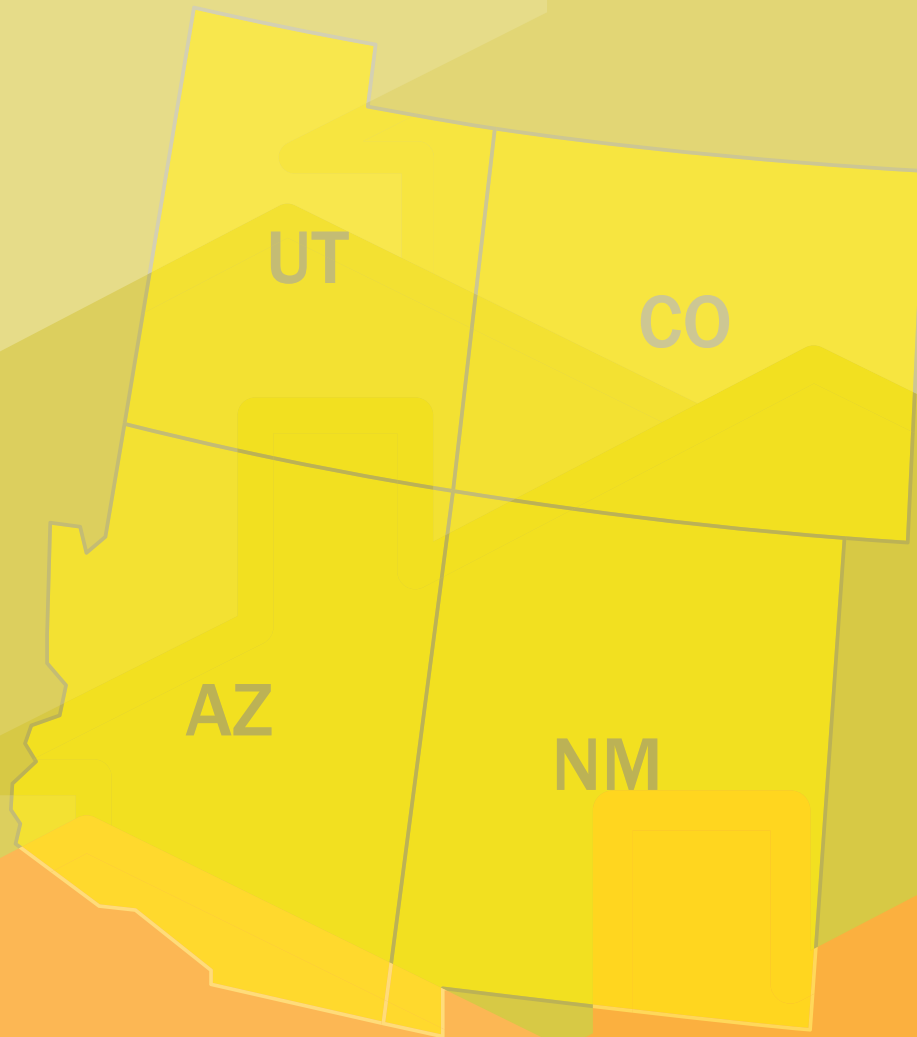


# 2010 REGIONAL CONFERENCE



National Association of Residential Property Managers

S O U T H W E S T R E G I O N

1<sup>st</sup> Southwest NARPM® Regional  
Pre-Conference  
April 21, 22, 2010  
“Dare to Soar”

**Pre-Conference Schedule**

**Application & pricing is attached for the pre-conference classes listed below:**

Wednesday, April 21, 2010 9 AM - 4 PM

**MARKETING**

Betty Fletcher, MPM® RMP®

Wednesday & Thursday

April 21 & 22 9 AM - 4 PM

**OPERATING A MAINTENANCE COMPANY**

Dave Holt, MPM® RMP®

Thursday April 22, 9 AM – 4 PM

**OFFICE OPERATIONS**

Betty Fletcher, MPM® RMP®

**Location:**

Sheraton Denver West  
360 Union Boulevard  
Lakewood, CO 80228  
720-963-2000  
800-325-3535

**Rooms available on limited basis for  
\$109.00**

Mention Hotel Code NAAD20A

**DARE TO SOAR!**

1st Southwest NARPM® Regional Conference  
April 23, 2010  
“Dare to Soar”

**Conference Schedule**

**Application and pricing is attached for conference day**

7:00 AM Vendor Check-in

7:30-8:30 Continental Breakfast sponsored by  
*Propertyware*

- Registration open
- Trade Show open

8:30-9:15 Opening Session  
*Carolyn Rogers, MPM® RMP® – S/W VP*  
*Vickie Gaskill, MPM® RMP® – President*

9:15-9:30 Visit with Vendors

**9:30-10:30 Break-Out Session 1**

- Building your Own Policies & Procedures Manual - *Susan Albern, MPM® RMP®*
- How to Run a Landlord Symposium – *Rob Lynde, MPM® RMP® and Shannon Dowda-Norgord*
- Search Engine Optimization Made Easier – *Tony Drost, MPM® RMP®*
- Social Networking 101 - *Appfolio*

10:30-10:45 Visit with Vendors

**10:45-11:45 Break-Out Session 2**

- Treating Your Tenants Like Gold/*Dave Holt, MPM® RMP®*
- Inspect what you Expect – *Betty Fletcher, MPM® RMP®*
- Running an Efficient Front Office (for Support Staff)
- Internet Trends – *Rent Marketer*

11:45-1:15 Lunch sponsored by *Rent Marketer*  
President, *Vickie Gaskill, MPM® RMP®*

1:15-1:30 Visit with Vendors

**1:30 – 4:30 Option A – NARPM® Ethics –**  
Rob Lynde, MPM® RMP®

**1:30 – 4:30 Option B – Leadership Training – NARPM®  
Tool Box** – *Vickie Gaskill, MPM® RMP®; Tony Drost, MPM® RMP®; Carolyn Rogers, MPM® RMP®; and Gail Phillips, CAE*

**1:30 – 2:45 Option C - BREAKOUT 3**

1. Social Networking – *Appfolio*
2. Collections 101 - *Stacy Stein, HTSPC*

**3:00 – 4:15 BREAKOUT 4**

1. Guida's Guide to Lease Enforcement - *Susan Albern, MPM® RMP®*
2. Green Office - *Propertyware*

**4:30 – 5:15 Closing Session**

- *Rental Home Pros*
- *Vendor Drawings*
- *50/50 Raffle*

# Southwest Regional Conference Education

Location: Sheraton Denver West, 360 Union Boulevard, Lakewood, CO 80228  
 Contact: Susan Melton, MPM® RMP®, susan@assuredrpm.com or 303-985-4670

## SELECT COURSE(S)

**Marketing | April 21, 2010 | 9 am – 4 pm**

This course provides an overview of the process necessary to market your management business. Marketing techniques such as making presentations to owners, prospecting new contacts, and closing will be discussed. Marketing principles specific to residential property management will also be presented.

*Instructor: Betty Fletcher, MPM® RMP®*



**Operating a Maintenance Company | April 21 & 22, 2010 | 9 am – 4 pm (both days)**

This two-day course provides an in-depth study of the business skills and procedures necessary to operate a residential maintenance company. You will learn about starting a company, as well as operating, evaluating, and controlling the business. Other topics to be discussed include accounting, record keeping, and inventory. Participants will also analyze the operations of a faltering business. *Instructor: Dave Holt, MPM® RMP®*



**Office Operations | April 22, 2010 | 9 am – 4 pm**

The objectives of this class are to provide an understanding of office structure, learn how to write a policies and procedures manual, learn the importance of implementing effective office systems, as well as ways to set office goals and be prepared for change. This class will prepare an office to qualify for the highest designation NARPM® offers, the Certified Residential Management Company (CRMC®). *Instructor: Betty Fletcher, MPM® RMP®*



**Ethics | April 23, 2010 | 1:30 – 4:30 pm**

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course. *Instructor: Robert Lynde, MPM® RMP®*

## REGISTRATION

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/ST/Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

## METHOD OF PAYMENT

Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
 Charge my credit card \$ \_\_\_\_\_  
 VISA     MC     AMEX     Discover  
 Card # \_\_\_\_\_ Exp Date \_\_\_\_\_  
 Name on card \_\_\_\_\_  
 Signature \_\_\_\_\_

CLASS FEES	6-Hour Course		12-Hour Course		Ethics
	Before Mar. 21	After Mar. 21	Before Mar. 21	After Mar. 21	
Member	\$195	\$250	\$395	\$450	\$45
Non-member	\$295	\$350	\$495	\$550	\$95
Retake	\$75	\$150	\$150	\$300	\$45
RMP®/MPM® Designee	\$100	\$150	\$200	\$350	\$45
Designee Candidate	\$180	\$250	\$360	\$450	\$45

## CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 21, 2010**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 21, 2010**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge.

**If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

## FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320  
**P:** 800-782-3452 | **F:** 866-466-2776 | [www.narpm.org](http://www.narpm.org)



National Association of Residential Property Managers

# Regional Conference Registration

# 2010

## 1 REGISTRATION INFORMATION *(please type or print)*

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Check your designation(s):  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

Designation candidate:  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

Are you a chapter leader?  Yes  No If yes, what position? \_\_\_\_\_

Are you attending Leadership Training?  Yes  No

Are you a current NARPM<sup>®</sup> member?

Yes  No

Is this your first NARPM<sup>®</sup> event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 2 REGISTRATION FEES

IREM<sup>®</sup> members check here to receive NARPM<sup>®</sup> member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> <b>Entire Event</b> <i>(Professional Member)</i>	\$100	\$125	\$125	\$150
<input type="checkbox"/> <b>Entire Event</b> <i>(Support Staff Member)</i>	\$35	\$85	\$65	\$150
<b>Join NARPM<sup>®</sup> &amp; Register</b> <i>(Add on this fee; membership application must accompany registration)</i>				
<input type="checkbox"/> Professional Member <i>(Please include copy of real estate license, if applicable)</i>			\$245	\$245
<input type="checkbox"/> Affiliate Member			\$245	\$245
<input type="checkbox"/> Support Staff			\$125	\$125

3 TOTAL FEES \$ \_\_\_\_\_

## 4 METHOD OF PAYMENT

Check # \_\_\_\_\_, payable to NARPM<sup>®</sup>, enclosed for total fees amount listed above.

Please charge my  Visa  MasterCard  Discover  American Express for total amount above.

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

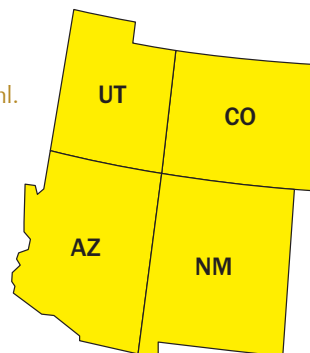
*I authorize NARPM<sup>®</sup> to charge my credit card.*

Keep up with Southwest Regional Conference details on Facebook and at [www.narpm.org/conferences/regional-conferences/southwest-regional.html](http://www.narpm.org/conferences/regional-conferences/southwest-regional.html).



National Association of Residential Property Managers

S O U T H W E S T R E G I O N



## REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

## JOIN & REGISTER

Not yet a member? You can become a NARPM<sup>®</sup> member and register for this event at the reduced member rate using this registration form. Check the "Join NARPM<sup>®</sup> & Register" option at left and submit the appropriate professional, affiliate, or support staff membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM<sup>®</sup> to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM<sup>®</sup> Board, does not constitute a cancellation.

Event cancellations must be received in writing. If cancellation is received 30 days prior to the event, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to the event, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to the event.**

## MONETARY POLICIES

A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

## EASY WAYS TO REGISTER

**MAIL** - Send your form with payment to: NARPM<sup>®</sup> National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

**FAX** - Send your signed form with payment to 866-466-2776. Please do not mail the original.

**ONLINE** - Visit [www.narpm.org](http://www.narpm.org) and login to the Internet Member Services (IMS) section.