

# TOP AGENT MAGAZINE

by Tinisha Landry

## The Curtiss Team:

### Success and Superior Customer Service is All in the Family

For Niki and Dionne Curtiss of The Curtiss Team, relationship building and business success go hand in hand. Since 1987, Conejo Valley residents have immensely benefited from the real estate services provided by this dynamic mother/daughter duo who place a premium on exceptional customer service, ethics, and honesty. The Curtiss Team re-creates for each of their buyers the joys of their own Conejo Valley way of life in addition to offering honest advice, accessibility, and more than 22 years of real estate expertise.

The relationship-driven approach to business has stood at the team's core since they first set up shop

### *The Curtiss, Team*



in 1987. Originally from the south coast of England, Niki and her husband Harry relocated to the Conejo Valley in 1984. The couple, who owned apartment buildings, residential rentals, and vacation condos on the south coast of England, immediately recognized the Conejo Valley's inimitable charm and value. It proved to be the perfect place to raise their youngest daughter, Natalie. A mere three years later, their eldest daughter, Dionne, joined the family on this side of the Atlantic after graduating with a BA in Hispanic and Latin American Studies. By 1987, The Curtiss Team had formed, offering buyers an opportunity to embrace the lifestyle the Curtisses enjoy as residents of the Conejo Valley, while simultaneously providing sellers the marketing savvy and recommendations that get previously unsold properties...sold.

"We love what we do," said Dionne Curtiss. "Niki is outstanding with buyers, we have a great team, and we want to see each other succeed."

Clients of The Curtiss Team echo that sentiment. Phil and Lori Keipper had the pleasure of working with The Curtiss Team more than 11 years ago when they relocated from Atlanta to Thousand Oaks. Dionne and Niki found their perfect home and continued to stay in touch over the years. Recently, in 2009, when an employment offer gave the Keippers an opportunity to relocate to Washington, D.C. they leaned on their trusted Realtors once more and were able to sell their Thousand Oaks property in just three days—at a higher than expected sales price and with the buyer's contingencies removed ahead of schedule. "Once again it has been a memorable

experience working with The Curtiss Team, with their attention to detail, superb communication, knowledge of the marketplace, and expert negotiating skills,” said the Keippers.

As exemplified by the Keippers’ story, one element key to The Curtiss Team’s relationship-driven success is consistency: consistent communication, consistent accessibility, and consistent outreach.

Said Dionne, “While it’s important to be innovative in the industry, it’s also important to remain consistent with what works. We are consistently making ourselves available to our clients in different ways. We send monthly emails; we host educational workshops teaching buyers and sellers about short sales, refinancing, and other information that keeps them up to date on real estate; and we host a huge annual party at our home just for the ladies. It’s fun, it’s consistent, and our clients know that we’re there for the long haul, not just coming and going as the market comes and goes.”

For 19 years of business, The Curtiss Team was in the same office; starting with Brown Realtors, which became Fred Sands Realtors, and finally evolved in to Coldwell Banker. It was just two years ago that the team moved to Keller Williams Realty. Given the team’s long-standing relationship with their previous company, the transition was momentous.

“It was a huge decision, but a wise one,” said Dionne. “Keller Williams’ culture fits well with ours. It’s very nurturing; everybody shares information and helps each other improve. We’re very happy.”

It’s the perfect fit for a family-run operation like The Curtiss Team. Mom, Niki, and daughter, Dionne, are supported by Dionne’s sister, Licensed Agent Natalie Curtiss Gremillion, who lives in Colorado and manages all internet marketing, as well as Licensed Agent Sue Sylvester who’s like family and serves as the team’s Client Care and Services Coordinator.

Like Keller Williams, The Curtiss Team shares the same life/work philosophy: no inner-politics and no competition, just helpful informed advice and shared secrets to success that promote the group as a whole and keep clients satisfied and well-served.

“We share good relationships here and it exudes out. People are fascinated by working with a mother/daughter team...it makes them feel comfortable,” said Dionne. “We haven’t had an argument in the 22-plus years we’ve worked together!”

Over the next several years The Curtiss Team will continue to provide the listening ear, sage advice, and patience that enables clients to trust that this team has the acumen to help them buy or sell properties throughout Thousand Oaks, Westlake Village, Calabasas, Agoura Hills, Camarillo and beyond.

“I’m a true believer in what goes around comes around. I’m looking out for my clients’ best interest, even if it doesn’t result in a sale. Trust. Confidence. That’s what I want to build with my clients,” said Dionne. And judging by her clients’ feedback, The Curtiss Team has more than 22 years of trust and confidence in place with their clients...and many more years to come.



To learn more about The Curtiss Team, call Niki at (805) 427-0451 or Dionne at (805) 402-6541. Or, email them at [team@thecurtissteam.com](mailto:team@thecurtissteam.com). You can also visit them online at [www.ConejoValleyLifestyle.com](http://www.ConejoValleyLifestyle.com).