

EXECUTIVE AGENT

MAGAZINE™



TOMMY & LISA
Executive Agents of the Month

FIRSTTEAM
REAL ESTATE

TOMMY & LISA

Love Where You Live

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Real Estate duo Tommy Lowery and Lisa McClain at First Team Real Estate in Ladera Ranch have one mission: they want you to love where you live.

Tommy hails from San Antonio, Texas, and relocated with his family to Orange County as a youngster. His parents opened a restaurant, and it became a local favorite for more than 30 years. Tommy worked hard in the family business from his early teens, washing dishes and preparing food. The most important lesson he learned, however, was customer service.

“It was all about meeting the customer’s needs,” Tommy remembers. “Customers would come to us and say, ‘I don’t just come here for the food; I come here because you treat me like family. You already know

what I’m going to order before I even sit down.’ People really appreciate that level of personal service, and it applies to what I’m doing now.”

Tommy earned his degree from Pitzer College, a member of the Claremont Colleges, and went on to a first career with Ingram Micro. While there, he met Lisa, a Huntington Beach native. Their friendship eventually turned into something deeper, and these two single parents formed a lasting partnership.

Following the dot-com bust, Lisa returned to college and earned her degree in business management. She then spent 15 years in corporate leadership positions, ultimately working for Wells Fargo’s wholesale lending division.





Meanwhile, Tommy entered real estate. When the market took a turn for the worse, he joined Mark Kojac's award-winning team and began doing short sales. "We were some of the first to help people get out of their homes, due to his foresight," he says. "He's always watching the market, anticipating change and prepared to step in and help. We try to take that same approach with our clients today in terms of thinking long-term and helping our clients position themselves well with their home buying decisions."

In time, Lisa joined her skills with Tommy's to form a thriving, full-service real estate team. Together, they have the expertise to help buyers and sellers throughout Southern California with every kind of transaction, from

standard sales and short sales, to probate, relocation and 1031 exchanges.

Tommy and Lisa are supported by a transaction coordinator and marketing specialist who help ensure that every detail is carefully attended while Tommy and Lisa remain available to serve clients. "We're not the type of real estate team where you hire us and then never see us again," Tommy says. "In the restaurant business, it's your customer. You don't hand them off to someone else. Our inside team can open escrow, manage files and day-to-day details so we can be out taking care of our clients. Everybody on our team is an extension of us, but ultimately, it's us helping the seller or buyer and doing the upfront work."

UNIQUE, PROFESSIONAL, PATIENT

Lisa adds, “We consider it an honor when someone hires and trusts us. We don’t hand them off to someone else, whether it’s a \$300,000 condo or a \$3 million property.”

Tommy and Lisa focus the bulk of their time and expertise in Ladera Ranch, a community with a broad range of economic demographics and types of housing. However, Lisa’s lifetime SoCal residency and Tommy’s extensive short sale background give them a deep knowledge of the entire region.

Each brings unique talents to the partnership. “I think my strongest skill is negotiations,” Lisa says. “Tommy is extremely focused on business planning and development. He’s great with sellers because he’s so patient and detailed. He won’t go into a listing appointment without knowing the area, floor plans, trends and values. When people are selling their biggest asset, he gives them real peace of mind.”

“Lisa is tough as nails,” Tommy adds. “She is patient, but is also great at negotiating and looking out for our clients’ needs. She makes sure the final agreement leans in their favor, whether they are the buyer or the seller. She’s all about protecting them and making sure the disclosures are done properly so there is no cause for litigation after the fact.”

Tommy also has a particular knack for remembering faces and properties, even years after an initial contact. “Even if I see someone two years later on the street, I’ll say, ‘I remember you came to our open house.’ It just sticks with me. I met a client at an open house back in 2012, and last month she called me about helping her with a purchase. I remembered right away meeting her and her mom. When we have a conversation and meet somebody, I try to absorb everything they’re saying.”





As a team, Tommy and Lisa are committed not only to making sure their clients love where they live, but that they also love the process that gets them there. They do everything in their power to ensure that a client's experience is positive and stress-free. "We consider ourselves proactive agents, rather than reactive ones," Tommy says. "There is a lot of stress involved in any transaction, and I think one of the things we're really good at is alleviating stress. We tell our clients, 'This is a normal experience you're having. Count on our expertise to get you through it.'"

Being proactive also means that Tommy and Lisa take the initiative to make things happen. Lisa explains, "If someone says they want to live in a particular tract, we'll door knock the neighborhood until we find it. We want a client for life and for people to know they can always come to us for help. We were just at a client's house last week. They called us because they're doing a remodel and wanted our suggestions about what people are doing right now. It makes us feel good when people trust us and continue to use us as a resource."

Clients have the highest praise for Tommy and Lisa,

describing them as "honest, up front, very professional," "always punctual," and "just all-around a pleasure to deal with."

Another said: "We ran into Tommy and Lisa at an open house near our home. They were so nice and knowledgeable that we knew we had to use them to sell our home. Their promotional material was outstanding and helped sell our home on the first day. They went above and beyond during the escrow process to help us get the home prepared. Wouldn't even think about using another agent for our next move."

Tommy and Lisa have traveled all over the world with their children, to destinations as far away as Bali and Turkey. Of all the exotic places they have explored, they most love Italy for its food, ambiance and culture. But no matter how far they roam, they always look forward to returning home to beautiful Orange County, because they love where they live. "It's great to explore different cultures and understand how differently people live," Tommy says. "It also helps us to appreciate how blessed we are to live in such a great place."



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