



2010

FIVE STAR  
Real Estate Agents

2010 INDEPENDENT SURVEY  
OVERALL SATISFACTION



Meet your

## Pittsburgh 2010 FIVE STAR Real Estate Agents.

We surveyed recent homebuyers and other industry experts to find real estate agents in the Pittsburgh 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 11,000 Pittsburgh 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?

*Pittsburgh* magazine 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 Pittsburgh area residents who purchased a home over \$100,000 within a 36 month period (July 2006 to August 2009) and 11,000 subscribers of *Pittsburgh* magazine. An additional 200 surveys were sent to mortgage and title companies, who are often best able to judge a real estate agent's technical skills and knowledge.

On the surveys, recipients were asked to evaluate only real estate agents whom they knew 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 carefully scored and screened each qualified agent with the Pennsylvania State Real Estate Commission's database to make certain that licenses were up-to-date and that no disciplinary actions were pending.

Then, before finalizing the list, the real estate agents were reviewed by a blue ribbon panel of local industry experts. The panel consisted of 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.

### An Elite Award

The resulting list of FIVE STAR Real Estate Agents is an elite group, representing less than 7 percent of licensed agents in the Pittsburgh area. Only 667 of the top-scoring real estate agents made this year's list. 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. But don't be surprised to see them next year.

### RESEARCH DECLARATIONS:

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

- The 2010 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 *Pittsburgh* magazine.
- 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: [fivestarpromotional.com/research](http://fivestarpromotional.com/research).

2010 FIVE STAR



REAL ESTATE AGENTS



## ANNETTE BANKS

Howard Hanna  
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[www.annettebanks.com](http://www.annettebanks.com)

### Knowledge • Experience • Results

- Mechanical engineer / Green Certified Agent
- MBA with professional negotiation skills
- Extensive market knowledge
- Combines updated technology with personal service
- Committed to exceeding expectations

Many thanks to my wonderful clients for selecting me to be a FIVE STAR Real Estate Agent! My objectives today are the same as they have always been – to help my clients feel confident that the choices they are making are the right ones for their situation, and to make their home buying or selling experience smooth and hassle free. I offer unique and aggressive marketing plans for sellers and top of the line technology to help buyers find their dream home. Call today to put me and my team at Howard Hanna to work for you.



## LINDA J. PELKOFER

Northwood Realty  
4100 RT 8  
Allison Park, PA 15101  
Office: (412) 487-3200, Ext. 140  
Cell: (412) 427-7403  
[lpelkofer@northwood.com](mailto:lpelkofer@northwood.com)  
[lindapelkofer.realtor.com](http://lindapelkofer.realtor.com)

### Your Friend in Real Estate

- Serving the Pittsburgh area as a full-time Realtor since 1985
- Lifetime resident of Pittsburgh
- Awarded the GREEN Designation in 2010
- Awarded CRS – Certified Residential Specialist

For 25 years Linda has used the slogan, “your friend in real estate,” and she has strived to be just that to her buyers and sellers in the Pittsburgh area. She is so thankful to her clients for selecting her for this honor and hopes to continue to be the friend they call for all their real estate needs.



## TARA TIPPEL

Avalar Real Estate  
5458 Steubenville Pike  
Pittsburgh, PA 15136  
Office: (412) 788-0300  
Cell: (412) 969-5957  
[taratoppel@comcast.net](mailto:taratoppel@comcast.net)  
[avalarpgh.net](http://avalarpgh.net)

### Taking Real Estate to a Higher Level

- Representing buyers and sellers since 2000
- Offering cost-effective home staging services
- Degree in marketing and business
- National and Pennsylvania Assoc. of Realtors; MLS

Tara has an energetic approach to real estate and life. She is a gregarious “people person” and loves diversity. Her creative background radiates through her marketing with innovative photos, brochures and visual tours. Embracing buyer expectations, she understands how to appeal to them visually using home staging techniques. Furthermore, clients find her one-of-a-kind market analysis and pricing strategies unique and highly effective. This paired with integrity, honesty and loyalty makes working with her an absolute delight!



## NANCY WARE

Coldwell Banker Real Estate  
4960 William Flynn Hwy.  
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Office: (412) 487-0500, Ext. 224  
Cell: (412) 848-1661  
[nancy.ware@pittsburghmoves.com](mailto:nancy.ware@pittsburghmoves.com)  
[www.nancywarerealtor.com](http://www.nancywarerealtor.com)

### Ware Service is the No. 1 Priority

- No. 1 Agent, Coldwell Banker Hampton Office
- International Diamond Society
- Full-time Realtor
- Relocation specialist
- Marketing Award of Excellence with Realtor.com

Nancy Tabacjar Ware is a lifetime resident of the Pittsburgh area and enjoys being part of the real estate market in her own backyard. Nancy earned her BA degree at Grove City College and an MBA at the University of Pittsburgh. After pursuing a marketing career with a few national organizations, Nancy took her business and marketing skills to the real estate industry. Her unique combination of skills allows her to provide clients with a businesslike approach to the business of buying and selling homes.


**2010 FIVE STAR REAL ESTATE AGENTS**

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

### PITTSBURGH



**Annette Banks**  
**2010 Winner**  
**Howard Hanna**  
 (412) 421-9120  
 abanks@howardhanna.com



**Kay Barchetti**  
**2010 Winner**  
**Coldwell Banker**  
 (412) 366-1600, Ext. 344  
 Cell: (412) 691-5086  
 www.KayBarchetti.com

Jennifer Bartlett, Howard Hanna Real Estate Services

Hope Bassichis, Coldwell Banker Real Estate Services

G.Michael Bello, Buy-N-Sell Real Estate

Paul Bergman, Coldwell Banker Real Estate Services

Vincent Berruti, Coldwell Banker Real Estate Services



**Lynne Bingham**  
**2010 Winner**  
**Howard Hanna**  
 (412) 833-3600, Ext 208  
 Lbingham@howardhanna.com

Cathy Block Addressi, RE/MAX Heritage

Smadar Blumenthal, RE/MAX Realty Brokers

Elaine Bodnar, Howard Hanna Real Estate Services

Barbara Bolls, Howard Hanna Real Estate Services

Lisa Bossong, Keller Williams Realty



**Don Boyle**  
**2010 Winner**  
**Keller Williams Realty**  
 (412) 788-0888, Ext. 305  
 dboyle@kw.com  
 www.don-boyle.com

Renee Braun, Howard Hanna Real Estate Services



**Diane Brillman**  
**2010 Winner**  
**Howard Hanna Real Estate And Mortgage Services**  
 (412) 361-4000

### PITTSBURGH

Minta Brown, Howard Hanna Real Estate Services

Ryan Brown, RE/MAX Select Realty

Dave Bryant, Northwood Realty Services

Janet Bunner, Homeowner's Real Estate

Christopher Burek, Howard Hanna Real Estate Services

John Butera, Coldwell Banker Real Estate Services

Janet Byrd, Albert Anthony Real Estate

Bonnie Byrnes, Coldwell Banker Real Estate Services

Angela Byrnes, Howard Hanna Real Estate Services

Sherry Cagney, Coldwell Banker Real Estate Services

Thomas Cahill, Coldwell Banker Real Estate Services

Sharon Canonaco, Howard Hanna Real Estate Services

Margie Caplan, Keller Williams Realty

Patty Cappelli, Howard Hanna Real Estate Services

Denise Capurso, Keller Williams Realty



**Janice Caputo**  
**2010 Winner**  
**Coldwell Banker**  
**Real Estate Services**  
 www.pittsburghmoves.com/janice.caputo

Gail Carpenter, Northwood Realty Services

Douglas Caye, Coldwell Banker Real Estate Services

Bob Cenk, Achieve Realty/The Bob Cenk Group

Jordana Zober Cititta, Howard Hanna Real Estate Services

Lora Le Clark, RE/MAX Premier Group

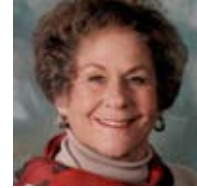


**Kathy Clevenger**  
**2010 Winner**  
**Neighborhood**  
**Realty Services**  
 (412) 969-7519

Ken Clever, Coldwell Banker Real Estate Services

Rick Coffman, RE/MAX Realty Centre

### PITTSBURGH



**Trudy Cohn**  
**2010 Winner**  
**Howard Hanna Co.**  
 (412) 361-4000, Ext. 218  
 trudycohn@comcast.net

Debbie Collins, RE/MAX Heritage

Ellen Connelly, Howard Hanna Real Estate Services

Richard Creo, RE/MAX Realty Centre

Thomas Critchfield, Prudential Preferred Realty

Justin Cummings, Howard Hanna Real Estate Services

Pam D'Alessandro, Coldwell Banker Real Estate Services



**Deborah Dattalo**  
**2010 Winner**  
**Keller Williams Realty**  
 (412) 571-3800  
 www.debbiedattalo.net

Bonnie Detwiler, Northwood Realty Services

Julie DeVita, Prudential Preferred Realty

Laura Dinkin, Howard Hanna Real Estate Services

Jim Dix, Howard Hanna Real Estate Services

Dede Dobkin, Howard Hanna Real Estate Services

Nancy Dorn, Coldwell Banker Real Estate Services

Lorraine Easton, Coldwell Banker Real Estate Services



**Gere Edwards**  
**2010 Winner**  
**Achieve Realty**  
 (724) 933-1980, Ext. 252  
 Cell: (412) 638-7176  
 gere252@excite.com

Linda Ehland, Howard Hanna Real Estate Services

Andrea Ehrenreich, Howard Hanna Real Estate Services

Marion Feeney, Howard Hanna Real Estate Services

John Fidrocki, Keller Williams Realty