

TOP AGENT MAGAZINE

by Alyson Pitarre



The Call Team

“Your goals are our business... our only business.” This is the motto of The Call Team, a consistent top producer for RE/MAX. As one of Conejo Valley’s most respected real estate teams, Ann Call and Steve Simmons believe there is no success without the satisfaction of their clients.

“We truly try to put ourselves in our clients’ shoes,” explains Steve.

You might be hard pressed to find two real estate agents in today’s market who are as dedicated to the principle of “trust” as Steve and Ann. Not only do they believe trust is a critical element in the agent-client relationship, but it is also vital to creating honest and respectful relationships within the local agent community. In fact, they believe in this philosophy so strongly that they once wrote an offer for another agent’s client in the agent’s absence—with no expectation other than positive real estate karma.

“It was an emergency situation that would have negatively impacted this particular agent’s customer,” recalls Ann. “We know it will and does come back to us.”

Their knowledge, integrity and willingness to go the extra mile has brought them a steady stream of referrals and repeat clients from Westlake, Thousand Oaks, Newbury Park, Camarillo, Moorpark, Simi Valley and Calabasas. They estimate about 80 percent of their business comes from referrals. Year after year, their clients have said it was The Call Team’s wisdom, experience and concern for “the human side of the transaction” that inspired them to refer friends and family. They represent a wide spectrum of residential properties in every price range because they believe “real estate is about people, first and foremost.”

“As our clients move in or out, up or down in our market area, we want to be there for them,” says Steve. “We maintain ties with our clients long after the transaction is over. We’re genuinely interested in their lives, whether it’s

finding out about the children, how the kitchen remodel turned out, or simply being there as a referral source.”

Steve and Ann’s partnership was founded on a desire to provide exceptional customer care by: 1) completely understanding their clients’ goals, 2) providing appropriate information so their clients can make sound decisions and 3) removing as many obstacles and relieving as much stress as possible. They accomplish these objectives by using their complementary skills to bring value and dimension to their clients.

Outgoing by nature, Steve possesses an intense drive, focus and a “positive results only” attitude. A consummate salesperson, Steve is also a skilled prospector and tenacious negotiator. In addition to his successful real estate career, Steve has an MBA and 15 years of valuable corporate experience. He is also active in the Conejo Valley community as a Boy Scout leader.

Ann, a 23 year real estate veteran and a member of the RE/MAX Hall of Fame, is a people person. She has a long history of success that combines a business and interior design background, an eye for detail, as well as strong negotiating, problem solving and marketing skills. Her experience has been particularly helpful during the current recession since she has weathered other down cycles during her career. Ann and her husband, Brad, have raised four children in the Conejo Valley area and now enjoy the rewards of grandchildren (three of whom belong to Steve and Ann’s daughter, Liz).

Ann concludes: “Our five plus years together have not only been harmonious, but a lot fun. We are an amazing resource and support for one another, just as we are for our clients.”

Steve Simmons and Ann Call

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