

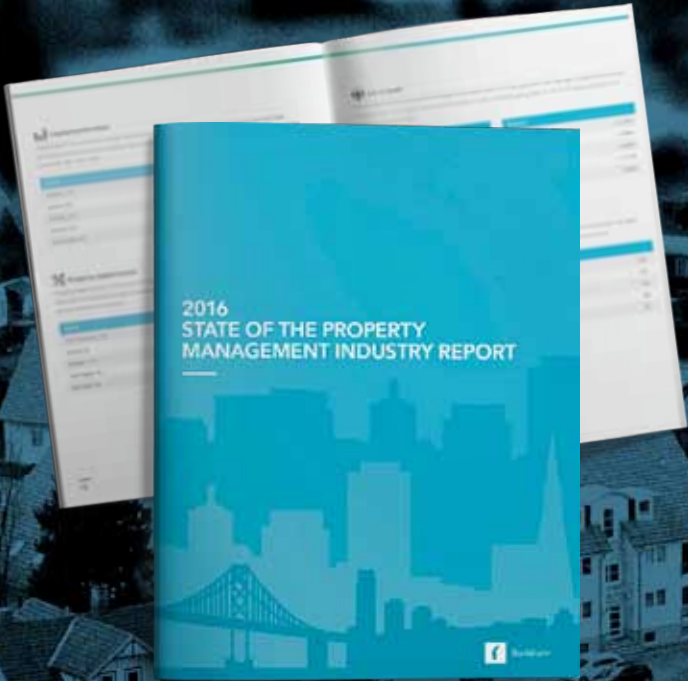
On-Site Program

**28th Annual
NARPM® Convention
and Trade Show**

October 19–21, 2016

**The Grand Wailea, A Waldorf Astoria Resort
On the island of Maui, Hawaii**





2016 STATE OF THE PROPERTY MANAGEMENT INDUSTRY REPORT

New research from NARPM and Buildium

DOWNLOAD YOUR FREE COPY

buildium.com/PMI



Property Management Software

Everything you need in one simple solution.



All-In-One Property Management Software



Online Applications & Lease Signing



Robust Accounting Tools



Built-In Screening



Real-Time Flexible Reporting



Online Rent Payments



Professional Websites

Learn more at www.appfolio.com | 866-648-1536



The leader in self-showing technology.

How does Rently work?



A renter passes by a vacant property or views it online...



...Rently instantly checks credentials and qualifies renters...



...Rently provides secure renter access, captures lead data, and sends real time notifications to managers.

Why use Rently?



Expand your territory by managing more properties.



Save time and energy by minimizing commute to further away properties.



Spend less time showing vacancies and more time signing leases.

Lease Faster with



Contact us to see why thousands of property managers across the country use Rently.



888-340-6340



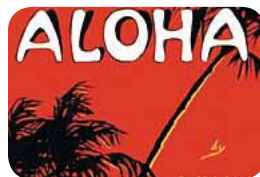
support@rently.com

www.rently.com

Table of Contents

WELCOME TO THE ISLAND OF MAUI, HAWAII

7	President's Welcome	15	Wednesday Schedule
8	Past Presidents	16	Thursday Schedule
	2016 Board Officers	20	Friday Schedule
9	2016 Directors / RVPs	27	NARPM® Antitrust Guidelines
	2016 Committee Chairs	30	Sponsors
11	Convention Committee	31	Exhibit Hall Floorplan
12	Hotel Floorplan	32	Exhibitors
13	Convention Information	45	Save the Date for 2017
15	Monday Schedule	46	Broker/Owner Retreat 2017
15	Tuesday Schedule		



ADVERTISERS

2	Buildium	35	EZInspections
3	AppFolio	35	ThinkRealty Magazine
4	Rently	36	ShowMojo
6	TaskEasy	36	Equifax
10	Yardi	37	National Tenant Network
14	RentRange	38	Hire Smart VAs
23	PayLease	39	Tenant Turner
24	Seacoast Commerce Bank	40	Rentec Direct
25	Zillow Group	41	Southwest Recovery Services
26	TenantSync	42	Time Communications
26	LPMA -	43	First Home Solutions
	Leading Property Managers of Australia	44	Propertyware
26	Homeworthy Inspection Services	47	RentPath
28	Chapps	48	Rent Manager
29	Property Management, Inc.		



**THE TOP NATIONWIDE,
ON-DEMAND LAWN AND YARD CARE
PROVIDER FOR MULTIPLE PROPERTIES**

TaskEasy simplifies your workload, saving you time and money. From our vendor management to before & after photos of each service, you'll finally have time to focus on other important tasks.

YEAR-ROUND EXTERIOR MAINTENANCE, INCLUDING:

- ✓ Lawn Mowing
- ✓ Flowerbed Upkeep
- ✓ Rain Gutter Cleaning
- ✓ Trees & Shrub Trimming
- ✓ ...and More!



Service available in all 50 states and more than 4,900 cities
Send us your property list for a free, fast, competitive price quote.

(888) 331-3551

www.taskeasy.com/PropertyManagers

Aloha, NARPM® Colleagues,

It is my pleasure and honor to welcome you to the 28th Annual NARPM® Convention and Trade Show, celebrating Kūlia I ka nu'u, "Strive for the Summit." Lisa Fore, MPM® RMP®, 2016 Convention Committee Chair, and Carla Earnest, CMP, NARPM® Convention Planner, along with a team of dedicated volunteers, have put together an amazing event to help you Strive for Your Summit.



The 8th Annual NARPM® Past Presidents' Charity Tournament on Tuesday, October 18, will help raise funds for the American Stroke Association. The golf event is led by Past Presidents James Tungsvik, MPM® RMP®, and Mike Mengden, MPM® RMP®. We will be playing at the Wailea Gold Golf Course. It's hard to imagine a more picturesque Hawaiian vista.

A First-Time Attendee Welcome/Orientation & Coffee will take place after golf and before the President's Celebration. If this is your first Convention, please come to this event to meet the NARPM® National Leadership and to learn how to get the most from your Convention experience.

The "Strive for the Summit" President's Celebration will take place on the hotel grounds and will be an evening Hawaiian Luau (ticketed event). There will be no buses to wait for and members can enjoy the event as long as they like.

Wednesday morning kicks off with the Business Leader Development presentation with Steve Donahue, which is included in your full Convention ticket this year. Learn how to build an epic organization with Steve's guidance. Then, the Opening Session will feature "The Dean of Destiny", Patrick Snow. Patrick is an international best-selling author who will inspire us to get exactly what we want out of life and work. This will be followed by the Exhibit Hall Grand Opening/Trade Show and Reception.

Thursday starts off with our General Session speaker, Steve Rizzo, who will help us get our shift together. For the remainder of the Thursday and Friday Workshops, the Committee has planned three different tracks from which to choose: Broker/Owners, Property Managers, and All Members. The Workshops are loaded with information FOR property managers, ABOUT property management, and TAUGHT by property managers. These will wrap up around 3:00 pm each day, so that you have time to also enjoy the island and networking with each other.

The Closing Session will feature Tadia Rice, President of the Hawaii Speakers Association, who will share the wisdom of Hawaii's "Aloha Spirit." Then, join us Friday evening for a Reception/Dinner and Designation Program, also included in the full Convention ticket price this year, and the welcome of our 2017 NARPM® President, Steve Schultz, MPM® RMP®. Fun entertainment will follow that will be captivating for everyone in attendance.

Mahalo and Enjoy!

A handwritten signature in black ink, appearing to read "Bart Sturzl".

Bart Sturzl, MPM® RMP®
2016 NARPM® President

Past Presidents

Ralph Tutor	1987-88
Susan Gordon, MPM® RMP®	1988-90
Steve Urie, MPM® RMP®	1990-91
Peggy Rapp, MPM® RMP®	1991-92
Ivan "Rocky" Maxwell, MPM® RMP®	1992-93*
Dave Holt, MPM® RMP®	1993-94
Kittredge Garren, MPM® RMP®	1994-95
Donna Brandsey, MPM® RMP®	1995-96
Robert A. Machado, MPM® RMP®	1996-97
Mark Kreditor, MPM® RMP®	1997-98
Denny Snowdon, MPM® RMP®	1998-99
Raymond Scarabosio, MPM® RMP®	1999-00
Melissa Prandi, MPM® RMP®	2000-01
Mike Mengden, MPM® RMP®	2002
Chris Hermanski, MPM® RMP®	2003
Andrea Caldwell, MPM® RMP®	2004
Marc Banner, MPM® RMP®	2005
Rose G. Thomas, MPM® RMP®	2006
Sylvia L. Hill, MPM® RMP®	2007
Betty Fletcher, MPM® RMP®	2008
Fred Thompson, MPM® RMP®	2009
Vickie Gaskill, MPM® RMP®	2010
Tony A. Drost, MPM® RMP®	2011
Jayci Grana, MPM® RMP®	2012
James Emory Tungsvik, MPM® RMP®	2013
Stephen D. Foster, MPM® RMP®	2014
Andrew L. Propst, MPM® RMP®	2015

*Deceased

2016 Board Officers

President

Bart Sturzl, MPM® RMP®
512-693-4772 / 512-693-4773 fax
president@narpm.org

President-Elect

Steve Schultz, MPM® RMP®
520-780-7888 / 520-844-6296 fax
presidentelect@narpm.org

Past President

Andrew Propst, MPM® RMP®
208-377-3227 / 208-376-3884 fax
pastpresident@narpm.org

Treasurer

Brian Birdy, MPM® RMP®
210-524-9400 / 210-524-9404 fax
treasurer@narpm.org

2016 Directors / RVPS

Atlantic Region

Traci Lewis VanCamp, MPM® RMP®
757-641-1567 / 757-961-6138 fax
southeastrvp@narpm.org

Southwest Region

Mike Mumford, MPM® RMP®
480-969-1818 / 480-464-0851 fax
southwestrvp@narpm.org

Central Region

Tracey Norris, MPM® RMP®
830-625-8065 / 830-625-3633 fax
centralrvp@narpm.org

Southeast Region

Eric Wetherington, MPM® RMP®
843-202-2130 / 843-746-4800 fax
southeastrvp@narpm.org

Pacific & Pacific Islands Region

Keith Becker, MPM® RMP®
707-523-4500 / 707-523-0948 fax
pacificrvp@narpm.org
pacificislandsrvp@narpm.org

Northwest Region

Kellie Tollifson, MPM® RMP®
425-485-1800 / 425-485-1800 fax
northwestrvp@narpm.org

2016 Committee Chairs

Communications

Ari Lund, MPM® RMP®
214-522-5700 / 214-522-9985 fax
communicationschair@narpm.org

Professional Development

Lynn Sedlack, MPM® RMP®
651-777-5500 / 651-777-5501 fax
profdevelopmentchair@narpm.org

Finance

Brian Birdy, MPM® RMP®
210-524-9400 / 210-524-9404 fax
treasurer@narpm.org

Governmental Affairs

Scott Abernathy, MPM® RMP®
615-867-8282 / 615-895-7883 fax
govtaffairschair@narpm.org

Member Services

James Alderson, MPM® RMP®
210-325-7905 / 210-579-9451 fax
memberserviceschair@narpm.org

Nominating

Andrew Propst, MPM® RMP®
208-377-3227 / 208-376-3884 fax
nominatingchair@narpm.org

YARDI Genesis²™

Grow Faster With Better Real Estate Software

Speed up your daily tasks with user-friendly, web-based property management and accounting software. Ideal for many property types — including residential, commercial, condo and HOA, and self storage.

WORK FROM ANYWHERE ON ONE PLATFORM FOR:

- » Online Marketing & Leasing
- » Mobile Maintenance
- » Payment Processing
- » Insurance & Screening
- » Owner & Resident Portals
- » Complete Accounting Software

"Genesis² gives me the extra time and reporting knowledge to improve my company. I highly recommend it."

- OLD EL PASO REAL ESTATE



Market. Lease. Manage.

To learn more, call **800.866.1144**
or visit www.yardi.com/genesis2



2016 CONVENTION COMMITTEE

Thank you to these dedicated NARPM® members who have planned, worked, determined, and succeeded in bringing us a great 2016 Convention.

Committee Chairs

Convention Chair: Lisa Fore, RMP®

Convention Vice-Chair:
Danielle Coke, RMP®

Member Services Committee Chair:
James Alderson, MPM® RMP®

Professional Development Committee Chair:
Lynn Sedlack, MPM® RMP®

Affiliate Members Committee Chair:
Richard Burton, RMP®

Convention Program Sub-Committee

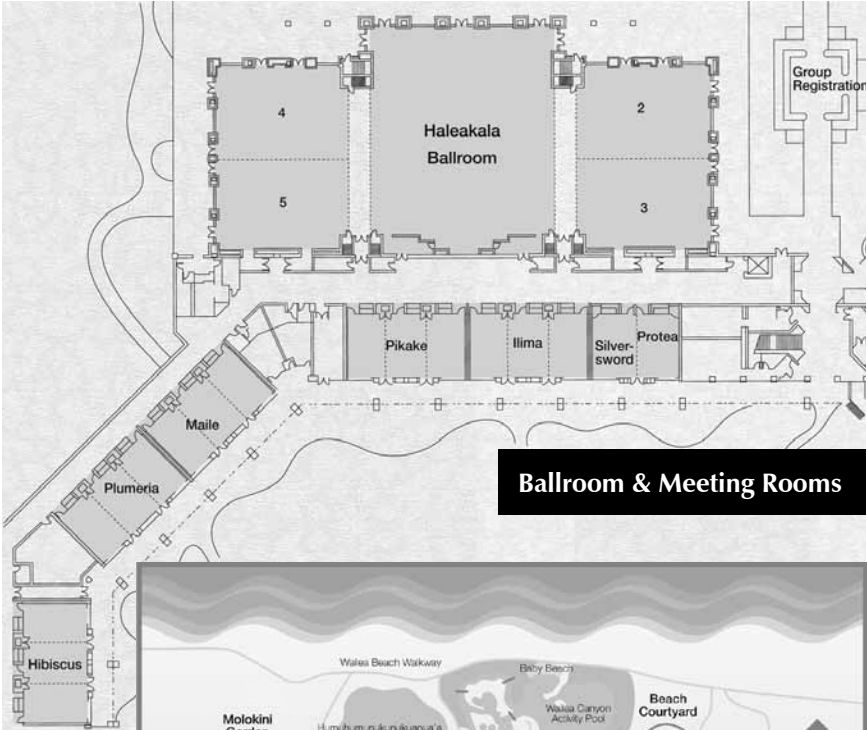
Lisa Fore, RMP®
Danielle Coke, RMP®
Leeann Ghiglione, MPM® RMP®
Alan Lam, RMP®
Sherri Mayes, MPM® RMP®
Lynn Sedlack, MPM® RMP®

Convention Committee Members

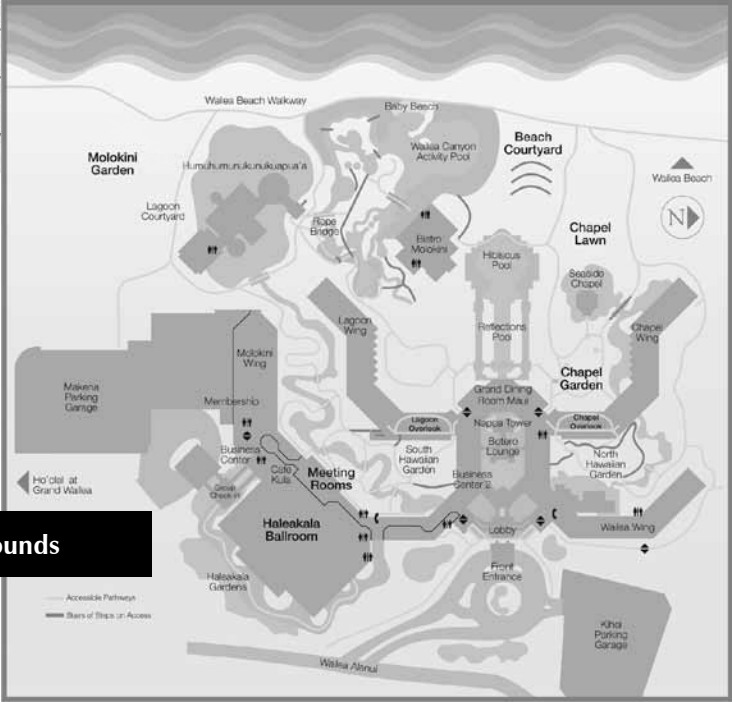
Lindsey Blackburn, RMP®
Jaime Caballero, RMP®
Amanda Frazier
Tatiana Montez, RA, RMP®
Richard Vierra, RMP®
Laura Wozniak, RMP®
Megan Zellers, MPM® RMP®
Carla Earnest, CMP, NARPM® Meeting Planner

HELLO OR GOODBYE
Aloha
AND MUCH, MUCH MORE

Hotel Floorplan



Ballroom & Meeting Rooms



Hotel Grounds

CONVENTION INFORMATION

Location

Welcome to our 2016 Annual Convention and Trade Show. We are happy that you are here, and hope that this Convention and your stay at the Grand Wailea, A Waldorf Astoria Resort, is enjoyable, rewarding, educational, and fulfilling. The address of the hotel is 3850 Wailea Alanui Dr., Wailea, Maui, Hawaii 96753.

The hotel is nestled on 40 acres of lush tropical gardens, fronting Wailea Beach, and provides plenty of open spaces, beauty for romantic getaways, and fun for the whole family. Since opening in 1991, the Grand Wailea, A Waldorf Astoria Resort, consistently ranks among the world’s best resorts. The Grand Wailea, A Waldorf Astoria Resort, boasts a world class spa, 7 dining outlets and 9 free-form pools, including a 2,000 foot long Lazy River. Of course, there is plenty of shopping available, as well.

For a virtual tour of the Grand Wailea, visit <http://www.grandwailea.com/>

Convention Dress

Appropriate dress for all parts of the NARPM® Convention in Maui, Hawaii is resort casual. Remember, hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good. The average high temperature in Maui in October is 85 degrees and the average low is 70 degrees; however, if you plan to visit Haleakala National Park, remember the temperature at the top of the volcano is 20+ degrees colder than at the beach.

Endorsement

Inclusion in the Convention program of advertisements and other material, including workshop presentations, does not reflect the endorsement of NARPM®.

Exhibits/Prizes

Many exhibitors will be donating door prizes. The door prizes will be given away at various times during the trade show, so stay close and listen for announcements and don't forget you have to be present to win!

Please help make a comfortable Convention experience for all

Smoking is prohibited at all Convention events. Please turn off all cell phones and pagers or put them on vibrate mode during sessions. Thank you.



A list of our Exhibitors can be found on pages 32 - 34.





RentRange helps property managers increase revenue with two data products – Property Reports and Investor Lists.

Property Reports



Optimize rents



Analyze rates compared to nearby rentals

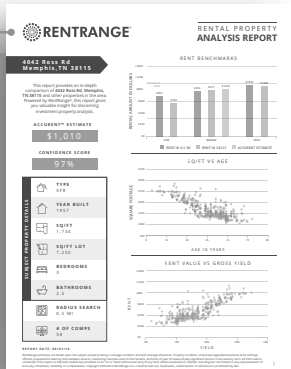


Evaluate property performance



Stay up to date on local rental market trends

Private labeling available



GET A FREE PROPERTY REPORT NOW*

*Receive credits for one free report when you create a new account

Investor Lists



Pinpoint real estate investors near you



Extend your reach into nearby markets



Evaluate the growth potential in your market



SEARCH
TO DETERMINE
SIZE OF MARKET



FILTER
TO TARGET THE
RIGHT INVESTORS



ACCESS
A DETAILED LIST
OF INVESTORS



GROW
YOUR TARGET
INVESTORS LIST

COME VISIT US AT OUR BOOTH

RENRANGE.COM

855-350-7368 | INFO@RENRANGE.COM

SCHEDULE OF EVENTS

MONDAY, OCTOBER 17, 2016

8 am – 5 pm	NARPM®/IREM® – Managing Single-Family Homes & Small Investment Properties Class (SFH201) *	Hibiscus 2/3
9 am – 4 pm	NARPM® Developing Rewarding Owner Relations Class*	Pikake 1/2
9 am – 5 pm	NARPM® Board Meeting <i>(all attendees invited to meeting)</i>	Plumeria 1/2

TUESDAY, OCTOBER 18, 2016

6 am – 3 pm	Past Presidents' Charity Golf Tournament* <i>(Separate registration)</i> <i>(Luncheon/Awards at 1:00 pm.)</i>	Leave Hotel Lobby at 6 am!
9 am – 4 pm	NARPM® Finance: Analysis of Cash Flow and Capitalization of Income Class*	Hibiscus 2/3
9 am – 4 pm	NARPM® Tenancy Class*	Plumeria 1/2
9 – 11:30 am	Registration Open	Ballroom Foyer
1 – 5:30 pm	Registration Open	Ballroom Foyer
5 – 6 pm	First-Time Attendee Welcome/Orientation & Coffee	Beach Courtyard

If this will be your first time attending a NARPM® National Convention, make sure to arrive a little early and come to the First-Time Attendee Welcome/Orientation. This is a great opportunity to have coffee with the NARPM® Leadership and get to know other first-timers. You will also get valuable tips on how to get the most out of your experience at the Convention. This is a special “invitation-only” event for first-time attendees to the Convention and is included in your Convention registration, so plan to be there!

6:30 – 10 pm	President's Celebration – Hawaiian Luau at the Grand Wailea*	Molokini Garden
--------------	--	-----------------

*(*Event is SOLD OUT! No tickets available.) – Sponsored by Yardi*

WEDNESDAY, OCTOBER 19, 2016

8 am – 6 pm	Registration Open	Ballroom Foyer
8:30 am – Noon	NARPM® Business Development Session – Build an Epic Organization with Steve Donahue	Haleakala 2/3

This year, NARPM® is partnering with Steve Donahue, speaker, author, consultant, and coach. In his quest to help you “Build an Epic Organization,” he will show you how to acquire a legendary narrative in which employees and customers want to play a role.

***Additional fee to attend.**

12:30 – 3:30 pm	NARPM® Ethics Class*	Plumeria 1/2
1:15 – 2:15 pm	NARPM® Committee Meetings Member Services (cancelled) Professional Standards Communications Governmental Affairs Professional Development	Hibiscus 1 Hibiscus 2 Hibiscus 3 Pikake
2:30 – 3:30 pm	NARPM® State Chapter Meetings Virginia Florida CALNARPM	Hibiscus 1 Hibiscus 2 Hibiscus 3
3:45 – 5:30 pm	Opening General Session – Creating Your Own Destiny with Patrick Snow	Haleakala 1/2/3

Patrick Snow, “The Dean of Destiny,” is an international best-selling author, professional keynote speaker, publishing, speaking, and book marketing coach. He will inspire you to get exactly what you want out of life and work, by showing you how to demand your destiny. Patrick first discovered his gift for speaking at the age of 17 while giving the pre-game speeches to his high school football team. Since then, Patrick has electrified more than 3,000 audiences on four continents to create their individual and organizational destinies. His books, *Creating Your Own Destiny* and *The Affluent Entrepreneur* have become international best-sellers.

5:30 – 8:30 pm	Exhibit Hall Grand Opening/ Trade Show and Reception	Haleakala 4/5
----------------	---	---------------

Join us for the Grand Opening of the Trade Show Exhibits and Reception, where you’ll be able to visit vendor booths and learn about the latest advances in property management. The ribbon cutting for the Trade Show will be performed by 2016 NARPM® President Bart Sturzl, MPM® RMP®, and the 2016 Convention Chair, Lisa Fore, RMP®.

THURSDAY, OCTOBER 20, 2016

7 am – 2 pm	Registration Open	Ballroom Foyer
7 – 9 am	Breakfast with Exhibitors (<i>Continental buffet</i>)	Haleakala 4/5
7:45 – 8:45 am	Regional Meetings Northwest Pacific/Pacific Islands Southwest Central Atlantic Southeast	Hibiscus Plumeria Pikake Maile Haleakala 1/2/3 Haleakala 1/2/3
9 – 10 am	General Session - Get Your Shift Together – Start Each Day with an Unstoppable Attitude to Succeed with Steve Rizzo	Haleakala 1/2/3

One of the biggest challenges that you face in business today is staying optimistic and motivated to be at your best. Nothing keeps you from being productive and achieving goals more than harboring negative feelings or having a bad attitude. In this entertaining and content-rich presentation, Steve Rizzo engages the audience with laughter, as he

****Additional fee to attend.***

teaches his Common Sense Success Strategies that will take you to a better place in business and in life. Steve Rizzo is the “Attitude Adjuster,” a personal development expert, comedian, and author. He has had a wildly popular PBS special, been chosen as a Showtime Comedy All-Star, and was inducted into the Speakers Hall of Fame.

10 – 10:30 am Coffee Break with Exhibitors Haleakala 4/5

10:30 – Noon Workshop Sessions 1–4

1. Leading in Tough Times Hibiscus

Suggested Track: All Members

Speaker: Patrick Snow

As the leader of your business and your family, are you crunched for time? Want to better balance your family and work? Looking to improve your leadership skills and time management practices? If so, in this breakout speech, Patrick Snow will show you how to better take the leadership role, both at home and at work, to more effectively lead in tough times. In this session, he will cover many of the characteristics employed by many of our world leaders (both past and present, famous and infamous) to more effectively lead in tough times and encourage you to effectively embrace change to strengthen the leader within!

2. Tell An Epic Story Plumeria

Suggested Track: All Members

Speaker: Steve Donahue

Stories carry values, clarify your mission and build brands. But how to tell your story and what kind of stories to share are crucial when competing for attention in a digital world. Using the latest brain research, master storyteller Steve Donahue will show the science behind the art of storytelling that helps you captivate, illuminate, and motivate. You will also learn the dominant themes or story lines that function as a compass in your own career and life.

3. Predictable Revenue: The Playbook for Building a High Velocity Sales and Marketing Machine Pikake

Suggested Track: Broker/Owners

Speaker: Jordan Muela, LeadSimple

What would it take for your sales team to generate as many high quality leads as they can handle, create predictable revenue, and hit your growth goals without your constant oversight? Doubling the size of your business isn't about luck, connections or working harder. It's about using the same template that high growth companies employ to achieve and sustain triple digit growth year after year. In this workshop, you'll learn how to build an automated sales and marketing machine that marries new technology with innovative techniques to create a predictable growth engine.

****Additional fee to attend.***

4. Hands on Video Workshop:

How to Shoot Video Tours & Inspection Videos

Maile

Suggested Track: Property Managers

Speaker: Todd Breen, Virtually Incredible

Want to impress owners, win more listings, easily get repair money from “thrifty” owners, attract more tenants, cut your property viewings in half, and stop fights over security deposit claims? Get comfortable with just how easy videos are to shoot and upload to YouTube in this fun, hands-on workshop! Bring your smart phone or camcorder and learn how to walk and talk your way through a property tour or inspection.

Noon – 1:30 pm

Lunch with NARPM® Annual Business Meeting
and Swearing In of 2017 NARPM® BOD

Haleakala 1/2/3

1:45 – 3:15 pm

Workshop Sessions 5 – 8

5. Risk Management – Is Your Department Terminal?

Hibiscus

Suggested Track: All Members

Speaker: Dorothy Hamilton, Palm Beach First National

Property management is a task-based occupation; unfortunately some of those tasks have a higher priority than others. Risk management is learning the skills to identify and prioritize the tasks that can cause the most damage to our professional reputation. You will learn scripts and dialogues to use with reluctant owners regarding maintenance and repairs and how to hone your communication skills to ensure you achieve the maximum outcome. Also covered are time management, sometimes called crisis management and how to keep your cool when all is falling apart around you. The takeaways from the session will be great policies and procedures to implement immediately to make your job easier.

6. Federal Regulations & Tenant Applications

Plumeria

Suggested Track: All Members

Speaker: Mike Mumford, MPM® RMP®, Bennett Property Management, CRMC®

This session will detail the new requirements and regulations property managers must follow to comply with Federal guidelines. It will include: new disparate impact guidelines, criminal history, Fair Credit Reporting Act, adverse action notices, source of income guidelines, and much more!

7. Convert More Leads in a Hyper-Competitive Market

Pikake

Suggested Track: Broker/Owners

Speaker: John Bykowski, Abi Wasserman and Alex Osenenko, Fourandhalf

More and more the Internet is the place to market your business. But property managers have a problem...in any given market there are a finite number of leads, so what happens to the price? It goes up. This session will help you learn how to maximize your chance of closing any given lead. It covers Marketing, the Sales Process and Unit Economics. Without these three elements you can't forecast the future of your business. This is the recipe for success in converting more leads in a hyper-competitive market.

***Additional fee to attend.**

8. Inspecting Rental Properties

Maile

Suggested Track: Property Managers

Speaker: Phil Owens, Alderson Properties

This session will show the value and importance of performing a property “inspection” before accepting management of the property, as well as provide the “How, What, and Whys of Move-In and Periodic Inspections.” The audience will be presented with valuable rental inspection checklists of items that need to be checked on and an explanation of their importance. This session is serious, and sometimes comical, but is also very important to your business!

3:15 – 4:30 pm

Coffee & Snack with Exhibitors

Haleakala 4/5

4 – 5 pm

**Optional General Session –
The Science of Property Management:
Insights from the Buildium/NARPM 2016
State of the Property Management
Industry Report with Michael Monteiro**

Haleakala 1/2/3

Changing market dynamics, greater industry competition and overwhelming demand for improved services are pushing property managers to evolve and adapt to meet industry expectations. But many are unsure of where to start and what to focus on to better structure, market and achieve effectiveness in their business. In this panel, Michael Monteiro, CEO of Buildium, will be joined by a Buildium customer and a leading industry expert to unveil the findings of Buildium’s newest State of the Property Management Industry Report, scheduled for publication in Fall 2016.

The panelists will share valuable, actionable advice for how property managers and management companies can continue to grow their businesses, the importance of staying on top of the latest industry trends, and how to adapt business strategy as industry, tenant, and client demands change. The Buildium customer and industry expert will share real-world examples of how understanding key competitive forces has helped them gain an advantage over other property managers, as well as successfully win new business and retain existing clients. Attendees will walk away from the session with the knowledge to successfully remain competitive in the current economic environment, maximize marketing opportunities by identifying the most effective lead channels, and leverage technology to tackle their greatest business challenges. Attendees will have the opportunity to ask panelists direct questions in the Q&A portion of the session.



***One of the many benefits of being a
NARPM® Member is access to industry-specific
companies that bring you great product
discounts and promotions.***



****Additional fee to attend.***

FRIDAY, OCTOBER 21, 2016

7:30 – 8:45 am

Breakfast with Exhibitors

Haleakala 4/5

7:30 am – 2 pm

Registration Open

Ballroom Foyer

9 – 10:30 am

Workshop Sessions 9 – 12

9. Adding More Doors by Converting the SMIPOs into Your Portfolio

Hibiscus

Suggested Track: Broker/Owners

Speakers: Scott Brady, Progressive Property Management

Property management companies are either growing or contracting. If a company chooses a growth strategy, what is the best way to spend their precious marketing dollars to accomplish this? Presently, companies may try pay per click, search engine optimization, or pay for leads from lead generation companies. In all of these marketing channels, they are competing for doors with other management companies. There is a better way; a blue ocean of growth. This session will show you how to successfully convert “by owners” into clients through effective marketing, value propositions, transparency tools, stellar customer service, and competitive pricing.

10. To 1099 or Not to 1099 – That is the Question

Plumeria

Suggested Track: Broker/Owners

Speaker: Christopher Picciurro, CPA from Integrated CPA Group

Are you worried about classifying payment to owners, subcontractors, employees, yourself or others? Are you concerned that you are submitting the property year-end forms to the IRS or state taxing authority? This session will give you the tools to properly classify payments made by your business and ensure you are preparing the proper year-end forms. What type of owner entities or subcontractors are issued a 1099? Who is exempt? Who should receive a 1042-S? What are the key factors in determining if a worker is an independent contractor or employee? All these questions and more will be answered.

11. Top 5 Property Management Tech Tools That You Can't Live Without

Pikake

Suggested Track: All Members

Speaker: Lucas Hall, Cozy

Like never before, landlords and property managers are able to automate their rental properties and thus save time, money, and headache. Learn how to find and implement the most useful tools and resources into your rental business, from application to move-out. This workshop will review the following technologies, and teach you what to look for in each: 1. Online Rental Applications; 2. Online Credit Reports / Background Checks; 3. Digital Signing Tools; 4. Online Rent Collection; and 5. Digital Inspection Tools. We'll also compare 25 of the leading property management software solutions, so that you can make an educated choice when selecting a complete tool. Overall, you'll learn how these high-tech and easily accessible tools will streamline your business – making it more profitable and efficient.

***Additional fee to attend.**

15. Contracts for Property Managers

Pikake

Suggested Track: Property Managers

Speaker: Tom Sedlack, MPM® RMP®, 33rd Company, Inc., CRMC®

This workshop will discuss the essential elements of a world-class Management Agreement and Lease Agreement. It is focused on the critical elements of these contracts, including termination clauses, non-disparagement clauses, indemnification and liquidated damages, tenant contact clauses, scope of service clauses to prevent scope creep, damages and risks, agency disclosure, POA clauses, pet agreement clauses that work, etc. The goal is to raise the awareness of the use of good contracts, and the linkage between the Management Agreement and the Lease giving the Property Manager more control, flexibility and reduced risk. Sample Management Agreements and Leases will be provided. It is taught by a non-Attorney Property Manager based upon years of management experience in multiple states, and lots of court experience.

16. Ready for Success –

Conquer Your Next Growth Milestone

Maile

Suggested Track: Broker/Owners

Speaker: James Wagley, Propertyware

Property management professionals often wonder how to grow their business effectively and efficiently. What they may forget is that every growth stage requires crucial strategies and tactics to achieve a new milestone. Without a good strategy and understanding of these milestones – no matter how good your management skills are – growth is going to be a challenge. This workshop explores how to take control of your own destiny to get from 1 to 5,000+ properties. We'll share proven strategies and tactics to achieving growth milestones in the industry. Join us and discover how to succeed in your growth journey.

12:30 – 2 pm

**Lunch with Membership Awards Program
& Vendor Recognition**

Haleakala 1/2/3

2:15 – 3:30 pm

**Closing General Session –
Aloha Leadership for Life, Relationships,
and the Workplace with Tadia Rice**

Haleakala 1/2/3

Author, leadership expert, performer, organizational consultant, and President of the Hawaii Speakers Association, Tadia Rice imparts the wisdom of Hawaii's "Aloha Spirit." She shares her discoveries of Aloha while proving the science of this cultural intelligence that increases self-mastery, mental discipline, and enhances a leader's journey. She helps her clients understand how leading with Aloha gives our lives more meaning, not because of what we accomplish ourselves, but because of what

***Rebates, discounts, free trials, oh my!
Visit with our Exhibitors to learn more.***

****Additional fee to attend.***

we contribute to help others accomplish. Tadia is a management consultant with a lifetime of experience complimented by a breadth of knowledge that crosses almost every industry. She helps clients achieve personal transformation with her unique “out of the box” approach that engages audiences around the globe. Tadia is particularly qualified to motivate others in their transformation to reach optimal performance. For her contributions to business, media, and humanitarian causes, Tadia has been honored by organizations and governments.

6:30 – 10 pm

**Reception / Dinner and
Designation Awards Program
and Introduction of the
2017 NARPM® President**

**Molokini
Gardens**

Friday evening, Convention attendees will gather at the hotel for a relaxing evening of fun, dinner, networking, and honoring your hardworking colleagues, who have recently earned a certification or designation. This is a special event where 2017 NARPM® President Steve Schultz, MPM® RMP®, will announce the theme for the year. There will be a cash bar reception and a dinner with special entertainment. In addition to recognizing a group of hard working and deserving NARPM® colleagues, we will have great food and entertainment. This event is included with a full Convention registration, but guest tickets are available for purchase.



Want to learn how to recoup
all of your utilities expenses
and improve NOI?

Visit us at booth #52 to learn more.



****Additional fee to attend.***



PROPERTY MANAGEMENT BANKING

Seacoast Commerce Bank specializes in banking Property Management companies and their Broker Trust Accounts. While Broker Trust Accounts remain a “taboo” subject at most Banks and many companies are finding during audits, that their account is not a true trust account; Seacoast Commerce Bank is staying up to date on the rules set forth by your regions Department of Real Estate, to ensure our current and future clients are in constant compliance.

Please contact us to discuss our banking services as well as ways that we can add significant savings to your company, by offsetting 3rd party invoices.

- **BROKER TRUST ACCOUNTS**
- **REMOTE DEPOSIT CAPTURE**
- **ACH ORIGINATION**
- **THIRD PARTY INVOICE PAYMENT**
- **CREDIT CARD, DEBIT AND E-CHECK PAYMENT PROCESSING FOR TENANT RENT PAYMENTS**
- **FULL CASH MANAGEMENT AND ONLINE BANKING**

ALLISON DISARRO
Senior Vice President
Property Management /
HOA Banking Division
adisarro@sccombank.com

Cell: (619) 988 -6708
Fax: (858) 312-7030





Looking for
quality renters?

Find them on **Zillow.**

Get more applicant details upfront,
so you can easily prescreen.

Visit us in booth #65

 **Zillow** GROUP | **RENTALS**

www.zillow.com/rental-manager



TenantSync

Property Management Perfected

- ✓ All forms of payments, maintenance, and communication managed in one place
- ✓ Delinquency alarm
- ✓ Highest user adoption rate in the industry

Visit our web site for a demo

www.TenantSync.com

G'Day Mates

Visit us at **STAND 64** to see our Aussie professional development resources to help you create a bigger, better business.



Homeworthy™

INSPECTION SYSTEMS

BOB STERNBERG

Mobile: 0429 662 492

Head Office: 07 4666 6190

email address: homeworthyinspections@gmail.com

web address: www.homeworthyinspections.com.au

NARPM® ANTITRUST STATEMENT It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

NARPM® ANTITRUST GUIDELINES

Association Meetings - To minimize the possibility of antitrust problems at association gatherings, the following guidelines should be followed at all meetings of the Board of Directors and committees, as well as all association-sponsored conventions, trade shows, training seminars, conferences, and task force and working group sessions.

- **DO NOT** discuss your prices or competitors' prices with a competitor (except when buying from or selling to that competitor) or anything which might affect prices such as costs, discounts, terms of sale, or profit margins.
- **DO NOT** agree with competitors to uniform terms of sale, warranties, or contract provisions.
- **DO NOT** agree with competitors to divide customers or territories.
- **DO NOT** act jointly with one or more competitors to put another competitor at a disadvantage.
- **DO NOT** try to prevent your supplier from selling to your competitor.
- **DO NOT** discuss your future pricing, marketing, or policy plans with competitors.
- **DO NOT** discuss your customers with your competitors.
- **DO NOT** make statements about your future plans regarding pricing, expansion, or other policies with anti-competitive overtones. Do not participate in discussions where other members do.
- **DO NOT** propose or agree to any standardization, the purpose of which is anti-competitive, e.g., to injure your competitor.
- **DO NOT** attend or stay at any informal association meeting where there is no agenda, no minutes are taken, and no association staff member is present.
- **DO NOT** do anything before or after association meetings, or at social events, which would be improper at a formal association meeting.
- **DO NOT** interpret or enforce the association's Code of Ethics without direction from the leadership.
- **DO NOT** regard compliance with the association's Code of Ethics as justification for anti-competitive communications or actions.
- **DO NOT** represent that the association prohibits or limits advertising, marketing or solicitation other than as the law authorizes prohibitions or limitations.
- **DO NOT** issue any document or communication on behalf of the association unless with proper authorization.
- **DO** send copies to an association staff member of any communications or documents sent, received, or developed by you when acting for the association.
- **DO** alert every employee in your company who deals with the association to these guidelines.
- **DO** alert association staff and legal counsel to anything improper.
- **DO** be conservative. If you feel an activity might be improper, ask for guidance from association staff or legal counsel in advance.

CHECKING APPS



Room Inspector



Rental Inspector



Building Inspector



Home Inspector



Chapps®

Discover and explore our wide range of innovative Apps, designed to support the property manager. Each of our Apps have been carefully engineered to support different kinds of inspection processes.

At Chapps we understand that a Rental Inspection is quite different from a Student Room Inspection, or even a Building Inspection. That's why we created a series of fully functional "Next Generation" Apps, to support each type of inspection.






We know you need a sophisticated and professional tool. That's why you should choose Chapps; a well-rounded and professional tool, that lets you work Smart, Fast and Accurate.

SMART | FAST | AND ACCURATE

www.Chapps.com | Discover@Chapps.com

Double Your Doors... *Guaranteed!*



-  Increase Revenue Per Door with **50+ Revenue Streams**
-  Diversify with **Residential, Commercial & Association** Management Services
-  Manage More Doors Per Full-time Employee with **State-of-the-Art Business Systems**
-  **Eliminate Property Management Software Fees & Reduce Operating Expenses**
-  **Co-Brand** with a National Company with 150+ Offices

Stop by the PMI booth
Visit **DoubleYourDoors.com**
Or call **480.822.1123**



**Property
Management**^{INC.}

ASSOCIATION • COMMERCIAL • RESIDENTIAL

THANK YOU TO OUR SPONSORS

NARPM® would like to thank all of the sponsors and donors for their support and interest in our Convention. Please provide them with your patronage!

OFFICIAL NARPM® PARTNERS



Buildium®
Property Managed.

RentPath®
TAKE THE MOST POWERFUL PATH.



Rent Manager®



PATRON SPONSOR



PLATINUM SPONSOR



GOLD SPONSORS



BRONZE SPONSORS



Tenant Turner



NATIONAL TENANT NETWORK



TenantSync

PRESIDENT'S CELEBRATION SPONSOR



MEDIA SPONSOR



PAST PRESIDENTS' CHARITY TOURNAMENT SPONSORS



FOOD & BEVERAGE

PROMAS 7	Seacoast Commerce Bank 8
-------------	-----------------------------------

Property Pal 9	Property Management, Inc. 10
----------------------	---------------------------------------

Planet Synergy 11	HappyCo 12
-------------------------	---------------

TenantSync 13
Mr. ReKey 14

PM Toolbelt 28	Integrated Financial Group 29	Homeworthy Inspection Service 30	Night Tenders 31	Night Tenders 32	PayNearMe 33	Code Box 34
PM Toolbelt 35	Housing Manager .com 36	The PI Company 37	ACUTRAQ Background Screening 38	DoorSteps by Realtor.com 39	First American Home Buyers Protection 40	Rentler 41

PARTNER Rently 1
PLATINUM RentRange 2

OnSight Pros 15
Show Mojo 16

Fourandhalf .com 42	LeadSimple 43	HERO PM 44	TaskEasy 45	Cozy, Inc. 46	Equipax 47	Property- ware 48
Fourandhalf .com 49	EZ Inspections 50	Renters Legal Liability 51	PayLease 52	Legal Shield 53	ACRAnet 54	Property- ware 55

National Tenant Network 56	zInspector 57	National Purchasing Partners 58	PATRON Yardi 59	FuseOn Technologies 60	TransUnion 61
AppFolio 62	AppFolio 63	Leading Property Managers of Australia 64	Zillow Group 65	EZ Repair Hotline 66	Hire SmartVAs .com 67

Tenant Turner 68	Property Manager Websites 69	Snap Inspect 70	The Crown Investor Institute 71	Rentping Media 72	LandLord Source 73	Resident Research 74
------------------------	---------------------------------------	-----------------------	--	-------------------------	--------------------------	----------------------------

HQ Virtual U 17	FastHome- Solutions .com 25
ASONS 26	Virtually Incredible 27

FOOD & BEVERAGE

FOOD & BEVERAGE

GENERAL SESSION ROOM

EXHIBIT Hall

FLOORPLAN

28th Annual Convention & Trade Show

October 19-21, 2016

The Grand Wailea,
A Waldorf-Astoria Resort
On the island of Maui, Hawaii

- = Partner
- = Patron
- = Sponsor
- = Exhibitor

PARTNER Rent Manager 3
PATRON Yardi 4

PARTNER Buildium 5
PARTNER RentPath 6



ENTRANCE

EXHIBITORS

Thanks to all of our Exhibitors for their support and interest in our Convention. Please remember our Exhibitors with your patronage!

ACRANet

509-324-1350
www.acranet.com
Booth #54

ACUTRAQ Background Screening

479-439-9174
www.acutraq.com
Booth #38

AppFolio

866-452-3358
www.appfolio.com
Booths #62 & #63

ASONS

765-282-2100
www.asons.net
Booth #26

Buildium

1-888-414-1988
www.buildium.com
Booth #5

Codebox, Inc.

888-507-8885
www.showingbox.com
Booth #34

Cozy

<https://cozy.co>
Booth #46

Crown Investor Institute

678-834-3440
www.crowninvestorinstitute.com
Booth #71

Doorsteps, powered by realtor.com

1-800-978-7368
www.doorsteps.com
Booth #39

Equifax

314-214-7574
www.theworknumber.com
Booth #47

EZ Inspections

408-421-5371
www.ezinspections.com
Booth #50

EZ Repair Hotline

800-488-6032
www.ezrepairhotline.com
Booth #66

FastHomeSolutions.com

1-800-560-CASH(2274)
www.fasthomesolutions.com
Booth #25

First American Home Buyers Protection

855-851-3454
www.homewarranty.firstam.com
Booth #40

Fourandhalf

510-889-9921
www.fourandhalf.com
Booths #42 & #49

FuseOn Connections

512-333-1611
www.fuseon.com
Booth #60

HappyCo

888-666-1855
www.happyco.com
Booth #12

Hero PM

800-770-4376
www.heropm.com
Booth #44

Hire Smart VAs

678-389-9929

www.HireSmartVAs.com*Booth #67***Homeworthy Inspection Services**

+61 429 662 492 (international)

www.homeworthyinspections.com.au*Booth #30***HousingManager.com**

855-979-0770

www.HousingManager.com*Booth #36***HQ Virtual U**

480-351-1049

<http://INeedHelpASAP.com>*Booth #17***Integrated Financial Group**

888-434-7791

www.integratedfg.com*Booth #29***LandlordSource**

916-408-4400

www.landlordsource.com*Booth #73***Leading Property Managers of Australia**lpma.com.au*Booth #64***LeadSimple**

888-626-3259

www.leadsimple.com*Booth #43***LegalShield Business Solutions**

770-714-7755

www.methvenagency.com*Booth #53***Mr. Rekey**

888-677-3539

www.rekey.com*Booth #14***National Purchasing Partners**

1-800-810-3909

www.mynpp.com*Booth #58***National Tenant Network**

800-228-0989

www.ntnonline.com*Booth #56***NightTenders**

855-559-5525

www.nighttenders.com*Booths #31 & #32***OnSight PROS, LLC**

866-366-3330

www.OnSightPROS.com*Booth #15***PayLease**

866-729-5327

www.paylease.com*Booth #52***PayNearMe, Inc.**

650-930-1030

www.paynearme.com*Booth #33***Planet Synergy, Inc.**

678-921-2571

www.planetsynergy.com*Booth #11***PM Toolbelt**

651-337-4075

www.pmtoolbelt.com*Booths #28 & #35***PROMAS**

800-397-1499

www.promas.com*Booth #7***Property Management Inc.**

801-407-1301

www.propertymanagementinc.com*Booth #10*

Property Manager Websites

800-282-0538

www.propertymanagerwebsites.com

Booth #69

Property Palpaul@inspectful.comwww.inspectful.com

Booth #9

Propertyware, a RealPage Company

1-855-976-9502

www.propertyware.com

Booths #48 & #55

Rentler

801-674-8587

www.rentler.com

Booth #41

Rently**888-340-6340**www.rently.com

Booth #1

Rent Manager

800-669-0871

www.rentmanager.com

Booth #3

Renters Legal Liability, LLC

801-994-0237

www.rllinsure.com

Booth #51

RentPath

888-501-RENT

www.rentals.com/advertise

Booth #6

Rentping

402-204-0465

www.rentping.com

Booth #72

RentRange

855-350-RENT

www.renrange.com

Booth #2

Resident Research LLC

800-566-2320

www.residentresearch.com

Booth #74

Seacoast Commerce Bank

619-988-6708

www.sccombank.com

Booth #8

ShowMojo.com

312-560-5349

www.showmojo.com

Booth #16

SnapInspect

888-883-8046

www.snapinspect.com

Booth #70

TaskEasy

888-331-3551

www.taskeasy.com

Booth #45

TenantSync

716-362-0780

<http://www.tenantsync.com>

Booth #13

Tenant Turner

1-888-976-4638

www.tenantturner.com

Booth #68

The PI Company

800-260-0079

www.thepicompany.com

Booth #37

TransUnion

888-710-0270

www.rentalscreening.transunion.com

Booth #61

Virtually Incredible

561-693-2648

www.virtuallyincredible.com

Booth #27

Yardi

800-866-1144
www.yardi.com
Booths #4 & #59

Zillow Group

rentalfeeds@zillowgroup.com
www.zillow.com
Booth #65

zInspector

530-746-8178
www.zinspector.com
Booth #57

*Please take the
time to visit with our
Sponsors and
Exhibitors to
learn about their
products.*



**THE EZ CLOUD &
MOBILE INSPECTION SOFTWARE**

TEL: 1-866-931-9719
WEB: www.ezinspections.com



THINK REALTY
RESOURCES FOR SAVVY REAL ESTATE INVESTORS

THINKREALTY.COM



Relax...

NTN makes life easy!

With NTN's comprehensive tools, managing property is like a walk on the beach

NTN SecureManage® provides property owners and managers fully integrated NTN screening and management features complete with property, resident and owner databases, online rental application, ability to collect application fees and monthly rent, work order tracking and much more!

NTN SecureMobile® allows applicant screening and management using your iPad whenever and wherever needed. Fully integrated with NTN SecureManage® all remote screening activity is reflected in NTN SecureManage® ready for move in of all approved applicants.

NTN SecurePay® allows collection of application fees and monthly rent via credit or debit card allowing on-time payment of rent 24/7, even while out of town.

NTN SecureApp® a simple leasing tool that attracts more prospects and streamlines data entry and screening.

NTN SecureLease® complete the entire *lease up* process from application through lease generation, ready for signature, for all approved applicants. Proper adverse action notices printed when applications are turned down.

Stop by the NTN booth, meet our team and enter the drawing to win an iPad



NATIONAL TENANT NETWORK®

800-228-0989 | NTN@NTNONLINE.COM | WWW.NTNONLINE.COM

VIRTUAL ASSISTANTS

— FULL TIME STAFFING ALTERNATIVE —



PROPERTY MANAGEMENT SUPPORT

Tasks Your Virtual Staff can do:

- Listing Input
- Marketing Flyers
- Viewing Coordination
- Viewing Requests
- Maintenance Call Coordination
- Client Presentations
- CMAs
- Appointment Setting
- Research
- Lease Document Creation
- Email Management
- Brochures
- Website Management
- Email Responses
- Telephone Responses
- Social Media Creation
- Social Media Posting
 - ♦ LinkedIn
 - ♦ Facebook
 - ♦ Twitter
 - ♦ Pinterest
- Marketing Material Creation
- Event Planning
- Event Coordination
- Travel Arrangements
- Mailings
- Newsletter

www.HireSmartVAs.com



Tenant Turner™

Build your business
with end-to-end
tenant lead management
from Tenant Turner.

WWW.TENANTTURNER.COM

1-888-976-4638

TENANT LEAD
PRE-QUALIFICATION

VIEWING
SCHEDULER

LEASING LINE
CALL SERVICES

CALENDAR
INTEGRATION

VIEWING
FEEDBACK

OWNER &
LEASING REPORTS

TEXT
MESSAGING

MOBILE
FRIENDLY

EASY TO
GET STARTED

FEATURED IN

inman

TC TechCrunch

FREE

30

DAY
TRIAL

SIMPLIFY.
AUTOMATE.
GROW.



NO CONTRACT
NO COMMITMENT



YOUR EASY AND POWERFUL, ALL-IN-ONE
PROPERTY MANAGEMENT SOFTWARE.

R_D | RENTEC DIRECT

Web-based Platform • Tenant Screening • Online Lease Execution
Tenant & Owner Portals • Email & SMS Processing • Financial Reporting
Tenant & Owner Electronic Payments • QuickBooks Integration
Maintenance Tracking • Online Rental Applications

**20%
off**

with Discount Code
NARPM15

(800) 881-5139

rentecdirect.com/narpm

RENTERS OWE You MONEY?

When renters leave you in the dust, call the leader in debt recovery services. Our easy, no risk contingency collection service is the fastest way to collect bad debts.

- Contingency Service
- Free Skip Tracing
- Fast Debt Referral Service
- Online Case Tracking



Southwest
Recovery Services

1 (866) 558-3328 | swrecovery.com



Have You Invested in the NARPM® PAC?

Because apathy is not a choice! Making a personal contribution (not corporate) to the NARPM® PAC is an investment in your future.



To learn more about the NARPM® PAC and to download your PAC Pledge Card and make a personal contribution (not corporate), please visit <http://www.narpm.org/legislative/issues/learn-narpm-pac/>

Who's answering your phone when you can't?



Award-Winning Customer Service

- 24/7 Live Agents
- Emergency Response
- Property Management
- E-Commerce

Call to request your
complimentary quote.



Complete Call Center Solutions
TimeCommunications
An Arvig® Company

866.778.2952 | TimeCommunications.biz



Grow Faster Through Real Estate Investing!



There is an easier way to grow than marketing for contracts, and a more profitable way to build a property mgt firm...

Fast Home Solutions offers training, tools, capital, and most importantly, leads for PM companies to capitalize on their own investments.

Join one of our live workshops Wednesday or Thursday eve to learn more: [PMLaunch.com](http://www.PMLaunch.com)



 Read Anthony's story in your Welcome Bag (from STRESS to a 744-home portfolio!)

FREE Business Accelerator Workshop
Wednesday 9PM or Thursday 5PM: www.PMLaunch.com



PRINCIPLES FOR PROFITABILITY

“Propertyware® helped us transform our business from 400 units to 2,400 in less than 3 years! There’s no way we would be where we are today without Propertyware’s comprehensive software and services to manage all aspects of our business!”

Douglas Skipworth | *Principal Broker*
CrestCore Realty
Memphis, TN | **2,450 DOORS**

SCALABILITY

To learn more about our business building principles of profitability, go to **propertyware.com** or call **1.855.976.9502**.



© 2016 RealPage, Inc. All trademarks are the property of their respective owners. All rights reserved.

**VISIT US
AT BOOTHS
48 & 55 TODAY**

NARPM® 2017 Annual Convention and Trade Show

October 18 - 20, 2017
Rosen Shingle Creek • Orlando, Florida

Education classes begin October 16
Pre-Convention activities begin October 17





2017 BROKER/OWNER RETREAT AND TRADE FAIR

WE BET
you won't want
to miss this event!

The NARPM® Broker/Owner Retreat
is for Designated Brokers,
Company Owners, and major
decision makers.

Only these members
will be in attendance
at the
Broker/Owner Retreat.

March 20-22, 2017 (Education classes – March 23)
Trade Fair opens March 21 at Lunch
The Mirage Hotel and Casino *in Fabulous Las Vegas*

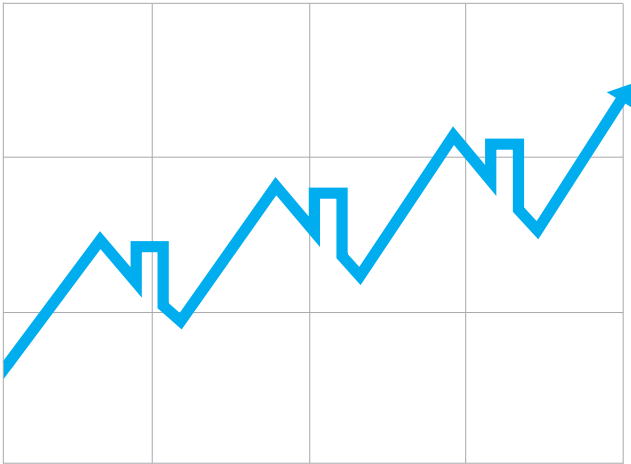


National Association of Residential Property Managers





Ask About
Our Show
Special



Strive for higher lead-to-lease conversion

Get unequalled exposure when you subscribe to Rentals.com. Your listings will be seen on the RentPath Network of websites: Rentals.com, Rent.com, RentalHouses.com and Lovely reaching millions of prospective renters. RentPath delivers more quality leads for single-family home rentals than any place else. And that means more leases for you.

Visit Booth #6 at NARPM conference for a chance to win exciting prizes!

 [888-501-RENT](tel:888-501-RENT)  rentalsinfo@rentpath.com  rentals.com/advertise



TAKE THE MOST POWERFUL PATH.

©2016 RentPath, LLC. All rights reserved. All photos, videos, text and other content are the property of RentPath, LLC. RENT.COM, RENTALS, LOVELY, and RentalHouses are registered trademarks of RentPath, LLC. and its affiliates.



WHAT WE DO

Rent Manager is proven software

for companies that manage all types of properties. Ideal for portfolios of every size, this program is your key to running an effective and efficient business.

Inside our ***all-in-one solution***, you'll find:



A powerful property management database that puts you in control of your portfolio.



Complete accounting that enables you to track every aspect of your business' finances.



Work order management so you can handle all of your service issues in one place.



Marketing tools to make sure your units stay occupied.



Mobile apps that help you keep your business moving.



Custom web design and website integration, ensuring that you're attracting first-rate tenants online.

ANY PORTFOLIO, ANY SIZE, ONE SOFTWARE.

P 800-669-0871

E Info@RentManager.com

W RentManager.com

