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Ready to Perform

Family-owned **Rockstar Closers** goes the extra mile to make sure its clients have a smooth, stress-free settlement when purchasing a property.

by **MATT COSENTINO** | photos by **NINA LEA PHOTOGRAPHY**

Whenever the team behind the family-owned closing company known as **Rockstar Closers** gets together for holidays or other gatherings, they generally try to steer the conversation away from **shoptalk**. Eventually, however, founder Nicole Malcolm or one of her adult children, Brittany, Rachel, and Tom, will bring up a scenario from work, and before long they find themselves gabbing on about the business.

“It’s inevitable—we try to avoid it, but it always happens,” Brittany Malcolm says with a laugh. “It can be challenging being in business with family, but it’s also a lot of fun. It’s important to understand how each person works to make it work. We really enjoy what we do, so it never feels like work.”

The family’s involvement in matters of real estate actually goes back to Nicole’s parents, who were in the mortgage industry, and she followed in their footsteps early in her career. She ultimately shifted her focus to title insurance. Once she had established her footing in the business and knew exactly the kind of service she wanted to deliver to customers, she started Affinity Land Services, now known as **Rockstar Closers**, in 2012.

Rockstar Closers offers title insurance, property, and person searches, as well as notarization, to ensure clients enjoy a smooth, stress-free closing during a real estate transaction. Essentially, the company conducts a thorough investigation into the history of the property’s title to verify information and identify liabilities such as liens, open mortgages, judgments, inheritance



Nicole Malcolm founded Rockstar Closers in 2012. The company offers title insurance, property, and person searches, as well as notarization, to make every closing as seamless as possible.

tax issues, etc., to prevent buyers from becoming responsible once they take ownership.

“When you’re purchasing a property, title insurance is really important because it’s going to cover you from the time you purchase the property and going back through the property’s history,” Brittany says. “It’s kind of the opposite of a homeowner’s policy or any other type of insurance. We’re making sure that when you purchase that property, you have free and clear title so nothing can come back from the past to haunt you.”

Nicole serves as President, CEO, and title agent for Rockstar Closers, while Tom is the Executive Vice President and oversees the day-to-day operations. Rachel, who is Vice President of Escrow and Closings, handles the closing department, including collaborating with lenders, attorneys, and Realtors to ensure a seamless closing process. Brittany, as the Vice President of Marketing and Sales, has extensive experience managing closings and with underwriting review of title. She credits her mother with coming up with the company’s unique name.

“Clients have told us many times, ‘You guys are great, you’re rock stars,’” she says. “So we just ran with it. We try to stand out, and our name is just one way we do.”

What really sets the team apart is their commitment to going the extra mile for clients. Whereas other companies see problems as red flags and will walk away from certain deals, the Malcolm family always strives to find a way for its clients, even in difficult situations. They excel at coming up with creative, outside-the-box solutions.

They also make themselves constantly available to clients who are going through the stressful process of buying a property.

“It’s not uncommon for us to get phone calls or text messages late at night or very early in the morning, and when we do, we get them an answer right away, because people do not want to wait,” Brittany says. “We always make sure we’re available; if one of us isn’t, then we’ll find another person to help. For example, yesterday I was sick and I couldn’t be on the phone, so I forwarded any calls I received to my mom or my brother and they stepped in for me.”

The company does not shy away from complicated matters, either. Team members seize the opportunity to rise to the occasion.

“Anybody can do the easy, cookie-cutter deals, but we don’t mind taking on the more difficult situations,” Brittany says. “We have grit, and we’ll make it work. We’ve been expanding our commercial business and we’re very proficient with

grant programs, first-time homebuyer loans, and reverse mortgages, which we’ve been doing for quite a long time and can get complex.”

People also appreciate the electronic notarization capabilities, which Rockstar Closers adopted during the early days of the pandemic. These capabilities are especially useful with out-of-area clients. As an example, Brittany cites a woman who was in India during her refinance and had to give power of attorney to her husband in order to complete the transaction.

Put all of these components together, and it’s easy to see why Rockstar Closers’ services are in demand. The company, which recently moved to a much larger office in Richboro than its previous location in Newtown, aims to make every closing as seamless as possible.

“I know people hear horror stories about their settlements being two or three hours long, and that can be a nightmare, but we try to make sure that never happens,” Brittany says. “Our closings are usually very smooth and very quick, and when there are questions we have the answers.”

The family is also grateful to its dedicated staff, including Sharon Ryan, who specializes in underwriting review and has been with the firm for more than a decade. Those dedicated employees, along with an ownership group that loves the business and isn’t afraid to dive into the tough deals, make for very happy customers.

“We get really positive feedback,” Brittany confirms. “People like knowing that we’re there for them. We want to make sure our customer service is up to par all the time.” ■



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