

Minding Your Business



Patti Lotane

Cape Cod 5

Patricia Lotane, Mortgage Loan Officer

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Chatham has gone through some changes this year. After decades of summer performances the Monomy Theatre is dark, The Squire has a new owner and after 45 years, Barbara Matteson retired from Cape Cod Five. Patti Lotane is now the mortgage loan officer at the Cape Cod Five's Chatham branch. "I'm in her office!" smiled Lotane. "I went around with Barbara during her last month. She really took me under her wing. What a great role model she has been. I think we have a lot of similarities."

Lotane feels it's important to establish her own routine. "I'm not even going to try to duplicate Barbara's routine of the rate sheet matching her attire; I have my own way of touching base with the community." Lotane visits the real estate offices weekly, and has a great rapport with the realtors in town already. "I plan on keeping the same excellent customer service that Barbara had. I go to the broker's open houses and my door is always open. I love everybody I meet here!"

Lotane has been with Cape Cod Five for seven years. "This month is actually my anniversary with the bank! But I've worked in the mortgage industry for 35 years," Lotane told me. "Every bank I've worked with has been a small-town commu-

nity bank, and I love working with first-time homebuyers. I noticed and always liked how Cape Cod Five is a customer-driven bank. I often said I would love to work here. And now here I am!

"It's Cape Cod Five's values of fairness, mutual respect, the highest ethical standards and trustworthiness that are ingrained in every aspect of our business and guide us in each interaction we have with our customers, fellow employees and the communities that makes the bank special," Lotane said. And she loves being in Chatham. "My husband's family is from Chatham. And we raised our family on the Cape." As a long-time Cape Cod resident, she has an excellent understanding of the Cape market, a valuable tool.

"Nancy Gardner, the manager here in Chatham, has been so good at taking me to community functions with the Chamber of Commerce, the Chatham Merchants Association, and others. I've joined the Rotary Club of Chatham and I can't wait for the Fourth of July this year! I love the parade!"

But the best part of her job is the notes. "Notes from happy customers are the best," she smiled. "Notes that say, 'You made my dreams come true.' That's the best part of this job!" Stop by and say "Hi" to Lotane today!



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Correction

In the June 13 Minding Your Business column on Dr. Dworet there was minor confusion with one of the quotes attributed to the doctor. The sentence/quote should have read: The doctor said he stresses to a patient that he "may bring you to a maximum level of comfort and reduced pain of at least 30 percent with three to four treatments spread out over three to four weeks."

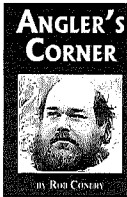
Steve Swain, Gear Guy By Nature

Steve Swain says he lives on land in Harwich that was only in their family because of his grandfather's great love of bass fishing.

While growing up by the beach in Scituate, Swain says the whole neighborhood would show up on nights when the stripers were chasing bait up onto the beach. "It was like a spontaneous block party."

Today he owns the Frying Pan Gallery near the harbor in Wellfleet. It was partly built from structures from the old Billingsgate Island that washed up on Mayo Beach after a storm. It's an old oyster shack that Swain says he "de-renovated" before opening for business 10 years ago.

By the late '80s he was fishing for bass

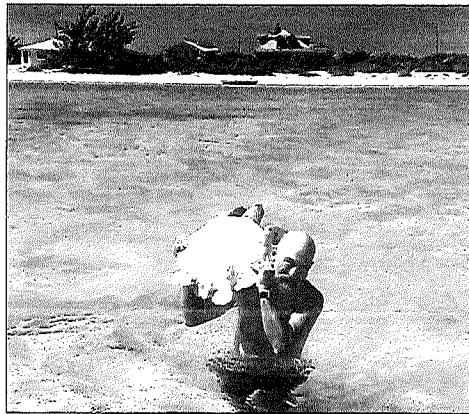


from skiffs in skinny water on the Brewster flats with guys like Steve and Ted Moore, Andrew Cummings and Tom Richardson. Today he spends more time making fish art—specifically, metal fish sculptures, which range from little life-sized menhaden (\$12) up to tuna and swordfish that cost many hundreds of dollars.

After some health scares, he says, "In recent years my wife Sarah and I started realizing that we needed to ease up on the entrepreneurial drive a bit and take some time off to hang out with our kids before it's too late."

To that end, in 2017 they pulled the kids

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Steve Swain helps collect sea turtles for study during a family sail to the Bahamas last year. COURTESY PHOTO

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