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Daniel S. Glaser joined the Herzog Law Firm in January 2020 after spending 11 years managing his own law firm. Daniel concentrates his practice on residential and commercial real estate representing buyers, sellers, and lenders. Daniel has a unique ability to keep everyone calm in stressful situations and believes this helps keep many transactions proceeding smoothly toward the closing table. Daniel understands that purchasing and selling real estate is one of the biggest transactions that clients will embark upon, and he is honored to guide them through every step of the way.

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# PUBLISHER'S NOTE

## Capital Region Real Producers,

We just had an amazing Zoom event with Hal Elrod (Miracle Morning author), discussing how to have your Best Year Ever! We hope it inspired you in your journey of personal growth.

As we dive into June, let's take a moment to celebrate the diversity and inclusivity that make our community so special. June is Pride Month, a time to honor and support the LGBTQ+ community. Let's spread love and acceptance wherever we go!

But that's not all—June also marks the celebration of Juneteenth, a day that commemorates the end of slavery in the United States. It's a reminder of the progress we've made and the work still ahead to achieve true equality for all.

Speaking of celebrations, mark your calendars for our upcoming Roaring 20s on November 12th! It's going to be an absolute blast, and we can't wait to party with all of you again.

As we embrace the joys of June, let's remember these words of wisdom: "In a world where you can be anything, be kind."

Here's to a fantastic June filled with love, celebration, and progress. Happy June, everyone!



**Kristin Brindley**

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# NAVIGATING THE NEW YORK REAL ESTATE MARKET:

## Tips & Strategies for Realtors

►► legal hotline  
By Erin P. DeLancey, Esq.

As a realtor in the vibrant and dynamic market of Upstate New York (Upstate New York), you're likely aware of the unique challenges and opportunities that come with serving clients in this region. From the bustling streets of New York City to the picturesque landscapes of Upstate New York, the state offers a diverse array of real estate options. In this article, we'll explore some essential tips and strategies to help you thrive as a realtor in Upstate New York.

**Understanding the Market:**

Before diving into any real estate transaction, it's crucial to have a

solid understanding of the local market dynamics. New York State is known for its competitive and fast-paced real estate environment, especially in urban centers like New York City, where demand often outstrips supply. However, market conditions can vary significantly depending on the region, so staying informed about trends and developments in your specific area is key.

**Building Strong Relationships:**

In the world of real estate, relationships matter. Cultivating strong connections with clients, fellow realtors, lenders, and other industry professionals can enhance your success as a realtor in Upstate New York. Networking events, industry conferences, and social media platforms are excellent avenues for expanding your professional network and establishing meaningful relationships that can lead to future business opportunities.

**Navigating Legal and Regulatory Landscape:**

Navigating the legal and regulatory landscape is essential for any realtor operating in Upstate New York. Familiarize yourself with local real estate laws, regulations, and disclosure requirements to ensure compliance and protect both yourself and your clients throughout the transaction process. Additionally, staying updated on any legislative changes or policy updates impacting the real estate industry can help you adapt and thrive in a rapidly evolving regulatory environment.

**Utilizing Technology:**

In today's digital age, technology plays a vital role in the real estate industry. Embrace tools and platforms that can streamline your workflow, enhance client communication, and facilitate market-ing efforts. Whether it's

leveraging virtual tour technology to showcase properties or using customer relationship management (CRM) software to manage leads and contacts, integrating technology into your business practices can help you stay competitive in the Upstate New York real estate market.

**Providing Exceptional Customer Service:**

In a competitive market like Upstate New York, providing exceptional customer service can set you apart from the competition. Take the time to understand your client's needs, preferences, and priorities, and tailor your services accordingly. Clear and timely communication, attention to detail, and a commitment to exceeding client expectations can foster trust and loyalty, leading to repeat business and referrals in the future.

**Adapting to Market Trends:**

The real estate market is constantly evolving, and successful realtors are those who can adapt to changing trends and consumer preferences. Stay informed about market trends, emerging neighborhoods, and shifting demographics to identify new opportunities for your clients. Whether it's the growing demand for sustainable and energy-efficient homes or the rise of remote work influencing housing preferences, being proactive and adaptable can help you stay ahead of the curve in the NYS real estate market.

Navigating the New York State real estate market can be both challenging and rewarding for realtors. By understanding the market dynamics, building strong relationships, staying compliant with legal regulations, leveraging technology, providing exceptional customer service, and adapting to market trends, you can position yourself for success in this competitive industry. With dedication, expertise, and a commitment to serving your client's needs, you can thrive as a realtor in the diverse and dynamic landscape of Upstate New York.



Erin P. DeLancey is a practicing attorney and a published author with a strong background in real estate law. She graduated from the Roger Williams School of Law in 2016 and was admitted to the Bar in 2017.

Erin specializes in residential and commercial real estate as a member of the boutique law firm Rohan & Delancey, PC, located in Albany, New York.

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RONALD PATTERSON

# TRUSTCO BANK

## A TRUSTED NAME IN BANKING

By George  
Paul Thomas  
Photos  
by Martyn  
Gallina-Jones

In the financial industry, there are individuals like Ronald G. Patterson, whose dedication and adaptability redefine the industry's standards. As the Senior Branch Officer at Trustco Bank, he has been a cornerstone of the company for over a decade, leading with integrity and passion.

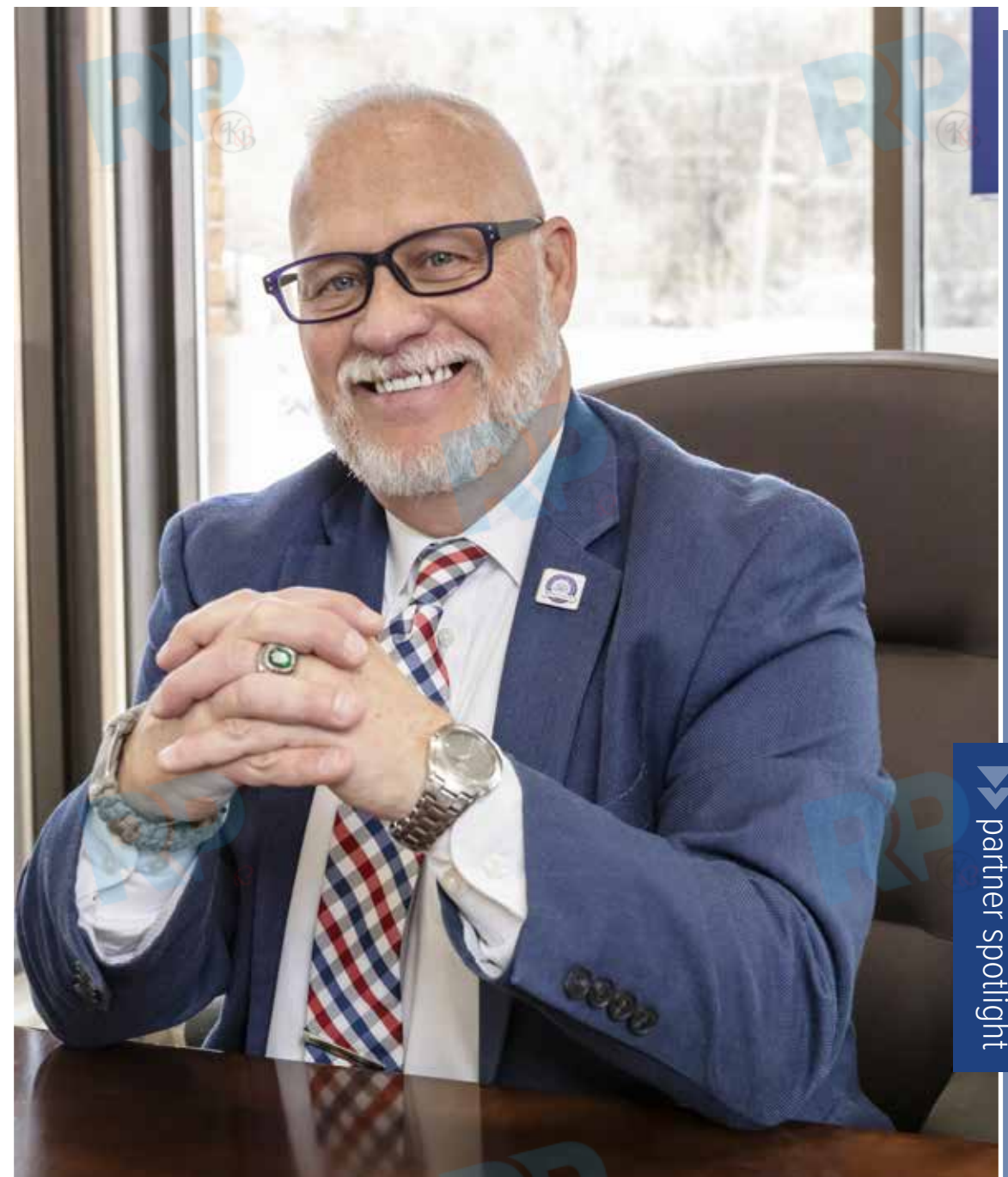
Ronald is a dedicated individual who believes in giving his best in every task he undertakes. He prioritizes the needs of his

customers and staff, always making himself available, regardless of the time or day. Ronald's commitment to hard work and excellence shines through in everything he does, reflecting his professionalism and dedication to his role.

### ROOTING HISTORY

Ronald's journey from a distinguished military career to the banking sector is intriguing and

inspiring. Raised in Gloversville, New York, he credits his father for instilling in him the values of hard work and gratitude. After serving his country, Ronald found himself drawn to the banking industry, seeking new challenges and opportunities that he found in Trustco Bank. With its ethos of community and service, Trustco Bank provided him the platform to transition seamlessly into his role today.



partner spotlight

"I began my career with Trustco Bank in November 2012 after a 30-year career in the Military," Ronald shares. "They were generous enough to gift me a chance to operate and manage one of their locations with no banking experience, which I have greatly appreciated ever since," he adds.

For Ronald, Trustco Bank is more than just a financial institution; it's a trusted partner for individuals and businesses alike.

With a comprehensive range of services, including checking and savings accounts, mortgages, and estate planning, Trustco Bank caters to the diverse needs of its customers. Operating across 138 locations spanning five states, Trustco Bank prides itself on being "Your Home Town Bank," emphasizing accessibility and community engagement. Ronald leads a dedicated team at the Mayfair Branch, ensuring every

customer receives personalized service and expert guidance.

### OUTSIDE OFFICE

Beyond the confines of the banking world, Ronald's personal life is rich with love, family, and diverse interests. Ronald's commitment to his loved ones is steadfast. He has a significant other named Jill and a loving family, including children and grandchildren. Ronald enjoys simple pleasures when not immersed in



banking matters, from cooking for family and friends to engaging in recreational activities like bowling and golf. His involvement in veterans' organizations and passion for travel further reflect his diverse interests and commitment to the community.

"I enjoy cooking on the grill for family and friends. I bowl and attempt to play golf. I am on the board of two veterans organizations, and I enjoy traveling," Ronald notes.

**FUTURE FOCUS**

Ronald envisions a future marked by continued dedication to Trustco Bank's mission of exceptional customer service. While he remains committed to

diligently serving the bank and its customers, retirement promises new adventures. With dreams of relocating to South Carolina, Ronald looks forward to embracing a slower pace of life, indulging in his passions, and cherishing moments with loved ones.

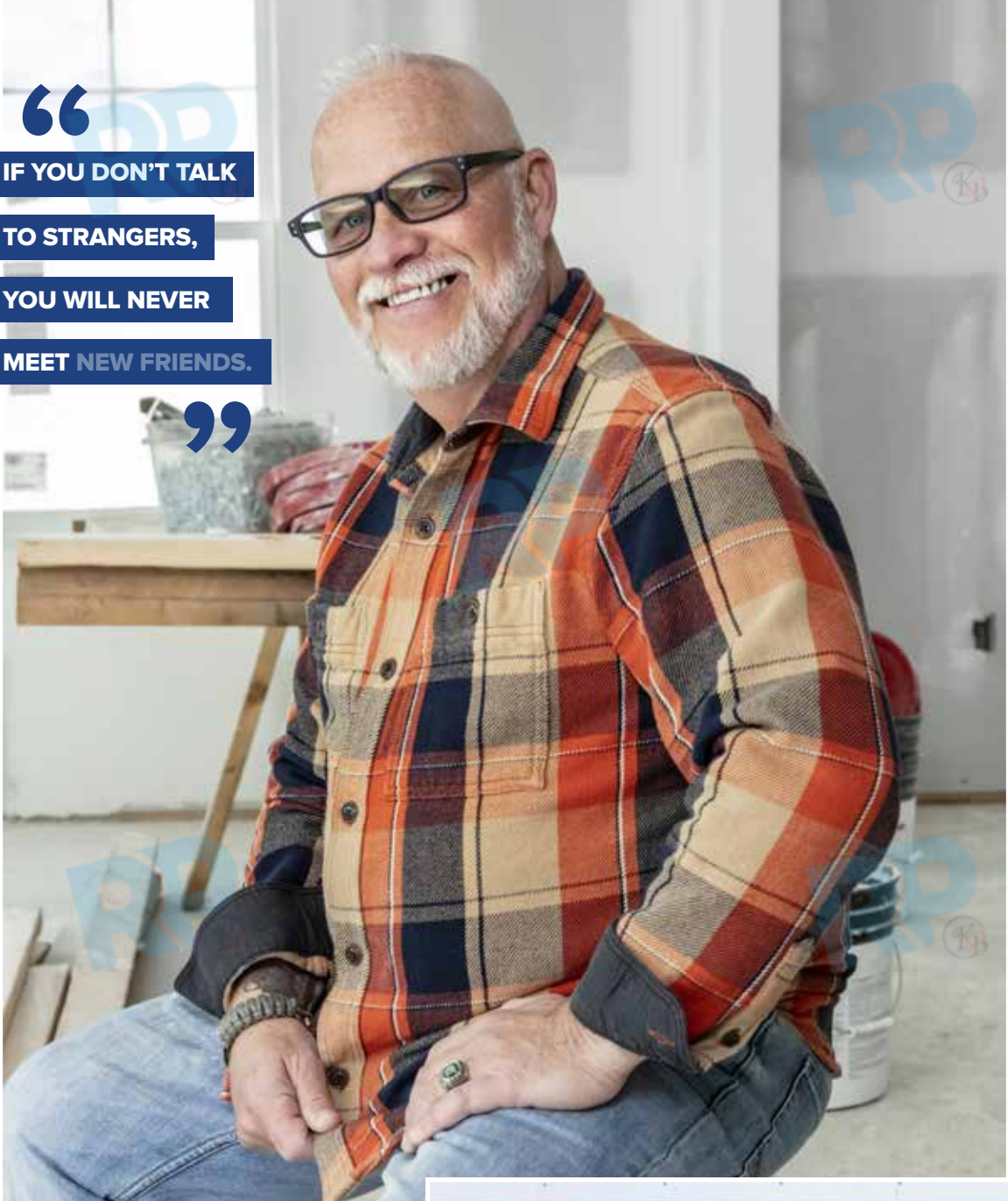
"I will continue to work for Trustco Bank as long as they will allow and continue to deliver great customer service our customers have grown to love. Also, when I do decide to retire, I would like to move to South Carolina," Ronald admits.

Ronald extends Trustco Bank's assurance of exceptional service and expertise to Realtors seeking reliable financial partners. With

a team of knowledgeable professionals and a commitment to exceeding expectations, Trustco Bank stands ready to support clients and collaborators. Whether securing a mortgage or managing finances, Trustco Bank is the trusted partner you can rely on.

Ronald's journey from military service to banking leadership exemplifies the power of dedication, integrity, and community engagement. His story inspires us by reminding us that success is not just measured by professional achievements but by the impact we make on the lives of others. In Ronald's case, his commitment to service extends far beyond the walls of Trustco Bank, leaving a lasting impression on all who know him.

“  
IF YOU DON'T TALK  
TO STRANGERS,  
YOU WILL NEVER  
MEET NEW FRIENDS.”



The Trustco Bank Team: Christopher Bressette, Anoeska Jiawan, Allison Roberts, Ronald Patterson, Ormilla Budhu, Ranieta Lal

If you're ready to take the next step toward your financial goals, don't hesitate to reach out to Ronald Patterson. Whether you have questions, need assistance, or want to explore your options, he will help. Contact him directly at 518-399-9121 or 518-926-0195, or email him at [Rpatterson@trustcobank.com](mailto:Rpatterson@trustcobank.com). You can also find him listed as a loan originator on Trustco Bank's website at [www.trustcobank.com](http://www.trustcobank.com) under "find a loan originator."





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O'HARE



» rising star

By George Paul Thomas  
Photos by Michael Gallitelli

## Forging Meaningful Connections

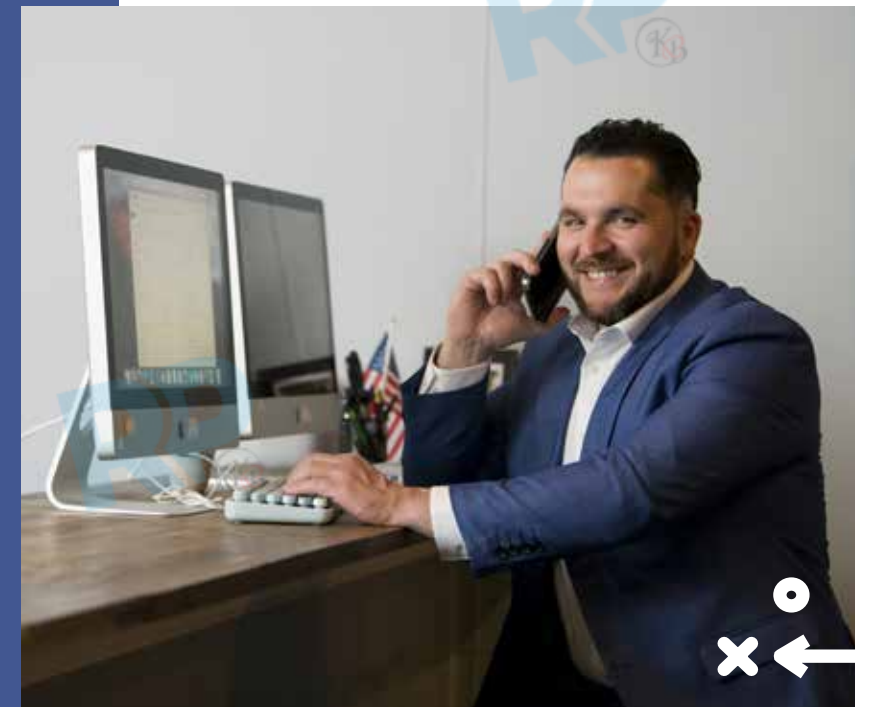
Ryan O'Hare, a dedicated real estate professional with the Oxford Property Group, is making waves in the Ballston Spa area. His journey from a loan officer to a top-producing REALTOR® is not just about transactions; it's about building a business rooted in community values and family legacy.

"There is no bigger purchase in someone's life than their home. Not only is it a huge financial decision, but it is also where families go to create memories, feel safe, and have fun. I love being a part of that process."

### HEEDING HIS PASSION

Ryan's story begins in Colonie, where he spent most of his formative years. After graduating from Colonie High School, Ryan's upbringing instilled a deep sense of community and belonging. In this close-knit environment, Ryan's passion for sports and teamwork shaped his character and guided his path toward success.

From a young age, Ryan immersed himself in various sports, embracing the challenges of competition with gusto. Whether on the field or the court, he learned invaluable lessons in resilience, teamwork, and determination. These early experiences laid the foundation for Ryan's ability to thrive in every industry. This skill set would prove invaluable in his future endeavors.



"Being involved in various sports for most of my life, being in highly competitive situations, and succeeding has taught me how to navigate high-pressure situations, handle them professionally, and work well with others," Ryan notes.

After completing his education, Ryan embarked on a career as a loan officer at Trustco Bank. While his role provided ample opportunities to engage with clients, Ryan was drawn to a different aspect of the industry: real estate. Recognizing his innate talent for connecting with people and his genuine passion for community involvement, Ryan boldly decided to transition into the world of real estate—a move fueled by his desire to make a meaningful impact on the lives of others.

"I love the real estate industry and the community," Ryan admits. "I have always been passionate about my community and helping those around me. My skill set and personality led me to the real estate side of things," he adds.

"As a loan officer, I was best suited to connecting with clients and utilizing my sphere rather than relying on referrals from agents, although I worked with quite a few great agents in my time as a loan officer," Ryan shares. "However, my passion was connecting with clients and seeking out my clients through various events," he says.

Since joining the real estate industry in 2023, Ryan has made a name for himself. As part of the dynamic Ryan & Reamer Team, formed in partnership with Jessie Reamer, Ryan has achieved remarkable success. In his first 9 months in real estate, he closed nine transactions totaling an impressive \$2.5 million in volume. Looking ahead, Ryan projects his volume to soar to \$14 million this year—a testament to his unwavering dedication and strategic approach.



“I run my business like building a team. I help my clients build a team around them that will lead them to success. I put the right people in the right positions to help everyone become successful.”



#### A GLIMPSE INTO HIS PERSONAL LIFE

Beyond numbers, Ryan's life revolves around his family and his passion for sports. As a devoted father to three boys—Andrew (16), Connor (11), and Kallen (5)—Ryan finds joy in coaching flag football and witnessing his sons' achievements on the field. His love for combat sports, cultivated since a young age, adds another dimension to his multifaceted personality, showcasing his determination and competitive spirit.

“In my free time, I watch my kids in their sports, coaching football, spending time with my family, and training at Burn Boot Camp,” Ryan shares. “Currently, I coach for the JR Raiders flag football program,” he reveals.

“Also, I have loved combat sports my entire life. I have been involved in various martial arts and boxing types since a young age,” he admits. “As a teen, I finished 3rd in the Nationals in sparring in karate, just missing qualifying for the Olympics.”

#### LOOKING AHEAD

For Ryan, success extends beyond professional accolades; it encompasses leading a happy, fulfilling life and creating a legacy for his children. He aspires to establish his own brokerage with Jessie, where family values and client-centric practices reign supreme. As Ryan envisions a future where his business becomes a family affair, he remains steadfast in his commitment to empowering others and fostering success within his team.

“I run my business like building a team. I help my clients build a team around them that will lead them to success. I put the right people in the right positions to help everyone become successful,” Ryan emphasizes.

Reflecting on his journey, Ryan emphasizes the importance of mindset and authenticity in achieving success. As he concludes his narrative, he leaves invaluable advice for fellow Realtors.

“Mindset is everything. How you present yourself, not just in your appearance but in your confidence, personality, and professionalism, goes a long way. Be yourself, and your business will follow.”





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►► cover story

By George Paul Thomas  
Photos by Martyn Gallina-Jones



Cynthia



*Building Relationships, Building Success*

Meet Cindy Quade, the driving force behind Signature ONE Realty Group, where excellence isn't just a goal – it's a standard. As a Broker-Owner, her approach is refreshingly hands-on, distinguishing her business in a crowded market. One thing Cindy doesn't compromise on is value. She believes in leading by example, never asking her team to do anything she wouldn't do herself. Cindy ensures that her agents have the tools and training to thrive in their careers. She is truly the backbone of her business, ensuring that every client and agent receives the utmost support and attention.

**CHARTING NEW HORIZONS**

Cindy's story is one of evolution and dedication, a journey from her roots growing up in Latham, NY, to her current role as a leading figure in the real estate industry. Born and raised in the Capital Region, Cindy's early years were shaped by the values instilled in her by her father – that of hard work, continuous learning, and seizing opportunities.

After graduating from High School, Cindy was eager to enter the workforce but quickly realized the importance of continued education in shaping

her future. Fuelled by a desire for knowledge and an instinct for marketing, she put herself through night school at Siena College. Here, Cindy discovered her passion for marketing, which would later become a driving force in her success.

Cindy worked in the hospitality industry before finding her calling in real estate. She loved being around and meeting new people every day; however, she longed for a career path that would provide fulfillment and purpose. What started as an interest evolved into a passion as Cindy discovered the excitement of helping clients through the challenges of purchasing a home.

"I love marketing and being creative. One thing that I felt was lacking in real estate was effective marketing," Cindy shares. "A large part of the business is marketing, especially when representing sellers, and most agents are tasked with the marketing of homes with little to no formal education, experience, or backing. Or, companies that have marketing departments have little or no experience with real estate," she adds. "Today, marketing has changed, but some things remain the same, such as the importance of proper training and experience."





Cindy's real estate transition was not just a career move but a calling. Dissatisfied with the status quo of real estate marketing, where agents often prioritize self-promotion over showcasing properties, she saw an opportunity for change. Drawing from her marketing background and intimate knowledge of the real estate market, she founded Signature ONE Realty Group, a small boutique-style brokerage with a voracious marketing department

capable of serving its clients to a higher level and experienced agents that are equipped with the tools and knowledge required offering clients the service and expertise they deserve.

Though leading a small yet dynamic group, Cindy stands tall in the real estate landscape, redefining success on her terms. Despite its modest size, Signature ONE Realty Group boasts remarkable achievements. Ranked in the top 1% of firms in the Capital Region, they hold the prestigious position of #20 out of over 500. Notably, they clinch the #1 spot for brokerages with under 20 agents, a testament to their commitment to delivering luxury experiences regardless of the price point.

Cindy personally accounted for over \$23 million in sales last year, securing her place among the top 15 agents in a pool of over 3,200. Her expertise lies primarily in the new construction with a strong referral business, where her reputation for excellence precedes her.

#### BEYOND THE BOARDROOM

Her son, Carson, is at the heart of Cindy's world, a source of pride and joy. Carson, a Syracuse University graduate, carves his path as a sports broadcaster specializing in track and field. Meanwhile, Cindy's spouse immerses himself in music and boat detailing. Her spouse and son are the dynamic duo known as the 'Saratoga Buglers' at the Saratoga Race Track.

Her journey to success was shaped by two influential mentors: her father and John Michaels, a prominent figure in the homebuilding industry, where Cindy started her real estate career marketing and selling their homes. From her father, Cindy learned the importance of hard work, seizing opportunities, and embracing failure as a learning experience. On the other hand, John Michaels taught her the value of surrounding oneself with the right people and trusting the process, even in the face of uncertainty.

"Before John passed several years ago, we talked about my shifting business, and he helped me not to worry as much and to have more of a 'just do it' attitude," Cindy recalls. "Like my father, John went for every idea he had. This guidance, combined with my father's influence to recognize opportunities and not fear them, is when I decided to change the course of my business and diversify," she adds.



# “STAY TRUE”

*to yourself and your clients.*

Cindy indulges in her favorite activities when not navigating the real estate market: boating and dining with friends. Her recent commitment to travel underscores her desire to explore new horizons and recharge.

Beyond numbers, Cindy's commitment to her community extends to her involvement with various charities, including AFSP, Wounded Warrior, Center for Disabilities, Humane Society, and Children's Hospital. With plans to create new avenues for giving back, Cindy's dedication to philanthropy remains unwavering.

#### FORWARD MOMENTUM

Ever driven by her favorite quote from Michael Jordan—"Some people want it to happen, some wish it would happen, others make it happen"—Cindy sees success as a journey rather than a destination. For her, success is not a static achievement but a dynamic process of setting and achieving goals, constantly evolving and never-ending.

As she looks to the future, Cindy finds herself exactly where she wants to be – a thriving real estate business with endless opportunities. With a life filled with excitement and purpose, Cindy's journey is far from over, and she eagerly anticipates new ideas and aspirations that will shape her path forward.

For Cindy, the essence of her business lies not in individual achievement but in collective success. When she speaks of "our" business, she refers to herself and the entire group she is blessed to share these opportunities with. From her days as a solo agent to leading a thriving team, Cindy finds joy and fulfillment in inspiring and empowering others to achieve their dreams. And as she concludes her narrative, she offers simple yet profound advice to up-and-coming producers.

"Stay true to yourself and your clients. And make sure the company aligns with your values. I tell all my agents that if you focus on money, it will be a very short career. But if you focus on adding value, the rest will come."





▶ special events

# CAPITAL REGION REAL PRODUCERS' MAY MAGAZINE PARTY

**MAY 14, 2024**

The *Capital Region Real Producers Magazine Party* was a blast! It was a pleasure having our features join us at our exclusive gathering held at a fabulous log home listing in Saratoga provided by Jamie Mazuryk of Core Real Estate. We hope you had a fantastic time celebrating with us!

The event was a resounding success, and we want to express our heartfelt gratitude for your participation as one of our featured agents and esteemed partners.

Your presence added an extra significance to the celebration, and we are immensely thankful for your ongoing support.

For those who couldn't join us at the event, we missed having you there. We understand that circumstances can change, and we hope to have the opportunity to celebrate with you in the future. We appreciate your support and encourage you to stay connected with us for upcoming events and exciting opportunities.

Thank you again for being part of this remarkable celebration. We look forward to continuing our partnership and celebrating your achievements. If you have any questions or feedback, please get in touch with us.

Wishing all of you continued success and prosperity.

For more information on all Capital Region Real Producers events, please email us at [info@capitalregionrealproducers.com](mailto:info@capitalregionrealproducers.com).







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