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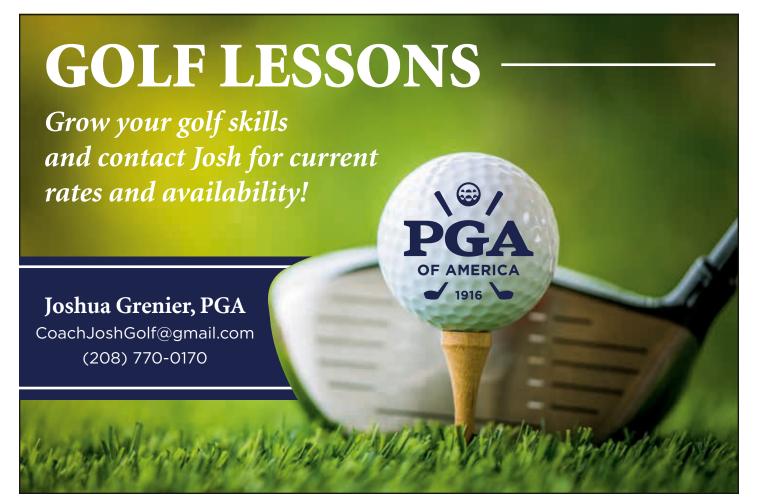
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If you are interested in nominating people for certain stories, please email us at: email goes june.ladd@n2co.com







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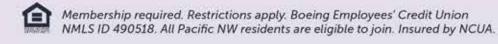




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PREFERRED PARTNER SPOTLIGHT:

HAKUNA MATATA MOVING

I was born in Nairobi, Kenya, to an American father and an African mother. In 2003, I moved to Montana with my father, where I learned the importance of kindness, fairness, and reliability—values that have shaped me into the person I am today. From an early age, I pushed myself to work hard, whether in sports, jobs, or life, which naturally made me a leader.

In 2019, I reconnected with my older brother and his wonderful family. They were all entrepreneurs, and their drive inspired me to take control of my own future. Their encouragement helped me realize that I could build something of my own—a business rooted in the values I was raised with.

One phrase that has always stuck with me since childhood is Hakuna Matata. It's a Swahili saying that means no worries, and it has been a guiding principle in my life, helping me navigate challenges with a positive mindset. Moving is one of the most stressful transitions in life, and I wanted to bring that same sense of ease to my clients. That's why I built my moving



company—to make the process smoother, less stressful, and to ensure that every customer feels a little bit of Hakuna Matata during their transition.

At the heart of my company is trust, hard work, and a commitment to treating people with kindness and fairness—just as I was taught growing up. Whether it's a local move or a long-distance transition, my team and I are here to make sure you can focus on the next chapter of your life while we handle the heavy lifting.



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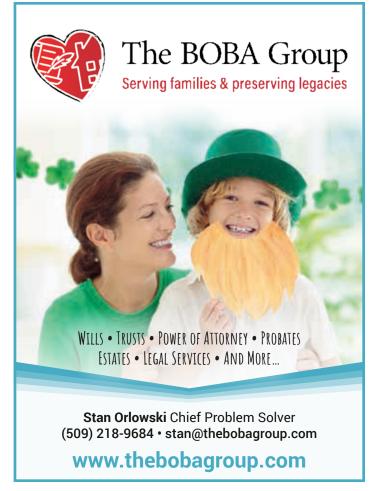


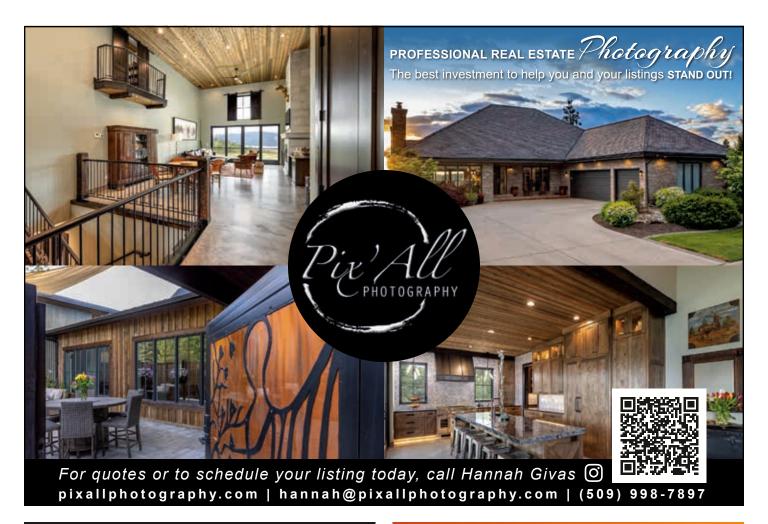


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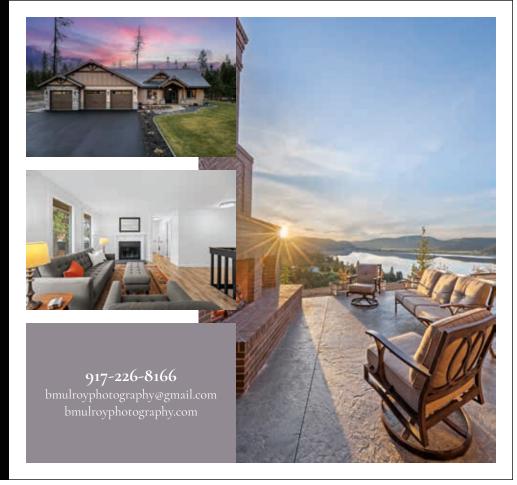








Capturing a home is more than just taking pictures to me. I treat every home, seller and client with the same level of respect and value. The value of a home is not the price, but the opportunity it can create for each seller. I like to think I help both the sellers and buyers of a home close one chapter and start the next one. I can't wait to meet and work with you and your clients next!





Naomi Kahn

As a mom of three, including a son with Down syndrome, Kelsey Heintz has learned the value of protecting and advocating for what matters most. At Naomi Kahn Insurance, she's dedicated to educating families on their insurance needs—helping them understand risks, identify coverage gaps, and ensure they're fully protected.

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Favorite Quote:

"Just keep swimming." Simple, but it sticks with me. That little line from Finding Nemo has so many applicable meanings and has gotten a lot of people...grown adults... through plenty of tough moments. When things feel overwhelming (or even if I'm just feeling unmotivated), I remind myself to just take the next step—because moving forward, even if it's slow, is what really matters.

Favorite Lake:

Liberty Lake isn't just where I live—it's home in every sense. The tight-knit community, summer days at the beach with my girlfriend and friends... it's hard to beat. Coeur d'Alene is stunning and obviously a great "go to," but Liberty Lake is hands down my favorite. Also, I love that driving on the main street feels like you're in a whole different part of the United States.

Favorite TV Show:

The Office will always have a special place in my heart. The dry humor, and the painfully awkward characters and the fact that they're able to throw in a joke every 7 seconds is astounding. I've watched it so many times that I could probably hop in mid episode anywhere in the show and be

able to quote the next line. Not something I'm proud of...but something that's true.

Favorite Book:

Rich Dad Poor Dad completely changed the way I think about money. It was the first book that really opened my eyes to the power of investing and financial freedom. Safe to say, it played a big role in leading me to real estate.

Favorite Motivational Speaker:

Tony Robbins impact is undeniable, and I've seen firsthand how his coaching has transformed people's lives—including some close to me. The guy could probably convince a rock to be a diamond if you gave him enough time.

Favorite Sport:

Brazilian Jiu-Jitsu was a huge part of my life from the time I was 15. I trained constantly, competed in tournaments, and worked my way up to a brown belt. It taught me discipline, resilience, and the importance of knowing how to escape a chokehold (which, surprisingly, hasn't come in handy in real estate—yet). A neck injury put my training on pause, but the life lessons and relationships from that time are a big part of who I am today.





What was your total volume last year?

Just under \$19 million in sales volume last year.

Tell us about your hometown and family, and what you appreciate about living and working in the Inland Northwest.

I was born and raised in Spokane, out on the Palouse Highway, and I've spent my entire life here. The sense of community in this area is something special—I've got lifelong friends who feel more like family, and I can't imagine calling anywhere else home (even if our winters test my mental fortitude). As for activities, I'm up for pretty much anything active—hiking, rock climbing (indoor...not on an actual rock like those lunatics), biking, you name it. But honestly, my favorite thing is just spending time with the people I care about. Doesn't really matter what we're doing, as long as there's good company.

What motivated you to pursue a career as a REALTOR®?

Honestly, I kind of stumbled into real estate. I was in college, feeling lost, and had no real direction. I figured, "Why not?" My parents were looking to buy a property at the time, so I thought I'd get my license and help them out. What started as a "let's-see-where-thisgoes" decision turned into a career I genuinely love. Sometimes, the best things in life happen when you least expect them.

What was the biggest challenge you faced when starting out in the real estate industry?

Any agent will tell you—the first year (or first few years if you don't find your footing) in real estate can be brutal. I bounced around between brokerages, trying different business models, and figuring out what worked for me.

Each one had its pros and cons, and I learned along the way, but it wasn't until I joined Haven Real Estate Group that I felt like I had the right tools and leadership to really take off. Looking back, the biggest challenge wasn't finding clients—it was finding the right environment to grow.

Describe the key factors that contributed to your professional journey, including your educational background, career influences, and role models.

One of the biggest influences on my real estate career wasn't real estate related—

it was Brazilian Jiu-Jitsu. The journey through the ranks taught me discipline, persistence, and resilience, all of which are just as essential in this industry.

Starting out, both Jiu-Jitsu and real estate can feel overwhelming—like being a white belt, where every lesson is new, everything is scary and progress comes from determination. Just keep showing up. Over time, as you develop skills and build confidence, you start to find your rhythm. Pretty soon you understand the world you find yourself in, hone your craft, and make it your own.



When you're not showing or selling homes, what do you enjoy doing?

Real estate keeps me busy, but when I'm not working (or editing videos about work), I love spending time with the people who matter most. My girlfriend and I have a standing weekly date night that we never miss—it's our little tradition, no matter how crazy life gets. Every couple of weeks, I also get together with family for dinner, which is always a great way to reset.

If you could start your real estate career over, what would you do differently and why?

If I could go back, I'd focus way more on personal growth rather than just memorizing contracts and processes. Early on, I kept myself busy, made enough to get by, but played it safe because the growth needed to get to where I was going looked intimidating. My career was okay, but it wasn't until I surrounded myself with the right people—supportive colleagues who challenged me to grow—that things really took off. That shift changed everything. Looking back, I'm incredibly proud of the personal, professional, and relational growth I've experienced along the way.

How does real estate fit into your dreams and goals?

Like most in this business, I'd love to own 100 rental properties, build long-term wealth, and have the kind of financial freedom that real estate makes possible. But my focus is to be one of the "best" agents in Spokane—not based on production numbers, but on how well I serve my clients and am able to guide them. If I sold half as much as I did last year but knew I gave my clients the best experience possible, that would be a win in my book.

Are you involved in any non-profit or charitable organizations?

The Foreverest Movement is a cause that means a lot to me. It was founded by my friends Chad and Amy after they lost their son, Everest, in 2021. They turned their pain into a mission: to make sure no one has to navigate grief alone. What started as a community 5K has grown into a nonprofit providing support, resources, and education to families experiencing loss. They're currently in the process of becoming a verified 501(c)(3), and by mid 2025, they should be fully live. If you want to learn more, visit foreverestfoundation.com/landing.

What's the best piece of advice you've ever received?

This one's easy. My brother, Brandon, once gave me a simple but powerful piece of advice that he probably doesn't even remember. I was struggling with anxiety and debating whether I should reach out to a friend. He looked at me and said, "If you're going to spread something positive—just do it." He probably doesn't even remember saying it, but it shifted my perspective. Now, if I feel like saying something kind or encouraging someone, don't overthink it—just do it.

If you had to choose just one, what's been the most rewarding home closing experience you've had?

Every closing is rewarding in its own way, but one that stands out was helping a first-time homebuyer secure an assumable mortgage that likely will set up their entire financial future. Interest rates were sitting around 7%, but I found a needle in the haystack—a 2.7 percent assumable loan with a minimal balance. The process was a grind (banks don't exactly love making these deals easy), but we pushed through, and in the end, my client walked away with an incredible home and an unbeatable rate. Knowing that I helped set him up for financial success really made the struggle worth it.

What's a business goal you want to achieve in 2025?

This year, I'm not focused on increasing transaction volume or chasing bigger numbers. Instead, I'm committed to building deeper relationships and elevating my level of service I provide to my clients. Real estate is most fulfilling when you know your clients are receiving the care, attention, and exceptional experience they deserve. That's where I'm dedicating my energy this year.

What do you want to be remembered for in your career?

I want to be remembered as a guide, not a salesperson. My goal is never to "sell" a client on anything, but to ensure they feel confident, informed, and empowered in their decisions. Real estate isn't about sales—it's about guiding people through one of the biggest financial decisions of their lives. When you focus on helping, providing value, and being a trusted resource, everything else falls into place. That's the legacy I want to leave behind.







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Joshua Murray

SENIOR LOAN OFFICER

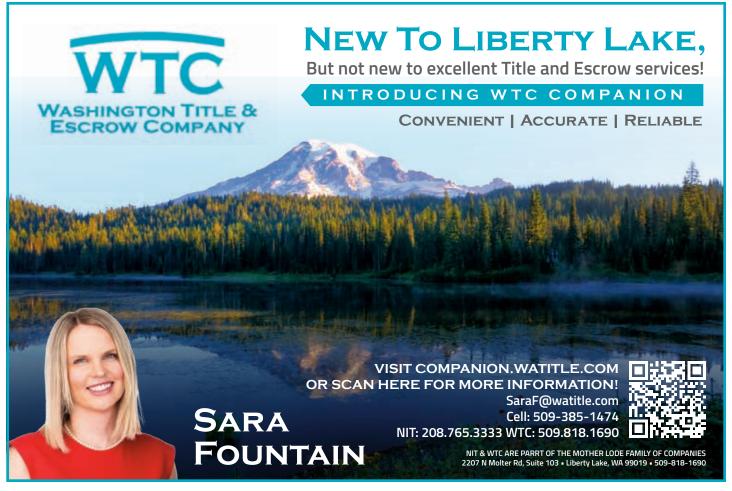
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Thank you to all our clients for an incredible year! May your Holiday Season be filled with Joy, and the New Year be a blessed one.

We look forward to serving you in 2025!



Why I'm a part of REALTO



Gwen Arrand

Being part of this network isn't just about real estate-it's about community, growth, and support. This network has helped me become a better REALTOR® and leader while also expanding my connections across the country. In fact, I recently had the opportunity to refer clients to a fellow Women's Council of REALTORS® member in Arizona, and it was a perfect fit! Join me on this journey where professional excellence meets meaningful relationships, and together, we continue to grow and support one another.



Reynolds

I feel that the WCR is a fantastic group of women, and I have made some great friendships and business relationships. Everyone is very friendly and inviting. I love that it's a group of women who support each other in business. I feel that being a part of the WCR has helped my business to grow to the next level. I love being apart of this group!



Being a part of WCR has really helped grow our business by leaps and DIRECTORS bounds! They've always be so welcoming and I truly believe everyone there is all about helping one another grow in any and all ways!





Who doesn't want more people to have fun with and lean on? The WCR (my squad) connects me with others amazing professionals to learn Lancaster from, fostering both personal and career growth. Being part of this larger community allows me to make a more significant impact by staying informed and leveraging my network. WCR also provides opportunities to volunteer, giving back with purpose to help others succeed, and to attend educational opportunities. Through these connections and resources, I am empowered to contribute to a stronger, more vibrant community. All of these contribute to my overall purpose and happiness!!



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