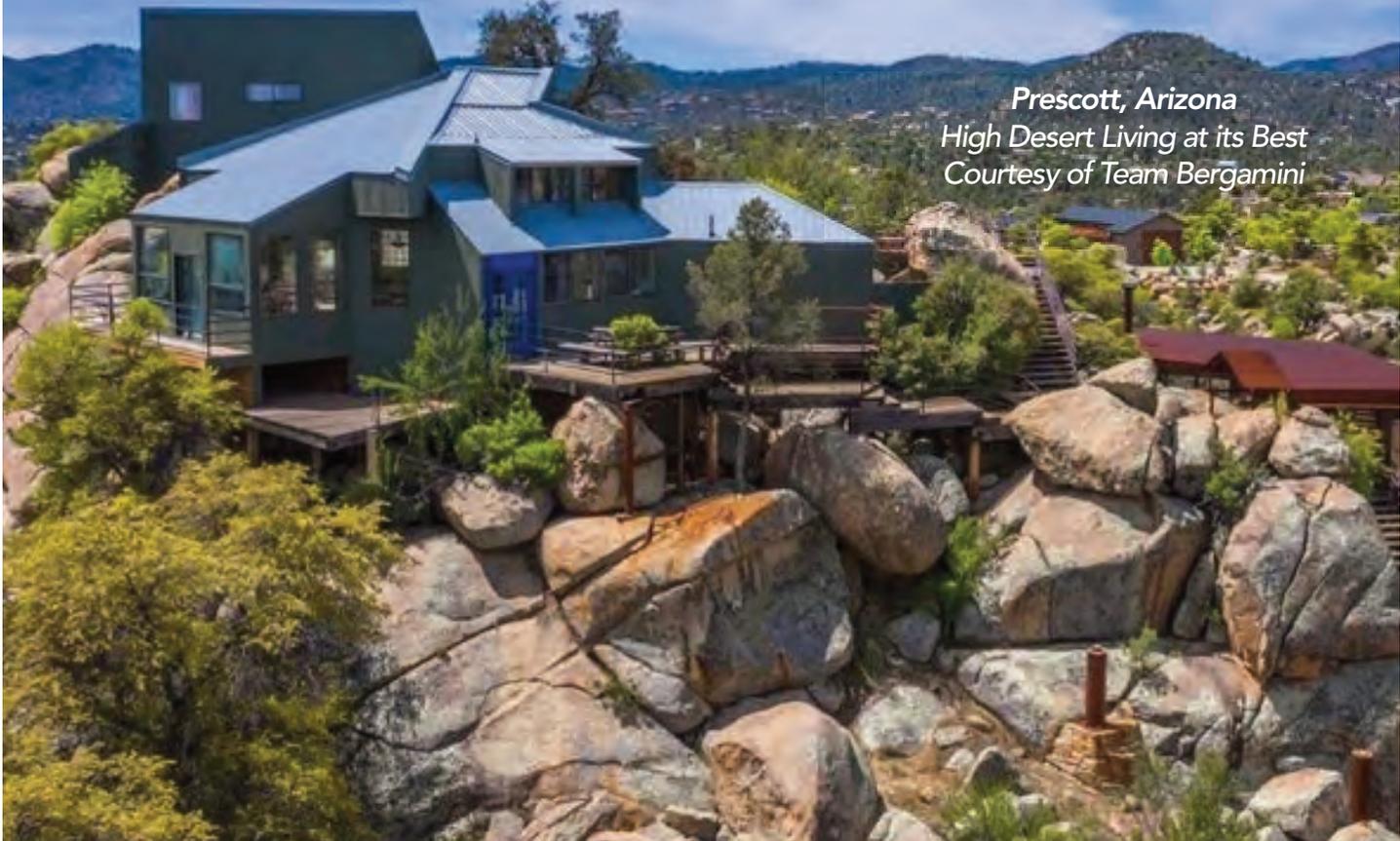




OCTOBER 2020



*Prescott, Arizona  
High Desert Living at its Best  
Courtesy of Team Bergamini*

# SPOTLIGHT ON *Prescott, Arizona*

*In this issue:*

**INTRODUCTION**  
Seth Task

**Chris McElroy**  
PERSPECTIVE

**IMPORTANCE OF  
DIRECT COMMUNICATIONS**  
Kathleen McIver and Mike McGraw

**STACI'S CORNER**  
Staci Caplan

**SPOTLIGHT ON  
PRESCOTT, AZ**  
Jen Bergamini

**Trinkie Watson**  
THE LIGHTER SIDE

**LEGAL ISSUES WITH**  
Dennis Badagliacco



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## Thoughts from Seth Task

First, kudos to **Michael Schoonover**; once again, Washington State Commercial Broker of the Year. He, together with the accomplishments of the rest of our AREA Family, make me so very proud to be affiliated with all of you. Also, a very Happy 48th (not a typo) Wedding Anniversary to **Chris** and **Teresa McElroy** of Fort Collins. When you get a chance, ask them where they stayed and what outdoor adventure they participated in, last week, during their celebration.

Lots of great articles in our newsletter but I especially enjoyed our resident gourmet, **John Glaabs'** commentary about his dinner with **Linda**. Delicioso!

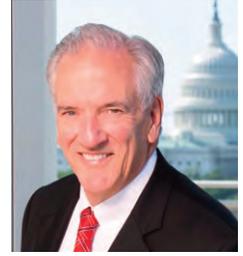
Make sure you get out and vote and be sure to wear your mask because I want to see you during the NAR Virtual Convention next month. Thanks to **Leslie** for reminding us that it is to be chalked full of great information and commentary, outstanding presenters and is only \$199, barely the price of a one night's stay. DON'T MISS!!!



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## PERSPECTIVE

A COMMENTARY FROM CHRIS MCELROY



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# Packing up? 4 reasons people are moving.

We used to think that home was the place to get away from it all. For many of us, our home is now where we do it all.

Adjusting to the COVID-19 pandemic means redefining what our homes must do for us. And if our existing homes can't measure up, it means finding one that can.

According to the lifestyle blog *Keeping Current Matters*, here are four major reasons people are picking up and moving to new places:

**1. WORKING FROM HOME.**

Working at the kitchen table doesn't cut it for you.

**2. VIRTUAL SCHOOLING.**

Your kids need a dedicated learning space.

**3. HOME GYM.**

Maybe the health club isn't your idea of healthy living.

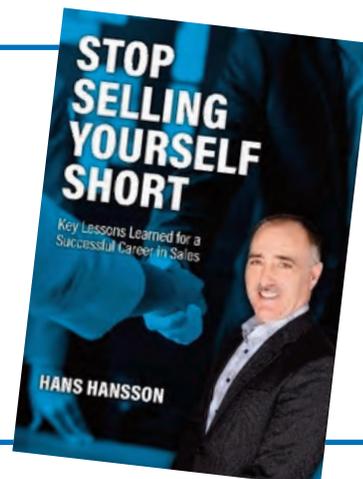
**4. OUTDOOR SPACE.**

Coffee breaks are better in your own backyard.

## STOP SELLING YOURSELF SHORT

Hans Hansson's new, highly recommended, book for newcomers and everyone else. "Great read!" "Perfect for new agents!"

[PURCHASE YOUR COPY HERE](#)





# The importance of communication skills.

*2020 has been a year that many of us could never have predicted in a lifetime. It is safe to say 2020 has “moved our cheese” in more than one way. As we have moved through a challenging year of changes, something had to give, and a choice was made!*

First, we had to embrace new technologies in order to stay in business. According to the National Association of Realtors, 46% of real estate brokers have difficulty keeping up with the latest technology. It is not limited to that either - it also includes understanding band width, internet speed, and the frustration of connectivity – who hasn't struggled with one of these items on a Zoom call?!! We are just working very differently now than we were a little less than a year ago.

Secondly, our modern world allows us to “communicate” with everybody in so many different digital formats. We can call, we can text, we have watches, we have email, we have social media, we have Zoom, we have Alexa, and we have systems to make our lives more efficient and effective. But we must take the time to discover and understand what our clients preferred way of communicating is. This goes for everyone including agent to agent communications. Once you know how to connect with them, including how often, you can use technology more efficiently and effectively for the long-term partnership. There is still the need for personal touch throughout the process and knowing when it is the right time to use it equals success.

Earlier this year we had a difficult transaction that was only getting more and more frustrating with each text and email. It finally got to the point that a phone call had to be made to the other agent and low and behold, within 5 minutes we had it all worked out!

Expressions and tone can easily be misinterpreted in electronic conversations. Sometimes hearing a human voice can clear up any unnecessary confusion.

The same personal touch works for our customers. We have found that when we first meet with a buyer or seller, we need to determine their interests and “hot buttons” for communicating. By focusing on how we want to stay in touch with customers, we might be pick up topics like gardening, old cars, Broadway shows, travel... that common interest or subject is what binds us together in order to initiate a phone call just to chat with the customer. It may even be as simple as a snail mail card or note, but it is the act of humanizing the relationship.

Lastly, everyone is in the same boat as far as huge changes taking place currently in their lives. A lot of upheaval in the world with masks, working from home, schooling from home, isolation, etc. where everyone's Cheese has been moved.

**This brings us to the new “rule” for 2020 - Make an increased effort to be a better communicator with everybody in our lives and especially with our customers.**

Somedays it IS easier to hit the “reply” button all the time. Now we will not send more than three electronic communications before a phone call is made to the other party. It takes a little more effort to pick up the phone, but the results may surprise you! A little kindness and a happy voice go a long way!



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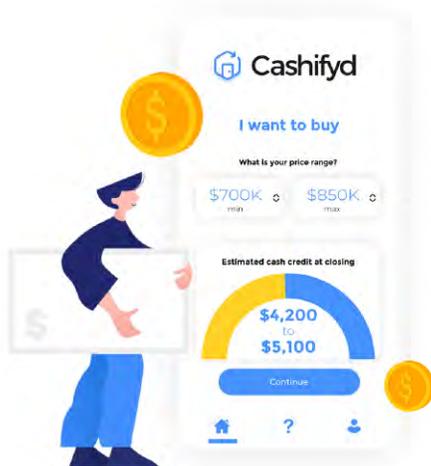
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# A Special Dinner - JUST THE TWO OF US!

(ED NOTES: THIS IS A SUMMARY OF AN ARTICLE JOHN GLAAB POSTED LAST MONTH ABOUT A SPECIAL DINNER WITH LINDA.)

I first tasted "Chiles en Nogada" at one of Mexico City's oldest and finest restaurants, Hosteria del Santo Domingo. Located in the Centro Historico, it opened in 1860. Although this tasty dish is prepared and served there, year around; it is associated with Mexico's Independence ceremonies. Preparation is labour intensive.

The meal, which was prepared by Veronica included, "Mexican rice" and for dessert a patriotic gelatino. (Red, white and green the colours of our Mexican flag.) Neither servers: Rosa nor Veronica who were working, had ever tasted this special food.

Here in Michoacán and some other parts of our region you would more likely be served the soup "pozole" with carnitas. (Pork)

**Chiles en Nogada** is a Mexican dish of poblano chiles stuffed with picadillo (a mixture usually containing shredded meat, aromatics, fruits and spices) topped with a walnut-based cream sauce, called Nogada, pomegranate seeds and parsley.

The picadillo usually contains panchera apple (manzana panchera), sweet-milk pear and criollo peach. The cream sauce usually has milk, double cream, fresh cheese, sherry



John Glaab - Not pictured: Linda Neil who was taking the photo

and walnut. The walnuts, which give the Nogada sauce its name (nogal being Spanish for "walnut tree") are traditionally of the cultivar nogal de Castilla (Castilian walnut). In some cases, pecans may substitute for or supplement the walnuts.

The traditional season for making and eating this dish in Central Mexico is August and first half of September, when pomegranates appear in the markets of the region.

*Bon Appetit!*



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# GETTING TO KNOW YOU

## DAVID WHITE AND ASSOCIATES

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David White and Associates, utilizing Delaware Statutory Trusts (DSTs), allow an investor to exchange into a professionally managed portfolio of properties while deferring tax and continuing to receive an income. Properties typically held in DSTs include Class A/B Multi-Family apartment complexes, Self-Storage facilities, Healthcare facilities, Student Housing, Industrial and select Retail.

David White & Associates has been serving clients and associations in the SF Bay Area and across the United States since 1971. Its members include, as comprehensive Financial Planners, Chris Riel and Kirk Dobson, who focus on Investment, Insurance, Tax, and retirement planning. In addition to financial planning services, Chris and Kirk are recognized professionals in securitized 1031 exchange real estate investments. They are proud to partner with Mike Hollister, CPA from NexPoint Securities, as one of their DST sponsors. Mike has co-presented at several events with Chris and Kirk, including Hans Hansson's Starboard Commercial Real Estate and local Commercial Broker Association

chapters.

DST investments can be a particularly useful tool for real estate professionals in the following ways-

- Realtors can create listings from clients that are tired of managing their own real estate, but do not want to sell and pay the taxes. Simply put, they would like to retire from being landlords.
- DST's can be identified as a backup to help protect against a failed exchange
- They can help satisfy boot in a transaction.
- Provide non-recourse financing to replace debt without individually qualifying for loans or forming an LLC as is typical in a T.I.C.
- A DST is not a REIT, and therefore qualifies for 1031 and 1033 exchange under IRS Revenue Ruling 2004-86
- A single property exchange can result in a diverse real estate portfolio.



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# GET IN SHAPE FOR SUMMER

## SUMMER HOME MAINTENANCE CHECKLIST

Whether summer is just getting started where you live or is already well underway, it's a great time for your clients to get their home in top shape for the months ahead. By following a few of these tips each week, they'll enjoy the summer knowing that their home is ready for the season.

### OUTDOORS

- Inspect siding for cracks or other damage and make any needed repairs.
- If paint is peeling, cracking or chipped, repair and repaint now to limit damage to the underlying materials.
- Remove window screens and clean them with a soft brush and soapy water. Rinse well and allow them to dry in the sun. Repair any holes or tears, or if the damage is bad replace the screen material.
- Have the air conditioning system serviced to ensure good operation. Promote good air intake by keeping shrubs and plants around the unit trimmed.
- Clear dirt and debris from gutters and eaves.
- Seal cracks in walkways and the driveway.
- Test irrigation and sprinkler systems and replace any broken sprinkler heads or emitters. Check the system for proper water coverage and adjust if necessary.
- Power wash decks and patios and seal surfaces as appropriate.

### INDOORS

- Vacuum or brush off refrigerator coils to help maintain energy efficiency. On most models, the coils will be located either on the bottom or on the back of the appliance.
- Empty dehumidifier pans and clean the drain hoses according to the manufacturer's instructions.
- Adjust ceiling fans for proper balance and change the fan rotation to the summer setting. It's also the perfect time to give the unit a good dusting to avoid blowing dust around the room.
- Close the chimney flue to prevent insects from entering and to help keep cool air in.
- Check door and cabinet hinges and lubricate any that stick or squeak.
- Open the windows on cooler days to get fresh air flowing throughout the home.

Getting summer off to a great start is easy – all your clients need to do is start at home sweet home.



*Home is even better when it's ready for summer.*

Stephanie Bowling  
Director of Marketing, Pillar To Post Home Inspectors Inc.





## SPOTLIGHT: Prescott, the Mayberry of Arizona



**Jennifer Bergamini**  
*Prescott, AZ*

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928-771-9190

Prescott, pronounced by locals as “Preskitt”, is the heart of Arizona. Once the state capital, it is filled with history of the west from the first public school to Historic Whiskey Row. Our beautiful courthouse square is surrounded by local businesses from art galleries to restaurants and everything in between. Each weekend of the summer, there are activities galore downtown and our summer Jazz in the Park nights are always a hit. Whiskey

Row, once known for its nightlife, still boasts several historic bars, but also now includes art galleries and museums featuring many local artists.

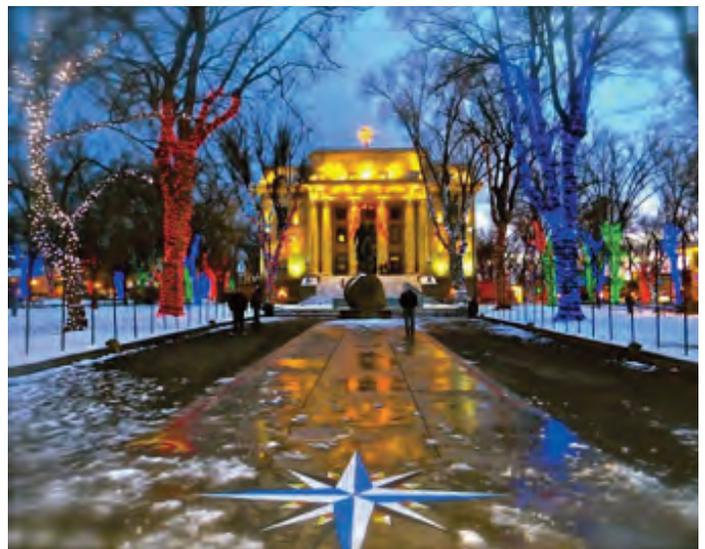
Prescott is located between Flagstaff and Phoenix and has the perfect climate for all things outdoors. Outdoor enthusiasts come from all over to enjoy beautiful hiking trails, mountain biking, kayaking, golf and so much more. The City of Prescott has an over 50-mile trail, known as the Circle Trail, that goes around Prescott and includes amazing hikes that can be done independently or as part of the Circle Trail.

Prescott is “Arizona’s Christmas City”. We have wonderful Christmas events including the famous Courthouse Lighting, Christmas Parade and Acker Night. Acker Night is a unique event where all of the

downtown shops have local musicians perform and people wander through the shops enjoying the beauty of the season.

Prescott is also known as a retirement haven, but we also have great schools and great family activities. Retirees love to live here to escape the hustle and bustle of the city, but still have some of the conveniences. Our population is about 50,000, but we have a tri-city area with over 100,000 so we still have lots of shopping, great hospitals and even a couple of universities.

Prescott has something for everyone. Come for a visit and you won’t want to leave.





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I am back next month. Enjoying a 50th birthday bash!!!

Stay Safe,  
Staci



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# Legal Update (Aug/Sept Dennis is off this month)

with Dennis Badagliacco past Chair of the Legal Advisory Committee of the NAR

1. The NAR Class Action Law Suit goes on. There is a second suit which is a "copy-cat" of the original suit. The main element of the suit is a claim that NAR drives up prices by requiring a buyer broker commission. As we all know NAR does not require any commission to be paid to either the buyer's agent or the seller's agent.
  - 1.1 NAR made a motion to dismiss the case on a factual basis. The judge denied the motion to dismiss and directed the case to continue.
  - 1.2 The second case had a similar motion to dismiss and a denial by the judge.
  - 1.3 The legal costs of the case are extremely expensive and will continue.
  - 1.4 The plaintiff attorneys have handled class action suits in the past and have won extremely large settlements well in excess of \$100,000,000.
2. How has litigation strategy changed because of the Pandemic?
  - 2.1 Virtual Court appearances are the new norm. Most courts across the US have been closed to in person appearances. Most courts are now operating entirely virtual. Thank the lord for video technology.
  - 2.2 Arbitration and private judging have become attractive alternatives. Although courts are providing online services, civil litigants should continue to expect significant delays. When civil litigants know they will face delays in court, many litigants are taking their disputes to arbitration or a private judge.
  - 2.3 The good thing is geographic limitations or impediments associated with travel no longer exist.
3. The moral of the lesson is there is still a way to solve disputes short of waiting 2 years for a court date.

A BIG  
*Thank You*  
to our 2020 Sponsors



# On the **Lighter Side** with **Trinkie**

Featuring Tahoe's Trinkie Watson and her wit and wisdom.

## ***When insults had class:***

"Why do you sit there looking like an envelope without any address on it?" -Mark Twain

"He has no enemies, but is intensely disliked by his friends." -Oscar Wilde

"I feel so miserable without you; it's almost like having you here." -Stephen Bishop

Do you ever have one of those days when you just want to jump in bed and put the pillow over your head? Fortunately, not very often for me, but once in a while... So on to the week ahead. In the meantime, stay healthy: most important thing for all of us.

Thanks for joining me. See you next time!

Stay Safe! Love to All,  
Trinkie



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