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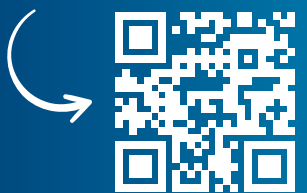


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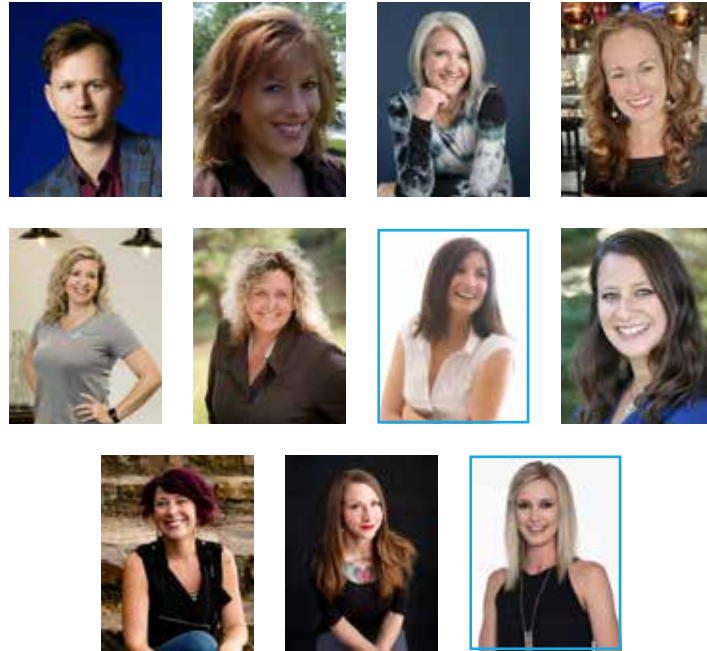
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# *publisher's note*

Friends in real estate, thank you for tuning into our July edition of Real Producers! We are proud to share the story of some fabulous local agents and vendors in our market.

My primary role as the local owner of *Colorado Springs Real Producers* is selling advertising to real estate vendors who are trying to get their brand in front of real estate agents. Those of you who have been in the business for a while likely have hand-crafted a vendor list of businesses you trust enough to refer out to your clients. When I'm sharing what advertising looks like with a real estate vendor, I'm up front with them: I let them know that most agents already have a trusted vendor who does exactly what they do. Our advertisers understand this yet they still partner with us. Why? Because their goal is to be considered as an agents' back-up for when their primary vendor isn't able to serve them.

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## *reflections* FROM THE **EDITOR**

What struck me about this month's featured REALTORS® is how each of them expressed an appreciation for their teams. Ali Tuttle shared "Where I work and who I work with is really important to me... It's a big family and they have so many resources. I don't know if I could go anywhere else." Leighanne Potts said, "I really believe in the definition of team - Together Everyone Achieves More. Investing in the opportunities and leaning into the resources has taken my business and my personal life to a whole new level that I honestly never thought would be imaginable."

And our Real Producer husband-wife duo Jina and Brian St James have found a natural groove in how they share responsibilities, adding that "It's been a perfect partnership and it's really helped us continue growing and figuring out the right things to do." Jina now enjoys mentoring other agents, serving as a business coach for them.

Each of these individuals serve as reminders to take notice of the people around us, and to express appreciation for the value that our circle provides. Happy reading!



**Tabby Halsrud**  
Content Coordinator & Editor  
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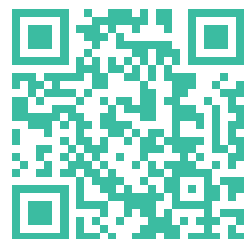
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# Leighanne Potts



▶▶ most valuable team player

Written by Tabby Halsrud  
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Leighanne Potts began her real estate career in 2010 when she took a job doing leasing and marketing for a luxury apartment complex housed in Denver. After working in property management for two years, she and her husband moved to Colorado Springs and she switched to residential real estate sales. Leighanne started as a solo agent and on her very first transaction she met Treasure Davis, who was the listing agent on the other side. Leighanne shares this funny little tidbit about meeting Treasure: “When we were doing that first transaction together, I wouldn’t ‘friend’ her on social media because I didn’t want her to know it was my first transaction as a REALTOR®!” Over the course of the next year as the two worked together on a few referral transactions, Treasure mentioned her desires to start a team. Leighanne officially joined Treasure in October of 2013, becoming the first licensed REALTOR® on the Treasure Davis Team.

Leighanne experienced a full range of emotions between launching her business and then transitioning from solo agent to being on a team. “When you’re a new agent, it’s exciting. You have this entrepreneurial mindset and are eager to be your own boss. You are thinking there’s going to be flexibility and then you realize how much goes on behind the scenes. Transitioning to a team, it was reassuring to know that the right opportunities would be there. People may be hesitant to join a team because they think it’s going to be constrictive, but it’s amazing to have so

many resources and people to collaborate with right at my fingertips.”

Since Leighanne joined, the team has continued to grow. “I’ve been on the team for going on 10 years now and it’s been more than a blessing. The first couple of years as a REALTOR® is always a hustle; you work hard to get your name out there and build up your client database for repeat business and referrals. It’s about seeking every opportunity you can and learning through challenges. It pays off because eventually it becomes more fluent, and you gain the opportunity for infinite growth in your business.”

Leighanne and Treasure are both community-based and share common values. They believe in a culture that operates a little more like a family, focusing on relationships with each other and their clients. The core values for the team spell “CHARITY” and they are active in the community, choosing a non-profit each quarter with which to volunteer. “We come from a desire to help and to do what’s right for our clients. We really aim to work collaboratively with other agents; we are all working toward the same end goal. Sometimes the right thing isn’t the easiest thing, but our clients are number one.”

Leighanne shared more about the importance of practicing empathy in real estate. “We wear a lot of different hats as we help our clients through huge financial and life-changing decisions. You have to meet them where

“  
In real estate, you’re competing against other agents to win business and transactions, and you’re not always the winner. For every ‘no’ there’s a ‘yes.’ You just have to keep that positive mindset, always practice for better skills, and continue with the daily habits that make you successful.  
”

they’re at and help them the best you can through whatever type of move they’re going through - whether they are growing their family, building a new home, retiring, or going through a major life change. It’s not always an exciting or positive circumstance, so you just have to step alongside them on their journey, have empathy, and work with everyone around you to make it the best outcome that you can.” For Leighanne, the relationship with her clients is a relationship for life. “I still have clients who have moved out of state or overseas who I just love. I check in with them and I want them to feel valued.” The Treasure Davis Team stays in touch with their clients by offering client appreciation events such as a movie day, an annual visit to a local pumpkin patch, Thanksgiving pies, and birthday treats.

Leighanne learned about competition, rejection, and the value of being on a team from competitive dance when she was younger. Her dance coach taught her how to root for the other side and how to support people that she was competing against, even if they didn’t do the same. Today, Leighanne still believes in treating everyone how you want to be treated. “In real estate, you’re competing against other agents to win business and transactions, and you’re not always the winner. For every ‘no’ there’s a ‘yes.’ You just have to keep that positive mindset, always practice for better skills, and continue with the daily habits that make you successful.”



Leighanne and her husband have two daughters, ages 9 and 6. The family loves traveling; last year they visited Disney World and this year they are planning a Disney cruise. Originally from South Carolina, Leighanne loves going anywhere near the ocean and with a beach. The family enjoys trips to the mountains, camping, and just being outdoors soaking up sunshine. Leighanne said some may be surprised to hear she is a fan of college football. She is also an avid reader and shared a few books that have helped her shift her perspective: *The Universe Has Your Back* by Gabrielle Bernstein, *The Miracle Morning* by Hal Elrod, and *Into the Magic Shop* by James Doty. Through these books she learned the importance of visualizing what you want in life so you can manifest it. As a Nordstrom lover, she also enjoyed reading *The Nordstrom Way* which is more business-oriented and focused on customer service.



Being featured in Real Producers is a huge compliment for Leighanne. "There are so many amazing agents who are featured and it's a great way to get to know people. It's exciting to be able to share some of my story and to share the story for our team, too." Leighanne wants to encourage agents who are considering joining a team: "I really believe in the definition of team - Together Everyone Achieves More. Investing in the opportunities and leaning into the resources has taken my business and my personal life to a whole new level that I honestly never thought would be imaginable. I am beyond grateful to Treasure and Aaron Davis for the opportunities they have introduced me to and I'm grateful for the camaraderie I get to have with my teammates each day. We hustle and we get our work done, but we have a lot of fun and laugh too! In a team environment, you become family and make friends, and there's always other people you can bounce ideas off of or seek help from. You're never alone in your journey."



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# BILL'S

## PLUMBING AND DRAIN SERVICE



Written by Barbara Gart  
Casa Bay Photography

### ▶▶ partner spotlight

**B**ill's Plumbing and Drain Service will be celebrating 50 years in business this year. Although the company is well known in the Colorado Springs area and has been a "Best of Springs" winner four years in a row, many people don't realize there was never a "Bill" who started it. When Bill's was founded in the 1970s, being near the front of the yellow pages helped businesses be seen faster, so co-owner Mike Podczervinski's great uncle named the company Bill's Plumbing as an advertising strategy to get noticed first.

Jeff and Frank Podczervinski (brothers) were the next owners and ran Bill's for 30 years, and it has remained a family business, with many family members working there, including Frank's son, Aron, a Fort Carson firefighter and Mike (current owner), Jeff's son. In 2012, Mike and his brother in law, Justin Raulie, bought the business from Mike's dad and uncle after working in the business for many years. Mike earned a business degree from UNC Greeley, and after earning his degree, he decided to learn the family trade. Mike worked for

his dad at Bill's Plumbing for a decade, and was always thinking about ways to grow the business. Once Mike's dad and uncle started thinking about retirement, Mike combined his business degree with the trade when he and Justin became owners.

Justin is married to Mike's sister Jenn, and when they got married, Justin owned a sprinkler and landscaping company and Jenn worked in physical therapy. After buying a fixer upper home, Justin was able to learn the plumbing trade while remodeling their house along side his father in law, Jeff. Jenn shares, "He built positive equity in our house while learning the family trade." During

one summer when landscaping was slow, Jenn's dad asked Justin if he could help out with a big contract Bill's had been awarded. This led to Justin working for Jenn's dad and uncle for twelve years before he and Mike bought the company from them in 2012.

Both Jenn's dad and uncle worked until the day they turned over the business. After the paperwork was signed, Mike and Justin realized they were suddenly short two plumbers. Jenn shares, "You catapult yourself into ownership and realize you're out two employees since you're the owner now. They were the owner and operator and trying to do everything. They asked for my help for six months, to

get things organized." Six months turned into a year which has now turned into eleven years that Jenn has been working alongside Mike and Justin to make Bill's Plumbing stronger than ever.

In the early days, Bill's Plumbing kept things small. "Lots of work was done from their kitchen table, but we were always well known in the industry, especially with property managers and realtors. In

the last decade since we took over, we've quadrupled the business, added staff and clients, and have our own commercial space."

Jenn's role in the company is primarily behind the scenes. She works in marketing, payroll, accounting and HR. Justin and Mike are owner-operators who are very involved in the day-to-day operations of the business. Mike is the Master Plumber and "numbers guy" who loves finance and analyzing figures. Justin is the problem solver and loves to look at things from different angles. Justin holds a Backflow certification as well as his Mech IV license and is in the process of earning his Master Plumber's license.







**BILL'S PLUMBING AND DRAIN HAS ALWAYS HAD A GREAT RELATIONSHIP WITH REAL ESTATE AGENTS IN COLORADO SPRINGS, AND THAT RELATIONSHIP HAS ONLY GROWN IN THE PAST TWELVE YEARS.**



Bill's Plumbing and Drain has always had a great relationship with real estate agents in Colorado Springs, and that relationship has only grown in the past twelve years. They are known in the community as the residential specialist, and while a lot of plumbers don't want to do the little stuff, REALTORS® know they can count on Bill's for projects big and small. Jenn shares, "This is especially true when addressing inspection objections, and there have been countless times we have taken jobs for the little things that help seal the deal." Another benefit to REALTORS® is that Bill's offers not only plumbing services, but also drain services, including sewer scopes and hydro-jetting, so they can use one company to get multiple jobs done.

What separates Bill's Plumbing and Drain is that they are family oriented. Not only is it a family business, but they take care of customers like they would a family member. "We let our dispatchers take their time on every call, so we're better equipped to come into that job and get it done right the first time." Bill's also operate with integrity and warranties all of their work. "We will follow up and make it right when something goes wrong. We want to take care of things from start to finish. We also pride ourselves on being fairly priced in the market."

Bill's is committed to giving back to their community and regularly donates to Care and Share, to help tackle food insecurity in their community. They also contribute to community sports and donate to local schools that need help funding sports. Jenn, Justin and Mike were all athletes, and now they have four kids between them who are also into sports. "We know how expensive that can be, so we donate to local schools that might need help. The three of us graduated from Doherty High School which is one of the sports programs we support." Bill's has also donated to Coats for Kids, Feast of St. Arnold's, Best of the West Wing Fest and local golf tournaments. Outside of work, Mike,

Justin and Jenn and their families enjoy playing and watching sports and are fans of the Nuggets, Avs, Broncos as well as the Detroit Lions (for Mike and Jenn anyway). They also enjoy spending time together, playing games, skiing, camping, hiking and traveling.

It's been an exciting twelve years since Mike and Justin have purchased Bill's and brought Jenn on to help. Mike's wife Gigi doesn't work for Bill's but has always been supportive of the vision of her husband and her in-laws, Justin and Jenn. They appreciate everyone on their team and would like to acknowledge Amanda, Mikayla, McKeon, Mario, Aaron, Jacob, Devon, Tristen and Bryce for everything they do to make Bill's one of the top plumbing companies in Colorado Springs. They also want to thank their customers, vendors, BNI chapter and all those who have supported Bill's along the way. Mike, Justin and Jenn are looking forward to what the next steps have in store for Bill's and wish to thank Real Producers for giving them an opportunity to support their real estate community.

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# Ali

# TUTTLE

▶ rising star

Written by Tabby Halsrud  
Casa Bay Photography

*Ali Tuttle moved to Colorado with her fiancé, Parker, a little over four years ago. She had always worked in the service industry and was a hairdresser for ten years until she started longing for a change. Ali desired a career that would stimulate her brain and allow her to learn something new everyday without making her sit in a classroom. When real estate came up as a possibility, she was excited to explore it. "When we moved here, we bought our house sight unseen and had a really great REALTOR®, Katie Ely, who ended up helping me get into real estate. Katie recommended Kaplan and suggested a few different brokerages for me to explore." Katie then encouraged Ali to interview at The Cutting Edge, Realtors, which is where Ali ultimately ended up finding her real estate family.*

"I started classes right before the pandemic hit and got my license at the beginning of February that year. I started at The Cutting Edge on Valentine's Day and a month later, everything shut down. I've always worked my butt off and made decent money before. When we moved here and I first got into real estate, I felt a little shell-shocked. I had no money and no deals and it was challenging. When I didn't have any business I would go to the dog park because I can't be in an office all day." After joining The Cutting Edge, she participated in their Launch program and then jumped onto a team to kick start her career. Both experiences built a strong foundation for her business but she missed her partnership with Katie, who she admired and looked up to from the start.

Ali recalled, "As soon as I left the team, I remember driving to the grocery store panicking that I didn't know how I was ever going to make it. Then



I received a referral call for a client moving to Colorado in the next couple months and it was a sign that everything was going to be okay." From there, Ali's business started to flow from connections she had made at the dog park and by helping Katie and a few others with their leads. Katie was a great mentor: "She's a rockstar and she definitely gave me a huge confidence boost. The first year I worked alongside her, my business took off and it's been great ever since."



Even though Ali only had one deal her first year, now her business is completely referral-based. "After I started working with Katie, I was helping her with all of her leads coming in through Veterans United. It was really great because I got that momentum and I was busy." Ali wanted to wean herself off the leads and build her business through her network sphere and referrals. "When I finally said out loud that's how I wanted to build my business, that's when it started to shift. Last year my business was 100% referral based, which I love so much." Ali loves working with people and reflected, "How did I get so lucky with all the clients I have? They are all so great!" Ali has a strong connection with her clients that extends beyond the transaction and she loves staying a part of their lives after the fact. Ali added that she is incredibly grateful for the clients and friends who have helped her create the business she has today.

Ali quickly discovered how important mindset is in this business. "It's challenging and stressful at times. But this business is about 90% mindset and a huge personal growth industry with all the things you learn on a daily basis. I've learned a lot of lessons over the years, one of the biggest being if you're in the right place, have faith, and trust that everything is going to work out, it always does! The moment I start to get a little stressed about where my next deal will come from, I remember that everything will work out. I trust, put my head down and keep going, and then something amazing happens." Ali appreciates what she has learned from Gary Martinez, one of the broker/owners at The Cutting Edge, Realtors. He recommended to Ali early on that she make a vision board and also suggested she read *The Miracle Morning*. "I made my vision board and was doing the *Miracle Morning* practices like affirmations and gratitude every single day. From all that I realized the importance of morning routines. The morning sets our tone for the entire day. I see how important it is to take care of myself and how much more I have to give to everyone else when I do. I always want to be learning and growing, and I'm always reading personal growth books."

Ali shared how important her Cutting Edge family is to her. "Where I work and who I work with is really important to me. I love The Cutting Edge and always say how spoiled I am. It's a big family and they have so many resources. I don't





*I've learned a lot of lessons over the years, one of the biggest being if you're in the right place, have faith, and trust that everything is going to work out, it always does!* ”

have climbed the incline several times and have done 14ers. Ali also enjoys playing soccer and manages a women's team that she formed five seasons ago. Through her involvement in soccer, Ali has made a lot of friends that feel like family. Ali has done a lot of worldwide travel over the years and now enjoys exploring Colorado and other nearby locations such as Yosemite. Ali has a huge family in Connecticut and travels back to visit them as often as she can. "I do miss my family and friends, but my heart and home is here in Colorado."



know if I could go anywhere else because I love them so much." Ali is grateful for her fiancé's support of her and her business, and appreciates that she has close family and friends in the industry too. "My sister is a REALTOR® in Connecticut, my brother-in-law is a builder, and my best friend in North Carolina is a REALTOR® as well." Ali has a deep appreciation for the building process, especially watching the hard work and pride that her brother-in-law puts into his craft and loves brainstorming with her sister and best friend on business ideas and learning about other markets.

Ali loves people and hearing their stories so much that she started a podcast within her brokerage a couple years ago. "I wanted to hear the stories of their lives and secrets of success. I love helping others make connections and I love being the person people feel comfortable opening up to." For fun, Ali and her fiancé love to go snowboarding and hiking with their two dogs. They



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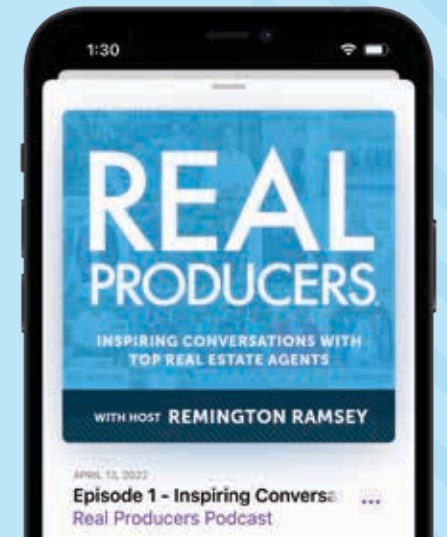


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► partner spotlight

# Vaughn Littrell

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In the words of Vaughn Littrell, “After 51 years of life, I have learned that we are a representation of our experiences, what we have learned, how we have grown, and how can we take those experiences to bring love, joy and happiness to others!” Vaughn has not always had an easy life; he admits through personal choices made, things became even harder for himself and others. He attributes and

gives credit to God and all those who stood by him, supported him, believed in him, and uses all of this to help EVERYONE!

Vaughn is not just a mortgage broker... He is a man that looks for opportunities to speak to high school and colleges, college sports teams, prisons, and companies across the country. His heart is big,



It’s easy to see Vaughn’s passion. The most important things in his life are the people in his life. His wife, Michelle Littrell has provided the love, understanding and stability he needed. His face lights up when talking about his children Jordan, Justice, Jasmine, Kannon and and his grand-

children Emery, Charlie and Eiram! He talks about his relationship with his mother Leslie Yeaton and attributes a lot to who he is today. His brother Matthew Yeaton has been his rock his entire life and looks for every opportunity to spend time with him, his wife Madonia and his nieces. Family and the thousands of friends he has met along the way are of high importance to him.

his passion is real, and this is what makes Vaughn Littrell a little different than your average mortgage broker in Colorado!

Vaughn looks for every opportunity to share and encourage others. He has had the amazing opportunity to speak in almost every high school in Colorado Springs and continues to make an impact on every person he meets. He has worked with senators, governors, state representatives and many people in the state of Colorado to make a difference in the community. Vaughn’s message is simple yet powerful. He talks about making good choices, consequences, and that your past or mistakes do not have to define your present or future. Vaughn started a charity called “Thanksfest” here in Colorado Springs. Thanksfest began 8 years ago when he gathered his family and close friends to donate 5 Thanksgiving dinners to local families in El Paso County that would not have had a meal on Turkey Day. Over the years this event has exploded; they served 350 families this past year! Vaughn has teamed up with some organizations like the CPCD Head start program to provide these meals to families living below the poverty level. His family, friends, colleagues in the real estate community, and local businesses work together to raise money each year this amazing event. Vaughn’s goal is to do 500 families in 2024!

Vaughn’s passion doesn’t stop there. Getting families into homes is a huge desire of his heart. He prides himself on being an out-of-the-box thinker because as he says, “every person and every family has unique situations and I love working with families to overcome those and become homeowners”. He realizes that without his amazing mortgage team he wouldn’t be able accomplish anything. Quinn White, Christina Thomas, Justice Littrell (Vaughn’s son), Brittany Kruse, Amber Lane, Paul Littrell and the whole Fidelity Team is who he gives the credit for continued success. Quinn White, his best friend of 37 years and the owner of Fidelity Mortgage Solutions had this to say about Vaughn, “I met Vaughn when I was a freshman in High School, before either of us had clue about life, and where our journey would take us. One of the first things I noticed was how much he cared about the people around him, and how loyal he was. His journey would become a tough one, and one that most people would not make it back from. I’ve always





AFTER 51 YEARS OF LIFE, I HAVE LEARNED THAT WE ARE A REPRESENTATION OF OUR EXPERIENCES, WHAT WE HAVE LEARNED, HOW WE HAVE GROWN, AND HOW CAN WE TAKE THOSE EXPERIENCES TO BRING LOVE, JOY AND HAPPINESS TO OTHERS!



believed that it was the Man upstairs that allowed him to be put on his pockets with insurmountable odds, to get his attention. He was meant for bigger and higher things. Through all the adversities in his life, Vaughn has become a leader in the business world, and most importantly the Father that he always wanted to be. Those are the attributes that got him to where he is today, were always there, they just needed to be sharpened. I am proud of who he has become, and proud to call him my friend”.

Vaughn Littrell is an example of hard work, persistence and always carries a “never give up mentality”. In his words, “Life is a marathon not a sprint. It’s one day at a time, one challenge at a time. It’s constantly looking to improve and grow. I learn so much from everyone I meet and it’s the culmination of those people and experiences that keep me growing and moving forward. The legacy I leave my family is not where I started but where I finished... and that is the good stuff”.

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I came to the home inspection business from the restaurant industry. I wanted to learn more about homes while still being in a position to interact with and help people.

### What do you love about your work?

My favorite part of being a home inspector is when homebuyers feel empowered by the information I've given them.

### Fun facts:

You can find me climbing in the flatirons, trail running and hanging out with my Heeler, River. When I'm not outside I love to cook and bake. I love campfire cooking!



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►► real producer

Written by Tabby Halsrud  
Casa Bay Photography

# Jina & BRIAN

# ST J A M E S

Jina St James' venture into the real estate universe wasn't exactly by choice, but by a nudge (or rather a shove, she says) when she and husband Brian faced one of their worst fears in 2008: losing their home. The couple lived in California at the time. "We found ourselves juggling the daunting decision of whether to keep the lights on or keep our home. Spoiler alert: neither was an option. Now, we carry that experience into what we do and how we serve our clients." Jina elaborated, "When people are going through tough times they feel embarrassed, but we have been there and can help them through the process."

Jina, who had a background in sales, always loved going through model homes to admire the architecture and new developments in building. She began to ask herself how she could get into selling homes as a career. It wasn't long before she decided to dive in. "It was the worst time to start selling - during the market crash when so many people were losing their homes. It was a great way to learn fast, though." In the midst of a market meltdown and when the idea of selling homes seemed like a recipe for disaster, she jumped in. "Best timing? Probably not. Best decision? Absolutely," she quips.

Colorado called to them, not just for the picturesque landscapes but for family and a fresh start. Jina had the opportunity to start working with new builds but soon felt a desire to be in the driver's seat of her own income and was ready to walk away from her new career at one point. Instead she decided to start working in resells. "I got so busy and turned to my husband for help. His background is in the restaurant industry, but he was perfect for real estate. I told him, 'You

have the best customer service skills. Like seriously you can fire people and they still like you. If I did that, well, we won't discuss what they would say about me.' That's when I roped in my secret weapon - Brian. We joined forces and the rest is history."

Brian worked 26 years in the restaurant industry and found himself at a crossroads when his family's Bay Area restaurant closed its doors in 2007. When he and Jina moved to Colorado and he dipped his toes in the restaurant scene there, he soon realized the cap on his income growth and eyed a career shift. "I promised myself I'd exit the restaurant world before 40 and I did it at 39." Brian stated. He transitioned to real estate, initially working with new builds before joining forces with Jina.

"It was rough at first," reflected Jina. "I worked during the day and he worked at night so for several years we only saw each other in passing. He would see the kids in the morning when he took them to school and then I'd be with the kids at night." The couple now works together and has found a natural groove in how they share work responsibilities. Brian handles the day-to-day and Jina is the visionary, always coming up with the big crazy ideas. "I'll look way out into the future but Brian is the integrator. He figures out what we can actually do and keeps everything running smoothly. It's been a perfect partnership and it's really helped us continue growing and figuring out the right things to do." Jina continued, "Our relationship is pretty awesome. We are best friends. Sure, we have differences of opinion and we bicker and fight..." Brian interjected, "We don't fight, we argue," they both laughed. Jina





continued, “We work alongside each other, but we also divide and conquer because we do so much. We just get each other, we know when each other is frustrated, and we pick up each other’s slack.”

Jina was featured in Real Producers in 2019 and reflected on what has transpired since then. “That was a neat thing to get recognition of what I was accomplishing at that time. But we’ve grown a lot. Our family has grown - back then we had five kids, now we have six. We’ve grown emotionally, and the business has grown quite a bit. I remember having imposter syndrome back then, feeling like we didn’t belong. Now, we know what we are doing, we’ve done a lot since then, and we’ve got this.”

Jina is now a mentor for other agents at eXp Realty. “I get to help new agents and serve as a kind of business coach for them.

One of the first things I ask is if they are in this as a hobby or as a business. This is an important question because this isn’t something you can just do for fun - you’ve spent way too much money to get here.” Brian added, “The hardest thing for a lot of agents is to get up and treat this like a business every day. We get up and go to the office every day, we talk about our priorities for the day and we time block.”

Jina is passionate about bringing other agents up with her. “I was really lucky to be surrounded by some amazing mentors myself. Their advice helped me figure out who I wanted to be in the industry and they gave me permission to spread my wings. It’s really awesome to give back and do that for someone else now.” Jina wants other agents to know that it’s okay to be successful. “I had an agent come to me a while back expressing interest in the luxury market but feeling like she had to wait her turn. I told her, ‘No, we’ll get you in there. All the rules being presented to you aren’t really rules. Let’s break the barriers and make you successful.’ I’m all about disrupting the market and the way things are done.”

Jina encourages everyone to be themselves. Her motivation for this was being told she needed to soften her edges. “I just thought to myself, I’m not going to change who I am to make other people more

comfortable. That is your issue, not mine.” This motivated her to prove that she could be herself and still be successful. Now she models this authenticity by speaking her mind (politely, of course) and not changing herself to fit other people’s expectations. She gives other agents permission to do the same and to be successful. “Let’s make it where this is fun again and we take care of our clients. We get paid well to do something really awesome, so let’s step it up!” Brian added, “One of the things we always do is think of clients over profit. We always do the right thing, regardless.” Jina continued, “We’re not afraid to give up a portion of our commission to make a deal work. This is about helping people find their home - one of the most important things in their life - and we get to be a part of that.”

“ I JUST THOUGHT TO MYSELF, I’M NOT GOING TO CHANGE WHO I AM TO MAKE OTHER PEOPLE MORE COMFORTABLE. THAT IS YOUR ISSUE, NOT MINE. ”

The St James team offers “white glove service” to their clients. Before clients even come to their office, Jina and Brian learn what their favorite drinks and snacks are so they can provide something familiar that creates comfort. They lay out everything about the contract and the buying process and send them client survival kits along the way. They integrate their sarcastic humor as well as provide practical things like moving kits and boxes.” Their client-first mantra sprinkled with their characteristic humor defines their approach. “We’re about creating moments, not just transactions. Think of us as your real estate concierges, armed with your favorite snacks and maybe a lifeline or two like emergency chill pills (courtesy of Lifesavers),” added Brian.

This couple appreciates repeat business and stays in touch after the buy or sell. Jina added, “We express appreciation to our vendors too because



they make us look good.” When Jina and Brian transitioned from The Cutting Edge, Realtors to eXp Realty, they restructured. Jina and Brian make up the St James Team, and they work with several business partners who are all accountable for their own production. Jina and Brian also guide and mentor builders to revamp themselves through sales and marketing efforts.

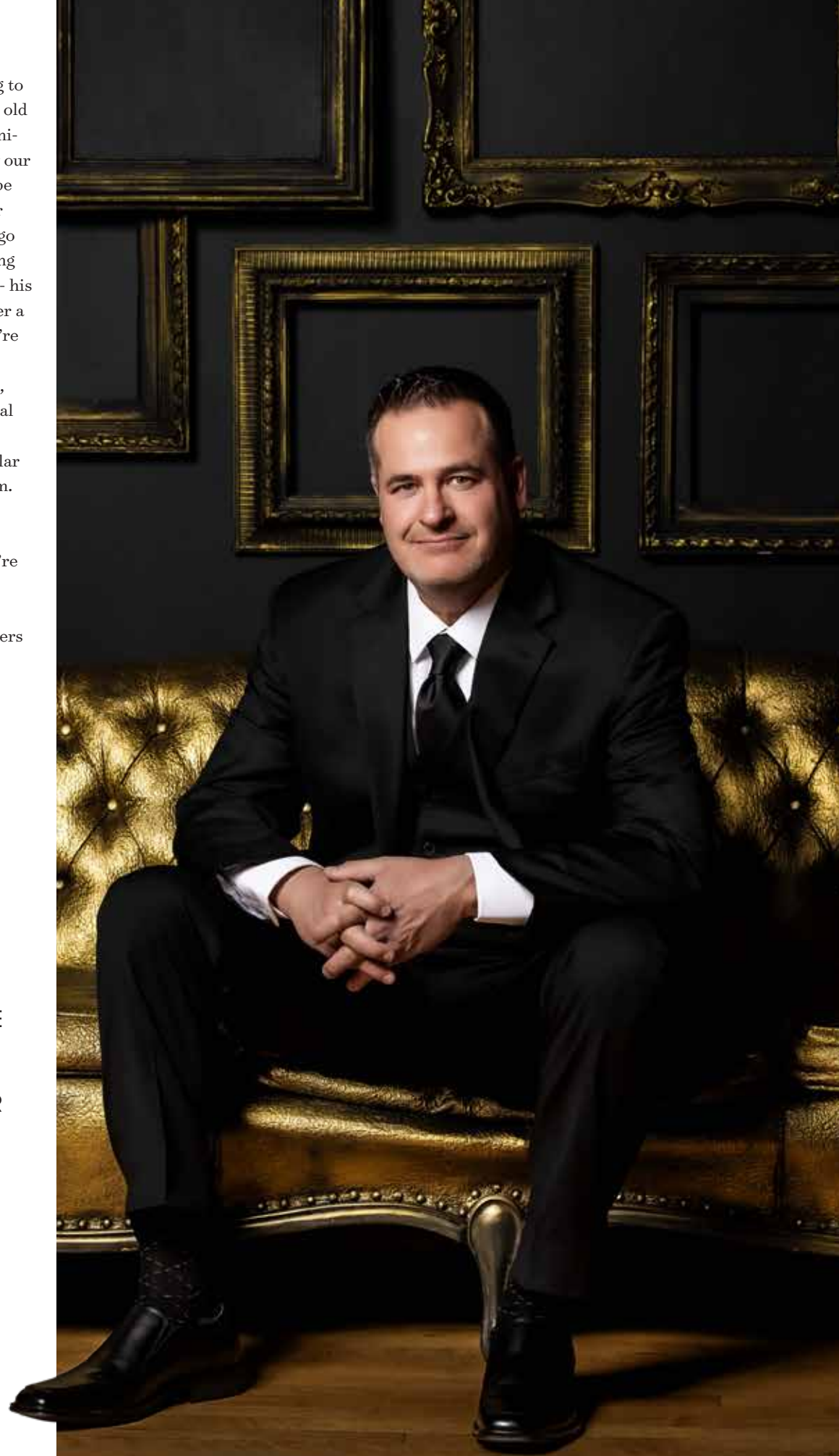
The St James are blessed with six kids - three girls and three boys - ages 22, 19, 13, 11, 7 and their youngest is nearing 3. “We’ve got kids in every single range of life,” Jina beamed. “They’re awesome and it’s really cool to see them grow. Our oldest just got her esthetician license and has opened up her



own place. Our 19 year old is going to do real estate with us. Our 13 year old is our artist and is amazing with animals and training them, especially our dogs. Our 11 year old has a YouTube channel and is so witty. Our 7 year old is quite the charmer and can't go anywhere without girls surrounding him. Our youngest rules the roost - his siblings bow down to him. It's never a dull moment with our kids and we're very blessed. They are one of the reasons we work so hard." For fun, this family of eight enjoys an annual vacation outside of Colorado, and Brian and Jina make time for regular staycations for just the two of them.

In closing Jina shared, "We are looking forward to the future. We're excited to see where our kids are going to go next. We feel really honored to be part of Real Producers among some amazing people."

“ WE’RE ABOUT CREATING MOMENTS, NOT JUST TRANSACTIONS. THINK OF US AS YOUR REAL ESTATE CONCIERGES, ARMED WITH YOUR FAVORITE SNACKS AND MAYBE A LIFELINE OR TWO LIKE EMERGENCY CHILL PILLS (COURTESY OF LIFESAVERS). ”



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**FUN FACTS**  
ABOUT YOUR FELLOW AGENTS

➔ around town

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



**Rob Thompson** worked for MCI / WorldCom / Verizon for 18 years before he became a Realtor!



**Sam Sparks** has visited 26 countries and counting!



**Ashley Cerasuolo** helps her significant other doing tree work (he owns a tree service) and she enjoys flopping trees and using chain saws!



Back when **Kerri Kilgore** was in the Air Force, every flight she was offered led to her getting motion sickness and "losing her cookies." She admits people don't realize just how hot those planes are and how much gear you have on.



**Jennifer Nunnally** became a Junior Olympic Qualifying Swimmer at age 13. She never made it to the Junior Olympic trials due to a compound fracture in her right arm that occurred from a fall while hiking in the NC mountains. After healing she picked up a tennis racquet and began competitive tennis!



Welcome **Dave Slater** with Bank Central aboard Real Producers as a Preferred Partner! (May 2024)



**Charles Beaton** loved playing hockey in college and for the army. He played in the Baltic Military Winter Games and has played in Lithuania, Finland, and Latvia. Charles still enjoys playing hockey, as well as camping with his family, going to concerts, and riding his motorcycle.



Welcome **Zack Tarbet** aboard Real Producers as a Preferred Partner! (May 2024)



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## INTRODUCING

### Darrell Harrison

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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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