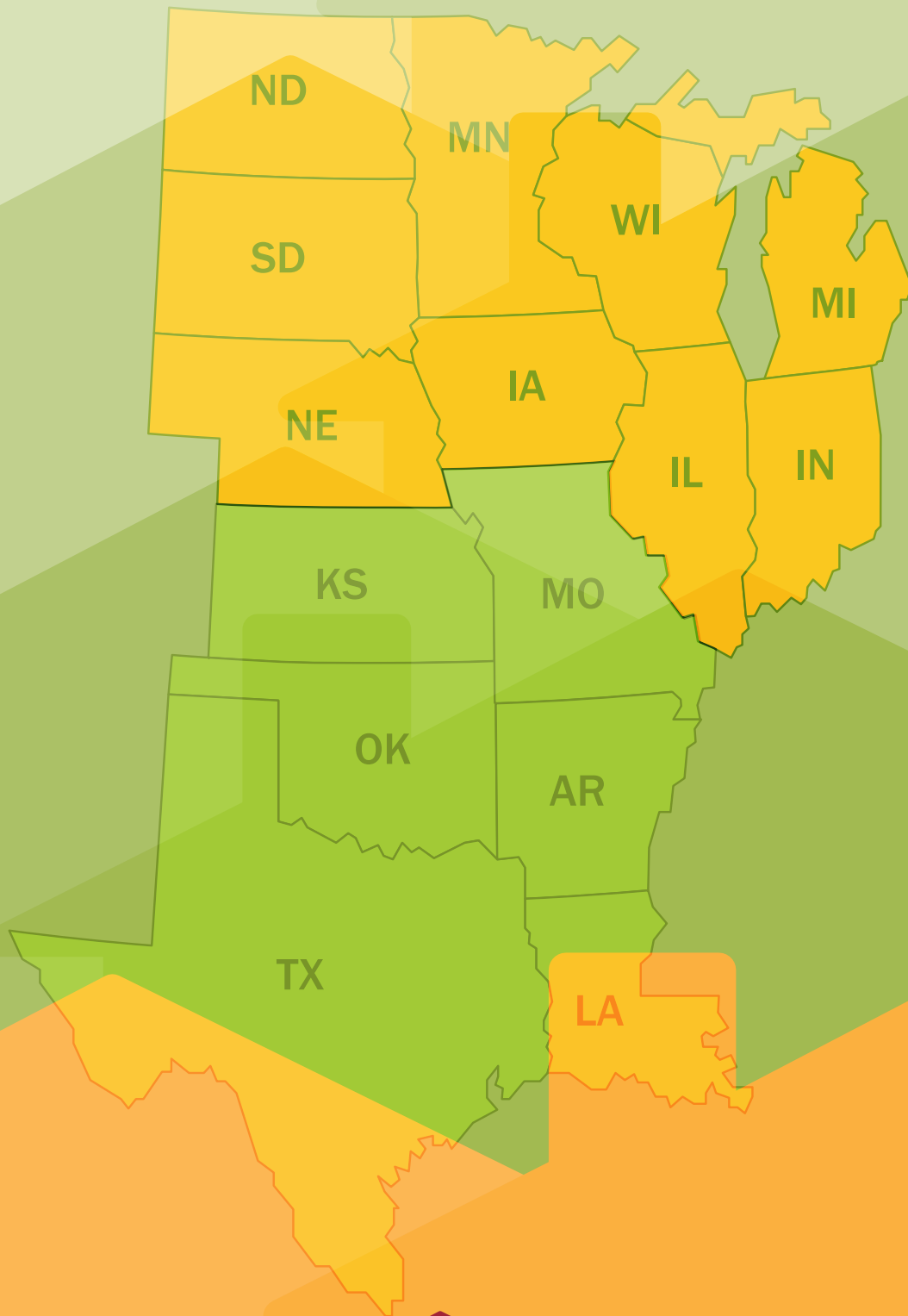


# 2013 REGIONAL CONFERENCE



National Association of Residential Property Managers

CENTRAL REGION

# Central Regional Conference Education

Location: Hilton Chicago, 720 South Michigan Ave., Chicago, IL 60605  
Phone Number: 312.922.4400

## SELECT COURSE(S)

- Risk Management Advanced** | **May 22, 2013** | **9:00 am – 4:00 pm** | *Darryl Kazen, MPM® RMP®*  
A Risk Management course for Business Owners and CEO's that will provide managers and CEO's with advanced tools and theory of risk management. The key points to be covered will be insurance, liability / torts / negligence, company policies and procedures, anti-trust and preparing for court.
- Habitability Standards and Maintenance** | **May 22, 2013** | **9:00 am – 4:00 pm** | *Dave Holt, MPM® RMP®*  
Course materials will cover specific information from the Uniform Housing Code concerning basic habitability standards that govern local codes, policies of insurance companies, and our own Standards of Professionalism. Participants will learn what to look at when taking properties into property management and what questions to ask property owners about their buildings. Class participants will learn how to identify and differentiate the various kinds of molds, and what remediation steps need to be taken to protect residents and the property. Maintenance techniques regarding the handling of service requests, maintenance coordination, and implementing preventive and corrective maintenance will also be covered.
- Maintenance Basics & Beyond** | **May 23, 2013** | **9:00 am – 4:00 pm** | *Dave Holt, MPM® RMP®*  
The objective of this course is to provide the property management professional with information regarding maintenance policies and procedures, rental and management agreement clauses, managing tenant and owner expectations, maintenance categories, understanding maintenance, staffing, etc.
- Ethics** | **May 23, 2013** | **1:00 pm – 4:00 pm** | *Brian Birdy, MPM® RMP®*  
(This three-hour course is required by NARPM® for all members every four years.) 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.



CLASS FEES	6-Hour Course		Ethics
	Before Apr 22	After Apr 22	-----
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	\$45
RMP®/MPM® Designee	\$100	\$150	\$45
Designee Candidate	\$180	\$250	\$45

## CANCELLATION POLICY

Cancellations must be received in writing. If received by **April 22, 2013**, registrant will receive a full refund less a \$25.00 processing fee. If received **after April 23, 2013**, 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®.**

## REGISTRATION

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

## METHOD OF PAYMENT

Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
 Charge my credit card \$ \_\_\_\_\_  
 VISA     MC     AMEX     Discover

Name on card \_\_\_\_\_  
Signature \_\_\_\_\_

----- All information below this line will be shredded. -----

Card # \_\_\_\_\_ Exp Date \_\_\_\_\_

## 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

### Pre-Conference Schedule

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

\*Habitability Standards & Maintenance | May 22 2013 | 9:00 am – 4:00 pm | *Dave Holt, MPM® RMP* | Course materials will cover specific information from the Uniform Housing Code concerning basic habitability standards that govern local codes, policies of insurance companies, and our own Standards of Professionalism. Participants will learn what to look at when taking properties into property management and what questions to ask property owners about their buildings. Class participants will learn how to identify and differentiate the various kinds of molds, and what remediation steps need to be taken to protect residents and the property.

\*Risk Management Advanced | May 22, 2013 | 9:00 am – 4:00 pm | *Darryl Kazen, MPM® RMP®* | The objective of this course is to identify and control the risks associated with Residential Property Management. The key points to cover will be sources of risk, approaches to risk, the agency – a relationship of trust, fair housing, and minimizing and controlling risk.

\* Maintenance Basics & Beyond | May 23, 2013 | 9:00 am – 4:00 pm | *Dave Holt, MPM® RMP®* | The objective of this course is to provide the property management professional with information regarding maintenance policies and procedures, rental and management agreement clauses, managing tenant and owner expectations, maintenance categories, understanding maintenance, staffing, etc.

\*Ethics | May 23, 2013 | 1:30 pm – 4:30 pm | *Brian Birdy, MPM® RMP®* | (This three-hour course is required by NARPM® for all members every four years.) 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.

\* Additional fee to take these classes

**Location:** Hotel: Hilton Chicago  
720 South Michigan Avenue  
Chicago, IL 60605  
312-922-4400

*The room rate is \$189 single/double per night plus taxes until April 21, 2013.*

### Conference Schedule

Application and pricing is attached for conference day

#### Day 1

- 1:00 PM**      **Registration Opens** – Vendors check in
- 1:30-4:30**      **Leadership Tool Box** – All Chapter Leaders are invited
- 4:30 – 6:30**      **Vendor Reception**  
Cash Bar with light finger foods and networking

#### DAY 2

- 7:30 AM**      **Registration Opens – visit with vendors**
- 8:30 – 9:30**      **Breakfast with opening speaker-John Bradford, MPM® RMP®**
- 9:35 – 10:45**      **Break outs #1**
- “Top 10 Website Tips to Grow Your Business Now” by Dave Borden
  - “How to Operate a Low Effort, High Profit, Small Property Management Co” by Steve Crossland, MPM® RMP®
  - “Maximizing Performance & Profitability Through Coaching” by Jayci Grana MPM® RMP®

**10:45 – 11:00**      **Break/Visit with Vendors**

**11:00-12:10**      **Break outs #2**

- “How to hire/develop employees who add value, and how to exit those who don't” by James Wagley
- “Avoiding Costly Mistakes” by Vicki Gaskill MPM® RMP®
- “Eviction Basics: Dealing with Unruly, Non-paying, and Holdover Tenants” by Jessica Ryan Attorney with Kovitz Shifrin Nesbit

**12:15 – 1:30**      **Lunch**

NARPM® President James Emory Tungsvik, MPM® RMP®  
Region Vice Presidents Deb Newell, MPM® RMP® and Bart Sturzl, MPM® RMP®

**1:35– 2:45**      **Break outs #3**

- “Rental Property Inspections: What You Need to Know” by Brian Birdy, MPM® RMP®
- “Why Invest in Real Estate” by Tony Drost MPM® RMP®
- “Tenant Screening vs Employment—Know Compliance, NO Litigation” by Jeanie Baker- Acutraq

**2:50 – 3:00**      **Break/Visit with Vendors**

**3:00-4:15**      **Expert Panel of Past NARPM® National Presidents**

*Mike Mengden MPM® RMP®, Vickie Gaskill, MPM® RMP®, and Tony Drost MPM® RMP®*

**4:15-4:45**      **Visit with Vendors** 50/50 and door prizes

**6:30**      **\*OPTIONAL: Off Site Event @ Gino's East**

# Regional Convention & Retreat Registration 2013

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

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

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

Address/P.O. Box: \_\_\_\_\_

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

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

Check your designation(s):  CSS®  RMP®  MPM®  CRMC®

Designation candidate:  CSS®  RMP®  MPM®  CRMC®

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

Are you attending Leadership Training?  Yes  No

## 2 SELECT A CONVENTION OR RETREAT

Northwest Regional

April 19-20  
Tacoma, WA

Central Regional

May 23-24  
Chicago, IL



## 3 REGISTRATION FEES

IREM® members check here to receive NARPM® member pricing.

	Members Early Bird Discount 30-Day Postmark	Members Less Than 30-Day Postmark	Non-members Early Bird Discount 30-Day Postmark	Non-members Less Than 30-Day Postmark
<input type="checkbox"/> Each Entire Convention	\$100	\$125	\$150	\$175
<input type="checkbox"/> Central Regional Off-site Party at Gino's East	\$ 40	\$ 40	\$ 40	\$ 40
<input type="checkbox"/> Northwest Regional Off-site Event - Car Museum	\$ 65	\$ 65	\$ 65	\$ 65

*Special event ticket information will be e-mailed to all registrants for purchase prior to the event.*

4 EDUCATION CLASSES Do you plan to take any education classes?  Yes  No

Have you submitted separate EDUCATION REGISTRATION FORM?  Yes  No

5 ARE YOU APPLYING FOR NARPM® MEMBERSHIP?  Yes  No  Already a Member

6 TOTAL FEES \$ \_\_\_\_\_

## 7 METHOD OF PAYMENT

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

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

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

*I authorize NARPM® to charge my credit card.*

-----All information below will be shredded.-----

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



National Association of Residential Property Managers

Are you a current NARPM® member?

Yes  No

Is this your first NARPM® event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

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

\_\_\_\_\_

\_\_\_\_\_

## 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® member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate 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® to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM® 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® 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.