

Vendor Management Top Business Partners for May 2009 – By Garrett Mays

Top 5 Closing Offices (Comments provided by USRES Closing Coordinators)

Inglesby, Falligant & Horne - GA

They are extremely responsive. Even at the end of the month they give our files priority. I have never had to request a deed, HUD or proceeds because everything is uploaded in RES.NET within a timely manner.

Fabrizio & Brook –MI

By far, the best closing office ever! J. Cristin does a fantastic job of closing the files as timely as possible and always works extra hard to make sure she can pull closings from the following month.

Randall S. Miller & Associates (RSMA) – MI

RSMA is on top of their files, always respond timely to emails/voicemails, and is one of the more proactive offices we work with. We love the fact that they send updates when closings are scheduled. Great office.

Barrett, Daffin, Frappier, Turner & Engel – TX

Great communication. Jill Ringman is on top of all her files and gets properties closed. I LOVE this office!

North American Title – CA

By far, still the best closing office I have worked with since I have been here. Their office is set up so that each primary closer has two assistants directly under them. By doing, this they're always able to provide quick responses and updates as well as resolve issues in a very timely manner. Aside from being staffed in this efficient manner they're also very adept at handling all the closings legal issues in and out. Best closing office – ever.

Top 3 REO Agents in May 2009 (Comments provided by USRES Listing/Eviction Specialists)

Ralph Newkirk – MI

Ralph is the best agent in Detroit. He takes the responsibility of every file assigned and completes tasks early.

Michael Kenduck – NY

Hands down one of the most responsive and knowledgeable agents handling our portfolio. He understands our policies and procedures and ensures all parties are communicated to in a timely manner.

Paul Arguetta – CA

Outstanding Section 8 and rent control knowledge. He returns all phone calls and emails timely. Provides detailed property information and is always helpful with local knowledge.

Employee Recognition from Our Business Partners

"I have been in business for 23 years and the market has forced me to try and work REO properties which I thought would be a real nightmare. I assumed they would be unpleasant because in our area only the new agents have been working them. Well, I was wrong!

In October, I signed up at USRES and started doing BPOs and then I got my first listing. Even though I have been a successful full-time Realtor for 23 years, I was very nervous about the process. It's hard to be told you are being graded when you have experience and a successful track record. I thought, "Great, what if I make a mess of this as long as I have been doing this!" Well, with anything new, mistakes are made and no one made me feel like a worthless fool (some REO companies do) and really went above and beyond to help me not feel like a failure.

Haide Quintanilla always responded to my questions and concerns and helped me without making me feel like any mistake was an automatic F. I can't tell you how much I appreciate this, plus it makes an agent want to do an even better job when you feel needed and appreciated.

Your company proves that working REO properties is a very organized and pleasant experience."

Tammy Billings, Associate Broker with ReMax Regency in Virginia