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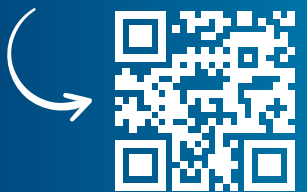
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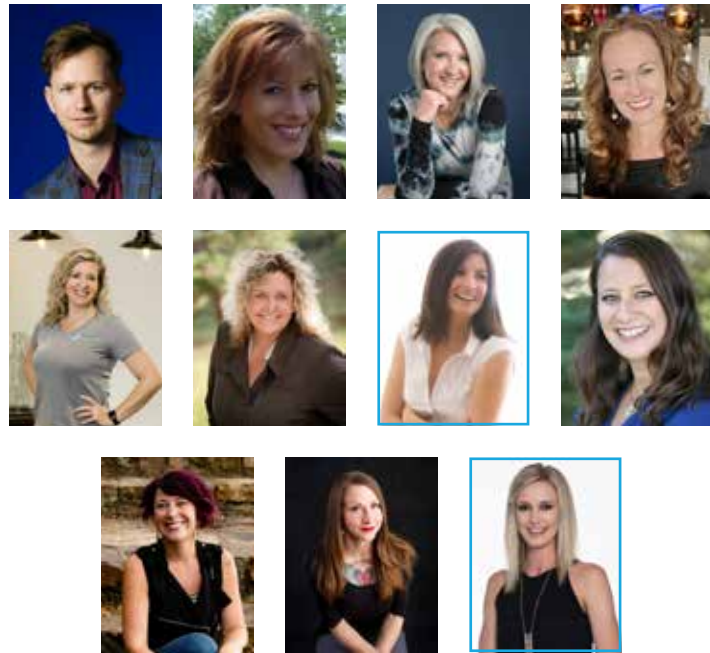
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Brian's uncle, Doyle Twenhafel (inside the combine on the right) dumping the recently harvested wheat into the grain truck which Brian will drive to where they are selling it.



Brian driving pulling a grain cart across a field so his uncle, who is driving the combine, can fill it.



Brian Gowdy and his dad, John Gowdy, at the top of the Manitou Incline

reflections

FROM THE EDITOR

This month, I noticed a theme emerging about the importance of surrounding yourself with the right people. Real Producer Donna Major aligned with a mentor early in her real estate career who pushed Donna beyond her comfort zone, which helped her grow. This mentor saw things in Donna before she was able to see them in herself and with her mentor's encouragement, Donna overcame her fear of speaking in front of groups.

Callie Ammons' husband offered her the encouragement she needed to shift to a real estate career and later, to pivot and lean into her passion for luxury homes; the couple regularly support each other's business endeavors to this day. Payton Wright appreciates the guidance and mentorship provided by her leaders and teammates and how they have inspired her positive mindset and even stronger work ethic. Daniel Muldoon and Alex Yoder, "healthy competitors" who expressed gratitude for

one another, collaborate to improve the property management industry. Darrell Harrison loves looking beyond credit and income to tell buyer's stories and help them get into their home.

These stories are sure to inspire you to look around you... Who is in your corner, cheering you on and encouraging you to grow? I invite you to also consider, how do YOU support and encourage those around you?

I hope you enjoy reading these stories as much as I did!



Tabby Halsrud
Content Coordinator & Editor |
Lead Writer
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► publisher's note

welcome AUGUST

Welcome to our August 2024 edition of *Colorado Springs Real Producers*! As I'm writing this (late June) I'm in Carlyle, Illinois helping my uncle on his farm. This is the second year I've flown out in the summer to help my uncle for a couple weeks. Most of us know, there is some kind of magic in taking a step back from our day-to-day job and working on something entirely different for a week or two. For me, working with my hands and being in an environment where I'm not in front of screens all day not only recharges me but gives me the space to reflect on my life and come up with ideas for the future.

Look out for some exciting events in August and September. Be sure to follow *Colorado Springs Real*

Producers on Facebook and Instagram for to be the first to know when we make some big announcements!

Lastly, I want to thank our Preferred Partners (advertisers) at *Colorado Springs Real Producers* for making our community-building platform possible. The best way to support me is to support them and reassure them that their ad is being seen and their advertising dollars are well spent.

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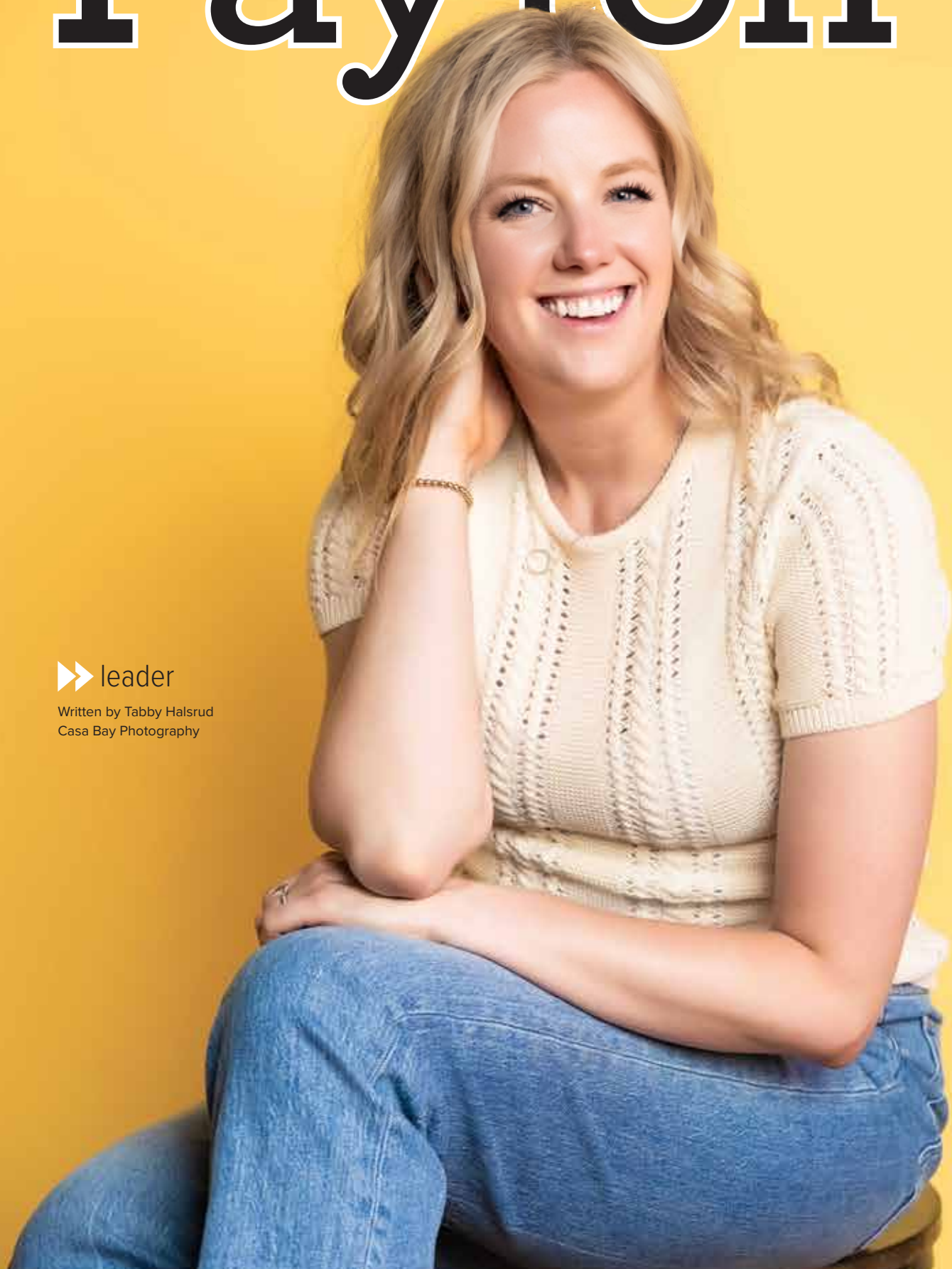
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Payton



▶▶ leader

Written by Tabby Halsrud
Casa Bay Photography

Wright

Originally from Colorado Springs, Payton Wright grew up in a family of teachers and intended to follow in their footsteps. A relative in Seattle, however, had been talking to Payton about real estate for much of Payton's life. When she got her license, she was invited to move to Seattle to take over her aunt's thriving business at retirement. But then Payton met Wendy & Andrew Weber, which deepened her roots in Colorado Springs. She joined their team in March of 2021 and stepped into the position as Team Lead in January, 2023. She has found her passion in providing mentorship, education and support to other agents not only on her team, but within her brokerage and the community.

As a young adult working in corporate America before her transition into real estate, Payton felt replaceable and wishes she would have known to set better boundaries in terms of how she was treated and talked to. But now, she knows that those experiences have molded her into who she is. Payton is extremely motivated to show other people how much they are valued, whether that's with a client, as a mentor, or as a friend. "I want to leave people better than I found them and I try to add value to people's lives every day."

Just prior to her shift into real estate, Payton worked in customer service and enjoyed being around people. She worked at a spa that focused on community, family, and fun - those core values made for an easy career transition. Working with families



now, she appreciates the different dynamics they bring.

Payton is grateful to be part of a team and having people to call on for support. The Webers have been wonderful mentors, guiding her in both real estate and within her personal life. Heather Kirkwood and Ashley Reed have also been great role models. Heather taught her the importance of a positive mindset and how much it truly impacts your success and Ashley models a strong work ethic. "I feel so lucky to have them around me and I know they all genuinely care about me as a person. I wouldn't be the agent I am today without their guidance."



Payton connects with clients through the love of her dog and the many micro communities in which she's involved. She's an avid skier, meets families at her gym, and has met many women through her participation in a women's volleyball league, where Payton plays on three teams. She enjoys getting her clients connected to the right communities for them and hopes people will love it here as much as she does.



A millennial herself, Payton is passionate about working with that demographic. "The difference in lifestyle and housing needs vary so much for each millennial," Payton shared. "That might be half of the reason I love it so much! I get to work with clients wanting to be walking distance from nightlife or just getting ready to start a family. My favorite was one client who was the first single female

throughout several generations to buy a home. Each story for each person is so unique and special, I'm just happy to be included. As a millennial that has gone through the home buying process, I can personally relate to every bit of fear that comes with your first large investment."

Payton added that if there was one common desire across this age group, it would be that they want a yard for their dog. Payton and her husband have a dog so she understands that desire! In addition to skiing and volleyball, Payton loves to play board games with her extended family and admits that trash TV is her guilty pleasure.



“

Each story for each person is so unique and special, I'm just happy to be included.

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DARRELL HARRISON



FAIRWAY MORTGAGE

Written by Barbara Gart
Casa Bay Photography

Darrell Harrison came to mortgage lending after 28 years in title insurance. After graduating from Cal State Hayward, Darrell went to work with his dad in the builder developer industry. A crash in the market in 1988 caused real estate financing to dry up, and Darrell began looking for something new. He found the title industry in California, but another downturn in the market in 2005 led him to look for work outside of California. He sent resumes out to title companies in major markets in the United States. Someone in Denver sent it to a title company in Colorado Springs, and Darrell's response to being asked if he would be interested in moving to Colorado Springs, was "Where is Colorado Springs?" That was in 2005, and after Darrell visited, he decided to make the move and has been in Colorado for almost 20 years.

Darrell began with North American Title and moved from upper management into a sales role. It was a great way to learn the market and Darrell found he really enjoyed sales. After 3 years, he was hired by Stewart Title to manage their operations, which he did from 2008 to 2017. "After 28 years in title, I was feeling a little burnt out. I wanted to move on and do something more independent. I looked at my options, and the two that made the most sense were to become a real estate agent or become a lender. Since I already knew almost every agent in town, that made it a very easy decision to become a lender."

Darrell discovered he has a passion for the mortgage industry. His focus has always been on purchase loans, not refinancing, even during the refinancing craze. Darrell loves telling the story of his buyers to underwriters. "People don't always realize this,

but there is so much more beyond credit and income. You're working with information you've gathered from other people and putting it together to create the buyer's story."

When he started, Darrell hoped he would be able to become intimate with his borrowers. In an industry that's full of telemarketers and poor service, Darrell strives to bring sanity to the borrowers and become a positive influence on one of the most important decisions a person will ever make. One of the aspects of his

business that separates Darrell is his 30 years of experience in real estate, in building, developing, title and lending. "I understand the business really well, regardless of what side you're on. I care as much as anybody else and once a borrower interviews with me, I take their life and what's going to be happening during this process very seriously." For Darrell, this includes handling his client's emotions, wants and desires to find the best program for their needs. "You need to hold their hand through the data collection process. You need to



support them when they feel like it's never going to happen."

Darrell advises real estate agents to make sure they are working with lenders that are committed to keeping up with current events. Things change every day and Darrell spends his mornings reading and updating himself on anything that's changed. "There are no secrets to what a lender can do, so the best thing a lender can do is keep up with current events and changes in regulations. Lenders can fly blind or educate themselves."

Giving back to the community is extremely important to Darrell. His son was in the Marines and suffered a traumatic brain injury after being shot in the head. This happened in 2018, right after Darrell became a lender, so he focuses on TBI-related causes through Craig Hospital, a neurorehabilitation center. Darrell's son's injury was well known in the real estate community at the time, and even six years later, people who see Darrell still ask him how his son is doing.

Outside of work, Darrell enjoys kayak fishing. When he lived in Oregon, Darrell fished for big fish including salmon and steelhead but in Colorado, the fish are much smaller. Therefore, Darrell has taken on the hobby of kayak fishing, where he takes his kayak deep in the reservoirs to catch lake trout where they can get up to 40 pounds. He is also into off-roading, but recently sold his FJ Cruiser and is "retiring" from that hobby to focus on fishing instead.

With 30 years in the real estate industry, Darrell knows mortgage lending is more than taking down a loan application. "If you go online and fill out a mortgage application, that's all

“
Every time I go to a closing now, it's a big deal. **”**



it is. To me, that doesn't do the process justice." Having the opportunity to help his clients tell their story and get into a home is extremely fulfilling.

"When I was in title, you just see people at the closing table. You don't see the story along the way. Every time I go to a closing now, it's a big deal."

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Callie AMMONS

▲ rising star

Callie Ammons and her husband Kramer bought their first house when she was 21. Kramer worked for a remodeling company at the time and Callie found the whole process of finding and buying their home exciting. After that, the couple started remodeling and flipping homes and she enjoyed the process. She often said, "I think I'd be good as a real estate agent!"

Originally from Kansas, the couple moved to Colorado right when COVID was hitting in 2020. They were expecting their first son at the time and Callie found herself longing for a career change. "I had built up an online business teaching people about the Enneagram, coaching people privately, and doing speaking engagements. I had a podcast and an Instagram account and while I loved it, I felt stagnant. I wanted my career to help me evolve."

With her husband's encouragement, Callie went all-in with real estate and got her license in 2021. Although she knew her prior work experience and skills would transition well into real estate, Callie had to overcome the challenge of figuring out how to meet people. "We were in a new state, had a new baby, and didn't really know anyone. I had no sphere and imposter syndrome kicked in. But my husband reminded me that I had nothing to lose and encouraged me to think about what I could do to build a business." Callie started working from coffee

shops on a regular basis, which helped her meet new people. "I set a goal to talk to at least five people each day - and not to talk about real estate unless they specifically asked. I focused on opening a conversation to just connect with people which did end up with me getting some business."

Real estate has pushed Callie to grow. "I'm naturally a rule follower and want the perfect roadmap that I can execute to perfection. But I learned the hard way that in real estate, there are so many different avenues to success. In the beginning, I was trying to apply all the advice I had been given. But I learned that I needed to create my own philosophy and build my business in a way that feels in alignment with my personality. I needed to be true to myself. The more I followed my intuition, the more my business started to grow not just financially, but also in energy and excitement." Callie chose to ground into an abundance mindset, believing that the right people would come at the right time. She knew that when they did, she would be ready because she had equipped herself to serve them well.

Callie enjoys the problem solving aspects of her business. "I love anticipating problems and then taking the problems out of the process. I find so much joy in that. It's fun to be that middle person and help bridge the gap for my clients; to really take the burden off of them and help them get to their goal." Callie also loves the



relationships that are created and enjoys hearing people's stories. She appreciates working with clients that have high standards - because it evolves her as an individual and pushes her to a level of excellence.

Callie's passion is in luxury homes and she got her luxury certification in September, 2023. She has been studying what makes a home a luxury home and what a luxury home looks like in Colorado. She has also been exploring what her clients expect of their agent and shared, "I want my clients to hold me to a high standard." She enjoys working with a smaller number of clients so she can be more hands on and create a unique experience for them.

Callie said of her career shift, "I knew it would be awesome and it's even better than I thought it would be." She loves bringing her experience working with people into her real estate business. Her knowledge of different personality styles helps her tailor her communication to her clients. She shared that the best way to

serve clients is to get to know them, then to communicate and execute in a way that makes sense to them.

Callie attributes her strong work ethic and motivation to her family's modeling and her experiences playing competitive sports. Her dad is a real estate appraiser and her grandparents were REALTORS® in Kansas. She played volleyball in high school and college, which taught her confidence and how to show up for herself. Callie's very first job wasn't just a job; she had her own business cleaning people's houses. That business taught her the value of receiving difficult feedback and learning from it.

Callie and Kramer have been married for nine years and have two boys, Fletch and Arlo, ages 3 and 1. Kramer is also a business owner and they have watched each other grow and build their businesses. "We are a great team. He's so analytical and asks me great questions. When I pivoted to luxury homes, he's the one who pointed out that I light up when I talk about luxury." Callie

Written by Tabby Halsrud
Kira Whitney Photography

always thought she'd have girls, but loves being a boy mom. Motherhood has taught her much about herself and how she responds to different situations.

The family loves Colorado and enjoys hiking the trails, camping, and fishing. They enjoy movie nights, vacations, and having experiences. Kramer is very handy and makes bows and arrows. He sells them and other archery products through his company. "Kramer made Fletch a bow and it's the cutest thing ever!" Callie beamed. Callie enjoys massages, facials, and anything self-care. She and Kramer value health and are preparing to run a half-marathon together. Callie still enjoys podcasting as a passion. Her life word is intentionality and she folds that into her podcast, exploring how to live with more intention in all areas of life, including health and mindset.



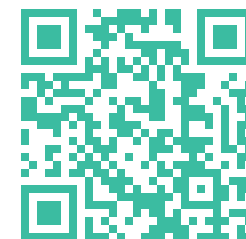
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**ZACK
STARK**



partner spotlight

Written by Barbara Gart | Casa Bay Photography

COLORADO

ROOFING & SOLAR

Zack Stark, the dynamic owner of CO Roofing & Solar, embodies the spirit of innovation and dedication that has propelled his company to the forefront of the industry. With a background that is as diverse as it is impressive, Zack's journey to becoming a prominent figure in the roofing and solar sector is a testament to his relentless drive and visionary approach.

Before establishing himself as a leader in the field, Zack sold his IT services business and relocated from Texas to Colorado with his wife, Krisi, who had accepted a position as a speech therapist. With an entrepreneurial mindset, Zack initially considered launching a marketing agency but found his calling in the roofing industry. An advertisement on a local job board led him to CO Roofing, where he quickly discovered his passion for the business and the ethical values the company upheld.

Despite having no prior experience in roofing, Zack's determination and willingness to learn set him apart. He started as a Project Manager, where his innovative marketing ideas and commitment to treating the business as his own caught the attention of the owner, Brian. Zack's efforts in enhancing the company's online presence and securing positive Google reviews significantly contributed to the company's growth. His proactive approach and dedication to going above and beyond earned him a full-time role focusing on marketing.

Zack's influence extended beyond marketing as he forged strong relationships with key stakeholders in the real estate and insurance communities. His involvement with organizations such as the Pikes Peak Association of Realtors (PPAR), National Association of Residential Property Managers (NARPM), and Women's Council of Realtors (WCR) has been instrumental in establishing CO Roofing & Solar as a trusted partner in the industry.

Recognizing the potential of solar energy, Zack played a pivotal role in launching and growing the solar division of CO Roofing & Solar. His creation of a DORA-certified course to educate real estate agents on the value of solar systems showcased his commitment to innovation and education. The development of the "Solar Value Calculator" further cemented his reputation as a forward-thinking leader, helping realtors understand the financial benefits of solar installations.

In late 2022, Zack's dedication and vision culminated in his ascension to the role of owner of CO Roofing & Solar, following Brian's retirement. His leadership has been marked

by a seamless transition and continued growth, with his wife Krisi joining the team as the office manager. Together, they have navigated the challenges posed by the busy 2023 hail-storm season, reinforcing their commitment to community service and customer satisfaction.

Zack is acutely aware of the challenges and misconceptions surrounding the roofing and solar industries. His focus on building trust and delivering exceptional service has been pivotal in overcoming these hurdles. By partnering with local real estate agents and offering DORA-certified classes, CO Roofing & Solar has positioned itself as a reliable and knowledgeable ally in the real estate industry.



RECOGNIZING THE POTENTIAL OF SOLAR

ENERGY, ZACK PLAYED A PIVOTAL ROLE IN

LAUNCHING AND GROWING THE SOLAR

DIVISION OF CO ROOFING & SOLAR.

Beyond his professional achievements, Zack is passionate about giving back to the community. He has a deep appreciation for the support he received from realtors and the local community during his early days with the company. To show his gratitude, Zack regularly hosts educational seminars and workshops for realtors, providing them with the knowledge and tools they need to succeed. He believes in the power of community and strives to foster a sense of collaboration and mutual support among industry professionals.

Outside of his professional endeavors, Zack enjoys hiking and skiing with Krisi and their dog Maddox, embracing the outdoor lifestyle that Colorado offers. His journey from a newcomer to a respected industry leader in just a few years is a testament to his resilience, passion, and unwavering commitment to excellence.

Under Zack's leadership, CO Roofing & Solar continues to thrive, setting new standards for quality and service in the roofing and solar sectors. With a clear vision for the future, Zack is poised to lead the company to even greater heights, making a lasting impact on the community and the industry as a whole.



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Time: 9:30am-5pm

Location: The Pinery on the Hill
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PPAR's Casino Night is back again after taking a year off! This year's Casino Night is benefiting Partners in Housing. We will have 18 different casino games as well as casino cash and all proceeds benefit Partners in Housing. The theme this year is Miami Dice! 4 different food trucks are available and each ticket comes with a drink ticket, food ticket and casino cash. Contact PPAR for tickets.

Date: 8/17/24

Time: 6pm-10pm

Location: COS City Hub
4304 Austin Bluffs Pkwy, Colorado Springs, CO 80918

Theme: Miami Dice

Daniel Muldoon & Alex Yoder

*Serving as
Champions for
Landlord Rights*



▶▶ making a difference

Written by Tabby Halsrud and Alex Yoder
Casa Bay Photography

DANIEL MULDOON

Born and raised in Colorado, Daniel Muldoon got his real estate license in 2004 intending to sell real estate, but ended up working for his parents' property management company instead. He took over the property manager position when the former manager passed away and has been a full time property manager ever since. About ten years ago, he and his brother Patrick became business partners and bought the company from their dad. Muldoon Associates, Inc. manages single family residential homes in Colorado Springs and Pueblo.

Volunteering is an important pillar for Daniel, for the Muldoon family and for Muldoon Associates, Inc. They are active on several boards and committees, they advocate for landlord and private property rights, and they donate money towards political action and private property rights.

In 2014, Daniel became a regular attendee at the Young Professional Network and an active volunteer. Since then, he has been the Chair of the Pikes Peak Association of REALTORS® Young Professional Network, is the current Chair of the Colorado Association of REALTORS® Young Professional Network, and in 2024, won REALTOR® of the Year for the Pikes Peak Association of REALTORS®. Daniel has served on the board for the National Association of Residential Property Managers and is a property management instructor for Pikes Peak Association of REALTORS® and the Pueblo Association of REALTORS®. He is also the current chair of the Colorado Landlord Legislative Coalition.

Daniel and his wife Nichole, who is a real estate agent at Muldoon Associates, Inc., have three kids. Asher, age 15, participates in track; Vivi, 13, is involved in track and ice skating; and Isa, age 11, is the family's gymnast. Sunday night dinners are an important weekly gathering for the whole family. Church, family, and bicycles sum up Daniel's life.

Daniel is proud of the fact that Muldoon Associates is still a family-owned independent brokerage. He is grateful to his earliest mentors and guides which include his parents and his brother. Daniel also appreciates the collaboration he shares with Alex Yoder, sharing that "healthy competition and competitive collaboration helps everyone. We know property managers and real estate brokers throughout the state and there is a willingness to help each other be competitive in the market. This creates a professional environment for landlords and property managers."



ALEX YODER

After working in a few different customer service and construction jobs, Alex Yoder ventured into a new career doing property management about twenty years ago. In his early jobs, he learned valuable skills including how to handle unhappy customers and de-escalate problems while maintaining a high level of professionalism. Alex got his real estate license to pursue a career in property management at the age of 21. His parents connected him with a property manager they had met through having a four-plex of their own. He was hired as a maintenance coordinator and admits that at first, he didn't know very much about maintenance. However, he was given an opportunity by his new employer and quickly learned the ropes. Alex was promoted into progressively higher-level positions over the course of five years before moving on to another company, Dorman Real Estate Management.

Alex started with Dorman as a property manager, eventually took over as the Director of Property Management, and ultimately bought into the company. When he first started working with Todd Dorman, CEO, Alex appreciated that he was given the freedom to improve and change processes, which really allowed him to thrive. Alex credits Todd with much of his success. "Todd trusted me enough to spread my wings and to help make Dorman what it is today."

Alex truly enjoys creating processes and systems and being involved in the day-to-day project management. He's worked with Todd for about 15 years and the two make great complementary partners. Alex is heavily involved in daily operational management while Todd is more into the numbers and other important behind-the-scenes work. Several years ago, they took on a third party, Rudy Thompson, for a new entity/venture into HOA management. To date, Alex and



Todd have purchased several other small property management companies and things came full circle for Alex when Dorman purchased the company that launched his own property management career.

Now that he's built his knowledge and his confidence, he loves the industry and has taken an active role in the political side, fighting for landlord rights in Colorado. Although he "used to avoid politics like the plague," Alex was invited to testify on a bill related to squatters many years ago. That bill ended up passing and Alex recognized that his involvement likely made a difference. "My involvement in the political side grew from there. Now, I really enjoy being a champion for our industry and an expert that my peers can trust. I enjoy helping other property managers and business owners because I understand how challenging this business can be."

Alex and his wife have three kids, ages 17, 13, 11. When he's not working, he is a homebody and enjoys movie nights and board games with his family. He shared that he's also a giant nerd. "Anything nerdy, I probably like it. For example, I love dressing up with my kids and friends for the Renaissance Festival every year. I'm also a big video game nerd."

Alex reflected on his property management path: "I get so much fulfillment from being a champion and a leader in the PM community here. I enjoy giving back and being involved with the industry as a whole. I'm serving as the past president of the Colorado Landlord Legislative Coalition this year, and several members of our team are leading or are very involved in every major non profit relating to our industry. I'm very proud of that."

SERVING AS CHAMPIONS FOR LANDLORD RIGHTS

Written by Alex Yoder

I'd like to start with a simple statement, that being recognized for political participation/impact is surreal for me, considering how politically adverse I've been for much of my adult life. Prior to getting into the realm of legislative trauma-bonding, I kept

a safe distance from politics and political conversations. I am honored by this recognition and certainly appreciate having the faith and trust of my peers. However, I must take a moment to put a few other industry champions at the forefront of this conversation.

First, I want to thank all of the founding members of the CLLC (Colorado Landlord Legislative Coalition), Rob Lynde (Milestone Real Estate Services), Lyle Haas (Colorado Realty and Property Management, Inc.), and Danielle Rogers (All Seasons, LLC, CRMC). I'd also like to thank my friends Clarrisa Malca, and Michele Van Metre, for enlisting my co-worker Betsy Gossage and me to testify some years ago on a piece of "squatter" legislation that made us realize just how important it can be to show up for testimony to offer some expertise to legislators. I'd like to also thank Andrea Warner (Peak Colorado Real Estate) for being a fellow champion for legislative change and for connecting the CLLC with our amazing lobbyist, William Mutch. Lastly, I'd like to thank my very good friend and the 2023-2024 CLLC President, Daniel Muldoon, for being an absolute rockstar for this organization and for property rights in general.

Property owners in Colorado are facing some major challenges. Simply trying to remain legally compliant these days is practically impossible for landlords, unless they are hiring a professional property manager. Even for those of us in professional management, much of this legislation is fraught with legal ambiguity, and we're doing our darndest to tiptoe between the rain drops.

What's most unfortunate, and what keeps me passionately at the table, is when legislation negatively impacts all parties in a lease transaction (landlords AND tenants). As just one example, many of the landlords (often self-managing) who have historically been more "heart first" in their screening practices and who have always given people 2nd and 3rd chances, are now changing their posture because of the legalities and liability of continuing to operate that way. Flexibility and "being human" has gone out the door; we must

now all operate with fixed practices and with little to no exception because exceptions can create unmanageable liability for operators. When I started in this business, 20 years ago, the company I started with would look at applications “holistically.” We could use our gut instincts to evaluate risk, we could meet with people and hear their stories, and we could work with people on a case-by-case basis. Those days are gone.

I love Colorado and I want this state to be a place that both landlords and tenants get a fair shake, but far too many legislators are much more interested in getting their one-sided viewpoint pushed through than they are in making good bills that work for everyone. It is for this reason that I will remain an advocate and champion for landlord rights to continue doing what I can to make a positive impact. This “game” isn’t for the faint of heart, it can certainly be taxing to say the least, but I’m profoundly grateful for the opportunity to stand up for what I believe to be right and for my many peers who have made this a priority despite their very busy day-jobs.



“

I love Colorado and I want this state to be a place that both landlords and tenants get a fair shake.

”



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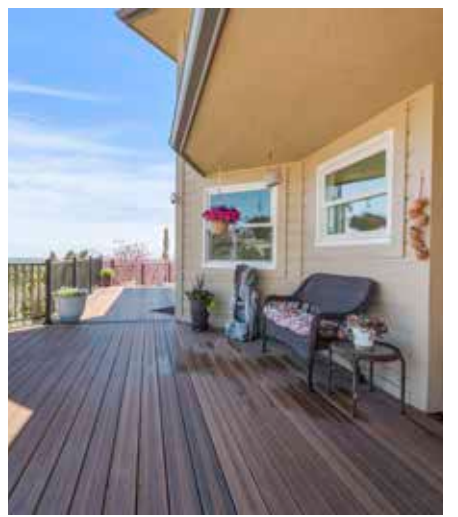
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MIA Donna A J C R

Written by Tabby Halsrud
Casa Bay Photography



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she remembers just wanting to learn the best ways to help people in the homebuying process. Donna bonded with another REALTOR® who had been in the business longer and became Donna's mentor. "She took me under her wing, pushed me beyond my comfort zone, and helped me grow and become the person I am today. She helped me see things in myself that I didn't think I was capable of, like speaking in front of a group of people. I was terrified the first time I did it. I still don't love it, but it's gotten easier."

Now, what Donna loves about real estate is being able to help people achieve their dreams. "I love helping them find the home they really love and that they can make their own. The funnest part is watching the joy on people's faces." Donna aims to relieve her clients' stress in the process and tries to be the voice of reason behind the scenes. She encourages her clients to think differently without pushing them into doing anything. "I just try to build a bond with my clients. I'm not a high producer and I don't do 50 transactions in a year. I spend a lot of time with my clients and make sure they feel taken care of and appreciated. My strength is definitely giving them extra attention so they know I'm taking care of things and things are moving along."

Donna Major and her husband moved to Colorado in 1994 from California. Around the time of their move, Donna transitioned from working for corporate America to working a couple of part-time jobs and helping her husband with his businesses. In 2001, the couple went to real estate school and after they got licensed, launched their new career. About a year later, her husband decided to refocus on his established businesses and Donna shifted to a solo agent.

Donna recalls the first few years felt challenging and isolating: "I didn't know who to call when I needed help and I didn't have anybody to guide me. I didn't know if I was going to make it." In retrospect, Donna realizes it may have served her well to get involved in the local associations and committees to meet her peers and grow her skills.

With plenty of time on her hands, Donna dove into education, exploring different ways to market herself. While she received several designations through her learning endeavors,

Donna only works residential in El Paso County. She leverages her huge network of referral partners for real estate needs outside of El Paso County. "Since I've been serving in leadership positions, I've had the opportunity to meet people all across the country which makes it easier to refer my clients to someone I know." A majority of Donna's client base - about 90% - is from repeat customers and referrals. Donna focuses on providing value for her clients and loves giving them gifts.

Donna admits she is a serial volunteer, having served in a variety of



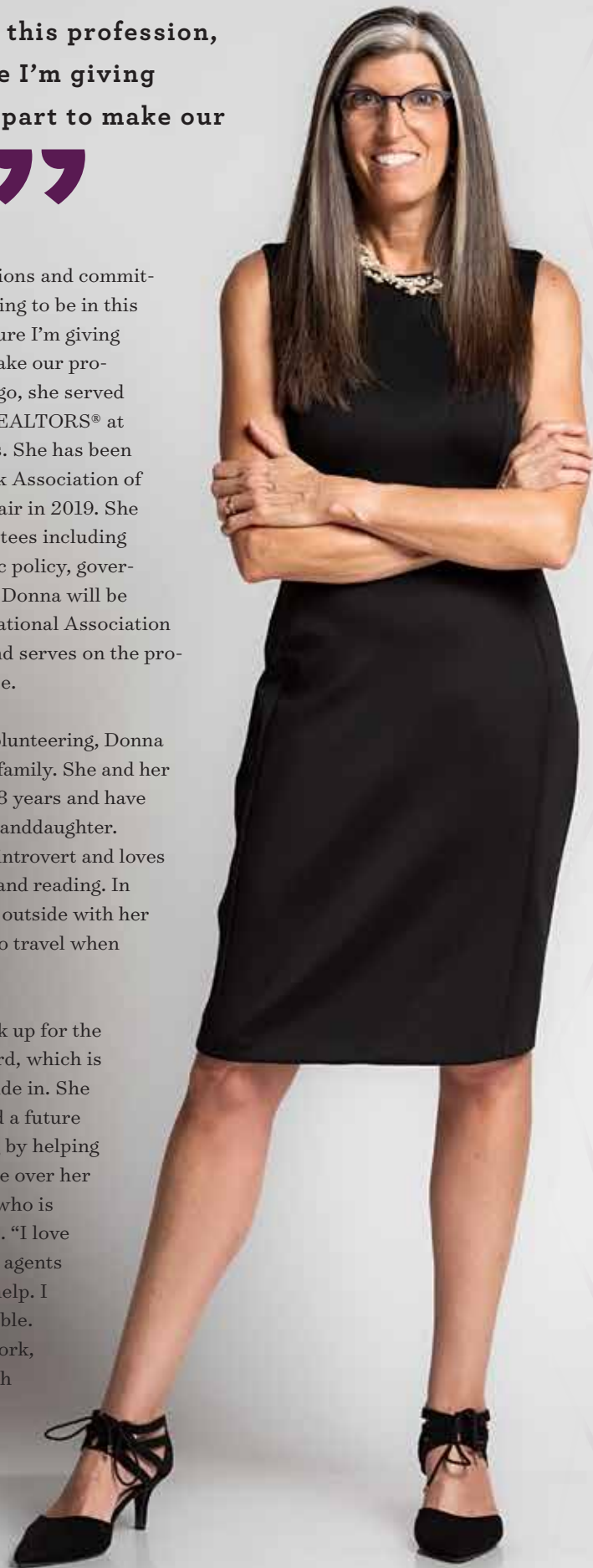
If I'm going to be in this profession, I just want to ensure I'm giving back, and doing my part to make our profession better.



positions for several associations and committees over the years. "If I'm going to be in this profession, I just want to ensure I'm giving back, and doing my part to make our profession better." Many years ago, she served on the Women's Council of REALTORS® at both the local and state levels. She has been on the board of the Pikes Peak Association of REALTORS® and was the Chair in 2019. She serves on a variety of committees including professional standards, public policy, governance, and audit and finance. Donna will be serving as a director at the National Association of REALTORS® until 2027 and serves on the professional standards committee.

When she's not working or volunteering, Donna loves spending time with her family. She and her husband have been married 38 years and have two grown daughters and a granddaughter. Donna is a homebody and an introvert and loves working on puzzles, relaxing and reading. In the summer, she enjoys being outside with her granddaughter. Donna loves to travel when she has the opportunity.

Donna uses her voice to speak up for the right thing, even when it's hard, which is something she takes great pride in. She is also starting to look toward a future retirement from volunteering by helping to prepare those who will take over her positions. Donna is an agent who is crystal clear on her priorities. "I love to help people, including new agents who have questions or need help. I want them to know I'm available. My business, my volunteer work, and my family are pretty much my life."



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FUN FACTS ABOUT YOUR FELLOW AGENTS & PARTNERS

▶ around town

To read more about real estate agents in Colorado Springs, follow *Colorado Springs Real Producers'* Facebook and Instagram pages.



Ali Applegate knows the Pledge of Allegiance in Spanish! Bonus fun fact: Ali had a pet pig and duck when she was growing up; they were best friends!



Shireka Strange is a car junkie and met her husband at a car dealership. She also admits to having a bit of a heavy foot!



Matt Ruotolo donated 100% of his first real estate transaction. The donation later directly led to a series of sales where he made 10x more than what he had donated.



Jessica Lanquar was born in France and all of her siblings work in real estate!



While reciting the Gettysburg address in the 5th grade, **Maggie Porter** was so nervous that she was playing with a stapler and ended up stapling her finger! The reward for reciting it was a pizza party — luckily Maggie was still able to attend it after her trip to the nurses office.



In her family history, **Donna Major** has ties to the Jewish Mafia.



Oscar Murillo enjoys going to the movies, playing bingo, and roller skating at Skate City. He also loves spending time with his Dalmatian.



Welcome **Chris Atkins**, owner of Handcrafted Floors, as a Preferred Partner in Colorado Springs Real Producers! Thank you to Tempe Krieger with Team Secundy at RE/MAX Properties for referring Chris to us.

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Hometown

I have considered Colorado Springs my home for a little over 16 years now. Prior to moving to the Springs, I lived in the Bay Area, California for many years. Even though the majority of my life was spent in California I have always considered myself an Oregonian. I was born in a small town called Medford in the Willamette Valley in Southern Oregon. Those who have visited Oregon will know the beautiful rivers and great fishing in this area of our country. Anyone who knows me well knows that I am a huge University of Oregon Ducks fan and follow any of their sports that I can watch on TV here in Colorado.

How long have you worked in the industry?

I entered the Mortgage industry specifically about six years ago now. The Real Estate Industry has been in my blood pretty much since birth. My father was a Real Estate Developer, and I was looking to follow in his footsteps. I ended up working as a title sales representative a couple of years after graduating college. My Title Career lasted over 25 years leading me to Colorado, eventually being the Division President of Stewart Title in Colorado Springs. After spending that time in title insurance, I decided to make a change to originate mortgages, and that has been the best decision I have ever made.

What is your favorite part of being a lender?
 Originating mortgage loans has been such a thrilling experience. When I made the move to this career, I was not sure what to expect. I have had the opportunity to contribute to the process of seeing hundreds of buyers successfully purchase a home for themselves and their families. Being at the closing table and seeing the keys being handed to the new owner never gets old. The thrill and elation of this experience really have no rival. Sometimes this process takes months to years from beginning to end and it is worth every second. Seeing the smiles of the borrowers and their children, if they have them, is more satisfying than most things I have ever been through.

What is one thing you would tell a first-time homebuyer?

Buying a home can be the most significant financial transaction that is experienced in one's life. When I am working with someone who is buying their first home, I definitely want to make sure they are completely understanding what they are doing in the process. Changing your status from a renter to an owner is a huge step and I take that very seriously. The main message which I make sure that new buyers understand is that they are now paying down the principal on their own home as opposed to paying it for someone else. There are very few other investments available that can build wealth and prosperity as much as owning real estate.

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