

Meet your



## Portland 2011 FIVE STAR Real Estate Agents

We surveyed recent homebuyers and industry experts to find real estate agents in the Portland area who scored highest in overall satisfaction. Here they are.



Experts say that at least 90 percent of homebuyers rely on real estate agents for advice and guidance. But with more than 10,000 Portland area residents holding real estate licenses, how do you find someone who knows the market, represents your interests and operates with an emphasis on integrity and service?

*Portland Monthly* can help. The magazine formed a partnership with Crescendo Business Services to find out which real estate agents have most consistently wowed their clients.

### The Selection Process

Crescendo surveyed, by mail and phone, all Portland area residents who purchased a home more than \$100,000 within a 36-month period (June 2007 to June 2010) and 7,000 subscribers of *Portland Monthly*. An additional 250 surveys were sent to mortgage and title companies, which are often best able to judge a real estate agent's technical skills and knowledge.

Recipients were asked to evaluate only real estate agents whom they know through personal experience. They were asked to evaluate them based upon nine criteria: customer service, communication, finding the right home, integrity, negotiation, marketing the home, market knowledge, closing preparation and overall satisfaction.

Only original surveys — no copies — returned in their specially designed envelopes were accepted as valid. Crescendo scored and screened each qualified agent with the Oregon Real Estate Agency's database to verify that

licenses were current and that no disciplinary actions were pending.

Finally, the qualifying real estate agents were reviewed by a panel of industry experts comprising realty company executives, professional and trade association officers, and others directly involved in housing-related businesses.

Although panelists' comments were incorporated into the final score, safeguards were built into the review process to reduce the ability of panel members to influence the composition of the final list on the basis of company affiliation.

### A Select Award

The resulting list of FIVE STAR Real Estate Agents is a select group, representing less than 7 percent of licensed agents in the Portland area. For a more user-friendly listing, agents have been grouped based on their city of focus.

Throughout the evaluation process, respondents told stories of lasting friendships that have emerged from what is most often a stressful business transaction. Several even wrote essays on why their particular agent excelled.

Although this list will certainly be a useful tool for anyone buying or selling a home, it should not be considered exhaustive. Undoubtedly, there are many other excellent real estate agents who, for one reason or another, are not on this year's list.

### RESEARCH DECLARATIONS:

As with any research or recognition program, it is important that we provide you the following declarations:

- The 2011 FIVE STAR Real Estate Agents do not pay a fee to be included in the research or the final list of FIVE STAR Real Estate Agents.
- The overall evaluation score of a real estate agent reflects an average of all respondents and may not be representative of any one client's experience.
- The FIVE STAR Award is not indicative of the real estate agent's future performance.
- The inclusion of a real estate agent on the FIVE STAR Real Estate Agent list should not be construed as an endorsement of the real estate agent by Crescendo Business Services or *Portland Monthly*.
- The research process for the FIVE STAR Real Estate Agent Program, managed by QMI Research, incorporates a statistically valid sample in order to identify the real estate agents in the local market that score highest in overall satisfaction. QMI Research does not include real estate agents on the list unless their score is statistically valid.

For more information on the FIVE STAR Award and the research/selection methodology, go to: [fivestarprofessional.com](http://fivestarprofessional.com).



List compiled by Crescendo Business Services. All agents are sorted by city and are listed alphabetically by last name. Names in **boldface** also appear in the profiles section.

### BEAVERTON

#### BEAVERTON

Steve Baucom, Keller Williams  
Bill Beecher, Oregon First  
Brian Bellairs, Meadows Group, Realtors  
Tom Brewer, RE/MAX equity group  
**Kim Carty, John L. Scott Real Estate**  
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Todd Clark, Knipe Realty  
**Ron Crutcher, John L. Scott Real Estate**  
Page 22  
Derald Dieterich, RE/MAX equity group  
Deana Doney, RE/MAX equity group  
**Joseph Edwards, Edwards Realty**  
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Steve Gray, John L. Scott Real Estate  
Rich Hannon, RealProNW.com  
Carey Hughes, Prudential Northwest Properties  
Leo Jacobs, Hasson Company, Realtors  
Barbara Johnson, RE/MAX equity group  
Don Johnson, RE/MAX equity group  
Debbie Kelloff, John L. Scott Real Estate  
Roger Kramer, CENTURY 21 All Professionals  
Craig LaMantain, Keller Williams Sunset Corridor  
Anitra Moon, The Sunset Group  
Nathan Neubauer, Coldwell Banker Barbara Sue Seal Properties  
Tom Ogden, ZipRealty  
Scott Osmon, CENTURY 21 All Professionals  
Alexander Phan, Keller Williams  
Elizabeth Ramos, Keller Williams Realty  
Belinda Richard, RE/MAX equity group  
Mike Rohrig, The Sunset Group  
Tim Saeland, RE/MAX equity group  
**Melody Seabold, Prudential Northwest Properties**  
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### BEAVERTON

**Kathie Standish-Goffe, CENTURY 21 Wright & Associates**  
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Denise Standley-Townsend, Keller Williams Sunset Corridor  
Marilyn Sykes, Oregon First  
Steve Ticknor, Keller Williams Realty Professionals  
Tisha Ticknor, Keller Williams Realty Professionals  
Gary Whiting, John L. Scott Real Estate

### CANBY

Gina Bennett, Better Homes & Gardens Realty Partners/Team Unger Real Estate  
Rachel Roseann Crum, RE/MAX equity group  
Becky Nugent, RE/MAX equity group

### CLACKAMAS

Lisa Bettendorf, Bridgetown Realty  
Carrie DeSoto, Oregon Realty Company  
Peter Jameson, Foundation Home Realty  
John McClung, Better Homes & Gardens Realty Partners  
Steve Micek, Windermere/Realty Partners  
Marketa Pospisil, Better Homes & Gardens Realty Partners  
**Holly Tangeman, Oregon First**  
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Sue Washinger, Better Homes & Gardens Realty Partners

### FOREST GROVE

Lori Godfrey, John L. Scott Market Center

### GRESHAM

Stan Bjorklund, John L. Scott Portland Metro  
Janice Bramwell, RE/MAX equity group  
Ken Cahill, John L. Scott Portland Metro  
Garett Chadney, RE/MAX

### GRESHAM

Randy Dearborn, Prudential Northwest Properties  
Leslee Dirk, ERA Freeman & Associates  
Michael Reisen, Legacy Realty Group  
Terry Shumway, RE/MAX equity group  
Bil Willis, ERA Freeman & Associates

### HAPPY VALLEY

**Beckie Combs, Keller Williams Portland Central**  
Page 21  
Deserie Fernbaugh, Coldwell Banker Barbara Sue Seal Properties  
Dustin Funes, Windermere/Realty Partners  
Eugene Lew, RE/MAX equity group  
Mary Low, Iron Gate Realty Group  
**Jan Robinson, Keller Williams**  
Page 24  
Tamela Sanchez, RE/MAX equity group  
Lori Winterhalter, RE/MAX equity group

### HILLSBORO

Mel Adams, Windermere West  
Tracy Chung, Summa Real Estate Group  
Judy Close, RE/MAX equity group  
Margaret Deveraux, RE/MAX equity group  
Trevor Erion, Source Realty  
John Goldhammer, Windermere West  
Sue Graves, John L. Scott Real Estate  
Jennifer Haynes, Windermere West  
Jill Hill, John L. Scott Hillsboro Market Center  
Tricia Oberhelman, Prudential Northwest Properties  
Merri Ott, John L. Scott Hillsboro Market Center  
Brendon Sewell, John L. Scott Hillsboro Market Center  
Dixie Sims, Windermere West  
Becky Wagar, RE/MAX equity group  
Carol West, RE/MAX equity group