

REP

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THE REP 200

**Discover how the country's top 200 agents
took their business to new heights**

WHEN BUYERS BACK OUT

What one GTA agent
did when faced with every
seller's worst nightmare

IS DUAL AGENCY REALLY DEAD?

BC's regulator has paused
its plans to end dual agency –
but for how long?

SOUTH OF THE BORDER

How Canadian agents
can service one of the
hottest markets in the US

THE REP 200

This year's crop of top producers might be the most impressive *Real Estate Professional* has ever seen. The sacrifice, innovation and heart displayed by these 200 agents over the course of an unpredictable 2017 has made them giants in their local markets and inspirations for us all. Wondering what it takes to be the best? Just ask a member of the REP 200

LAST YEAR was a wild one for agents across the country. From the peaks (Toronto) to the valleys (also Toronto), from the awakenings (Montreal) to the recoveries (Calgary, New Brunswick), Canadian Realtors had their work cut out for them. Whether they were educating clients about new market realities, preparing them for mortgage changes or simply streamlining the systems that got them where they are, there was no shortage of work to do.

The nights might have gotten longer, but for the best in the business, that just means the sunrise is right around the corner.

Determining Canada's top Realtors is a difficult proposition, and by no means scientific. Is the 'best' Realtor the one who slammed home 300 transactions in a market so hectic that homes sold themselves, or is it someone who talked the most clients out of buying the wrong home? *REP* knows that sales figures

don't tell the entire story, but that story would fill a million magazines.

So what we have here is a list of 200 of the country's top-performing agents based on total transactions in 2017. Regardless of the criteria, there is no question that these men and women deserve respect for not only sticking it out in an industry that can be lonely, stressful and painfully expensive, but also for excelling at their chosen field for years on end.

ABOUT THE SPONSOR



RE/MAX Infinite is a thriving, diverse brokerage growing in numbers year after year. We adhere to the premise that our agents are our clients. We are committed to ensuring that they receive consistent, excellent service and support at every level, from our broker of record, Levon Nazarian, who makes himself available to all agents whenever they have a question or require help with their deals, to a top-notch administrative staff that is among the best in the business – knowledgeable, friendly and always willing to go above and beyond to assist our agents with all of their business needs.

The RE/MAX Infinite team is family. We have developed a strong sense of community, and we are very proud of the dedicated, supportive and selfless environment within our brokerage. We aim to improve our business with the latest tools and technologies available, with a strong emphasis on continuing education and awareness. Weekly meetings to discuss the latest developments in the industry, as well as technical tutorials and occasional guest speakers, serve to equip not only new agents but also seasoned top producers with everything they need to develop and grow their business.

We are currently in the process of opening a new 20,000-square-foot facility in York Region that will incorporate many essential services. We believe the new office will transform the way our agents conduct their business and will allow for more well rounded service for all of our clients.

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HARBINDER BRAR
RE/MAX Realty Services

Brampton, ON

Harbinder Brar has been clobbering the Brampton market since leaving an accounting career for real estate in 2007. Prior to joining RE/MAX in 2016, Brar was a top producer for Royal LePage for five consecutive years. His success continued after joining RE/MAX Realty Services in 2016, where he won both the Diamond and Hall of Fame awards and sold his way into the company's Top 100 – an award-winning performance he replicated in 2017.



IRA JELINEK
Harvey Kalles Real Estate

Toronto, ON

Given his lineage, it would almost be absurd for Ira Jelinek not to sell real estate. His father and grandfather were both Realtors, and his wife and mother are both involved in interior design. Jelinek was steeped in the industry, and it shows in his consistently excellent performance at Harvey Kalles.

Jelinek has been fortunate enough to experience the ongoing highs of the Toronto market, but as reality settles in, he knows it's going to take more than just hustle to keep his business growing. "You have to do things that only 1% of agents do," he says. "You have to break barriers while also continuing to do what makes you successful in the first place."



MARLENE BOYLE
RE/MAX Jazz

Bowmanville, ON

Over the course of an illustrious seven-year career, Marlene Boyle has evolved from a novice Realtor into an established and highly sought-after leader in the Durham Region. Boyle has been the recipient of many coveted awards for her outstanding sales performance, including RE/MAX's Chairman's Club Award in 2016 and the elite Titan's Club Award in 2017.

Looking to capitalize on her rising profile and burgeoning business, Boyle recently opened her own satellite branch office in Bowmanville. Armed with an ever-strengthening brand and unmatched local expertise, Boyle's ascent will surely continue.



ADRIAN JOHNSON
Century 21 United Realty

Peterborough, ON

Adrian Johnson has wasted no time in establishing himself as one of Peterborough's top young agents. At 26, Johnson is one of the youngest members of the REP 200. Despite only being in the business for five years, he has already won Century 21's Centurion Award twice; he became a Double Centurion producer for the first time in 2017.

"I had fairly conservative expectations of the business and the potential within it," Johnson says, adding that those expectations have long since been shattered.

Johnson admits that education can help an agent, but he feels the people skills and work ethic necessary to succeed must be inherent. "You can learn about building construction, you can learn the market landscape, but there are certain traits that I feel need to be there in your DNA," he says.

BRAD VAN DE WALLE

RE/MAX Real Estate Centre (Central)

Calgary, AB

Brad Van De Walle was 28 and working a dead-end job when he finally decided to make real estate a career. "I learned really quickly that you don't choose your own hours," he says. "I'm on the clock 24/7 for my team and my clients. That being said, I've never been happier in my life."

Despite his status among the upper echelon of Realtors in the Calgary market, Van De Walle says he still spends plenty of time on the phone trying to drum up business. "Take time to call people every day, even if it's for an hour," he advises. "Tom Ferry calls it 'an hour of power.' Out of those calls, if you can land an appointment every day, it's pretty hard not to be successful."



SAM MOUSSA

RE/MAX
Absolute Sam
Moussa Realty

Ottawa, ON

Sam Moussa stormed onto the Ottawa scene in 2012, winning Rookie of the Year honours. In the intervening five years, he has

also been welcomed into RE/MAX's 100 Percent Club and has won the company's Chairman's Award and its Platinum Award, which he has taken home three times. "My mentors have always taught me to do what is best for your clients, never worry about your competition and always be humble," Moussa says.

As the Ottawa market continues to heat up, Moussa says 2018 will be dedicated to a new challenge: finding the right properties for his clients amidst a growing inventory shortage.



MICHAEL ST. JEAN

St. Jean Realty

Hamilton, ON

Real estate is all Michael St. Jean has ever known. He says that since childhood, he has never considered doing anything else with his life. But St. Jean was initially disappointed with the industry and felt "we needed to strive towards a high level of professionalism." He has set a

new standard with his performance at St. Jean Realty, which enjoyed its best year ever in 2017, even amidst the tumult in the Greater Golden Horseshoe.

As such, St. Jean is unconcerned about any shake-ups the market might face in 2018. "I believe we can prosper regardless of market conditions," he says, "but we must be proactive and ahead of the curve to make these market transitions smooth."



PAUL GERMANESE

Royal LePage Binder Real Estate

Windsor, ON

Paul Germanese recently celebrated his 10th year in the business by being named a Royal LePage Chairman's Club recipient for the first time. A fixture on the REP 200 list, Germanese has been his brokerage's top individual agent every year since 2014.

The Windsor market has been enjoying steady growth, but it hasn't always been that way. "I started in a very depressed market," Germanese says. "I said to myself, 'Although Windsor is getting hit really hard right now, if I can make it in real estate today, then my future will be just fine. I still work as hard today during the good times as I did in the beginning.'"

With three kids and an expansion into a team just around the corner, Germanese will have no shortage of work to do in 2018.



ANGELA BOYLE

Royal LePage Parkwood Realty

Bathurst, NB

The broker and owner of her own Royal LePage franchise, Angela Boyle has spent more than half of her life as a Realtor. She came to the industry by accident as a way of putting off her law degree for a year, but she has never looked back.

But running a successful franchise and balancing life at home presents no shortage of challenges. Boyle credits her mother, long-time agent Moira Yalaoui, for helping her manage the brokerage. "She's been in business for almost 40 years," Boyle says. "She is my idol and inspiration, my biggest fan and greatest support."

Boyle has been the number-one agent in the Bathurst, New Brunswick, market for more than a decade and has won Royal LePage's Diamond Award, Lifetime Award of Excellence and Chairman's Club Award.



RAYMOND CHIN

Coldwell Banker First Ottawa Realty

Ottawa, ON

After 12 years in the business, Raymond Chin is still looking for new ways to improve efficiency. In the last year, he has concentrated on putting together a morning routine that keeps him energized and focused. "It gave me a more manageable lifestyle while increasing my work production," he says.

Chin, a multiple award winner with Coldwell Banker who has spent years as his office's top agent, admits that starting out in real estate brought with it a certain amount of anxiety about where his next deal would come from. That's no longer the case. "I know that what I've done – and what I'm doing – will equate to business in the future," he says.



PATRICIA GUERNSEY

Royal LePage
ProAlliance Realty

Belleville, ON

Patricia Guernsey's
23-year journey as

a Realtor has been one of fulfillment and constant learning. A recent lesson involved company culture and the importance of not only having the right staff, but also being willing to trust their abilities and delegate. "That's been an ongoing challenge," she admits. "But having positive people around you who have a common goal is amazing."

Looking at 2018, Guernsey says she has concerns about further government intervention in the industry, which she feels has been heavy-handed. "A few bad eggs have been caught doing terrible things, but the majority of us play by the rules," she says. "But they feel the need to punish us all. It doesn't help the consumer."



JASON WHEELDON

Royal LePage East Kootenay Realty

Cranbrook, BC

Jason Wheeldon has been in the industry for almost a quarter of a century, and he's spent 21 of those years knocking it out of the park for Royal LePage East Kootenay Realty. In his time with the company, Wheeldon has repeatedly been among Royal LePage's top agents in British Columbia. In 2017, he was number one in unit sales for BC and fifth in Canada amongst Royal LePage's 18,000 Realtors. That's a phenomenal accomplishment for any agent, let alone one working a city of 20,000.

There are multiple changes on the horizon for the BC real estate industry, and Wheeldon has been active in ensuring that the new rules being implemented won't hamper best practices or client representation. He has made several presentations to organizations and to BC's superintendent of real estate, making sound recommendations and advocating for both Realtors and consumers.

JONATHAN DOUCET

Royal LePage Vallee de l'Outaouais

Gatineau, QC

Jonathan Doucet has been investing in real estate since he was 18 years old. The analytical skills that made him a successful investor, combined with his intimate understanding of buyer needs, have helped make him one of Royal LePage's top Quebec-based Realtors.

"I've worked in the real estate business for 13 years, and every time we start a new year, I feel excited about it," he says.

Real estate is a family business for Doucet (his father was also an agent), but he says he was drawn to the industry by a desire to help others. "I wanted to achieve my full potential while doing something positive for my community, which is what we do as real estate brokers," he says.



ADAM MILLS

Royal LePage Team
Realty Adam Mills

Ottawa, ON

When Adam Mills first became a Realtor eight years ago, his goal was to

sell 15 properties and match the earnings he had been enjoying as a marketer. But by fully applying himself and his marketing background, he sold more than 30 properties his first year in the business.

To keep on top of an intensifying Ottawa market in 2018, Mills says systems will continue to play a crucial role. "We continually improve and refine our systems," he says. "To meet growing volumes and not have service diminish, your systems and processes need to be extremely refined and efficient."



SANDRA MASALES

Royal LePage Advance Realty

Port Hardy, BC

Sandra Masales learned early on that an agent can only do so much before having to recharge. "I almost got burnt out very early in my career," she says. "About a year in, I learned to turn my phone to 'do not disturb' from 9 p.m. until 8 a.m. I now only check my phone at times when I know time is of the essence, like during offer negotiations."

Despite prioritizing time for herself and her family, Masales has had no problem satisfying her clients' needs. She was Royal LePage Advance's Rookie of the Year in 2014 and was welcomed into the company's Chariman's Club in 2017. In 2016, she was among the top 1% of donors to Royal LePage's Shelter Foundation.



BASHAR MAHFOOTH

RE/MAX Realty One

Mississauga, ON

Bashar Mahfooth realized early in his career just

how much potential the industry held for him, and that discovery has fuelled his passion for selling real estate for the past 15 years. Mahfooth is RE/MAX Realty One's top producer; he has also been among RE/MAX's top 100 agents for the past six years. An active member of his community, Mahfooth takes pride in the fact that 90% of his business comes from referrals alone.



JONATHAN POPOWICH

RE/MAX iRealty Innovations

Calgary, AB

The slow recovery in Alberta has done nothing to impede Jonathan Popowich's rise in the Calgary market. His strategic marketing expertise and investments into some of the best available coaching systems have resulted in increased sales and a mantel-flooding haul of RE/MAX awards.

"We've had arguably the worst economy in 30 years and continue to get bad news around high unemployment and migration," Popowich says. "Fortunately, we have been able to continue growing our business and delivering exceptional results to our clients. When times are rough, there is an opportunity to be excellent."



ARI ZADEGAN

RE/MAX Hallmark Ari Zadeagan Group Realty

Toronto, ON

Ari Zadeagan first came to real estate as an investor, drawn by the thrill of turning underperforming properties into steady wealth generators. She says her initial lack of experience as an agent ended up working in her favour. "I was never shy to ask if I didn't know, and I'm still eager to learn more," she says. Indeed, Zadeagan possesses a veritable alphabet of professional distinctions (FRI, CRES, SRES, CNE, ABR), which she adds to each year.

Zadeagan feels that because Realtors in the GTA are dealing with a vastly different market, they will have little room for error in the coming years – one more reason to invest in education. "The more you know, the more you can help the consumers," she says. "That's where the value of hiring an agent will be."



ADIL DINANI

Royal LePage West Real Estate Services

Burnaby, BC

Growth is a key concept for Adil Dinani, who has spent the past 13 years increasing both his market knowledge and his market share. "It's true what they say: If you're comfortable, you're not growing," he says. "The constant push to create a culture of excellence and innovation is essential to our growth and ultimately our success."

Always looking to improve the service he provides, Dinani finally brought on an executive assistant in 2017. He says relinquishing responsibility was a challenge, but one that has allowed him to prosper. "I needed to focus on activities that would lead to growth: diversifying my marketing approach, learning about various social media platforms and implementing strategies that were best for my business and client base."



SHAWN ZIGELSTEIN
 Royal LePage Your Community Realty

Richmond Hill, ON

Shawn Zigelstein's forthright approach has been one of the key components of his continued success with Royal LePage and his ability to create lasting client relationships. "I have had to tell clients not to sell or not to buy a house," Zigelstein says. "They appreciate the honesty and the fact that you are there to become a long-term advisor for them."

When asked what sets one Realtor apart from another, Zigelstein says it's consistency. "Many agents are not consistent in what they do and do not have plans or formulas in place to make sure that everything is running the way it should," he says.



NAS KLAYME
 RE/MAX Nova

Halifax, NS

Nas Klayme had his share of doubts when he first became a Realtor on the advice of an agent who told him he could make a name for himself in the business. "I was extremely intimidated," he says. "I never thought I would be able to be as successful as other top agents. But within a couple of years of being in the industry, I realized we are all the same and that if you work hard, you can achieve the same success."

Thirteen years into his career, Klayme is one of RE/MAX's top 10 agents in the Maritimes. He has been a member of the company's 100% Club four times and ascended to Chairman's Club level in 2017.

PHIL MOORE
 RE/MAX Central

Burnaby, BC

It's been almost 30 years since Phil Moore left his career as a Vancouver police officer to become a Realtor. The two jobs seem radically different, but Moore says the negotiating and mediating skills he learned as a cop have allowed him to excel in sales. In addition to his annual appearance among the top 1% of Greater Vancouver agents, Moore is also the incoming president of the area's real estate board, where he is responsible for leading more than 14,000 Realtors and enhancing the industry's image.



WASIM ELAFECH
 Century 21 Bravo Realty

Calgary, AB

Wasim Elafech has been absolutely killing it for Century 21. He has been the company's number-one Realtor worldwide, its top performer in Canada and the number-one agent in Calgary three years in a row. He says his work with first-time buyers and real estate investors, for whom finding the right property is key to mapping out a rewarding future, has been a particular point of pride.

"I won't let one of my clients purchase a home I don't think is right for them or may not have great resale value," he says. "That's where a lot of my business comes from." Elafech admits that level of honesty can lead to a loss of business, but "it's important to be true to yourself and your clients."



WENDY SILTAMAKI
 Royal LePage Lannon Realty

Thunder Bay, ON

A graduate of the National Ballet School of Canada, Wendy Siltamaki successfully ran her own wholesale fashion sales agency in Toronto before moving to Thunder Bay and working her way to the top of the market. Siltamaki's clients have come to depend on her knowledge, discipline and work ethic. In addition to being a multiple award winner with Royal LePage, she is also well known in Thunder Bay for her work with the Canadian Cancer Society and the local real estate board.

A professional headshot of Jennifer Gale, a woman with long, wavy blonde hair, smiling at the camera. She is wearing a white turtleneck top and a thick, gold-colored chain necklace. The background is a plain, light grey.

JENNIFER GALE

RE/MAX a-b Realty

Woodstock, ON

The Woodstock market might be relatively small, but that hasn't stopped Jennifer Gale from making a huge splash. By specializing in a wide range of property types, property management and real estate investment, Gale has become a trusted advisor for clients across Oxford County.

Gale is no stranger to the *REP* 200, nor is she starved for accolades. She is a three-time member of RE/MAX's Platinum Club and an eight-time 100% Club member, and she received her first Chairman's Club recognition in 2017.



JESSIE YERXA
Exit Realty Advantage

Fredericton, NB

Jessie Yerxa has always taken a different approach to the real estate business, making it her goal to constantly be at the forefront of innovative and creative ways to market herself, her business and her clients' properties. Last year, Yerxa made a direct push to enhance the home-buying and -selling experience by using professional videography and Matterport.

"Through these technologies, I was able to simplify the house-hunting process for prospective buyers and have enhanced the selling experience for my vendors," she says. Yerxa's willingness to innovate has resulted in her achieving gold-level production status at Exit Realty for the past four years.



RHONDA LODWICK
Century 21 Foxx Realty

Portage La Prairie, MB

A Grand Centurion and Double Centurion winner for Century 21 Foxx Realty, Rhonda Lodwick has also placed in the company's top 21 Realtors nationwide for the past eight years. She says a genuine, high-touch approach has made all the difference.

"Never forget that your clients are the most valuable part of your business," she advises. "Stay in touch with them, hand-sign your cards and give back to your community."

Firmly established in a warming Portage La Prairie market, Lodwick has moved far beyond her days of living paycheck to paycheck and is now an inspiration for both agents and her kids. "My children have grown up learning that if you work hard and put your heart into it, you can be successful," she says. "There are sacrifices along the way, but they are worth it in the end."



NICK GOOMBER
RE/MAX Real Estate Centre

Mississauga, ON

Nick Goomber learned an important lesson in 2017: It's not always best to go it alone. "The most important change I made to my business last year was to hire help," he says. "I realized that sales had started to taper off because we were not able to manage the number of clients that we had. One staff

member was hired and trained, and sales started to climb again."

By focusing his energies on selling and prospecting, Goomber was able to orchestrate another banner year for RE/MAX Real Estate Centre, joining the company's Chairman's Club for the first time after three consecutive years of Platinum Club-level excellence.



JORDAN BOYES
Boyes Group Realty

Saskatoon, SK

Before starting his own brokerage in 2015, Jordan Boyes spent four years smashing records at Hallmark Realty, becoming the company's all-time leader in sales. Now in his eighth year as a Realtor, Boyes attributes his success to communication, availability and continuous learning, which helps him stay one step ahead of the Saskatoon market. Since its launch only three years ago, Boyes Group Realty has grown to include 56 agents and is now the top residential independent brokerage in Saskatchewan.



JOEL PRINGLE
Coldwell Banker
R.M.R. Real Estate

Whitby, ON

Prior to becoming one of Coldwell Banker's top six sales reps in Canada, Joel Pringle racked up an armload of Centurion awards from Century 21. He attributes his success to two factors: comfort and confidence. "The ability to convey confidence comes from experience, hard work, and a true understanding and knowledge of the industry and market you work in," he says. "The comfort comes by way of building a strong relationship with a client and truly understanding their needs, wants and goals. A client has to be comfortable working with you and confident that you can get the job done."



MIKE HURRELL
MaxSave Real Estate Services

Prince George, BC

What Mike Hurrell has been doing for his clients – discounting his commissions, forgoing assistants and doing everything himself – shouldn't be working. But Hurrell is one of the busiest, most trusted Realtors in the Prince George region.

"I don't hire out my marketing and do everything from pictures to ad placements myself," he says. "The consumer is tired of the same old crap produced by companies and sold to agents."

Hurrell describes himself as "a redneck working in a redneck market," which gives him the edge of relatability with his clients. "I don't wear a suit," he says. "I prefer selling a house in coveralls and rubber boots."



RUDI WIDDERSHOVEN
RE/MAX First Realty Parksville

Parksville, BC

When Rudi Widdershoven entered the industry in 2003, he, like countless agents before him, suffered from a lack of confidence. After a collection of accolades that includes RE/MAX's Platinum, Hall of Fame and Lifetime Achievement awards, those days are clearly behind him.

"It took time for me to be comfortable with being candid and authentic," he says, referring to early moments when brutal honesty was required of him as a Realtor. "Being upfront like that might affect individual transactions, but long-term relationships are my goal."



DEREK GILLETTE
RE/MAX of Nanaimo

Nanaimo, BC

A 25-year real estate veteran, Derek Gillette continues to approach the business from an outsider's perspective – an interesting proposition for an industry leader. By capitalizing on his experience, Gillette was able to build his own boutique private office – a hub of collaboration and creativity that focuses on the inspiration and craftsmanship essential for his distinctive brand of in-house marketing and real estate services. The result is an innovative, personalized brand with few rivals in the Nanaimo market.



GEORGIA KOTIADIS-CARNEVALE
Royal LePage Signature Realty

Toronto, ON

In 2017, Georgia Kotiadis-Carnevale celebrated her 25th year in the industry by winning Royal LePage's new Red Diamond Award. While some agents might view such an accolade as an opportunity to coast for a while, Kotiadis-Carnevale continues to look for new ways to enhance the service she provides her clients.

"I started using DocuSign last year," she says. "I still like face-to-face meetings and think they're very important, but in today's busy world, this has helped me be more efficient. I can work on multiple deals at the same time from my office."

Kotiadis-Carnevale encourages other agents to keep in touch with their past clients "without harassing them" in order to keep a steady stream of referrals coming in. "I have created a great database over the years that I cultivate daily, monthly and yearly," she says.



ANDRE PARISIEN

Engel and Völkers Tremblant

Mont Tremblant, QC

André Parisien's market expertise and customer service excellence recently earned him induction into Engel & Völkers' highly selective Private Office. In 2015, he was recognized as one of the top 10 advisors in the company's Canadian network in both transactions and sales volume. Parisien's leadership skills, honesty and willingness to listen have made him the mentor of a growing team that will continue to shape the Mont Tremblant market.



KELSEY ADAM

Century 21 Accord Realty

Swift Current, SK

As he was getting ready to leave his life as a newspaper owner for the greener pastures of real estate, Kelsey Adam sat down with an agent he trusted, who told him that he might earn "as much as \$60,000." Twenty years later, Adam is now selling more than 100 homes a year in a market with fewer than 17,000 residents.

Mental toughness has been critical to Adam's success in Swift Current. In addition to the daily

rigours and uncertainties that can derail the most hardened agent, Adam also had to grapple with the loss of his eldest daughter when she was 18. "Between my faith, the people around me and the strength I had built up through real estate, I was able to better handle that powerful time in my life," he says. Remarkably, it was after this horrific loss that Adam's business began to flourish. "I'm not sure if it was because of how I handled that situation or the fact that I grew so much personally through it," he says, "but it was definitely a challenge that made me grow."



SANDRA PIKE

Royal LePage Atlantic – Nova Scotia

Halifax, NS

When Sandra Pike left Exit Realty for Royal LePage in 2014, the company knew it was getting one of Atlantic Canada's brightest agents. Even so, her performance over the last few years has been stunning. In 2017 alone, Pike was one of Royal LePage's top 1% individual agents and the leader of one of its top 10 teams.

"I'm a hunter and a slayer," Pike says. "I joined real estate to be the top and nothing else. But I don't want to be a one-hit wonder as an agent. As much as I love the hunt, I have to be at my best and always provide five-star service so the referrals keep coming."



KEVIN MOIST

RE/MAX
Performance
Realty

Winnipeg, MB

For Kevin Moist, keeping the referral pipeline fully stocked comes down to a simple

philosophy: Do what you say you're going to do and always put the client first. This mantra has resulted in Moist being one of RE/MAX's top 100 agents worldwide from 2010 to 2016 and a member of its Diamond Club every year since 2008. "I love what I do," he says. "I feel so fortunate to work with the people I have, both purchasers/sellers and peers within the industry."

As Moist continues to streamline his operation through increased staffing and social media presence, his continued dominance at the top of the Winnipeg market all but assured.



TOM POBOJEWSKI

Royal LePage Signature
Realty

Mississauga, ON

Tom Pobojewski started his career as a part-time

Realtor in 2011, attempting to find out if the industry was right for him. That 'see how it goes' approach fell by the wayside three months later when he decided to make real estate his full-time gig.

"When I first started, I would go with the flow, but when I got busy, I discovered that my environment was managing me instead of the other way around," he says. "I was quick to identify that training, instead of learning by trial and error, was critical. Not only was it important to learn the business at a quicker pace, it also kept me motivated and focused."



BRADY THRASHER

RE/MAX Preferred Realty

Amherstburg, ON

The Windsor-Essex market rarely gets the respect it deserves – and no one knows that better than Brady Thrasher. Thrasher has been selling there for six years, not only benefiting from its continual improvement, but also helping to spur it along.

“I entered the marketplace during the recovery of the last recession, in a city that was a true national underdog,” he says. “The city has since thrived, and so many exciting projects have been announced that have only fuelled the fire of our local real estate market.”

Looking at the year ahead, Thrasher is concerned about Canada’s new mortgage stress test and the overall level of consumer confidence, but he hopes to combat these issues with client education. “It’s all about working diligently to prepare our clients and ensuring we protect both their money and their best interests,” he says.



SHAHIN BEHROYAN

RE/MAX Masters Realty

Vancouver, BC

Ruling the Vancouver luxury market has put Shahin Behroyan among the top 1% of Greater Vancouver Realtors for most of the last decade. He is also one of the top five RE/MAX sales reps in the world. Behroyan learned the art of negotiating and the power of accurate pricing early in his career; he continues to rely on those skills today to sell more than 150 homes every year.



CLAUDE BOIRON

Royal LePage
Terreque Realty

Toronto, ON

When Claude Boiron followed his father,

Pierre, into real estate 18 years ago, he knew he was getting into a challenging industry. What he didn't know was just how fulfilling and surprising his real estate career would be. Each year with Royal LePage has resulted in increased sales and more accolades, culminating in Boiron receiving the company's National Chairman's Award in 2017.

Rather than add more licensed Realtors to his team, Boiron has instead found value in hiring more support staff, which allows him to be more profitable and efficient. "I've always been proud to work harder than a lot of the people around me," he says, "but I'm still finding new ways to focus my time and efforts where they are best spent."



MICHAEL CORMACK

Royal LePage Signature Realty

Toronto, ON

As both a real estate investor and an agent, Michael Cormack is well aware that there are simply too many realtors working in the GTA market. "Fifty per cent of agents out there do fewer than two deals per year," Cormack says, characterizing the overall lack of experience as "terrifying."

"Some agents don't know the difference between a fixture or chattel, or don't know the difference between laminate and hardwood flooring," he says. "In every deal I do, I purposely put something wrong in the deal to see if they catch it – 99% of the time, they don't."

As more agents enter the pre-construction space – Cormack's specialty – competition is becoming fierce. But his sterling reputation and enduring relationships with builders should keep him ahead of a rapidly growing pack.

JESSE RENNEBERG

Realty Executives Saskatoon

Saskatoon, SK

Even though Saskatoon's market has been less than dynamic for the last few years, that doesn't mean the city's consumers haven't been undergoing changes of their own.

"Client expectations and demands seem to have become greater in the last couple of years," says Realty Executives' Jesse Renneberg. "Dealing with this involves being more open-minded and realizing that things are going to be this way going forward. Consumers seem to take more time making decisions, which makes things a bit more frustrating for sellers and some agents."

Renneberg has stayed ahead of this shift by tailoring the buying and selling experience to each client – an approach that has made him Realty Executives Saskatoon's top producer for the past five years.



LIDIA ADAMSKA

RE/MAX Real Estate Centre

Cambridge, ON

Finding new clients can always be challenging, but Lidia Adamska says agents having trouble maintaining a steady stream of business should focus on cultivating old clients. "I organized my first client appreciation event before Christmas last year," she says. "It was a huge success. It brought so many past clients closer to me. I've had two referrals directly from that event and one firm deal so far."

Adamska's commitment to building lasting relationships has paid off handsomely. She was named to RE/MAX's 100% Club in 2015 and 2016 and its Platinum Club last year.

DAVID FLEMING

Bosley Real Estate – David Fleming Group

Toronto, ON

Known for both his continued excellence at Bosley Real Estate and for creating one of Canada's most active and informative real estate blogs, David Fleming is a fountain of knowledge for both consumers and other Realtors. Young agents looking to make their mark on the industry would do well to heed his advice.

"Those who are willing to live and breathe the job, and make sacrifices where others wouldn't, will ultimately persevere," he says. "You can party in your 20s, or you can work your ass off – and then party for the rest of your life."

Fleming wonders if organized real estate, once the agent of change in the industry, might currently be one of the forces hindering it. With advisory boards such as TREB currently locked in controversies over what agents can and can't do, Fleming says agents have a responsibility to be "at the forefront of change, rather than trying to keep the old guard in place."



PATRICK ROCCA

Bosley Real Estate

Toronto, ON



Patrick Rocca has been tending to the needs of his Leaside, Davisville and East York clients for

more than 26 years. In that time, Rocca has consistently been a top-producing agent, both at Bosley Real Estate and in the neighbourhoods he specializes in. Rocca is known for his attention to detail and his honesty, two qualities he relies on to manage clients' demands and expectations in an ever-changing market. "The one lesson I've learned over the years is to always be honest and treat clients as you would want to be treated," Rocca says.



DAVE TREITZ

Century 21 B.J. Roth Realty

Barrie, ON

Dave Treitz has been in the real estate business for six years; for the last three, he has been number one for production by units in the Simcoe County area and in the top 11 of all Century 21 agents in Canada. Treitz's focus on client relationships and his full-service approach have resulted a continuous stream of business based almost solely on referrals. Treitz insists that "honesty, loyalty and placing your clients' best interests first" are the cornerstones to longevity in real estate.

SANDY SMITH

Royal LePage East Kootenay Realty

Cranbrook, BC



As the wife of a longtime member of the RCMP, Sandy Smith brings a unique insight into her dealings with clients. "We have made many moves throughout his career, so I can relate to buyers' and sellers' excitement and stress related to the moving process," she says. "Having raised three of my own children, I empathize with the process of relocating from one home/community to another."

While Smith, like many other small-market agents in BC, grapples with the potential fallout of the proposed end of dual agency in the province, she has been able to improve the service she provides by making one key hire: her daughter. "She has assisted me tremendously with the social media aspect for my buyers and sellers," Smith says. "I now have time for more personal contact with people and am able to address all of my clients' needs."



YURI SMITH

Grassroots Realty Group

Grande Prairie, AB

In less than five years in the industry, Yuri Smith has established himself

as a perennial top producer, a cutting-edge broker and a real estate entrepreneur. In 2017, he co-founded Grassroots Realty Group, growing it from six to 18 agents in just six months and rewriting the playbook on real estate marketing in Alberta. In 2018, Smith is planning a 15-agent expansion in Northern Alberta, a property management division and a play into the Calgary real estate market.



LINDA BAUMGARTNER

RE/MAX North Country Realty

Haliburton, ON

Currently celebrating 30 years in real estate, Linda Baumgartner continues to develop her approach to selling, either by updating her skills in response to changing markets or by streamlining practices to keep her a step ahead of her competitors. By focusing on the diverse range of her clients' needs, Baumgartner earned a place in RE/MAX's Hall of Fame in 2004 and received the company's Lifetime Achievement Award in 2012.

A former president of OREA and a longtime presence in organized real estate, Baumgartner's commitment to the industry has earned her the respect of her peers while also arming her with a depth of understanding few in the business can rival.



ROB LONGO

Magic Realty

Sarnia, ON

Rob Longo just wrapped up the best year of his career, completing more than 120 transaction ends in a strong Sarnia market. "Being able to offer my clients sound advice on all property types, including commercial and multi-family, offers me a distinct advantage for those who are looking for more than a standard residential transaction," he says.

Longo credits his success to a combination of excellent service and the latest in digital marketing and technology. After eight years in the business, he's starting to see many repeat clients and referrals, which he describes as "truly the best praise you can get from your clientele."



ANGELA LANGTRY

Century 21 Immo-Plus

Montreal, QC

When Angela Langtry left the restaurant industry for real estate in 2009, she saw it as a natural transition: working late hours and weekends, living off of tips (or, in this case, commission) and helping a wide range of customers. But she admits there were still plenty of surprises.

"I was unsure of what to expect, to be honest," Langtry says. "Venturing into the real estate world can be an intimidating move, considering the risks and costs. I'm glad to say that my career has brought me more success and personal fulfillment than I ever anticipated."

Montreal's current white-hot market poses a unique set of challenges for both Langtry and her clients. "The keys here are to stay informed with how the city is developing and to move quickly on hot new listings," she says. "Agents have to stay on the ball, and consumers have to be ready to pull the trigger."



TANYA EKLUND

RE/MAX Real Estate Central

Calgary, AB

After every transaction, Tanya Eklund sends clients a survey to gauge her performance. The responses are overwhelmingly positive, and the process speaks volumes about Eklund's dedication to her clients' satisfaction. To wit, when she was in the hospital delivering her second daughter, she did five deals. It's no surprise that her personal motto is "no excuses."

Eklund never thought of herself as a salesperson when she was younger, but she quickly learned that by educating herself and staying true to who she is, she could become a relatable and trustworthy source of information for her clients. "You have to continue to invest in yourself and your business," she says. "That's what will keep you on point and ahead of the competition."

EUGENE KAPLUN

RE/MAX Infinite

Toronto, ON

Eugene Kaplun has been a major part of RE/MAX Infinite's success since he joined the brokerage in 2012. He had a monster 2017, but Kaplun says his highlight from last year was that "every seller's expectations were exceeded, regardless of the type of property they owned."

Outside of the general insanity that drove the GTA market last year, Kaplun attributes his increase in sales to referrals from satisfied clientele. "That's why it is very crucial to treat every deal and every client with honesty, respect and competence," he says.

Kaplun now manages his own hand-picked team of professionals, who share his commitment to integrity and adaptability. "Agents who are dedicated and willing to learn will stay afloat and progress further," he says. "The market is as strong as it's ever been, but it's also very complicated and requires agents to update themselves more frequently."



JAYMIE WALKER

Century 21 Dome Realty

Regina, SK

One of Century 21's top Canadian producers, Jaymie Walker is intimately familiar with the unbeatable feeling that accompanies handing first-time buyers the keys to their own home. But Walker is concerned that the continued tightening of mortgage guidelines is having unintended negative effects in markets like Regina.

"Combine those guidelines with rising interest rates and skyrocketing build/land costs, and it's quickly becoming difficult to be a first-time buyer entering the market," Walker says, adding that she has managed to mitigate this issue for her clients by keeping them up to date on further changes and by broadening the range of properties she shows them. That sort of adaptability and attention to her clients' needs were undoubtedly a factor in Walker winning her first Centurion Award from Century 21 in 2017.



JASON MUNN

RE/MAX East Coast Elite Realty

Fredericton, NB

Value has always played a significant part in Jason Munn's transactions. In his past life, Munn was an auto salesman who sold more than 200 cars a year, but he says he felt "like I was taking people's money, as cars depreciate. After five years, there's nothing left. I thought, if I get into real estate, I can change people's lives by helping them invest."

Munn is known for the high number of hours he still puts in each week – an approach that has helped him excel with his new company, RE/MAX East Coast Elite. "A top producer is someone who works very hard," he says. "There is no secret or magic."



CHRISTINE VOLLICK

Century 21 B.J. Roth Realty

Orillia, ON

Christine Vollick has been working in real estate for 35 years, learning the industry from the ground up. Vollick, who started as a part-time receptionist, is now one of Century 21's top producers in Ontario's white-hot Simcoe County. A monstrously productive 2017 resulted in Vollick cracking Century 21's national top 40 for both production and units sold and receiving the prestigious Double Centurion Award.

To tackle the persistent challenge of follow-up communication, Vollick recently invested in a CRM system to "better keep in touch with my clients on a regular basis and to build my repeat and referral business."



VESNA KOLENC

RE/MAX Premier

Toronto, ON

Vesna Kolenc puts her 30 years of phenomenal success down to one key attribute. "I have a passion for the business," she says. "I don't work for the money; I work for the clients. If you take care of the clients, the deals will come. That has been my philosophy since I started."

By avoiding trends and finding unique and genuine ways to help her clients, Kolenc has sold her way into RE/MAX's upper echelons. She is a member of the company's Hall of Fame and has won its most coveted awards, including Lifetime Achievement, Circle of Legends and Luminary of Distinction.

JACINTHE DUBE

Royal LePage – Jacinthe Dube

Sherbrooke, QC

With more than 5,000 successful transactions to her credit, Jacinthe Dube is unquestionably the number-one choice for consumers in Quebec's Eastern Townships region. Dube has been selling real estate since 1980, building a reputation for honesty and dedication that goes far beyond her work as a Realtor. A respected member of the Sherbrooke community, Dube has used her success to promote a number of charitable organizations, including the Canadian Cancer Society and Fondation du CHUS.

"For me, each person, each property and each transaction has its own unique character and is treated as such," Dube says. It's that attitude that has earned her almost every award Royal LePage has to give out. In 2017, she was the company's number-two agent by transactions and ninth in sales volume.



KEVIN GIBSON

RE/MAX Niagara Realty

Niagara Falls, ON

Kevin Gibson learned early on that building credibility with clients is crucial to a lasting

career. "Starting my real estate career at the age of 22, I felt that I needed to work extra hard to be taken seriously," he says, "and I went out of my way to sign up for seminars and additional courses to learn everything that I could to be well equipped to properly advise my clients."

That dedication has allowed Gibson to become one of RE/MAX's top performers in the Niagara Region. He has been his office's top producer every year since 2012, a streak that shows no sign of abating.



DORIS GEE

RE/MAX Central

Burnaby, BC

Growing up, Doris Gee watched her parents lose money on their own real estate dealings; it was her desire to help them that inspired her to get her licence. Thirty years later, she is one of Greater Vancouver's best-performing agents, finishing among the Real Estate Board of Greater Vancouver's top 1% 27 times.

Gee credits part of her success to her Chinese background and ability to speak Cantonese, but most of her clients would also point to the care she puts into her deals and the joy she gets from them. "I love what I do," Gee says. "The greatest reward is making all my clients happy."

RANDY DYCK

RE/MAX Little Oak Realty

Abbotsford, BC

RE/MAX Little Oak's Randy Dyck has received countless awards from the Fraser Valley Real Estate Board, RE/MAX Canada and RE/MAX International. In addition to running one of RE/MAX's top six teams in Canada, Dyck has also been a member of the company's worldwide top 50, a Circle of Legends winner and a recipient of the RE/MAX Lifetime Achievement Award. He has also won the FVREB Team President's award multiple times. Dyck's passion, knowledge, commitment and desire to provide exceptional professional client care have driven him to advance the professionalism of the industry.



JEN BLAIR MANLEY

Royal LePage Performance Realty

Cornwall, ON

Only in her third year as an agent, Jen Blair Manley has clearly found her calling. In her short time with Royal LePage, she has already won its Rookie of the Year, Diamond Award and Emerald Award honours – all in a market where the average sale price for a home is \$200,000. "I believe I am a top-producing Realtor mostly because I am genuine," Blair Manley says. "I own who I am, and people trust that."

Blair Manley says one of the greatest benefits of her success is that it enables her to give back to the Cornwall community. "I'm not rich – I'm enriched," she says.



EDWARD WANG

Royal LePage Connect Realty

Toronto, ON

"The best advice I received was when I first got in the business," says Royal LePage heavy hitter Edward Wang. "My mentor told me, 'Just stop selling and be a human.' That has always stuck with me."

Wang's genuine, likable personality has been key to his rise in the Toronto market. He was a multiple award winner with Coldwell Banker from 2007 to 2013 and has won Royal LePage's Diamond and Red Diamond awards. "I don't have a secret recipe for being a top producer," he says. "My advice is to simply be personable and to always give honest advice."



TRACY FOGTMANN

RE/MAX Ocean Pacific Realty

Comox, BC

In a family-first move, Tracy Fogtmann left her career as a marine park ranger to become a real estate agent in 2004. When she

first started selling, she hoped to make \$40,000 a year. "I have met and exceeded all possible expectations that I ever had for myself due to an amazing group of clients who continually refer their friends and family to me," she says.

That combination of satisfied customers and steady referrals has made Fogtmann a perennial award winner at RE/MAX Ocean Pacific. She is the recipient of the company's Lifetime Achievement Award and a member of its Diamond, Titan, 100%, Chairman's and Executive clubs.

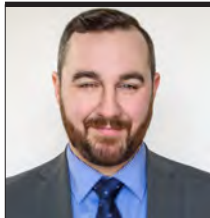
HUNNY GAWRI

RE/MAX Real Estate Centre

Toronto, ON

Hunny Gawri started investing in real estate at the age of 23 and fell in love with every aspect of it. After getting his licence, he was able to help others build wealth based on the same principles he used.

In an industry that once seemed intimidating, Gawri learned that the road to becoming a top-producing Realtor starts with the belief that anyone can be a top producer as long as they possess the proper work ethic, discipline and drive. The other key to his success has been assembling a team to handle the back end of his business, freeing up more time for him to focus on clients.



COLIN CROWELL

RE/MAX Banner Real Estate

Middleton, NS

"It feels like I started yesterday," Colin Crowell says of his seven-year career. It's no mystery as to why time has flown for Crowell, who has won a slew of RE/MAX's top honours, including induction into its coveted Chairman's Club last year.

Working in a small market has inspired Crowell to market his clients' properties far and wide – often internationally. "It's essential in our market," he says. "I will be devoting even more time to this angle in the years ahead. A top producer never stops hustling."

MAYUR ARORA

Oneflatfee.ca

Vancouver, BC

Mayur Arora's low-commission business model has its detractors in the industry, but his continued success is impossible to deny. Arora exploded onto the Vancouver real estate scene, selling 100 properties in his first year as an agent. And he has managed to meet or exceed that high standard in each of the following eight years. "I got into the business to make a change from the inside," Arora says. "I believe that consumers deserve to be more in charge of the sale of their property."

Technology plays a large part in Oneflatfee.ca's operations, and Arora says mastering focused advertising has been a challenge. "It's easy to lose track and go overboard when advertising," he explains. "It's critical to exercise control and really track where the advertising dollars are best spent."



LEON KLAIMAN

Forest Hill Real Estate

Vaughan, ON

As a successful Realtor operating in the insanity of the GTA market, Leon Klaiman says his greatest challenge is keeping up with its many vicissitudes. "Every extra thing we do to stay ahead of the market – coaching, new technology, staying in touch with clients and keeping up with market trends – can be a full-time job on its own," he says.

Having grown accustomed to having a full plate, Klaiman says the most important thing a Realtor can do is stay consistent. "Waking up every morning with the same routine has ultimately been the core foundation of my success," he says. "That and consistent prospecting have helped me get to where I am today."



HANNAH BEHELAK

Keller Williams Urbain

Montreal, QC

In real estate, Hanna Behelak has found her ideal career – a way to combine her passion for helping others and her fascination with architecture and interior design. When she started selling four years ago, Behelak thought completing a few deals a year would be a “huge accomplishment”; in 2017, she was Keller Williams’ number-three agent for units sold in all of Canada.

Behelak chalks that recent success up to a shift in mentality. “My first years in real estate were successful, but they lacked the structure to take on more business,” she says. “The change I made last year was to create more structure by defining my goals for the year and making sure I had a clear path to follow in order to achieve those goals. This improved things for me, as it helped me double my sales volume from the previous year.”



MIKE BOYCHUK

RE/MAX Saskatoon

Saskatoon, SK

Mike Boychuk has sold more than 700 homes since becoming a licensed agent in 2005. Amidst that flurry of activity, Boychuk also found the time to serve as director of the Saskatoon Region Association of Realtors for five years, and as the organization’s president in 2014. He was recognized as SRAR’s Realtor of the Year in 2015.

While the Saskatoon market declined in 2017, Boychuk saw his GCI grow by more than 24%. He attributes this phenomenal increase to “a strong team, effective systems and being able to adapt to a buyer’s market.”



MICHAEL JAWANDA

RE/MAX Real Estate Centre

Toronto, ON

Michael Jawanda began his real estate journey in his early 20s, when he purchased his first investment property. Today, he has an expanded team that allows him to focus on what he enjoys most – educating his clients and finding the best opportunities for them. “Hard work, dedication and honesty are just some of the many qualities one must possess to be a top-producing Realtor,” Jawanda says.

Jawanda says one of the biggest challenges facing the industry is the dissemination of false or inaccurate information, which results in consumers being misled. To help combat this, he strives to give factual and supported information to all of his clients.

SHILO STOREY

RE/MAX First

Calgary, AB

Shilo Storey has been shooting the lights out for RE/MAX for more than eight years, and she makes the most of her success and experience by mentoring her team and other up-and-coming agents. Storey’s innovative approach to real estate has helped her surpass industry standards and collect her fair share of accolades, including RE/MAX’s Lifetime Achievement, Hall of Fame and Titan awards. For each home she sells, Storey makes a donation to the Children’s Miracle Network; she says her involvement in the community helps her to better understand client needs and create lasting relationships.



KEN YEUNG
Century 21 Kennect Realty

Toronto, ON

There was a point in Ken Yeung's standout 16-year career when he says he would have been happy to sell one house a month. He is now Century 21's top agent worldwide.

Unsurprisingly, reaching that level of success comes with major time-management concerns. Yeung's workload is immense, and he only recently expanded his admin staff to help him tackle the mountain of paperwork he generates every week. He says bringing on more help has allowed him to focus on the "ready to buy" buyer – a major advantage in Toronto's fast-paced market. "Spending the right amount of time with these buyers is what helps me close deals in the shortest time possible," Yeung says.



CHRIS KELEHER
Royal LePage
Locations North
Collingwood

Collingwood, ON

Chris Keleher is the first Realtor from Collingwood to ever achieve Chairman's Club status with Royal LePage. Keleher attributes his success to a combination of good old-fashioned grit and innovative thinking, viewing each challenge as an opportunity to build new knowledge and new approaches. Keleher's winning formula has been to focus equally on growth for himself, his business and his community.



SUKHWINDER BHAURA
Century 21 President Realty

Brampton, ON

Sukh Bhaura has been helping Brampton residents find the right properties since 2004. By developing a unique, technology-based strategy, Bhaura has improved his sales revenue tremendously over the last few years. In fact, 2017 was the best year of his career for gross commissions in both residential and commercial sales. "My success has come from my personal goal to exceed every client's expectations, going above and beyond to deliver the best service and market knowledge," he says.

Bhaura is a perennial member of Century 21's Grand Centurion Club, Centurion Honor Society and Masters Hall of Fame.



NICKY TU
Keller Williams Elite Realty

Maple Ridge, BC

Nicky Tu's first three years in the business have been busy ones. Not only did she come on the scene at Keller Williams at the peak of the BC market, but she also arrived armed with a sincere desire to put her clients in the right homes. Tu also had somewhat fantastical expectations about what a career in real estate entailed.

"I'd heard that people make big money and drive fancy cars," she says. "Everything sounded very easy. After starting in the business, I realized that it's actually not an easy career if you want to be great. You need the scripts, the work schedules, and you need to set goals."

That discipline has paid off – in 2017, Tu was Keller Williams' number-seven agent for units sold, a performance that earned her the company's International Triple Gold Award.

SABRINA STAUNTON
Royal LePage First Contact Realty

Midland, ON

Sabrina Staunton has more than 14 years of real estate experience and has been involved in many aspects of the business, including sales, customer service, marketing, administration and management. Having bought and sold several properties of her own, she also possesses a thorough understanding of the industry from the client's perspective. Staunton has been instrumental in the Faris Team's growth in Midland and Southern Georgian Bay, Ontario, living by the team's mission to go "full out" for her clients.



LORI GOLDHAWK

Royal LePage Triland Realty

Ingersoll, ON

In the 18 years that Lori Goldhawk has been selling real estate, she has received countless honours from Royal LePage, including the company's Award of Excellence and its Red Diamond Award. But Goldhawk says the rewards offered by real estate go far beyond prizes and commissions; she is more fulfilled by the personal development, embracing new challenges and, most importantly, the people. "The upside I had not seen coming is the great friends and relationships I've established with clients and co-workers along the way," Goldhawk says.



THOMAS FARIS

Royal LePage First Contact Realty

Barrie, ON



If you ask Thomas Faris what he loves about being a Realtor, he'll tell you it's "getting to meet

new people all the time, building great relationships and being involved with a very big part of people's lives. I feel honoured that my clients trust me to do a great job for them." A love for what he does continues to be a driving force in Faris' success, helping propel him to top sales and top sales volume for the Faris Team once again in 2017.



LORETTA PHINNEY

Royal LePage Real Estate Services
Loretta Phinney

Mississauga, ON

Loretta Phinney's 33 years in real estate have made her a legend, both in the GTA market and at Royal LePage. Known for her passion and professionalism, Phinney's unsurpassed knowledge of the market allows her to accurately assess each home she sells, ensuring her clients get their expected return on investment.

Phinney's comprehensive and professional marketing campaigns, which include city- and province-wide media purchases, have enabled her to move properties at lightning speed. She is a tireless researcher and advocate for her buyers, making sure each purchase is informed and each client is satisfied.

GREG KUCHMA

Royal LePage Burloak Real Estate Services

Burlington, ON

Greg Kuchma's performance for Royal LePage has been trending upward ever since he joined the company in 2009. After multiple years in the top 10%, 5% and 3% of Royal LePage agents, Kuchma finally cracked the top 1% in 2017, earning a spot in the company's Chairman's Club.

Kuchma says his inexperience and youthful appearance initially made finding clients difficult. He advises agents in the same predicament to get over their fears and believe in the power of experience. "It was a really tough start," he says. "But experience brought more confidence, which has made things much easier. I have loved every minute of it."



LUIGI AIELLO

Royal LePage Team Realty

Ottawa, ON

Luigi Aiello became an agent in his 20s as a way of purchasing real estate on the cheap before moving into a "real profession." That was more than 30 years ago. "I very quickly knew I was going to be in it for life," he says.

Over three decades, Aiello has seen the highs and lows of the Ontario market. Now that prices in Ottawa are rising quickly, he says his duty in 2018 will be to bring buyers' expectations in line with what they can afford and introduce them to different financing options. "The timeframe for conditions will need to be extended," he says, "and pre-qualification and approvals will be very important if buyers do not want to miss out on the homes they want."



FRANK POLSINELLO

RE/MAX Realtron Polsinello Realty

Newmarket, ON

For 30 years, clients in the York, Simcoe and Durham regions have counted on Frank Polsinello to turn his unsurpassed commitment to service, unique consumer programs, leading-edge technology and specialized knowledge into unbeatable results.

"We are all committed to providing superior service to our clients," Polsinello says. "I've created a system that gives every client the hassle-free experience you should expect when buying or selling a home."

Polsinello has consistently been ranked among the top one-tenth of 1% of North American Realtors.



RONNI LISTER

RE/MAX Ocean Pacific

Courtenay, BC

Helping people move from one chapter to the next – whether it's first-time buyers, investors or families selling their last home – is where Ronni Lister finds joy. "It's those individual experiences and helping people through their transitions that makes coming in to work each day worthwhile and extremely satisfying," she says.

Lister attributes her continually growing business to strategies such as up-to-the-minute market research, an expanded marketing outreach and updated branding, but she also credits her integrity and long-lasting relationships with local business groups. These factors have led Lister to win RE/MAX's coveted Diamond Award two years in a row.

MUSTAFA ZIA

RE/MAX Real Estate Centre

Milton, ON

Mustafa Zia has seen more than one market slowdown during his nine years servicing the GTA, which has taught him to be flexible and ready to adapt. "You have to be prepared for anything that may come your way, whether it's an interest rate increase or any change in the real estate market," he says. "Planning ahead and being prepared are key ingredients to success."

Zia's preparedness served him well during Toronto's tumultuous 2017, and although he expects further stabilization in 2018, he says he's ready for anything.



YOON CHOI

HomeLife Frontier Realty

Toronto, ON

When Yoon Choi walked into a real estate office to discuss the purchase of his first property almost 15 years ago, he had no idea that he would be walking out as his agent's assistant. "He had such passion for sales, and he advised his clients so well," Choi recalls. "It really inspired me to become a full-time agent."

Choi has come a long way from assisting clients with leases in those early years. As the top producer out of the 350 agents working at HomeLife Frontier Realty, Choi has completed more than 3,200 residential transactions, and he has been the company's top listing agent each year since 2015.



RAY BLACKMORE

Century 21 Bob Sutton Realty

Quesnel, BC

In 1999, Ray Blackmore traded in his golf bag for a briefcase, but the competitive spirit and affability that made Blackmore a popular golf pro in BC's Cariboo District have also served him well in his time as a Realtor. Blackmore has been a Centurion Award winner for Century 21 every year since 2009; in 2015, he was the company's top agent in British Columbia based on units sold.

The looming end of dual agency in BC has Blackmore wondering about the impact it will have on both his clients' choices and his business, but he is far from panicked. "Things will work themselves out," he says. "If you keep doing the right thing, they always do."

VINCE MIRABELLI

RE/MAX First Choice Realty

Thunder Bay, ON

Vince Mirabelli is passionate about improving the lives of the residents of his hometown of Thunder Bay, using his sphere of influence and financial success to help raise funds for several local, provincial and national causes. But Mirabelli firmly believes that no donation is more valuable than his time, and he regularly volunteers for the Thunder Bay Regional Health Sciences Centre, Camp Quality, Easter Seals and Million Dollar Smiles, among other organizations. Mirabelli, who recently received RE/MAX's Chairman's Club and Lifetime Achievement awards, sees his success in the industry as a vehicle to effect change in his community.



PATRICIA PEDREIRA

Royal LePage Binder Real Estate

Leamington, ON

Patricia Pedreira has blazed quite a trail in her first five years in the industry. At a phase in her career when many agents are still figuring out the business, Pedreira has already won Royal LePage's Diamond, Director's Platinum, Chairman's Club and President's Gold awards.

Pedreira attributes some of her recent success to being willing to strike out in a new market. "Move close to an area that you want to focus on," she advises. "I listed and sold a lot in Leamington, but I lived an hour away in Windsor." Relocating to Leamington has made her job "much easier" and has allowed her to show more properties in significantly less time.



KALEB STREETER

Royal LePage First Contact Realty

Orillia, ON

To call 2017 a banner year for Kaleb Streeter would be an understatement. In only his second year of real estate, Streeter was a driving force in helping First Contact's Faris Team achieve number-one status in the Orillia market and remain the number-one team in Canada for Royal LePage.

Streeter attributes his success to an extensive background in sales, negotiations and client care, along with his firsthand market knowledge.

CHRIS PENNYCOOK

Royal LePage Dynamic Real Estate

Winnipeg, MB

After 33 years in the business, Chris Pennycook says his initial expectations have long since fled his memory – but that hasn't stopped him from providing Winnipeg buyers with unforgettable service. "I'm still here," he says. "And I love my profession."

Pennycook's dedication to the industry was on full display last year, when he served as president of the Manitoba Real Estate Association. "It was an honour to represent the membership and serve our organization," he says. "I grew personally and professionally from the experience."



SARAH JUSTASON

RE/MAX East Coast Elite Realty

Fredericton, NB

Sarah Justason has been occupying rarefied air at the top of the Fredericton market for well over a decade. But even the industry's best need to keep looking for areas to improve, and Justason, who scored a Chairman's Award in 2017, realized a critical part of her business was in need of a makeover. "I did a complete refreshment of all my marketing efforts, which included professional photos, new branding, and a fresher, cleaner website," she says. "I hired an inbound marketing strategist, too. These changes have exposed my brand to a much broader target audience."

KENDRA STRETCH

Century 21 Colonial Realty

Charlottetown, PEI

In her eight years with Century 21, Kendra Stretch has been both a Centurion Award winner and one of the company's top 75 producers – a feat she has accomplished in each of the last three years. As the active Charlottetown market continues to surprise local residents, Stretch has been able to provide much-needed insight to her clients.

"It's hard to justify to clients the prices that a year or two ago would have seemed extremely high," she says. "And with things selling so fast, many people don't see the value of a Realtor and attempt to sell their home themselves. I always try to explain the value of what I and my colleagues do on a regular basis. We have the expertise, experience and the resources to successfully walk them through the process."



JAMIE COCCIMIGLIO

Exit Realty Lake Superior

Sault Ste. Marie, ON

Now a partner in Exit Realty Lake Superior, Jamie Coccimiglio began his career at the brokerage 11 years ago. That decade-plus in the business has only intensified the energy and positivity he brings to work each day. Coccimiglio says his personal growth over the past few years – particularly in improving his leadership skills – has been critical to his success in real estate. His commitment to helping others achieve resulted in Coccimiglio and his team receiving Exit's 2017 Canadian Broker of the Year Award.

MICHELE CUMMINS

RE/MAX Little Oak Realty

Mission, BC

In 2017, Michelle Cummins capped off her 14th year in the industry by becoming RE/MAX's number-one listing agent in the Fraser Valley. Qualified as both a listing and buyer's agent, Cummins has the expertise, knowledge and tools to work with any client, from first-time homebuyers to investors, developers and buyers looking for luxury properties (she is a certified RE/MAX Collection of Luxury Real Estate, Properties and Homes marketing specialist). "Helping people get into the right home – whether it's an investor, a renovator who likes to flip homes or someone purchasing their first home – is very rewarding," she says.



CAILEY HEAPS ESTRIN

Royal LePage Real Estate Services

Toronto, ON

Cailey Heaps Estrin has been in real estate since the 1990s and has consistently been ranked number one in Toronto for Royal LePage. Heaps Estrin passionately believes in focusing on clients first, and her robust marketing background gives her the knowledge to present her clients' homes in the best light possible. "Reputation means everything," she says. "Client relationships based on knowledge, trust and honesty are the keys to success."

Believing agents should give back to the communities that helped make them what they are, Heaps Estrin is committed to fundraising and volunteering for a number of charities.



GAVIN HEINTZ

Century 21 Advantage

Red Deer, AB

Gavin Heintz has spent the entirety of his 15-year career with Century 21 Advantage, during which time he has been a seven-time Centurion-level producer; he was also inducted into the company's Masters Hall of Fame in 2016.

Heintz came to real estate looking for a career with flexibility and purpose. He has been rewarded with ample amounts of both, largely by remaining true to who he is. "Be yourself" is the most important lesson for anyone," he says. "Grow your business and personal life to suit what you need."



JESSE HONCH

Coldwell Banker ResCom Realty PA

Prince Albert, SK

When Jesse Honch first started in the business, his colleagues told him it would take seven to 10 years before he started seeing consistent results. Four years later, he was one of his market's top 10 agents. He has been Coldwell Banker's top Saskatchewan-based agent for the last five years and was in the top 1% for the company in 2016 and 2017.

A source of knowledge for younger agents, Honch encourages them to keep their clients informed and to build partnerships with reputable professionals. "I have partnered with the best lenders, inspectors, builders, contractors, lawyers and insurance brokers to build a team of experts whom my clients and I can rely on for any information we may need," he says.