



Sharon Liuzzo, Associate Broker
HomeSmart Northeast Mesa
2913 N. Power Rd. #101
Mesa, AZ 85215
602-999-1468



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Sharon Liuzzo's...

Service For Life!®

"Insider Tips For Healthy, Wealthy & Happy Living..."

How To Complain Effectively

You probably know someone who's always complaining about something. While none of us wants to be that person, there are circumstances in which registering a complaint can be the catalyst for positive change. The key is to complain productively instead of just venting.

It can feel good to blow off steam now and then—experts agree that it's not good for your mental health to bottle up negative thoughts. But dwelling on that negativity without working toward some kind of resolution to address the problem doesn't improve matters. After you've vented your initial irritation, the next step is discussing your complaint with the person (or company/entity/customer support rep!) who can help address the problem. Here are some of the elements of effective complaining:

- **Think beyond the roadblock.** Whatever the issue is, try to look beyond that to the result you want to see. This can help you articulate helpful specifics rather than simply venting frustrations—the latter tends to escalate arguments or make people shut down. For instance, talk to a customer service rep about the results you want from them, and less about the problem you're facing with the company's website.
- **Complain constructively.** This means not only identifying problems but offering potential solutions. The focus here should be on the outcome you're seeking, not just the impediments to that goal. When you've thought beyond the roadblock, you can more easily visualize the path or steps to reach your desired outcome.
- **Choose your timing wisely.** Pick a time that works for you and the person you need to talk with. Don't ambush them, and don't complain while you're upset. You probably already know you shouldn't send an email while you're angry, and that's also true of discussing a complaint in person. Don't call a company when you're still seeing red, either—take the time to make a list of your requests, the reasons, and your issue. If you can be clear and calm, you're more likely to get what you want.
- **Avoid personal attacks.** You need the person you're talking with to help fix a problem, so it's important to address only the behavior at issue and not the person's character.

DID YOU KNOW...

Unlike most real estate agents, I *DON'T* spend my time pestering people with phone calls or bothersome interruptions to find good clients. Instead, I dedicate 110% of my time and energies to providing such outstanding service, people naturally think of me when a friend or family member needs help buying or selling a home. THANKS for your referrals! 602-999-1468

See All Carriage Manor Listings on My Website at www.SharonLiuzzo.com

Word of the Month...

Studies have shown your income and wealth are directly related to the size and depth of your vocabulary. Here is this month's word, so you can impress your friends (and maybe even fatten your wallet!)...

latent (pronounced LAY-tent) adjective

Meaning: existing but currently unseen; potential but currently inactive

Sample Sentence: Unless you find and repair the leaky pipe, you have the latent threat of mold—even if you clean the area thoroughly.

How To Stave Off Static

Keeping clothing free of static without using fabric softener or dryer sheets isn't an impossible task! Here are some easy ways to do it:

- Pulling items from the dryer before they're 100% dry is the easiest way to keep them static-free. If you don't get there in time, add a (clean) wet cloth to the dryer and let it run for another few minutes.
- Wool dryer balls help reduce static and you can even add drops of essential oils if you miss the scent of dryer sheets. Just remember to wash them periodically so they maintain their static-fighting properties.
- Dry synthetic fabrics separately, as they dry faster and are more apt to produce static.

Did You Know?

Tongue prints are just as unique to individuals as fingerprints are.

Quotes To Live By...

"Genius might be the ability to say a profound thing in a simple way."

— Charles Bukowski, Author

"I've never had a humble opinion. If you've got an opinion, why be humble about it?"

— Joan Baez, Musician

"Hope will never be silent."

— Harvey Milk, Politician

Wearable Health Tech

Wearable tech for tracking health has come a long way since the original Fitbit came out in 2009, and it goes way beyond fitness trackers. Here are just a few kinds of wearable tech that can help you monitor things like heart rate, blood pressure, sleep cycles, skin temperature, and more.

- **Watches:** Smartwatches (like those made by Apple and Samsung Galaxy) are powerful little computers, and because they're worn on the wrist they can do more than simply show you incoming emails or news alerts. They can also track things like blood oxygen levels, body temperature, heart rate, and sleep cycles.
- **Rings:** Smart rings are unobtrusive wearable tech, but they're still impressive health trackers. Companies like Oura, Amazfit, and Samsung Galaxy make smart rings that can monitor physical activity, heart rate variability, sleep, stress levels, and even menstrual cycles.
- **Clothing:** Sensors are now small enough to be integrated into fabric. Hexoskin, for instance, makes shirts that can track heart rate, blood pressure, skin temperature, breathing rate, blood oxygen levels, and more (hexoskin.com). Wearable X makes yoga pants that provide real-time feedback to make sure you're doing each pose properly (wearablex.com).

Would You Like To Know How Much Your Neighbor's Home Listed Or Sold For?

Maybe you're just curious. Or maybe you want to know how much your home is worth. Either way, I can help...with no "sales pitches" or run-arounds. Call me at **602-999-1468** and I'll give you all the facts.

5 Top Laundry Tips

No matter how long you've been doing your own laundry, it's not a bad idea to review best practices to make sure your clothes get as clean as possible without extra work. Here are some tips and tricks from the pros.

- Pay attention to laundry labels. They're packed with care information that will help your clothes last longer. Here's a chart to decode those cryptic laundry symbols, too: www.maids.com/blog/how-to-read-laundry-symbols/
- Pretreat stains with the right treatment. What works best on a coffee stain may not get grease out. Search the American Cleaning Institute's website for 'stain' and you'll read lots of interesting tips: www.cleaninginstitute.org/
- Don't overfill the washing machine. Experts recommend that you only load drums about 75% full to make sure everything gets thoroughly clean without putting undue strain on the machine.
- Most laundry detergent these days works equally well in cold water as hot, so experts suggest using cold water on most items to both preserve clothing and save energy.
- When moving items from the washer to the dryer, detangle and shake loose anything that's been twisted up. This helps the load dry evenly.

Brain Teaser...

How can you make the number one disappear?

(See page 4 for the answer.)

Real Estate Question?

Maybe you want to know how much your home is worth. Or maybe you just need a recommendation for a handyman, carpet cleaner or plumber...

Either way, I love hearing from all of my good friends and clients. And I'm happy to help answer questions you might have about anything relating to real estate or home-ownership.

If you have a question, tip or idea, call me at **602-999-1468**. I'm here to help!

A Hare-y Dad Joke

Q: What do you call 10 rabbits walking backward?

A: A receding *hare* line.

Habit-Building Games

When goal tracking is fun, you or your kids might be more apt to stick with it and build better habits—or break bad ones.

BingoBaker.com (free, online or printed) creates a bingo card of all your goals, which you can print to track your progress. Change the size of the card and edit each square by clicking on the text in it. When you're done, click "Generate" and you'll get a file to download and print.

Habitica.com (free, iOS & Android) turns goal tracking and habit building into a quest. Each bad habit on your list is a "monster" you have to beat, and completing goals related to that "monster" earn rewards you can use in the app. You can connect with friends for even greater accountability.

HabitsGarden.com (free trial, \$5 one-time cost, iOS & Android) turns checking off things on your to-do list into plants and flowers you can add to your virtual garden. The more consistent you are, the lushier your garden can become. Track your progress on the leaderboard.

The Basics Of Batteries

Batteries quite literally power everything around us, but that doesn't mean we know that much about them. Here's what you need to know about the two main kinds of batteries, the best ways to store them in your house, and the safest disposal methods.

Battery Types

There are two kinds of batteries: primary (single-use) and secondary (rechargeable). Experts suggest using secondary batteries when possible in devices that get used frequently or that require a lot of power.

Note that rechargeable batteries lose their ability to hold a charge over time, so they'll need to be replaced eventually (that goes for the battery in your laptop or smartphone, too). They may last 2-7 years, depending on things like the kind of device they're in and how often it's used. You can extend the life of a rechargeable battery by unplugging the charger once it's reached 100%.

Battery Storage

Storing loose batteries in a drawer isn't a good idea. If the plus and minus ends bump against one another (or other metal things in the drawer, like paper clips or loose change), it can cause the battery to overheat and leak, burst, or even start a fire. This is especially dangerous with 9-volt batteries, since the positive and negative posts are right next to each other.

The easiest option is to store batteries in their original package to keep the plus and minus ends apart. There are also storage boxes designed especially for batteries. Keep batteries in a dry location at room temperature.

Battery Disposal

Rechargeable batteries (including those in laptops and cell phones) contain heavy metals, so these should always be taken to a recycling facility. You can find one near you using the Earth911 search tool—enter your zip code and choose the correct battery type from the left-hand menu: search.earth911.com.

Check with your waste services provider to find out if they accept single-use batteries with the your recycling or regular trash. If they don't, you can also take those to the battery recycling centers you'll find using the Earth911 search tool.

THANK YOU, THANK YOU, THANK YOU!

I would like to take a moment to acknowledge and thank a few of the special people in my life who've helped build my business with their enduring support and referrals. I couldn't do it without you!

Shane Korman, Susan Lamont, Lou Fohn, JoAnn Donnelly, John & Ann Anderson, John Schumacher & Debbie Tieri, Lynn Scriven, Allen Sobry, Helen Doering, Jim & Margie Milne, Carson & Marilyn Aasen, Ron & Connie Blair, Chuck & Nancy Conn, Frank Butterfield & Sue Schafer, Kristin Marshall, Ed Waters, Julie Simacek, Joe – Alpine Air, and more!

Thanks For Thinking of Me!

Did you know I can help you or any of your friends or family save time and money when buying or selling a home? Thanks for keeping me in mind with your referrals...and spreading the word about my services.

Brain Teaser Answer:

Add a G and it's *gone*!

Go-Bag On A Budget

Putting together an emergency go-bag from scratch might seem like an expensive project, but it doesn't have to be. In fact, much of what experts recommend you keep in a go-bag is probably already in your house.

You can put together your own first aid kit, for instance, rather than buying a premade kit. Many of us have extra batteries and candles on hand, too. You can also look for things like flashlights and multi-tools at thrift stores and yard sales. And you can stock up on non-perishable foods over time rather than facing one huge bill at the grocery store.

Find more money-saving tips to put together your own emergency go-bag here: npr.org/2025/05/07/nx-s1-5320173/budget-emergency-go-bag

THANK YOU for reading my Service For Life![®] personal newsletter. I wanted to produce a newsletter that has great content and is fun and valuable to you. Your constructive feedback is always welcome.

AND...whether you're thinking of buying, selling or financing real estate, or just want to stop by and say "Hi," I'd love to hear from you...

Sharon Liuzzo, Associate Broker
HomeSmart
602-999-1468

SharonLiuzzo@aol.com
SellnBuy55@gmail.com
www.SharonLiuzzo.com



Disclaimer: The information contained in this letter is intended for informational purposes. It should not substitute as legal, accounting, investment, medical or other professional services advice. Always seek a competent professional for answers to your specific questions. This letter is not intended to solicit real estate properties currently for sale.

"Who Else Wants To Win A \$50.00 Visa Gift Card?"

Guess who won last month's Trivia Question? I'm pleased to announce the lucky winner of last month's quiz. And the winner is ...drum roll please: Susan Lamont, Mesa/MB.

What summer treat was invented by a child in 1905?

a) Ice cream float b) Popsicle c) Push-pop d) Icee

The answer is b) The popsicle was invented accidentally by an 11-year-old in 1905. Frank Epperson left his cup of soda with a stirring stick still in it on his front porch overnight and it froze, leaving a fun treat. So let's move on to *this* month's trivia question.

This musician once simultaneously had the number one movie, album, and song in the country. They also wrote hits for the likes of Madonna, Celine Dion, and Stevie Nicks. Who is it?

a) Beyonce b) Prince c) David Bowie d) Dolly Parton

**Call Me At 602-999-1468 OR Email Me At SharonLiuzzo@aol.com
And You Could Be One Of My Next Winners!**

Real Estate Corner...

VACANT LOTS:

#477 - \$125,000 – **Great Lot!** East Facing, High Awning, Storage Shed, Full Slab!

PARK MODELS:

#10 - \$120,000.00 – **SOLD!** 2000 Park Model.

#761 - \$163,900.00 – **Location, Location!** 2016, Steps to Clubhouse, Large Deck, Great Views!

PARK MODELS WITH AZ ROOMS:

#348 - \$142,900 - **Reduced!** Nice Deck, Open kitchen, Newer HVAC and Roof, ½ Bath

#776 - \$262,500 – **Reduced/Beautiful!** Great Location, Front Kitchen, Hard Floors, 1.75 Baths

#911 - \$215,000 – **Reduced!** Beautifully Updated, Large eat-in Kitchen, Extra Bonus Room

#232 - \$198,900 – **Reduced!** Front Kitchen, Open Floor Plan, 1.5 Baths, Newer HVAC!

#175 - \$274,900 – **SOLD!** 2016 Modular, 1.75 Baths, Awesome Kitchen, Mt. View.

#149 - \$149,900 – **Make Offer!** Newer Roof, Nice Deck, Extra ½ Bath, Inside Laundry!

#814 - \$188,000 – **SOLD!** Open Floor Plan, Front Kitchen, 1.75 Baths,

#433 - \$146,900 – **Sale Pending!** Extra ½ Bath, TREX Deck, Open Kitchen, Hard Floors!

#774 - \$185,000 – **New Listing!** Great Location, Charming, Awesome Deck, Hard Floors!

HERE IS WHAT SOLD IN THE NEIGHBORHOOD SINCE MY LAST NEWSLETTER:

6/6	Lot #23	\$ 70,000	6/9	Lot #523	\$282,000
6/12	Lot #10	\$120,000			



See All Carriage Manor Listings on My Website at www.SharonLiuzzo.com