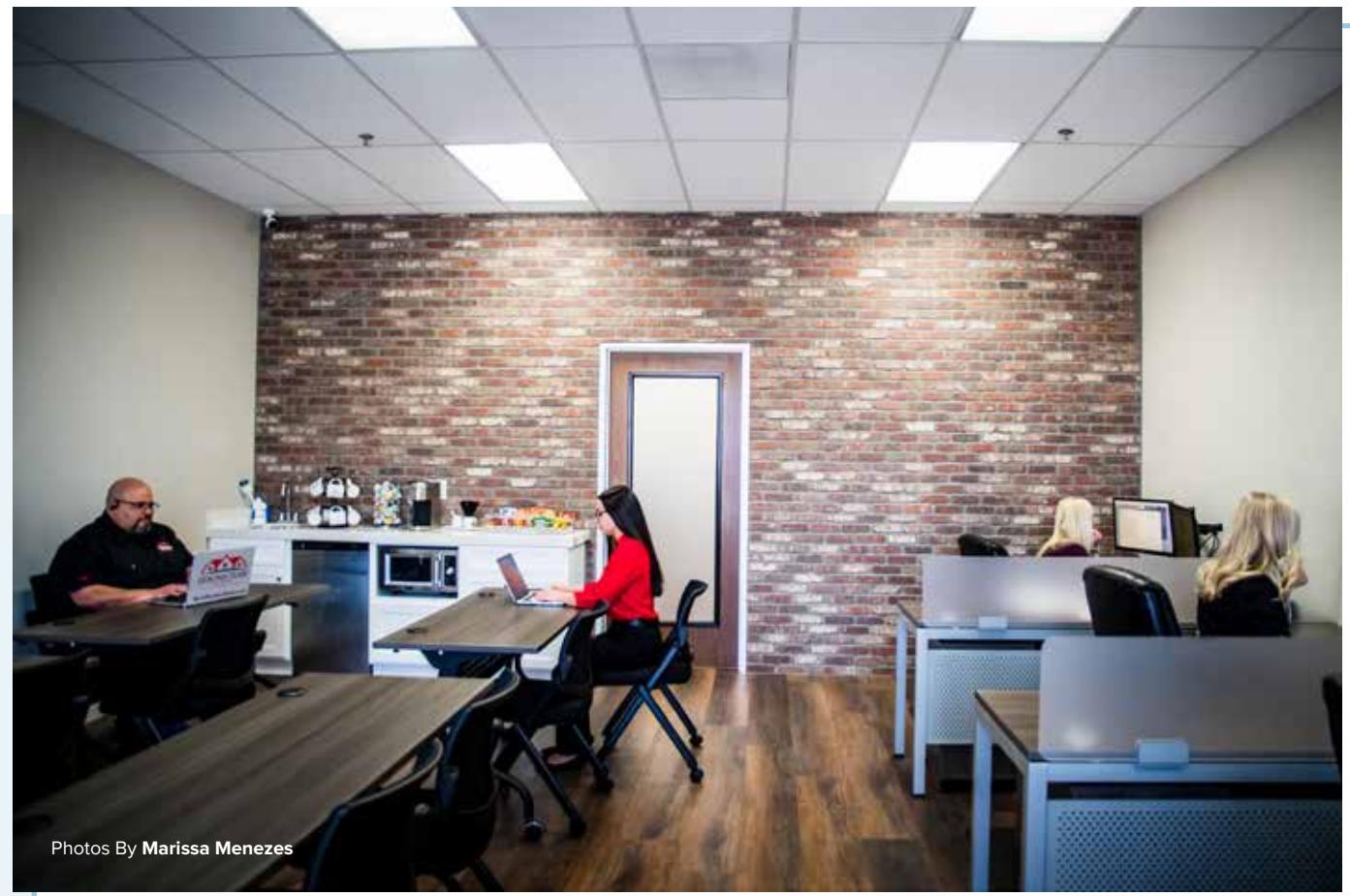
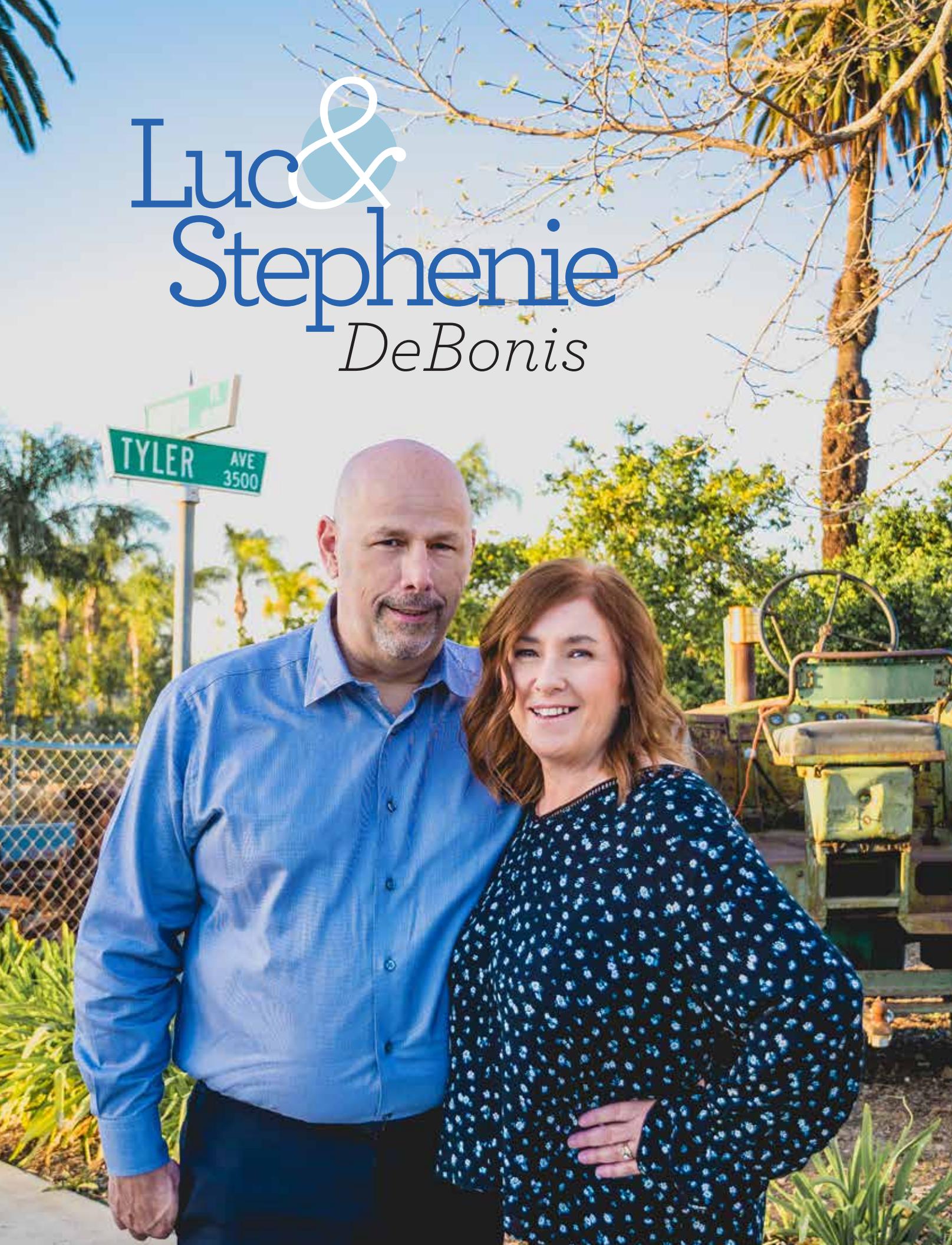
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Luc & Stephenie DeBonis



The DeBonis Team lives by a quote from Zig Ziglar “You will get all you want in life if you help enough other people get what they want” and it is easy to see how that ideal permeates every aspect of their life.

Born and raised in Riverside and married for over 30 years, Stephenie and Luc love where they live, what they do and who they work with. Work/life balance has been less of an issue for them because their four kids: Patrick, Bailey, Nikole and Bryce are their team, in and out of the office. Their oldest, Patrick, works with them daily in the office, helping build and manage their team. After Luc suffered a career-ending injury, Stephenie went back to work to support the family. She walked into the Keller Williams office in Mission Grove and the rest is history. Luc also got his license and they just

opened their own beautiful independent agent KW office in Orangecrest next to JujuBar. As a family, they love to travel and try new things, finding new eateries around the world. When they’re home you can find them by the pool BBQing with their kids or at Canyon Crest Town Center. Luc and Stephenie say “What drives us to succeed is the fear of failure and our kids. We recognized at the start of our real estate journey, five years ago, that failure was not an option. Our success following has been a result of this.”



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fear of failure and our kids.

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PREFERRED PARTNER PANDEMIC PIVOTS

Photos By Marissa Menezes

TROY HAZELIP, PLATINUM HOME MORTGAGE

I have built my entire career on change. As a matter of fact, the only permanent aspect to lending is change. So, after 30+ years as a lender, adapt and move forward is second nature.

Early on in the pandemic there was so much information it was hard to determine what was accurate. Shutting down just never seemed like a viable option. So, adapt and move forward kicked in. We made changes to safety procedures and learned to keep staff and clients safe as we navigated this new “normal.”

By keeping a presence, the by product was, we noticed all our realtor partners, as well as clients, felt more at ease. My guess is all felt at ease knowing there was a captain and team making sure everyone crossed the finish line.



NANCY KENNY, HOMEBRIDGE FINANCIAL SERVICES

I will never take for granted the “in person” relationship.

I will never take for granted the luncheons, the office meetings, the after work get togethers.

I remember you almost dreaded some Christmas Parties, or other holiday get togethers. The silly antics or even costumes at some of these events, they made you laugh or roll your eyes. But it was memorable, it is what life and relationships are about. Business is about Relationships. That's why AI will never completely take our place. AI can only comprise data of a client's statistics and score the file. It can't communicate, listen, and comfort those clients. It doesn't build relationships or trust, it just does a job.

So when things get back to “normal”. Don't pass up that opportunity to get together, to listen, laugh and build those relationships. Because life is not just a job.



LARA LOCKE, LOCKE YOUR LOAN

What changes have you made in your business that you will incorporate long term? Due to the increase in volume we had to look for ways to get more efficient very quickly. One of those ways was digging into technology to help us get some of our day-to-day tasks done. We really have bridged the gap between personal touch and technology in doing so.



What positive things have you incorporated in your personal life that you'll keep? Again, because the industry became very busy, I had to quickly learn how to balance my life. Family Adventure Wednesdays helped as well as planning our weekend vacations once a month for an entire year. We have started Overlanding (off-roading in our jeep and setting up on the trail with a tent) with our kids, which has been so much fun.



Photos By Marissa Menezes



Paco The REALTOR® grew up in Rancho Cucamonga when it was just Cucamonga. Married to Claudia Gallardo and dad to Maggie, Paco loves to meet new people and problem solve. He started out working for Xerox and as an investigator for the State of California but wanted to start his own business and so he became a REALTOR® and is now also a successful real estate coach. On coaching, Paco says, "You must be willing to step outside your comfort zone and do things you hate or are scared to do. Most REALTORS® fail because they are only REALTORS®. You must understand that you are a business first and REALTOR® second. This is the most important lesson of all!" Paco loves baseball and golf and is excited to travel with his family. Paco says "You must understand that this is a people business. You must be able to tell them the good, bad, and ugly. We have to learn to be experts and not just facilitators of the transaction. Being an expert means that we are problem solvers. What separates the top agents is that they understand that you have to constantly remind people of what you do. You have to provide value before they need it and most important you have to treat them like a person and not a commission."

...



66

...
**BEING AN EXPERT
MEANS THAT WE ARE
PROBLEM SOLVERS.**

What separates the
top agents is that they
understand that you have
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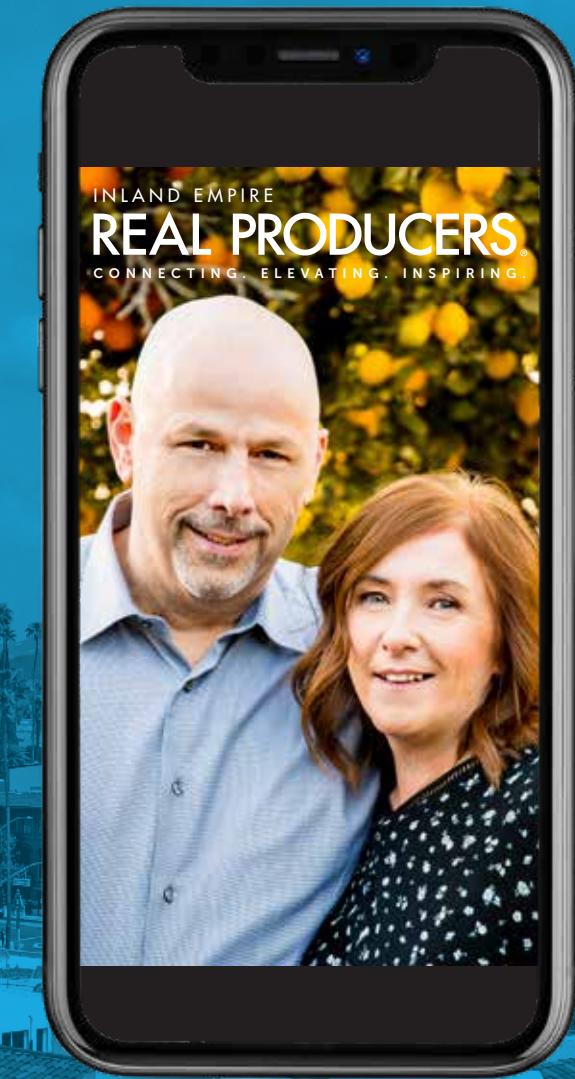




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What I Learned During the pandemic...

We asked a few of our favorite REALTORS® what the pandemic taught them and what they will take into their business going forward, here's what they had to say...



Adriana Nagel

While we may have lived through the same pandemic, it may have been a different experience for each one of us. I personally learned to appreciate my life from a whole new perspective.

My family was together pretty much 100% of the time. To maintain our sanity, we allowed each other as much private space and time as possible for work, study, and personal time. This was a little challenging in our small home, but we were generally successful. Since we couldn't go outside for entertainment, we got creative with themed family dinners, which we continued every night for nearly a month. We each wrote down several theme ideas when we started, and then picked one each day. We put together homemade costumes and made our

own props that fit the theme. It was a lot of fun to reveal our costumes and take photos, which we shared on social media with the hope that it would improve the spirits of our family and friends. This experience taught us that we could have fun as a family without going out to buy things and spend money. We learned to be spontaneous and creative, and we had some good laughs, which helped us relax a little during the uncertainty around us.

The stay-at-home order was particularly challenging for me, as I am a very social person. I love to get together with my entire family and my friends as often as possible. I love going to meet and work with my clients, I love traveling to conferences and networking with my fellow REALTORS®, I love spending time and having fun with my girlfriends and I have missed these normal activities very much. Fortunately, the internet provided the opportunity to maintain those important relationships. I participated in hundreds of Zoom meetings for work and

fun, celebrated birthdays online, played games with my family and friends, and had fun with my family watching movies and some great TV series together. I had my low moments, but I always tried to stay positive. I understand how some people can get really depressed when they are not able to interact with others, and I am grateful for everyone that kept these services working for us.

I also found the time to work a little more than usual in my tiny garden, which was a great reason to get outside each day, and I also enjoyed the chance to take walks and get to know some of my neighbors a little better. I was even able to trade some of the lemons from my bountiful tree for some rice from my neighbor. We laugh about it now, but it was the beginning of the pandemic when the stores were low on almost everything, and I couldn't find rice anywhere. I was so happy that my wonderful neighbor was willing to barter some of hers. It was very sweet of her.

I think the pandemic helped me to appreciate the simpler things in life, and I felt blessed that my family and I remained healthy, and that we were able to keep working, and that we had each other to get through it. I know that others have not been so fortunate, so it has reminded me that I should never take these things for granted.

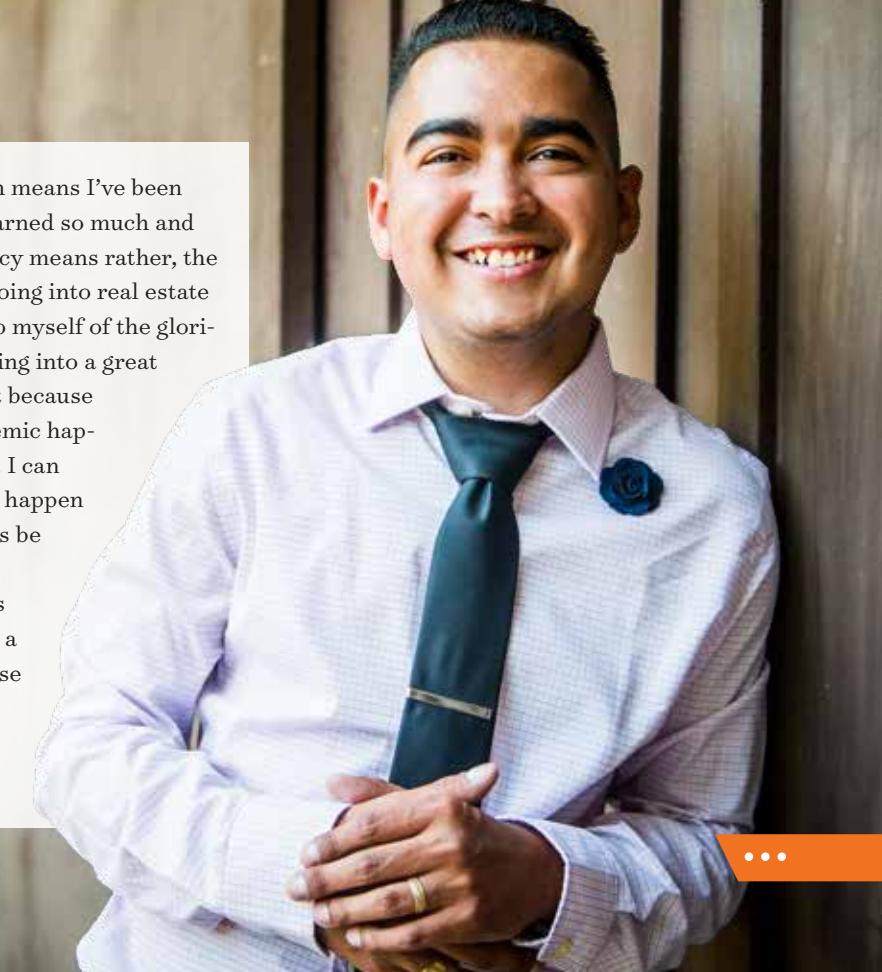


Brian & Mandi Perrone

Life and work got crazy all at once! We went from 60 to ZERO in January through the end of March. Life seemed to come to a complete stop, then late May early June we went from ZERO to 60 and we felt like we were on Mr. Toad's Wild Ride at Disneyland. We decided to start using "Showing Time" to help handle the craziness of showing demands on listings, which I never really was interested in using before, but we will now ALWAYS use it! The way we managed our sellers and buyers had to change as the world changed daily.

Jose Navarrete

This year I will be renewing my REALTOR® license which means I've been a REALTOR® for four years. During the four years I've learned so much and not just on how to write an offer or what a loan contingency means rather, the fact that this career requires and demands adaptability. Going into real estate I would hear the tales of the crash of 07/08 and thought to myself of the glorious days for lots of agents before the crash. That I'd be going into a great market and money would roll in naively. Many agents quit because they didn't know what to do and how to adapt. The pandemic happened and this was my either make it or break it scenario. I can honestly say that the realization that anything can always happen no matter what career field you are in. The key will always be your willingness to let go of past egos or narrow minds of how you do things because it's comfort and instead always change, always adapt and grow with the seasons. My take a way and pivot has been that, never impede yourself because of fear of the changes. Learn to see what can be and the inevitability that is. Anything that stays the same is doomed to fall, so find a way to grow above all.



Keisha Hosea

The biggest change that I have made in my business that I will incorporate long term is showing the public more of my personal and sillier side. Until the pandemic occurred, I didn't really share my personality outside of my professional mode. Having less in person social interactions during the pandemic along with really getting in front of the camera more, just made this transition more of a natural progression. Realizing that I have so much more in common with many of my past clients or even new clients as a result of these exchanges has been enlightening and fun.



Ruben Hernandez

When Covid hit, we immediately set goals ("must-dos") and sprang into action. These "Musts" were centered around God, Health, Family, Business and Community and were comprised of daily activities that would allow us to stay focused on improving daily in these areas. We also measured our progress frequently to ensure we were on track to hit these goals. As a result, we saw significant improvement in all areas of our lives (faith, relationships, sales, philanthropy, health, etc.). It was truly a game-changer.



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