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### IN THIS EDITION:

Standout REALTOR: Amber Flannigan Partner Spotlight: PremierOne Home Inspections Partner Spotlight: The On-Call Assistant Photos from The 2023 RP Awards

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JUN 4	PIKES PEAK INTERNATIONAL HILL CLIMB	LAST PATROL • FLASH CADILLAC	11 AM - 5 PM
AUG 12	CAR SHOW	COLLECTIVE GROOVE	4-7 PM
SEP 2	MUSIC ON THE MESA	TBA	4-7 PM
SEP 16	MUSIC ON THE MESA	SOFAKILLERS	4-7 PM
SEP 23	FALL FESTIVAL	HUCKABEE AND HARRY MO & THE CRU	11 AM - 5 PM



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## PREMERONE HOME INSPECTIONS



Dave's sister, Lisa Neal, was the perfect candidate for the position. She had already helped him with various aspects of his business and was the logical candidate for the job to help bring the business to the next level. Lisa came aboard and handled the phone calls, scheduling, digital marketing and kept things running smoothly in the background allowing Dave to focus on his side. Dave also began to train additional inspectors he trusted to ensure the company was available when needed! The company was growing rapidly.

One of the inspectors Dave hired was his brother-in-law and husband of Lisa, PJ Neal. It was truly becoming a family business and things were taking off fast. In 2017, Dave decided he brought the company as far as he could alone and decided to take a step back from inspections and brought PJ and Lisa on as owners of the company and they took over the day-to-day operations. Dave, while still being involved with the company to a lesser degree, began focusing his attention for the next several years on purchasing distressed properties and performing complete renovations to get them

ave McTague had had enough. The year was 2008; Dave was a REALTOR and he had yet to find a quality, local inspector that he could fully trust with his buyers.

As a REALTOR, Dave knew a lot about homes and he was pretty handy and had a passion for the inspection side of the transaction. And so, to solve the problem, he set his real estate career aside and became an inspector himself. Dave went from being a full-time real estate agent to a full-time inspector more quickly than planned. Granted with his background, he knew exactly what a REALTOR wanted in an inspector and the quality of his inspections and no-nonsense approach had word of mouth spreading. His phone was ringing and soon he didn't have the time to answer all the calls and complete all the inspections he was hired for. He needed to bring on help.





Written by Brian Gowdy Casa Bay Photography



back in condition to sell.

Lisa's background was in marketing and management and one of her first projects was building their website and streamlining the operations. Today, she (along with their rockstar inspection team) is responsible for their stellar online presence and their 1,500+ Google reviews.

"We work hard for our online presence," Lisa says. "Buyers do their own research. We want to be easy to find for a potential client to back up the real estate agent's referral and know they are hiring the best."

Prior to PremierOne, PJ was a trainer for a large insurance company so his background was useful in elevating the team atmosphere and handling the technology side of the company, ensuring the company was using the best tools and technology available. Building off the reputation and culture Dave started, PremierOne was quickly becoming a top choice for home inspections in Colorado.

> What PJ and Lisa are most proud of at PremierOne is their guarantee they created and back themselves. Every inspection is protected by a 100-day guarantee which covers items in the house that were found to be in good condition. Sometimes there are weeks or months between inspection day and closing day, our program fills the gap. During this time, sellers are still living in the house or the home is vacant and both scenarios leave opportunities for things to break or go wrong. PremierOne will be there if a problem does arise and quickly help solve it so it does not put a damper on the excitement of moving day!

> "We're in the business of taking care of our clients even after our work is complete and this is at the core of our business model. When crafting our guarantee, we didn't want some marketing gimmick, turning our clients over to a



third-party company and hope they get the coverage promised. Our program allows us to have control and honor the commitment we make to our clients."

A second level of protection that Premier One offers is Well Guard. Well Guard is a complimentary six-month warranty that covers wells at no additional cost with every well inspection performed. With this warranty, when a well fails we can guarantee a client will be back in their home with working water in a single day or we will put the client up in a hotel until it is fixed. Well repairs can cost thousands of dollars so whether it is a fairly simple repair or digging an entirely new well, we have our clients covered!

To make things as seamless as possible for clients, PremierOne is a one-stop shop for everything a buyer needs to feel comfortable purchasing their home. They offer sewer scopes, radon testing, mold testing, termite inspections, thermal imaging, and well testing "We are always looking to add more value for our customers," PJ says.

"When it comes to our real estate agent partners, we want them to know that we're on the same side," PJ says. "We're there to protect the buyer and to help with the transactions. We show them the facts about the house and we guide the client back to the agent for the big decisions. We never try to sway a client one way or another."

PJ and Lisa know that many real estate agents have a favorite inspector. "Our goal is to be in an agent's top three. Inspectors can get busy; when your go-to isn't available, we want PremierOne to be your backup. Once you experience us, our goal is to add so much value that you'll use us again and we earn that top spot on your list."

Today, Dave McTague is back on board with PremierOne! He is working full-time as the face of the business for all things real estate. His passion is going out and making long-lasting relationships with REALTORS by showing how they can provide value and be a partner on the road to many closings. When he isn't busy running around town, he keeps busy with his three children: Noah (9), and twins Parker and Paisley (7). Together they love to camp, roller skate and recently spent a month in Scotland visiting family that lives just over the pond.

PJ and Lisa Neal have been together for twenty years and consider themselves Colorado Natives and high school sweethearts; the two met on the school bus on their way to Air Academy High School located on the Air Force Academy! Together, they have three children: Caleb (12), Bella (9), and Lily (7). They enjoy camping and being outdoors; some of their favorite local spots are Stonewall, Buena Vista, and Leadville. They recently acquired a camper and they cannot wait to get out and explore more places!



## 66

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PJ & Lisa Nea













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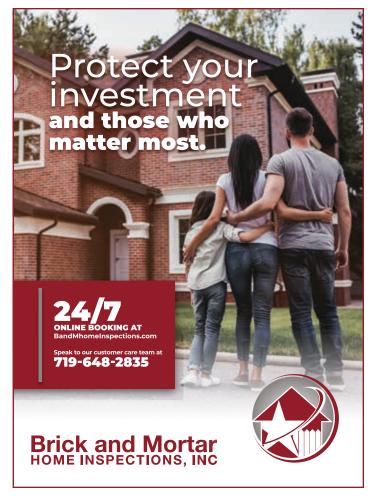
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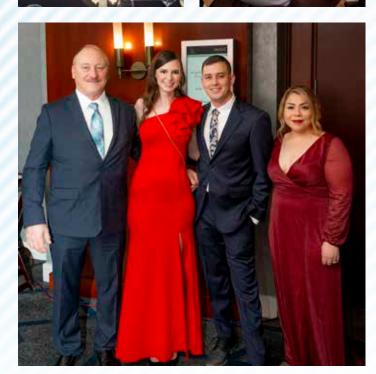


















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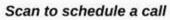
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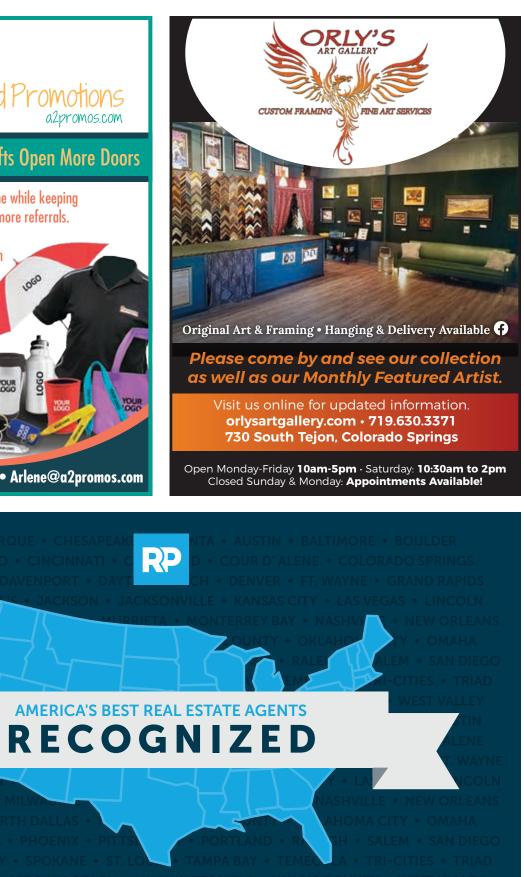
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Although she was born in Hawaii while her father was stationed at Pearl Harbor, Amber Flannigan has been part of the Colorado Springs community for almost as long as she can remember. In her college years, she was a server and bartender. Amber enjoyed being part of the hands-on service industry and all the connections that were made with the coworkers and patrons. She became skilled at listening and asking questions that helped people discover their *own* answers.

Family has always been important to Amber. Even after she began living her own life as an adult, she stayed connected with her parents and her three younger brothers. The 19-year age difference between herself and her youngest sibling allowed Amber the opportunity to connect with him as both a sister *and* an advisor. She developed an even deeper appreciation for the mutual benefits of multi-generational relationships.

### THE ROAD TO REAL ESTATE

In her twenties, Amber had a love for weightlifting and considered herself to be a "gym rat." Over several years, she had built the physical foundation to compete in physique competitions. In 2013 she focused her extra time and attention on two backto-back competitions.

The mental and physical discipline Amber learned while preparing for competitions, and developing a stage presence, had a great impact on the way she viewed herself. The 27-year-old developed a new inner confidence and began dreaming about creating a future in which she could have lasting relationships and serve people in even more meaningful ways.

Amber became a licensed REALTOR® in 2014. She had seen the success that her father and stepmother had in the real estate industry and had an appreciation for how they helped families create security and build generational wealth. She started out on her parents' team, but as she grew in knowledge and experience, Amber knew she needed to stretch her wings by stepping out as a solo agent.

security and build generational wealth. She started "Each slat under the mattress of each bed has a out on her parents' team, but as she grew in knowlsaying with the words 'You are seen, You are known, edge and experience, Amber knew she needed to You are loved," Amber explained. "I have had some stretch her wings by stepping out as a solo agent. wonderful conversations with recipients, as we were delivering their beds. Many of them have never had "Some of the greatest improvements in my life something that was created just for them. Some have occurred when I had defined tangible dreams and been sleeping on couches or the floor and have never then worked hard to make them happen," reflected had a bed of their own. Agents and partners may be Amber, "and I want to help others experience this surprised to learn that a \$225 donation covers for themselves. My passion in real estate is to help the cost of supplies for a new, handmade bed clients reach their goals and make their dreams a frame, a new mattress, and new bedding for *reality*. It is my goal to be an example for others to a foster child. We can all afford to help foster chillive in their own power!" dren feel seen, known, and loved!"

### r MIRACLE WORKER

Amber recalls some of the highlights of her evolution as a REALTOR® that drive her enthusiasm for the industry, and how much she has enjoyed the opportunity to learn something new or gain deeper knowledge every day.

She is delighted by her growth and ever-increasing comfort level with the technical and contractual details as well. One of the most memorable scenarios with a client happened during the buying frenzy of 2021. It really was a "down to the wire" situation that turned into the quickest written contract in her nine-year career.

d It is also the story of a client who moved to
Woodland Park with no family here and connected with Amber online to find her first home. After the client closed on her house, she and Amber become good friends. To this day the client-friend sends frequent pictures of her mountain view to remind Amber that she is a "Miracle Worker." This type of feedback and reciprocation is a great reminder to Amber that she is doing meaningful work.

### 

Amber is a catalyst of The Success Collective – Colorado Springs Downtown Chapter. The women's networking group focuses on connecting, growing, and serving as they give back to the community.

One of Amber's favorite ways to give back is
 through her consistent support of Love Your
 Neighbor, a local nonprofit that provides beds
 for children in the foster care system. (lov eyourneighborcs.com). She has helped fund,
 deliver, and literally build countless beds for the
 next generation.



### PWRFUL

Amber has been health conscious throughout her life, which explains why she got her degree in Nutrition Science. She now focuses on feeling healthy rather than simply looking healthy. She is conscious of the food she puts in her body and enjoys working out routinely, as it brings structure to her day.

Amber recently got a cold plunge tub and is enjoying both the mental and physical benefits she is experiencing. She is grateful that her mother introduced her to hiking when she was young. When she is in nature, Amber is able to clear her head and get her heart rate going. In her downtime, Amber loves to travel and explore new places, and she enjoys Hot Springs.

This February, for Cancer Prevention Month, Amber participated in *The*  *February Challenge* through the American Cancer Society. She walked every day and accumulated a total of 84 miles in support of cancer research. She did this to honor her loved ones who are fighting the battle. She dedicated each walk to her father and her grandfather.

"When we found out my dad had stage four cancer in late 2021, I was amazed by his attitude about the news," Amber explained, "He said he would rather be diagnosed and have a warning than die in a car crash unexpectedly. His positive outlook throughout this difficult journey has given me a powerful shift in my own perspective on life."

Amber enjoys connecting with other agents and brainstorming on new ways to serve her clients. She also truly enjoys educating and empowering clients. She stays connected through mailers and client appreciation events, such as a seasonal barbeque, and through organic drop-bys to celebrate life events. Her favorite way to stay in touch with clients and preferred partners is through meaningful face-to-face conversations, especially over lunch or coffee.

"People say I have a calm presence," reflected Amber. "As I have been able to discover more of my true self recently, I have gotten even more comfortable in my own skin. I have found great value in 'choosing my tribe,' and in being intentional about who I share my energy with. I am constantly inspired by the people around me. Because of the influence of friends like Brittney Hansen, who challenge me and genuinely want to see me succeed, I am a better person. Elizabeth Gilbert said it best. 'True power comes from standing in your own truth and walking your own path."

True power comes from standing in your own truth and walking your own path. — Elizabeth Gilbert







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## **Appliance Outlet**





### FOUNDERS: MICHAEL SHENUK & AIMEE GARSKE



ichael Shenuk was overwhelmed. was early 2020 and the market wa moving faster than he could keep up with. A colleague recognized scattered state Michael was in and

introduced him to Aimee Garske. Aimee, of course, w a real estate agent assistant and she had the expertise to solve several of Michael's immediate problems. Michael went on to procrastinate for a solid six month before coming to terms with the fact that he needed help. He called Aimee and the rest was history.

Aimee was a substitute teacher pre-2020. She wa building a house and her agent recognized how detail-oriented and how in charge she was throug out the process. "She offered me the opportunity to come on as her part-time assistant," Aimee say

It	"When the schools shut down during the pandemic,
as	I became her full-time assistant. She was the one
)	who introduced me to Michael and led me to where
he	I am today."
d	
7as	"Working with Aimee changed my entire busi-
e	ness," Michael says. "I was no longer burdened by
	non-revenue-generating activity and I was able to
hs	get out there and sell houses again!" Michael says.
	As a Realtor, Michael had overcome an interesting
	problem. "I didn't have the business size to necessi-
ıs	tate a full-time assistant." Technically, Michael was
	able to get by before Aimee; it just cost a very large
gh-	percentage of his time. Time he could otherwise be
	making significantly more money than he would be
vs.	paying out for the "admin work" he was doing. "In



short, I was cheap, and would work hourly," he admits (and Aimee confirms).

After a month of working together, Michael and Aimee came to a realization. "There are no "in-between" options when it comes to hiring a real estate assistant. You're either hiring a full-time person, paying them \$3,000 + per month for forty hours of work (a very large commitment) or you're doing everything yourself." They knew there was a need for something in the middle. So, together, they created The On-Call Assistant.

Michael and Aimee's vision for The On-Call Assistant is to provide a local and trained real estate assistant for agents who need an assistant but aren't in a place to hire someone full-time.

The On-Call Assistant is a team of real estate assistants, some licensed, who are ready to handle whatever tasks an agent is willing to push off their own plate.

### Some of the common tasks they handle for agents are:

- Pop-Bys and door hangers.
- Showings
- Sitting in on inspections
- Social Media Marketing
- Brochure creation
- Data Entry
- MLS Input
- Any Keller-Williams-specific tasks
- Event Coordination and Execution

The On-Call Assistant is perfect for agents who are looking for a stepping stone before hiring a full-time assistant and for agents who are looking to wind down from a full-time assistant but still have help with some of the more time-consuming tasks. Most clients will spend anywhere from a few hundred to a thousand dollars per month. "If a Realtor can free themselves up to do one more transaction it will pay for the service for the entire year."

Imagine never having to drive out to a listing just to put up a "For Sale" sign. Imagine not having to manually enter your leads. Imagine hiring someone proven and qualified to run your showings when you're out of town... Imagine all this without having to pay for and train a full-time assistant. That is The On-Call Assistant. And they are here to give you your time back. They are here to take your business to the next level without an overwhelming commitment.



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### Situation 12: Can a 110-pound pig be an Emotional Service Animal?



Can a 110-pound pig be classified as a service animal? How about a chicken, duck, or kangaroo? And what does this mean to landlords?

This question was addressed by the courts in New York, because Wyverne Flatt refused to part with his Vietnamese potbellied pig Ellie that he claims is an Emotional Service Animal.

Although Fair Housing laws are very clear regarding service animals, there are now other terminologies like: emotional support animals, companion animals, and psychiatric service animals. This can lead to a lot of confusion for property owners when it comes to support animals and rental housing.

The case of the 110-pound pig named Ellie was thrown out in 2022 after 2 years of litigation. She still lives with her owner, Wyverne Flatt. As an owner, what do you need to know?

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## BEYOND TRUE GRIT

Baylee Carter is a "glass half full" person. From youth, she has chosen to examine difficult situations, find the good, and treat it as a learning opportunity.

Despite facing a challenging upbringing where Baylee witnessed addiction affecting loved ones, and struggling while supporting herself and paying her own way as a single mother during college, she refused to succumb to bitterness or adopt a victim mentality. Instead, she recognized that these experiences helped her cultivate resilience, determination, and grit. These traits enabled her to take on future roles and hone her problem-solving skills earlier than expected.

"In 2013, I was pregnant with my second child," Baylee recalled. "I was planning to return to school to earn my master's degree, so I could pursue my dream of becoming a Doctor of Osteopathic Medicine or a Nurse Practitioner."

Pressured by her ex-husband's interest in rental properties and their potential venture into new construction, Baylee took up the role of becoming a licensed Realtor® despite her hesitation to do so.

"I was resistant to the idea," she said, "I remember thinking, 'I did not graduate Cum Laude with a degree in Medical Anthropology just so I could become a real estate agent.""

#### **NEW VISION**

She set aside her medical dreams and started a real estate course. Before



even taking her test, she had a new life "path" set before her.

It would not be long before Baylee, the mother of a three-year-old and a newborn, would purchase Red Rock Realty, a Colorado Springs brokerage, become an "apprentice" under the original founder for two years.

The dream may not have been Baylee's, but she was determined not only to accomplish the goals set before her but to do so with excellence and go *beyond* even her own expectations. That mentality foreshadowed her future in real estate.

"I began my real estate journey without a strong sense of what I was building," she reminisced. "It did not take long for me to realize that my belief in community and making a difference could easily become part of my company's principles. These changes have been positive not only for our agents but for the community as well. I have a strong desire to uphold a quality working environment that is rarely found in this business and to incorporate charity into every facet of what we do. I intentionally hire agents who embody this vision and care for each other as well as their clients. And together, we have

grown this company into an entity that I am proud to be a part of."

At just 27 years old, Baylee owned a brokerage but knew she still needed to learn the practical aspects of real estate including being an agent, and how to own, manage, and lead a team. Baylee also had her sights on improving the environment and culture of her newly obtained real estate office.

However, in just six months, Baylee found herself facing new familial challenges that left her feeling stretched thin. Facing a divorce and owning a company that was failing financially, things began to look grim. Balancing the demands of her fractured family and the ups and downs of her career made it seem like her glass was less than half full. However, instead of giving up, Baylee persevered through these tough times, determined to overcome whatever obstacles came her way.

After working as an agent for a year and a half, Baylee continued to pursue her real estate career. Less than two years after becoming a REALTOR®, she successfully passed her broker's test and took over full control of the company.

#### **NEW HURDLES**

By 2018, Baylee, a now broker-owner, put the wheels in motion to become a Coldwell Banker franchise. She looked forward to telling her team but was counseled not to be too transparent too quickly. That bad advice caused internal damage as some team members lost trust in Baylee.

"That experience taught me to trust my gut," Baylee smiled. "Although it was a very difficult time, it ended up being a true gift because I had the opportunity to learn some important lessons that will serve me for the rest of my life. I realized I had lost sight of my team and that I needed to spend time creating culture, not just teaching systems and processes."

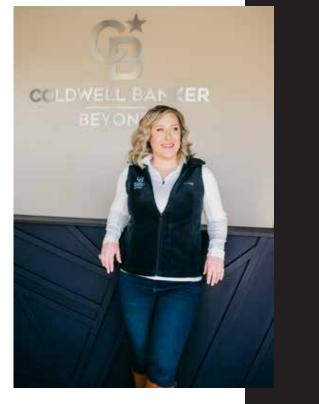
"My fourth year in the industry was my most difficult," she continued. "I was severely worried that I had made the wrong decision to franchise. I had to leverage my personal home, which I had bought as a single mom, and use that as the collateral to stay afloat. I had to sell my truck and was working just to keep the doors to the company open. I was devastated, but I made sacrifices. I believed that if I kept trying, we would make it."

#### **GLASS HALF FULL**

They made it. Under the guidance of Baylee, her team of 36 agents has created invaluable relationships within the brokerage and the community.

Baylee would soon move her office, locating her and her agents in the heart of historic Old Colorado City. After enduring the challenges of moving and navigating life's lessons, Baylee felt her franchised office deserved a name reflecting her unyielding motivation. As she achieved goals she once thought impossible, Baylee realized that this was the level of success she wanted for all of her clients. She aspired to offer real estate services that were beyond expectations. As a result, Coldwell Banker Red Rock Realty transformed, becoming Coldwell Banker Beyond.

Despite being a smaller brokerage, Baylee and her team's word-of-mouth promotion and professional networks earned them a Top Three finish in the Best of The Gazette awards. Baylee's dedication to excellence also earned her a spot as one of the Top Three agents in Colorado Springs, a remarkable feat considering the region's large pool of almost 4,700 agents.



"It took a lot of hard work, but we did everything the right way," Baylee said proudly. "And we have been referral based, not lead-based. It's not about volume but *values*. My true passion is training and growing agents. Couple your skill sets with experience and loyalty, and you will increase sales volume while you decrease turnover. This brokerage was 'thrown into my lap' nine years ago, and look where we are now!"

Baylee and her team prioritize the value of helping each other and working collaboratively to achieve the best possible outcome. Despite the variety of personalities within the group, there is a shared passion for learning and striving to improve—not just for the sake of the business but for their personal growth as well. She mentions that betterment also comes with holding herself and her agents to the highest level of oversight and responsibility. The agents on her team focus on real estate as their career, not a side gig.

Baylee notes how overjoyed she is to be surrounded by an outstanding team, past and present. She feels deeply grateful for agent Mary Tatum, who, with her years of experience and willingness to mentor, provided invaluable guidance on Baylee's leadership journey. Baylee appreciates agent Michael Bottenfield, who has been a loyal supporter since the beginning! She acknowledges the indispensable contribution of Patrick Muldoon, who helped shape her as the broker she is today with his invaluable advice and guidance.

Baylee extends her sincere gratitude to Dennis Saffell and Stuart Huster, owners of Coldwell Banker Mountain Properties, for convincing her to join this exceptional brand, and Todd and Shannon Conklin for their support and for including her in so many amazing opportunities. She is thankful for her exceptional coach,

## It took a lot of hard work, but we did everything the right way.



Lucinda Hage, owner of the Oregonbased Coldwell Banker Professional Group. And Baylee offers a massive shout-out to the extraordinary agents of the Pikes Peak Young Professionals Network, whose friendships and connections have been invaluable.

### WHY COLDWELL BANKER

Not only has Coldwell Banker been an established business for over 100 years, but it was also the first company to publish a code of ethics for its agents. Baylee wanted to align herself with the worldwide community of ethical, professional, successful owners, brokers, and agents. She was on a mission to find top-notch backend technology with proven tools for tracking and providing statistical data. And when it came to building professional relationships, she set her sights even higher, seeking a global community that valued collaboration and teamwork above all else—no competition or fighting as normality.

Baylee was also thrilled to venture into the higher luxury market. Within the first two years of her involvement in the Coldwell Banker Luxury Program, she doubled her sales volume while maintaining a similar number of transactions. Baylee attributes this success to the program's exceptional training and marketing, which set the standard and enabled her agents to break into the luxury space.

Baylee's mentors instilled in her the belief that money is only a tool meant to be invested wisely for maximum community impact. It is essential to Baylee that she knows precisely where her contributions are going. From allocating portions of commissions to schools and teachers to joyfully collecting toys for underprivileged children during the holidays, Baylee ensures her office culture reaches far beyond the walls of her Old Colorado City office.

Her team proudly hosts an annual Dog Adoption event, with this year's festivities taking place at Red Leg Brewing. They are honored to sponsor veterans and other nonprofit events throughout the year. Baylee also values contributing to the local nonprofit, Sarah's Home (sarahshome.us), and eagerly supports their annual events at every opportunity.

"Real estate has made an impact on my own life," Baylee shared. "I love teaching others about it. And I love reinvesting in my community. Not only have I proven to myself that I can do great things and motivate others to do them too, but the real estate community has become my family."



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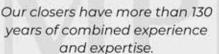
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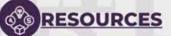
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