



## Local Restaurant Going Above & Beyond



PHOTO | COURTESY OF HOME FARM FOODS

**A**dapting to the market disruption of the COVID-19 pandemic, Jackson's Corner, a neighborhood farm-to-table restaurant in Bend remains open for business and committed to serving food from local high-welfare and sustainable farms.

Jackson's Corner has essentially switched overnight from a full-service restaurant to a takeout service and grocery store, with products and meals made with ingredients sourced from local farms. By flipping their business model, the restaurant devised a creative solution to continue to offer traditional take-out meals, along with the option of purchasing high-quality pantry staples, fresh baked breads and prepared foods for customers to stock up on, including produce boxes, bone broth, marinara soup, fresh pasta, and other ready-to-go items.

After consolidating two locations into one due to the impact of social distancing and reduced tourism, partners Parker Vaughan, Jay Junkin and Aaron Christenson are now running both business out of the Westside location until further notice. The restaurant has had to lay off part of their staff and switch to shorter business hours, but remains dedicated to serving three meals a day of fresh, local, nourishing and delicious food to the community.

Dedication runs deep at Jackson's Corner. It's also been the restaurant's longstanding mission to source the highest quality ingredients direct from the farms in the region, and that commitment does not waver even in these uncertain times.

"We believe that it is possible for a sustainable food system to exist," said Parker Vaughan, co-owner of Jackson's Corner. "It is so easy these days to take advantage of the industrial farming

PAGE 6

## Optimism in Face of Virus Impact on Central Oregon Real Estate

### Pandemic Fallout Derails Sustained Growth Period, But Hopes of Rebound Remain

by **SIMON MATHER** — CBN Feature Writer

**A**fter a sustained period of healthy home price appreciation, Central Oregon real estate activity has understandably been impacted by the repercussions of the current COVID-19 pandemic. But there is cautious optimism that as uncertainty leaves the market and the economy gets back on track, the housing market may regain the strong position in which it began the year.

Following a decade of experiencing some of the highest real estate appreciation rates in the U.S., particularly in Bend, and a previous anticipation of home prices rising around 3.3 percent for 2020, the local housing market ended the first quarter in a strong position.

However, in the wake of the coronavirus spread, local exponents expect to see the impact felt in terms of the volume of sales and possibly sales prices in April and May. Latest figures are already showing the level of price reductions up some 15 percent in the second half of March compared to the first two weeks of that month.

In fact, the entire logistics of how business is conducted in the real estate sphere have been drastically re-shaped during this new reality.

Central Oregon Association of Realtors (COAR)

Communications Director Kim Gammond commented, "COVID-19 has dramatically impacted the way our members are showing homes. In-person showings recently were down 56 percent compared to the first week of March."

In light of the current situation, COAR has recommended that its members stop open houses, use virtual tours and observe all the appropriate sanitation and social distancing recommendations when showing property. Members are also utilizing the latest technology to minimize the need for in-person meetings through options such as virtual signings and online notaries.

Gammond added, "Prospective purchasers should expect to have a pre-approval letter ready in order to see properties in-person, and lenders are going to stay in touch throughout the transaction process to ensure the buyer's employment and financial position have not changed."

"In a recent COAR member survey, 43 percent of members said they had a buyer stop looking due to uncertainty, and 28 percent of members had a transaction fall through due to a COVID-19 related issue."

"While buyer interest has slowed and sellers are being cautious in allowing showings, there is still market activity."

PAGE 27

## LS Networks' New Cluster Technology Offering Industrial-Grade, High-Capacity Bandwidth in Bend

by **RONNI WILDE** — CBN Reporter

**L**S Networks, the largest locally owned fiber-optic network in the Pacific Northwest, is nearing completion of new high-speed bandwidth connectivity clusters in Bend and in Yakima, Washington.

As with many businesses at the moment, LS Networks' focus has changed somewhat over the past two months. With the completion of the fiber network cluster in Bend scheduled for mid-summer, LS Networks' original target audience was the small-business sector. Now, however, LS Networks is reaching out to hospitals, doctors, schools, governmental agencies and wholesale carriers first to ensure that these agencies have what they need to function effectively in terms of communications. "This is important technology that the world needs," said Dan Swanson, VP of marketing for LS Networks. "But due to the current changes, we are shifting our priorities in the short term. We are pausing and re-thinking our plan."

For more than 15 years, LS Networks has served rural and underserved communities with high-speed connectivity and market-leading bandwidth that other carriers deploy only in larger metropolitan areas,



THE GREEN SHADED AREA SHOWN HERE IS WHERE LS NETWORKS' NEW FIBER NETWORK CLUSTER IS LOCATED IN BEND | PHOTO COURTESY OF LS NETWORKS

Swanson explained. LS Networks offers a complete portfolio of data, fiber internet and voice services, providing businesses with bandwidth at competitive pricing. LS Networks is one of few companies that offers 100 percent fiber-based, dedicated symmetrical gigabit internet service. This provides the unique advantage, since 100 percent fiber networks have virtually no

PAGE 11





What if you  
had a plan  
—not just a  
policy?

Riscover

Construction can be a complicated thing. Using our **Riscover** process, we learn about your business in order to know the insurance and day-to-day risks challenging your success. We then deliver a plan that addresses the direct and indirect costs that your business is exposed to, with solution options. Visit with an agent to see what our team can do for you. **Call us today, (541) 306-2080.**

     [PayneWest.com/Bend](https://PayneWest.com/Bend)



**INSIDE  
THIS ISSUE**

Business & Industry ..... 2

Hot News ..... 4

2020 Central Oregon  
Real Estate Review ..... 14

Property Management ..... 16

Commercial Real  
Estate Companies ..... 18

Title Companies ..... 22

Mortgage Companies ..... 24

Residential Real  
Estate Companies ..... 28

Money & Investments ..... 35

Who's Who ..... 36

Businesses Serving Community ... 37

Permits ..... 39



A Division of Cascade Publications Inc.

Opinions expressed by contributing writers and guest columnists do not necessarily reflect the opinions of the publisher and/or editorial board. Questions and comments about a particular article should be addressed to the individual contributor. Letters to the Editor will be accepted and possibly printed if signed by the writer. Reproduction in whole or in part is strictly prohibited without written permission.

CBN is published the first and third Wednesdays of each month.

Subscriptions are \$35 for one year (\$40 for out of tri-county).

CBN is a division of Cascade Publications Inc. which also publishes the monthly Cascade Arts & Entertainment magazine, Book of Lists, Sunriver Magazine, Premiere Builders Exchange Directory, Bend-La Pine High Schools Fall & Winter Sports Programs and the Art & Wine Auction Program. Locally owned and operated since 1994.

404 NE Norton, Bend, Oregon 97701

541-388-5665

[www.cascadebusnews.com](http://www.cascadebusnews.com)

Send press releases/photos to [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com)

**CONTRIBUTORS**

CLAY TRENZ ..... 7

CHRISTINA BROWN ..... 8

SARAH HALE ..... 9

ARMAND RESTO-SPOTTS ..... 12

TREVOR WIGLE ..... 13

DAN KEMP ..... 15

BRIAN FRATZKE ..... 21

ROBERT W. BROWNE ..... 25

BRUCE BARRETT ..... 29

ED WETTIG ..... 35

**The Producers**

Founder ..... Pamela Hulse Andrews

President/CEO ..... Jeff Martin

Editor/Production Director/  
Feature Writer .... Marcee Hillman Moeggenberg

Production Artist/Design/  
Online Communications ..... Natalie Nieman

Assistant Editor/Reporter ..... Ronni Wilde

Advertising Executive ..... David Phillips

Feature Writer ..... Julie E. Furnas

Feature Writer ..... Kenneth Marunowski, Ph.D.

Feature Writer ..... Simon Mather

Feature Writer ..... Kari Mauser

Intern/Feature Writer ..... Alec Martin

Distribution ..... David Hill

**The Editorial Board**

Steve Buettner ..... SunWest Builders

Preston Callicott ..... Five Talent

Theresa Freihofer ..... C.O. Community College

Katie Hartz ..... Hyphn

Neal Huston ..... Neal Huston Architects

Jim Lee ..... InvitExcellence

Ron Miller ..... The Miller Company

David Rosell ..... Rosell Wealth Management

Eric Sande ..... Redmond Chamber

Howard Schor ..... Business Consultant

Chris Schroeder ..... Morgan Stanley

Brian Shawver ..... Security Pros

Scott Steele ..... Steele Associates Architects

Susie Stevens ..... Consultant

Chris Telfer ..... Spectrum CPA Group LLP



# IMAGINE

114 years of strength, market expertise and commercial brokers working for you *today... and tomorrow!*



LEASING • CONSULTING • INVESTMENT SALES



**Al Eastwood**  
541.350.0987  
aleastwood@cbbain.com



**Paula Van Vleck**  
541.280.7774  
paulavanvleck@cbbain.com



**Bill Pon**  
541.815.4140  
billpon@cbbain.com



**Meg Watkins**  
541.530.1620  
megwatkins@cbbain.com



## Has Your Business Applied for the PPP or Disaster Relief Loan?

Has your business applied for the PPP or Disaster relief loan from the federal government? If so we'd like to hear from you. Please reach out to 541-388-5665 or CBN@cascadebusnews.com  
CascadeBusNews.com

## SUB-BIDS REQUESTED Oregon State University – Cascades Campus (OSU-C), Site Infrastructure Project GMP Package Bend, OR BIDS DUE: April 29, 2020 at 12:00PM

The OSU Cascades Site Infrastructure Project is the development of an approximately 16-acres site for the future campus master plan, site improvements related to Academic Building 2, and SW Simpson Ave improvements. Construction includes: erosion and sedimentation controls, site clearing, earth work, fine grading, aggregate base for different elements, site utilities (Storm Water, Domestic Water, Sewer, Electrical, Low Voltage, Chilled Water, Well Water), concrete curbs and walkways, asphalt paving, pavement striping, roadway accessories, signage, parking bumpers, site furnishings, site retaining walls, precast concrete, stone pavers, landscaping, a Pre-Engineered Metal Building, mechanical equipment for an energy transfer station, etc. The project is scheduled to break ground late July 2020. Bid documents, bid forms, instructions, and scope packages can be accessed at the following link: [secure.smartinsight.co/#/PublicBidProject/508963](https://secure.smartinsight.co/#/PublicBidProject/508963)



SWINERTON

**SWINERTON BUILDERS**  
342 SW Second Ave.  
Portland, OR 97204  
Phone: (503) 224-6888 - Fax: (503) 224-6889  
OR # 78483 - WA# SWINEB\*992DR

We are an equal opportunity employer and request bids from all interested firms including disadvantaged, minority, women, veterans and emerging small business enterprises.

## RECENT TRANSACTIONS

Brokers **Pat Kesgard, CCIM, Peter May, CCIM** and **Kristie Schmitt** of **Compass Commercial Real Estate Services** represented the seller, **Overbay Development Company, LLC**, in the disposition of the 67,720 sq. ft. retail center located at 1655 SW Odem Medo Road in Redmond, otherwise known as Wagner Square. **Compass Commercial Real Estate Services** brokers **Russell Huntamer, CCIM, Stephen Toomey, CCIM**, and **Tom Standish** represented the buyer, **Dickerhoof Properties**.

**Compass Commercial Real Estate Services** brokers **Bruce Churchill** and **Dan Kemp, CCIM** represented the landlord, **Spencer Bros, LLC**, in the lease of a 5,281 sq. ft. medical office at 3818 SW 21st Place in Redmond.

Continued on Page 38 ►

## Coriant Workflow Solutions Acquires Connexion Printing Consultants

### Move Expands Bend Company's Strategic Reach, Creates Largest Printing Consultancy in Central Oregon

Coriant Workflow Solutions, based in Bend, a Tri County leader in printing supply chain management since 2007, announced that effective April 1 it has acquired Connexion Printing Consultants, also of Bend. The acquisition is aimed to increase Coriant's footprint, while augmenting the buying

power of their already robust sourcing, marketing and distribution network. This strategic investment will enhance their client's print and promotional marketing supply chain.

Continued on Page 5 ►

## Facebook Offering Small-Business Grants in Crook County

Facebook is committed to supporting small businesses during this disrupting time since the outbreak of COVID-19, and recently announced additional details about the new Facebook Small-Business Grants Program.

Facebook will provide \$40 million dollars in grants for 10,000 U.S. small businesses — with a special emphasis on minority and women-owned businesses, as they are often hit hardest in crisis.

The grants are initially available in the 34 U.S. locations where Facebook employees live and work. In Crook County, they will provide \$175,000 for more than 40 local businesses.

Businesses can go to [facebook.com/grantsforbusiness](https://facebook.com/grantsforbusiness) to see whether they're eligible and for more details about the

Continued on Page 38 ►

DO YOU KNOW WHAT  
MOONLIGHT BPO  
PRINTING AND MAILING  
CAN DO FOR YOU?



DO WHAT YOU DO BEST. . .  
OUTSOURCE THE REST!!

### PRINTING & MAILING SOLUTIONS

- \* Offset and Digital
- \* Personalized Printing
- \* Business Cards & Postcards
- \* Newsletters & Brochures
- \* List Purchasing
- \* Address Cleansing
- \* Folding, Bindery
- \* Daily Mail Pickup
- \* Intelligent Inserting
- \* Tabbing & Stamping

### STATEMENT/INVOICE PRINTING & ONLINE SERVICES

- \* Utility Statements
- \* Medical Bills
- \* Collection Notices
- \* Bankruptcy Notices
- \* W-2/1099's
- \* Pressure Seal/Snap Packs
- \* Secure Online Bill Presentment
- \* Secure Online Payment
- \* Lockbox Services
- \* And other secure document production



(541) 382-8402 • [info@moonlightbpo.com](mailto:info@moonlightbpo.com)  
[www.moonlightbpo.com](http://www.moonlightbpo.com)

Certified • SOC1 Type II • SOC2 Type II • PCI • Compliant • HIPAA • Red Flag

Five Talent 

We help companies build  
scalable, affordable solutions  
using today's most advanced  
cloud technologies.

CUSTOM SOFTWARE  
FOR THE DIGITAL AGE

- ❖ Ideation
- ❖ Proofs of Concept
- ❖ SaaS based applications
- ❖ Custom Mobile, IOT, and Enterprise apps
- ❖ Go to market strategies
- ❖ AWS Well-Architected best practices

CALL US TODAY  
WE CAN HELP YOU GROW YOUR BUSINESS!

[info@FiveTalent.com](mailto:info@FiveTalent.com) | 1.800.770.1868



Coriant  
*Continued from page 4*

For the past decade, both companies have been busy building simple and effective solutions to help their clients manage the complexities of printed collateral. Through merging best practices, expanding and enhancing printing services and opening cross-promotional branded opportunities, Coriant is looking forward to helping customers do business faster, smarter and more cost effectively.

“We’re aware of the high level of customer service and forward thinking solutions that Connexion has been providing to the printing community,” said Gale Slaughter, Coriant’s president and CEO. “I’m excited to show how we can use our processes to continue to bring that same attention to detail to our new customers. I’m confident that the similar paths, workflows and products that both Connexion and Coriant have developed will create a seamless transition for everyone involved.” With a nod towards current social distancing measures, she added, “For so many reasons, we can’t wait to meet everyone face to face.”

J.C. Nore, the outgoing president of Connexion Printing said, “I had been contemplating a jump to an entirely different industry for a while, and I’m looking forward to trying my hand at something new. Since I’ll still be in the community, and interacting with all the friends I’ve made over the last 20 years while working in printing in Bend, I wanted to make sure that as we approached this sale, we were partnering with someone who was highly capable, highly ethical and had a proven track

record to take care of all of the relationships we’ve built. Slaughter checks all of those boxes.” He noted that he will be directly helping to facilitate introductions for the next few months before transitioning into a new role outside of Coriant.

Founded on nearly 38 years of experience, Coriant has built a loyal customer base by listening to customers, identifying efficiencies in workflow models and creating measurable results in supply chain management. Customers currently use Coriant for printing solutions, marketing materials, print-to-mail, document imaging and mailing, variable imaging, integrated products, creative services and

promotional marketing and apparel.

After managing one of the largest printing distributors in the Northwest for 28 years, Slaughter launched Coriant Workflow Solutions in 2007. Slaughter has a master of business administration from Boise State University and is involved with multiple trade associates in order to stay well ahead of the ever changing marketplace. She enjoys the constant learning that comes with meeting diverse groups of people across a myriad of industries.

*e-coriant.com*

WE START  
BY LENDING  
AN EAR.

Want to  
subscribe to  
Cascade Business  
News E-Headlines?



Go to [www.cascadebusnews.com](http://www.cascadebusnews.com)  
to sign up or send an email to  
[ads@cascadebusnews.com](mailto:ads@cascadebusnews.com) and  
receive our twice weekly headline  
news stories.

We take time to understand your business needs, so we can help solve them.  
No two businesses are alike. So cookie cutter loans won’t cut it. At Columbia Bank,  
we work closely with you from the beginning of the loan process to make sure  
we’re setting you up with the right loan to reach your unique business goals. Which  
means we do something other banks don’t always do—listen. Visit [ColumbiaBank.com](http://ColumbiaBank.com).



Member FDIC Equal Housing Lender

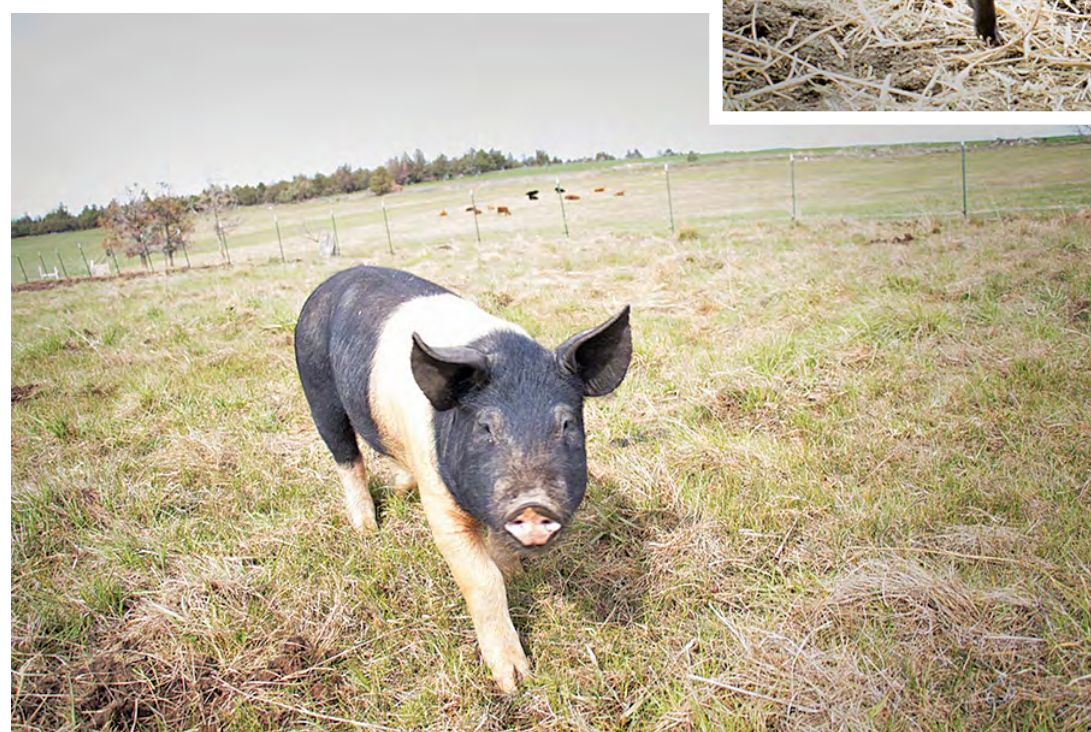


## ocal Restaurant

Continued from page 1

system and reap the potential benefits for profitability, but we are dedicated to supporting our local farmers — and we know that what's hurting us right now is also hurting the farms that supply our restaurants. Just like farmers, restaurants are resilient and it's not in our nature to take the easy way out. We're going to try to keep going and keep these farmers in business, too."

Along with many other local farms in the area, Jackson's Corner purchases Certified Animal Welfare Approved by A Greener World (AGW) pasture-raised products from Home Farm Foods and Windflower Farm. These two farms have attained the respected Animal Welfare Approved certification by A Greener World, which verifies their high-welfare and sustainable livestock management practices



PHOTOS | COURTESY OF HOME FARM FOODS

for their customers. For livestock farms, animals need to be fed and cared for and there are high daily costs, whether product is being sold or not. After the closure of many area restaurants, these have been very challenging times for farmers experiencing rapid market changes.

"In the last few weeks, we've faced a huge loss due to restaurant closures, and so we sincerely appreciate the continued support we've received from Jackson's Corner," said Cameron Gunther, owner of Home Farm Foods. "As they continue to purchase products from us to serve their community, they are local farms' best chance of staying in business. Farmers all over the country are facing these same losses and wherever possible, they need the support from restaurants like Jackson's Corner to stay afloat."

*jacksonscornerbend.com*

# **KBND**

**DEPEND ON US**

**NEWSTALK**

**FM 100.1**

**AM 1110**

## CENTRAL OREGON'S HERITAGE STATION



**FRANK BONACQUISTI, PAUL HANSON,**  
SEAN COLEMAN  
**KBND LOCAL NEWS TEAM**





**RUSH LIMBAUGH**  
MONDAY-FRIDAY 9-NOON  
SUNDAY 10-1



**BEN SHAPIRO**  
MONDAY-FRIDAY 6-8PM  
SUNDAY 3-5PM



**LARS LARSON**  
MONDAY-FRIDAY NOON-3  
MONDAY-FRIDAY 8-10PM



**MARK LEVIN**  
MONDAY-FRIDAY 3-6PM

# DOES YOUR BUSINESS HAVE THE RIGHT STUFF?

## BUSINESS TECHNOLOGY

### FIBER OPTIC INTERNET

#### VoIP PHONE SERVICES

#### LOCAL TECH SUPPORT

[BENDTEL.COM](http://BENDTEL.COM)

(541) 389 - 4020

[BENDTEL.COM](http://BENDTEL.COM)



# Releasing Your Business’s Reins Can Be a Challenge

by CLAY TRENZ, AIF, AAMS — Acuity Wealth Advisors

**B**USINESS OWNERSHIP  
Planning ahead for both the practical and emotional demands can help support a smooth, successful transition.

You’ve spent years building and nurturing your business. You’ve seen firsthand how hard work pays off. And it was worth it. The same can be said for when you’re ready to let someone else take over. The work you put in up front makes it that much easier to hand over the keys when you’re ready.

Many business owners don’t take the time to develop a succession strategy for when they want to — or need to — leave the business. But the time to think about succession, whether you decide to sell or bequeath the business, is while you’re still in good health and the business is strong. That way you’ll be in a good place to negotiate and won’t be forced to make decisions under difficult circumstances. Planning ahead can create a stability that helps the business thrive before, during and after the transition.

Pre-transition questions to consider:

- What amount will give you financial independence — now and when fully retired? Your financial advisor can help you project how much income you can expect after a sale.
- Who will you sell to? A key employee group, family or third party? What are the tax implications of a sale or transfer?
- When do you want to transition out or step back? New owners might want you to stick around for a set period of time to protect their investment and ensure a smooth leadership transition. This is a key part of business continuity planning and should include a contingency/catastrophe plan.

The transition stage is the doozy. Not only are you attached to a business that you’ve nurtured from idea to startup to maturity, you’ve likely got your own identity wrapped up into your role as business owner, emotionally connected to its history of growth and success.

Make no mistake, the transition can be bittersweet — a mix of loss, relief, exhaustion and, eventually, elation. You’ll have gone from the heady days of hope and hard work, through the slog of growth and daily operations, and now you are thinking about giving up control. This is the time when you need to redefine your role, whether to remain tangentially a part of the business or fully hand over the reins to someone else.

Like with any retirement, redefining yourself can be harder than you think without the construct of your professional identity. Without the responsibilities that dominated your time, you may feel untethered, which can cause a different type of stress. What does the next “act” look like for you? Hobbies, travel, family, a new business? Think it through to avoid future regrets.



*Elation*

That burst of joy, that feeling of dreams coming true, may spring up at the first sign of an interested buyer and a large financial gain, or the first time you see your successor handle a difficult negotiation and you can see a new chapter unfold for both of you.

*Emptiness*

The other side of the coin is a feeling of “Is that all?” Once a sale is final, a feeling of boredom may set in. It may be difficult to get energized about something else compared to the go-go days of starting a business.

Like with any major shift, finding a new normal takes time. You may be inspired to start another venture or you may feel deflated. Every retiree will face this in one form or another; it’s a process to come to terms with a new pace of life. But don’t worry, you’ll get there.

*Financial considerations*

Business succession is complex, but you and your advisor can tap into strategies to help refine your plan. Options include specialized trusts (e.g., revocable living trusts, intentionally defective grantor trusts, grantor retained annuity trusts) and self-canceling installment notes and intra-family loans.

Some assets will require more legal footwork to handle properly during the legacy planning process, such as real estate, intellectual property and certain types of stock, business partnerships and promissory notes.

And your advisor can help you understand the advantages and considerations of each.

Together, you’ll also want to think through how to provide an inheritance for a child who is unwilling or unable to be active in the business, as well as your plans should you have to leave the business before you’re ready (e.g., disability, divorce, distress or disagreement).

*A marathon, not a sprint*

Launching, running and saying goodbye to a private business is not for the faint-hearted, but the rewards can make it all worthwhile. Expert guidance can help you make objective decisions even when riding the emotional highs and lows that come with being a business owner. Even better, that guidance will help you see — clearly — what’s next for you.

Acuity Wealth Advisors, 300 SW Columbia St., Suite 204, Bend, OR 97702, 541-323-4599  
clay.trenz@acuitywealthadvisors.com • acuitywealthadvisors.com

Investment Advisory Services offered through Raymond James Financial Services Advisors, Inc. Acuity Wealth Advisors is not a registered broker/dealer, and is independent of Raymond James Financial Services. Securities offered through Raymond James Financial Services, Inc. Member FINRA/SIPC.

Sources: HBR.org; columbusceo.com; due.com; foundr.com; yourstory.com; exitplanning.com; sba.gov

# Got Green? We Do!

  
**GREENEARTH®**  
CLEANING



# Imagine possible.

When business  
opportunity calls,  
OnPoint delivers.

BANKING & LENDING  
TAILORED SOLUTIONS  
LOCAL PERSONALIZED SERVICE

Get started at [onpointcu.com](https://onpointcu.com).

  
Federally insured by NCUA. Equal Housing Opportunity.



  
**MIRROR POND CLEANERS**  
(541) 389-1411  
615 NW Franklin Ave. • Bend, Oregon 97701

  
GREENEARTH®  
CLEANING

  
SUDDEN SERVICE



# Marketing in the Reset

## COVID-19, Health Crises & More

by CHRISTINA BROWN — Savy Agency

In a short period, human and market behavior has undergone massive changes due to the rapid onset of COVID-19, or coronavirus. From running out of stock on staples, to the closure of schools, to cancellations of major international events and mandates for business closures except for those considered “essential,” the COVID-19 pandemic has had a massive impact on the daily lives of just about everyone.

### Where we’re at now

Things are disrupted, but for the most part, businesses are managing. Companies have flocked to Zoom, digital meetings are now standard and through the uncertainty, businesses are continuing their *new* days. There certainly have been plenty of layoffs in the digital and media fields. There have been key executives taking pay cuts, and there have been brands that have entirely uprooted their businesses to solve needs using their capabilities and skillsets.

### Health and wellness see significant increases

Health and wellness, and home product D2C brands are pressed to keep up with demand. In fact, in the U.S. alone, 32 percent have purchased more products in the health and wellness category and 45 percent have purchased more cleaning supplies — we all see the sanitizer and gloves spots empty at our local market. For many, the growth has been so hard and fast that these brands are struggling to keep up with the demand.

### Non-essentials or non-staples

Us humans tend to spend more of our disposable income on non-essentials. However, in less stable times like the present, we shift priorities to essentials — what we need versus what we want. But, don’t worry, as many of us fit into the discretionary, non-essential category, there will be light at the end of the tunnel.

Now more than ever, the world is looking for ways to connect its shared condition and our commonalities. We can all find some humanity in our situations, whether moms are drinking too much wine or kids are watching too much TV, or you can’t stand working from home one more day. Brands that reach directly to their consumers have a significant moment to connect their brand with their customers.

### Where we’re headed

Eventually, the crisis will become a non-crisis, and the economy will see progress again. There is much to be seen as far as workers returning to work, kids returning to after-school or summer programs, and events taking place as we knew them. Plus: we need time and new data to see how customers respond in the new normal and what their buying cycles will look like, e.g., will they be slower, faster, more discretionary?

### Steps brands and marketers can do today

Global pandemics and crises are not ideal times for increasing market share, growing profits or making the situation advantageous to our brands. If we’re ideally situated or if we can pivot to help, fantastic. But it’s not the time to increase pricing respective to demand or saturate a market for self-benefit. Instead, as businesses and brands, we set up the opportunities that come *after a crisis*.

### Here are five things to begin working on right now

1. Don’t stop communicating.  
Thanks to social distancing, more people are spending time on social media



and performing more daily activities online than ever before. This time does present an opportunity to reach your audience with the right tone and less noise. Your customers do need to know you’re operational, if you are, and any changes you’ve made to either hours or places of operation or service offerings and how you can meet their needs. And if you need to pivot to do so, this is where you plan for that. They should also know what measures you’ve taken for health and safety should they continue to do businesses with you and your plans for staying ahead in the future as it changes.

If your business is D2C, you’re in a good position so long as your supply chain is strong, and your user experience (UX) is set up for your users’ needs. If you’re not a consumable, pre-sales are an excellent option, as are delivery services (wine startups are thriving, thanks to moms). Your business may also be able to provide a line extension that allows people to stay productive and happy at home.

### 2. Don’t knee-jerk your marketing.

We’re in a time of increased consumer attention. Instead of cutting your marketing, redistribute it. Rethink the messaging, the customer and the offering, but don’t stop. One reason not to is diminished supply. With other advertisers cutting their budgets, there’s less noise for your business to market against, and less noise for your consumer to see and hear you. This presents an opportunity for you with better rates and less ad activity overall. Companies should note that current market conditions mean rapidly different buying decisions. Find what those are and meet them there, or adapt and respond.

### 3. Redirect marketing budgets where it makes sense.

We’re seeing clients redirect marketing budgets away from tradeshows, travel, conferences, office rent, labor and the last bit of traditional media like radio, since there’s less car time to tune out to it, and over to social media and paid search.

### 4. Focus on customers.

Many humans now have more time on their hands by working from home. If you can solve needs and keep clients happy, you can win them in the long run. So try and find ways to incentivize your customers with perks, givebacks and more. Remember, everyone is affected, so how can your business make things easier?

### 5. Find new opportunities.

How can you incorporate more digital, get your products online or on Google Shopping? Can you create monthly subscriptions? Your business has an arsenal of digital tools to help connect you to your world and your customers. We will get beyond this. So what can we, as brands and businesses, do to either keep the momentum of our product sales now or regenerate sales once consumer confidence returns?

*Christina Brown is a founder and the Creative Director at Savy Agency, headquartered in Bend. Savy has brought brands to life since 2007 and is a top-performing Google Partner delivering comprehensive marketing services to brands in a variety of industries. Savy’s in-house team of designers, developers and content creators work together under one roof to enhance the competitiveness of every brand they serve.*  
[savyagency.com](http://savyagency.com)

## #GetVirtual with Commute Options TeleworkPerks Challenge



This is a scary and uncertain time. The COVID-19 pandemic has broken us out of our routines, and business-as-usual means something different than it did a month ago. Schools are closed and the streets are quiet. Many of us are staring at economic futures in crisis. We at Commute Options are with you, but we believe that in addition to the challenges, this is also a time of enormous opportunity. Among many things, this is an opportunity to question a lot of what we’ve taken for granted.

First, this is an opportunity to ask ourselves what the word “normal” really means. Right now, how many of us are waiting for a return to normalcy? What many of us call “normal” did not prepare us for this. What many of us call “normal” will not get us through this. Right now, we are being called to think and act with more creativity than “normal” allows. There is the opportunity for all of us to ask, “When I come out the other side, what will my contributions have been to my community?” In reality, there is no such thing as normal, except what we make of it. And now during this time of upheaval, we are in the perfect position to help each other define what the new normal will be when this is all over.

Second, there is also an opportunity to question what the word “community” really means. Does it mean something different than it did a month ago? Does community mean something different in bad times than it does in good? This is a perfect time to ask our neighbors what they need. If I am struggling, this is a perfect time to ask how I can help someone who is struggling more. This is a perfect time to ask for help from those around us.

We want to help, too. If you are fortunate enough to be able to work from home, you can use [getthereoregon.org](http://getthereoregon.org) to log the days that you telework. Between April 6 and April 17, if you log at least four telework trips, you’ll be eligible for prize drawings in our TeleworkPerks Challenge! If you are a business owner, consider ways you can stretch your business model to let your employees work from home. Use the hashtag #getvirtual on Instagram and Facebook to share your teleworking stories and tips.



## TeleworkPerks Challenge

### #GetVirtual

GRAPHIC | COURTESY OF COMMUTE OPTIONS

Beyond that, consider the ways you can adapt your business to serve the needs of our communities, right here and right now. If you are a business or individual who has adapted the way you move yourself, your loved ones or your products and materials, we want to hear from you! Send your stories to [info@commuteoptions.org](mailto:info@commuteoptions.org). We are truly honored to be part of the incredible communities that make up Central Oregon, and we are committed to getting through this together.

For more information on the TeleworkPerks Challenge, visit us at [commuteoptions.org/join-teleworkperks-and-win-prizes-for-working-at-home](http://commuteoptions.org/join-teleworkperks-and-win-prizes-for-working-at-home).

NeighborImpact also has an abundance of volunteer opportunities if you want to get involved: [neighborimpact.volunteerhub.com](http://neighborimpact.volunteerhub.com).  
[commuteoptions.org](http://commuteoptions.org)



# Workplace Safety & Legal Compliance Amidst COVID-19

by SARAH HALE — Barran Liebman LLP

The increased spread of the novel coronavirus (COVID-19) in the United States presents employers with significant workplace challenges, including how to continue operations while keeping employees safe and healthy. This article addresses some of the legal issues involved in workplace safety measures.

First and foremost, employers are legally required to ensure that employees are protected from hazardous conditions in the workplace — including COVID-19 — according to guidance from the U.S. Department of Labor Occupational Safety and Health Administration (OSHA) and the Oregon-OSHA. Training employees about the hazards of COVID-19 and ensuring employees have adequate protection mechanisms from COVID-19 and other threats, such as spacing work stations to address social distancing, or if appropriate, providing Personal Protective Equipment (PPE), are steps both OSHA and Oregon-OSHA recommend be implemented for any operating workplaces.

Prompt identification and isolation of potentially infectious individuals is also a critical step in protecting workers, customers, visitors and others at a worksite. Employers are permitted to measure an employee's body temperature to monitor for fever, given the current COVID-19 pandemic, according to the most recent guidance from the Equal Employment Opportunity Commission (EEOC). This is an exception to the normal rules under the Americans with Disabilities Act (ADA), which strictly limits the circumstances permitting medical examinations. Best practices for employers adopting temperature checks include: providing a safe and consistent procedure designed to reduce the risk of coronavirus exposure (i.e. social distancing and the use of PPE equipment); ensuring that the screen applies to all those entering the workplace; providing notification to employees and others prior to the temperature screen; and encouraging employees to self-monitor for symptoms and to remain home if they are experiencing symptoms, including a fever. Records related to employee temperatures should be kept confidential (released on a need-to-know-basis) and retained separately from the personnel file.

Employers are also permitted to ask employees exhibiting COVID-19-like symptoms to seek medical attention and get tested for COVID-19. The Centers for Disease Control (CDC) states that employees who exhibit symptoms of influenza-like illness at work during a pandemic should leave the workplace. It is permissible to send a worker home if the symptoms present are akin to the COVID-19 coronavirus without violating the ADA under recently issued EEOC guidance. Employers should develop protocols for employees to report a confirmed and/or suspected COVID-19 case, such as notifying a single person in the organization. This may be the supervisor, but ideally it should be someone with responsibility and oversight over the employer's COVID-19 response. Notes from medical providers are not required under federal and Oregon's Paid Sick Leave law, and cannot be required unless an employee is absent for three or more work days. In fact, OSHA discourages such requirements:



"Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way."

If an employee tests positive for COVID-19, employers should inform coworkers who worked in close proximity to the exposed employee of their possible exposure to COVID-19. This disclosure will not violate HIPAA because employers are not considered a "covered entity" subject to that law, at least not with respect to health information they obtain in their capacity as employers (as opposed to in their capacity as a sponsor of a self-funded health plan). Still, you should not identify the employee who has reported being diagnosed or exposed or you may violate other confidentiality obligations. Ask exposed employees to self-quarantine. Notification and quarantining are not legal requirements, but rest on judgments about the practical and reputational consequences of not taking such measures. How long should an exposed employee stay at home? An exposed employee should first consult and follow the advice of their healthcare providers or public health department. In most cases, the exposed employee should remain at home for at least three days without a fever (achieved without medication) if they don't develop any other symptoms. If they develop symptoms, they should remain home for at least seven days from the initial onset of the symptoms, three days without a fever (achieved without medication) and improvement in respiratory symptoms (e.g., cough, shortness of breath). There are other situations that require a more nuanced approach and are more difficult to evaluate — the employee whose spouse is under quarantine for possible exposure or the employee who reports exposure to a suspected but not confirmed case, etc. The employer response needs to be evaluated in the larger context of the known outbreak in the community and risk to the employee. Be sure to properly clean areas where an employee with a confirmed or suspected COVID-19 case worked. The CDC provides recommendations as to cleaning protocols for workplaces.

Finally, as employees recover from a known or suspected COVID-19 infection and/or end home isolation, be sure to follow CDC guidance or that of a medical professional to determine when an employee can return to work. However, the EEOC has confirmed that an employer may require a doctor's note stating the employee is fit for duty before permitting them to return to work. Of course, these issues are dynamic and it is important employers regularly update their practices to ensure compliance and best practices.

Sarah Hale is a Partner at Barran Liebman LLP, where she advises and represents employers in a wide array of employment and labor law matters. For questions about navigating COVID-19 in the workplace, contact her at 503-228-0500 or [shale@barran.com](mailto:shale@barran.com).

[barran.com](http://barran.com)



**CAN YOU RESIST  
THIS FACE?**

**HUMANE SOCIETY  
OF CENTRAL OREGON**

Volunteer or Donate  
to the Humane Society of  
Central Oregon

Call 541.382.3537  
[www.hsco.org](http://www.hsco.org)

**Make your House a Home.  
Adopt Today.**

**VOLUNTEER**  
Your expertise. Your skills. Your passion.

Join **SCORE**  
to help small businesses  
succeed through:

- Small Business Advice
- Local Workshops
- Online Mentoring



**YOUR REAL WORLD EXPERTISE  
IS NEEDED!**

- Give back to the business community
  - Share business experiences
  - Build new relationships

Become a volunteer mentor  
with SCORE Central Oregon.

Flexible to YOUR schedule Join now!  
We need your expertise!

**SCORE**  
FOR THE LIFE OF YOUR BUSINESS

It's easy to become a SCORE volunteer  
Go to **[www.SCORE.org](http://www.SCORE.org)**  
and click **Volunteer** for more information  
and to fill out an application.  
CALL us to connect: (541) 316-0662



*Design For Living*

Commercial | Housing | Hospitality | Healthcare | Retail

**BLRB architects** | 541.330.6506 BEND



# Coming Together to Print 3D Masks & Shields for Medical Workers



Central Oregon Engineers & Healthcare Practices with 3D Printers are Stepping Up to Stop the Shortage of Masks & Shields in our Local Hospitals & Clinics

MEDICAL-GRADE 3D MASK | PHOTO COURTESY OF CENTRAL OREGON 3D PRINTS TO PROTECT

It should come as no surprise to anyone who has lived in Central Oregon for a period of time, that there is a business community here unlike any other. And as the Coronavirus pandemic has continued to evolve from day-to-day, and our medical professionals and facilities have begun to feel the strain of the immense demand placed on them and lack of supplies available, it should also come as no surprise that the close-knit community in and around Bend began to search for ways to help.

When doctors Blair Struble, of Struble Orthodontics, Jeff Johnson of Bend Dental Group and Brian Rosenzweig of Rosenzweig Orthodontics realized that local hospitals and medical clinics were running out of medical masks and shields, they knew they needed to do something about it, and fortunately, the solution was at their fingertips. They used their knowledge of 3D scanning and printing in the dental arena to connect the dots between digital scanning, used in dentistry, to 3D printing in engineering and manufacturing, and quickly donated personal protective equipment (PPE) supplies within their practices. They then decided to coordinate an effort to reach out to colleagues and friends who have 3D printers to set in motion the wheels to help our medical professionals who are in desperate need of donated masks and other essentials. Within a few days, community members and other dental practitioners, like Doug Beck, a local engineer, stepped up to partner in a campaign to help

produce 3D instructions and resources to print masks.

"I knew that I couldn't just sit back and let this pandemic wreak havoc on our health care facilities and the incredible medical professionals that are working day and night to protect our community and those infected from this virus. I had to do something," stated Dr. Struble. "My family moved to Bend when I was just four years old. It's my home, where I own my business and my whole family resides here. I currently don't have a way to serve the community through my orthodontic clinic and I'm so grateful that I have a way to assist during this difficult time!"

The website, CentralOregon3DPrintsToProtect.com, launched on March 25, with the mission of providing instructions, video clips and examples of how to print medical-grade 3D masks and shields. The team working with Dr. Struble also launched a public Facebook group to support and celebrate the efforts of this campaign.

You can reach out to Dr. Struble and her team via the website, and find and join the 3D Prints To Protect Facebook group at, facebook.com/groups/3D-PrintToProtectMedicalWorkers and Centraloregon3DPrintsToProtect.com

*Centraloregon3DPrintsToProtect.com*

## Cascade Publications Inc.

Cascade Business News • Cascade A&E • Book of Lists • Sunriver Magazine



- Cascade Publications providing Business News Since 1994
- Cascade A&E Oregon's Only Arts Magazine
- Book of Lists Marketing Tool for Central Oregon
- Sunriver Magazine Visitor's Guide and More



S Networks

Continued from page 1

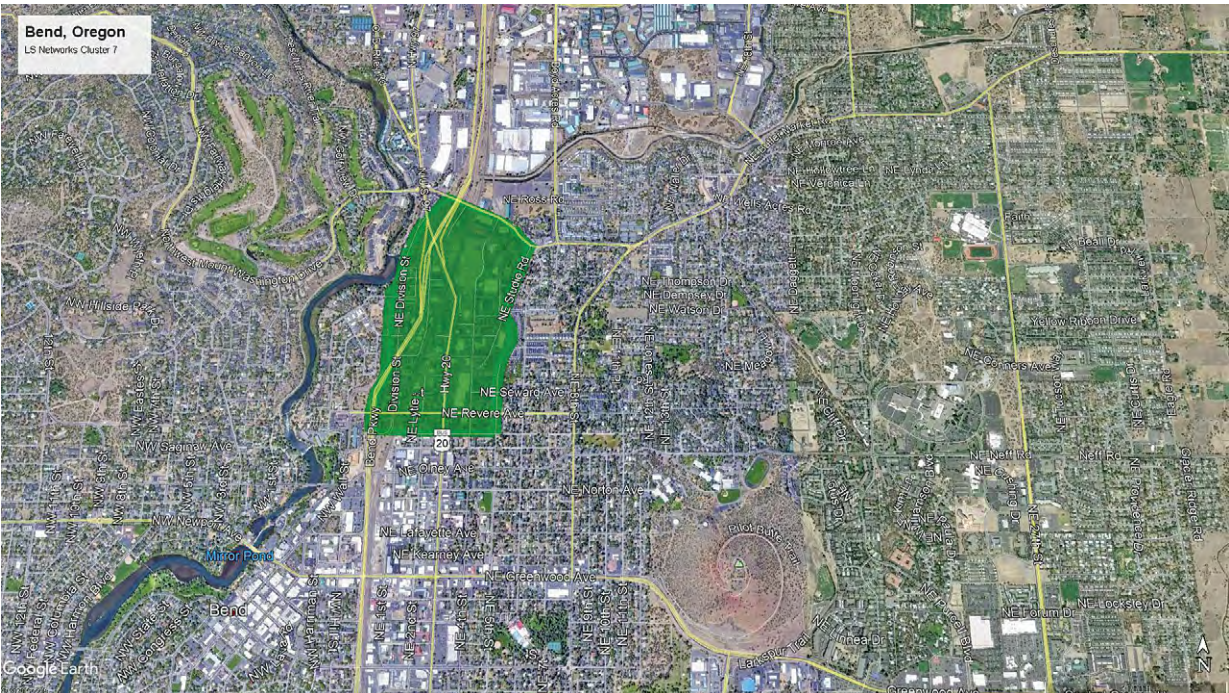
bandwidth limitation, which is especially important in remote healthcare, video conferencing or large file transfers. Though the cluster network concept is new, LS Networks has been building its fiber network for years, and now has more than 7,500 miles of network already in place in the PNW.

The cluster network architecture allows businesses to get carrier-class connectivity in less time, and provides the opportunity to layer on additional products without multiple service installations. “A cluster is a dense deployment of network infrastructure within a defined geography that enables businesses to access a series of ubiquitous and advanced service offerings,” said Leif Hansen, VP of Engineering and Operations. “By focusing resources in a defined area, this strategy allows for the broadest range of services at the most economical cost. The outcome is two-fold: it provides a surplus of infrastructure and network capacity that eliminates the constraints typically found in traditional network deployments, and it will support existing and future LS Networks service offerings.”

The new cluster in Bend is situated in the area between NE Quimby Avenue to the south and NE Butler Market Road to the north, and between NE Division Street to the west and NE Fifth Street/NE Studio Road to the east. The original plan, Swanson said, was to reach out to businesses within this area, but the current strategy is to instead contact the entities that are essential during the COVID-19 pandemic to ensure that they have the connectivity needed to function as efficiently as possible.

“It’s not just about profit right now,” said Swanson. “We want to support the essential services and make sure they have all the capacity they need before we reach out to the others. Our Outside Plant Team is working double-time to complete open orders, and we continue to receive new orders for businesses looking to upgrade their network.” LS Networks has also signed up with the FCC’s “Keep Americans Connected Pledge,” in which it will not terminate service and will waive late fees for any residential or small-business customers due to disruptions caused by the coronavirus pandemic.

Headquartered in Portland, LS Networks focuses on businesses within rural Oregon and Washington, and is owned by more than 60,000 citizen




THE GREEN SHADED AREA SHOWN HERE IS WHERE LS NETWORKS’ NEW FIBER NETWORK CLUSTER IS LOCATED IN BEND | PHOTO COURTESY OF LS NETWORKS

shareholders of four rural Oregon electric cooperatives. Founded 15 years ago, the company began as these businesses and individuals saw an unmet need for greater internet connectivity in the Pacific Northwest, and developed a vision to connect the rural communities they serve to advanced technologies.

LS Networks selected Bend as one of its areas of expansion because it had purchased Quantum Communications three years ago, which had existing network in place here. In creating the clusters, LS Networks pre-built the infrastructure in the target area so that the groundwork was laid prior to offering services here. Byron Cantrall, LS Networks’ CEO, said, “This significant investment in the community not only helps bridge the digital divide, but also brings customized fiber solutions to businesses and rural markets that rely on high-speed connectivity to stay competitive.”


“It’s expensive to lay fiber network, and it’s bold to spend money before anyone has committed,” said Swanson. “But Bend was an easy decision. As one of the fastest-growing cities in the U.S., if we were ever going to take a risk, this would be the place.”

lsnetworks.net



**Portrait Connection**

*Uniting Children’s Health with the Arts*



**Become a  
Portrait  
Sponsor**

**Visit  
portraitconnection.org  
or call 541-421-3715  
to learn more**



**CITY CLUB**  
OF CENTRAL OREGON

**Conversation  
Creates  
Community**

**JOIN THE  
CONVERSATION**

**Discover City Club of Central Oregon**

A non-partisan community group  
City Club discusses local issues and  
connects people to create a stronger  
community.



**WWW.CITYCLUBCO.ORG**  
**ATTEND A FORM**  
**follow us on FACEBOOK + TWITTER**



# Washington's Restriction on Construction Illustrative for Oregon Businesses

by **ARMAND RESTO-SPOTTS, Attorney — Jordan Ramis PC**

**O**n March 23, 2020, Governor Kate Brown issued an executive order mandating all Oregonians stay home to the furthest extent possible, except to undertake essential activities. The order identified businesses that are to remain closed until the order is lifted, and others that can remain open. Specifically, construction activities and sites were not required to shut down so long as the business designates an officer to implement and enforce social distancing requirements.

This decision stands in stark contrast to Washington state, where Governor Jay Inslee, after issuing the state's shelter-in-place order on the same day, issued a Construction Guidance Memorandum, declaring that commercial and residential construction is not authorized under the order because neither is an "essential activity." The memorandum provided very narrow exceptions for construction that is related to essential activities identified in the order, activities related to a public purpose, including publicly financed low-income housing projects, and other activities to prevent spoliation and avoid damage and unsafe conditions.

The actual practical and legal scope of Washington's restriction on construction is fairly unclear at the moment. However, the memorandum does provide an illustrative example for Oregon construction-related businesses of what may be next. As Washington businesses scramble to ascertain and interpret the Governor's memorandum, Oregon businesses should take the precautionary approach today and be prepared for a similar situation.

Foremost, consider what the status is for ongoing development projects. Many Washington entities are quickly looking to weatherize open construction sites for an unknown period of inactivity. Others are looking to finish nearly completed work that if left unattended, may create unsafe conditions — for instance, leaving open pits for foundation work — or possibly impact contract requirements, such as tenancy dates.

At this proactive stage, Oregon businesses should take stock and prioritize their projects. For instance, if a development is in the nascent stages, it may



be worth pooling resources and time toward another project that is further in completion. Figuring out which projects could be the most vulnerable if a Washington-like restriction were to come down in Oregon today may be the ultimate difference between maintaining some semblance of business operations into the summer and being put on hold altogether.

Additionally, Oregon businesses would be wise to line up their records, collect documentation related to ongoing projects and begin ascertaining what position they will need to take with local governments and other public officials should certain development work be plenary halted as in Washington. Organize communications and other municipal records that demonstrate the importance of certain projects — for example, records that speak to the "public importance" of constructing more middle- to low-income housing units. Collect design and engineering records for development sites that would clearly demonstrate the "degree" of completion needed to adequately protect a site, if it should go inactive for a period of time.

The news changes by the hour, and given this nation's nascent stage of COVID-19 mitigation measures, a prudent business owner should not be simply reacting, but proactively preparing for what comes next. Our northern neighbor's measures provide a close — and very likely — picture of what may be coming down the line for Oregon.

*Armand Resto-Spotts is an attorney in the Jordan Ramis PC land use and real estate development practice groups. Contact him at [armand.resto-spotts@jordanramis.com](mailto:armand.resto-spotts@jordanramis.com) or 503-598-7070.*

*Thank you for your interest in this article. The information contained in this article is for the general interest of the reader and should not be regarded as legal advice. If you have questions, or to obtain more information on this topic, please contact an attorney in our land use and development practice group.*

[jordanramis.com](http://jordanramis.com)

## Accomplished under 40 Sponsored by **usbank**

- Impressive Careers?
- Successful Entrepreneur?
- Social & Philanthropic Commitment to your Community?
- Under 40?

**Nominate your  
Accomplished Leader  
@ [www.CascadeBusNews.com](http://www.CascadeBusNews.com)**

**Nomination Deadline  
August 14, 2020**

**Join us at a celebration to toast  
the winners October 7, 2020 at  
the OXFORD hotel**

**CASCADE  
BUSINESS NEWS**  
541-388-5665  
[www.cascadebusnews.com](http://www.cascadebusnews.com)

**BEND 4P**  
BEND 4P PROFESSIONALS  
a program of the Bend Chamber





# How Specialized Improvements in IAQ Can Benefit Your Business

by **TREVOR WIGLE P.E., Partner/General Manager — Cascade Heating and Specialties, Inc.**

The business community is broadly trying to adapt to the Coronavirus outbreak and the ramifications to our businesses. Shortages of everyday items have left many businesses wanting to implement processes and procedures to create appropriate separation and use cleaning agents to make our workplaces safe for customers and employees. Yet with supply shortages, many employers are left in a lurch, unable to obtain necessary goods. Many businesses have a social and moral responsibility to both deliver a service or product that is deemed essential, while at the same time, maintain safety measures.



Coronavirus is still an active area of research, but the current understanding is of two primary modes of transmission.<sup>1</sup>

1. Through breathing in particles aerosolized by a cough or sneeze of an infected person, or
2. Touching a surface contaminated by an infected person and transferring the virus to your face where it gains access to your body.

Virus particles have also been shown viable for many hours if left alone.<sup>2</sup>

One option to consider in this time of crisis is indoor air quality measures, or IAQ. Specifically, air purification systems designed to deliver indoor air quality which claim to directly combat viruses and bacteria. While there are many well documented benefits to employees and customers with general improvements in IAQ (VOCs, smoke and dust particulates, ozone, etc.), this article is focused on how your central air system may be able to help with the current crisis. Technologies relevant for discussion are mainly focused on activated ion systems.

An activated ion is created by exposing your airstream to an energy source which breaks down existing molecules either into subsets or charged versions of the original molecules. These activated molecules can have a detrimental effect on virus and bacteria. There are many technologies able to create ions that expose molecules to an energy source. Some technologies like bipolar ionization, electrostatic precipitation and UV based ionization cells can bombard the air stream with too much power. This results in not only breaking down the input gases into helpful ions but also into harmful byproducts such as ozone and fragments of VOCs with unknown health impacts. However, there are technologies able to produce the right energy, and when combined with the right catalyst, can make “good” ions (such as peroxides). Systems which utilize the right wavelength and power UV light with the proper catalyst can produce the right kind of ions.

Look for Radiant Catalytic Ionization or Photo Electrochemical Oxidation from specific manufacturers who have tested the type of ions produced for performance. The right ions are ones that are harmful to virus and bacteria but not harmful to humans. The right kind of ions also have long half-lives so they can spread throughout the home and have a positive (negative to a virus) impact on viruses residing in the air and on surfaces in your home. This brings up a key point: there are spot treatment systems available and duct mounted systems. Our best practice is to utilize a central air mounted system which will distribute throughout the space and maximize effectiveness. Although not directly tested on Coronavirus, this technology has been shown effective on viral particles through academic testing in both aerosolized particles as well as ones on surfaces.<sup>3</sup>

Another benefit of activated ions is the aggregation of smaller particles that make your central air filter more effective by minimizing particulate buildup in the system and helping reduce equipment failure and costly service calls.

Ventilation air is the final additional piece to improving your indoor air quality to keep internally generated contaminants from building up over time. ASHREA 62.1/2 are the standards used to calculate the recommended ventilation rate for an optimal indoor environment balanced with energy consumption. If you have a gas furnace, this could be as simple as adding an outside air input on your return-air duct. You can also add an energy recovery ventilator to get fresh air turnover in a low energy-consuming way.

Be sure when you are selecting an air purification system that you choose an HVAC supplier who you trust and who understands the various technologies available to help guide you to the results you want. Whether you invest in activated ion technology or not, it is wise to incorporate either more frequent filter changes or an upgraded filter as part of your plan. Please stay safe. We are all looking forward to regaining a normal way of life again.

<sup>1</sup>[cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html)  
<sup>2</sup>[nejm.org/doi/pdf/10.1056/NEJMc2004973?articleTools=true](https://doi.org/10.1056/NEJMc2004973?articleTools=true)  
<sup>3</sup>[ncbi.nlm.nih.gov/pubmed/17310729](https://pubmed.ncbi.nlm.nih.gov/17310729)

*Trevor Wigle is a licensed mechanical engineer with over 20 years’ experience in service-oriented businesses and is currently the operating owner of Cascade Heating and Specialties, Inc., a 50-year-old HVAC company located in Bend. [cascadeheat.com](http://cascadeheat.com)*

## Are You One of the Fastest Growing Companies in Central Oregon?



Become a part of this impressive group of companies by filling out the simple form at [www.cascadebusnews.com](http://www.cascadebusnews.com) or call 541-388-5665.

- Established and operating on or before January 1, 2017.
- Gross revenues in 2019 greater than 2017 with consistent year-over-year growth.
- Gross annual revenues \$100,000 or greater in fiscal year 2019.

Recognizing fastest growing independently operated privately owned for-profit entities located and based in Central Oregon

Reported revenues should be taken from externally prepared financial statements or tax returns filed with the IRS. **Deadline September 30, 2020.** Only percentage of growth will be published.



### 2019 Winners:

- |                                       |  |
|---------------------------------------|--|
| #1 — Eyce LLC                         | #10 — Velox Systems                      |
| #2 — Broken Top Candle Company        | #11 — Everist Irrigation                 |
| #3 — Southside Physical Therapy Inc.  | #12 — Budget Blinds of Central Oregon    |
| #4 — Steele Associates Architects LLC | #13 — ATL Communications                 |
| #5 — Broad Sky Networks               | #14 — DiversiPac Heating & Cooling, Inc. |
| #6 — CiES Inc.                        | #15 — N the Zone Ink                     |
| #7 — Preston Thompson Guitars, LLC    | #16 — Step & Spine                       |
| #8 — Minuteman Press                  | #17 — TechLink                           |
| #9 — Composite Approach               | #18 — Specialty Auto Electric, Inc.      |
|                                       | #19 — Central Oregon Eyecare, PC         |
|                                       | #20 — Bennington Properties LLC          |

PRESENTED BY



SPONSORED BY



EVENT SPONSOR





# Central Oregon Real Estate Continuing through the COVID-19 Pandemic

Recently, *Cascade Business News* reached out to Central Oregon's commercial real estate community to ask how their business is coping within the new challenges we are currently experiencing. In the following special section,

pages 14-34, are the responses we received.

Thanks to all of you for taking the time to share your thoughts and opinions!

## Becky Breeze, Principal Broker — Cascade Sotheby's International Realty

**How has the Coronavirus outbreak changed the way you do business? Are you still working on deals, taking a break, virtual meetings?**

Fortunately we have advanced communication applications to communicate with clients. By state mandate we can still do business with strict guidelines. Transactions are still happening. Cascade Sotheby's, Deb Tebbs and our leadership team have been helping and supporting us as agents and our clients from the beginning.

**How do you see the outbreak affecting market values, lease rates etc.? Near term? Long term?**



Becky Breeze

It depends on how long this lasts. So far appraisals are coming in on price.

**Will the drop in interest rates help stimulate business during these times?**

When the interest rate drop to almost to zero was announced it was the rate the banks borrow not us. It will trickle downward eventually if this goes on for an extended period of time

**Any additional comments?**

Thank you CBN for being the Central Oregon business news leader. You always have reported accurately and fairly.

## Andie Edmonds, CCIM — Managing Partner | NAI Cascade Commercial

**How has the Coronavirus outbreak changed the way you do business? Are you still working on deals, taking a break, virtual meetings?**

While the NAI Cascade team shifted to working from home, there remains plenty to do on a daily basis. For the most part, owners are keeping their properties listed, whether for lease or for sale. We have communicated with our owners about best practices for showings and continue to actively market our properties.

Unsurprisingly, our advisory services have spiked. Whether we are working with an owner or a tenant, there are a lot of questions about lease provisions, how to navigate the various programs passed by the Legislature and even guidance on how to work from home. We have a deep network of experts that have been incredibly responsive and provided terrific information for our clients.

Most of our communication with clients continues to be by phone and email, but our office now holds our weekly Team Huddle virtually, and we are taking advantage of many educational opportunities being offered online, not only to stay informed about current events, but also to improve our skill sets for the future.

**How do you see the outbreak affecting market values, lease rates etc.? Near term? Long term?**



Andie Edmonds

This question certainly requires the million-dollar gaze into the crystal ball! Fortunately, our NAI Global network has enabled the rapid sharing of information between our offices across the country and even around the world. This has provided us with economic insights, access to well vetted resources and even a sense of hope as we hear from our Shanghai, Frankfurt and other offices that are getting through even more challenging circumstances than we face.

Through these conversations there is consistent theme of "focusing on the facts" ...our economic situation is not a result of a financial crisis, it's the result of a health crisis. I won't dispute that the ripple effect of the health crisis is more notable than anything we have faced before, but I believe many of those "ripples" will self-correct much faster than if this was 2008 all over again.

This situation was unprecedented as we went into it, and I think our exit will be as well.

**Will the drop in interest rates help stimulate business during these times?**

On a macroeconomic level, there is something to be said for dropping interest rates but that leads to a conversation that generally puts people to sleep. On a microeconomic level, I think the interest rate drop makes people feel good... the sense that the Fed is

paying attention and is wanting to mitigate negative economic impact. However, I'm not sure it can really stimulate an economy that has closed a significant amount of its businesses. As I talk with friends, many comment how much money they are saving...not eating out as much, drinking at home is cheaper than drinking at a bar, not making impulse purchases (even with access to online shopping), not getting hair or nails done, not paying for fitness classes and certainly not traveling. On top of that, many are avoiding major purchases now because it seems people feel like they'll just wait another month or two when they can safely go test drive a car, or tour a house, or look at furniture, etc. In conjunction, many lenders are tightening lending requirements. So, if nobody is borrowing money or those who want to can't qualify, what difference do interest rates make?

**Any additional comments?**

I'm really curious to see if there will be lasting changes due to "social distancing" and "Stay Safe, Stay Home." Will more people work from home, or less? Have we resurrected family dinners or family walks? Will kids or parents decide online school is a better option, even after the regular schools re-open? Will people be burnt out from shopping online and long to stroll through local stores like LuLu's or Cowgirl Cash? Will we ever go back to shaking hands? Will there be a mini baby-boom next January and February?

## Bruce Barrett, Broker — Windermere/Central Oregon Real Estate

**How has the Coronavirus outbreak changed the way you do business? Are you still working on deals, taking a break, virtual meetings?**

I am still actively pursuing sales and leasing and development projects. However, two business sales and a building sale fell apart in the wake of the Corona scare. I am still working with my referral network by phone but don't expect any new transactions in the near future.

**How do you see the outbreak affecting market values, lease rates etc.? Near term? Long term?**

The Windermere economist, Matthew Gardner, says we are in a prolonged economic contraction that will lead to recession later this year. The business shutdown is hurting small business and that is the backbone of our local economy. Our business community is in a better place than during the last recession because of the business diversity that has occurred over the last ten years but I think it will be a slow recovery as businesses use their reserves to ride out this crisis. I see the drain on capital and slow cash flow affecting small businesses ability to grow and expand. I expect that to slow down commercial leasing and sales



Bruce Barrett

through the end of the year.

**Will the drop in interest rates help stimulate business during these times?**

The low interest rates were set to launch a new round of commercial property buying but that has been put on hold for my clients. However, there are always those in the market who are well positioned to take advantage of opportunities as they come up. There is still a shortage of commercial property to meet demand going forward so I expect commercial development projects currently underway to be well positioned to meet demand once the economy restarts.

**Any additional comments?**

The U.S. economy and Central Oregon specifically are resilient. Some businesses that were struggling already will not survive but the rest will restart and slowly recover through the end of the year. Some will take advantage of Federal Disaster Relief Funds to help during the shutdown. In addition, new entrepreneurs will conceive of products and services during this time that we didn't know we needed.

## Kodiak Malmstrom, Principal Broker/Owner — Kodiak Commercial Real Estate Inc.

**How has the Coronavirus outbreak changed the way you do business?**

While it has certainly placed a speed bump in the way of commercial investments and banking, I truly believe that the opportunity for commercial property investment will be greater post pandemic. With the volatility of the stock market many investors have lost 25-30 percent or more. Now with that being said on the upside it will create a great opportunity for those that make wise investments at the low. Many will decide to move forward in the stock market with great caution as the true cause and effect of the virus will be realized in the



Kodiak Malmstrom

next one to two years.

As far as commercial properties are concerned, I believe that the industrial sector will have a great upswing as we transition from Chinese to U.S. manufacturing and assembly. I also believe that the small retail and other business owners will see a great upswing as we again turn to Made Local and Made in the USA. Both of these scenarios will create more jobs and greater growth opportunities per sector. I believe that the national retail chains and box stores will struggle as the aftermath and effect of social distancing will still be top of mind for most consumers. I believe

that restaurants that are known to practice good to great sanitary practices will rebound greater than prior to the virus effect. We are ready to socialize and Americans love good food and love to eat. I believe that the office sector will be hit the hardest. Some businesses have learned that holding an office space is not necessary and have implemented "stay at home to work" policies that not only save money but, can be even more productive. These are opinions only and should be viewed as such.



# COVID-19 Is There a Silver Lining?

by **DAN KEMP, CCIM** — Partner, Broker, Compass Commercial Real Estate Services  
bet you didn't see this coming. Neither did we. How could we have?

Many warning signs were leading up to the 2008 recession about the pending mortgage crisis and the risk of recession. The vast majority of America did not see it coming, but some people did heed the warning signs and prepared. Unlike the 2008 recession, COVID-19 took the world by complete surprise. Nobody was prepared! The effects of the disease are expanding daily, and its impacts on our lives, businesses and investments are not yet quantifiable, but it is real.



Compass Commercial is learning, as we work on the front lines with both tenants and landlords, how to navigate this pandemic. The landlord/tenant relationship and the landlord/lender relationship are the foundation behind our global and local economy. This global pandemic created the need to shut down businesses, caused a steep decline in revenue and put a strain on these two important relationships. Unfortunately, at this point, there are more questions than answers.

Many tenants have healthy businesses with cash reserves who will be able to weather the storm, even if it lasts for several more months. Businesses with limited cash reserves will need financial assistance if they are going to survive. Landlords and property managers are receiving requests from both business owners who need and who don't need the help but are still looking for relief. Many landlords are seeking relief from their lenders so they can lessen the financial burden on their tenants. Lenders, in turn, are looking to the government to provide relief and assistance so they can assist landlords.

This raises the philosophical question, who should bear the financial burden of the impacts of COVID-19? The tenant, the landlord, the lender or the government? I would suggest it is everyone's burden to bear to some degree, and nobody comes out of this without some financial scars. Tenants, landlords and lenders who have the financial means to weather the storm on their own can do their part by not asking for help. This will provide more assistance quicker to the companies who are desperate and do not have the same ability to sustain themselves. The survival of these hard-hit businesses is in everyone's

best interest, as it is our best bet to avoid a severe recession.

Where is the silver lining in all this? Is there one? It was difficult in 2008 to see any silver lining when most people knew there was no magic pill to heal the mortgage industry; we were in for a long multi-year recovery. I do not believe we are there yet with COVID-19, and there is still hope we can get this under control in a relatively short amount of time. The federal government's extremely aggressive response to COVID-19 involved cutting interest rates, and since the financial crisis, banks are far better capitalized.

The government just passed a two trillion-dollar stimulus aimed at helping both businesses and households bridge the gap of the shutdown. We may not avoid a recession, but these efforts will likely lessen the impact overall. If we all do our part to stay home and implement the guidelines provided by state and federal agencies, we have a better shot at flattening the curve and getting business back to normal. The next 30 – 45 days will provide a lot of answers, so stay positive.

If you are like most of us at Compass Commercial, a few weeks ago, business was booming, and working with customers took up most of your time. We have been so busy working within our business that we have had little time to work on our business. Perhaps the biggest silver lining is we have more time to work on streamlining our operations, improving internal processes, implementing new technology, developing new skills and doing some strategic planning. Let us take advantage of the lighter workflow to better serve our clientele when the faucet gets turned back on. This is maybe our opportunity to reboot and retool our businesses for the future. Although we here at Compass are making plans based on the possibilities of both a shorter and a longer recovery, we remain hopeful and optimistic that the economy will recover sooner than later.

*If you have questions about this press release, please contact Dan Kemp of Compass Commercial Real Estate Services at 541-550-8413.*

[compasscommercial.com](http://compasscommercial.com)

## CascadeBusiness.com

**We Protect, You Prosper!**

**Our Security Services:**

- ✓ Nightly Mobile Business Patrols
- ✓ Burglary Alarm First Response
- ✓ Posted Officers at your Location
- ✓ Construction Watch Team



OREGON DPSST # 858

**Your Total Assurances:**

- ✓ Protecting \$1 Billion Locally
- ✓ Proof-of-Work Accountability
- ✓ The Most Local References
- ✓ Huge Patrol Coverage 6PM-6AM
- ✓ All-Wheel Drive Vehicles
- ✓ 26 Years of Business Excellence



**Security PROS**  
INCORPORATED  
★Certified Security Professionals★  
1994 Celebrating 26 Years 2020

**541-330-0404**  
**541-548-1992**

**[securityprosbend.com](http://securityprosbend.com)**

**HYPHN**  
BETTER SPACES BY DESIGN



Thoughtful design and craftsmanship doesn't simply survive a 9-5, it absorbs creative energy and amplifies it.

We create solutions for your workspace that foster human-to-human interaction while reconnecting your company with its goals, culture, and community.



**Call for a Consult**

Katie Hartz  
Workplace Consultant  
503.226.4151  
[katie.hartz@hyphn.com](mailto:katie.hartz@hyphn.com)

[www.hyphn.com](http://www.hyphn.com)

**pinnacle**  
architecture, inc.

**ENHANCING LIVES AND COMMUNITIES**



Housing Works, Red Canyon Affordable Housing — Madras

**HOUSING | COMMERCIAL | HEALTHCARE | SENIOR LIVING**

[PinnacleArchitecture.com](http://PinnacleArchitecture.com) | 541.388.9897



Central Oregon Real Estate

Property Management *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Alpine Real Estate LLC 51515 Huntington Rd. La Pine, OR 97739	541-536-1500	N/A	www.arelapine.com mike@arecentraloregon.com	Mike Connell	0	2008	Property management.
Alpine Real Estate LLC 2214 NE Division St., Bend, OR 97703	541-388-1600	541-728-0862	www.arebend.com mike@arecentraloregon.com	Mike Connell	0	2008	Property management.
Alternatives in Real Estate 61149 S Hwy. 97, Pmb 613 Bend, OR 97702	541-350-0953	541-306-3706	www.ai-re.com Robin@AI-RE.com	Robin Williams	1	2001	Real estate sales & property management.
Austin Property Management 1444 NW College Way, Ste. 7 Bend, OR 97701	541-317-1709	541-317-1707	www.bendapm.com hdenton@bendapm.com	Stephanie & Heather	3	2004	Property management services for single family homes, multi-plexes, condos & townhomes.
Bend Dutch Property Management Inc. 777 NW Wall St., Ste. 106 Bend, OR 97703	541-797-0484	N/A	www.benddutchpropertymanagement.com benddutchpm@outlook.com	Susan Carrington	3	2004	A full spectrum property management company handling furnished & unfurnished rentals. Our inventory consists of condos, cottages & large homes. Our furnished properties work great for relocations, insurance claims, remodels & corporate stays.
Bend Property Management Co. 405 NE Seward St., Ste. 4 Bend, OR 97701	541-382-7727	541-382-5987	www.bendpropertymanagement.com michelle@bendpropertymanagement.com	Michelle Bunting	4	1986	Full service residential & property mgmt. Central Oregon.
Bennington Properties, LLC 56842 Venture Ln., PO Box 3367 Sunriver, OR 97707	541-593-6300	541-593-7200	www.benningtonproperties.com reservations@benningtonproperties.com	Robert W. Bennington	30	1998	Vacation rentals & real estate sales in Sunriver & Caldera Spring, Oregon.
Black Butte Ranch Corporation 13895 Bishops Cap, Black Butte Ranch, OR 97759	541-595-6211	541-595-2077	www.blackbutteranch.com info@blackbutteranch.com	Kim Schramer	25	1971	Nightly vacation homes & condos in premier privately-owned Black Butte Ranch properties.
Black Butte Realty Group Sisters, OR 97759	541-595-3838	541-549-5555	gyoder@blackbutte.com	Gary Yoder	1	N/A	N/A
Cascara Vacations 57100 Beaver Dr., Bld. 6, Ste. 160, PO Box 4518 Sunriver, OR 97707	800-531-1130	N/A	www.cascaravacations.com cascara@cascaravacations.com	Stacy Wesson	35	1983	Sunriver vacation rentals, property mgmt & maintenance, security, housekeeping & carpet cleaning services.
Cobalt Property Management Group 333 SW Upper Terrace Dr. Bend, OR 97702	541-322-5966	541-322-5967	www.cobaltpmg.com chrissy@cobaltpmg.com	Chrissy Capri	5	2003	Commercial & residential property management.
Compass Commercial Asset & Property Management 600 SW Columbia St., Ste. 6100-A Bend, OR 97702	541-330-0025	541-330-0110	www.compasscommercial.com/PM marketing@compasscommercial.com	Elisse Dickey	12	1996	Asset & property management of commercial investments. Currently manages 2.1 million square feet of commercial property throughout Central Oregon. Offers a full team including property managers, facilities technicians, maintenance project managers, lease administrative analysts accountants, day porters & operations coordinator.
Dennis Haniford's Cascade Realty 51477 Hwy. 97, PO Box 428 La Pine, OR 97739	541-536-1731	541-536-1174	www.homes4oregon.com dennis.haniford@gmail.com	Dennis Haniford	0	1974	Real estate & property management in La Pine.
Deschutes Property Management 605 NE Savannah Dr., Ste. 1 Bend, OR 97701	541-385-1515	541-385-6767	www.rentingoregon.com info@rentingoregon.com	Tiffany Lahey	12	1995	Residential & commercial management & sales; Bend, Redmond, Sisters.
Desert Pine Properties, LLC 1045 NW Bond St., Ste. 212, PO Box 88 Bend, OR 97709	541-388-9973	541-388-6733	www.desertpineproperties.com stay@desertpineproperties.com	Deborah Posso	2	2008	A full service real estate company with sales, property management & vacation homes.
Encore Property Management 730 SW 11th St., PO Box 2104 Redmond, OR 97756	541-548-9994	541-548-9941	www.encorepropertymanagement.com pmi@encorepropertymanagement.com	Shannon Smith	5	2004	Full service residential & property management.
First Oregon Properties LLC 501 NE Greenwood Ave., Ste. 100 Bend, OR 97701	541-390-9986	N/A	www.FirstOregonProperties.com jimfloydpc@bendbroadband.com	Jim Floyd	3	1981	Commercial real estate leasing.
First Rate Property Management 1950 SW Badger Ave., Ste. 102 Redmond, OR 97756	541-527-4200	541-527-4222	www.firstratepm.com sherry@firstratepm.com	Sherry Hoyer	2	2007	Residential & commercial property management throughout Central Oregon.
Fratzke Property Management 963 SW Simpson, Ste. 220 Bend, OR 97702	541-306-4948	541-306-4860	www.fratzkecommercial.com chris@fratcommercial.com	Chris Cochran	8	2010	Full service property management
Gibson's P.M.S. PO Box 220 Terrebonne, OR 97760	541-504-0827	541-923-0325	www.gibsonspms.com marla@gibsonspms.com	Marla Gibson	3	2003	Specialized residential & ranch management, structured for small client base.
High Desert Property Management Co. 1515 SW Reindeer Ave. Redmond, OR 97756	541-548-0383	541-923-0795	www.hdpn.net	N/A	7	1991	Property management, eviction for hire, tenant screening, placement residential & landlord/tenant hotline.
Home Fridays 15 SW Colorado, Ste. 5 Bend, OR 97702	541-317-3088	N/A	www.homefridays.com dana@homefridays.com	Dana Carmicheal	4	2005	Second home management & concierge service company.
Inner Mountain Property Management LLC 629 SW Black Butte Blvd., PO Box 2530 Redmond, OR 97756	541-323-3497	N/A	innermountainpm.com innermountainproperty@gmail.com	Rebecca George	2	2010	Residential property management, Multi-family property management, commercial property management, HOA management, real estate sales.
Investors Real Estate Solutions, LLC PO Box 2356 Bend, OR 97709	541-285-0110	N/A	www.investorsre.com scott@ires.email	Scott Gibbs	1	2014	Management, leasing, brokerage of commercial properties. Court appointed receivership, facility management, operations, 24/7/365 emergency response, tenant relations, full-cycle accounting, financial reporting, regulatory compliance, project management & consulting.
INVESTwest Commercial Real Estate PO Box 1381 Bend, OR 97709	541-480-7198	541-382-5981	www.investwestcommercial.com cbarber@investwestcommercial.com	Jack Rinn, Christin Barber	2	1989	Commercial leasing & mgmt. in Central Oregon.
Kodiak Commercial Real Estate 409 NE Greenwood, Ste. 200 Bend, Oregon 97701	541-797-0161	N/A	nate@kodiakcre.com	Nate Hitchcock	6	2017	Commercial leasing & property management in Central Oregon.
La Pine Property Management Services 51493 Huntington Rd., PO Box 705 La Pine, OR 97739	541-536-1114	541-536-1114	rentinglapine.com lapine.property.management@gmail.com	Becky Allen	1	1997	Residential mgmt. including rentals in South Bend, La Pine, Gilchrist & Crescent. Evictions for hire in Deshcutes & Klamath counties.
Meredith Lodging 57100 Beaver Dr., Bldg. 13, PO Box 3079 Sunriver, OR 97707	541-593-3050	541-593-3057	www.meredithlodging.com office@meredithlodging.com	Kelly Newcomb	5	1987	Vacation home property management.
Mid Oregon Property Management 34 SE D St. Madras, OR 97741	541-475-6237	N/A	midoregonproperty@gmail.com	Sharon Brackett	2	2006	Property management.
Mountain Resort Properties/Century 21 Lifestyles Realty 57084 Grizzly Ln., PO Box 3508 Sunriver, OR 97707	541-593-8685	541-593-5041	www.mtresort.com Rentals@MtResort.com	Tim Hadley	10	1989	Vacation & monthly rentals, real estate sales & property management services.
Mountain View Property Management 644 NE Greenwood Ave., Ste. 2 Bend, OR 97701	541-330-8373	N/A	www.Today4Rent.com Julie@Today4Rent.com	Julie Davisonson	5	2008	Residential property management.
My Lucky House Inc. 1293 NE Third St., Bend, OR 97701	541-815-8200	888-868-9947	www.MyLuckyHouse.com info@myluckyhouse.com	Shari Ballard, Andy Stearns	15	1996	Unfurnished & furnished rentals, rental/vacation rental sales, management, maintenance, screening, financials, collections, marketing, reservations.
North West Tenant Screening 354 NE Greewood Ave., Ste. 210, PO Box 2063 Bend, OR 97709	541-548-7368	541-526-0751	nwtenantscreening.com sharrol@nwscreening.com	Sharrol Lyons	1	2012	Tenant application screening, credit report, criminal background & employment history.
Northwest Property Management Services 354 NE Greenwood Ave., Ste. 210, PO Box 2063 Bend, OR 97709	541-548-7368	541-526-0751	www.nwp.management sharrol@nwproperties.net	Sharrol Lyons	1	2015	Custom property management. Personal, practical & professional local management team. Full service maintenance & indepth tenant screening to protect your investment. Online tenant & owner portals. Placement services.
Partners Property Management & Sales 61510 S Hwy. 97 Bend, OR 97702	541-389-4149	541-322-3081	www.partnerspropertymgmt.com hoover@partnerspropertymgmt.com	Brandi Snow	5	1985	Residential & commercial/investment property management & sales throughout Central Oregon with offices in Bend & Redmond.



Property Management *(Listed Alphabetically)*

CONTINUED FROM PREVIOUS PAGE

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Pennbrook Management & Leasing 250 NW Franklin Ave., Ste. 204 Bend, OR 97701	541-617-3456	541-389-0256	www.pennbrook.com propertymanagement@pennbrook.com	Kelly Stewart	10	1986	Commercial & residential property management. Central Oregon.
Plus Property Management 695 SW Mill View Way, Ste. 106 Bend, OR 97702	541-389-2486	541-389-2449	www.investoregon.com info@investoregon.com	Jeannette Lockwood	11	2004	Property management in Central Oregon.
Plus Property Management 361 SW Sixth St. Redmond, OR 97756	541-923-6768	541-923-3066	www.investoregon.com redmondoffice@investoregon.com	Jeannette Lockwood	2	2004	Property management in Central Oregon.
Property Systems Inc. 900 SE Wilson Ave., Ste. D Bend, OR 97702	541-382-4112	541-382-9053	www.propertyystemsinc.com psibend@aol.com	Rob Petrescu, Katrina Petrescu	3	1995	Commercial, industrial, residential & mobile home parks. Central Oregon.
Rogue Real Estate Sales & Property Management 219 NW Sixth St., Redmond, OR 97756	541-923-8222	541-923-8854	www.rogue realestate.com redmond@rogue realestate.com	Paula Dodge	12	2002	Real estate sales, property management, residential & commercial.
Rosewood Property Management, LLC 527 SW Deschutes Ave. Redmond, OR 97756	541-923-6250	N/A	www.rosewoodpm.com gena@rosewoodpm.com	Gena Huff	1	1993	Residential & commercial property mgmt. All of Central Oregon.
Sunriver Resort 17600 One Center Dr., PO Box 3609 Sunriver, OR 97707	541-593-4808	541-593-4611	www.sunriver-resort.com info@sunriver-resort.com	Ashley Holmes	1000	1968	Vacation rentals.
Sunset Lodging 56935 Enterprise Dr., PO Box 3515 Sunriver, OR 97707	541-593-5018	N/A	www.sunriverlodging.com resdesk@sunriverlodging.com	Front Desk	32	1987	Over 130 vacation homes & condos in Sunriver. Property management.
Trout Realty Inc. Property Management Division 1241 SW Highland Ave. Redmond, OR 97756	541-548-8159	541-923-3811	www.troutrealty.com jason@troutrealty.com	Jason Trout	1	1972	Commercial & residential property mgmt. & sales. Central Oregon.
Valiant Investments dba Powder Mountain Executive Suites 750 NW Charbonneau St., Ste. 201 Bend, OR 97703	541-550-7461	541-323-3361	www.powdermtnllc.com Mike@PowderMtnLLC.com	Mike Mudd	2	2006	Executive office space rentals. Internet & telecommunication services & access to a world-class audio & video-enabled conference room in in NorthWest Crossing.
Velocity Property Management 25 Minnesota Ave., Ste. 8 Bend, OR 97703	541-388-1382	541-408-9841	velocitypropertymanagement.com info@velocitypropertymanagement.com	Haley Hutcheson, Lindsay Cloud, Stevie Thompson	3	2009	Residential property management services for Bend, Redmond, Terrebonne & Culver. 2018 Property Manager of the Year.
Viking Property Management, LLC 779 N Main St. Prineville, OR 97754	541-416-0191	541-416-1132	www.viking-pm.com vikingpm@live.com	Toni O'Hara	3	2002	Residential & commercial in Prineville & Bend.
Village Properties At Sunriver 56835 Venture Lane, Ste. 109 - Cascade Building, PO Box 3310 Sunriver, OR 97707	888-236-9690	N/A	www.village-properties.com service@village-properties.com	Mark Halvorsen	24	1985	Residential & commercial.
West Bend Property Co. 2754 NW Crossing Dr., Ste. 201 Bend, OR 97703	541-312-6473	541-312-4444	www.northwestcrossing.com info@thegarnergroup.com	Valerie Yost	3	1999	Real estate development.
Willow Canyon Properties 212 SW Fourth St., Ste. 201 Madras, OR 97741	541-475-8000	541-475-8001	www.willowcanyonproperties.com kathy@willowcanyonproperties.com	Kathy Dominguez	5	2001	Residential, commercial & industrial property management. Placement & property management of single & multi-family units.

CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com).

BOOK of LISTS

CENTRAL OREGON'S MARKETING TOOL

Call us today to get in on our special offer!

• ONE YEAR ONLINE SUBSCRIPTION TO THE BOOK OF LISTS \$200

• ONE YEAR ONLINE SUBSCRIPTION TO CASCADE BUSINESS NEWS \$35

• ONE HARD COPY OF THE BOOK OF LISTS \$25

FREE

FREE

FREE

All 3 for \$200 a year

2020 CENTRAL OREGON BOOK OF LISTS

Cascade Business News

Searchable, sortable, downloadable database of hundreds of area industries.

CASCADE BUSINESS NEWS

Central Oregon's trusted resource for business news.

BOOK of LISTS

Hard Copy of Book of Lists: Handy marketing resource to keep at your desk.

541.388.5665

cascadebusnews.com

You Save \$60

PLUS

PROPERTY MANAGEMENT

INVESTMENT PROPERTY OWNERS

Open for Business

Currently Showing Properties

Welcome New Accounts

Locally Owned



We deliver value added service to protect your investment.

Give us a call to discuss our services and why more than ever, you need professional management.

2 Offices Serving Central Oregon

BEND

541-389-2486

REDMOND

541-923-6768

www.INVESTOREGON.com



Commercial Real Estate Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
Alpine Real Estate LLC 2214 NE Division St. Bend, OR 97703	541-388-1600	541-728-0862	www.arebend.com mike@arecentraloregon.com	Mike Connell	0	2008	21
Alpine Real Estate LLC 51515 Huntington Rd. La Pine, OR 97739	541-536-1500	N/A	www.arelapine.com mike@arecentraloregon.com	Mike Connell	0	2008	21
Becky Breeze Principal Broker - Cascade Sotheby's International 650 SW Bond St. Bend, OR 97702	541-408-1107	N/A	www.BeckyBreeze.com bbreeze@bendcable.com	Becky Breeze	1	1982	N/A
Bend Premier Real Estate, LLC 550 NW Franklin Ave., Ste. 108 Bend, OR 97703	541-323-2779	541-323-2830	www.bendpremierrealestate.com info@bendpremierrealestate.com	Lynnea Miller	3	2011	56
Blackwell Realty, LLC 2004 NE Eighth St. Bend, OR 97701	541-771-8131	N/A	www.terryblackwell.com Blackwellrealtyle@gmail.com	Terry Blackwell	1	1989	1
Cascade Sotheby's International Realty 650 SW Bond St., Ste. 100 Bend, OR 97702	541-383-7600	N/A	www.cascadesothebysrealty.com info@cascadesir.com	Marta Boelens	20	2006	124
Century 21 Commercial Lifestyles Real Estate/ Capstone Commercial Real Estate 304 NE Third St., Ste. 110 Bend, OR 97701	541-382-3333	N/A	www.CapstoneCommercialRE.com rich.hadley@century21.com	Krista Eastes, Greg Jacobs, Simon Lowes, Rich Hadley	4	2010	5
Coldwell Banker Bain 486 SW Bluff Dr. Bend, OR 97702	541-382-4123	541-385-3253	www.cbcworldwide.com brandonfairbanks@cbbain.com	Brandon Fairbanks	5	1969	14
Compass Commercial Real Estate Services 600 SW Columbia St., Ste. 6100 Bend, OR 97702	541-383-2444	541-383-5162	www.compasscommercial.com info@compasscommercial.com	Jay Lyons	40	1996	24
Crook County Properties, LLC 691 NE Third St. Prineville, OR 97754	541-447-3020	541-447-2120	www.crookcountyproperties.com barbaraw.ccp@gmail.com	Barbara Warren	0	1985	5
D & D Realty Group, LLC. (Madras) 63 SE Fifth St. Madras, OR 97741	541-475-3030	541-475-3833	www.danddrealtygroup.com delita@danddrealtygroup.com	Delita Cordes	2	2008	5
First Oregon Properties LLC 501 NE Greenwood Ave., Ste. 100 Bend, OR 97701	541-390-9986	N/A	www.FirstOregonProperties.com jimfloydpc@bendbroadband.com	Jim Floyd	3	1981	2



Your **TIME** Does Matter

You Do Have An **ALTERNATIVE**

Your Commercial Real Estate **SPECIALISTS**

A locally owned and operated commercial real estate firm taking your project from concept to completion. We specialize in investments, sales, purchasing, leasing, project and property management, and development.

- ✓ Investment
- ✓ Sales
- ✓ Leasing
- ✓ Property Management
- ✓ Business Sales & Acquisition
- ✓ Development



Kodiak Malmstrom  
Principal Broker  
541-797-0148  
Kodiak@kodiakcre.com



Matt Skundrick  
Broker  
541-797-0164  
matt@kodiakcre.com



Chuck Rucker  
Principal Broker  
541-797-0151  
chuck@kodiakcre.com



Nate Hitchcock  
Property Manager  
541-797-0161  
nate@kodiakcre.com



Carey Greiner  
Broker  
541-797-0157  
carey@kodiakcre.com

Kodiak Commercial Real Estate  
409 NE Greenwood, Ste. 200, Bend  
541-797-0161 | kodiakcre.com

Licensed in the State of Oregon and California






Commercial Real Estate Companies *(Listed Alphabetically)*

▶ CONTINUED FROM PREVIOUS PAGE

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
Fratzke Commercial Real Estate Advisors, Inc. 963 SW Simpson Ave., Ste. 220 Bend, OR 97702	541-306-4948	541-306-4860	www.fratzkecommercial.com brian@fratcommercial.com	Brian Fratzke	13	2007	7
Investors Real Estate Solutions, LLC 900 Wall St. PO Box 2356 Bend, OR 97701	541-285-0110	N/A	www.investorsre.net scott@ires.email	Scott Gibbs	1	2014	2
INVESTwest Commercial Real Estate PO Box 1381 Bend, OR 97709	541-480-7198	541-382-5981	www.investwestcommercial.com cbarber@investwestcommercial.com	Jack Rinn, Christin Barber	2	1989	2
John L. Scott - Bend 50 SW Bond St., Ste. 1 Bend, OR 97702	541-317-0123	541-317-1009	www.bendoffice.johnlscott.com danheater@johnlscott.com	Dan Heater	5	1931	70
John L. Scott - Redmond 845 SW Veterans Way Redmond, OR 97756	541-548-1712	541-548-7750	www.redmondoregonoffice.johnlscott.com danheater@johnlscott.com	Dan Heater	2	1996	14
Kodiak Commercial Real Estate 409 NE Greenwood, Ste. 200 Bend, OR 97701	541-797-0161	N/A	www.kodiakcre.com kodiak@kodiakcre.com	Kodiak Malmstrom	6	2017	4
NAI Cascade - Bend 549 SW Mill View Way, Ste. 201 Bend, OR 97702	541-706-9370	541-306-3007	www.naicascale.com info@naicascale.com	Andie Edmonds, Katy Haines	1	2010	7
NAI Cascade - Redmond 1715 SW Highland Ave. Redmond, OR 97756	541-706-9370	541-706-9380	www.naicascale.com kstreater@naicascale.com	Ken Streater	1	2010	1
Northwest Commercial Real Estate Services 541 SW 15th St. Redmond, OR 97756	541-548-7633	541-548-2408	www.NWCommercial.com don@donleccim.com	Don Lee	1	1999	1
Northwest Properties & Investment Services, LLC 725 NW Arizona Ave. PO Box 6808 Bend, OR 97703	541-241-5997	N/A	bob@npisv.com	Robert J. Krohn	3	2015	1
Premiere Property Group, LLC 1133 NW Wall St. Bend, OR 97701	503-670-9000	N/A	www.premierepropertygroup.com Arlene@PremierePropertyGroup.com	Arlene Edwards	1	2009	28
RE/MAX Key Properties 431 NW Franklin Ave. Bend, OR 97703	541-728-0033	N/A	www.keypropertiesoregon.com info@keypropertiesbend.com	Tim Buccola, Ryan Buccola, Corinne Bettsworth	7	2006	50

Continued on Page 20 ▶






# How is COVID-19 affecting Commercial Real Estate?

Tenants, landlords and lenders are all figuring out how to navigate this pandemic. Find out how in the Q1 issue of *Compass Points*, coming soon.

*Get it free by signing up at*  
**CompassCommercial.com/Points**

**Your Commercial Real Estate One-Stop Shop**

**COMPASS**  
Commercial



Brokerage  
Sales & Leasing

Asset & Property  
Management

Construction  
Services

541.383.2444 | **CompassCommercial.com**



Commercial Real Estate Companies *(Listed Alphabetically)*

▶ CONTINUED FROM PAGE 19

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
RE/MAX Land & Homes Real Estate 560 NW Birch Ave. Redmond, OR 97756	541-923-0855	541-923-7495	www.donfchapin.com chapin@isellredmond.com	Don Chapin, Broker	1	1998	1
Realty Pros LLC 850 NW 55th St. Redmond, OR 97756	541-480-9567	541-548-3630	www.sonyagangstead.homesandland.com BrokerSonya@gmail.com	Sonya Gangstead	0	2005	6
River's Edge Property Development, LLC 5200 NW Mt. Washington Dr. Bend, OR 97703	541-312-2684	541-312-2718	www.riversedgegolfbend.com gary@riversedgegolf.com	Gary Cox	2	1987	0
Rogue Real Estate Sales & Property Management 1537 NE Fourth St. Bend, OR 97701	541-728-0995	541-728-0965	www.rogue realestate.com bend@rogue realestate.com	Peggi Schoning	15	2002	21
The Pennbrook Company 250 NW Franklin, Ste. 204 Bend, OR 97703	541-419-8710	541-389-0256	www.pennbrook.com hpolis@pennbrook.com	Holly Polis	10	1984	3
The Real Estate Gallery USA 1780 SW Troon Ave. Bend, OR 97702	541-480-2628	N/A	www.therealestategalleryusa.com connie@therealestategalleryusa.com	Connie Thomson	1	2003	1
The Wicklund Group 121 NW Greenwood Ave., Ste. 102 Bend, OR 97703	541-389-6060	541-312-2299	www.thewicklundgroup.com scott@thewicklundgroup.com	Scott M. Wicklund	1	2001	1
William Smith Properties, Inc. 15 SW Colorado, Ste. 1 Bend, OR 97702	541-382-6691	541-388-5414	www.theoldmill.com Peter@wspi.net	Peter McCaffrey, Bill Smith	15	1985	2
Willow Canyon Group 384 SW Fifth St. Madras, OR 97741	541-475-2220	541-475-5662	www.willowcanyongroup.com rallen@willowcanyongroup.com	Rick Allen	1	2006	1
Windermere Central Oregon Real Estate - Bend 695 SW Mill View Way Bend, OR 97702	541-388-0404	541-389-7915	windermerecentraloregon.com JRing@Windermere.com	Janette Ring	4	2005	2
Windermere Central Oregon Real Estate - Redmond 821 SW Sixth St. Redmond, OR 97756	541-923-4663	541-923-6416	www.windermerecentraloregon.com wincomarketing@windermere.com	Tracy Brown	3	1990	2

**CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com).**

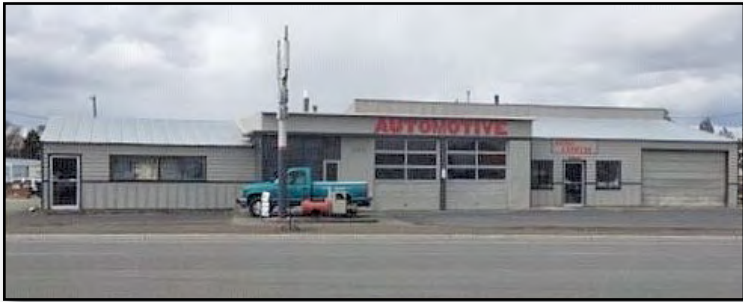
FEATURED PROPERTIES

1576 SW Juniper Ave - Multi Family Development  
Ready to Build



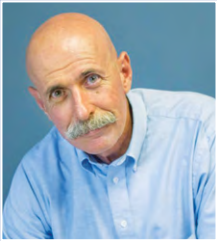
1.75 Acres of Residential Land Offered at **\$1,225,000** in Redmond, OR Two Lots. Development plans in place. Permit fees paid. Current contractor's bids. Includes architect & builder's plans for 30 unit Multi-Family complex totaling 29,100sf with annual gross income estimate of **\$500,000**.  
**Contact Bruce Barrett**  
**541.410.3484**

NW 6th Street  
Redmond



High Visibility Retail. Right on Highway 97 and within a stone's throw of a Super Walmart and other high end retail. Ideal for retail development. This is an older building and was formerly an auto repair center. This property's Highway access is about 200 yards from a stoplight. Property does have underground tanks that can be removed. - **\$475,000**  
**Contact Pete Rencher**  
**541.420.3423**

“Home of the Finest Real Estate Professionals in Central Oregon”



Pete Rencher

541-420-3423  
[Pete@windermere.com](mailto:Pete@windermere.com)



Bruce Barrett

541-410-3484  
[Barrett@windermere.com](mailto:Barrett@windermere.com)



Tony Levison

541-977-1852  
[Alevison@windermere.com](mailto:Alevison@windermere.com)



Christin Hunter

541-306-0479  
[Christinhunter@windermere.com](mailto:Christinhunter@windermere.com)



Tom Lasswell

541-706-1820  
[Tomw@windermere.com](mailto:Tomw@windermere.com)



Gary Diefenderfer

541-480-2620  
[Garydief@windermere.com](mailto:Garydief@windermere.com)



CentralOregonCommercial.com

Windermere Central Oregon Real Estate  
695 SW Mill View Way Bend, OR 97702 • 821 SW 6th Street Redmond, OR 97756



# Everyone is In This Mess Together

by BRIAN FRATZKE, President/Broker — Fratzke Commercial Real Estate Advisors, Inc.

At Fratzke Commercial Real Estate and Fratzke Property Management, we have a team of 15 employees and independent contractors. Rather than share how we (like every other business) have been impacted by the virus, we offer readers a few key strategies that we have implemented in order to keep operations as fluid as possible while supporting our clients.



We also offer a few predictions for future trends in the Commercial Real Estate Market in Central Oregon.

Because we are designated as an essential business, and because we can distance ourselves more than 30 feet apart in our offices, we have three team members in our building during working hours. In addition, we have implemented the following:

- Engaging in weekly team conference calls to check in on how everyone is doing both personally and professionally.
  - We spend more time on the personal items but since we have very little interaction in person, weekly contact is critical to mental health.
- Finding at a minimum one event or experience we can laugh about during our day.
  - Humor is key to good health and we are living in extremely stressful times.
- Creative working hours:
  - Two of our team members come into the office after hours and on weekends to process invoices, rent payments, write up deposits and manage our books. Other team members only come in for a few hours in the morning.
- Proactively reaching out to our clients instead of waiting for them to call us.
  - We manage 343 tenants who lease more than 1.5 million square feet of commercial real estate in Central Oregon. We have already engaged in some form of lease modification for over 80 tenants.
  - We have also reached out to a majority of the more than 50 building owners we work with, most of whom have been asked to modify rent terms.
  - We have spoken with most of the commercial lenders utilized by our landlords in order to help our landlords support realistic requests from tenants for rent deferral.
  - We still receive requests to list, lease or purchase commercial real estate. Respond to every email, every call, quickly.
- Overcommunicating. When communications “go dark” we become concerned.

◦ Our clients want to stay informed. We often say during our calls, “everything is changing hour by hour but here is what we know right now.” Make the call. Your clients want to hear from you!

- Financial awareness and lockdown
  - Like every business, we are managing our cash closely. Pay attention to every dime spent.
- Predictions:
  - Central Oregon is going to experience an increase in vacancies in the commercial real estate market. We could see some sectors with double digit increases in vacancies by January of 2021.
    - Industrial will be the least impacted.
    - Retail/restaurant and tourism will be the most heavily impacted.
    - Office will be impacted with those high human interaction firms such as daycare providers, medical firms and salons experiencing the greatest hit to their revenues. Businesses that have more back office operations like law firms and accounting firms will not be as greatly impacted.
  - It is uncertain for us to measure how lease rates will be impacted at this time.
    - We know that as vacancies increase, lease rates will decline.
    - The greatest variable in vacancies will be the landlord’s ability to negotiate with their tenants.
    - In the case of a building being owned outright, the landlord can reduce lease rates, keeping their property 100 percent occupied.
    - Buildings that have debt service must meet minimum covenants of the loan such as debt service coverage and loan to value ratios, disallowing the owner from lowering lease rates without a possible capital call from the lender.
- Social Distancing will continue well beyond COVID-19. The way we operate our businesses, educate ourselves, travel, recreate and how we distance ourselves from large population centers will create greater demand for Central Oregon real estate over the next two years.

Brian Fratzke is a commercial real estate broker and the president of Fratzke Commercial Real Estate Advisors, Inc., and Fratzke Property Management located in Bend. Having started his commercial real estate brokerage in September of 2007, Brian weathered the storm of 2008-2010. Fratzke Commercial is one of the few firms focused 100 percent on leasing, selling, managing and advising clients on commercial real estate in the Central Oregon market.

fratcommercial.com

## Real Estate Amidst COVID-19

Continued from page 14

### Are you still working on deals, taking a break, virtual meetings?

We are still working on deals and have in fact increased our activity as wise investors see opportunities to either move into commercial investments or move into categories that they have never invested before. See the above response as it shares some of the sectors we are active in at this moment.

### How do you see the outbreak affecting market values, lease rates etc? Near

### term? Long term?

As I shared above, some sectors will be affected positively and receive higher rents (industrial and small retail) and some that will be negatively affected (office and large retailers).

### Will the drop in interest rates help stimulate business during these times?

Prior to the virus rates were already at all-time lows. Even though rates are even lower most lenders have tightened the requirements for lending and may even cost borrowers more in down payments or LTV formulas.

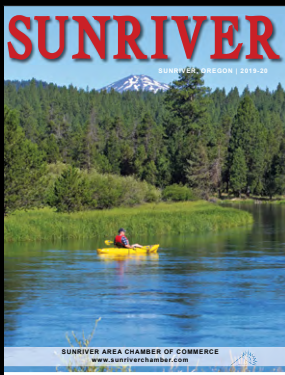
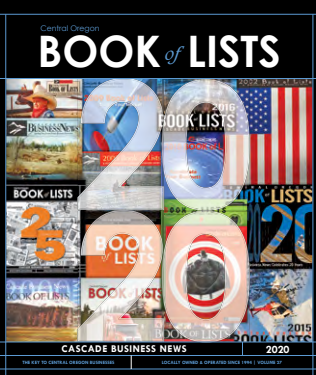
### Any additional comments?

We are working and ready to answer any of your questions. Call or email us for additional information: [kodiak@kodiakcre.com](mailto:kodiak@kodiakcre.com), 541-797-0161.

Download the entire April 1, 2020 edition of CBN at  
[CascadeBusNews.com](http://CascadeBusNews.com)

## Cascade Publications Inc.

Cascade Business News • Cascade A&E • Book of Lists • Sunriver Magazine



- Cascade Publications providing Business News Since 1994
- Cascade A&E Oregon's Only Arts Magazine
- Book of Lists Marketing Tool for Central Oregon
- Sunriver Magazine Visitor's Guide and More



404 NE Norton • Bend, OR 97701 • 541-388-5665  
email: [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com) • [www.cascadebusnews.com](http://www.cascadebusnews.com)



Title Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Parent Company
AmeriTitle - Bend Downtown 15 NW Oregon Ave. PO Box 875 Bend, OR 97703	541-389-7711	541-389-0506	www.Amerititle.com dan.oxford@amerititle.com	Dan Oxford	85	1929	Futura Title & Escrow Corporation, Boise, ID
AmeriTitle - Bend South 345 SE Third St. Bend, OR 97702	541-389-9176	541-388-6939	www.Amerititle.com diane.sullivan@amerititle.com	Diane Sullivan	7	1929	Futura Title & Escrow Corporation, Boise, ID
AmeriTitle - Madras 739 SW Forth St. PO Box 67 Madras, OR 97741	541-475-4885	541-475-4348	www.Amerititle.com madras@amerititle.com	Rayna Johnson	2	1985	Futura Title & Escrow Corporation, Boise, ID
AmeriTitle - Old Mill 354 SW Upper Terrace Dr., Ste. 104 Bend, OR 97702	541-749-4040	541-749-2573	www.Amerititle.com dawn.bristow@amerititle.com	Dawn Bristow	5	1929	Futura Title & Escrow Corporation, Boise, ID
AmeriTitle - Prineville 150 NE Court St. PO Box 487 Prineville, OR 97754	541-447-5181	541-447-3371	www.Amerititle.com justin.homan@amerititle.com	Justin Homan	16	1985	Futura Title & Escrow Corporation, Boise, ID
AmeriTitle - Redmond 735 SW Sixth St. Redmond, OR 97756	541-923-1749	541-923-5427	www.Amerititle.com dan.oxford@amerititle.com	Dan Oxford	6	1929	Futura Title & Escrow Corporation, Boise, ID.
AmeriTitle - Sunriver 57100 Beaver Dr., Ste. 130 PO Box 4325 Sunriver, OR 97707	541-593-1613	541-593-2546	www.Amerititle.com dawn.bristow@amerititle.com	Dawn Bristow	3	1929	Futura Title & Escrow Corporation, Boise, ID
Deschutes County Title Company - Bend 397 SW Upper Terrace Dr. Bend, OR 97702	541-389-2120	541-389-2180	www.deschutescountytile.com customerservice@deschutesitle.com	Steve McDonald	20	2003	N/A
Deschutes County Title Company - Redmond 845 SW Veterans Way Redmond, OR 97756	541-527-1274	541-527-1281	www.deschutescountytile.com customerservice@deschutesitle.com	Angelique White	8	2017	N/A
First American Title Company of Oregon - Deschutes Division 395 SW Bluff Dr., Ste. 100 Bend, OR 97702	541-382-4201	866-902-9868	www.firstam.com/deschutes jbacr@firstam.com	Jeff Baer	33	1890	First American Title Co.
First American Title Company of Oregon - Redmond 631 W Antler, Ste. 110 Redmond, OR 97756	541-923-3014	866-902-9868	www.firstam.com/title-or/deschutes jbacr@firstam.com	Jeff Baer	3	1890	First American Title Co.
First American Title Company of Oregon - Sunriver 57100 Beaver Dr., Ste. 140 Sunriver, OR 97707	541-593-5242	866-902-9874	www.firstam.com/title-or/deschutes jbacr@firstam.com	Jeff Baer	3	1890	First American Title Co.
First American Title of Oregon - Sisters 178 SW Elm St., Ste. A Sisters, OR 97759	541-904-3048	866-902-9868	www.firstam.com/deschutes jbacr@firstam.com	Jeff Baer	2	1890	First American Title Co.
Western Title & Escrow Company - Bend 360 SW Bond St., Ste. 100 Bend, OR 97702	541-389-5751	541-330-1242	www.westernitle.com curtis.stafford@westernitle.com	Curtis Stafford	47	1987	Western Title & Escrow Co., Bend, OR
Western Title & Escrow Company - Madras 60 SE Sixth St. Madras, OR 97741	541-460-5107	541-460-5019	www.westernitle.com Jessica.Yozamp@westernitle.com	Jessica Yozamp	3	2014	Western Title & Escrow Co., Bend, OR
Western Title & Escrow Company - Prineville 446 NW Third St., Ste. 107 Prineville, OR 97754	541-447-7861	541-447-5424	www.westernitle.com carlene.sisneros@westernitle.com	Carlene Sisneros	2	1987	Western Title & Escrow Co., Bend, OR
Western Title & Escrow Company - Redmond 153 SW Fifth St. Redmond, OR 97756	541-548-2911	541-548-8601	www.westernitle.com jessica.yozam@westernitle.com	Jessica Yozma	7	1987	Western Title & Escrow Co., Bend, OR
Western Title & Escrow Company - Sisters 220 S Pine St., Ste. 102 Sisters, OR 97759	541-548-9180	N/A	www.westernitle.com curtis.stafford@westernitle.com	Curtis Stafford	4	1987	Western Title & Escrow Co., Bend, OR

**CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com).**



# Coldwell Banker Bain Brokers Address COVID-19’s Effect on Commercial Real Estate

by **RONNI WILDE — CBN Reporter**

None of us have escaped the effects of the COVID-19 pandemic, but one of the industries that is perhaps most deeply enshrouded in question marks is real estate. The current condition of real estate appears to be somewhat stable, but moving forward, it’s anyone’s guess what will happen.

In an effort to paint a picture of today’s real estate scene, CBN interviewed five commercial brokers at Coldwell Banker Bain (CBB) about how business is going right now, and what they foresee for the future. The overall scenario is that deals that were in the works before the COVID-19 outbreak took hold are mostly still solid, but new deals are far less certain. While most real estate business can successfully be conducted from home via phone, emails and teleconferencing services, some transactions simply must continue to take place face-to-face with the necessary precautions. Also, the pros shared that the pace at which business can be conducted has slowed down somewhat, because professionals



Paula Van Vleck



Bill Pon



Kimberly Handley



Meg Watkins



Al Eastwood



FOR LEASE: 1013 NE 10TH ST., BEND ~ PAULA VAN VLECK

are busy transitioning to the new normal, and working from home has created an immediate need to acquire new skills.

“I’m concerned about everybody remaining healthy, but I’m also really concerned about the economy staying healthy, and what could happen if this goes on for too long,” said Paula Van Vleck, who has been licensed in real estate since 1981 and has been with CBB for eight years. “It’s amazing what we can do via email. We are grateful for technology; if we’ve ever needed it, we need it now. But it’s still important sometimes to meet with people face to face to close a deal. That’s challenging now.”

“Our business is very reliant on working hand-in-hand with other businesses such as bankers, escrow officers and brokers,” said Bill Pon, who has been in real estate for 28 years and with CBB for 2-1/2 years. “Fortunately, we can still do this over the phone and through email, but it’s taking longer to get responses. It’s going along smoothly; it’s just a different working environment that people are having to get used to.” Pon said he still has solid deals in the works, and that he continues to have some showings. “People are still willing to meet onsite; we just keep our distance.”

Kimberly Handley, a real estate veteran of 30 years who is a newcomer to CBB, agrees that COVID has changed the way realtors show a property, particularly if it’s occupied by a seller or tenant. “We have guidelines set out by the Oregon Association of Realtors, the National Association of Realtors and our local MLS for disinfecting and making sure no illness is present. The safety of the clients is top priority,” she said. “It takes a lot of creativity and outside-the-box thinking to keep transactions together in a market that has fluctuated so much in the past 30 days.” She added, “We are doing video conferencing and virtual meetings or updates

now more than ever, working harder than ever to revamp and focus on how to best serve our clients in the economic climate we are now experiencing. The good thing is that Central Oregon real estate has never failed to be a good investment, and it will continue to be so.”

The effect of COVID on commercial real estate is two-fold: it is influencing the buyers’ willingness to purchase buildings, as well as the leasing of space inside the buildings. In some cases, building owners own a facility outright and have the freedom to help tenants with leases, explained Meg Watkins, who has been with CBB for about three years following a career in the medical industry. “But others are paying mortgages on their building and don’t have that flexibility. There is no single answer to this; circumstances are different for everyone, so decisions are being made on a case-by-case basis.”

Watkins was on the verge of a very large deal when the pandemic hit, she said, and because of it, the deal has been put on hold. “We will be waiting to see what happens before we move forward. It’s the right call given our current situation. But you just don’t plan for things like this,” she said. “I feel fortunate that I have such great clients. We can pull it off the market for now and be patient to wait for a better time when we will be less vulnerable.”

Van Vleck has a client who owns a wellness center and leases the building, which



FOR SALE: 250 NW SIXTH ST., REDMOND ~ MEG WATKINS

is filled with practitioners who do facials, massage therapy and other treatments and services that are all on hold for now. “She’s okay for April, but not sure about May,” said Van Vleck. There are rent deferment programs in place, she said, but tenants must be able to show that their lack of business or individual income warrants reduced rent. “Some are getting reduced rent now, but that money will be tacked on at the end of their lease,” she said.

Handley says COVID will affect lease rates in the short term, but that longer-term outcome will depend upon the results of the stimulus package. “Landlords need to be willing to work with their tenants in their lease obligations, always striving to keep the tenant if possible,” she said. “That makes much more sense in a down market than having an empty space and no revenue, in order to keep the integrity of the investment.” She added, “We have a supply-and-demand mentality and a lack of commercial inventory, and our population keeps growing with people coming from all over the country. We have to calm clients’ and investors’ fears, including whether or not they will have employment, and come up with solutions. Yes, the phone is still ringing, but we have many clients who are waiting 30 days to determine what they will do in purchasing or putting a property on the market.”

The upside to all of this, says Watkins, is that people are working together to get through. “We’ve seen some wonderful community happening between our owners and tenants. We’ve seen great efforts to help everybody through this struggle. Everyone understands that incomes are being affected.”

Finances and the business side of things aren’t the only pieces of the impact of COVID on the business world: The personal and emotional toll is big too. At CBB, co-workers legitimately miss each other, and worry about one another’s wellbeing. “I worry about my co-workers going out. My senior associates are in higher-risk age groups. That weighs heavily on my mind,” said Watkins. “These are my mentors.



FOR SALE: 250 W CASCADE AVE., SISTERS ~ BILL PON | PHOTOS COURTESY OF COLDWELL BANKER BAIN



Mortgage Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Academy Mortgage Corporation 1033 SW Highland Ave. Redmond, OR 97756	541-548-1957	541-610-1688	academymortgage.com/tyrellhobbs Tyrell.hobbs@academymortgage.com	Tyrell Hobbs	4	2008	Full service mortgage company, banker residential, FHA/VA construction & equity.
All Seasons Mortgage 15 SW Colorado Ave., Ste. 120 Bend, OR 97702	541-419-7078	N/A	www.allseasonslending.com team@allseasonslending.com	John Andersch, Travis Coursey, Sarah Andersch-Coursey	4	1990	Purchase & refinance loans, VA, FHA & USDA loans, reverse mortgages, construction loans, lot loans, jumbo loans & lines of credit.
Arbor Mortgage Group 209 NE Greenwood Ave., Ste. 100 Bend, OR 97701	541-323-0422	541-323-0426	www.arbormg.com rob@arbormg.com	Chris Starling, Rob Moore	13	2007	Residential mortgages.
Bank of America 1033 NW Wall St. Bend, OR 97703	541-362-6547	866-517-4162	www.bankofamerica.com eric.spotten@bankofamerica.com	Eric Spotten	3	1990	All mortgage & lending services.
Black Diamond Financial 780 NW York Dr., Ste. 208 Bend, OR 97703	443-841-7772	N/A	www.blackdfinancial.com info@blackdfinancial.com	Lara McMillan	7	2016	Financial planning & investment advice.
Cascade Mortgage Company 19717 Mount Bachelor Dr., #258 Bend, OR 97702	541-388-3432	541-306-5150	www.oregonrealestateloans.com cascadem@bendbroadband.com	Tim Maher	1	1990	Real estate loans, first mortgages.
Chase 600 NE Greenwood Ave. Bend, OR 97701	541-389-8140	541-388-4420	www.chase.com	Donna Gilles	14	2009	Purchase, refinances, equity, bridge, fixed & variable.
Chase 550 NE Third St. Prineville, OR 97754	541-447-3821	541-447-3823	www.chase.com	Anne Harmon	6	2009	Purchase, refinances, equity, bridge, fixed & variable.
Chase 450 NW Franklin Ave. Bend, OR 97701	541-382-2866	541-388-2742	www.chase.com	Daniella Gill	12	2009	Purchase, refinances, equity, bridge, fixed & variable.
Chase 61535 S Hwy. 97 (Bend Fred Meyer) Bend, OR 97702	541-388-5456	541-388-5701	www.chase.com mary.clark@chase.com	Mary Clarke	9	2009	Purchase, refinances, equity, bridge, fixed & variable.
Chase 568 SW Fifth St. Redmond, OR 97756	541-548-2123	541-548-0563	www.chase.com	Janice Stout	8	2009	Purchase, refinances, equity, bridge, fixed & variable.
Chase 944 SW Nineth St., Ste. 101 (Redmond Fred Meyer) Redmond, OR 97756	541-923-4123	855-572-8889	www.chase.com	Darrin Lilddard	5	2009	Purchase, refinances, equity, bridge, fixed & variable.
Columbia Bank 1133 NW Wall St., Ste. 102 Bend, OR 97703	541-322-4437	541-322-4440	www.columbiabank.com callen@columbiabank.com	Mellisa Case, Cory Allen	32	1993	Loans.
Evergreen Home Loans 685 SE Third St. Bend, OR 97702	541-318-5500	541-318-5557	www.evergreenhomeloans.com kpangle@evergreenhomeloans.com	Kevin Pangle	13	1986	Construction, jumbo, residential, USDA, FHA, FHA 203K, VA & conforming.
Evergreen Home Loans - Prineville 220 NW Meadowlakes Dr. Prineville, OR 97754	541-416-7480	541-416-7481	www.evergreenhomeloans.com/ Prineville wpangle@evergreenhomeloans.com	Wendy Pangle	2	2005	Residential, USDA, FHA, VA & conforming.
Farm Credit Services 3113 S Hwy. 97, Ste. 100 PO Box 607 Redmond, OR 97756	541-504-3500	541-504-3505	www.northwestfcs.com	Ryan McNulty	8	1935	Agricultural & non-conforming loans, appraisal services.
Finance of America 233 SW Wilson, Ste. 203 Bend, OR 97702	541-213-2999	N/A	www.skylinehomeloans.com malong@financeofamerica.com	Mark Long	2	2014	Home loans.
First Interstate Bank 1125 NW Bond St. Bend, OR 97703	503-593-1885	N/A	www.firstinterstatebank.com paul.steenson@fib.com	Paul Steenson	21	1977	Lot & construction, all in one construction to perm, portfolio lending, FHA/VA/USDA, 30-year Fannie Mae, local processing.
Northwestern Home Loans 906 NW Harriman St. Bend, OR 97703	541-323-7000	N/A	www.northwesternhomeloans.com matt@nwhomeloans.com	Matthew Keck	17	2007	Jumbo loans, VA High Balance, FHA loans, conventional loans, VA loans, vacation home loans, Investment property loans, reverse mortgage, out-of-state loans, USDA loans, purchase & refinance home loans.

Continued on Page 26 ►



**R.B. Financial Services, Inc.**

**Construction & Permanent Loans**



**541-548-6860**

rb@rbfinancialservices.com

www.rbfinancialservices.com



Robert Browne, CEO/Founder  
Real Estate Broker / Mortgage Lender  
Oregon Real Estate License No. 200310305  
California Real Estate License No. 01223432  
NMLS# 235283; Company NMLS# 234048



**Purchase, Refinance and  
Construction Loans**



# Financial Times Update

by **ROBERT W. BROWNE, CEO — R.B. Financial Services, Inc.**

**"It was the best of times and it was the worst of times."** (A Tale of Two Cities, by Charles Dickens). We are certainly going through tough times for many reasons, for which I'm sure you are familiar. The "best" of times is that interest rates are at an eight-year low. The "worst" of times is COVID-19. "Slow the spread" is the new edict. I've been working from my home office in Redmond for 15 years, so traveling to work doesn't slow my progress. My wife, Susie, works as the manager of Washington Federal, Redmond, so her drive is short, and while the lobby is closed, the drive-up is very busy.

We hope that you and your family stay well and healthy. This too shall pass! Keep the faith and become the solution.

### Economic Commentary

Interest rates are low and should remain that way for the conceivable future. However, just because the Fed lowers the Fed funds to zero, doesn't mean rates go that low. It should be noted that the drop to 0 percent was a drop in the overnight rate charged between banks (the "Fed Funds Rate"). The Fed Funds Rate is not the same thing as long-term fixed-rate home mortgages. The Fed Funds Rate affects products like credit cards, autos, business loans, construction loans, HELOC's and adjustable-rate mortgages, but not long-term fixed-rate home mortgages. So no, home loans did not go to zero percent. With that said, we often see the FED and the mortgage market moving in the same direction (but not always). Banks need to work off a "net interest rate spread" which last year was 3.31 percent — source St. Louis Fed.

The most recent 30-year fixed rate loans we've closed were at 3.375 percent (3.408 percent APR), with no points but recently rates jumped to the low fours. There are daily ups and downs (whiplashes) in interest rates due to stocks, bonds, employment, virus....the list goes on. Purchase business is lighter, but our refinance clients are thanking us every day. We don't see these rates going below 3.375 percent any time soon.

Believe it or not, we started the year quite smoothly. We were expecting some excitement, since we had an election coming our way. Little did we know that the Primaries would take a back seat to something much larger. It took just a few weeks to go from a smooth ride to one of the biggest roller coasters in history. If you are keeping score, here is what we have so far:

After hitting record highs this year, the stock market has had record one-day increases and decreases — one right after the other. Overall, we have seen a retrenchment of nearly 28 percent in the major indices reached within days



after the latest moves by the Fed. Actions by the Federal Reserve have not calmed the markets. Not to be outdone, oil prices and interest rates plunged. Oil has moved down well over 50 percent from recent highs and now we have gas prices we haven't seen for years. Refinances are soaring in response to lower interest rates, though mortgage rates have been very volatile and have moved up lately. Finally, gold prices have been very volatile as well.

The Fed followed their emergency rate cuts with a press conference in which Chairman Powell said the Fed would be patient before lifting rates again. "We will maintain the rate at this level until we're confident that the economy has weathered recent events and is on track to achieve our maximum employment and price stability goals," Powell said. Our economy will be affected by the preventative measures in place. The only question is — how bad will it get? The good news is that we have one of the strongest world economies going into this crisis, giving us some cushion. Let's hope the effects are short-lived so we can get off this roller coaster quickly.

### Real Estate News

Mortgage rates in the U.S. may hit new record lows as the coronavirus outbreak continues, but there are multiple factors preventing them from falling to zero. In and of itself, the Fed's rate cut won't cause rates on home loans to fall. Again, because mortgages are long-term loans, their interest rates tend to track long-term bond yields rather than short-term interest rates such as the federal funds rate, but not always. Indeed, this is not the first time the Fed has dropped its benchmark rate to zero. Rates were held at that level between December 2008 and December 2015 to help the U.S. economy weather the Great Recession. Even through all of that, the median rate on 30-year fixed loans was 4.2 percent during that time period, noted Danielle Hale, chief economist with realtor.com. And even if Treasury yields were to fall to the same level as the federal funds rate, rates on home loans likely wouldn't follow. "Because mortgage bonds are considered riskier than government bonds, they tend to be higher than ten-year rates," Hale said. Even if the market spread were to return to normal, given where ten-year rates have been in the last week or so, we're looking at average rates on 30-year fixed loans around 3.31 percent at best.

If you're thinking of buying a new home or refinancing, now is the best time. R.B. Financial Services, Inc., NMLS 234048 541-548-6860 [rbfinancialservices.com](http://rbfinancialservices.com)

## CascadeBusNews.com

### NOT ON THE LIST?

Central Oregon's Most Effective B2B Marketing Tool

GET ON IT!

[ads@cascadebusnews.com](mailto:ads@cascadebusnews.com)



### Want to subscribe to Cascade Business News E-Headlines?



Go to [www.cascadebusnews.com](http://www.cascadebusnews.com) to sign up or send an email to [ads@cascadebusnews.com](mailto:ads@cascadebusnews.com) and receive our twice weekly headline news stories.



### The team at All Seasons Mortgage love what we do!

We are a local family operated mortgage business with 30 years of helping families in our own community purchase their dream home or refinance their current mortgage to a lower interest rate. This allows our borrowers to get creative with a remodel or pay off nagging high interest debt. We also get to help seniors attain a more comfortable income stream by assisting them with a reverse mortgage. Finding loan products that fit the needs of our borrowers is what we LOVE to do and what we do best!



**Sarah Andersch-Coursey**  
Loan Originator  
**310-913-5451**  
[sarah@allseasonslending.com](mailto:sarah@allseasonslending.com)  
NMLS# 1914627



**John Andersch**  
Owner  
**541-419-7078**  
[john@allseasonslending.com](mailto:john@allseasonslending.com)  
NMLS#302845



**Travis Coursey**  
Operations Manager  
**503-910-3043**  
[travis@allseasonslending.com](mailto:travis@allseasonslending.com)  
NMLS#1174380

Quietly doing it right the first time.  
15 SW Colorado Ave, Ste 120, Bend, OR 97702  
[ALLSEASONSLENDING.COM](http://ALLSEASONSLENDING.COM)

Serving Our Clients for Over 30 Years



NMLS#1492947



Coldwell Banker Bain  
Continued from page 23

I worry about how this will affect us moving forward. This is my family.”

In addition to her concern over her co-workers’ health and safety, Watkins says that while she does enjoy being at home to train her puppy, she misses the daily interaction of working side-by-side in the office with her CBB colleagues. “I can’t say enough about my co-workers. I admire and respect them. We are a very small office, so we really work together on a level you don’t get anywhere else.” She added, “I’m a hand-shaker and a hugger. I miss the camaraderie of the office. Having daily interaction is so positive for all of us. We get momentum off each other that just isn’t there now working from home.”

Another of the personal struggles that COVID has presented is the issue of time: The effort needed to care for one’s home and loved ones has also increased with the pandemic, particularly for those who are in older age groups or who have existing health conditions or loved ones with existing health concerns. Sterilization, cleaning and keeping safe while shopping take time, and can take a toll on work life. “My priority has to be sanitation and keeping everything sterile, whether at home or at the office,” said Al Eastwood, who has been a licensed broker with CBB for 23 years. “This has changed our life and our attitude. I take care of things at my house too, and my way of life at home is taking time. My workdays were ten hours; now I work three or four hours per day. I am working both from home and at the office.”

Van Vleck agrees that working from home is not her optimal situation. “Personally, I don’t prefer it. I like to keep my work and home life separate, but I am doing my part and staying in compliance. I’m trying to make my message be one of encouragement and of reminding people of the importance of daily gratitude. Sometimes, I just reach out to see how people are doing.”

While current real estate deals seem to be closing, the COVID-19 situation has created an air of caution where newer deals are concerned.

“We know April is a down month, but May and June remain to be seen. There isn’t a reduction in lease rates yet, but if businesses have to stay closed for a long time, that may change,” said Pon. “Some may not pull out of this. Interest rates going down always helps in a normal time, but we are in a time of uncertainty. Existing business will benefit by the lower rates, and the governmental assistance will help, but with new business activity, those people will wait until there’s more clarity.”

Eastwood says he has been through multiple cycles in the real estate industry, including the recession of 2007-2010. “Many of us experienced that and are now drawing upon a lot of the lessons we learned then. What is different is that this is driven by a health crisis. It has generated suppression of jobs and mandatory concessions.” He added, “The federal and state governments have stepped in and are trying to boost the economy. Lower interest rates will help stabilize things, but there is still a question about how sustainable the current rate levels are; it’s unpredictable. It’s being driven by the major mortgage lenders, and there is lots of instability.”

“Lower interest rates make it cheaper to borrow, and this tends to encourage spending and investment,” adds Handley. “This leads to higher aggregate demand and economic growth. However, low interest rates cannot stay this low, and it could cause inflationary pressure. The effects of low interest rates affect the various segments of our population differently.”

“We are all trying to see how this will shake out,” continues Eastwood. “Everyone understands the magnitude of this; the depth and the seriousness of it, especially over the past four to five weeks. “What we don’t know is the time frame of it. That will depend upon health, including vaccines, treatment programs and natural immunity. We are all going to be subject to this timeline, whatever it is.”

“During the 1918 Spanish Flu pandemic, we weren’t worried about cap rates,” said Watkins. “There is no book to reference on how this is going to play out. There’s just nothing to compare this to; everything we are saying is an educated guess.”

Despite the uncertainty of the times, there is one thing that is certain: All the brokers are hopeful about the future. “Like every cycle, we will pull out of this; it’s just that nobody knows when that will be,” said Pon. Van Vleck believes the industry will see pent-up demand hit over the summer. “I do believe that at the end of this quarantine, we will see some opportunities for buyers. Prices had gotten high here, and those prices seem to be coming down now. I am getting calls from listing brokers who say their clients are willing to reduce their price now.”

“We are optimistic that this is just a little fork in the road that we will overcome, and that we will have an even stronger market,” said Handley. “Again, we must remember that economy dictates our local market to an extent that we may need to think about future inflation. Inflation is one of the biggest concerns for investors.”

Eastwood adds, “In every downturn there is opportunity. Our job is to identify those opportunities for our clients, and help them take advantage of the resources that are going to be presented.”

coldwellbankerbain.com

► CONTINUED FROM PAGE 24

Mortgage Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Oracle Funding Corporation 19403 Charleswood Lane Bend, OR 97702	888-216-9665	541-610-1678	www.ofcmortgage.com kent@ofcmortgage.com	Kent Vanderkamp	11	2001	Commercial & residential mortgage lender.
Pacific Residential Mortgage, LLC 2444 SW Glacier Pl. Redmond, OR 97756	541-526-8161	541-382-2475	www.pacresmortgage.com Tiffany.Christopher@pacresmortgage.com	Tiffany Christoper	4	2004	Residential mortgage & small commercial financing, purchase & refinancing, first & second mortgages.
R.B. Financial Services Inc. 500 Highland Meadow Lp. Redmond, OR 97756	541-548-6860	N/A	www.constructionloans.us rb@rbfinancialservices.com	Robert W. Browne	1	2005	Specializing in home purchases, refinances & construction loans.
Shelton D. Kelley Realty 104 NW Franklin Ave. Bend, OR 97701	541-382-3099	541-382-3256	www.kelleyrealestatebend.com patk@patkelleyrealty.com	Patrick Kelley	3	1945	Purchase trust deeds, notes & loans prior to sale.
Signet Mortgage Bend, OR 97702	541-318-0888	541-318-5889	www.davewoodland.com dave@signetmortgage.com	Dave Woodland	2	2006	Commercial real estate loans, SBA lending, residential construction lending & FHA.
Summit Funding NMLS ID# 3199 550 NW Franklin Ave., Ste.128, Branch NMLS ID# 1233411 Bend, OR 97701	541-390-0264	888-505-1876	www.summitfunding.net/sbrennan sean.brennan@summitfunding.net	Sean Brennan	3	1994	Residential mortgage.
U.S. Bank Home Mortgage 1 1025 NW Bond St. Bend, OR 97701	541-388-8801	541-389-8918	www.usbank.com paul.fink@usbank.com	Paul Fink	8	1988	Consumer first mortgage lending & refinancing all loans. Lot construction financing.
U.S. Bank Home Mortgage 2 1442 NE Third St. Bend, OR 97701	541-322-0792	541-382-0442	www.mortgage.usbank.com/briansmith ryan.roskowski@usbank.com	Ryan Roskowski	1	1998	Consumer mortgage lending for purchases & refinancing. Specializing in lot financ- ing, construction financing & jumbo loan financing.
Umpqua Bank - Residential Mortgage 400 SW Bluff Dr., Ste. 100 Bend, OR 97702	541-312-4850	541-317-8727	www.UmpquaBank.com kimberlytrentandersch@UmpquaBank.com	Kimberly Trent Andersch	9	1996	Residential real estate financing for purchases, refinances & construction. A mul- titude of loan programs to choose from. Serving Oregon, Washington, California & Nevada.
Washington Federal Bank 735 NE Percell Blvd. Bend, OR 97701	541-385-0485	541-385-0479	www.washingtonfederal.com catherine.christie@wafd.com	Catherine Christie	6	1995	Mortgage lending, construction lending & savings, checking deposit accounts, business accounts. Branch locations: La Pine (1), Bend (2), Redmond (1), Prineville (1) Madras (1), Sisters (1).
Wells Fargo Home Mortgage 650 SW Bond St. Bend, OR 97702	541-633-1955	877-323-7823	www.wellsfargo.com Steve.Mora@wellsfargo.com	Steve Mora	10	1990	Residential purchases, construction, refinances.



# Central Oregon Real Estate

Continued from page 1

Most of our members remain cautiously optimistic that as uncertainly leaves the market and the economy comes back online, the housing market will continue the strong position it was in at the beginning of this year.”

*\*See accompanying graphical information on residential property statistics by county.*

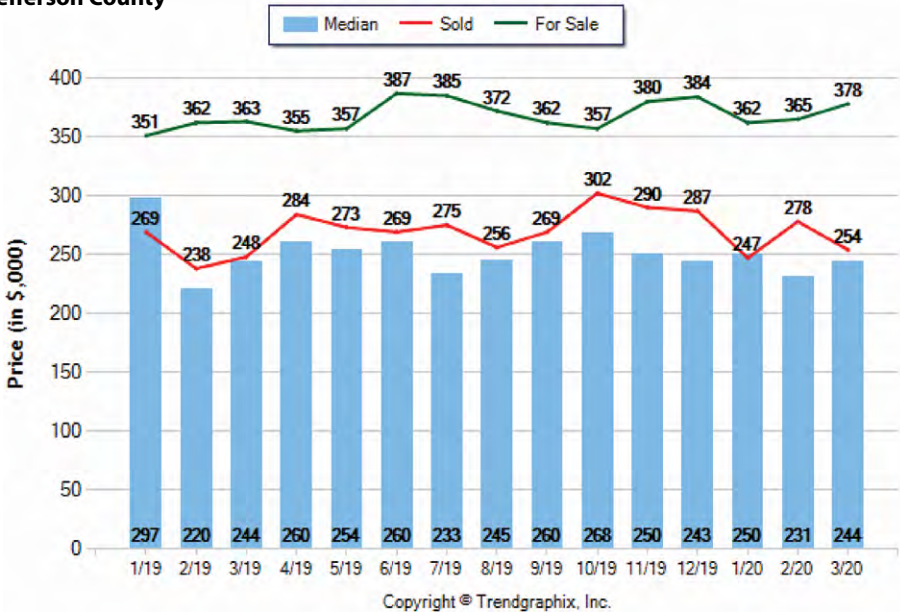
Observers say they have started to see sellers withdraw their listings because they do not want to have constant traffic through their home, but they are still interested in selling. There is also a decrease in the number of pending listings.

The impact on sold listings and median housing prices will take longer to be seen in the data.

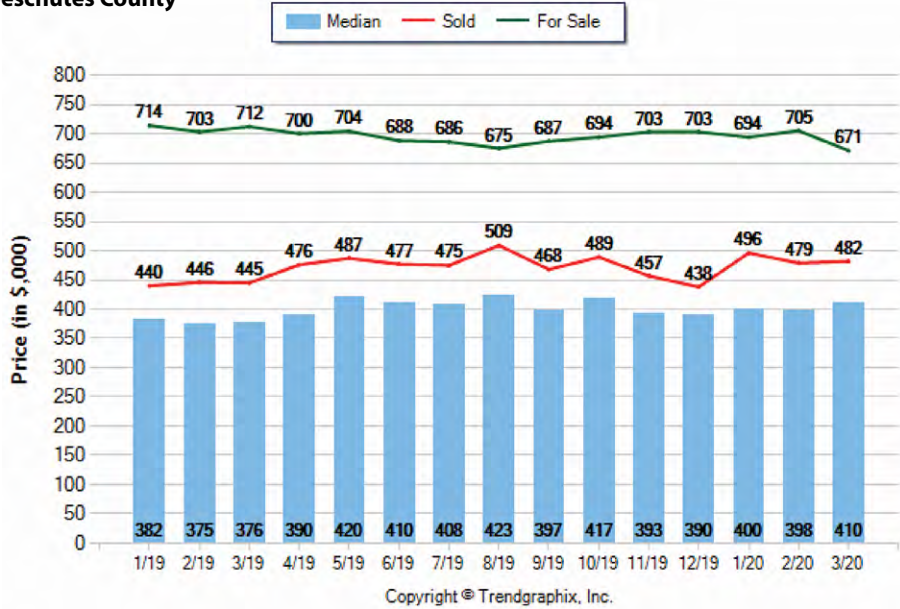
A real estate trends snapshot provided by Bend Premier Real Estate, which compiles monthly newsletters, indicates since the start of the pandemic, home sales have dropped, new listings have slowed and more sale fails than normal have occurred, often due to buyers losing jobs and no longer qualifying for loans. However, Central Oregon real estate sales are still happening, although at a different rate than normal for this time of year.

Continued on Page 34 ▶

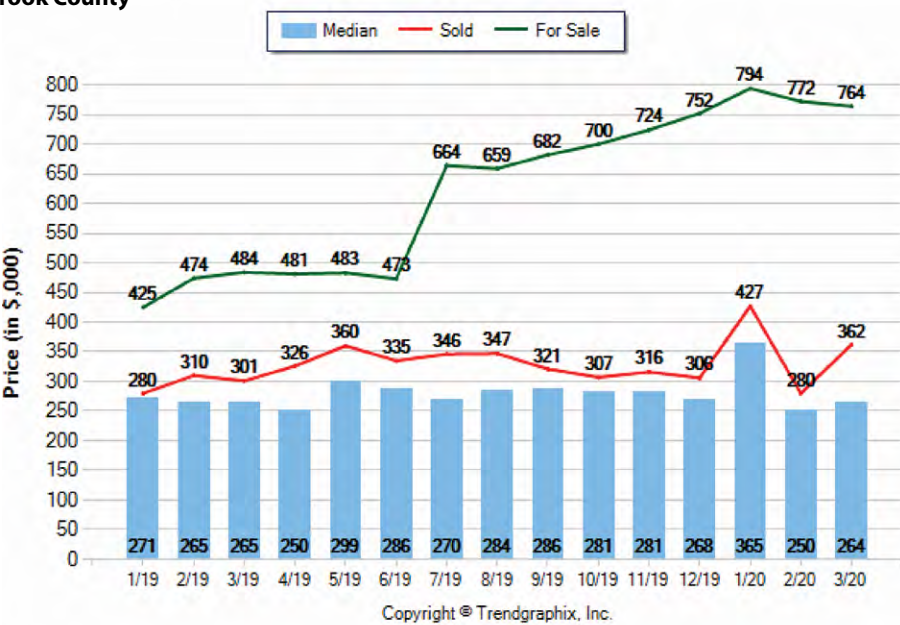
Avg Prices & Median Price (Jan. 2019-Mar. 2020)  
Jefferson County



Avg Prices & Median Price (Jan. 2019-Mar. 2020)  
Deschutes County



Avg Prices & Median Price (Jan. 2019-Mar. 2020)  
Crook County



GRAPHS | COURTESY OF CENTRAL OREGON ASSOCIATION OF REALTORS & MULTIPLE LISTING SERVICE OF CENTRAL OREGON

RE/MAX  
KEY PROPERTIES

#InThisTogether



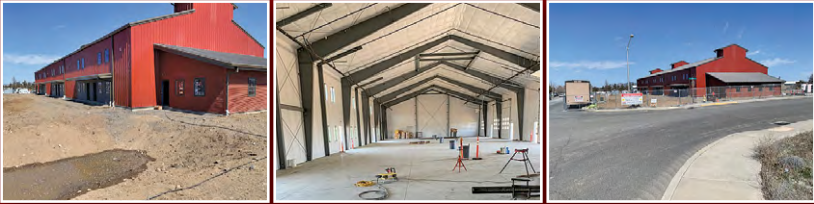
Residential Real Estate Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
Abbas Real Estate LLC 6827 NE 33rd St. Redmond, OR 97756	541-419-1917	541-548-6812	abbas1917@yahoo.com	Linda Abbas	0	2003	4
Alleda Real Estate 25 NW Minnesota Ave., Ste. 1 Bend, OR 97701	541-633-7590	541-633-7591	www.alledarealestate.com team@alledarealestate.com	Jim Coon	0	2009	11
Alpine Real Estate LLC 51515 Huntington Rd. La Pine, OR 97739	541-536-1500	N/A	www.arelapine.com mike@arecentraloregon.com	Mike Connell	0	2008	21
Alpine Real Estate LLC 2214 NE Division St. Bend, OR 97703	541-388-1600	N/A	www.arebend.com info@arecentraloregon.com	Mike Connell	0	2007	15
Alternatives in Real Estate 61149 S Hwy. 97, Pmb 613 Bend, OR 97702	541-350-0953	541-306-3706	www.ai-re.com Robin@AI-RE.com	Robin Williams	1	2001	1
Apex Real Estate Company La Pine 51515 Huntington Rd., PO Box 796, La Pine, OR 97739	541-647-0356	541-536-1070	www.apexlapine.com lebear77@aol.com	Carol Bartles	0	2012	4
Assist-2-Sell Buyer & Seller Services 300 SE Reed Market Rd., Ste. 155 Bend, OR 97702	541-388-2111	541-588-8414	www.2sellcentraloregon.com jries@assist2sell.com	Jordan Ries	2	2008	6
Associates Real Estate, Inc. The 715 NW Third St. Prineville, OR 97754	541-447-3940	541-447-2665	www.homesincentraloregon.com	Bob Lane	15	1986	15
Awbrey Homes & Land 2418 NW Summerhill Dr. Bend, OR 97701	541-350-4731	866-860-9224	www.awbreyhomesandland.com ckerkmann@gmail.com	Else Kerkmann	0	2000	2
Becky Breeze Principal Broker - Cascade Sotheby's International 650 SW Bond Street Bend, OR 97702	541-408-1107	N/A	www.BeckyBreeze.com bbreeze@bendcable.com	Becky Breeze	1	1982	N/A
Bend Brokers Realty 2342 NW Sixth St. Bend, OR 97703	541-480-7554	855-464-2363	www.bendbrokersrealty.com thom@bendbrokersrealty.com	Thom Gardner	0	2002	3
Bend Premier Real Estate, LLC 550 NW Franklin Ave., Ste. 108 Bend, OR 97703	541-323-2779	541-323-2830	www.bendpremierrealestate.com info@bendpremierrealestate.com	Lynnea Miller	3	2011	56
BendLifeStyle Real Estate, LLC Bend, OR 97701	503-754-5083	N/A	www.BendLifeStyle.com chriswatson@bendlifestyle.com	Chris Watson	1	2014	N/A
Bennington Properties, LLC 56842 Venture Ln., PO Box 3367 Sunriver, OR 97707	541-593-6300	541-593-7200	www.benningtonproperties.com info@benningtonproperties.com	Robert W. Bennington	30	1998	4
Berkshire Hathaway Home Services Northwest Real Estate 404 SW Columbia St., Ste. 110, Ste. 102 Bend, OR 97702	541-322-8880	541-322-8887	www.bend.bhhsnw.com	Keri Taylor, Dan Cook	2	1948	20
Berkshire Hathaway Home Services Northwest Real Estate Village At Sunriver, Bldg 7, PO Box 4306 Sunriver, OR 97707	541-593-1234	541-593-6038	www.bhhsnw.com	Dan Cook	0	1948	10
Better Homes & Gardens Real Estate Northwest Living 235 SE Wilson Ave., Bend, OR 97702	541.480.6161	541-647-1151	www.bhgre.com	Terese Kelley	1	2007	15
Birtola-Garmyn High Desert Realty 101 NE Greenwood Ave., Ste. 100 Bend, OR 97701	541-312-9449	541-312-8598	www.bendoregonrealestate.com clientservice@teambirtolagarmyn.com	Andrew Ellis, Jim Birtola	27	2001	17

Continued on Page 30 ►

NEW CONSTRUCTION -  
REDMOND OREGON!!

Red Barn Industrial Center

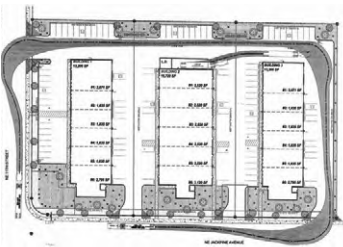


The First of Three Industrial Buildings

Bldg #1: 13,206 SF 1090 NE 11th St. Delivery May/June 2020  
Bldg #2: 15,720 SF 1167 NE Jackpine Ave. Delivery est. late 2020  
Bldg #3: 13,206 SF 1239 NE Jackpine Ave. Delivery est. Mid 2021

New industrial space Bldg #1 = from 1,835 SF to 13,206 SF

- Designed for flexible space use
- Adjacent spaces can be combined and are ready to be customized to your business needs
- Great semi tractor-trailer circulation
- Ground level shared loading dock
- Sprinklered building
- Easy highway and airport access
- Great parking
- Ceiling Height: 20 ft
- Rollups: min 1 (12 ft x 14 ft)
- Rent: \$0.77 to \$0.85/SF/Mo./NNN
- Est NNN's: \$0.18/SF/Mo.



www.redbarnindustrialcenter.com  
Lawnae Hunter, Principal Broker, 541-550-8635  
Jonathon Keith, Broker, 541-419-8708

Can You  
Resist  
this Face?



HUMANE SOCIETY  
OF  
CENTRAL OREGON

TO VOLUNTEER  
OR DONATE  
CALL 541.382.3537  
WWW.HSCO.ORG

Make your house  
a home.  
Adopt today.

SUBSCRIBE  
A&E  
WEEKLY



JOIN HERE  
FOR FREE

http://eepurl.com/jTcBX

www.CascadeAE.com



# Effects of Crisis on Commercial Real Estate

## with Suggestions on How to Survive

by **BRUCE BARRETT** — Windermere/Central Oregon Real Estate

What will this crisis look like for commercial real estate and what should investors do? The current health crisis is unprecedented in most of our experiences and little is known about how it will play out. Unknown factors include how the virus will react to changes in weather, the public resolve to stay at home and the medical sector's success in developing a vaccine.



outdoor products, clean technology, medical device, transportation and consumer goods industry sectors. We are on much more stable ground than we were a decade ago as these companies will help us weather the storm created by COVID."

Still, there is no doubt that some businesses will not survive. Commercial property owners might experience more vacancies and less demand for their available space. Rob Ramaker is business development manager for Express Employment Professionals. He says, "The impact of this crisis on businesses in Central Oregon is like a twister swirling down the street. On one side, all the buildings are demolished and on the other side, the buildings are untouched."

### Realities of the Past and Present

Just a few weeks ago, economists were predicting a strong economy through 2020 with no recession in sight. The reality, however, is that the economy was due for a contraction. In fact, it is 4.5 years past due. A full business cycle, on average, is 4.7 years. It is unnatural for any nation to have an economy that is in an eternal expansion. There were 33 business cycles in the United States between 1854 and 2009 according to the National Bureau of Economic Research. If it had not been for a "crisis by virus," a recession could easily have produced itself by other means.

The March 27 edition of the Oregon Economic Forum reports, "The economy is currently experiencing the impact of a sudden stop of economic activity. Initial unemployment claims revealed the speed and depth of the current economic contraction." Windermere Chief Economist Matthew Gardner recently reported, "The US economy is currently going through a period of 'sustained economic contraction.' That is economist speak for 'we are going to have a recession.'"

Two recent surveys conducted over two weeks by the National Association of Realtors (NAR) went from 17 percent of agents thinking the virus had negatively impacted buyer attitudes to 46 percent. Following the Great Depression starting in 1929, commercial real estate lost 25 percent of its value. During the recent recession beginning in 2008, commercial property lost up to 40 percent of its value. That number varied depending on location and several other factors.

### Application for the Future

Diversification is one of the lessons that investors and business leaders learned from the last recession. Jon Stark, senior executive director of Redmond Economic Development Inc. (REDI), recently said, "REDI has been working to diversify our local economy. Since the last recession, the organization has had a tremendous run of siting new companies in a wide variety of industries creating a more stable base of employment here in Redmond. REDI directly assisted more than 30 of these companies to either relocate to Redmond or start their business here. These companies represent the aviation aerospace, food processing, defense, firearms,

### Suggestions for Survival

#### Control Legal Costs

One of the largest expenses commercial real estate investors faced in the last recession was legal expenses. Consider proactive solutions such as offering leniency rather than pursuing eviction.

#### Cash Flow Management

According to *Business Insider*, 82 percent of businesses fail due to cash flow problems. Take steps to conserve cash including:

- Negotiate short-term relief on debt. Most lenders are willing to discuss options.
- Make application for crisis relief programs now available through the SBA.
- Cut non-essential operating expenses.

#### Restructure

If you have a property that was underperforming during the current climate, consider eliminating it from your portfolio or reconfigure your property to appeal to a more viable tenant base.

No one can predict the outcome of the current crisis, how long it will last or how bad it will get. Conditions such as local economic diversity and targeted economic stimulus will certainly change the outcome compared to the last recession. For commercial real estate investors, the critical element in riding out a recession and emerging on the other side relatively unharmed will be controlling legal costs, managing cash, restructuring to attract quality tenants and having patience.

*Bruce Barrett is a commercial real estate broker with Windermere Commercial and a Certified Mentor with SCORE Central Oregon.*

[barrett@windermere.com](mailto:barrett@windermere.com)



**Raising the Bar  
on Real Estate  
in Central Oregon  
Since 1967**





► CONTINUED FROM PAGE 28

Residential Real Estate Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
Blackwell Realty, LLC 2004 NE Eighth St., Bend, OR 97701	541-771-8131	N/A	www.terryblackwell.com Blackwellrealtyllc@gmail.com	Terry Blackwell	1	1989	1
Brooks Resources Corporation 409 NW Franklin Ave. Bend, OR 97703	541-382-1662	541-385-3285	www.brooksresources.com romy@brooksresources.com	Romy Mortensen	14	1969	1
Cascade Sotheby's International Realty 650 SW Bond St., Ste. 100 Bend, OR 97702	541-383-7600	N/A	www.cascadesothebysrealty.com info@cascadesir.com	Marta Boelens	9	2006	124
Cascade Sotheby's International Realty - Downtown Bend 821 NW Wall St. Bend, OR 97701	541-383-7600	N/A	www.cascadesothebysrealty.com info@cascadesir.com	Marta Boelens	0	2006	6
Cascade Sotheby's International Realty - Sisters 290 E Cascade Ave. Sisters, OR 97759	541-593-4277	N/A	www.cascadesothebysrealty.com info@cascadesir.com	Marta Boelens	0	2006	16
Cascade Sotheby's International Realty - Sunriver Sunriver Village, Bldg. 5 Sunriver, OR 97707	541-593-2122	N/A	www.cascadesothebysrealty.com info@cascadesir.com	Marta Boelens	0	2006	12
Century 21 Commercial Lifestyles Real Estate/ Capstone Commercial Real Estate 304 NE Third St., Ste. 110 Bend, OR 97701	541-382-3333	N/A	www.CapstoneCommercialRE.com rich.hadley@century21.com	Krista Eastes, Simon Lowes, Rich Hadley, Greg Jacobs	4	2010	5
Century 21 North Homes Realty 2421 S Hwy. 97 Redmond, OR 97756	541-548-2131	541-923-8318	www.century21centraloregon.com c21gold@bendbroadband.com	Carolyn Moor	2	1985	21
Christine Browning Group/Red Door Realty 1860 NE Fourth St. Bend, OR 97701	541-323-1012	N/A	www.christinebrowning.com christine@christinebrowning.com	Christine Browning	5	2012	5
Coldwell Banker Bain 486 SW Bluff Dr. Bend, OR 97702	541-382-4123	541-385-3253	www.cbeworldwide.com brandonfairbanks@cbbain.com	Brandon Fairbanks	5	1969	90
Coldwell Banker Dick Dodson Realty 83 SW K St. Madras, OR 97741	541-475-6137	N/A	www.coldwellbankermadras.com dick@coldwellbankermadras.com	Dick Dodson	1	1990	13
Coldwell Banker Mayfield Realty 809 SW Canyon Dr. Redmond, OR 97756	541-548-1250	N/A	www.coldwellbankermayfield.com coldwellbankermayfield@gmail.com	Rick Roberts	0	1959	17
Coldwell Banker Reed Bros. Realty 291 W Cascade Ave., PO Box 219 Sisters, OR 97759	541-549-6000	541-549-6001	www.reedbros.com mike@mikemansker.com	Mike Mansker	3	1974	19
Coldwell Banker Sun Country Realty, Inc. 750 NW Third St. Prineville, OR 97754	541-447-4433	541-447-7486	www.cbsun.com info@cbsun.com	Ashley McCormick	1	1993	9
Crook County Properties, LLC 691 NE Third St., Prineville, OR 97754	541-447-3020	541-447-2120	www.crookcountyproperties.com barbaraw.ccp@gmail.com	Barbara Warren	0	1985	5
Crooked River Realty 5135 SW Clubhouse Rd. Terrebonne, OR 97760	800-597-6607	541-923-2936	www.crookedriverrealty.com crookedriver@crookedriverrealty.com	Nancy Popp	1	1972	4
D & D Realty Group, LLC. (Madras) 63 SE Fifth St. Madras, OR 97741	541-475-3030	541-475-3833	www.danddrealtygroup.com delta@danddrealtygroup.com	Delita Cordes	2	2008	5
Dahlquist Realty 9 Landrise, PO Box 4562 Sunriver, OR 97707	541-815-9002	N/A	www.haleydahlquist.com haley@haleydahlquist.com	Haley Dahlquist	1	2002	1
Dennis Haniford's Cascade Realty 51477 Hwy. 97, PO Box 428 La Pine, OR 97739	541-536-1731	541-536-1174	www.homes4oregon.com dennis.haniford@gmail.com	Carol, Dennis Haniford	0	1974	8
Desert Pine Properties, LLC 1045 NW Bond St., Ste. 212, PO Box 88 Bend, OR 97709	541-388-9973	541-388-6733	www.desertpineproperties.com stay@desertpineproperties.com	Deborah Posso	0	2008	2
Duke Warner Realty 1033 NW Newport Ave. Bend, OR 97701	541-382-8262	541-385-3272	www.dukewarner.com info@dukewarner.com	Kris Warner	2	1966	30
Eagle Crest Properties 8300 Coopers Hawk Dr., PO Box 1215 Redmond, OR 97756	541-923-9625	N/A	www.eaglecrestproperties.com ecp@eagle-crest.com	Casey Ake	1	1988	10
EXIT Realty Bend 805 SW Industrial Way, Ste. 4 Bend, OR 97701	541-480-8835	866-624-6117	www.ExitRealtyBend.com soarwithexit@gmail.com	Jim Mazziotti	1	2006	24
Fred Real Estate Group 70 SW Century Dr., Ste. 110 Bend, OR 97702	541-647-6556	N/A	fredrealestate.com hello@fredrealestate.com	Keeley Mannila	1	2008	N/A
Gibson Realty Inc. Sunriver Business Park, 56825 Venture Ln., Ste. 104, PO Box 3394 Sunriver, OR 97707	541-593-5000	541-593-8121	www.gibsonrealtyinc.com johnngibsonpc@aol.com	John Gibson, Paul Giffin, Terry Giltner	0	1983	3
Ginny Kansas Real Estate PO Box 3134 Sunriver, OR 97707	541-977-2710	N/A	www.ginnyk.com ginny.m.kansas@gmail.com	Ginny Kansas-Meszaros	1	2018	N/A
Harcourts The Garner Group Real Estate 2762 NW Crossing Dr. Bend, OR 97703	541-383-4360	541-330-5596	www.thegarnergroup.com info@thegarnergroup.com	Erica Davis, Sara LaFaver	4	2008	44
Hasson Company Realtors 233 SW Wilson Ave., Ste. 102 Bend, OR 97702	541-330-8500	541-330-7000	www.hasson.com brooke@hasson.com	Brooke Welter	2	2005	20
Hayden Homes Inc. 2464 SW Glacier Pl., Ste. 110, Redmond, OR 97756	541-923-6607	541-548-0761	www.hayden-homes.com kmcgowan@hayden-homes.com	Katie McGowan	122	1989	0
Heartland Realty, LLC 813 SW Highland Ave., #203 Redmond, OR 97756	541-548-5888	541-548-7796	www.heartlandrealtypros.com diane@heartlandrealtypros.com	Diane Burns	2	2006	5
Holiday Realty of Central Oregon 501 NE Greenwood, Ste. 900 Bend, OR 97701	541-385-5069	541-382-3369	www.holidayrealtyco.com rcoffin@bendcable.com	Rick Coffin Jr.	3	1989	3
Home Fridays Real Estate 15 SW Colorado Ave., Ste. 5 Bend, 97702	541-317-3088	N/A	www.homefridays.com dana@homefridays.com	Dana Carmichael	4	2006	N/A
Howells Realty Group 220 S Ash St., Ste. 8 Sisters, OR 97759	541-549-5555	N/A	www.howellsrealtygroup.com blackbutte@blackbutte.com	Gary Yoder	10	1973	7
Inner Mountain Property Management LLC 629 SW Black Butte Blvd., PO Box 2530 Redmond, OR 97756	541-323-3497	N/A	innermountainpm.com innermountainproperty@gmail.com	Rebecca George	2	2010	1
John L. Scott - Bend 50 SW Bond St., Ste. 1 Bend, OR 97702	541-317-0123	541-317-1009	www.bendoffice.johnlscott.com danheater@johnlscott.com	Dan Heater	5	1931	70
John L. Scott - Redmond 845 SW Veterans Way Redmond, OR 97756	541-548-1712	541-548-7750	www.redmondoregonoffice.johnlscott.com danheater@johnlscott.com	Dan Heater	2	1996	15
Keller Williams Central Oregon 123 SW Columbia Bend, OR 97702	541-585-3760	N/A	www.central-oregon.kw.com dan.pehlke@gmail.com	Dan Pehlke	6	2015	180
Knightsbridge International Real Estate 920 NW Bond St., Ste. 107, Bend, OR 97703	541-312-2113	N/A	www.kbire.com laura@kbire.com	Laura Platko	1	2020	22



# Duke Warner Trend Report for March 2020

Spring has arrived in Central Oregon and many residents have taken this time to get outside and enjoy the beauty that surrounds us here in the high Cascades. As we navigate the sudden changes in our community, with the COVID-19 virus at the top of everyone’s list of concerns, we continue to want to update our loyal followers with the market trends. Our monthly Trend Reports offer valuable insights by reviewing last month’s market activity and delivering the most accurate statistics we can, based on our research. The information we share can be an informative resource for any future trends you might see as we finish out April and head into May.

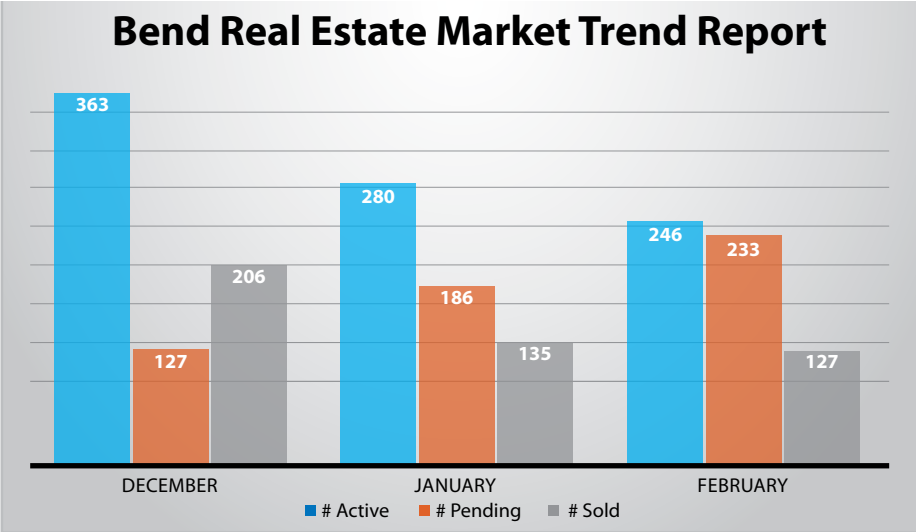
### April 1 Inventory and March Activity

With 330 active listings as of April 1, the Bend market has a nice variety of homes for those looking to buy. The number of active listings for Bend increased from last month, which is on-trend for this time of year, according to years past. Redmond’s active listings, as of April 1, showed 164 homes overall. The numbers for both Bend and Redmond remained consistent in March and as we head into April, we are seeing the combined active listings for Central Oregon at 494 homes.

March numbers for the Redmond market show us 93 homes sold, 135 new homes on the market and 111 homes pending. The bulk of active homes on the market in Redmond were in the \$325,100-\$425,000 price range, showing 44. The \$225,000-\$325,000 had 18 active listings, the \$425,000-\$525,000 range had 26 actives and the \$525,000 and up price range showed 32 active listings.

For Bend, the numbers in March looked much like January and February. There were two active listings in the \$225,000-\$325,000 range, 43 in the \$325,100-\$425,000 range, 36 in the \$425,100-\$525,000 range and 21 in the \$525,100-\$625,000 price range. The \$625,000-\$725,000 had 29 active listings, the \$725,000-\$825,000 had 15 actives and the \$825,000-\$925,000 showed 24 active homes listed. As you can see from our Market Trend Report, there were homes available in the higher price ranges as well, showing 60 homes in the \$925,100 and up price range.

In our Central Oregon real estate market, buyers often look for competitive pricing as they consider properties. If you are selling your home and trying to price your property, we encourage you to consult with your trusted Duke Warner Broker for seasoned, expert advice. Our brokers will share their variety of experience, excitement, and deep market knowledge while they work for you.



### Sold and Pending Listings

In March, Bend had 187 pending homes and Redmond had 111. These numbers remain consistent and tell us both buyers AND sellers are competing for available properties. For sold listings in Bend, there were 127 in February and 187 in March. In Redmond, we saw 52 sold listings in February and 93 in March.

### Looking Ahead

As we embrace Spring 2020 and the plethora of changes due to the COVID virus, we want to remind you that our team of real estate experts are always available and happy to help guide you in the home buying and selling journey. Central Oregon is a beautiful place to live and no matter what stage of life you are in, there is something for everyone in the real estate market. As you consider your housing needs, start to plan and look ahead, whether you want to buy or sell a home, keep us in mind for your real estate ventures. Our wonderful team knows how to price properties according to the market trends, and our love of the industry is reflected in our willingness to work hard for our clients.

Give us a call today and let us help you get started!

[dukewarner.com](http://dukewarner.com) • 541-382-8262 • [info@dukewarner.com](mailto:info@dukewarner.com)

AVAILABLE NOW | ONLINE & IN PRINT

Central Oregon’s most effective marketing tool.

For more information:  
541-388-5665 | [www.cascadebusnews.com](http://www.cascadebusnews.com)



▶ CONTINUED FROM PAGE 30

Residential Real Estate Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Brokers
La Pine Realty 51415 Hwy. 97 S, PO Box 377 La Pine, OR 97739	541-306-0756	541-536-3766	www.lapinerealty.com lisa.tavares.lapinerealty@gmail.com	Lisa A. Tavares	3	1977	6
Mara Stein & Company, LLC 65765 W Hwy. 20 Bend, OR 97703	541-420-3400	N/A	mara@marastein.com	Mara Stein	0	2003	1
Midland Realty 715 S Fifth St. Madras, OR 97741	541-475-6161	541-475-3319	www.midlandre.com briancentraloregonhomes@gmail.com	Brian Gallagher, Gloria Morton	0	1980	5
Morgan & Associates Realty - Sunriver 56835 Venture Ln., Ste. 104 Sunriver, OR 97707	541-536-5992	541-536-9648	www.morganandassociatesrealty.net brokermorgan@aol.com	Cheryl Morgan	1	1997	1
Mountain Resort Properties/Century 21 Lifestyles Realty 57084 Grizzly Ln., PO Box 3508 Sunriver, OR 97707	800-346-6337	541-593-5041	www.mtresort.com Rentals@MtResort.com	Tim Hadley	10	1989	17
Ms. Linda (L.A.) Judd, PC. Real Estate PO Box 5455 Bend, OR 97708	541-390-5833	N/A	lajudd@bendbroadband.com	Ms. Linda (L.A.) Judd	1	1988	1
My Lucky House Inc. 1293 NE Third St. Bend, OR 97701	541-815-8200	888-868-9947	www.MyLuckyHouse.com info@myluckyhouse.com	Shari Ballard, Andy Stearns	15	1996	2
Palmer Homes Sales Inc. 63026 Lower Meadow Dr., Ste. 130 Bend, OR 97701	541-388-7300	N/A	www.palmerhomes.com gpalmer@palmerhomes.com	Gretchen Palmer	1	2002	2
Peppermill Development Co./Stoneridge Townhomes 1 Peppermill Cir., PO Box 3938 Sunriver, OR 97707	541-593-1502	541-593-2114	www.stoneridgetownhomes.com info@stoneridgetownhomes.com	Guy Pforsich	18	1991	2
Ponderosa Properties LLC 221 S Ash St., PO Box 1779 Sisters, OR 97759	541-549-2002	541-549-3570	www.ponderosaproperties.com reception@ponderosaproperties.com	Kevin R. Dyer, Rad Dyer	4	1991	8
Premiere Property Group, LLC 1133 NW Wall St., Ste. 104 Bend, OR 97703	541-241-6860	N/A	premierepropertygroup.com Arlene@PremierePropertyGroup.com	Arlene Edwards	1	2009	28
R.B. Financial Services Inc. 500 Highland Meadow Ln. Redmond, OR 97756	877-757-8666	N/A	www.rbfinancialservices.com rb@rbfinancialservices.com	Robert W. Browne	1	1997	1
RE/MAX Key Properties 431 NW Franklin Ave. Bend, OR 97703	541-728-0033	N/A	www.keypropertiesoregon.com wyattbaughn@keypropertiesbend.com	Corinne Bettesworth	7	2006	50
RE/MAX Key Properties 330 W Hood Ave., PO Box 2083 Sisters, OR 97759	541-549-3333	N/A	www.keypropertiesoregon.com wyattbaughn@keypropertiesbend.com	Wendi Winfrey, Ryan Buccola, Tim Buccola	13	2016	13
RE/MAX Out West Realty Prineville 236 N Main St., Prineville, OR 97754	541-447-8993	541-447-7323	www.outwestrealty.net jenniferjordan1977@gmail.com	Jennifer Jordan, Tammy Hudspeth	9	2011	8
Realty Executives Central Oregon PO Box 35 Powell Butte, OR 97753	541-306-3012	N/A	www.RealtyExecutives.com scottmclean@realtyexecutives.com	Scott McLean	1	2000	2
Realty Pros LLC PO Box 1845 Redmond, OR 97756	541-480-9567	541-548-3630	N/A	Sonya Gangstead	1	2005	3
Red Door Realty 1860 NE Fourth St. Bend, OR 97701	541-323-1012	888-618-7890	christinebrowning.com chris@browningteam.com	Chris Samuel	2	2000	11
River's Edge Property Development, LLC 5200 NW Mt. Washington Dr. Bend, OR 97701	541-312-2684	541-312-2718	www.riversedgegolfbend.com gary@riversedgegolf.com	Gary Cox	2	1987	0
Rogue Real Estate Sales & Property Management 219 NW Sixth St., Ste. 1 Redmond, OR 97754	541-312-3641	541-923-8854	www.rogue realestate.com redmond@toguerealestate.com	Marcia Hilber	2	2018	1
Rogue Real Estate Sales & Property Management 1537 NE Fourth St. Bend, OR 97701	541-728-0995	541-728-0965	www.rogue realestate.com bend@rogue realestate.com	Peggi Schoning	15	2002	21
Shelton D Kelley Realty 104 NW Franklin Ave., Bend, OR 97701	541-382-3099	541-382-3256	www.kelleyrealestatebend.com patk@patkelleyrealty.com	Patrick Kelley	3	1945	3
Simmons Realty, Inc. 139 NW Third, PO Box 400 Prineville, OR 97754	541-447-5638	541-447-5639	www.simmonsrealty.biz simmonsrealty@yahoo.com	Jordan Simmons	1	1950	2
Stellar Realty Northwest 109 NW Greenwood Ave., #105 Bend, OR 97702	541-508-3148	N/A	www.bendpropertyfinders.com	Scott Besaw	0	N/A	41
Sun Park Realty PO Box 3920 Sunriver, OR 97707	541-593-7279	541-593-6397	sunpark@chamberscable.com	Bill Gaetano	1	1987	1
Sunriver Realty 57057 Beaver Dr., PO Box 3650 Sunriver, OR 97707	541-593-7000	541-593-5123	www.SunriverRealty.com realtyreception@sunriver-realty.com	Anna Swoboda, Michael Diven	3	1968	31
The Pennbrook Company 250 NW Franklin, Ste. 204 Bend, OR 97703	541-419-8710	541-389-0256	www.pennbrook.com hpolis@pennbrook.com	Holly Polis	10	1984	3
The Real Estate Gallery USA 1780 SW Troon Ave. Bend, OR 97702	541-480-2628	N/A	www.therealestategalleryusa.com connie@therealestategalleryusa.com	Connie Thomson	1	2003	1
The Wicklund Group 121 NW Greenwood Ave., Ste. 102 Bend, OR 97703	541-389-6060	541-312-2299	www.thewicklundgroup.com scott@thewicklundgroup.com	Principal Broker, Scott M. Wicklund	1	2001	1
Total Real Estate Group 2900 NW Clearwater Dr., Ste. 320 Bend, OR 97703	541-330-0588	541-330-0589	www.total-property.com jkalexander@total-property.com	Janis K. Alexander, Christopher R. Ambrose, David R. Ambrose	27	2003	24
Trout Realty, Inc. 1241 SW Highland Ave., Redmond, OR 97756	541-548-8158	541-923-3811	www.troutrealty.com jason@troutrealty.com	Jason Trout	1	1971	6
Village Properties At Sunriver 56835 Venture Lane, Ste. 109 - Cascade Building, PO Box 3310 Sunriver, OR 97707	888-236-9690	541-593-7127	www.village-properties.com service@village-properties.com	Mark Halvorsen	24	1985	6
Wild River Real Estate 53556 Kokanee Way La Pine, OR 97739	541-610-5242	N/A	wildriverrealestate@gmail.com	Kara Kirkpatrick, Lori Koerner	0	2005	2
Wild West Realty PO Box 2211 Prineville, OR 97754	541-419-0203	N/A	wildwestrealtyk@aol.com	Karen Hahn Curci	1	2005	1
Windermere Central Oregon Real Estate - Bend 695 SW Mill View Way, Bend, OR 97702	541-388-0404	541-389-7915	windermerecentraloregon.com	Dave Feagans	4	2005	40
Windermere Central Oregon Real Estate - Redmond 821 SW Sixth St. Redmond, OR 97756	541-923-4663	541-923-6416	www.windermerecentraloregon.com wincomarketing@windermere.com	Tracy Brown	3	1990	31
Windermere Central Oregon Real Estate - Sunriver 57100 Beaver Dr., Bldg 22, Ste. 220 (The Village) Sunriver, OR 97707	541-323-5888	541-323-5880	www.windermerecentraloregon.com Sunriver@Windermere.com	Julie Fahlgren	1	2016	4

**CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email [cbn@cascadebusnews.com](mailto:cbn@cascadebusnews.com).**



# 541 Roofing & Heat Coil

## Keeping a Roof Over Your Head

by **ALEC MARTIN** — CBN Feature Writer

Through the harsh Central Oregon winters, 541 Roofing and Heat Coil plans on keeping a roof over your head. Focusing on integral work, Eric Levens started his business in an attempt to offer quality roofing work at fair pricing. While conquering all roof maintenance, they specialize in ice dam prevention and repair.

Over the past few years in particular, ice dams have been detrimental to homes throughout Central Oregon. “In 2017, almost every house, especially in Sunriver and Black Butte Ranch, had these ice dams and there was no real solution,” said Levens.

Their Heat Coil systems offer a permanent and effective solution that don’t require continuous maintenance. Opposed to older heating solutions often put in by electricians, as actual roofers, their system is sleek and effective. “We hone in on the particular areas that are actually producing the



PHOTOS | COURTESY OF 541 ROOFING



ice dam,” said Levens. They personally design the heat coil system, focusing on problem areas, custom to the needs of your home. Don’t wait for snow to fly, summer is the time to install them.

“We are going to do exactly what we say we’re going to do,” said Levens. “I guarantee that I will get the ice dam out of there and you will never have that problem again.” 541 Roofing and Heat Coil is veteran owned and operated. Levens continues to hold these values, promising quality work

and trustworthy, true craftsmanship.

While these heating coils are popular in other parts of the country, such as Wisconsin, Wyoming and Montana, 541 Roofing and Heat Coil is attempting to make this modern solution more common locally. “I love working with homeowners. I can’t wait to get started and get our name out there,” said Levens.

541Roofing.com

### COMING SOON!

*Patrick's Corner*  
708 SW Deschutes Avenue  
Redmond, OR 97756



**7 Executive Offices Under Renovation -**  
Available for lease late Spring / early Summer 2020

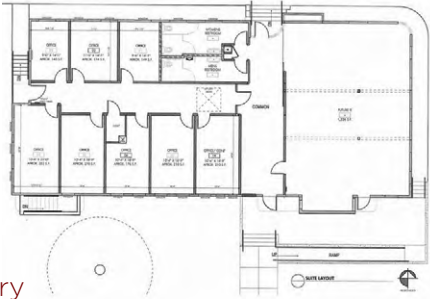
\*Pictures are a representation and may not accurately reflect the final product.

**Amenities Include:**

- A shared conference room
- WiFi
- All utilities
- Heat/Air controlled by individual units
- ADA access and bathrooms
- Located in Historic Downtown Redmond

Next to the Police station  
Down the street from the Library  
Adjoining Centennial Park

Rents starting at \$650.00/month



**Lawnae Hunter, Principal Broker, 541-550-8635**  
**Jonathon Keith, Broker, 541-419-8708**

CCB #230351



**WE KILL ICE DAMS**  
CUSTOM HEAT COIL SYSTEMS

Roof Repair & Replacements  
Veteran Owned & Operated



**541.385.7785**  
Bi-Annual Roof Maintenance &  
Inspections Starting at \$448 per year  
**541Roofing.com**



# EXIT Realty Announces Corporate Stimulus Package for All Associates

## Local Franchise Owner Excited for his Agents & their Clients

Jim Mazziotti, the principal managing broker of EXIT Realty Bend, located in Bend and providing real estate services to all of Central Oregon, announced that EXIT Realty Corp. International has announced a corporate stimulus package designed to bolster broker/owners and agents during this challenging time.

"The company's key focus is on providing full, unwavering support to its brokerages and agents who are continuing to transact real estate in a safe and responsible manner, as we are, and also to provide additional tools and training to fortify their business now and in the future," said Mazziotti.

"We recognize that this is a unique window of opportunity for everyone at EXIT to work on their business, and we are positioned to do just that" said Tami Bonnell, CEO for EXIT Realty Corp. International headquartered in Mississauga, Ontario, Canada.



Jim Mazziotti

EXIT's Take Action Stimulus Package, which represents over \$50 million in value, is a coordinated effort providing business tools, enhanced technology and exclusive training at no charge. Highlights include:

- Personally branded lead generation technology providing every agent's clients the ability to text for information on any listing for sale on the MLS.
- Free training and coaching provided by the company's exclusive international MIND-SET trainers.
- The launch of new Premier Partner, EasyKnock, which offers sale-leaseback programs so buyers can rent-to-own their new home.

"We are especially excited about the launch of EasyKnock. It will allow our office to offer services that no other company offers to our Central Oregon clients," said Mazziotti. "Further, Tami Bonnell told us that adversity doesn't create character, it amplifies it."

[exitrealty.com](http://exitrealty.com)

## Central Oregon Real Estate

Continued from page 27

When March of 2020 is compared with the same month last year for the number of sales of Bend single family homes on less than an acre, the number for sale was down 11.1 percent to 335, while the number pending was down 19.3 percent to 155.

A spokesman added, "Real estate sales will be impacted by the economic ramifications of COVID-19. When buyers cannot travel to view property, when people lose their jobs, when there is general uncertainty in the world, there is a correlation with people selling and buying real estate.

"However, as history tells us, home sales often lead the way when economic recovery begins. We believe that Bend real estate will come out of this pandemic strong. We are still the place many want to move to, and our Bend lifestyle will return."

Mortgage Interest Rates have already fallen to new record lows (3.29 percent as of March 5) as investors are taking money out of the volatile stock market and putting it into safer U.S. Treasury Bonds. Historically, when bonds are strong, mortgage rates go down.

Although record low rates are bound to get some home buyers off the fence to take advantage of their greater buying power, if the current volatility and uncertainty are prolonged, worries of a recession and retirement fund levels could drag down

the housing market regardless of these historically low rates of financing.

One more aspect that may have been somewhat overlooked during concerns associated with the virus outbreak is that there is still a perceived housing shortage nationwide. Federal home loan mortgage corporation Freddie Mac puts that shortfall at some three million units, with the report indicating Oregon as the most under-supplied state, followed by Colorado, Florida and California.

Bend has been one of the most impacted areas of Oregon due to strong immigration along with decreased levels of construction by builders who are still cautious from being hit so hard during the last recession, along with lack of land and a shortage of sub-contractors.

On the commercial real estate front, Brian Fratzke, president of Fratzke Commercial Real Estate Advisors, Inc., predicted Central Oregon will experience an increase in vacancies, at double digit levels in some sectors, by January of 2021, with a consequent decline in lease rates.

He forecast that the industrial arena would be the least impacted, and the retail/restaurant and tourism sector the most heavily hit.

He added, "Social Distancing will continue well beyond COVID-19, but the way we operate our businesses, educate ourselves, travel, recreate and how we distance ourselves from large population centers will create greater demand for Central Oregon real estate over the next two years."

For more insight into the real estate situation in Central Oregon, see additional articles within this edition.

## Accomplished under 40

Sponsored by



- Impressive Careers?
- Successful Entrepreneur?
- Social & Philanthropic Commitment to your Community?
- Under 40?

Nominate your  
Accomplished Leader  
@ [www.CascadeBusNews.com](http://www.CascadeBusNews.com)

**Nomination Deadline**  
**August 14, 2020**

Join us at a celebration to toast  
the winners October 7, 2020 at  
the **OXFORD** hotel





# Pullbacks, Corrections & Bear Markets

by ED WETTIG, CFP — Wettig Capital Management

The COVID-19 outbreak has put tremendous pressure on stock prices, prompting some investors to blindly and indiscriminately sell positions at a time when the entire market is trending lower. Worried investors believe “this time it’s different.” When the market drops, some investors lose perspective that downtrends, and uptrends, are part of the investing cycle. When stock prices break lower, it’s a good time to review common terms that are used to describe the market’s downward momentum.



in the here and now. The average bear market lasts 146 days for the Standard & Poor’s 500.

A retirement strategy formed with a financial professional has market volatility factored in. As you continue your relationship with that professional, they will also be at your side to make any adjustments and help you make any necessary decisions along the way. Their goal is to help you pursue your goals.

*Provided by Ed Wettig, CFP, Wettig Capital Management which offers investment management, financial planning and retirement income strategies. Securities, insurance and investment advisory services offered through Royal Alliance Associates, Inc. Member FINRA/SIPC. Wettig Capital Management is a marketing designation.*

wettigcapital.com

**Pullbacks.**

A pullback represents the mildest form of a selloff in the markets. You might hear an investor or trader refer to a dip of five to ten percent after a peak as a “pullback.”

**Corrections.**

The next degree in severity is a “correction.” If a market or markets retreats ten percent to 20 percent after a peak, you’re in correction territory. At this point, you’re likely on guard for the next tier.

**Bear Market.**

In a bear market, the decline is 20 percent or more since the last peak.

**All of this is normal.**

Pullbacks, corrections, and bear markets are a part of the investing cycle. When stock prices are trending lower, some investors can second-guess their risk tolerance. But periods of market volatility can be the worst times to consider portfolio decisions.

Pullbacks and corrections are relatively common and represent something that any investor may see from time to time in their financial life, often several times over the course of a decade. Bear markets are much rarer. What we are experiencing now represents the start of the ninth bear market since 1926. This bear market follows the longest bull market on record.

**How is this bear market going to affect me?**

That’s a good question, but it’s something that you won’t fully understand

When stock prices  
break lower, it’s a  
good time to review  
common terms  
that are used to  
describe the market’s  
downward momentum.

Voted  
**“FAVORITE GOLF COURSE”**  
in Central Oregon



**Purchase a River’s Edge Golf Pass for just \$59  
and receive up to 38% off regular green fees!**

Golf Pass also includes participation in  
River’s Edge Club events, as well as pro shop and  
golf lesson discounts.

**Annual unlimited play memberships  
starting at \$1350**

*Golf Digest “Best Places to Play” rated ★★★★★*

RiversEdgeGolfBend.com  
400 Pro Shop Drive, Bend, OR 97703 | 541-389-2828



**We Protect, You Prosper!**

**Our Security Services:**

- ☑ Nightly Mobile Business Patrols
- ☑ Burglary Alarm First Response
- ☑ Posted Officers at your Location
- ☑ Construction Watch Team



**Your Total Assurances:**

- ☑ Protecting \$1 Billion Locally
- ☑ Proof-of-Work Accountability
- ☑ The Most Local References
- ☑ Huge Patrol Coverage 6PM-6AM
- ☑ All-Wheel Drive Vehicles
- ☑ **26 Years of Business Excellence**



**541-330-0404  
541-548-1992**

**securityprosbend.com**

**RECESSION-  
PROOF YOUR  
RETIREMENT**



**David  
ROSELL**

**CHECK OUT  
DAVID ROSELL’S  
NEW PODCAST  
ON INVESTING  
IN THESE  
UNCERTAIN  
TIMES**

*...and live the life  
you have  
always imagined*

**DavidRosell.com**

Securities offered through ValMark Securities, Inc. Member FINRA, SIPC 130 Springside Drive, Suite 300, Akron, OH 44333 800.765.5201 Investment Advisory Services offered through ValMark Advisers, Inc., a SEC-registered investment advisor. Rosell Wealth Management is a separate entity from ValMark Securities, Inc. and ValMark Advisers, Inc.



who's who who's who who's who who's who who's who who's who

The **Redmond School District** Board of Directors has announced its selection of **Dr. Charan Cline** of Yamhill, Oregon for the position of superintendent.

Cline currently serves as superintendent of Yamhill Carlton School District. In his 19 years as a school administrator, he has served as a high school assistant principal, a middle school principal, a district school improvement director and a superintendent. Cline holds a bachelor's degree in secondary education from Western Oregon State College and a master's degree in geography from the University of Oregon. He holds a doctorate in educational leadership from George Fox University.

Cline has accepted a three-year contract and will assume superintendent responsibilities on July 1, 2020.



Charan Cline

University after graduating with a bachelor of science in nutrition sciences from the University of Guelph in Ontario, Canada. She has been director of the Moore Family Center for Whole Grain Foods, Nutrition and Preventive Health since 2012 and became a full professor in Oregon State's School of Biological & Population Health Sciences the following year.

The position that Ho will fill is, "a critical role for the future of the institute in establishing Oregon State University as a leader in health sciences," said Irem Tumer, the university's interim vice president for research, to whom Ho will report.

Research programs at the institute investigate the role vitamins, minerals, and chemicals from plants play in human aging, immune function and chronic disease. Their goal is to understand the mechanisms by which components of our diet and/or dietary supplements may affect disease progression and to evaluate their usefulness in disease prevention.

Ho will succeed Richard van Breemen, who will step down June 30.



Jamie Nesbitt



Kurt Kempcke

**Jamie Nesbitt, Kurt Kempcke and Annie Wayland** have joined the Board of Directors at **KPOV 88.9 FM, High Desert Community Radio**.

Nesbitt is president of OUT Central Oregon, a nonprofit in Bend focused on LGBTQ+ advocacy, inclusion and visibility. Nesbitt also serves as a board member at AIDS United, a Washington, D.C.-based nonprofit. He and his partner moved to Bend in 2016 and he works in the biotechnology industry. He likes to hike, kayak, run, road cycle, ski and cook.

Kempcke is a retired IT executive and project manager. He is the host of KPOV's *Jazz n' Jambalaya* on Thursday evenings and was selected as the station's 2019 Volunteer of the Year. His goal is to utilize his past administrative and grant writing experience to help KPOV staff and volunteers expand the mission of KPOV.

Wayland has been an active volunteer at KPOV for several years. She has lived in Bend since 2003 and is a realtor with Cascade Sotheby's International Realty, an avid golfer, skier and tennis player. Wayland has been motivated by her love of Central Oregon and community radio to join the KPOV board.



Annie Wayland

**Emily Ho**, the leader of **Oregon State University's (OSU)** Moore Family Center for Whole Grain Foods, Nutrition and Preventive Health and an internationally recognized expert in the study of nutrients and chronic disease, has been named the next endowed chair and director of the university's Linus Pauling Institute.

Ho has been a principal investigator at the institute since 2005 and on the faculty of OSU's College of Public Health and Human Sciences since 2003. She will start in her new position July 1.

Ho earned a Ph.D. in human nutrition at The Ohio State



Emily Ho

**Think Wild** welcomes their new Director of Wildlife Rehabilitation, **Pauline Baker**.

Baker will lead the Think Wild Wildlife Hospital upon opening and is currently working hard on planning for wildlife enclosure construction, animal care protocols and permitting.

Baker joins Think Wild from Wildlife Center of the North Coast in Astoria, Oregon, where she spent the past few years leading wildlife rehabilitation. Prior to that, she worked as a wildlife technician in Southern California after graduating from Oregon State University with a bachelor of science in fisheries and wildlife sciences. A Pacific Northwest native, Baker has always been passionate about the natural world and the integral part humans play in it.



Pauline Baker

## Riff Supports Frontline Efforts by Launching Buy One, Give One Program

As a small business and member of the Bend and greater Oregon community, it is important for Riff to find a way to step up and serve frontline workers and healthcare professionals who are risking their own lives to save lives.

"As a small-yet-mighty company, we are continuously inspired and constantly look for ways to show up and support our community," said Paul Evers, Riff co-founder and CEO. "When we learned that most coffee shops are closed and hospital coffee is non-existent, it was a no brainer that we show deep appreciation and provide a bit of joy and brightness — and of course caffeine — to those who need it most during these challenging times."

As a result, Riff created a get one, give one program. When a member of the Riff community purchases a bottle of Riff Cold Brewed Coffee or can of Alter Ego, Riff will match their purchase and donate a bottle of cold brewed coffee or can of Alter Ego to frontline workers on the consumer's behalf. To jump start the program, Riff set up a display case and stocked it with bottles of Arm and Arm and Paint the Town cold-brewed coffee and cans of Alter Ego for all healthcare workers to enjoy at St. Charles hospital in Bend on Tuesday.

All of Riff's products are crafted using the most stringent health and safety practices, allowing consumers to grab and go and enjoy Riff with confidence, especially during such uncertain times.

letsriff.com



HEALTHCARE WORKERS ENJOYING RIFF COLD BREWED COFFEE AND RIFF ALTER EGO NATURAL ENERGY DRINKS IN ST. CHARLES MEDICAL CENTER'S STAFF LOBBY | PHOTO COURTESY OF ST. CHARLES MEDICAL CENTER



## Discover Your Forest & Deschutes National Forest Receive Prestigious Public Lands Award

Recently, Discover Your Forest, the official nonprofit partner of the Deschutes National Forest, accepted an Outstanding Public Lands Partnership Award from the Public Lands Alliance in Washington, DC.

The award recognizes, “an exemplary partnership for a stunning achievement to protect and preserve our public lands and enhance the experiences of their visitors and users. The award is presented to both the nonprofit and agency partners for their shared achievements.” The award was given in recognition of a cleanup effort at Cabin Butte, and the partnership that made it possible.

The Cabin Butte project kicked off in 2019 when outdoor retailer, REI Co-Op, began to look for a stewardship project for their Leadership Conference in Sunriver. It was jointly decided to utilize the force of their more than 300 attendees to volunteers at the Cabin Butte Pit, off of China Hat Road in Bend.

Volunteers removed more than 6,875 lbs. of material by hand, as well as two vehicles from the pit. They decommissioned four illegal shooting ranges and tediously separated and recycled over 50,000 shell casings from the area. They also erected over 500 feet of fencing to prevent vehicles from driving on unauthorized roads. In addition, volunteers installed 20 bee boxes to protect and encourage pollinator sustainability in the area. Since the completion of this project, hikers and bikers have started to return to the neglected area to explore the nearby forests and caves.

The Public Lands Alliance is a national entity that works to foster and advance the nonprofit partners of Public Lands, as well as their agency partners, throughout the United States. They recognize the ongoing achievements of the partnership between Discover Your Forest and the Forest Service: from volunteer projects like this, to special events and educational programs for all ages. Both entities share a commitment to the continued partnership and protection of our public lands.

The success of this project was made possible by a collaborative effort from the Deschutes National Forest, Discover Your Forest, REI, The Broomsmen and Human Eco Consulting.

[discoveryourforest.org](http://discoveryourforest.org)



RIKA AYOTTE ACCEPTS PLA AWARD | PHOTO COURTESY OF DISCOVER YOUR FOREST

# Businesses Serving Community

### NEIGHBORIMPACT

School districts across the state scrambled to put plans in place after Governor Kate Brown’s March 23 order. The order mandates that schools provide emergency child care to essential emergency responders during the COVID-19 crisis, a task that many schools were unprepared for. For Crook County School District, NeighborImpact Child Care Resources proved an invaluable partner in making the order a reality in Crook County.

NeighborImpact’s program staff leveraged their connections with child care professionals in the region and their knowledge of how to navigate the logistics of child care operation. They worked closely with the school district and the county to identify the kind of care that exists right now, the need among emergency personnel, who is available to provide that care and how the agencies can work together to get the system operating as seamlessly as possible.

After identifying the need, the school district got to work transforming school rooms into childcare facilities. The school identified two spaces that can each serve up to ten children at a time. Kids Club, which is experienced in operating children’s summer programs, applied through the state to provide emergency child care and are staffing the rooms at the school. However, the staff and facility are only equipped to serve school-aged children, leaving a need for child care for children ages six weeks to five years.

With NeighborImpact’s help, the school has identified five local providers offering a total of 24 child care slots for children from infancy to preschool.

In addition to their work with Crook County School District, NeighborImpact Child Care Resources has been hard at work offering a variety of supports to regional child care providers, including navigating insurance, understanding their responsibilities under the new order, health and safety compliance, business support and more.

Resources for child care providers, including frequently asked questions and licensing information, can be found on the NeighborImpact’s website.

### MT. BACHELOR

With a shortage of Personal Protective Eyewear (PPE), Mt. Bachelor asked Central Oregon to consider donating old goggles along with Mt. Bachelor to our local community and Goggles for Docs program. Mt. Bachelor will be donating new goggles from Gravity Sports and cleaned out their lost and found for donations.

Donations were accepted April 8-9 at the Mt. Bachelor Park-n-Ride. The drop-off was drive-thru style and the donated goggles were required to be wiped down/sanitized and in a sealed, zip-lock bag. Mt. Bachelor staff

was onsite and asked that social distancing was maintained for the safety of their staff and other donors by staying in vehicles.

Donations were sent to First Line Health Care Workers in Central Oregon, which supports local doctors, nurses, medics and healthcare staff. Additional donations will be sent via Goggles for Docs to hospitals with the highest need, such as those in California, Colorado and New York.

### JERICO ROAD

Washington Federal Foundation awarded Jericho Road \$2,500 to help with the provision of food and emergency supplies in the Redmond area. “The funds are particularly critical during the current closures and loss of jobs compounding the general needs of the homeless and hungry in Central Oregon,” said Jericho Road co-chair, Mike Powers. The organization currently is offering packaged meals 25 days per month and other related services.

### NEIGHBORIMPACT HEAD START

Although NeighborImpact’s Head Start classrooms are closed in accordance with Governor Kate Brown’s order related to social-distancing, staff continue to support enrolled children and families in creative and innovative ways.

Head Start family advocates are reaching out to each family enrolled in the program to offer their support, not only in meeting the academic needs of the enrolled child, but also the physical and emotional health and wellbeing of the family.

According to NeighborImpact Head Start Director Kim Brown, Head Start staff will assist families in identifying basic needs and connect them with the resources necessary to fulfill those needs.

The program will also ensure that enrolled children continue to have access to food and housing; that child development opportunities and learning experiences are made available and that families continue to engage with their children and with the program.

Families enrolled in Head Start will continue their educational engagement through an online portal, which will offer tools for assessing the child’s abilities and areas for growth, and provide detailed lessons and activities for each child based on that assessment. These activities are tailored to the child’s current developmental needs and can be done using items already available in the home.

Family advocates will check in with Head Start families weekly to ensure that all needs are being met and that parents are equipped with the necessary tools for becoming engaging educators.



# Facebook Grants

Continued from page 4

program. The grant application will open next week. Facebook is also introducing a place for people to discover digital gift cards and create personal fundraisers for their favorite local restaurants and businesses. Businesses who are interested in creating digital gift cards can visit facebook.com/business/boost/gift-cards to learn how to sign up with one of their partners. And additionally, they are continuing to enhance its business support resources and tools through its Business Resource Hub. facebook.com/business/small-business

# RECENT TRANSACTIONS

Continued from Page 4

Broker **Peter May, CCIM** of **Compass Commercial Real Estate Services** represented the landlord, **John Oleary**, in the lease of a 2,760 sq. ft. retail suite located at 828 NW Wall Street in Bend. **Jay Lyons, SIOR, CCIM** and **Grant Schultz, Broker of Compass Commercial Real Estate Services**, represented the tenant, **Bend Luxury Real Estate Ventures**. Brokers **Terry O'Neil, CCIM** and **Ron Ross, CCIM** represented both the sellers, **Jim and Leslie Olson**, and the buyer, **Specialty Engineering, Inc.**, in the acquisition of 1051 NW Layton Avenue in Prineville. The 1.69 acres of commercial land sold for \$159,000.

## Watch for Upcoming Editions of CASCADE BUSINESS NEWS

### 2020 EDITORIAL CALENDAR

ISSUE DATE	SPECIAL SECTIONS	INDUSTRY LISTS
May 6 Deadline Apr 29		Banks, Credit Unions
May 20 Deadline May 13	Custom Home Builders	Custom Homes, Log Homes, Building Designers, Interior Designers, Fine Furniture
June 3 Deadline May 27	Business of Pets	Grooming, Boarding, Pet Services, Vets
June 17 Deadline Jun 10	PRINEVILLE Profile	Employment Resources, Largest Employers, Office Supplies
July 1 Deadline Jun 24	SUNRIVER Profile/Summer Recreation Special	Travel Agencies, Athletic Clubs, Spas, Tour Companies, Mailing Services, Golf Courses
July 15 Deadline Jul 8		Engineers, Insurance Companies, Health Plan Companies
August 5 Deadline Jul 29		Internet Services, Computer Services, Education Services, Web Design & Digital Marketing
August 19 Deadline Aug 12	Women in Business	Largest Women-Owned Businesses, Moving/Storage, Auto Dealers, Trucking & Transportation, Auto Body Repair
September 2 Deadline Aug 26	Annual Healthcare	Asst'd. Living, Chiropractors, Dentists, Eye, Home Care, Hospitals, Physical Therapy, Physician Groups, Reconstructive Surgery, Audiologists, Emergency Transport, Acupuncture
September 16 Deadline Sept 9	Sisters Profile	Financial Planners, Stock Brokers
October 7 Deadline Sept 30	Nonprofit Profiles/Accomplished Under 40	Nonprofit Organizations, Accountants, Bookkeepers
October 21 Deadline Oct 14		Manufacturers in Deschutes, Crook & Jefferson Counties, Garbage/Recycling
November 4 Deadline Oct 28	REDMOND Profile/Fastest 20	Bio-Tech, High Tech Firms, Telecommunications, Utility Companies, Heating/Cooling Companies
November 18 Deadline Nov 11	Made in Central Oregon	Products Made in Central Oregon
December 2 Deadline Nov 25	Aviation	Law Firms, Security Companies
December 16 Deadline Dec 9	Top Commercial Projects/Construction Review	Commercial Contractors
January 2021 Deadline Dec 2	Book of Lists	



# SUBSCRIBE TO CASCADE BUSINESS NEWS

RECEIVE A FREE COPY OF OUR 2020 BOOK OF LISTS



- **Book of List Online Combo:** \$200 (Out of Area \$210)  
1 Year of Cascade Business News  
1 Year Online Book of lists  
1 Hard Copy of Book of List  
Annual Savings of \$58
- **Cascade Business News:** \$35 (Out of Area \$40)  
(includes online subscription)
- **ONLINE Cascade Business News:** \$22 (Online Only)
- **Cascade A&E:** \$25 (Out of Area \$30)
- **Get ALL print pubs for** \$50 (Out of Area \$60)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL for E-News: \_\_\_\_\_

☐ CHECK ENCLOSED      PLEASE BILL MY:    ☐ VISA    ☐ MC

VISA/MC #: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Published Twice Monthly Since 1994 • [www.CascadeBusinessNews.com](http://www.CascadeBusinessNews.com)

Send completed form to: Cascade Publications Inc. 404 NE Norton, Bend, OR 97701 • ph: 541-388-5665





# Online access that helps you do your job.

*When you become a member of PBX it connects you to the community.  
Stay current on the industry and the jobs that you aspire to. Look to the future. Contact us today for membership information.*

 <b>541 389 0123</b>	<b>PO Box 6731 Bend, OR 97708</b>	<b>Plan Pick Up</b> <b>63052 Layton Ave. #100 Bend, OR 97701</b>	<b>premierbx.com</b>
---	---------------------------------------	--	----------------------

COMMERCIAL PERMITS WEEK ENDING 3-27-2020

City of Bend

\$4,338,064.00	-	Commercial (Juniper Elementary School) 7,762 sf. at 1300 NE Norton Ave. Bend 97701 OR Owner: School District #1 520 NW Wall St. Bend, OR 97703 Builder: Kirby Nagelhout Construction Co. 541-389-7119 Permit # 19-6127
\$3,340,010.00	-	Multi-FD 31,971 sf. at 635 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2723
\$1,821,017.00	-	Multi-FD 17,431 sf. at 639 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2724
\$1,821,017.00	-	Multi-FD 17,431 sf. at 647 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2725
\$1,821,017.00	-	Multi-FD 1,7431 sf. at 659 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2726
\$1,821,017.00	-	Multi-FD 17,431 sf. at 655 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2727
\$1,821,017.00	-	Multi-FD 17,431 sf. at 651 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-2728
\$600,000.00	-	Commercial (Outpost) 4,756 sf. at 643 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702 Builder: Pahlisch Homes 541-385-6762 Permit # 19-4144
\$33,315.00	-	Commercial Alteration at 933 NW Wall St. Bend 97703 OR Owner: The O'Donnell Buildings, LLC 928 NW Brooks St. Bend, OR 97703 Builder: Belfor USA Group 503-408-8880 Permit # 20-1226

Deschutes County

\$443,000.00	-	Commercial (Sunriver Pool) 1,244 sf. at 17900 West Core Rd. Sunriver 97707 OR Owner: Sunriver Owners Association PO Box 3278 Sunriver, OR 97707 541-593-2411 Permit # 247-20-000600-STR
\$350,856.00	-	Commercial 7,200 sf. at 51340 Hwy 97 La Pine 97739 OR Owner: Deschutes County PO Box 6005 Bend, OR 97708 Builder: Toney Construction Company, LLC 541-678-5751 Permit # 247-20-000709-STR
\$35,000.00	-	Commercial Alteration at 64201 Tyler Rd. Bend 97703 OR Owner: HSW Rock Springs, LLC 64201 Tyler Rd. Bend, OR 97703 Builder: Builder of Special Spaces, LLC 541-280-6692 Permit # 247-20-001053-STR
\$12,000.00	-	Commercial Alteration (Pronghorn Resort) at 23000 Ghost Tree Ln. Bend 97701 OR Owner: Pronghorn Intangibles, LLC 1100 Alakea St. Honolulu, HI 96813 541-948-3827 Permit # 247-20-001617-STR

City of Redmond

\$45,000.00	-	Commercial at 901 E Hwy 126 Redmond 97756 OR Owner: Central Oregon Irrigation District 1055 SW Lake Ct. Redmond, OR 97756 Builder: Petrichor Constructors, LLC 503-539-0863 Permit # 711-19-002356-STR
-------------	---	---

Lake County

\$428,000.00	-	Commercial Alteration (Red Rock BioFuels, LLC) at 18281 Kadrmas Rd. Lakeview 97630 OR Owner: Red Rock BioFuels, LLC 4745 Boardwalk Dr. Ste D 101 Fort Collins, CO 80525 Permit # 497-20-000073-STR
\$277,000.00	-	Commercial Alteration (Red Rock BioFuels, LLC) at 18281 Kadrmas Rd. Lakeview 97630 OR Owner: Red Rock BioFuels, LLC 4745 Boardwalk Dr. Ste D 101 Fort Collins, CO 80525 Permit # 497-20-000082-STR
\$228,000.00	-	Commercial Alteration (Red Rock BioFuels, LLC) at 18281 Kadrmas Rd. Lakeview 97630 OR Owner: Red Rock BioFuels, LLC 4745 Boardwalk Dr. Ste D 101 Fort Collins, CO 80525 Permit # 497-20-000081-STR
\$28,000.00	-	Commercial Alteration (Red Rock BioFuels, LLC) at 18281 Kadrmas Rd. Lakeview 97630 OR Owner: Red Rock BioFuels, LLC 4745 Boardwalk Dr. Ste D 101 Fort Collins, CO 80525 Permit # 497-20-000080-STR

COMMERCIAL PERMITS WEEK ENDING 4-3-2020

City of Bend

\$25,500,000.00	-	Commercial (OSU Academic Building) 47,185 sf. at 1500 SW Chandler Ave. Bend 97702 OR Owner: Oregon State University, Et Al. 3015 SW Western Blvd. Corvallis, OR 97333 Builder: Swinerton Builders, Inc. 415-421-2980 Permit # 19-5804
\$6,200,000.00	-	Commercial (Partners In Care) 14,840 sf. at 2071 NE Wyatt Ct. Bend 97701 OR Owner: Partners In Care, Inc. 2075 NE Wyatt Ct. Bend, OR 97701 Builder: Sunwest Builders 541-548-7341 Permit # 19-5379
\$485,000.00	-	Commercial Alteration (First Church of Christ) 6,716 sf. at 1013 NE 10th St. Bend 97701 OR Owner: First Church of Christ PO Box 2055 Bend, OR 97709 Builder: R & H Construction Co. 503-228-7177 Permit # 19-5998
\$309,984.00	-	Multi-FD 2,495 sf. at 20118 Flowing Water Wy. Bend 97702 OR Owner: Oregon Builders Developers, LLC 3321 NW Panorama Dr. Bend, OR 97703 541-480-9985 Permit # 19-5949
\$19,000.00	-	Commercial Alteration (Merryweather) 26,635 sf. at 550 SW Industrial Wy. Bend 97702 OR Owner: Old Mill Retail, LLC 1615 SE 3rd Ave. #100 Portland, OR 97214 Builder: Kellcon, Inc 541-312-4034 Permit # 20-0269

City of Redmond

\$1,400,000.00	-	Commercial (Surf Thru Express Car Wash) 4,758 sf. at 2363 NW 4th St. Redmond 97756 OR Owner: Surf Thru, Inc. 2701 Brighton Park Dr. Bakersfield, CA 93311 Builder: Sunwest One, Inc. 541-548-7341 Permit # 711-19-001672-STR
\$75,000.00	-	Commercial Alteration at 1881 SW 1st St. 1881 SW 1st St. Redmond 97756 OR Owner: Prevost Investment, LLC 1804 SE First St. Redmond, OR 97756 Builder: Keeton King Contracting, LLC 541-923-0704 Permit # 711-20-000348-STR
\$20,000.00	-	Commercial Alteration (Stratos) at 145 SE Deschutes Ave. Redmond 97756 OR Owner: Holt West, LLC 338 SE Railroad Blvd. Redmond, OR 97756 Builder: Michael W Rogers 541-977-1163 Permit # 711-20-000345-STR

Deschutes County

\$515,144.00	-	Commercial Addition 5,800 sf. at 267 W Sisters Park Dr. Sisters 97759 OR Owner: Jeffrey D Wester PO Box 765 Sisters, OR 97759 541-480-1043 Permit # 247-19-005898-STR
\$368,000.00	-	Commercial (Tetherow Pool) at 19259 Outrider Lp. Bend 97702 OR Owner: Tetherow Heath, LLC 61240 Skyline Ranch Rd. Bend, OR 97702 Builder: Sunwest One, Inc. 541-548-7341 Permit # 247-20-000971-STR
\$10,000.00	-	Commercial Alteration at 12900 Hawkes Beard Black Butte Ranch 97759 OR Owner: Wooddall Wells & Sarah B Talmadge 4016 SW 57th Ave. Portland, OR 97221 Builder: Lynn R Johnston Building Contractor, Inc. 541-549-5381 Permit # 247-20-000544-STR-01



# Accomplished under 40

Sponsored by

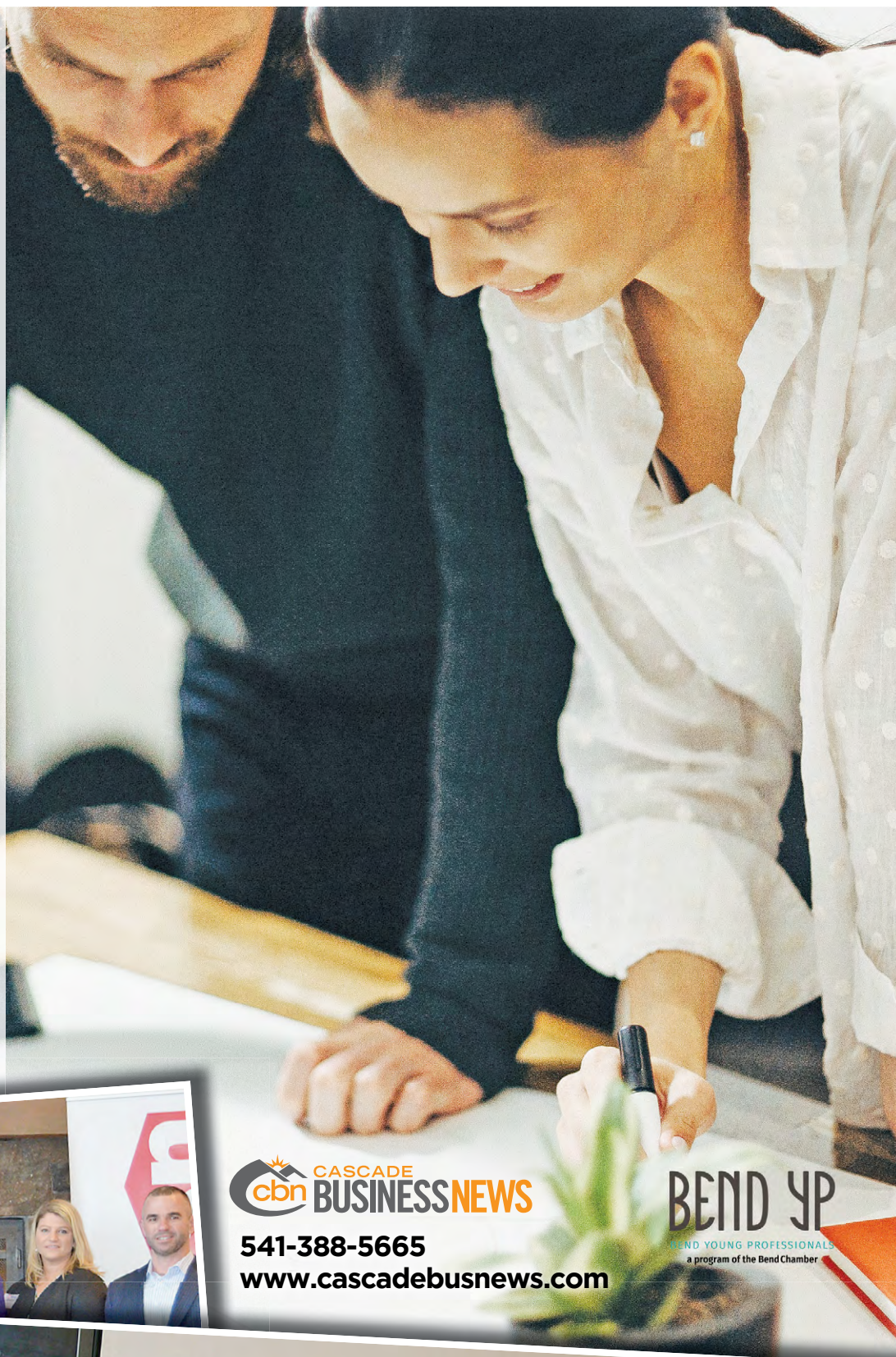


- Impressive Careers?
- Successful Entrepreneur?
- Social & Philanthropic Commitment to your Community?
- Under 40?

**Nominate your  
Accomplished Leader  
@ [www.CascadeBusNews.com](http://www.CascadeBusNews.com)**

**Nomination Deadline  
August 14, 2020**

**Join us at a celebration to toast  
the winners October 7, 2020 at  
the OXFORD hotel**



**CASCADE  
BUSINESS NEWS**

541-388-5665

[www.cascadebusnews.com](http://www.cascadebusnews.com)

**BEND UP**

BEND YOUNG PROFESSIONALS  
a program of the Bend Chamber

