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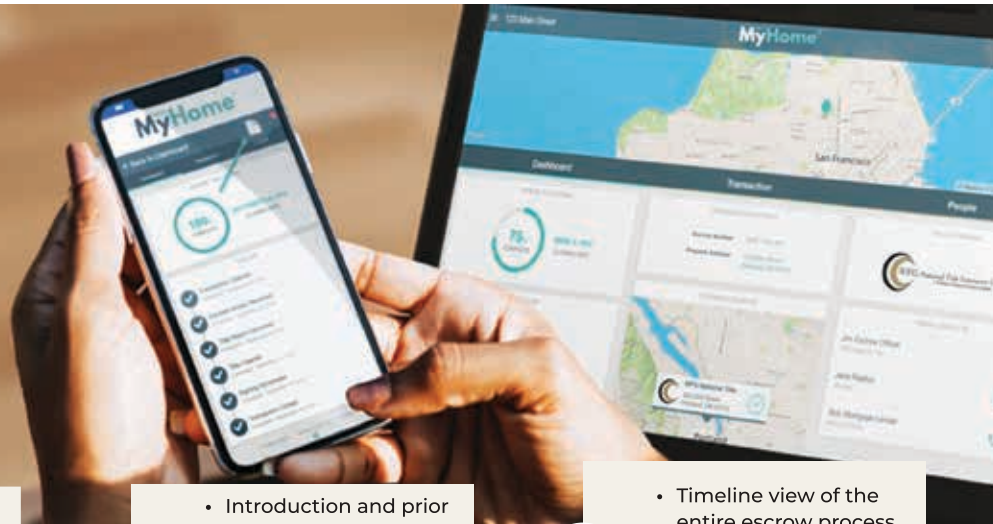
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# PUBLISHER'S NOTE



Brian Gowdy and Jamie-Lynn Figure taking the ferry from Seattle to Bainbridge Island

Welcome to our October edition! This month, I'm thrilled to showcase some incredible Colorado Springs REALTORS®!

Since taking over *Real Producers*, there have been a handful of agents that I've been intimidated to reach out to; Doug Barber was one of them. More than one agent has told me that, growing up, their dream was to work for The Rawhide Company REALTORS®. When Paul Goldenbogen recommended him to us in 2020 (over a Zoom call), I waited almost a year before finding the confidence to call Doug for a meeting. When I finally met him, he was as kind and welcoming as I could imagine. He is truly the icon he is made out to be.

Back in 2021, Brandy Brown reached out to me to nominate Kendall Sukach to be featured ... and I made the error of overlooking her message. Months later, the two were nominated for a feature by Michael Ice, and I'm thankful he did. Their stories speak for themselves, and meeting them both elevated my belief in what we do.

Krystal Mucha was a delight to sit down with. She has had a roller-coaster career path and, since entering real estate, she and her team have erupted. Plus, when I first sat down with her, she was one of the most helpful agents I've met with in terms of connecting me with prospective vendors to advertise in *Real Producers*. Thanks, Krystal!

And Ben Stratman, owner of Creative Carpet Care, and I go back to 2014. I was running a neighborhood magazine for Broadmoor, and Ben was one of our advertisers. He had recently taken over his business, and today he runs both Creative Carpet Care and AmeriDri. He was (re)referred to us by Andrew and Wendy Weber and does work for tons of agents. As an advertiser, anytime you have the opportunity to support Ben's business, you're also supporting mine!

To nominate our next REALTOR® or potential advertiser, just reach out. Thank you,

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# KRYSTAL MUCHA





## MAKING MOVES WITH CRYSTAL CLEAR PASSION

*Krystal Mucha started her real estate career to have more time with family and stayed because it became her passion. This rising star builds relationships with clients and fellow agents through transparency and truth. Her fun, non-traditional marketing methods add value to buyers, sellers, investors, and clients.*

Growing up in poverty taught Krystal to appreciate people and relationships at an early age. As a child, she dreamed of being a marine biologist until she discovered she was claustrophobic and was afraid of encountering a shark. Undaunted, she started dreaming of being a news anchor on the Today Show.

### Passion For Family

Krystal started her adventure as a military wife on the beautiful island of Puerto Rico. During the two years there she volunteered at the Navy-Marine Corps Relief Society. This is where the seed of “giving back” sprouted.

Having no family to follow, each time she carefully created a new support system with “aunts” and “uncles” for herself and four children to connect with. Although they didn’t share a bloodline, the families supported and encouraged each other as they shared each new experience together.

After many moves, the family settled in Oklahoma. Krystal accepted a corporate position and quickly rose to the top in her career, but the closer she got to the corporate suite, the greater the demands were on her schedule. When she became a single mom, it was even harder to find harmony as she tried to care for her family and fulfill the responsibilities that came with her job.

### Passion For Entrepreneurship

Being a decisive and straightforward person, Krystal decided that her children were not getting the best version of her, and something had to change. She typed up her resignation letter knowing there would be no negotiating; her decision was final. With very little in savings, and failing not being an option, Krystal set out to become a successful real estate agent.

Krystal finished the required course work in a week and immediately scheduled her test. She passed in under an hour and became a licensed REALTOR® August 1, 2019. Despite the pandemic, Krystal successfully started Mucha Property Group August 1, 2020, married the love of her life on August 1, 2021, and built up her team of 11 by August 1, 2022.

Krystal’s first few months were difficult and took a financial toll. Determined to find a way to become successful without returning to the demands of the corporate world, she took on a retail job. It only lasted one day, but she tells others that that was the catalyst that now has Krystal recognized as a Peak Producer and is in the Top 10% for her second year. She jokingly said, “It would be my third, but for some reason I had to go to school first.”

### Passion For Adding Value

Motivated by her own experiences, Krystal is intentional about adding value to her own team members. Because her goal is to always fail forward, Krystal shares her experiential wisdom with everyone so they can learn without the pain. It makes her proud to help her team feel prepared and confident in their profession. The most important way she invests in them is *mentorship*.



MY GOAL HAS ALWAYS  
BEEN HELPING PEOPLE,  
WHEREVER WE LIVED,  
AND WHATEVER  
I WAS DOING.



She takes great pride in knowing the team's dynamic is like that of a family. Team members help each other without hesitation and are unashamed to be transparent in their interactions and expressions of genuine love and respect for each other.

Like the hostess of her own "Real Estate Today Show," Krystal connects to her audience on a personal level and adds value through her informative social media video campaigns where she talks about current market trends, freely shares professional advice, celebrates others' successes and gives virtual tours through her "Minute To List It©" walk-throughs. Just three years into the career she is passionate about, Krystal is highly celebrated among her peers, the community, and across the social media outlets.

"I found that people want to feel needed, and to have a chance to be the hero," smiled Krystal. "As I was trying to be my authentic self, I made the audience part of my story and struggle. And I discovered that it created more buy-in! Also, I don't try to make strangers like me. I would rather focus my energy on the people who already love and support me."

#### Passion For Giving Back

Krystal is proud to have military family, friends, and clients. She has compassion for everything they, and their families,

experience. Her nephew had been serving in the Army before he ended his own life this spring. His loss prompted Krystal to increase her support of programs like Stack Up ([stackup.org](http://stackup.org)) that work to combat veteran suicide through gaming. She also supports Mary's Home ([dreamcenters.com/marys-home](http://dreamcenters.com/marys-home)) and other local charities that serve the transient community, and the post-trafficking ministry of Reclaiming Hope ([reclaiming-hope.org](http://reclaiming-hope.org)).

Krystal loves dropping off helpful gifts to her clients, and enjoys the warmth of every event she hosts that feels less of a "client appreciation" and more like a party that she invites all her family to enjoy. One of the things Krystal loves the most about her career is that she is building it with her husband, DJ and their children.

"DJ holds the kite string and keeps me grounded when all I want to do is fly off in the wind," smiled Krystal. "I am proud of who he is and thankful for his love for our family and how he supports me. I am proud that he served our country, and glad that he is now with us every night!"

DJ, Krystal and their six children - ages 8 to 19 - spend their free time mastering escape rooms, watching movies at home, and having family campouts (a tradition that started during tornado season in OK). When Krystal and DJ aren't building their successful business, they enjoy skiing and golfing together.

"One of the greatest lessons that I have learned is that everyone is intended to be in our life for a purpose," Krystal reflected, "and am glad to pass that lesson on to my children and agents. The purpose for our lives intersecting is usually mutually beneficial, but occasionally someone needs to receive more than they can give back, and that is how we learn to empower others and set boundaries. My goal has always been helping people, wherever we lived, and whatever I was doing. And I bring that passion to my family, my team, my clients, and my community. And I truly believe that *THIS* is what makes me successful."

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# kendall SUKACH

▶▶ up-and-comer

Written by Ruth Gnirk  
Casa Bay Photography



## “DESIRE TO INSPIRE”

**b**ecause others invested in her and inspired her to greatness, Kendall Sukach learned to have hope, combat negativity, and work hard to achieve her goals. After faithfully serving in the dental field and working as an office manager, she transformed her health and her career. Now as a licensed REALTOR® and Associate Broker, her out-of-the-box thoughtfulness inspires her clients and teammates to follow through and achieve their dreams.

## SURVIVE

Kendall was born partially into another culture and given a new name at the age of 13. She had survived abuse and endured being routinely told, by people that she loved and trusted, how ugly and worthless she was. When she came to live with her Italian grandmother Bobbi for her first two years of high school, it was like a taste of normal life.

Grandma Bobbi ran a body shop in Edgewater, Florida. She worked hard and loved unconditionally, and she was Kendall's advocate and hero. Bobbi believed in Kendall when no one else seemed to, and taught Kendall to genuinely, authentically, and unapologetically be herself.

After being reunited with her mother for her last two years of high school, Kendall held down three jobs to pay for things parents usually provide, and to find peace amid chaos. After graduating, Kendall moved to Jupiter, FL to escape her home life and started working at a dealership. The owner's wife, a dental hygienist, noticed Kendall's heart for service and ability to connect with customers. She encouraged Kendall to consider a dental career.

At age 19, Kendall started working as a sterilization technician while she studied to become a certified dental assistant. She served in the office of Dr. Alonzo, an amazing pediatric dentist who had immigrated to the US herself. She recognized Kendall's silent cry to belong and be valued. Dr. Alonzo took Kendall under her wing, becoming a mentor and a mother-figure. She taught Kendall to be herself with poise.

...



### STRIVE

After years of faithful service, dedication, and proving her leadership qualities, Kendall became the office manager, despite being the youngest one there. She was the right one for the job. Kendall knew how to lighten the mood by having fun with the other team members, and she wore fun socks and sparkly eye shadow to cheer up young patients.

On July 3, 2009 Kendall started her journey to health and fitness. She became disciplined with her eating and exercise routine, and joined Phil's Fit Camp. She started gaining energy and losing weight. It was rewarding to see and feel the improvements she was making through all her effort, but some were intimidated by her progress and her new-found independence.

### REVIVE

There was a time when Kendall thought about quitting, after she found out her (now) ex-husband was not remaining faithful to their marriage vows. Her trainer challenged her to think higher by asking who she was doing this for. Kendall wasn't trying to please or impress others, she was doing this for her health, so that she could be the mom and the woman she needed to be in the present and the future.

"Grandma Bobbi taught me it was matter over mind," shared Kendall. "When I was going through things as a teen, and then again as an adult, I knew I could not listen to the negative voices. Since the age of 29, I have been looking at myself every morning and speaking affirmations to myself. And in the evening, I reflect back on my wins during the day."

Through increased activity and consistently disciplined eating for two years, Kendall lost 207 pounds and some relationships that had been holding her back. In 2011 she earned a certification as a spin instructor. It was motivating to know that a room full of attendees were counting on her to show up with a good attitude in the early hours of the morning.

### ARRIVE

On April 1, 2012 Jeff and Kendall started their life adventure as husband and wife. Jeff wanted to bring Kendall to Colorado but wasn't sure the Floridian could handle the cold. In March of 2016 they vacationed in Colorado Springs and stayed with Ace Lashley, Jeff's college friend from Florida State University who was an instructor for the Air Force Academy's Aero Club. Kendall piloted a

plane for the first time and fell in love with the city. When they returned to Florida, Jeff and Kendall put their house on the market.

Five months later, the Sukach family moved to the Springs. Because of her loyalty to Dr. Alonzo, Kendall continued managing the pediatric dental office remotely.

Kendall's Colorado REALTOR® needed an assistant, and relocating to such an inspiring place had piqued Kendall's curiosity about a career change. With 16 years of office management experience, and a hunger to learn about real estate, Kendall was a great fit. By December 2019, she was a licensed REALTOR®.

Kendall stepped down from managing Dr. Alonzo's office on July 3, 2020, exactly eleven years after she had started her health journey. She had faithfully served in Dr. Alonzo for over two decades, and Kendall continues honoring her mentor today by building her own business.

### DRIVE

Rabecca, one of Kendall's first friends in Colorado, they met at a holiday party for the "Moms Run This Town/She Runs This Town" running club. Rabecca invited Kendall to come to a career event where she met broker Brandy Brown of EXIT Realty Mountain View (you can read Brandy's story in this issue as well). Kendall knew from their first casual conversation that they had similar values, ethics, and goals for themselves and the community, and she was honored to be invited to be part of the exclusive, invitation-only brokerage.

Kendall's focus is inspiring others. She listens, reads the room, and treats people the way they want to be treated. She prefers to call, not just text. She discovered later that there were others who had similar practices after she completed the Ninja Selling Program.

Kendall pays it forward to small businesses in the community by utilizing them for her signs and closing gifts. She hosts gatherings and events for clients, and enjoys connecting with them around town. Like her spin students at the Tri-Lakes YMCA, her clients are not numbers, they are like *family*. She is also part of the Success Collective Tri-Lakes Chapter, a group of like-minded professionals who are inspired by the book *The Go-Giver*, written by Bob Burg and John David Mann.



“  
I’M DOING MY PART  
TO INSPIRE OTHERS  
TO BE THEIR BEST  
SELVES IN EVERY  
PART OF THEIR  
LIVES. I CARE  
ABOUT MY CLIENTS,  
MY FELLOW  
AGENTS AND OUR  
COMMUNITY. I WANT  
TO INSPIRE OTHERS  
TO CARE ABOUT  
EACH OTHER,  
TAKE CARE OF  
THEMSELVES AND  
LOOK FOR WAYS TO  
PAY IT FORWARD.”



She adds value to her clients in very selfless and creative ways. She sets aside money from each sale to pay for the next client’s pre-listing inspections so that the sellers can address issues, or at least know what objections the buyers will have. She helps sellers create a binder containing information about the house, and the inspection report follow-ups, that will be gifted to the new owners.

Kendall has specific lists and tools to help her clients understand the process they will be going through. This helps her set realistic expectations and stay on task. She has created specialized gift bags tailored for buyers, and other bags tailored for sellers, that contain items they may need to decrease their stress levels, such as a tape measure, flashlight, and magic wand.

“Everyone needs a magic wand,” Kendall smiled, “and I like to have fun with my clients. The wand lets them symbolically wave their troubles away, and if there’s some way I can help make that magic happen, I will. I am here to help them achieve their dreams, and create a future, no matter what happened in the past. I create my future by helping others create theirs.”

#### THRIVE

Because of her genuine passion, her heart for others, and her strategic care plans, Kendall has been a top producer and achieving more each year. She has won every award every year so far, including the Key To Success Award and the Spirit of EXIT Award.

“Real estate is not about the money, it is about the people,” Kendall shared. “Clients can get on MLS by themselves. It’s my job to get them that house! I try to live my life *on* purpose and *in* purpose.”

Being a Colorado Springs Real Producer was on her vision board, as is earning her private pilot’s license. She is saving up for lessons with each transaction she completes. Kendall enjoys spending time with her family, running, hiking, biking, and skiing, and also likes to try new food with people she loves. Her son Evan is working his dream job at Epic Mountain Gear, and her daughter Amelia enjoys working at The Great Wolf Lodge.

“I would not be the person I am, and have the mindset I have without the love, instruction, and inspiration I received from my wonderful Gram who taught me that it is impossible to be ordinary when you are extraordinary,” Kendall reflected. “I would not have my drive, or be able to run my business, without the inspiration and mentoring of Dr. Alonzo. And I would not be able to do what I do every day without my wonderful husband Jeff, who is my cheerleader. I am inspired by these three people, and others, and I want to inspire others to care about each other, take care of themselves, and look for ways to pay it forward.”

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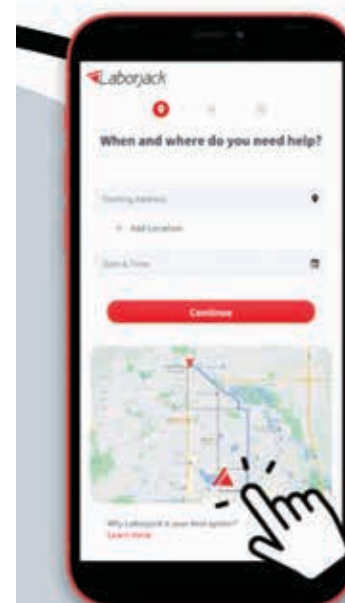
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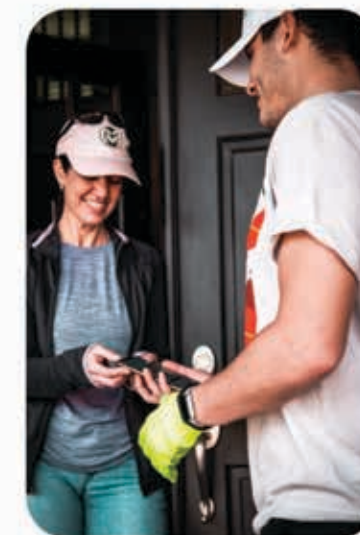
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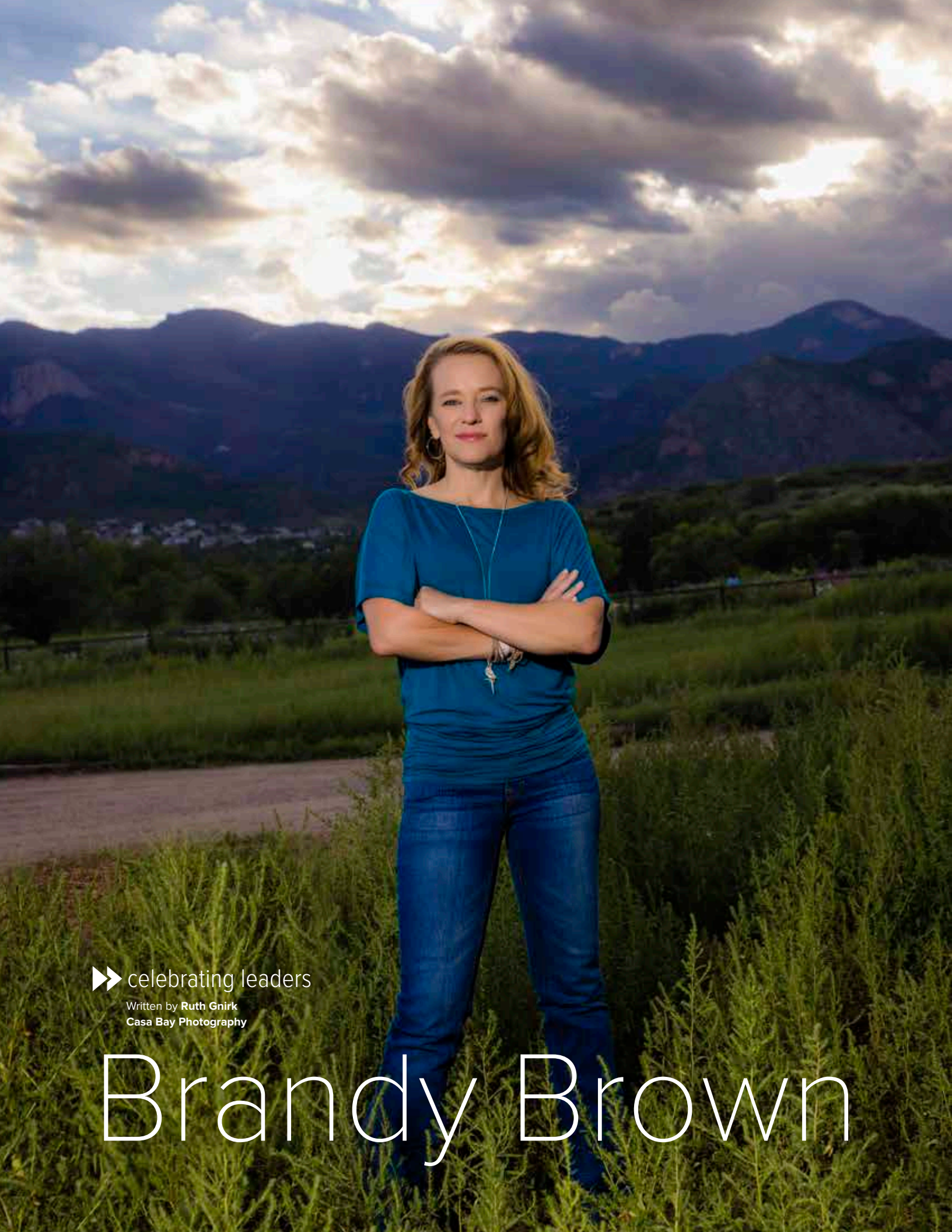
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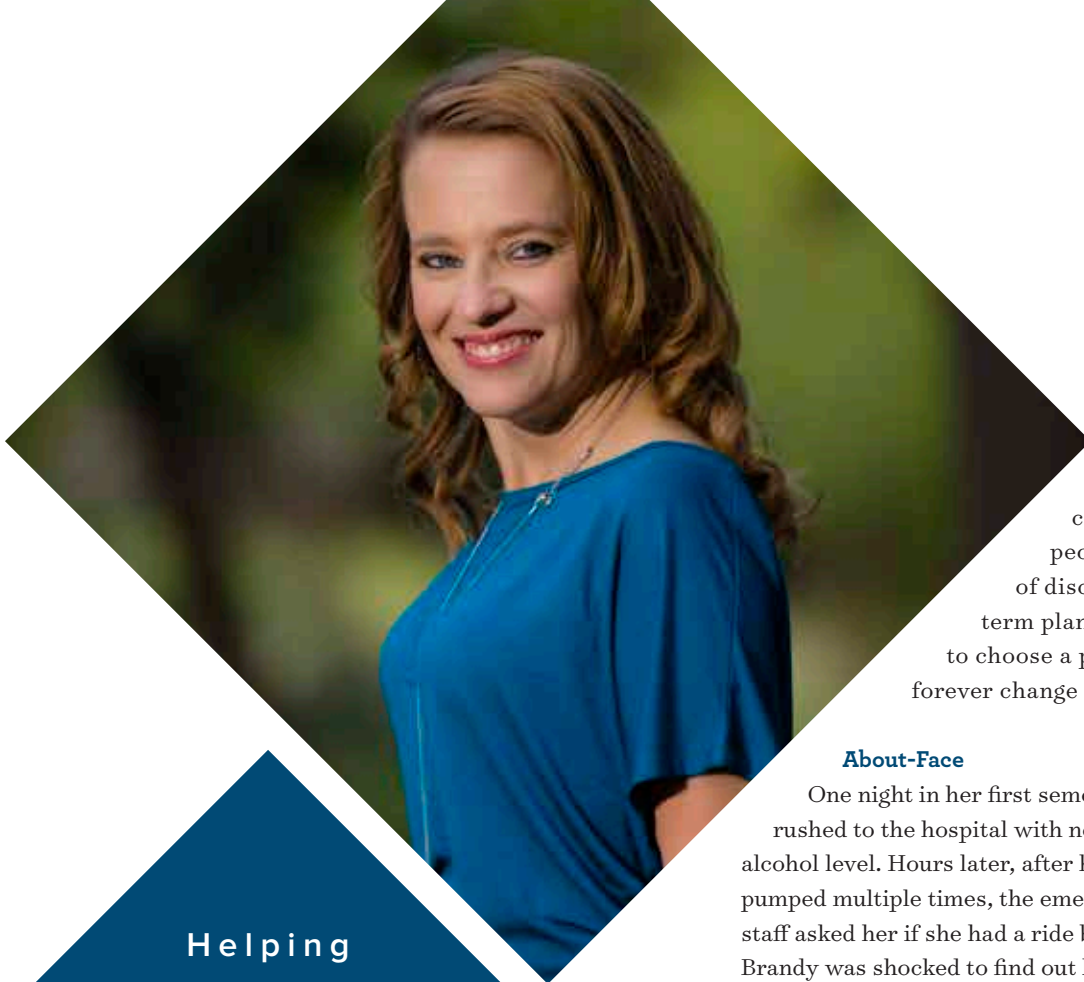
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Written by Ruth Gnirk  
Casa Bay Photography

# Brandy Brown



connecting with people, but her lack of discernment and long-term planning caused her to choose a path that would forever change her life.

## Helping Others Create An EXIT Strategy

*A near-death experience in college challenged Brandy Brown to reevaluate her life, and the discipline she learned in the military set herself up to be successful in real estate for the past 15 years. This Tiny Home real estate land guru and mother of four is also the broker-owner of EXIT Realty Mountain View. She is thankful for her clients and her team, and looks forward to helping her community create their own exit strategy.*

Brandy grew up in New York, surrounded by people and surrounded by needs. Rather than hardening her heart, she wanted to help others. After some difficult experiences as a teen, Brandy was placed in the foster care system. The connections she made and the help she received inspired a desire to find a career in which she could work with people, especially teens.

Because she was in the NY foster care system, she had the opportunity to attend a state college at no cost. She excitedly left her small town to attend school at SUNY Oswego. She started

**About-Face**  
One night in her first semester she was rushed to the hospital with near-fatal 0.38 blood alcohol level. Hours later, after having her stomach pumped multiple times, the emergency medical staff asked her if she had a ride back to her dorm. Brandy was shocked to find out how close she had come to death. She asked for a ride to the nearest Army recruiter, instead.

When Brandy joined the Army she set a personal goal of becoming a military police officer, despite the fact that she was 4'11" and weighed 85 pounds. She proved everyone wrong by achieving her goal, and proudly served in the military from 1996 through 2001.

Brandy remained connected to the military as she married an active-duty soldier. In 2005, as they were buying a newly constructed home, the REALTOR® told Brandy she would make a great agent. In 2008 orders brought the family, including their new baby, to Hawaii. She enjoyed her time there, but when they found out the next station was going to be in Colorado, Brandy started studying for the real estate exam.

**A New Strategy**  
She became a licensed REALTOR® the fall of 2013. She started working with an agent at Challenger Homes, and moved on to a resale brokerage at the end of the year. In the first year as a resale broker she closed six transactions. She tried other brokerages and found that EXIT Realty fit her values the best, and offered the support and tools she needed. The next year she closed 12 transactions. ●●●

...

In 2016 she closed 18 transactions and was featured on HGTV's Tiny House Hunters for the season, and the next year she closed 36. In 2018 her husband was stationed in Korea, leaving her to parent their four children, and she still closed 52 transactions without a coordinator for most of the year.

"That year was doable, though not recommended," smiled Brandy. "It was possible because of the support system I had through EXIT. **We are family disguised as a real estate company.** I have learned a lot through my life experiences, and I know if I want something bad enough, I *can* and I *will*, despite obstacles! The phrase 'I can't' does not exist to me."

In 2019 Brandy decided to buy the EXIT Realty Mountain View franchise so she could help grow people holistically and secure a future for herself through EXIT's residual program. She appreciated their one-on-one support system, and the exclusivity of EXIT Realty, as agents are added by invitation only. She set up an LLC so she could pay herself as well, providing a steady income despite market fluctuation.

"I am training the next generation, and my vision is affordable housing for all Veterans and their families," Brandy said. "I strive to ensure that every Veteran is aware of the benefits that their time in service has offered them for home ownership. My goal is to help others create an EXIT strategy."

#### Future and Hope

By investing herself into her clients and agents, Brandy created a "tribe." In 2021 she experienced the loss of her father in June, and her biological father in August. This year marked the dissolution of her 20-year marriage. She wasn't sure if she would be able to keep her head above water or ever bounce back, but her team stuck with her and showed her great loyalty and support.

"Their resilience helped me," she reflected. "Growth, and success, come from community. I can find the strength to do it on my own, but *I don't have to!* I am willing to battle, and don't need protectors, but I am grateful that people *want* to protect me. I would

not be who I am today without the people and relationships that have built. Build a community of trust so that when life kicks you down, you can still function."

Brandy and her children love to travel and explore. She is proud of the amazing people they have grown into. She enjoys cuddling with her giant Mastiff, watching her favorite shows, and just being around people. She is big on monthly touch-points with her clients and staying updated with their lives. She also serves as Membership Director on the board of the Women's Council of REALTORS® Pikes Peak.

"Real estate is not a transactional business, it's a *people* business," noted Brandy. "I'm breaking the mold. I ask clients and agents, and now I am asking *you*, reader: What is your end goal and how can I help you get there? The word 'exit' means 'safe passage.' What is *your* exit strategy?"



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# CREATIVE CARPET CARE



Brad Stratman (left) and Ben Stratman (right)

# & AMERIDRI RESTORATION

## ▶ partner spotlight

Written by  
Brian Gowdy

**B**EN STRATMAN TOOK OVER HIS FIRST BUSINESS AT 22 YEARS OLD. THE YEAR WAS 2008; CREATIVE CARPET CARE WAS UP FOR SALE. HIS PARENTS, ALONG WITH TWO OTHER OWNERS, HAD RUN THE BUSINESS AND WERE SELLING IT DUE TO THE TAKING ECONOMY. BEN, WITH A NEWLY REVIVED VISION FOR THE COMPANY, TOOK A RISK BY TAKING OUT A LOAN. AFTER A MEASLY TWO DAYS OF TRAINING, HE TOOK THE BUSINESS OVER. BEN AND HIS IDENTICAL TWIN BROTHER HAVE WORKED THE BUSINESS TOGETHER FOR NINE YEARS NOW.

Aside from mowing his neighbors' lawns, delivering pizzas and work manufacturing, this was his first true career.

Then fast forward to early 2019, Ben took over his second business, AmeriDri Restoration. Having excelled in the carpet cleaning industry, he wanted to help people on a larger scale. Together Creative Carpet Care and AmeriDri create a powerhouse solution for emergency cleaning and restoration needs.

Ben's vision for Creative Carpet Care is to provide customers with exceptional service and attention to detail. One of their values is quality over quantity. While others in his industry try to complete as many



jobs as possible in a single day, Ben would rather complete just a few jobs right. Further, their work is backed by their "100% guarantee or it's free." If, after cleaning, stains or odors reappear, his team will come back to clean it up. If they come back a second time, they will either redo it or they'll refund the client. In 14 years, Creative Carpet Care has only refunded two clients.

Ben's vision for AmeriDri is to be a guiding light through the disaster recovery process. Whether it's water damage, fire and smoke restoration, mold testing and remediation, odor testing, trauma clean-up or anything of the sort, the team at AmeriDri will guide customers through the insurance claim and every step onward until their home is whole again.

Beyond client care and attention to detail, something that makes Ben stand out as a business owner is the way he takes care of his employees. He takes his employees out to lunch often and provides ...



trainings once a week for both his companies. Further, he hosts quarterly team-building events such as game nights or going to local establishments. He has seven employees total, each of whom is background checked, and Ben sees them as no different than himself.

Ben's advice for REALTORS® is that all questions are good questions when it comes to restoration. AmeriDri offers free phone and in-person consultations. Further, it's worth it for a REALTOR® to recognize the value a carpet cleaner can bring to your clients. A home will sell for more with fresh carpets, far exceeding the cost of replacing. Further, a stained, stinky carpet doesn't have to block buyers from choosing what would otherwise be a perfect home.

Ben and his team are involved in the community. Once per month, they try to do a community service project, whether it's picking up trash, delivering food cans or volunteering at a local nonprofit. Further, Ben personally is passionate about The Mosaic, which is

a local organization that helps adults with intellectual disabilities. Ben shares the passion with his mother, who was a special needs teacher in town.

Aside from his REALTOR® partnerships, Ben is thankful for his family for helping him to get to where he is now. His identical twin brother, Brad, has the same passion and drive to make Creative Carpet Care & Restoration successful. His parents were the previous owners of his first business, Creative Carpet Care, and helped him take over right out of college. And, of course, his wife, Morgan, who has helped since the beginning. Her love and support makes the long hours worth it.

Ben and Morgan met at a wedding 11 years ago. Today they have a daughter, Elizabeth, who just turned 4. Ben loves spending time with them as well as hiking, golfing and following the Nebraska Cornhuskers.

"You have not because you ask not." James 4:2-3

“  
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 NOT  
 BECAUSE  
 YOU ASK  
 NOT.**  
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Written by Ruth Grirk

Photography by Heidi Mossman of Capture Life Photography

# DOUG Barber

*Doug Barber has held himself to the highest standards of personal and professional excellence for over forty-seven years in the real estate industry. He has experience in commercial and residential real estate, provides mediation and litigation consulting services, and actively sells land and homes, including some properties that his father sold decades before. As a general contractor, his clients have often benefitted from his help fixing their homes before or after a sale. Doug has a passion for teaching and building others up, and a reputation for being a man of generosity, expertise, and integrity. ...*







Doug has always considered Colorado his home, even though his father’s service in the Air Force included the adventure that comes from exposure to different people, places, and cultures. His experiences taught him to appreciate relationships and history.

The Barber family moved to Colorado Springs in the late 1950s when his father, Ken, became part of the first cadre of instructors at the Air Force Academy. Ken and some friends purchased land from a rancher and started a subdivision, and a decade later Ken retired to pursue real estate and development full-time. Doug, then a freshman in high school, shadowed his dad and he and his brother helped with any aspect of the business that was needed. Ken and Doug, with great partners, developed and sold thousands of acres of land, and Doug also helped build many custom homes.

**The Process**

In 1973, Ken started The Rawhide Company. Doug shared his dad’s vision for creating a future for their family, and the families in their communities, and enjoyed listening to the visionary conversations when his dad spontaneously brought clients to their home. Doug also admired his mother Carolyn’s flexibility and gracious hospitality, as she cheerfully added more plates to the table and made the visitors feel welcome.

Doug became a licensed REALTOR® in 1975, and by 1977 he had earned a degree in Real Estate and Construction Management from the University of Denver. Working his way through the sales ranks, Doug became a branch office manager and eventually the company manager. He enjoyed working with his father and helping Rawhide salespeople to succeed, but never stopped the hands-on care of his own clients. Even after earning his broker’s license, he stayed in the trenches and continued actively listing and selling, as he does today.

“We now all greatly rely on title companies as valued partners, but for my first eight years, we did most of our own closings,” reflected Doug. “I still like doing my own work; I have a great sense of responsibility, and I am client-centric. I see the big

picture clearly, and know what I am doing. I care about my clients’ goals and concerns, listen to them to learn what they need, and tailor my advice to each one. I am here to make things easier for them.”

**The Progress**

As sales manager, Doug learned to share what he had learned with other agents during team meetings. Doug loves to learn, and was surprised at how much he enjoyed teaching and coaching. Soon he was being asked to share his knowledge outside of the walls of Rawhide as well. This was enjoyable for him, especially since his mentor and dear friend was the highly respected real estate attorney and teacher Oliver Frascogna. Oliver modeled great teaching and service to colleagues, opining that “real estate is a team sport.”

Doug had always been fascinated by the legal aspect of real estate. Although he was accepted to Denver University’s Law School, he chose to focus on his growing family rather than pursue another degree. In 1999, Doug received specialized training from experts in Denver and Chicago and became a mediator. Shortly thereafter he became a real estate litigation consultant as well. For the past two decades, Doug has continued to serve as an active broker, mentor, mediator, and legal consulting expert.

**The People**

Doug teaches continuing education classes on many topics across the State, including one on conflict resolution, and frequently responds to brokers who call with issues. He has managed as many as 100 agents, but is glad that his current Rawhide team is smaller and close-knit.

He has served the community in various capacities over the years. As an Eagle Scout himself, Doug has been proud to work with Boy Scouts. He also enjoyed coaching youth hockey, supporting the Colorado Symphony, volunteering at Silver Key Senior Services, teaching for Project Business, and testifying at public hearings regarding various land use requests.

Doug is an associate member of the El Paso Bar Association where his specialties are water law,





divorce, and probate real estate. He was the President of a local REALTOR® association for a time, and served four years as a NAR Director and a member of the Risk Reduction and Professional Standards committees. He has served on County land use committees, and continues serving on various industry advisory groups and committees.

**The Passion**

Doug climbed many 14,000-foot mountains with his father before Ken passed. Although Doug stays busy teaching, working, and advising, he enjoys hiking, reading, and writing when he finds free time. He also enjoys playing guitar and watching classic bands live.

His wife Lisa is a beloved senior escrow officer at a local title company. She has worked with Doug for over thirty years. He proposed to her in Naples, Italy, after a piece of pizza from L'Antica Pizzeria Da Michele (where Julia Roberts ate in

*Eat, Pray, Love*) fell on her shoe! While on his knee cleaning it off, asking seemed the right thing to do, and she agreed.

The couple love sharing traveling adventures and experiencing other cultures and foods. They also genuinely love coming home to their community and family. Doug is proud of his children. His eldest son is a chemist and a quality analyst, his daughter is a doctor, and his youngest son is a high school senior and is outstanding on his basketball team.

“My Dad always told me to focus on delivering service and the money would take care of itself,” Doug shared, “and he taught me that integrity is one of the few things we still have control of in our lives. I have discovered that real estate is really just about loving the product, the business, and enjoying those we help. We are consumers by nature, and servants by choice. Others helped me and I *choose* to serve others as a way to give back.”



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