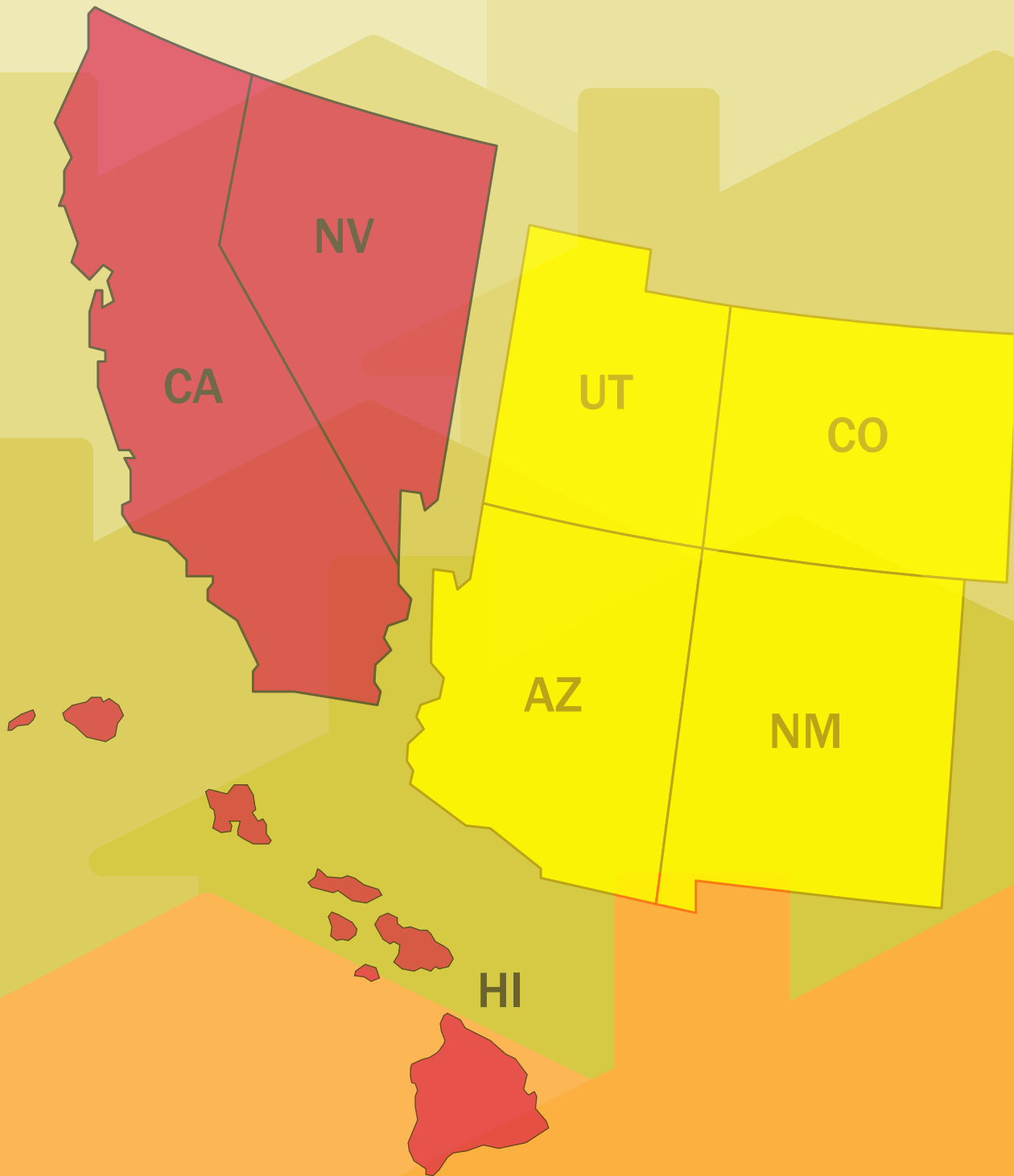


# 2013 REGIONAL CONFERENCE



National Association of Residential Property Managers  
P A C I F I C   S O U T H W E S T   R E G I O N



National Association of Residential Property Managers  
PACIFIC SOUTHWEST REGION

Pacific Southwest NARPM® Regional Conference Schedule  
February 21, 2013  
Monte Carlo Hotel & Casino

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Wednesday, February 20 Schedule

6:30 - 8:30 pm Vendor Reception - Open to all Registrants Sterling A, B, C

Thursday, February 21 Conference Schedule

8:00 am Conference Registration Opens

8:00 am Continental Breakfast in Trade Show Sterling A, B, C

8:00-9:00 am Regional Chapter Presidents & Presidents-Elect Breakfast (by Invitation only) Gold Room

9:15- 9:45 am Conference Welcome - Led by Melissa Prandi, MPM® RMP® Ballroom 1 & 2

10:00-10:45 am “The Housing Recovery: The Importance of Single Family Rentals & the Future of the Industry”

Speaker: David Bragg, Zelman & Assoc.

Ballroom 1 & 2

*Ever wonder what trends are in store for our industry, and what the global impact of housing, government regulations and employment has on property management? If so, you don't want to miss this presentation.*

10:45-11:10 am Visit with Vendors at Trade Show Sterling A, B, C

11:15-12:15 pm Breakout Sessions

- “Big Profits from Failing Accounts: Tackling Short Sales & Keeping the Account” Ballroom 3

Speaker: Michael Robinson

*With Las Vegas being the epicenter of the foreclosure market, dealing with rental homes in default is a new and challenging trend for property managers. Learn how to navigate your company through foreclosures and short sales to large profits and still keep some accounts! Understand the Mortgage Forgiveness Debt Relief Act and the best techniques and procedures to turn failing accounts into additional revenue.*

- “Rental Property Inspections: What You Need to Know” Ballroom 1 & 2

Speaker: Brian Birdy, MPM® RMP®

*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.*

- “Internet Security: The Laws of the Cyber Jungle” Gold Room

Speaker: Darity Wesley, Esq.

*It's a cyber jungle out there! Technology is constantly evolving and there are state and federal laws and compliance regulations being enacted daily that property managers need to know. Identity Theft is rampant, and protecting your assets and minimizing your losses will be the focus of this lively interactive session.*

Thursday, February 21 Conference Schedule (continued)

- 12:15-12:30 pm    **Visit with Vendors Trade Show**    Sterling A, B, C
- 12:30 - 1:30 pm    **Lunch & Keynote Speaker: “What, Me?”**    Ballroom 1 & 2  
   **Speaker: Marvin Lee**  
*Marvin Lee is a high energy, down to earth smart alec, with a hidden dark side. He talks about everything from his multi-cultural family to the down fall of the Saturday morning cartoon. In doing so Marvin takes subjects and twists them to his style of thinking. Come enjoy an entertaining speaker who will let you see the world in an entirely different light.*
- 1:30 - 1:50pm    **Visit with Vendors at Trade Show**    Sterling A, B, C
- 1:55 - 2:40 pm    **“Federal Presentation: Current HUD Laws: What to Expect & What to Know”** Ballroom 1 & 2  
   **Guest Speaker: Ken LoBene, Las Vegas HUD Field Office**  
*Often overlooked in the property management industry, the US Department of Housing and Urban Development plays a significant role in setting and guiding many of the laws within the industry. Come listen to a 30 year veteran of HUD talk about what’s in place and what’s coming in the future, and how it may play an important role in how you operate.*
- 2:50 - 3:50 pm    **Breakout Sessions**
- **“Internet Marketing: For Property Managers in Plain English”**    Ballroom 1 & 2  
   **Speaker: Alex Oshenko**  
*Most property managers often get their business from satisfied referrals. What about the potential business searching online for you? The term “property management” is searched over 2,000 times each month, and the term “find me a tenant” is searched over 550,000 times each month. Come to this breakout and get answers you seek.*
  
  - **“Software Solutions: What’s Out There & What Do You Need?”**    Gold Room  
   **Speaker: Michael Mino, Property Boss**  
*Want information? This interactive breakout will review a variety of different offerings property managers may need in their day-to-day activities such as ILS, Tenant Screening, EFT Vendors, Collection Agencies and most important of all...property management software! This will be an excellent forum to get an education about what to look for in software solutions, and also a chance to ask questions and share what you feel is important.*
  
  - **“Medical Marijuana Expert Panel Presentation: Medical Marijuana & You!”**    Ballroom 3  
   **Moderator: Chad Collins    Panelists: Carolyn Rogers, Keith Kamita & Paul Rozario**  
*Medical Marijuana is an ever increasing issue nationwide and particularly in the western United States. We have assembled an expert panel to field questions about its impact nationally as well as in local jurisdictions.*
- 4:00 - 5:00pm    **Conference Closing Remarks, 50/50 Raffle, Vendors’ Thank You**    Ballroom 1 & 2
- Friday Education Classes:**    **Office Operations**    Platinum Room  
   **Personnel Procedures Essentials**    Copper Room

*On behalf of the Pacific and Southwest Region Chapters we thank you for attending the Regional Conference.  
Be sure to fill out your survey that will be emailed to you.*

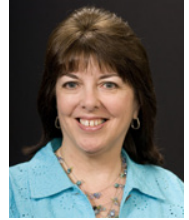
*Darlene Higa, MPM® RMP®, Chair, and Chad Collins, Vice Chair, Pacific Southwest Regional Conference; Richard Vierra, RMP®, Pacific Region Vice President; Barney Christiansen, MPM® RMP®, Southwest Region Vice President*

# Pacific Southwest Regional Conference Education

Location: Monte Carlo Resort & Casino, 3770 Las Vegas Blvd. South, Las Vegas, NV 89109  
Phone: 702.730.7777

## SELECT COURSE(S)

- Ethics | Feb. 18, 2013 | 1:00 pm – 4:00 pm | Mike Mumford, 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.
- Office Operations | Feb. 22, 2013 | 9:00 am – 4:00 pm | Suzanne Cameron, MPM® RMP®**  
The objectives of this class are to provide an understanding of office structure, learn how to write a property management 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®).
- Personnel Procedure Essentials | Feb. 22, 2013 | 9:30 am – 4:30 pm | Sylvia Hill, MPM® RMP®**  
The main objectives of this course will be to plan the business structure, outline company policies and a personnel handbook, develop effective job descriptions, list best hiring and selection practices, plan overall training and retention, and identify how and when to terminate.



CLASS FEES	6-Hour Course		Ethics
	Before Jan 22	After Jan 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 **January 22, 2013**, registrant will receive a full refund less a \$25.00 processing fee. If received **after January 22, 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

# 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®

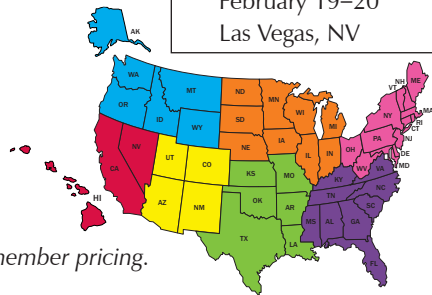
Designation candidate:  CSS®  RMP®  MPM®  CRMC®

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
- Pacific Southwest Regional** February 21 Las Vegas, NV
- Central Regional** May 23–24 Chicago, IL
- Eastern Regional** March 28–29 Nashville, TN
- Broker/Owner Retreat** February 19–20 Las Vegas, NV



## 3 REGISTRATION FEES

IREM® members check here to receive NARPM® 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"/> Each Entire Convention	\$100	\$125	\$150	\$175
<input type="checkbox"/> Broker/Owner Retreat	\$150	\$175	\$200	\$225
<input type="checkbox"/> Eastern Regional Off-site Party at Honky Tonk	\$ 10	\$ 10	\$ 10	\$ 10

**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.

# Pacific Southwest Regional Conference Sponsors

## Platinum Sponsors



## Gold Sponsors

Frontline Processing Corporation



US Real Estate Investors Association, LLC

## Silver Sponsor

Propertyware, A RealPage Company

## Bronze Sponsors

AppFolio, Inc.

Onsite Solutions, The Property Management Gurus

Mr. Rekey of Nevada Corporation

### Booths

Buildium

Fourandhalf.com

Happy Inspector, Inc.

LandlordSource

NightTenders, Inc.

Onsite Solutions, The Property Management Gurus

Property Reports On Sight (PROS)

PropertyBoss Solutions

RateTenants.com

Rent Manager

Rently.com

Ruume, Inc.

Steady Pay Payment Solutions

Zillow, Inc