



SUMMARY OF QUALIFICATIONS

Full service REO and short sale disposition provider structured to satisfy each client in their own unique program objectives and preferred method of operations.

We understand the pre-foreclosure/foreclosure process.

- Female-run, minority-lead team.
- 2 full-time listing agents, 1 full-time buyer's agent, office manager, BPO manager, and transaction coordinator.
- Serving outlying southern Nevada in Clark County beyond Las Vegas, North Las Vegas, and Henderson including Blue Diamond, Overton, Logandale, Moapa, Bunkerville, and Mesquite.
- 3+ years handling BPOs, 2+ years managing both REOs and short sales.
- In-house legal counsel.
- In-house full-time, onsite technology manager.
- Kathryn is nationally recognized as being the Broker Manager for the top producing Prudential office in America and is a Certified Mediator.
- Stephanie teaches the 2-day foreclosure class for the REOS certification (Real Estate Owned Specialist).

SERVICES PROVIDED

- Broker price opinions – interior and exterior
- Cash for keys
- List, market and sell REO and short sale properties
- Administer utilities, including electric, gas, water, sewer and trash
- Homeowner association research and contact
- Obtain quotes for repairs to get property in marketable condition
- Property maintenance, including:
 - Trash outs
 - Lawn care
 - General repairs
 - Pest control
 - Mold remediation
 - Teardowns
 - Winterize and de-winterize
- We have a comprehensive vendor network for our entire service area.

CLIENTS SERVICED/RELATIONSHIPS

Asset Management Services, California REO Management, Clear Capital, Deutsche Bank, E-Mortgage Logic, Evaluation Services, JPM Chase Home Finance, Land America Default Services, Litton Loan Servicing, Mark to Market, Old Republic Default Mortgage Services, Premiere Asset Services, RealServ, Res.Net, Select Portfolio Servicing.

“The Serra Group”

Stephanie Serra – REOS, RDCPro™, RRG™, CSP, CRS®, GRI, ABR®, SRES®, TRC
Kathryn Bovard, Broker Manager, Prudential Americana Group, REALTORS® – RRG™, CSP
7475 W. Sahara Ave, #100
Las Vegas, Nevada 89117

Stephanie Serra: 702-497-7705 – Stephanie@realtyaccess.net
Kathryn Bovard: 702-348-7191 – KathrynB@AmericanaGrp.com

www.ResidentialShortSale.com



MARKETING

- Online Listing/Marketing Services
 - REOTrans, Res.net, REO BOSS, Realtor.com, LasVegasRealtor.com, Yahoo! Real Estate, Zillow, Trulia, Google Base, Vast, Geebo, OLX, HotPads, DotHomes, Cyberhomes/AOL, FrontDoor, PropSmart, Oodle, and via Oodle - Lycos, MySpace Classifieds, WalMart.com Classifieds, Local.com
- Buyer Acquire/Instant Info System – Sign Rider to capture prospective buyers
- Prudential’s Exclusive Online Seller Advantage – weekly market activity reports
- Investor Pool – weekly communication to local and national database

ORGANIZATIONS

Greater Las Vegas Association of Realtors® (GLVAR), Nevada Association of Realtors® (NVAR), National Association of Realtors® (NAR), National Association of Hispanic Real Estate Professionals (NAHREP)

REALTOR DESIGNATIONS AND CONFERENCES

Our team collectively holds RDCPro™, REOS, CSP, RRG, GRI, CRS, ABR and SRES designations.

ERRORS & OMISSIONS INSURANCE

Underwritten by Greenwich Insurance Company effective 7/26/2009 – 7/26/2010, \$2,000,000 each claim and \$2,000,000 aggregate.

AREAS OF SERVICE COVERAGE

- **Las Vegas** - 89101, 89102, 89103, 89104, 89106, 89107, 89108, 89109, 89110, 89111, 89112, 89113, 89114, 89115, 89116, 89117, 89118, 89119, 89120, 89121, 89122, 89123, 89124, 89125, 89126, 89127, 89128, 89129, 89130, 89131, 89132, 89133, 89134, 89135, 89137, 89138, 89139, 89141, 89142, 89143, 89144, 89145, 89146, 89147, 89148, 89149, 89150, 89151, 89152, 89153, 89154, 89155, 89156, 89159, 89160, 89162, 89163, 89164, 89170, 89173, 89177, 89180, 89185, 89191, 89193, 89195, 89199
- **North Las Vegas** - 89030, 89031, 89032, 89033, 89036, 89084, 89086
- **Henderson** - 89009, 89011, 89012, 89014, 89015, 89016, 89052, 89053, 89074, 89077
- **Overton** - 89040
- **Logandale** - 89021
- **Moapa** - 89025
- **Bunkerville** - 89007
- **Mesquite** - 89024, 89027
- **The Lakes** - 88901, 88905, 89163
- **Blue Diamond** - 89004

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