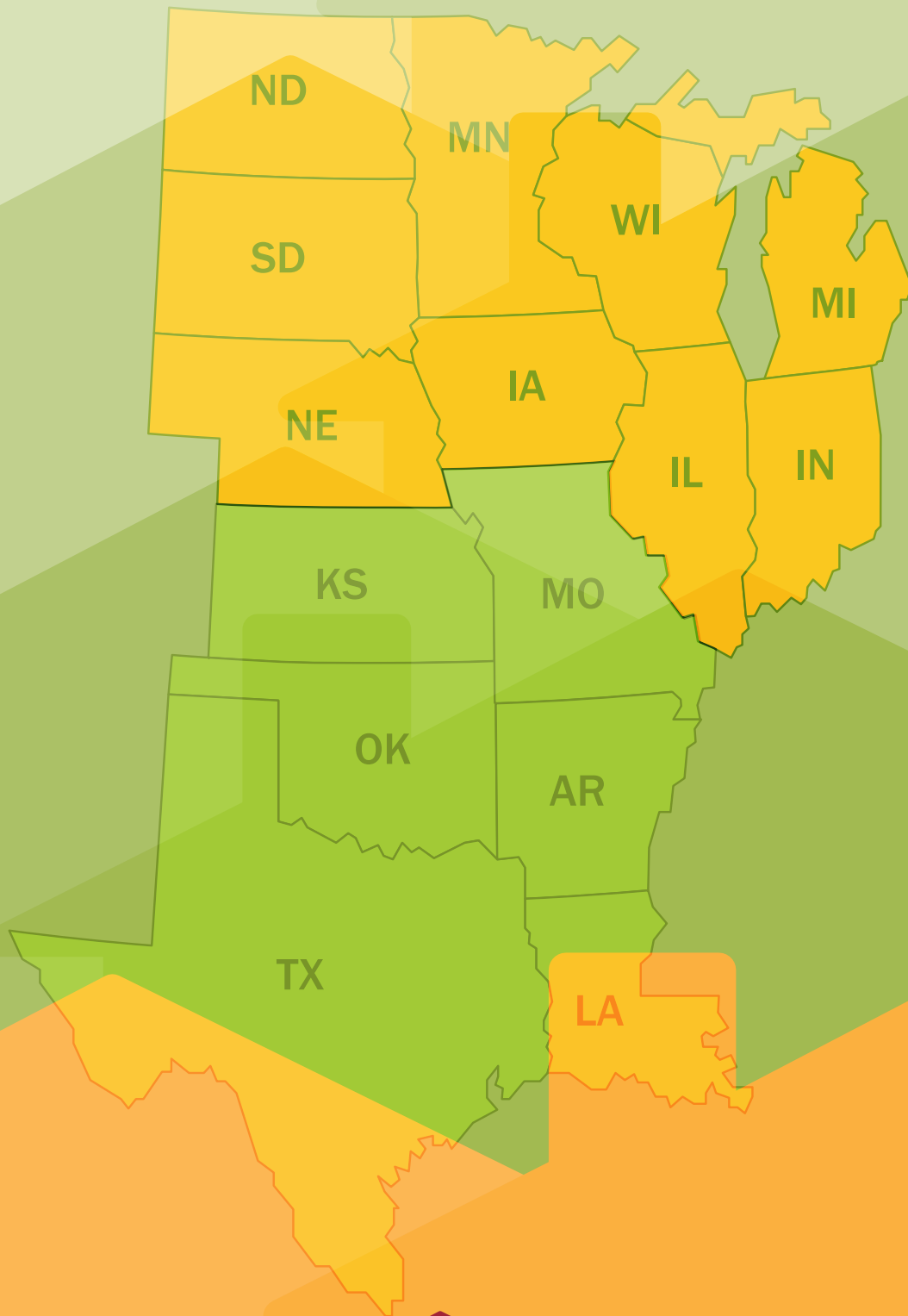


2013 REGIONAL CONFERENCE



National Association of Residential Property Managers

CENTRAL REGION

NARPM® Central Regional
May 23-24, 2013
“The Keys to Excellence”

Conference Schedule

Thursday, May 23

11:00 AM	Registration Opens for Vendors	3rd Floor
1:30 – 4:30 PM	NARPM® Ethics Presented by Brian Birdy, MPM® RMP®	Room 4J (4 th Floor)
1:30 – 4:30 PM	Leadership Tool Box Learn tips from other chapters in your region while learning how to lead and manage your chapter	Lake Michigan (8 th Floor)
5:30 – 7:30 PM	Vendor Reception Cash Bar with light finger foods and networking	Williford A B (3 rd Floor)

Friday, May 24

7:30 AM	Registration Opens – visit with vendors	Williford A B (3 rd Floor)
8:30– 9:30 AM	Breakfast <i>Opening speaker-John Bradford, MPM® RMP®</i>	Waldorf (3 rd Floor)
9:30– 10:45 AM	Break-outs #1 “Top 10 Website Tips to Grow Your Business Now” <i>Presented by: Dave Borden</i>	Boulevard B (2 nd Floor)

A website can be a powerful asset for your business, or an ugly reminder of why nobody should hire you. Before you drain the treasury on buzz words like “Social Media,” “Blogging,” or “Video,” make sure that your web asset is ready to enhance those efforts. If you follow these 10 tips, you will get new customers by the end of the week or your money back! Find out what we have learned about internet behavior of tens of millions of tenants, and millions of investors in just one hour!

“How to Operate a Low Effort, High Profit, Small Property Management Company”

Presented by: Steve Crossland, MPM® RMP®

Boulevard C (2nd Floor)

This presentation will cover strategies for achieving the optimal desired profit, from the smallest possible portfolio, with minimal effort and low overhead while living a balanced life and providing top notch service to Owners and Tenants.

“Maximizing Performance & Profitability Through Coaching”

Presented by: Jayci Grana MPM® RMP®

Boulevard A (2nd Floor)

Learn how to effectively coach your team to meet their goals and access talents that are waiting to be developed. Coaching enables your team to become star performers resulting in maximized profitability, service, and synergy.

10:45 – 11:00 AM	Visit with Vendors	Williford A B (3 rd Floor)
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11:00 AM – 12:15 PM	Break outs #2	
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“How to hire/develop employees who add value, and how to exit those who don't”

Presented by: James Wagley

Boulevard A (2nd Floor)

Attendees will learn skills and techniques to successfully develop employees through giving/receiving actionable feedback, and how to retain the people that add value to their company and develop an exit strategy for the ones that don't. As well, attendees will gain valuable insight into their own professional strengths and weaknesses, and how their leadership style impacts their team and ultimately, the success of their company. Attendees will participate in role plays, group exercises and open discussion so attendees can share their real-life experiences and try out their newly learned skills before they leave the class.

“Avoiding Costly Mistakes”

Presented by: Vicki Gaskill MPM® RMP®

Boulevard C (2nd Floor)

This session is designed to illustrate effective ways in which to save money, stay organized and, basically, keep the professional property manager out of court and/or out of jail. The discussion begins with our approaches to marketing and ends with the move-out process. Every step we take in the property management cycle has the potential of either making money or costing money for our company. We want to be on the “money making” side of the equation!

11:00 AM – 12:15 PM Break outs #2 (Continued)

"Eviction Basics: Dealing with Unruly, Non-paying, and Holdover Tenants"

Presented by Jessica Ryan Attorney with Kovitz Shifrin Nesbit

Boulevard B (2nd Floor)

Chicago Attorney to highlight the ins and outs of the eviction process. Attendees will learn how to deal with landlord tenant disputes regarding unruly tenants and holdover tenants.

12:15 – 1:30 PM Lunch – National President

Waldorf (3rd Floor)

1:30 – 2:45 PM Break outs #3

"Rental Property Inspections: What You Need to Know"

Presented by Brian Birdy, MPM® RMP®

Boulevard A (2nd Floor)

This breakout will review and teach you the value of knowing, performing and following up on rental property inspections. After having attended this breakout, attendees will come away with a comprehensive Rental Inspection Form and answers to a number of questions on the When, What, Why and How of a thorough rental property inspection.

"Why Invest in Real Estate"

Presented by Tony Drost MPM® RMP®

Boulevard C (2nd Floor)

This short session will touch lightly on understanding cash performance of a rental and why it can out perform conventional investments. We discuss the advantages that professional property managers bring to the table even when rents don't cover the mortgage. And lastly, Tony shows how, we as professional property managers and real estate licensees can achieve the highest return out of anyone.

"Tenant Screening versus Employment—Know Compliance, NO Litigation"

Presented by Jeanie Baker- Acutraq

Boulevard B (2nd Floor)

What is the difference between tenant screening and employment screening. How can I avoid law suits with employment screening?

2:45 – 3:00 PM

Visit with Vendors

Williford A B (3rd Floor)

3:00 - 4:15 PM

Expert Panel of Past NARPM® National Presidents

Waldorf (3rd Floor)

Mike Mengden, MPM® RMP®; Vickie Gaskill, MPM® RMP®; Jayci Grana, MPM® RMP®; and Tony Drost MPM® RMP®

4:15 – 4:45 PM

Visit with Vendors and door prizes

Williford A B (3rd Floor)

6:30 PM

OPTIONAL: Off-Site Event @ Gino's East load buses in hotel lobby



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