



2012 Orange County Five Star Real Estate Agents

Five Star Professional partnered with *Orange Coast* magazine to determine the real estate agents in the Orange County area who provide exceptional service and overall satisfaction. The Five Star Professional research team contacted clients, peers and industry experts and asked if they had experience working with a real estate agent. Those who participated in the research provided the name of a real estate agent and rated that individual according to criteria such as integrity, communication and customer service. The survey data

was collected and scored, resulting in the list of 2012 Orange County Five Star Real Estate Agents. The research methodology allows no more than 7 percent of real estate agents to be named a Five Star Real Estate Agent. This year's winners are listed and profiled in the following pages.

“Do everything you can to assist your clients and remember it is all an investment in your future success.”

— *Five Star award winner*

Research DISCLOSURES

- Five Star Professional surveyed Orange County area residents who purchased a home priced at more than \$150,000 within a 8-month period (May 2011 to January 2012).
- The final list of 2012 Orange County Five Star Real Estate Agents is a select group, representing less than 2% of real estate agents in the area.
- The 2012 Five Star Real Estate Agents do not pay a fee to be included in the research or the final list.
- Each real estate agent is screened against state governing bodies to verify that licenses are current, and no disciplinary actions are pending.
- The inclusion of a real estate agent on the Five Star Real Estate Agent list should not be construed as an endorsement by Five Star Professional or *Orange Coast* magazine.
- The research process incorporates a statistically valid sample in order to identify the real estate agents in the local market who score highest in overall satisfaction. Real estate agents are not included on the list unless their score is statistically valid.
- For more information on the Five Star award and the research/selection methodology, go to www.fivestarprofessional.com.



The Five Star award goes to less than 7 percent of real estate agents.



Five Star Real Estate Agents

All award winners are sorted by city and listed alphabetically by last name.

Heidi Gonili · First Team Real Estate
 Nurcys Grimes · CENTURY 21 Masters
 Amy Hardy · Prudential California Realty
 Kay Harvey · RE/MAX Premier Realty
 Jenny Hwang Ikeda · First Team Real Estate
 Kathleen Kiang · Regency Real Estate Brokers
 Janice Konkol · First Team Real Estate

Julie Loeb · Prudential California Realty
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Marta Neimark · Keller Williams Newport Estates
Page 12

Mike Pahuia · Realty One Group
 Chad Pape · Coldwell Banker Platinum Properties
 Jason Risley · Primary Benefit Properties
 Dana Roberts · Coldwell Banker
 James Rust · H3 Realty Group
 Mark Sabahi · First Team Real Estate
Debbie Sagorin · First Team Real Estate
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 Kim Seidenberg · Prudential California Realty Newport Beach
 Grace Tu · First Team Real Estate
 Michael Wu · Realty One Group

La Habra Heights

Jan Fiore · Coldwell Banker Excellence
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Ladera Ranch

Shelley Black · Veranda Realty
 Janet Campbell · Blackstone Realty Group
 Kasia Cordova · Weichert, Realtors Gold Coast
 Carissa Fetters · Veranda Realty
 Brent Frohoff · Veranda Realty
Joanette Graves · Evergreen Realty
Page 10
 Jenelle Harmon · First Team Real Estate
CaLee McManus · Ladera Realty
Page 12
 Debbie Miller · First Team Real Estate

Elissa Vaught · Vernazza Realty

Stephanie Vogt · Evergreen Realty & Associates
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Dina Williams · Prudential California Realty
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Tim Wolter · Evergreen Realty

Laguna Beach

Jim Allensworth · Coldwell Banker

Shauna Covington · Prudential California Realty

Suzi Dailey · Prudential California Realty Ritz Carlton

Paula Knauff · Prudential California Realty
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Eustorgio Villa · Prudential California Realty

Valerie Wallace · Coldwell Banker Previews International

Laguna Niguel

Marilyn Balaban · Windermere Real Estate

Cora Berkery · Surterre Properties
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Matt Clements · Prudential California Realty

Arne deWitt · RE/MAX Select One/DeWitt Group

Michael Emerson · Keller Williams Realty

Mary Garibay · First Team Real Estate

Bob Gottuso · First Team Real Estate

Theresa Grothe · First Team Real Estate

Christina Hoferer · Redfin Corporation

Chris Jotblad · Keller Williams

Sylvia Madrigal · The Excel Group

Anu Rettig · Harcourts Prime Properties/
 The Rettig Team

Steve Rettig · Harcourts Prime Properties/
 The Rettig Team

Steve Roberts · First Team Real Estate

John Sturdevant · Regency Real Estate Brokers

Sue Turner · Windermere Real Estate SoCal

Zen Ziejewski · Keller Williams Realty/
 Doherty Real Estate Group

Kathy Zoch · First Team Real Estate

Laguna Woods

Joyce Alpert · Laguna Woods Properties

Elizabeth Coe · Keller Williams Elite Realty
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Gail Foor · Laguna Woods Properties
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Lake Forest

Jayde Dunn · Coldwell Banker

Dave Gubler · IML Real Estate

Vivian Hamer · Regency Real Estate Brokers

Long Beach

Mike Fernandez · RE/MAX College Park

Los Alamitos

Kimberly Archer · Evergreen Realty
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Mission Viejo

Nancy Bau · BauHaus Properties

Linda Bethmann · First Team Real Estate

Jill Burnett · Regency Real Estate Brokers

Myrna Clark · Regency Real Estate Brokers

Melissa Dano · RE/MAX Premier Realty

Jeff Davis · Realty One Group

Daniel Greve · Coldwell Banker Residential

Karen Hakola · Regency Real Estate Brokers

James Hoppe · Margret Hoppe Broker

Ken Laderman · First Team Real Estate

Mark Lambert · Realty One Group

Jill Murty · CENTURY 21 Beachside

Carol Powers · Bullmark Real Estate Group

Rita Tayenaka · Coast to Canyon Real Estate

Sheila Warday · Realty One Group

Richard Yates · Coldwell Banker

Monarch Beach

Connie McKibban · Prudential California Realty