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Kareem Miller, 25
Owner
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Dontavious Thomas, 32
Owner
Schooley Mitchell Belhaven College



Tracy Alston, 37
Founder and CEO
New Mentality and Mental Edge Fitness Solutions
Wake Forest University

Best advice to an African American just starting out?

You can do and accomplish great things in your life. No matter what limiting belief you may have. Reach outside of the norm and push limit of every doubt, fear and obstacle. You will win if you NEVER EVER QUIT!

Best advice to an African American just starting out?

Try all opportunities even if they intimidate you. Self-doubt is normal, but what helps you thrive is honing your skills and learning first-hand by doing something different or new. Eliminate fear of doing things perfect the first time you try it. Own your personal short comings, be proud of your life experience and use it for fuel to make the most of your life.

Best advice to an African American just starting out?

My best advice to any African American is to not ever give up on your dream. Starting a successful company is one of the hardest, but most rewarding experiences you will ever have. There isn't a right time to start a business or even a perfect business. You must learn from obstacles, build upon successes, adapt to the market as well as your customer needs.

Best advice to an African American just starting out?

CONNECT! It's not what you know, it's who you know! Get out there and make meaningful connections with everyone you can. Invest in people and your community, and your business will grow.

Best advice to an African American just starting out?

No matter what you look like, where you are from or the things you've been though, if you can tap into who you are and who you are called to be, there is nothing you can't do.

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Bill Russell celebrates 25 years with the Lake Norman Chamber

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Continuum sale may not be as easy as it seems

BY DAVE VIESER

The controversial municipal ownership of the former Adelphia cable system, now known as Continuum, came to end when the clock struck midnight on Dec. 31, 2019. That was the moment when TDS Broadband completed its purchase of all Continuum assets for the sum of \$80 million.

However, controversy over the sale may have just begun.

Both the Town of Cornelius and Mecklenburg County are claiming they are owed money from the sale.

Cornelius officials are privately saying the town is due a million-dollar payment based on the terms of the original sale more than 10 years ago. This, after \$49 million in subsidies were paid by taxpayers in Mooresville and Davidson for over a decade.

Unlike its neighbors to the north, Cornelius never committed any taxpayer funds to support MI-Connection, which became Continuum in late 2017.

Several former Cornelius officials and commissioners, who have knowledge of the agreement between the towns but are not willing to speak on the record, specifically recall the clause for sharing the profits with Cornelius being inserted into the final agreement back in 2007 when Cornelius opted not to participate in the purchase of the system, then known as Adelphia, Time Warner and Mi-Connection before the name change to Continuum several years ago.

Of course, Davidson and Mooresville officials have a different view. "Davidson and Mooresville sold Continuum at a cumulative financial loss of up to \$40 million," said Amanda Preston, spokeswoman for Davidson.

"The intention of the parties when entering into the 2007 agreements was that Cornelius and Mecklenburg County would have a limited right to share in profits upon a sale. But there were no profits; instead there were large losses caused by payments made by Mooresville and Davidson to support the system and that burdened our towns annually for over ten years – and incidentally benefited subscribers in Cornelius and in the county. Therefore, while we greatly value our relationships with our neighbors in the region, we cannot accede to an unjust



and unintended outcome."

Cornelius officials will not comment on the record other than to say the matter is "under discussion between the towns." Meanwhile, getting final figures on the purchase by TDS and how it impacts the three towns will have to wait.

According to Davidson Town Manager Jamie Justice, the terms of the TDS agreement require Davidson and Mooresville to put \$750,000 in a 90-day network escrow account to cover outstanding invoices and company costs as well as \$2 million in an indemnification fund to address unknown issues or expenditures that may arise over the next 12 months.

Bottom line: "the final numbers on the TDS purchase won't be known until the end of this year," Justice told Davidson commissioners at their Jan. 14 meeting.

Nor will it be known immediately whether Cornelius will actually get the \$1 million it claims it is owed. Mecklenburg County is seeking \$500,000 under a similar request.

The entire matter may end up in court.

The cable purchase by Davidson and Mooresville didn't prove any more favorable for the politicians than it did for the taxpayers. Some of the elected officials and their senior staff who advocated for the purchase back in 2007 are long gone.

TDS, meanwhile, is staying out of the controversy, focusing their efforts on improving the cable system during the next several years.

In a recent, exclusive interview with Business Today, CEO Jim Butman credited the late David Auger, CEO of Continuum and his staff, for improving the system in recent years.

"We believe the future of the cable industry remains extremely bright, adding more customers and performing well. We plan to leverage our local scale with national customer care services to win customers by providing tailored service packages that are highly valued by existing and future customers," Butman said.

Famous Toastery will grow without Long Island stores

BY DAVE VIESER

Labor laws, which vary from state to state, can put a damper on expansions. The experience of Robert Maynard and Huntersville-based Famous Toastery is a case in point.

He and business partner Brian Burchill grew up on Long Island and always wanted to open a restaurant there.

That desire started to become a reality in 2016 when Maynard found a 3,750 square foot space in the Mayfair Shopping Center in Comack, N.Y. The middle-income suburban community is about 50 miles east of Manhattan.

Maynard and Burchill opened the original Famous Toastery in Huntersville in 2005. Open daily from 7-3, the restaurants offer an unusual menu of breakfast and lunch dishes from both north and south, such as bagels with a shmear and biscuits and gravy with eggs. Their lunch-time menu included wraps, melts, salads and burgers, plus macaroni and cheese—with Gruyere and Parmesan—and crab rolls.

Maynard and Burchill were sure it would catch on in New York.

The first obstacle was permits. It took almost two years for the required town and county permitting to go through. Finally, in 2018, Famous Toastery opened in Comack to rave reviews.

Business was brisk and Entrepreneur magazine ranked Famous Toastery as one of its top food franchises in their 2019 rankings.

The North Carolina-based breakfast chain had seen a steady rise and wide-ranging success as they opened up their locations in the south, but, alas, their stay on Long Island lasted only about a year.

"I'm convinced that there was a market for our product," said Maynard. "But what we didn't see coming were new state wage and labor laws which really

cut into our profit."

For example, soon after Famous Toastery opened, New York State adopted new minimum wage laws which required that all employees receive at least \$11.80 an hour, as well as annual increases each year until they reach \$15 an hour.

In comparison, North Carolina's minimum wage is only \$7.25 an hour.

Other new laws also hit Famous Toastery hard. One was a cross-training regulation which mandated that they had to train people like dishwashers for more senior positions—and pay them the higher salaries while training.

After assessing their financial status, especially in view of the higher labor costs, Maynard said they decided to pull the plug last fall while also abandoning plans to open a second location.

"It hurt to close, but it didn't make sense to keep just one store open and, under the circumstances, we didn't envision opening multiple stores," Maynard said.

Famous Toastery continues to grow



Famous Toastery building in Huntersville

in the southeast, with over 30 locations spread between the Carolinas, Virginia and one in Georgia.

About half the Famous Toasteries are franchised.

In keeping with trends around what first-time investors in small businesses want, Famous Toastery is a lifestyle brand: Owners and employees alike can be home by 4 p.m. every day.

Lesson learned

"Don't forget how different the world can be when you go to another state."

Food philosophy

Let's just say, we saw this all-day breakfast thing years ago.

Giving back

Each time a Famous Toastery opens, they donate two days' proceeds to local non-profit organizations.



Burchill



Maynard

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PEBT PEOPLE

Davidson inventor is Entrepreneur of the Year

Former CIA officer Zach Greenhill is the Lake Norman Chamber's Entrepreneur of the Year. Davidson-based Greenhill Anti-Ballistics Corp. has more than 17 patents on its Force Disruption Platform, a material that when applied to armor reduces the force of impact by up to 50 percent.



Greenhill

The product protects soldiers—and anyone in harm's way—from traumatic brain injuries, thanks to a "Force Disruption Platform" in the thickness of a dime. Over 11 years, Zach assembled scientists and engineers to build, test and scale his invention and refused to accept that it was technologically impossible.

Zach and his wife Judy are working with U.S. Army R&D on the next generation of helmet that utilizes their "destructive interference while other materials passively absorb it."

"I am humbled and honored to be chosen by my peers as Entrepreneur of the Year," Zach Greenhill said. "For me...it has been an adventure with exhilarating peaks and the deepest of valleys. However, I've been blessed with the right team, and fellow entrepreneurs who have given me their advice and support. So, I feel that I'm really accepting this award on behalf of all of them," he said.



Huntersville Commissioner Stacy Phillips, the daughter of long-time commissioner Danny Phillips, garnered 3,326 votes in the 2019 elections, or 10.8 percent of votes cast in a 9-way race for 6 seats on the town board



Photo credit:
Terri Karam

Town commissioner cultivates relationships

Stacy Phillips hasn't given up her day job running Old Store produce and grocery at the intersection of Beatties Ford and Hwy. 73 in Huntersville.

She's already killing it as a newly elected Huntersville Town Commissioner, symbolically filling the seat held by her dad, Danny Phillips.

"He will never retire," she says, explaining that the family—including mom Madellne Phillips—sold more than 600 Christmas trees during the holiday season.

During the work week she focuses on stocking the store which carries everything from fresh vegetables to craft

vinegar and CBD products.

Constituents stop in just about every day. "Through the store is how I've met so many wonderful people over the years. It's really nice that people are able to come talk about the things they care about in regard to the town and share the issues and concerns they have."

"She brings a refreshing new perspective to the board and, like most new commissioners, she's jumped right in to learn as much as she can and as quickly as she can," said third-term Mayor John Aneralla.

Pat Riley named to Swanepoel Power 200

Pat Riley, president and CEO of Allen Tate Realtors, has been named to the Swanepoel Power 200 (SP200) for 2020, a list of the most influential leaders in residential real estate. Riley is ranked No. 73 among the Top 200.



Riley

Leaders are evaluated based on the office they hold, the decision-making power associated with the office, the financial resources at their disposal, their organization's industry significance and geographical reach, public announcements about imminent changes, their tenure and their personal influence in the industry.

Nancy Nagy new president of Premier Sotheby's International

Nancy Nagy has been named president of Premier Sotheby's International Realty, where she will be responsible for leading all sales operations of the \$5 billion brokerage.



Nagy



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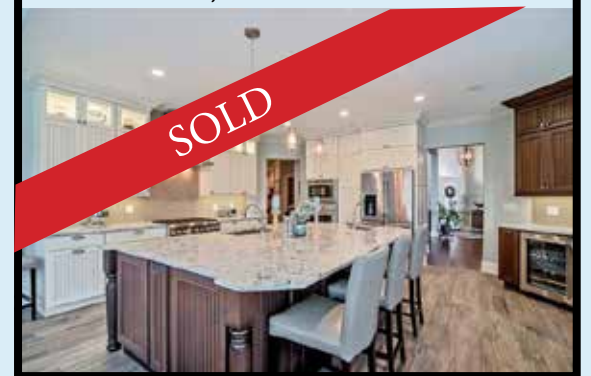
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Rising tide floats all boat-related businesses

BY ERICA BATTEN

The boating industry impacts the state's economy to the tune of \$5.5 billion annually, according to statistics published by the National Marine Manufacturers Association. In the Charlotte metro area, which claims a fifth of that impact, the industry supports more than 4,000 jobs.

Much of that impact comes from Lake Norman. The Catawba River system's largest lake covers 32,510 acres, with an estimated 45,000 registered boats.

Boat styles ebb and flow

In recent years, the boating market has trended heavily toward day boating—from two directions. First, boat owners who might have chosen a cabin vessel in years past are now opting for bowriders, or pontoons equipped with changing rooms, heads, upper decks and even slides. From 2014-2018, pontoon boats held a 20 percent market share for all boats combined, while cabin cruisers remained well be-



Boat manufacturers forecast 3% growth in retail unit sales in 2020

low 10%, according to the NMMA.

Logan Kale, sales manager at Lake Norman Marina in Sherrills Ford, said he doubts there will be a single cabin boat in the Charlotte Convention Center during the Mid-Atlantic Boat Show Feb. 7-9.

Second, the personal watercraft segment is seeing continued growth as manufacturers expand the capabilities

of their products with the goal of keeping users on the water longer. PWCs now have configurable decks with coolers, dry bags and fuel caddies.

SeaDoo, in particular, has led the industry's development of sport fishing PWCs equipped with electronic navigation and fish finding systems, extended rear decks for increased stability and built-in coolers with rod holders and

tackle storage. Yamaha, which claims 42 percent of the PWC market share, is expecting even higher growth than the 9 percent it saw in 2019.

The water sports segment continues to grow, as boats with built-in surf gates, like the aptly-named Malibu, bring the fun of the ocean to freshwater.

Vessel consoles come equipped with everything you'd expect in a luxury car: Touch-screen navigation, Bluetooth, USB ports, docking cameras, even heat and air conditioning. Some have integrated with Amazon Echo to bring "smart home" technology to the water.

The boat accessory market continues to emphasize safety. Several manufacturers, including ACR Electronics and Garmin, are making buoyant personal locator beacons complete with GNSS receivers to help rescuers locate survivors quickly. Mercury Marine makes an engine-integrated man-

continued on page 7

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continued from page 6

overboard system that can track up to eight passengers. Jellux and other manufacturers make submersible LED lighting that not only changes colors via remote, but also provides visibility for night cruises.

The boat industry has seen changes in not only the capabilities of its vessels, but also in the way consumers interact with the market. As in other sectors of the economy, the sharing concept has taken root in the water, too, with boat clubs cropping up all over Lake Norman.

“We’ve seen explosive growth,” said Kale. Now in just its fourth year, Lake Norman Marina’s boat club is approaching 250 members.

“That has been a very, very popular way to get into boating,” he said.

While the Lake Norman Marina fleet is comprised exclusively of new boats, other clubs present a range of vintages, styles, and membership options. Aquaventure Boat Club, with locations on opposite sides of the lake at Queen’s Landing and All Seasons Marina, has everything from power catamarans to tall rig sailboats. Memberships include use of towables and paddleboards at no extra cost. With a shared membership, the cost of boating can be as low as \$169 per month plus gas and a one-time joining fee.

Still, with more than 500 miles of shoreline—much of it developed—Lake Norman has plenty of consumers looking to buy their own vessels.

Dealers dot the four counties around the lake. Charlotte Ski Boats in Mooresville was named one of Boating Industry magazine’s Top 100 Dealers for 2019. But Race City boaters can also choose from at least five other boat dealers, not to mention stores specializing in PWCs and other recreational vehicles. In all, there are some two dozen spots on Lake Norman to buy a new or used boat.

Used boats can cost anywhere from a few thousand dollars for a jet ski to hundreds of thousands for a fully-equipped cruiser.

To hit the water in a brand-new boat, expect to spend anywhere from \$25,000 to upwards of \$200,000—and more.

Of course, the price tag for boat ownership includes maintenance, fuel and storage fees. Slips at Kings Point Marina in Cornelius range from \$199

to \$431 monthly, while dry storage ranges from \$245 to \$377 with an annual contract.

Affluent market

Kale said that Charlotte is not only a major market in all segments of boating, it is also an affluent market.

What took many dealers by surprise over the past several years was the consumer demographic that has emerged. Instead of catering mostly to retiring Baby Boomers looking for some lake time and “baby bait” to entice grandkids to visit, the market has spanned the generations.

Versatility is the key, and the highly adaptable pontoon has led the market, not only because its entry gates are equally accessible for strollers and walkers, but also because it can be used for towables, fishing, cruising, anchoring for a swim, or rafting.

The biggest concern for dealers this year is the overall economy and consumer confidence, which may be affected by the election cycle. Boating Industry magazine readers ranked “overall economic conditions” as the top factor likely to affect sales in 2020.

What’s on deck at Mid-Atlantic Boat Show

The Mid-Atlantic Boat Show Feb. 7-9 will bring more than 30 dealers to the Charlotte Convention Center. There will be saltwater and freshwater power boats, with plenty of pontoon boats and specialty sports boats.

Prices range from entry-level bass boats into the \$400,000 and above range, according to show organizer Les Gray.

For over 45 years parent company Southeast Productions Inc. in Greensboro has managed and produced seven of the top boating and fishing shows in North Carolina and Virginia. Total attendances is on the order of 60,000..

How to go: Charlotte Convention Center Feb. 7-9

Hours: Friday and Saturday 10 am to 9 pm, Sunday 10 am to 5 pm

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What does Black History Month mean to me?



Cherese Spand • SHE Wealth

As a woman of color and entrepreneur I face different issues than my counterparts. Nevertheless, I am exceptionally proud of what I have overcome thus far. I don't see Black history month as a month. For me it's a daily lifestyle. The history we are taught in school does not resemble our history as people of color. There is so much culture and information left out of textbooks that we have not even begun to scratch the surface. It takes research, discussion and discovery to put the pieces of this puzzle together. With the family discussions and access to genealogy records, we are finding that our past is much more powerful than we have previously thought.



Kareem Miller • We Clean Dumpsters

Black History is extremely important. As I look back on American history, this country has come a long way and that couldn't have been done without the blood, sweat and tears of our forefathers. It is a time where I personally pay respect to those who paved the way for entrepreneurs like myself to change the narrative of black ownership. When there is someone who looks like you and has owned a business before, you know that it's possible.



Cederic Scott • Viking Mergers & Aquisitions

Black History means I will hold my head high and reflect on the accomplishments of black leaders around the world, not just in February but everyday of the year. It means pain and struggle, love and triumph.



Tracy Alston • New Mentality & Mental Edge Fitness Solutions

Black History Month means to me as an entrepreneur, empowerment. I am empowered and inspired every day to use my platform to let people know that we all have a calling on our life.



Dontavious Thomas • Schooly Mitchell

Black History means opportunity. I was blessed to be in this position because of the sacrifices other notable people have made. From Rosa Parks, Martin Luther King Jr., Malcom X etc., I take great pride in black history. It has taught me perseverance.

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25 YEARS AT THE CHAMBER

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Bill Russell celebrates 25 years with LKN Chamber

BY DAVE YOCHUM

A quarter century ago Bill Russell was the new president of the Lake Norman Chamber of Commerce. He had a full head of dark hair and resembled Richard Gere.

He still looks like the movie star but a lot has changed. He, and Lake Norman have grown up.

Russell is an authority in the world of chambers of commerce where you have to work with a wide variety of constituents and still keep the organization moving forward.

That he has. While other chambers have faded—the Great Recession hobbled many similar organizations—the Lake Norman Chamber under Russell's leadership has made a name for itself with special events like a successful business expo, diversity events and countless educational opportunities.

Back 1995, when Russell attended his first Lake Norman Chamber leadership retreat, there was no social media, no internet. You didn't search out friends on LinkedIn or Facebook. Relationships were made in person.

The chamber board and staff create programs that are hyper-relevant and beneficial to members, not just networking. Indeed, 25 years ago, the

Lake Norman Chamber was virtually the only networking group.

Now there are countless, all of them competing for time and members.

"Now there is literally a niche group out there to meet your needs...if you think about it, rarely a day that goes by that there is not a networking group meeting somewhere," Russell said.

Promote, serve, represent

The chamber has always served three functions: Promote, Serve, and Represent the Member. That hasn't changed but how he carries out those objectives has changed.

"In 1996, we were much more reliant on printed materials, telephone, and personal interaction," Russell said.

"We still promote the membership and serve as an information conduit but now consumers, newcomers, etc can get that information at the touch of a finger through Google or Yahoo."

Russell was 34 when he took over as the first executive director of the Tri County Regional Chamber of Commerce in the Low Country of South Carolina.

He recalled how a young student asked if there would be a job for her in the Tri County after graduation. A lack of water and sewer lines prevented



Congratulations

Bill Russell
for serving 25 years as
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25 YEARS AT THE CHAMBER

growth, and that didn't seem likely to change.

He choked up remembering the conversation.

At 37 he was named president and CEO of the Lake Norman Chamber, and went on to work with two dozen chamber chairs and countless members and volunteers.

Advocacy

Memorable moments include opening Ramsey Creek beach to public swimming after two decades of lobbying.

Local kids—and tourists—had nowhere to swim in the lake. The day it finally opened to the public, Russell stood at water's edge in his blue seer-sucker suit for what seemed an eternity, apparently lost in thought. At long last there was a public beach.

"It took 13 years of lobbying," Russell said.

Under Russell's leadership over the past 25 years, the chamber created the Lake Norman Economic Development Corp. and Visit Lake Norman—both of which play a vital role in regional business development.

The chamber has also lobbied for new schools, Hwy. 73 planning and improvements, keeping local hospital-ity monies in Lake Norman and getting funding for improvements to West Catawba Avenue 15 years ago.

But it opposed the purchase by Davidson and Mooresville of the old Adelphia Cable system. Cornelius stepped back.

The 900-plus member chamber won "Outstanding Chamber of the Year" from the Carolinas Association of Chamber of Commerce Executives in 2015.

The award came at a signal moment in the chamber's history, after it came out strong, but late against the I-77 toll plan. Russell takes in stride criticism that the chamber was late to the anti-toll movement. Indeed, the volunteer leadership was divided.

Nevertheless, the chamber helped

peel back the onion that was the I-77 toll plan and worked hard to fight it and modify it. "We made a mistake. We corrected ourselves," Russell said.

Looking back, Russell said Lake Norman was largely rural and undeveloped in 1995.

"We didn't have to follow a trail. We could make our own and the only limitations we had were those we imposed upon ourselves," Russell said.

The lake was wide open and ready for business.

"Still is!" he said.

Snapshot: Bill Russell



Grew up in:

Rock Hill

Very First Job:

Bag boy at Community Cash grocery

College:

Winthrop University 1982

Cool New Technology:

IBM Selectric II

First Official Job:

100% commission sales person

Volunteer Work:

Boards of Visit Lake Norman, Hugh Torrance House & Store, Our Towns Habitat for Humanity, Lake Norman EDC, the Ada Jenkins Center, US Jaycee Foundation, Lake Norman Kiwanis Club

**What struck you
about the business
community when you
arrived 25 years ago?**

"Potential."



**Bill Russell and the late mayor
Wes Southern**

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Building your personal brand

Is what they think of you any of your business?

BY GINNY MACKIN

In 1978, my college roommates and I were sitting at our friend Fitzzy's kitchen table. Her mom, Alice, gave us some powerful advice.

We had just had a run-in with a group of "mean girls." One of the girls had said some nasty things about a member of our squad. Alice looked at us across her teacup. "What they think of you is none of your business," she said.

Really?

Alice coached us to ignore the gossip. She said that their opinions and behavior said much more about the character of the "mean girls" than about our buddy.

Indeed, who cares what the mean girls thought?

How freeing. I carried Alice's advice with me in my social life for years. Being over-encumbered by others' opinions of me removed a social burden and built my confidence. I listened, but I became a steward of my own brand rather than letting others define me.

That was tested during my first job in New York. I quickly learned that perceptions mattered. My professional reputation dictated what meetings I

was included in, whether my ideas were considered and how people treated me overall. The game had changed.

In this column last month, I shared why paying attention to your personal or leader brand is good business (Business Today January.). We worked on a "reason for action" and developed a purpose statement.

The next step is to gain an understanding of how we are perceived. After all, having an accurate view of stakeholders' perceptions of us, including the gaps between how we are viewed today—and how we want to be viewed—is critical to developing our strongest brands. There is a balance between listening to others' perceptions and taking control of your own reputation and brand.

So was Alice, wrong? I don't think so. At times in our lives, it is authentic and right to give less credence to others' opinions of us. It frees us from social pressure and anxiety.

But in business, we are our reputations and brands. Why wouldn't we do everything possible to be clear about ourselves—including how

we are viewed—and intentionally become and demonstrate the very best versions of ourselves?

Managing our brands is similar to change management. In change management, we name and analyze our target audiences to understand

1. *Who they are*
2. *What they think*
3. *What is going to influence their thinking so that a change can be successful.*

It's the same process as in building your brand. It is essential to know the specific groups or people most important to influence with your brand so that you can achieve your goals.

Let's develop a stakeholder plan. Assume you are a real estate broker who wants to shape your brand and build your business. Create a four-column chart with each of these steps as input into a column. It should look like this...(see below).

Identifying your stakeholders and assessing their perceptions helps you begin to develop your action

plan. Focus on the next step and ask yourself:

What immediate actions can I take to 'close the gaps' and reposition my brand with my critical stakeholders?

How do I get on their radar? How do I demonstrate that I can help them? How do I get in front of them? Should I manage my time differently? Do I have friends or colleagues who might make introductions for me?

Going through a stakeholder perception process is a worthwhile way to focus your energy and actions on building your brand and building your business.

Keep Alice's advice in mind: Don't let others define you. And balance that with an authentic understanding of your stakeholders and yourself.

NEXT MONTH:

Establishing your unique value statement is the heart of your personal brand. What is it, how can you define it and what do you do with it? Get ready to differentiate yourself from the pack.

Ginny Stone Mackin is the principal of Grace & Stone Communications, LLC. Based in Cornelius, Ginny led communication functions at Ingersoll Rand, Duke Energy and Wachovia Corp. She also held management roles at Bank of America, CPC International and Bonwit Teller Stores. www.GraceandStoneComms.com



A	Name 5 individuals or groups. Be specific.
	<i>Example:</i> Prospective home sellers in the area who may be downsizing in the next 2 years.
B	What are my stakeholders' current perceptions of me?
	<i>Example:</i> I am viewed as a younger, less experienced sales agent who represents first-time buyers.
C	How do I want to be viewed by my stakeholders? Complete the statement "I want to be known as someone who ..."
	<i>Example:</i> I want to be known as an experienced and trusted listing agent who is skilled at understanding the unique needs of clients while listing, marketing and selling their homes quickly and for the highest price.
D	What are the gaps between how I am viewed today and how I want to be viewed, and how do I address them?
	<i>Example:</i> I am viewed as an inexperienced seller, but I actually have deep experience listing and selling homes and am very loyal to current and repeat clients.

Remove those hairy knots and tangles to finesse sales process



A nice knot can solve many problems. But an unplanned knot can render it useless.

Same with purchasing decisions.

Customers may feel like they are dealing with a tangled knot rather than a functional process. And when you attempt to help them solve problems with your product or service, they might not be able to identify how to proceed. Their vision is unclear because of a foggy definition of their problem(s).

They may do nothing—meaning no sale for you.

Rather than being disappointed at their slow decision making, look at this as your opportunity. If you take time to analyze their situation and untie them from the knots they may be caught in, you can help them see a clearer path to rely on you and buy from you.

Many customers try to solve too many problems at one time. Others try to solve too many problems with a single product or service. Others cannot grasp the correct order or relationship of several problems.

And the more frustrated they become the bigger the opportunity may be for you. We have all experienced how refreshing it is when we can't move ahead on a problem, then someone else views it afresh and quickly helps us identify it all clearly.

This can be a sales professional's specialty role if they can become good at it.

First, remember people may vary by learning style and how they view the world—auditory, visual, tactile—and as you make your plan, consider how you may express each step to your customer.

Help them to sort out the knot on strand at a time.

1. For a better view, step back and look at the customer's circumstances from afar.

2. Identify the individual problem(s).

3. For each problem, match it with the primary cause.

4. Now, document the specific goal the customer is trying to achieve by solving each problem.

5. Then, consider: Do any of the problem causes have a relationship?

6. Can any of the goals create synergy, when solved?

7. Confirm: Is there a priority order to how these multiple problems need to be solved?

8. Next, create a presentation to the customer that helps them see the entire situation, in individual pieces, as you do (using their learning style).

9. Demonstrate how your proposed solution (sale) solves each.

10. Step back and let the customer absorb that you've just removed an impenetrable knot and replaced it with a functioning rope with which they can lasso their goals.

When you are able to be an excellent problem solver for your customers, expect to be called upon regularly.

The goal is to be a highly valued strategic business partner rather than another sales person offering a commoditized product or service.

You may make yourself invaluable.

Cheryl Kane, is a strategic business consultant, sales trainer, & professional speaker specializing in strategic planning and service quality. If you seek assistance in growing your business, need a business speaker, or have a topic you would like to see in this column, Cheryl welcomes your communication at email:

CherylKane@cherylkane.net.



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Jury awards \$21,500 to Sisson in business dispute

Jan. 21. By Dave Yochum. A Lincoln County jury has decided that both Bayport Holdings and Brian P. Sisson breached "a material term" of the management agreement that determined how Sisson would run The Range at Lake Norman in Denver, NC.

The agreement between Bayport, a partnership that includes Cornelius businessman Bob Watson and Kevin Lafone, and Sisson lasted less than six months before it misfired.

Meanwhile, Sisson hopes to run for the NC Senate seat that includes Cornelius. His wife Tricia is CEO of The Range at Lake Norman, as well as a newly elected member of the Cornelius Town Board.

Bayport sued Sisson and Sisson counter-sued, culminating in a five-day trial in Lincoln County Superior Court.

According to the jurors, Bayport breached the management agreement first.

The jury awarded Sisson nothing for Bayport's breach as well as nothing to Watson et al for Sisson's breach.

Around the subject of Bayport breaching the management agreement first, the jury decided not to award damages to Sisson.

Things went wrong between the two from the very beginning in January 2018, starting with Bayport apparently hiding the true nature of its financial position.

Bayport's owners were in arrears on their bank loans, but they did not tell Sisson before the agreement was



signed. The jurors also decided the inventory of firearms and accessories was erroneous.

The matter of Bayport Holdings v. Brian Sisson may have cost hundreds of thousands of dollars to litigate but the damages awarded are relatively small.

Sisson was entitled to \$18,500 from Bayport for converting Sisson's property to their own use after the agreement collapsed and Sisson was banned from the multimillion-dollar shooting range on Hwy. 16 in Denver.

There were multiple verdicts. Among them:

Did Sisson convert Bayport's property? NO

Did Sisson misappropriate Bayport trade secrets? NO

Did Bayport negligently misrepresent information to Sisson? YES

Did Sisson take advantage of a position of trust and confidence to take Bayport's customer list? YES

Did Sisson take advantage of a position of trust and confidence to bring about the closing of Denver Defense? NO

Did Sisson take advantage of a position of trust and confidence to co-mingle Bayport's finances with Lake Norman Sporting Arms (aka The Range at Lake Norman)? YES

The verdicts—all 48 of them—were a mixture of wins and losses for both sides.

Sisson won in terms of dollars and cents.

In addition to the \$18,500 in damages awarded to Sisson for Bayport converting his property, he was awarded \$3,000 in damages because Bayport negligently misrepresented information regarding the sale of Denver Defense.

The jury awarded Bayport \$1 for Sisson taking "advantage of a position of trust and confidence" to take a copy of Bayport's customer list, operate Bayport's business under his own bank account and co-mingle their operating finances.

The precarious nature of Bayport/Denver Defense financial situation was a contentious issue during the trial. The jury decided that Bayport/Den-

ver Defense mislead Sisson around the size of the inventory, its default on bank loans, failure to pay several vendors and the fact that the partners had funded the operation to the tune of \$207,000 "to keep the business alive."

Serious matters, all, but Sisson was awarded only \$4.50 due to Bayport's conduct.

Sisson told Cornelius Today it is "regretful that Denver Defense was simply not a viable business."

"In my testimony I made it clear that I made every effort to correct the ineffective financial situation created by the owners and employees of Denver Defense in the operation of their business, most of which I was not aware of when I entered into the management agreement. As it became known to me through the course of discovery and the trial, the hundreds of thousands of dollars the owners infused into the business in shareholder capital calls to try and keep the business afloat in 2017 were a complete surprise, and in the end the financials simply could not work. The jury was made aware of that through the course of the trial and their verdict reflected those facts," Sisson said.

Watson did not comment. Sources said Bayport investors were disappointed by the verdicts in the complex business case. Bayport had requested the jury trial, which is considered somewhat unusual in this kind of a matter.

NC Education Secretary speaks at Chamber lunch

Mark Johnson, superintendent of public instruction for the state of North Carolina, will be the keynote speaker at the Lake Norman Chamber of Commerce "Education PowerLuncheon" Feb. 20 at Northstone Country Club.

Johnson, a Republican, last fall announced plans to run for Lieutenant Governor in 2020. Johnson became the first Republican elected as state superintendent in a century in 2016 when he

defeated Democratic incumbent June Atkinson.

Johnson previously served on the Winston-Salem/Forsyth County Board of Education.

There are eight other Republicans in the statewide primary: Buddy Bengel, Deborah Cochran, Renee Ellmers, Greg Gebhardt, John Ritter, Mark Robinson, Scott Stone and Andy Wells.

On the Democratic side: Chaz Beasley, Terry Van Duyn, Yvonne Lewis

Holley, Ronald L. Newton, Allen Thomas Jr. and Bill Toole.

The Chamber will also recognize an outstanding educator from Charlotte Mecklenburg Schools, charter schools and private schools, as well as a business which has significantly advanced vocational training and education in Lake Norman.

For tickets, call the chamber at 704-892-1922 or email chamber@lakenor-manchamber.org to register.



Johnson

Contract bottler opening in Huntersville

Big Beverages Contract Manufacturing will open a beverage co-packing facility in 170,000 square feet of space in The Park-Huntersville.

BBCM plans to be fully operational in late spring 2020, according to Tim Goff, founder of BBCM.

The former Coca-Cola executive said beverage co-packing facilities are in high demand.

Big Beverages Contract Manufacturing will start production with one high speed line that can produce 1,200 cans per minute.



Affordable housing is subject of Newsmakers Breakfast Feb. 28

Jan. 30. Hundreds of people stood in line in the cold and rain for hours in late January in hopes they could land a place in a new affordable housing development in Charlotte.



Belcher

People were applying at the Mezzanine at Freedom, which will have 185 units. But the same issue is apparent in North Mecklenburg where many workers are priced out of the housing market.

Cornelius Today and Business Today will host a Newsmakers Breakfast on Feb. 28 at The Peninsula Club on the subject of affordable housing.



Cotham

Laura Belcher, the CEO of Habitat for Humanity, and Mecklenburg County Commissioner Pat Cotham will be the featured speakers along with Davidson affordable housing Cindy Reid.

The Q&A over breakfast will take a look at the solutions for the workforce housing crisis that is affecting not just Charlotte, but Cornelius and the surrounding North Mecklenburg towns.



Reid

Newsmakers Breakfasts, which cost \$12 to attend, are open-forum Q&As with people who make the news. Anyone can ask a question.

Doors open at 7:15 a.m. for networking. The buffet-style breakfast gets underway at 7:30 a.m.

The Q&A begins at 8:05 a.m. and concludes at 9 a.m. The \$12 cost includes a full country breakfast.

Reserve a seat by calling 704-895-1335 with Visa or MasterCard.

The Presenting Sponsor is Ckezepis Law Firm, based in Huntersville. Breakfast Sponsors include Master Title and Aquesta Bank. Coffee Sponsors include Davidson Wealth Management, Dixie Dean & Christina Stone from Allen Tate Realtors and Irvin Law Group.

Sweet Dream owners are Business Persons of the Year



Jan. 23. Greg and Katy Law, owners of Sweet Dream Mattress and Furniture in Cornelius, were named the Robert T. Cashion Business Persons of the Year at the Lake Norman Chamber of Commerce annual meeting at The Peninsula Club.

Robert Cashion's widow, Louise

Cashion, and son Gordon Cashion, assisted 2019 Chamber Board Chair Tricia Sisson, who presented the Laws with the award at the Peninsula Club.

In accepting the award, Greg Law cited the vision for the company which is "To help as many people as possible achieve their dreams."



NEWSMAKERS BREAKFAST

Affordable Housing

Friday, February 28



Laura Belcher
CEO/Habitat for Humanity



Cindy Reid
Davidson Affordable Housing



Pat Cotham
Meck. County Commissioner

The Peninsula Club

19101 Peninsula Club Dr., Cornelius
\$12 Includes Breakfast
7:30 am - 9:00 am

Call 704.895.1335 to reserve your seat
*Reservations needed

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THIS MONTH

TRANSACTIONS..... 16-18
FORECLOSURES.....18
NEW CORPORATIONS.....18-20

REAL ESTATE
TRANSACTIONS

These recent property transactions in
Cornelius, Davidson and Huntersville were
recorded by the Mecklenburg County
Register of Deeds.

Mecklenburg County

12/18/19 \$700,000 Christopher Franklin & Cathy Schindler to Michael Waltrip, 18720 John Connor Rd., Cornelius
12/18/19 \$369,000 Standard Pacific of the Carolinas to Karly Wood, 17620 Shasta Daisy Cir., Davidson
12/18/19 \$405,000 David & Ikandace Callaghan to Sarah Stoffdorf, 8119 Cottsbroke Dr., Huntersville
12/19/19 \$390,000 Rhett & Barbara Brown to Eliot & Meghan Mizrahi, 8831 Tauton Dr., Huntersville
12/19/19 \$325,000 River Run LP to Vinay & Stuti Patel, 17324 Gillican Overlook, Davidson
12/19/19 \$685,00 JCB Urban Co. to Marcy & Michael Salemi, 816 Patrick Johnston Ln., Davidson
12/19/19 \$321,000 Alexis Sanchez to Isabel Bristol, 9925 Sky Vista Dr., Huntersville
12/19/19 \$325,000 Thomas & Kathleen Fitzpatrick to Osama El-Badry & Fatima Abdalla, 9611 Willow Leaf Ln., Cornelius
12/20/19 \$254,800 Legacy Pointe Properties to The Wagoner Group, Unit 507 Cornelius Commerce Center Condominium, Cornelius
12/20/19 \$254,800 Legacy Pointe Properties to The Wagoner Group, Unit 508 Cornelius Commerce Center Condominium, Cornelius
12/20/19 \$350,000 SPH Two to Kane Kapustik, 139 Park Forest St., Davidson
12/20/19 \$653,000 South Creek Homes to Kenneth & Judy Rethmeier, 14906 Reese Finley Ln., Cornelius
12/20/19 \$801,650 Clay Investments Homes to David & Patricia Altshuler, 1502 Matthew McClure Cir., Davidson
12/20/19 \$886,500 Hart Foundation to Christ Bournias, 1510 Matthew McClure Cir., Davidson
12/20/19 \$265,000 Bradford & Deborah Barkley to Grace DeBell, 13731 Bonnerby Ct., Huntersville
12/20/19 \$362,000 Eileen Mason to Nora Shepard, Unit 264 Building X A New Neighborhood in Old Davidson, Davidson
12/20/19 \$339,000 South Creek Homes to Alysa Harrimann, 17603 Inver Dr., Cornelius
12/20/19 \$864,000 Classica Homes to William & Tammy McMillan, 17732 Jetton Green Loop, Cornelius



18410 Balmore Pines Lane in The Peninsula for \$2,075,000

12/20/19 \$548,000 Edward Hagen to Thomas & Nicole Beagle, 20219 Wave Ct., Cornelius
12/23/19 \$340,000 Curtis & Dora Francis to Michael & Ursula Segedy, 8412 Bridgestone Dr., Huntersville
12/23/19 \$427,500 Standard Pacific of the Carolinas to Erin Purves & Laney Robinson, 17628 Shasta Daisy Cir., Davidson
12/23/19 \$450,000 Hybrid Homes NC to Carissa Abazia, 19728 Schooner Dr., Cornelius
12/23/19 \$250,000 Travis Colley to Craig Hermann Jr., 12032 Regal Lily Ln., Huntersville
12/23/19 \$342,500 Roy & Myra Little to Amie & Jeffrey Carfagna, 20218 Middletown Rd., Cornelius
12/23/19 \$340,000 Curtis & Dora Francis to Michael & Ursula Segedy, 8412 Bridgestone Dr., Huntersville
12/23/19 \$427,500 Standard Pacific of the Carolinas to Erin urges & Laney Robinson, 17628 Shasta Daisy Cir., Davidson
12/23/19 \$250,000 Travis Colley to Craig Hermann Jr., 12032 Regal Lily Ln., Huntersville
12/27/19 \$420,000 Greg & Jennifer Coleman to Barbara Randolph, 114 Lake Davidson Cir., Davidson
12/27/19 \$252,000 Donald & Joanne Zangara to Steven & Carolyn Meadows, Lot 390 Gilead Ridge, Huntersville
12/27/19 \$1,287,500 Delbert & Judith Arrendale to John & Anna Balcerzak, 18125 Sunset Cove Ln., Corneius
12/27/19 \$443,000 Jeffrey & Trach Hipple to Gregory Hooper & Leigh Bolton, 14642 Northgreen Dr., Huntersville
12/27/19 \$380,000 Patricia Marino to Jessica Baker to Rashan Moe, 13540 James Ervin Way, Davidson
12/30/19 \$420,000 Pamela Southwell & James Reid III to Raj Ghosh, 9723 Cockerham, Huntersville

12/30/19 \$381,000 Brian & Tonya Gann to Kevin & Lindsay Marr, 15403 Hugh McAuley Rd., Huntersville
12/30/19 \$2,075,000 Vincent & Suzanne Pompili to Paula & Paul Wykle Jr., 18410 Balmore Pines Ln., Cornelius
12/30/19 \$1,400,000 William & Royce Kimbrough to Daniel & Deborah Miller, 19529 Weavers Cir., Cornelius
12/30/19 \$260,000 Michael & Tonya Ball to Andrew & Kathryn Pelletier, 12123 Monteith Grove Dr., Huntersville
12/30/19 \$435,000 Lake Norman Land Group to Bradley & Julia Kroemer, 20306

Northport Dr., Cornelius
12/30/19 \$270,000 Sandra Gensler to Richard & Stephanie Fair, 8416 Brentfield Rd., Huntersville
12/30/19 \$260,000 Judith Uthe to Alexis Lehman, 9303 Glenashley Dr., Cornelius
12/30/19 \$382,500 Ryan & Nora Laughed to Jeffrey Flanagan, 14335 Harvington Dr., Huntersville
12/30/19 \$506,000 Todd & Shannon Cunningham to Greg & Jennifer Coleman, 120 Lake Davidson Cir., Davidson
12/31/19 \$305,000 Kenda Ransom to Micah & Margaret Velasquez, 19133 Kanawha Dr.,



120 Lake Davidson Circle in Davidson for \$506,000

ON THE RECORD

Cornelius

12/31/19 \$555,000 Fund 24-Davidson LLC to Shane & Suzanna Doty, 541 Griffith Village, Davidson

12/31/19 \$419,000 Standard Pacific of the Carolinas to James & Amanda Hansil, 16915 Setter Point Ln., Davidson

12/31/19 \$350,000 Robert & Gisselle McVicar to American Escrow & Closing Co., Lot 88 Birkdale, Huntersville

12/31/19 \$265,000 Robert & Nicole Barrasso to Paul & Silvana Chiacchiaro, 14427 Laurel Tree Ln., Huntersville

12/31/19 \$308,000 James & Amanda Hansil to Collin & Ashlyn Marcia, 13016 Heath Grove Dr., Huntersville

12/31/19 \$350,000 American Esvcrow & Closing Co. to Donnie & Coletta Musick, 15806 Kinlocke Dr., Huntersville

1/2/20 \$263,000 Theresa Clauss to Rebecca Summerford, 3932 Archer Notch Ln., Huntersville

1/3/20 \$250,000 Philip Glanikos to Michael & Jennifer Mech, 12122 Willingdon Rd., Huntersville

1/3/20 \$370,000 Jennifer Joyce to SPH Two, 16028 Grafham Cir., Huntersville

1/3/20 \$332,000 Kimberly Krueger to Opendoor Property J, 14615 Holly Springs Dr., Huntersville

1/3/20 \$280,000 Iris Mintz to Linda Mondun & Maxine Robinson, 10233 Linksland Dr., Huntersville

1/7/20 \$1,050,000 Georgia Foulard & John Lazmar to Christopher & Sarah Teague, 17209 Green Dolphin Ln., Cornelius

1/7/20 \$360,000 South Creek Homes to Jacob Palillo, 18611 Starcreek Dr., Cornelius

1/8/20 \$255,500 Amanda Wile to Tiffany Crowe, 16419 Leavitt Ln., Davidson

1/8/20 \$259,500 Davide Cheney to Steven Harper & Jennifer Picknell, 20325 Willow Pond Rd., Cornelius

1/9/20 \$270,000 Trustees of Davidson College to Jason & Molly Simons, 100 N. Lynbrook Dr., Davidson

1/9/20 \$315,000 Suzanne & Whitworth Bird Jr. to W. Norman & Nadine Roth, 20250 Amy Lee Dr., Cornelius

1/9/20 \$397,000 Ann Marie Nestvogel to Kerem & Kirsta Saral, 9018 Park Grove St., Huntersville

1/9/20 \$409,500 William & Cynthia Braun to Paul & Bethany Ruehlmann, 17131 Lake Park

Dr., Cornelius

1/9/20 \$325,000 Marc Rosseel & Pascale Tanghe to Matthew & Rebecca Thurman, 16028 Cranleigh Dr., Huntersville

1/9/20 \$775,000 Patricia & Robert Brand Jr. to Joseph & Katelyn Strumolo, 16731 America Cup Rd., Cornelius

1/10/20 \$365,000 Daniel & Shannon Campagna to Philip Presley & Julia Perez, 19809 Coachmans Trace, Cornelius

1/10/20 \$310,000 McCarthy Development Group to Graham & Amanda Von Der Luft, 13704 Bonnerby Ct., Huntersville



128 Ballston Drive in Mooresville for \$910,000

1/10/20 \$275,000 Martha MacDonald to Nael Burqawi & Lisa Dell'aquila, 7922 Cottbrook Dr., Huntersville

1/10/20 \$277,000 Timothy Pope Jr. to OP SPE TPAI, 15747 Chipping Dr., Huntersville

1/10/20 \$1,450,000 Richard Enderby to Kristina Jo New, 708 Amalfi Dr., Davidson

1/10/20 \$300,000 Ava Bullins to Mohamad Saad Bin Saeed & Mariyam Haque, 9618 Cheery Meadows Dr., Huntersville

1/13/20 \$355,000 Debra & Thomas Church Jr. to Derek Hagen, Lot 90 Crown Harbor North, Cornelius

1/13/20 \$296,000 William Hessel & Marjorie Neureuther to Viktor & Tatiana Samsonova and Yuri & Dina Samsonov, 19611 Deer Val-

ley Dr., Cornelius

1/14/20 \$407,000 Opendoor Property Trust I to Arron & Samantha Price, 19731 Charles Towne, Cornelius

1/14/20 \$350,000 Stephen Moyer & Matthew Seale to Ryan 3& Eryn Piddsonberger, 15906 Hollingbourne Rd., Huntersville

1/15/20 \$405,000 Lewis & Jerry Zirpoli to Jo & Harrison Whittaker II, 13719 Bramborough Rd., Huntersville

1/15/20 \$374,000 Satish Ravindran & Susasini Manchala to Ramon Iturrioz, 12902 Union Squared Dr., Huntersville

1/17/20 \$393,000 Susan Gonzalez to Margaret & Neil Siebenhar, 8117 Parknoll Dr., Huntersville

1/17/20 \$404,000 Lennar Carolinas to Catherine & Benjamin Miller, 1008 Claires Creek Ln., Davidson

1/17/20 \$363,000 Samuel & Nichole Lee to Poorav Shah, 12706 Heath Grove Dr., Huntersville

1/17/20 \$339,000 Lennar Carolinas to Andrew & Carrie Guernsey, 13355 Caite Ridge Rd., Davidson

1/17/20 \$574,000 Taylor Morrison of Carolinas to Christopher & Elisabeth Krummel, 15139 Keyes Meadow Way, Huntersville

1/17/20 \$365,000 Neil & Michelle Joye to Brady & Jodi Dial, 8820 Pristine Ct., Huntersville

1/17/20 \$360,000 Raul & Amy Lopez to Andrew Turngren & Jennifer Noles, 13225 Centennial Commons Pkwy., Huntersville

1/17/20 \$435,000 Landon & Caitlyn Eckles to Joseph Famoso & Michelle Utley, 7742 Horseshoe Creek Dr., Huntersville

**More Mecklenburg Transactions
online at www.BusinessTodayNC.com**

Iredell County

12/16/19 \$285,000 David & Heather Rosdal to Brad Kear & Kathlin Iovine, 104 Spring Grove Dr. 28117

12/16/19 \$490,500 Eastwood Construction to Thomas & Sandra Eckbold, 111 Morden Loop 28115

12/16/19 \$498,000 Danielle & Stephen Abernathy to Christopher & Magdalena Karwoski, 116 Abbeville Ln. 28117

12/16/19 \$281,000 Ronald & Lucille Sullivan to Ronald & Cynthia Sparks, 142 Burtons Barn Rd. 28115

12/16/19 \$365,000 D.R. Horton to Kathleen Phan, 117 Sweet Leaf Ln. 28117

12/16/19 \$407,000 Grande Homes Company to Sam & Barbara Artino, 368 Sundown Rd. 28117

12/16/19 \$255,000 Cynthia & James Brannen to Craig & Sherry Lancaster, 907 Brawley School Rd. 28117

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continued from page 17

12/16/19 \$444,000 BMCH North Carolina to Swathi & Karthikeyan Sathasivam, 169 Turtleback Dr. 28115

12/17/19 \$305,000 Anthony & Courtney Holmes to Manuel & Brittany Aguinaga, 236 Blossom Ridge Dr. 28117

12/17/19 \$255,000 M/I Homes of Charlotte to Aleksandar Gadzhev, 211 Willow Valley Dr. 28115

12/17/19 \$297,000 M/I Homes of Charlotte to Anthony Francis Gargano, 186 Caversham Dr. 28115

12/17/19 \$265,000 Michael E. Welhelm to Richard Glenn Gardner, 949 Hampton Pl. 28115

12/17/19 \$1,225,000 Rebecca Cronin & Mark Lackey to Langtree Properties, 164 Lakeshore Dr. 28117

12/17/19 \$870,000 Warren & Kimberly Knight to Scott & Angela Brumbaugh, 108 Mast Ct. 28117

12/17/19 \$950,000 Larry & Mette Mancuso to Warren & Kimberly Knight, 117 N. Cove Key Ln. 28117

12/18/19 \$320,000 Israel & Heather Cortes to Michael & Augusta Tate, 129 Sugar Magnolia Dr. 28115

12/18/19 \$434,000 Scott & Kelli Tacosik to Brett Knight, 156 Fellspoint Rd. 28115

12/18/19 \$443,550 Brett Knight to Brett G. & Theresa M. Knight, 156 Fellspoint Rd. 28115

12/18/19 \$775,000 Peter & Donna Carpenter to William & Kimberly Shaw, 130 Wildwood Cove Dr. 28117

12/18/19 \$359,500 D.R. Horton to David & Eve Vespoli, 148 Longleaf Dr. 28117

12/18/19 \$381,000 D.R. Horton to Michael & Sarah DeMartino, 140 Yellow Birch Loop 28117

12/18/19 \$304,000 John & Debbie Lacci to Sarah & Bryan Powell, 150 Paradise Hills Cir. 28115

12/18/19 \$490,500 Niblock Homes to Israel & Heather Cortes, 114 Holly Ridge Dr. 28115

12/18/19 \$490,000 Buller River Development Partners to Alex & Lindsey Cromie, 668 Kenway Loop 28117

12/18/19 \$534,500 IQ Custom Construction to William & Maggie Barrett, 335 W. Center Ave. 28115

12/18/19 \$405,000 Richard & Allison Peplin to Charles & Wilhelmina Hayes, 108 Jib Ln. 28117

12/18/19 \$530,000 BMCH to Eastin & Kimberlie DeVerna, 111 Turtleback Dr. 28115

12/19/19 \$280,500 M/I Homes of Charlotte to Jered & Crystal Null, 181 Caversham Dr. 28115

12/19/19 \$284,500 M/I Homes of Charlotte to Robert & Janice Spear, 120 Glenfield Dr. 28115

12/19/19 \$473,000 Michael & Christy Clark to Dennis & Beverly Belcher, 130 S. Gibbs Rd. 28117

12/19/19 \$1,100,000 Union Chapel 129 to Michael & Jennifer Plaster, 129 Union Chapel Dr. 28117

12/19/19 \$310,000 SPH One to James &

April Harriman, 217 Flowering Grove Ln. 28115

12/19/19 \$469,000 Nest Homes to Eric & Teresa Drum, 265 Country Lake Dr. 28115

12/20/19 \$351,000 D.R. Horton to Delton R. Edwards, 147 Longleaf Dr. 28117

12/20/19 \$910,000 Heather David & John Peters to Matthew & Daiana Hayden, 128 Ballston Dr. 28117

**More Iredell Transactions
online at www.BusinessTodayNC.com**

FORECLOSURES

Foreclosure actions have been started on the following properties. Items show the date foreclosure documents became public, owners, property address, lien holder, lien amount. After required notices are published, the property is sent to auction. The property then can be sold, not sold (examples: bankruptcy files or action dismissed without prejudice) or the sale postponed.

Mecklenburg County

1/14/20 Josta H. Winterkamp, 10129 Squires Way, Cornelius, Wells Fargo Bank \$690,000

**Past Mecklenburg Foreclosures
online at www.BusinessTodayNC.com**

Iredell County

1/3/20 Brandon & Felicia Neill, 210 Gold St. 28115, SunTrust Mortgage \$59,904

1/6/20 Alicia & Eric Nickel, 119 Wellesley Ln. 28115, Fifth Third Mortgage, \$285,515

**Past Iredell Foreclosures
online at www.BusinessTodayNC.com**

NEW CORPORATIONS

These businesses have registered with the N.C. Secretary of State.

Mecklenburg County

12/16/19 Advantage 7 Financial Group LLC, United States Corporation Agents Inc., 16923 Monocacy Blvd., Huntersville

12/16/19 C B Burrow Real Estate Inc., Connie B. Burrow, 19423 Booth Bay Ct., Cornelius

12/16/19 Cardaddy Transport LLC, Douglas Smith, 19701 Bethel Church Rd. Ste. 103159, Cornelius

12/16/19 Juno Investments LLC, Alexandra

Capecci, 13619 Glencreek Ln., Huntersville
12/16/19 Magnolia Surgical Distribution Inc., Patrick Mertes, 15416 Barnsbury Dr., Huntersville

12/16/19 Net Express LLC, Joseph Eric Hood, 7832 Rolling Meadows Ln., Huntersville

12/16/19 Queen City Water LLC, Chike Okwara, 11164 Green Spring Dr., Huntersville

12/16/19 SD Conover LLC, Jeffrey Wakeman, 16930 W. Catawba Ave. Ste. 100D, Cornelius

12/16/19 The Sauce Wagon LLC, Jeremiah Osborne, 21426 Townwood Dr., Cornelius

12/17/19 2001 Grey Road LLC, Jesse C. Jones, 209 Delburg St. Ste. 203, Davidson

12/17/19 Berkeley East Adventures LLC, Lawrence Ivins, 17150 Freshwater Ln., Cornelius

12/17/19 Greathouse Enterprise LLC, Michael J. Greathouse, 11523 Warfield Ave., Huntersville

12/17/19 Weaver-Urban Footwear Inc., Jesse C. Jones, 209 Delburg St. Ste. 203, Davidson

12/18/19 Carolina Beer Candles LLC, Helen Addison Vermillion, 15701 Pine St., Huntersville

12/18/19 Continui Inc., Jesse Posey, 12448 Bradford Park Dr., Davidson

12/18/19 JNJ Capital One LLC, John N. Jones, 17312 Wavecrest Ct., Cornelius

12/18/19 Lincoln and Leaf LLC, United States Corporation Agents Inc., 20129 Northport Dr., Cornelius

12/18/19 Mike Jarvis Group LLC, Michael Jarvis, 13062 Windy Lea Ln., Huntersville

12/18/19 Pawsitively Pampered Pets Rescue, Kristie G. Wildman, 14229 Reese Blvd. Ste. B3, Huntersville

12/18/19 Robert's Roasting Company LLC, United States Corporation Agents Inc., 11939 The Ramble Dr., Huntersville

12/19/19 Choose Greater Things Inc., Adrienne Babbitt, 13004 Heath Grove Dr., Huntersville

12/19/19 HIS1 ORG Inc., Jesse C. Jones, 17391 Kings Point Dr. Apt. A, Cornelius

12/19/19 J. Tinsley Group LLC, Jeffrey C. Tinsley Sr., 19103 Kanawha Dr., Cornelius

12/19/19 Macri Recruiting Services LLC, Giuliano Macri, 920 Jetton St. Unit 47, Davidson

12/19/19 Scarlet Oak Homes LLC, United States Corporation Agents Inc., 15901 Sunset Dr., Huntersville

12/19/19 Sunset Slush Lake Norman LLC, Jeremiah Osborne, 21426 Townwood Dr., Cornelius

12/20/19 21st Venture LLC, Kevin Blake Lauder, 12317 Bailey Rd., Cornelius

12/20/19 Allergy America Holding LLC, Ken Allison, 19450 Zion Ave., Cornelius

12/20/19 Casa & Associates Inc., Angela Casa, 19425-G Liverpool Pkwy., Cornelius

12/20/19 Dan Ahlers Productions LLC, Daniel Ahlers, 22410 Market St. Apt. 2320, Cornelius

12/20/19 Dooley Dog Properties LLC, Joshua T. Worley, 7828 Gilead Rd., Huntersville

12/20/19 Mirage Outdoor Solutions LLC, Mark Sailors, 16833 Jetton Rd., Cornelius

12/20/19 NMT1 LLC, Nora M. Thomas, 17208 Royal Court Dr., Davidson



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Matthews, NC 28015 704.841.1080
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12/20/19 Urban Estates Inc., Jesse C. Jones, 209 Delburg St. Ste. 203, Davidson
 12/23/19 Keepswimin LLC, Margaret Prince, 866 Windy Falls Dr., Huntersville
 12/23/19 Posey NC LLC, Ann L. Wainscott, 16925 Caldwell Creek Dr., Huntersville
 12/27/19 Andrea Nordstrom Design LLC, Andrea Nordstrom, 105 Schuyler Dr., Huntersville
 12/27/19 Let's Gogh Art Charlotte LLC, Donna Schilling, 10946 Shelly Renee Dr., Cornelius
 12/27/19 MMFC Transportation Inc., Eric T. Cichocki, 19805 One Norman Cir. Apt. H, Cornelius
 12/30/19 Cinnamon Shore LLC, United States Corporation Agents Inc., 12707 Windsor Crest Ct., Davidson
 12/30/19 Clippin' Tails LLC, United States Corporation Agents Inc, 12700 Dixon Farm Rd., Huntersville
 12/30/19 FC on WC LLC, Oscar B. Hawkins III, 9648 Cockerham Ln., Huntersville

1/1/20 Houdini Construction Inc., Laura Castricone, 12225 Bailey Rd., Cornelius
 1/1/20 House of Hope Counseling PLLC, Emily See, 19837 S. Main St., Cornelius
 1/1/20 La Paloma Tax Services LLC, Sayra M. Tineo, 102B S. Main St., Huntersville
 1/1/20 Lights Out Doc LLC, Anthony Paul Russo Jr., 11901 Cupworth Ct., Huntersville
 1/1/20 Lindley Counseling PLLC, Jennifer Lindley, 17912 Ragtop Day Ln., Cornelius
 1/1/20 Maple Ave Holdings LLC, Piedmont Land Development Inc., 568 Jetton St. Ste. 200, Davidson
 1/1/20 Mason Beach Properties LLC, Thomas Lee Mason, 19207 Stableford Ln., Cornelius
 1/1/20 MJ Bratton Consulting LLC, Adam Bratton, 5737 McDowell Run Dr., Huntersville
 1/1/20 Nestled Oaks LLC, Stephanie L. Fox, 11912 Farmborough Rd., Huntersville
 1/1/20 Patmos Consulting LLC, Walter Lee Great Jr., 11247 Westcott Hill Dr., Huntersville
 1/1/20 Personal Excellence LLC, Karen S. Mazzeo, 9115 Pine Springs Ct., Huntersville



Let's Gogh Art, Donna Shilling, Cornelius

12/30/19 Gate City Plaza LLC, Frank Sprovier, 19149 Celestine Ln., Cornelius
 12/30/19 Sarah Clark Consulting LLC, United States Corporation Agents, 13010 Heath Grove Dr., Huntersville
 12/31/19 Events by Evelyn LLC, Evelyn Kibwana, 6717 Mountain Majesty Way, Huntersville
 12/31/19 Gaugemedia LLC, Gaige Keep, 20230 Sportsman Dr., Cornelius
 12/31/19 Klen Group LLC, Christian Klender, 12106 Willingdon Rd., Huntersville
 12/31/19 Tri-County Wastewater Management LLC, Jon Allen, 19109 W. Catawba Ave. Ste. 110, Cornelius
 1/1/20 Calee Lucht Enterprises LLC, Rebecca Lee Lucht, 18627 Oakhurst Blvd., Cornelius
 1/1/20 Carder Select Group Inc., James, McElroy & Diehl P.A., 15312 Coleford Dr., Huntersville
 1/1/20 Champion Tire Holdings LLC, Laura S. Temple, 11106 Treynorth Dr., Cornelius
 1/1/20 Davina Chakon LLC, Davina Connelly, 9063 McDowell Creek Ct., Cornelius
 1/1/20 H2Glow Brow & Skin LLC, Karleigh Hybarger, 11239 Heritage Green Dr., Cornelius

1/1/20 Polarity Books LLC, Michael Scott Alden, 18449 Streamline Ct., Cornelius
 1/1/20 PorchLife Co. Inc., Preston C. Newlin, 7616 Mariner Cove Dr., Cornelius
 1/1/20 Probest Solutions LLC, Stewart R. Smith, 10115 Meadow Crossing Ln., Cornelius
 1/1/20 Rally Cap Development Solutions LLC, Skylar Stamey, 13802 Hill St., Huntersville
 1/1/20 Reasonate LLC, Christopher Gilliam, 230 Harbour Place Dr., Davidson
 1/1/20 Red Dot Concrete Inc., Laura Castricone, 12225 Bailey Rd., Cornelius
 1/2/20 Adaptive Fitness LLC, Rebecca Johnson, 15700 Polonius Ct., Huntersville
 1/2/20 Carolinas Grout Repair LLC, James Wilkins, 12601 Mayes Rd., Huntersville
 1/2/20 Falcon's Home Restoration LLC, Jose Natividad Sierra, 11500 Statesville Rd., Huntersville
 1/2/20 InSeitz and Strategies LLC, Thomas D. Seitz, 13507 Scanlan Way, Davidson
 1/2/20 JNJ Capital Three LLC, John N. Jones, 17312 Wavecrest Ct., Cornelius

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ON THE RECORD

continued from page 19

1/2/20 TechAssure Association Inc., Henry G. Droege, 210 Delburg St., Davidson
 1/3/20 Give Pass Score Foundation Inc., United States Corporation Agents Inc., 18516 Rollingdale Ln., Davidson
 1/3/20 Guard Dumpsters & Disposal Inc., Hailey Guard, 8730 Pinnacle Cross Dr. Apt. 9, Huntersville

**More Mecklenburg
New Corporations**
 online at www.BusinessTodayNC.com

Cabarrus County

12/16/19 Dylan Construction LLP, Luis E. Chontal Vidal, 1070 Central Dr., Concord
 12/16/19 Rivas Framing LLP, Jose Johel Rivas Magana, 3815 Patricia Dr., Concord
 12/16/19 Smart Start Auto Sales LLP, Javier E. Angulo Mieses, 536 Church St. N, Concord
 12/16/19 Wilmar Realty LLC, Michael Lee Propst, 48 Morton Ave., Concord
 12/17/19 Blue & Butterfly Photography LLC, Rowena D. Stype, 1126 Preakness Ct. NW, Concord
 12/17/19 Christmas Media LLC, Franklin Christmas, 2746 Thistle Brook Dr., Concord
 12/17/19 Future Home Solution LLC, Zaw Win Htun, 4807 Chesney St., Concord
 12/17/19 InStride FFC LLC, Kevin C. McDona-
 ald, 1022 Lee Ann Dr. NE, Concord

12/17/19 Nail Palace & Spa of Concord LLC, Tuyen Kim Dieo, 970 Branchview Dr. NE Ste. 260, Concord
 12/17/19 Right Call Cleaning Service LLC, Angela Garlin, 4079 Clover Rd. NW, Concord
 12/17/19 Second Course Culinary & Life Skills Center Inc., Colin Barmlett, 76 Circle Dr. NE, Concord
 12/17/19 Tania Boutique LLC, Tania Giron, 4238 Irish Potato Rd., Concord
 12/18/19 Patton Rentals LLC, John Taylor Patton, 3961 Tenneyson Ct. NW, Concord
 12/19/19 AA&B Express LLC, Edgar Alejan-

More Cabarrus New Corporations
 online at www.BusinessTodayNC.com

Iredell County

12/16/19 R-C-D Properties LLC, Charles F. Barone, 350 Chuckwood Rd. 28117
 12/17/19 NMD Property LLC, Kevin C. Donaldson, 113 Nautical Point Ct. 28117
 12/18/19 MTJ Merchandising LLC, Anthony S. Mangini, 156 Cayuga Dr. 28117
 12/18/19 Serendipity Wellness Inc., Christopher Williams, 142 Blue Ridge Trl. 28117
 12/19/19 Hoptown Management LLC, Scott Plemmons, 187 Shinnville Rd. 28115
 12/19/19 Naomi Race Group Inc., Naomi Race, 249 Williamson Rd. Ste. 200 28117
 12/20/19 E3 Coaching LLC, Brett Gray, 127 Lynn Cove Ln. 28117

12/20/19 Hootenanny Holdings LLC, Scott Plemmons, 187 Shinnville Rd. 28115
 12/20/19 Nichols Benefits Solutions LLC, Jacqueline E. Nichols, 223 Freshwater Ln. 28117
 12/20/19 Santana Outreach Inc., Edward Jackson, 236 Patternote Dr. 28117
 12/23/19 Century Electrical Servies LLC, Brian MacDougall, 229 Montibello Dr. 28117
 12/23/19 Neagle Media LLC, David Neagle, 1788 Brawly School Rd. 28117
 12/27/19 Diamond Food Ventures LLC, Robert P. Williams III, 322 Rolling Hill Rd. Ste. B 28117
 12/27/19 Madhu Krishna LLC, Ruchit Shah, 135 Corona Cir. 28117
 12/27/19 Valyoucell LLC, Felecia Leckrone, 109 Hickory Hill Rd. 28117
 12/30/19 Bobby By Eve LLC, Kinndy Rodriguez, 132 Joe Knox Ave. Ste. 100A 28117
 12/30/19 DB Inspection Services LLC, Daniel R. Buzzacco, 163 Blueview Rd. 28117
 12/30/19 Signal Concierge Services LLC, David C. Contorno, 106 Langtree Village Dr. Ste. 301 28117
 12/31/19 AJ Property Solutions LLC, Michele Goodwyn, 516-D River Hwy. Ste. 353 28117
 12/31/19 GQ Investments LLC, Chip Goode, 103 N. Church St. 28115
 12/31/19 New Dimensions Home Design LLC, John Martin, 629 Teeter Rd. 28115
 12/31/19 The Kilted Buffalo Plaza Midwood LLC, Jennifer Dipple, 121 Flora Vista Dr. 28117
 12/31/19 VREE Enterprise Corp., Theresa Lynn Padgett, 153 High Bluff Cir. Ste. B 28115
 1/1/20 AFS Advisors LLC, Aaron Anderson, 116 Morlake Dr. Ste. 102 28117
 1/1/20 Airlie Square LLC, Robin Galloway, 1812 Brawley School Rd. 28117
 1/1/20 Century Investments LLC, Richard L. Reese, 585 Big Indian Loop 28117
 1/1/20 Data 365 Insights LLC, Laura Weber, 168 Norman Station Blvd. 28117
 1/1/20 Jalabapa 2020 LLC, Vaishali Ben Patel, 133 E. Plaza Dr. 28115
 1/1/20 Keystone Renovations Inc., Demetrios Katakallides, 179 Avalon Park Cir. Apt. 306 28117
 1/1/20 Knollcrest Development LLC, John H. Gordon, 401 W. Center Ave. 28115
 1/1/20 Lakeside Retreat LLC, Darcy C. Ridge, 172 Beaten Path Rd. 28117

1/1/20 McAnally Hilgemann Racing LLC, Kevin Bellicourt, 161 Knob Hill Rd. 28117
 1/1/20 RCM Industries LLC, Robert Clint Maxey, 140 Elm St. 28115
 1/1/20 The Jacquardweaver Studio Ltd., Marc Rosseel, 302 Cook St. 28115
 1/1/20 WLNL LLC, Rick Wagner, 211 Grasshopper Cir. 28117
 1/2/20 BKA LLC, Keith Ammons, 173 Oxford Dr. 28115

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Denver/Catawba

12/18/19 Tradition Baseball LLC, Phillip Loftin, 2643 N. Hwy. 16, Denver
 12/19/19 Aplus Development & Constructors Inc., James Whitener, 3400 Denver Dr., Denver
 12/19/19 Certified Buildings Inc., Robert Eprifania, 7597 Natalie Commons Dr., Denver
 12/19/19 J Stephens Construction Inc., Jasper Accounting Group Inc., 3306 N. Hwy 16, Denver
 12/20/19 CL Shuck Inc., Jasper Accounting Group, 3306 N. Hwy. 16, Denver
 12/20/19 Milkin' Cookie LLC, Jasper Accounting Group Inc., 3306 N. Hwy. 16, Denver
 12/20/19 Total Site Renovation Inc., Freddy Aristizabal, 4315 Candlewood Ct., Denver
 12/23/19 Noble Bishop Holdings Inc., Jasper Accounting Group Inc., 3306 N. Hwy. 16, Denver
 12/23/19 Tola Marketing & Creative LLC, Jasper Accounting Group Inc., 3306 N. Hwy. 16, Denver
 12/27/19 K2HN Construction LLC, Shawn Schreiner, 531 Brentwood Rd. #245, Denver
 12/30/19 Mac G's Construction Inc., Jasper Accounting Group Inc., 3306 N. Hwy. 16, Denver
 1/1/20 BBSMedTech Inc., Bill Sweeney, 1535 Withers Dr., Denver
 1/1/20 Patrick's Custom Confections Inc., Jasper Accounting Group Inc., 3306 N. Hwy. 16, Denver

More Denver New Corporations
 online at www.BusinessTodayNC.com

Mooresville bank reports much higher net income

Mooresville-based blueharbor bank reported net income of \$888,835 and \$0.29 per diluted share for the fourth quarter of 2019, an increase of 72 percent or \$371,153 as compared to \$517,682 and \$0.17 per diluted share for the fourth quarter of 2018.

The increase in net income is due to an increase in interest income of \$433,941, slightly offset by an increase in interest expense of \$128,803.

Average interest earning assets for the quarter ended Dec. 31, 2019, were \$220.1 million, an increase of \$26.1 million over the average interest earning assets for the year-ago quarter of \$194.0 million. The increase included an increase in the average commercial loans of \$22.3 million. The yield on interest earning assets also increased 23 basis points from 4.66 percent to 4.89% for the most recent completed quarter.

For the year ended Dec. 31, 2019, the bank is reporting net income of \$3,052,458 and \$1.01 per diluted share,

an increase of 27 percent or \$647,719 as compared to \$2,404,739 and \$0.83 per diluted share for 2018. The increase is due to an increase in interest income of \$1,530,495, offset by an increase in interest expense of \$617,892. Average interest earning assets for the year ended Dec. 31, 2019, were \$210.4 million, an increase of \$18.8 million over 2018.

The increase consisted mainly of an increase in average commercial loans of \$14.8 million. The yield on interest earning assets also increased 33 basis points from 4.49 percent for the year ended December 31, 2018, to 4.82 percent at year-end 2019.

"We continue to see a nice pace of growth and relationship building in many areas. This growth coupled with very good expense control and efficiency ratios continue to help us lead our peer groups in many performance based areas," said CEO Jim Marshall.

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HOT PROPERTIES

Maturing markets will boost inventories, not so much CLT

A “Silver Tsunami” of aging Baby Boomers will impact countless industries and markets, including residential real estate.

This is what a tsunami looks like: Between 2007 and 2017, about 730,000 homes went on the market each year due to people age 60 and over. Between 2017 and 2027, that number is

projected to rise to 920,000, according to US Census and Zillow data.

Between 2027 and 2037, it is expected to exceed 1.1 million a year.

Wow. It's not awesome news for sellers in places like Tampa, Tucson, Miami, Orlando, Dayton, Knoxville, Pittsburgh, Cleveland, Albuquerque and Greensboro where 29 percent or

more of owner-occupied homes will be released by seniors.

We all get old and sell our houses. But in Charlotte, a younger demographic, coupled with an influx of millennials seeking a dynamic growing market, provides a sound footing for ongoing price appreciation.

It's another way of saying Charlotte will not be flooded by Baby Boomer homes.

Charlotte ranks with markets like Salt Lake City, Atlanta, Austin, Dallas and Houston—all of which come in with less than 25 percent of owner-

occupied homes being released by seniors between 2027 and 2037, according to Zillow.

The markets are vibrant, relatively inexpensive places that tend to attract younger residents looking for an affordable alternative to expensive coastal cities.

Housing released by the Silver Tsunami will provide a “substantial and sustained boost to housing supply, comparable in magnitude to the fluctuations that new home construction experienced in the 2000s boom-bust cycle,” according to Zillow.

Allen Tate: \$5.75 billion in sales volume in 2019

Allen Tate Realtors reports total sales volume of \$5.75 billion in 2019, the best year in the company's history.

The Charlotte-based company reported 20,071 closed transaction sides last year, down slightly from 21,190 sides in 2018.

“The market continues to be challenged by lack of inventory, which results in greater appreciation of home prices,” said Allen Tate CEO Pat Riley.

For sellers, Riley emphasized updating and maintenance. For buyers, who can expect taking more time to find the right home, interest rates are in their favor.

Online home sales have not overtak-

en the real estate business.

“Even with great new technology, buying or selling a home will always be a highly personal experience.

Allen Tate Realtors will continue to provide exceptional, professional and personal service to each and every customer as they continue on their homeownership journey,” Riley said.



Riley

Premier Sotheby's International topped \$5 billion in sales in '19

Premier Sotheby's International Realty total sales volume hit \$5.2 billion in 2019, a 15 percent increase year-over-year. Average sales price was \$725,116, up 3 percent from the year before.

The Naples, Fla. brokerage, which

has an office in Jetton Village, closed 7,129 transactions, up 11 percent from 2018.

The North Carolina region reported a 27 percent increase in average sales price and a 35 percent increase in sales volume.

HOT PROPERTY



A 4,323 square foot home on Lake Norman in Sherrills Ford has sold for \$1.33 million after being listed by Karen Benishay of Coldwell Banker at \$1.35 million. The four-bed, four-bath house, at 4986 Slanting Bridge Road is an Arthur Rutenberg Home in the American Farmhouse style. The selling agent was Amy Petrenko of Premier Sotheby's International Realty in Cornelius.

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Toll routes yet to prove they can be profitable

BY KATE MARTIN/CAROLINA PUBLIC PRESS

Toll routes are intended to relieve traffic congestion, but they do so at a cost, which revenues are intended to offset.

The Triangle Expressway, which opened between Apex and Durham eight years ago, has been exceeding projected revenues while operating under its annual cost projections.

But a Carolina Public Press investigation has found that the cost and revenue pictures for the state's two newest toll routes in the Charlotte area, the Monroe Expressway and the Interstate 77 Express Lanes, are much less clear.

The Monroe route has not met its initial projections, while the I-77 lanes opened too recently for numbers to be available. Changes to the I-77 pricing structure were also instituted just this month.

Triangle Expressway in the money

The Triangle Expressway is more popular than officials anticipated a decade ago when it was developed. The N.C. Department of Transportation is also operating it at a much greater-than-anticipated profit.

For the fiscal year ending in mid-2019, the Triangle Expressway earned \$52.6 million — \$12.9 million more than was projected a decade ago.

Those revenues covered more than double the state budget's allowance of \$20.2 million in annual costs. But the Triangle Expressway also stayed under those cost projections by about \$120,000.

Usage of the route also continues to grow. Transactions on the Triangle Expressway — each time a driver uses the toll road — increased by 8.7% over the previous year, according to the most recent DOT annual report.

Driving the full length of the Triangle Expressway, from southern Wake County to the Durham-Chapel Hill area, will cost a driver \$3.37.

Monroe Expressway good on costs, not toll revenues

More drivers than expected are taking the Monroe Expressway, a bypass connecting the western Union County

PART 2 of 2



bypass with Charlotte-area Mecklenburg County. Even so, revenues are lower than expected.

The state thought it would earn \$7.5 million from the expressway but fell short by about \$1 million, even with heavier-than-expected usage.

According to DOT's annual report, that shortfall can be partly blamed on the delay caused by the system's bill-by-mail cycle.

Drivers who do not use NC Quick Pass can expect to receive a bill in the mail about 30 days after they drive the toll road.

Fortunately, the cost of operating the Monroe Express for the fiscal year was much lower than anticipated at \$2.8 million — about \$1.8 million less than DOT projected.

Drivers pay flat tolls on the four-lane Monroe Expressway, unlike the variable rate now in place on nearby I-77. The 18-mile toll road shaves 20 minutes off a driver's commute, according to NCDOT.

A full-length trip on the Monroe Expressway costs a driver \$2.54 with the NC Quick Pass.

I-77 Express Lanes a newcomer

The annual report does not include cost and revenue for I-77's toll lanes, which began opening last year.

Enter variable rate tolling, also called congestion pricing or dynamic pricing, which debuted in North Caro-

lina on the I-77 Express Lanes.

Starting Dec. 1, drivers in the I-77 Express Lanes started paying more as traffic demand increased and speeds slowed.

Toll rates can change every five minutes depending on traffic conditions, from as little as 35 cents during low traffic for each section driven to a high of \$2.35 per segment during rush hour.

The goal is to keep traffic flowing at a minimum of 48 mph, according to I-77 Mobility Partners, the limited liability company that was contracted to oversee development and construction of the route and now handles maintenance and operation of the tollway.

Carpoolers with three or more passengers can also drive in the express lanes for free, but only if they have an NC Quick Pass with High-Occupancy-Vehicle status toggled on.

Changing behavior with toll charges?

Economist Robert Krol told CPP that tolling part of a roadway based on congestion can change driver behavior.

"By varying the toll, higher during rush hours and having it be lower or zero in the middle of the night, it will even out the traffic flows," said Krol, senior affiliated scholar at the Mercatus Center at George Mason University.

"You don't need to get that many drivers off the highway to significantly increase speeds."

A full-length trip on I-77 Express Lane's main line during peak congestion will now cost a driver \$9.40 one way, according to information from I-77 Mobility Partners.

That same trip during low-demand periods will cost a driver \$2.45. Drivers who do not use an NC Quick Pass transponder will pay more.

Drivers who travel the same route without using the toll lane or decide a secondary road fits their needs sufficiently, will continue not being charged.

—Martin is a reporter for Carolina Public Press. Visit www.carolinapublicpress.org.

Business Today

Editor

Dave Yochum
nebiztoday@gmail.com

Sales Director

Gail Williams
gail.todaypubs@gmail.com

Production Director

Darren Versace
production.todaypubs@gmail.com

Contributors

Erica Batten,
Dave Friedman, Cheryl Kane,
Dave Vieser, Cathryn Piccirillo Sherman

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Special offer good for new customers in Continuum residential service areas only and expires February 29, 2020. After promotion ends, regular rates will apply. Internet speeds may vary. Taxes and fees are additional. A monthly modem fee of \$5.99 is required. Set-top box required to receive some channels. Credit approval and deposits may be required. Promotional pricing will end if services are involuntarily disconnected. Free standard installation for up to four existing outlets, one Internet connection and existing phone jacks. Custom installation fees may apply. Other restrictions may apply.



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KNOWLEDGE - EXPERIENCE - DEDICATION



Price Reduced \$3,699,000 | The Peninsula | Waterfront
Pool & Hot Tub | Huge Views | Private Dock



\$2,899,000 | Waterfront Elevator
Pool | Cornelius



\$785,000 | Davidson Hall | 3800 sq ft
Built in 2016 | Master on Main



Price Reduced \$3,795,000 | Waterfront | Private Dock
Located in Cornelius | 1.48 acres | 9400+ sq ft



\$399,000 | Commercial Lot | Huntersville
1.25 Acres | Zoned HWY Commercial



\$396,000 | Stanley | 5 bedrooms
15 mins to Birkdale Village



\$2,149,000 | Waterfront | 1.38 Acres
7945 sq ft | Private Dock



\$989,000 | The Peninsula |
On Golf Course | New Designer Kitchen



Under Contract \$2,549,000 | Waterfront | The Peninsula
Private Dock | Elevator | Walk out Basement



\$4,000,000 | 22 Acres Commercial Land | Stanley, NC
Located on HWY 73 near Pilot Knob Road



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SOLD \$2,070,000 | Waterfront | The Peninsula | Master
on Main | Brand New Pool | Private Dock



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