

Welcome!



Yvonne Lieblein
Managing Director,
East End

Skyline Title LLC is proud to launch *Real Estate Resource*, a newsletter that will allow us to provide you with industry news and topics of interest.

With a proactive team of title insurance specialists and real estate veterans, Skyline makes sure the documents attorneys need before and during the closing are accurate, complete and provided on time. Reports are

carefully organized and easy to navigate. A skillful team of counsel guides our resourceful managers through the process. Each transaction benefits from their decades of expertise in title insurance, legal applications and real estate transactions. Skyline staff, in turn, is carefully trained to provide a personal approach and courteous service as they follow strict controls and procedures, start to finish. We look forward to working with you.

We also welcome your feedback on this newsletter. Please email yvonne@skylinetitle.biz with comments or topics you would like to see in future issues.

Skyline Sponsors Real Estate Continuing Education



Skyline Senior Counsel and Managing Director, Hudson Valley Region, Jody Fay with participants at the first Real Estate Expo.

Skyline Title LLC was one of the premier sponsors of the first-ever Real Estate Expo in Westchester County. Designed to bring local realtors in contact with local real estate attorneys for both educational and

networking purposes, the Expo became a template for the East End Real Estate Primer presented by Skyline Title on February 11 at the Southampton Inn from 3 – 7 p.m. Attendees will receive three credits (CLE or CRE) followed by cocktails and networking complements of Skyline Title.

For more information, email yvonne@skylinetitle.biz or cnuzzi@skylinetitle.biz.

Good communication skills enhance your chances for success in these challenging economic times

By Valerie Marvin, Esq.

Most every industry has been acutely affected by the economic downturn and real estate is no exception. To remain successful in this changing world, it is essential to find ways to create new relationships and hold onto the relationships we currently have. In business, especially sales-related industries, poor communication can mean losing a business connection, or failing to establish and maintain solid, lasting relationships that can make the difference. Good listening and effective communication are key.

People want to do business with people they trust and who have taken the time to connect with them and help them meet their needs. Seemingly simple, the person who makes the effort to hear and understand another's needs is rare. In business, as in all relationships, when people do not feel heard, they do not feel safe. To understand your client's needs, key concerns and interests and, as important, make your client feel heard, you must show them that you are hearing them. "Active" or "reflective" listening is a reliable and proven method of good listening and effective communication.

While "actively" or "reflectively" listening, the listener repeats back to the speaker what they heard. In this way, the listener demonstrates that they have paid attention and understood what was being said. The speaker, upon hearing their thoughts reflected, is able to correct a misunderstanding or to further detail their interests. Reflective listening also can save you time by getting to the core of clients' needs faster.

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Good communication skills enhance your chances for success in these challenging economic times

Active listening also works to reduce stress and facilitate relationships with difficult clients. In the present environment, many people are fearful, distrustful, angry and economically and emotionally stretched. In dealing with difficult people, reflective listening is one of the most powerful tools.

Of course it is not enough just to listen well, you also must act with good intention on what you heard; follow through and do what you said you would do.

Business is about people – you don't get a million chances in a small town. Managing relationships and creating trust and loyalty will insure your longevity. Effective communication is essential to doing that.

Valerie Marvin, Esq., is an attorney and mediator with offices in Sag Harbor 631.807.9479 and Greenport 631.477.9277. vmarvin@valeriemarvinlaw.com, valeriemarvinlaw.com



Attorney Spotlight

Schwartz & Sinski, PC

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Kathleen F. Schwartz and **Douglas C. Sinski** bring over 40 years of combined experience in the real estate field, as well as complementary related practices in the areas of wills, trusts and estates, small business organization and compliance, business purchase and sales and general practice matters.

Kathleen and Doug are well-versed in all real estate and real estate related transactions. In addition to representing buyers and sellers, they represent builders and developers in complicated land use and zoning matters.

Their mission? To bring you the highest quality legal services in the most cost-efficient manner. By providing you with the trust and respect your legal matters deserve, they consistently demonstrate why they really are "Your Partners in Law."

Once you become a client, Kathleen and Doug believe you will remain one because of the level of service you'll receive. All phone calls will be promptly returned, and each matter is treated as if it was the most important one. After all, Kathleen and Doug know that to you it absolutely is, and they're committed to exceeding your expectations.

Skyline 3-D Question

In each issue, we will ask real estate professionals to give us insight into a topic of interest.

What is your forecast for the 2009 real estate market?

Edward D. Burke Sr., Esq.
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"The particular interest to the real estate/land use practitioner is the fact of a relatively small drop in values. Accordingly, vacant land sales will offer the best bargains. The experienced professional will see applica-

ble due diligence investigations together with site plans, zoning, planning, DEC (Department of Environmental Conservation) and Suffolk County Health Department matters. Residential sales in the moderate market will rise with the decrease of mortgage rates. The 'South of the Highway' market will rebound shortly without speculative building. I'm looking forward to a busy year."

"I see 2009 as being a great year for very good deals. I think that where the housing prices are and the rates being historically low, people are already starting to take advantage of the lower monthly payments. These rates are too low to resist, the buyer that was looking at a \$3 million house last year is buying a \$1.7 million house this year!"

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"Opportunities and challenges in 2009 will make this a most surprising year for everyone in real estate."

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