

# Event Registration Brochure

## 28th Annual NARPM® Convention and Trade Show

October 19–21, 2016

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

\* Education classes begin on October 17.

\* Other Pre-Convention activities begin on October 18.



## PRESIDENT'S INVITATION



Aloha Y'all,

I would like to personally invite you to the 28th Annual NARPM® Convention in Maui, Hawaii, taking place from October 19-21, 2016. The Convention will be held at the Grand Wailea, A Waldorf Astoria Resort. This beautiful hotel has the best pools and beaches Wailea has to offer. Come and "Strive for the Summit" through education, designation, and networking with the greatest property managers in the industry.

This year's event is organized by Lisa Fore, RMP®, Convention Committee Chair, and Carla Earnest, CMP, NARPM® Convention Planner, along with a team of dedicated volunteers. They have put together an amazing program and have gone out of their way to ensure the best speakers, exciting networking opportunities, and a value packed Trade Show.

For those who arrive early, there are designation classes on Monday – October 17, Tuesday – October 18, and Ethics on Wednesday – October 19. Or, If you are curious as to what happens at our NARPM® Board of Directors meetings, please join us early Monday morning. Keep in mind that all of our Board meetings are open to the membership.

On Tuesday, you can relax on the greens and join us in an off-site golf tournament at the Wailea Gold Golf Course. This will be the 8th Annual Past President's Charity Tournament, which will help to raise money for the American Stroke Association.

After a day of fun and sun on the course, the "Strive for the Summit" President's Celebration will be an evening Hawaiian Luau, taking place on the resort property. There will be no buses to wait for and members can enjoy the event as long as they like. In ancient times, the Hawaiian people would gather together to celebrate auspicious occasions with a feast. These celebrations were held for many reasons and Hawaiians believed that it was important to seek fellowship in this manner. Sounds just like the NARPM® experience! So, dust off those Hawaiian shirts and aloha wear, don a lei, listen to traditional Hawaiian music, dance the hula, and enjoy authentic Hawaiian food, amidst the beautiful Pacific landscape at the Grand Wailea, A Waldorf Astoria Resort. Other traditional entertainment is sure to abound.

For those of you who want to explore some of Maui's other attractions, there are plenty of sites and entertainment around the island! The Road to Hana is amazing, as well as scuba or snorkeling. The plan is to make sure we have a mix of both free time and Convention time, so all members get the most out of their experience.

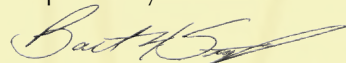
Wednesday morning will start with the Business Development Session, "Build an Epic Organization," presented by speaker, author, consultant, and coach, Steve Donahue. For the first time, the Convention will be a one-cost event (except for the President's Celebration, Past President's Charity Golf Tournament, and Education classes). That means, the Business Development Session and the Friday Gala will be included in the price. On Wednesday afternoon, the Convention will begin with our Opening Session, "Creating Your Own Destiny," presented by Patrick Snow, "The Dean of Destiny." This will be followed by the Exhibit Hall Grand Opening and Reception.

Before the Workshops begin on Thursday, Steve Rizzo, "Attitude Adjuster," a personal development expert, comedian, and author, will present a General Session, entitled "Get Your Shift Together – Start Each Day with an Unstoppable Attitude to Succeed." For Thursday and Friday, the Convention Committee has planned 16 Workshops with three different tracks from which to choose: Broker/Owners, Property Managers, and All Members. These Workshops are loaded with information FOR property managers, ABOUT property management, and TAUGHT by property managers. Thursday afternoon, Michael Monteiro, CEO & Cofounder of Buildium, will present an Optional General Session, "The Science of Property Management: Insights from the Buildium/NARPM 2016 State of the Property Management Industry Report."

The Friday Closing Session, entitled "Aloha Leadership for Life, Relationships and the Workplace" will feature Tadia Rice, author, leadership expert, performer, organizational consultant, and President of the Hawaii Speakers Association. Tadia will impart the wisdom of Hawaii's "Aloha Spirit."

Join us Friday evening for a Reception, Dinner/Designation program, and the welcoming of our 2017 NARPM® President, Steve Schultz, MPM® RMP®. Entertainment will follow that will be fun and captivating for everyone in attendance. As I said earlier, this event will also be included as part of the full convention price. Please come and party and enjoy the final night on the island with all your friends.

I hope to see y'all there!!



Bart Sturzl, MPM® RMP®  
2016 NARPM® President



# *Aloha* HELLO OR GOODBYE



# Location

Our 2016 Annual Convention and Trade Show will be at the Grand Wailea, A Waldorf Astoria Resort, in the prestigious and beautiful Wailea section of Maui. The address of the hotel is 3850 Wailea Alanui, Wailea, Maui, Hawaii 96753.



The Grand Wailea is only 17 miles from Kahului Airport (OGG). You can schedule a shuttle or arrange for a rental car service by calling hotel guest services at 800-888-6100.

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.

**The main Convention hotel room block is full,** however, we have secured additional rooms at the Marriott nearby and encourage you to visit the NARPM® Convention website for additional information at

**<http://www.narpmconvention.com/hotel>**

For a virtual tour of the Grand Wailea, A Waldorf Astoria Resort, please visit <http://www.grandwailea.com/>

For a virtual tour of the Wailea Beach Marriott Resort & Spa, please visit <http://www.marriott.com/hotels/travel/hnmmc-wailea-beach-marriott-resort-and-spa/>



*Photos courtesy of the Grand Wailea,  
A Waldorf Astoria Resort*

# Maui ACTIVITIES

# E'olu'olu PLEASE

You can check out all that Maui has to offer by visiting Hawaii's Official Tourism site at <http://www.gohawaii.com/en/maui/#undefined>




Known as the "Valley Isle," Maui is dotted with quaint towns, artist communities, and local favorites that have been around for generations. Head to Wailuku for pastries from a "mom and pop" bakery, or head to Lahaina for a taste of Maui's famed farm to table cuisine. From shimmering beaches and sacred Iao Valley to migrating humpback whales and sunset on Haleakala, it's not surprising Maui was voted the "Best Island" by the readers of *Condé Nast Traveler* for more than twenty years.

The Concierge Desk at the Grand Wailea, A Waldorf Astoria Resort, is available to arrange a number of thrilling and exciting activities, such as biking down the Haleakala Volcano, helicopter tours, snorkeling Molokini Crater, or other seasonal activities. To book any of the above activities, please call the Concierge at 800-888-6100 #8.

If you want to travel around on your own schedule, a rental car is a must on Maui. It's also one of your biggest trip expenses, especially given the price of gasoline. If you need to ask for directions, try your best to pronounce the multivowel road names. Locals don't use (or know) highway route numbers and will respond with looks as blank as yours. Also, they will give you directions by the time it takes to get somewhere, rather than by the mileage.

Explore Maui's top sights and attractions. From landmarks like historic Iao Valley to Makena Beach, one of Maui's largest beaches, learn about the special places that make Maui so unforgettable. We've allowed some time to get your fill of the local sites.



Among these must-see sites, you will find Haleakala National Park, a scenic national park on the island of Maui and home to Maui's highest peak. Hana is a small, untouched town on Maui's eastern coastline. To get here visitors must travel one of the world's most scenic drives. Central Maui's Iao Valley State Park features one of Maui's most recognizable landmarks, the 1,200-foot Iao Needle. Kaanapali Beach is the signature beach of West Maui. Lahaina is a historic whaling village and lively west Maui hot spot. A rural, artistic community on the slopes of Upcountry Maui, Makawao is home to the Paniolo, or Hawaiian cowboy. Makena Beach, also known as "Big Beach," is one of the largest beaches in Maui. Molokini is a small island a few miles off of Maui's southwestern coast that's well suited for snorkelers and divers. The Pools of Oheo, located just past Hana, are beautiful pools fed by cascading waterfalls. Yes, there's lots to explore!

# Other INFORMATION

## 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.

## REGISTRATION POLICIES

Team discounts are offered when two or more NARPM® members from one office register for the entire Convention at the same time. The **second and each additional registration** receive a \$50 discount. All forms with payment must be received by National at the same time – **online registration is not available for this discount**. Cancellation policies are outlined on the registration form, but it is important to remember that there are no refunds given 1 – 14 days prior to the start of the Convention on October 19, 2016. **Walk-in registrations are accepted, but at a much higher rate. Walk-ins are not guaranteed access to meals at the Convention due to space restrictions.**

THANK YOU



# Mahalo

# Featured Speakers



## STEVE DONAHUE

**Business Development Session – Build an Epic Organization**  
Wednesday, October 19 | 8:30 am – Noon

Steve Donahue is a 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. He has addressed over 500 organizations on four continents. Steve is the bestselling author of *Shifting Sands* and one of the world’s leading experts on

the business application of Narrative Intelligence. He helps individuals and organizations leverage the only thing the competition can’t copy – their story. Steve lives in Victoria, British Columbia and owns a residential income property in Tucson, Arizona.



## PATRICK SNOW

**Opening General Session – Creating Your Own Destiny**  
Wednesday, October 19 | 3:45 pm – 5:30 pm

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.



## STEVE RIZZO

**General Session – Get Your Shift Together – Start Each Day with an Unstoppable Attitude to Succeed**  
Thursday, October 20 | 9:00 am – 10:00 am

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 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.



# FOR General Sessions



**TADIA RICE**

**Closing General Session –  
Aloha Leadership for Life, Relationships, and the Workplace  
Friday, October 21 | 2:15 pm – 3:30 pm**

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 what 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.

# Akamai

SMART

**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.

**Optional General Session  
description on page 19.**

# SPECIAL EVENTS

## TUESDAY, OCTOBER 18

### EIGHTH ANNUAL PAST PRESIDENTS' CHARITY TOURNAMENT - GOLF\*

7:00 am – 3:00 pm (Bus leaves the hotel at 7:00 am and golfing starts at 8:00 am.

Luncheon/Awards at 1:00 pm.)



American  
Heart  
Association

American  
Stroke  
Association®

life is why™

Past Presidents James Emory Tungsvik, MPM® RMP®, and Michael C. Mengden, MPM® RMP®, have chosen the American Stroke Association because of the benefits this organization has provided them.

This year's charity is dedicated to those who have dealt with the disabling effects of stroke on themselves and their loved ones. Many of you know James' mum, Mary Tungsvik, MPM® RMP®, who has suffered two strokes. Mike's grandfather, a boisterous oil wildcatter who lived life large, was his hero. In his mid-70s, he had a stroke and lived the last seven years of his life in a wheelchair with half of his body incapacitated, but his mind sharp. You can imagine this horrible existence.

Created in 1997, the American Stroke Association (ASA) is dedicated to prevention, diagnosis and treatment to save lives from stroke – America's No. 5 killer and a leading cause of serious disability. Their mission is to build healthier lives, free of cardiovascular diseases and stroke. ASA funds scientific research, helps people better understand and avoid stroke, encourages government support, guides healthcare professionals, and provides information to enhance the quality of life for stroke survivors. To learn more, visit <http://www.strokeassociation.org>.

As of the printing of this brochure, this year's Charity Tournament Sponsors are: **EVENT**

**SPONSOR:** Propertyware, a RealPage Company; **DRIVER LEVEL:**

Bella Real Estate, Inc.; Boardwalk Real Property Management,

Inc., CRMC®; Terra Residential Services, Inc., CRMC®; **LUNCH:**

Austin Landmark Property Services, Inc., CRMC®; **WOOD LEVEL:**

Browning-Gordon & Co., Inc., CRMC®; GDA Property Management, CRMC®; Rental Network Property Management; **IRON LEVEL:** Hendricks Property Management; McCreary Realty Management, Inc.; Sienna Properties; **HOLE LEVEL:** ASONS; Blue Fox Properties; Mr. Rekey.

### FIRST-TIME ATTENDEE WELCOME/ORIENTATION & COFFEE

5:00 pm – 6:00 pm

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! (**Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event.**)



\* Additional fee to attend.



## STRIVE FOR THE SUMMIT PRESIDENT'S CELEBRATION LUAU\*

**6:30 pm – 10:00 pm**

Prior to the opening of the Convention, attendees are invited to join 2016 NARPM® President Bart Sturzl, MPM® RMP®, for a NARPM® "Strive for the Summit" Celebration Luau at the Grand Wailea, A Waldorf Astoria Resort. This is a ticketed event and the early bird price is \$95 per person. See the registration form for further pricing details. You may call NARPM® at 800-782-3452 for more information.

Yardi is this event's sponsor. 

## WEDNESDAY, OCTOBER 19

### NARPM® BUSINESS DEVELOPMENT SESSION – BUILD AN EPIC ORGANIZATION WITH STEVE DONAHUE

**8:30 am – Noon**

This special session with bestselling author Steve Donahue is included in your full Convention registration fee this year. The session includes a continental breakfast.

### EXHIBIT HALL GRAND OPENING/TRADE SHOW AND RECEPTION

**5:30 pm – 8:30 pm**

Our Grand Opening of the Exhibits and Opening Reception will feature our Exhibitors. The ribbon cutting for the Trade Show will be performed by the 2016 NARPM® President, the 2016 Convention Chair and the 2015 Affiliate Member of the Year.

## FRIDAY, OCTOBER 21

### THE NARPM® STRIVE FOR THE SUMMIT DINNER AND DESIGNATION AWARDS CEREMONY

**6:30 pm – 10:00 pm**

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. There will be a cash bar reception and a dinner with special entertainment. This event is included with a full Convention registration, but guest tickets are available for purchase.



\* Additional fee to attend.

# SCHEDULE OF EVENTS

## MONDAY, OCTOBER 17, 2016

8:00 am – 5:00 pm	NARPM®/IREM® – Managing Single-Family Homes & Small Investment Properties Class (SFH201) *
9:00 am – 4:00 pm	NARPM® Developing Rewarding Owner Relations Class *
9:00 am – 5:00 pm	NARPM® Board Meeting ( <i>all attendees invited to meeting</i> )

## TUESDAY, OCTOBER 18, 2016

7:00 am – 3:00 pm	Past Presidents' Charity Golf Tournament * ( <i>Bus leaves hotel at 7:00 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.</i> )
9:00 am – 4:00 pm	NARPM® Finance: Analysis of Cash Flow and Capitalization of Income Class *
9:00 am – 4:00 pm	NARPM® Tenancy Class *
9:00 am – 11:30 am	Registration Open
1:00 pm – 5:30 pm	Registration Open
<b>5:00 pm – 6:00 pm</b>	<b>First-Time Attendee Welcome/Orientation &amp; Coffee</b> ( <i>Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event</i> )
6:30 pm – 10:00 pm	President's Celebration – Hawaiian Luau at the Grand Wailea *

## WEDNESDAY, OCTOBER 19, 2016

8:00 am – 6:00 pm	Registration Open
<b>8:30 am – Noon</b>	<b>NARPM® Business Development Session – Build an Epic Organization with Steve Donahue</b>
12:30 pm – 3:30 pm	NARPM® Ethics Class *
1:15 pm – 2:15 pm	Committee Meetings
2:30 pm – 3:30 pm	State Chapter Meetings (Virginia, Florida, CALNARPM)
3:45 pm – 5:30 pm	<b>Opening General Session – Creating Your Own Destiny with Patrick Snow</b>
5:30 pm – 8:30 pm	Exhibit Hall Grand Opening/Trade Show and Reception

## THURSDAY, OCTOBER 20, 2016

7:00 am – 2:00 pm	Registration Open
7:00 am – 9:00 am	Breakfast with Exhibitors
7:45 am – 8:45 am	Regional Meetings
<b>9:00 am – 10:00 am</b>	<b>General Session – Get Your Shift Together – Start Each Day with an Unstoppable Attitude to Succeed with Steve Rizzo</b>
10:00 am – 10:30 am	Coffee break with Exhibitors

Suggested Tracks: ■ All Members;  
■ Broker/Owners; ■ Property Managers

\* Additional fee to attend.

10:30 am – Noon

**Workshop Sessions 1 – 4**

- ① Leading in Tough Times ■
- ② Tell An Epic Story ■
- ③ Predictable Revenue: The Playbook for Building a High Velocity Sales and Marketing Machine ■
- ④ Hands on Video Workshop: How to shoot Video Tours & Inspection Videos ■

Noon – 1:30 pm

Lunch with NARPM® Annual Business Meeting & Swearing in of 2017 NARPM® Board of Directors

1:45 pm – 3:15 pm

**Workshop Sessions 5 – 8**

- ⑤ Risk Management – Is Your Department Terminal? ■
- ⑥ Federal Regulations & Tenant Applications ■
- ⑦ Convert More Leads in a Hyper-Competitive Market ■
- ⑧ Inspecting Rental Properties ■

3:15 pm – 4:30 pm

Coffee & Snack with Exhibitors

4:00 pm – 5:00 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**

**FRIDAY, OCTOBER 21, 2016**

7:30 am – 8:45 am

Breakfast with Exhibitors

7:30 am – 2:00 pm

Registration Open

9:00 am – 10:30 am

**Workshop Sessions 9 – 12**

- ⑨ Adding More Doors by Converting the SMIPOs into Your Portfolio ■
- ⑩ To 1099 or Not to 1099 – That is the Question ■
- ⑪ Top 5 Property Management Tech Tools That You Can't Live Without ■
- ⑫ How to Build the Company Culture You Desire ■

10:30 am – 11:00 am

Coffee with Exhibitors

11:00 am – 12:30 pm

**Workshop Sessions 13 – 16**

- ⑬ Navigating Treacherous Roads – Evictions & Damages and Animal Issues ■
- ⑭ From Volcanos to Luau's – Peaks and Valleys, But Never Stop Learning ■
- ⑮ Contracts for Property Managers ■
- ⑯ Ready for Success – Conquer Your Next Growth Milestone ■

12:30 pm – 2:00 pm

Lunch with Membership Awards Program & Vendor Recognition

2:15 pm – 3:30 pm

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

6:30 pm – 10:00 pm

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

Suggested Tracks: ■ All Members;

■ Broker/Owners; ■ Property Managers

\* Additional fee to attend.

# Workshops

1 - 4

**Suggested Tracks:** ■ All Members; ■ Broker/Owners; ■ Property Managers

## 1 LEADING IN TOUGH TIMES ■

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!

**Speaker: Patrick Snow**

## 2 TELL AN EPIC STORY ■

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.

**Speaker: Steve Donahue**

## 3 PREDICTABLE REVENUE: THE PLAYBOOK FOR BUILDING A HIGH VELOCITY SALES AND MARKETING MACHINE ■

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.

**Speaker: Jordan Muela, LeadSimple**

## 4 HANDS ON VIDEO WORKSHOP: HOW TO SHOOT VIDEO TOURS & INSPECTION VIDEOS ■

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.

**Speaker: Todd Breen, Virtually Incredible**

**Suggested Tracks:** ■ All Members; ■ Broker/Owners; ■ Property Managers

### 5 RISK MANAGEMENT – IS YOUR DEPARTMENT TERMINAL? ■

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.

**Speakers:** Dorothy Hamilton, Palm Beach First National

### 6 FEDERAL REGULATIONS & TENANT APPLICATIONS ■

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!

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

### 7 CONVERT MORE LEADS IN A HYPER-COMPETITIVE MARKET ■

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.

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

### 8 INSPECTING RENTAL 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!

**Speaker:** James Alderson, MPM® RMP®, Alderson Properties

# WorkSHOPS

9 - 11

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

# Lokahi

UNITY

## 9 ADDING MORE DOORS BY CONVERTING THE SMIPOS INTO YOUR PORTFOLIO ■

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.

**Speaker: Scott Brady, Progressive Property Management**

## 10 TO 1099 OR NOT TO 1099 – THAT IS THE QUESTION ■

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.

**Speaker: Christopher Picciurro and Brent Green, Nonresident Tax Advisors**

## 11 TOP 5 PROPERTY MANAGEMENT TECH TOOLS THAT YOU CAN'T LIVE WITHOUT ■

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.

**Speaker: Lucas Hall, Cozy**



**Suggested Tracks:** ■ All Members; ■ Broker/Owners; ■ Property Managers

## 12 HOW TO BUILD THE COMPANY CULTURE YOU DESIRE ■

The term “company culture” gets thrown around a lot. What does it mean? Is it important to have a positive company culture? What can it do for your business? The property management business is a tough business to attract and retain quality employees. Hear how Duke and Tim have grown Dodson Property Management into a 40-person company with over 2600 units under management by attracting and retaining talented folks who fit their culture.

**Speaker: Duke Dodson, MPM® RMP®, and Tim Wehner, RMP®,  
Dodson Property Management**

## 13 NAVIGATING TREACHEROUS ROADS – EVICTIONS & DAMAGES AND ANIMAL ISSUES ■

Sometimes there is no choice but to evict, and evictions can be challenging. Pets are a part of daily life for 75% of people, but what happens when an animal is more than just a pet? This session takes on these and other difficult, but critically important issues. By using real life case studies this session will explore the law and help give you the tools needed to successfully navigate treacherous roads.

**Speaker: Paul Dizmang, Dizmang Properties**

## 14 FROM VOLCANOS TO LUAUS – PEAKS AND VALLEYS, BUT NEVER STOP LEARNING ■

We all make mistakes, but it’s what we do with them that matters. Surround yourself with the right people, whether it is in your office or in your life – know who is on your team and their skills, style and more. Learn how to take yourself and your company to the highest peak. In this workshop, you will talk about what makes you the very best and why someone would choose to do business with you. Learn what makes you and your company unique and identify the three goals you should have in your life and in your company and how to identify and deal with what is stopping you from reaching them.

**Speaker: Melissa Prandi, MPM® RMP®, PRANDI Property Management, CRMC®**

TO HELP  
*Kokua*

# Workshops

15 - 16

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

## 15 CONTRACTS FOR PROPERTY MANAGERS ■

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.

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

## 16 READY FOR SUCCESS – CONQUER YOUR NEXT GROWTH MILESTONE ■

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.

**Speaker:** James Wagley, Real-Time Leasing, LLC and Propertyware

*Pau*  
IT'S FINISHED  
*Hana*

# OPTIONAL General Session

**MICHAEL MONTEIRO, CEO AND COFOUNDER OF BUILDIUM**

**Optional General Session –**

**The Science of Property Management: Insights from the Buildium/  
NARPM 2016 State of the Property Management Industry Report**

**Thursday, October 20 | 4:00 pm – 5:00 pm**

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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.

## Invest in the NARPM<sup>®</sup> PAC



Because apathy is not a choice! Making a personal contribution to the NARPM<sup>®</sup> PAC is an investment in your future. To learn more about the NARPM<sup>®</sup> PAC and to download your pledge card and make a contribution, please visit <http://www.narpm.org/legislative/issues/learn-narpm-pac/>

# EDUCATION CLASSES

There is a **separate registration form and fee** needed to take classes (See next page) or sign up online at <http://www.narpm.org/education/course-schedule/>

## 1 MANAGING SINGLE-FAMILY HOMES & SMALL INVESTMENT PROPERTIES CLASS (SFH201) \*

Managing Single Family Homes and Small Investment Properties is the result of an exciting collaboration between the Institute of Real Estate Management (IREM®) and the National Association of Residential Property Managers (NARPM®) that serves as a primer for agents and owners to introduce them to real estate management basics. Note: This is an 8-Hour Class.

**Instructor:** Dave Holt, MPM® RMP®

## 2 DEVELOPING REWARDING OWNER RELATIONS CLASS \*

This fundamental course covering the four (4) steps in the cycle of owner relations will assist you in developing and managing your clients from first contact to termination. From the big picture to the small details, you will learn industry best practices in obtaining new clients and working with them during several scenarios.

**Instructor:** Vickie Gaskill, MPM® RMP®

## 3 FINANCE: ANALYSIS OF CASH FLOW AND CAPITALIZATION OF INCOME CLASS \*

This course will teach you how to forecast and calculate your client's cash on cash return and their internal rate of return on their investment properties. You will also learn how to measure your performance and effectiveness as a property manager. Whether your client is a traditional investor or a "frustrated seller", once the property becomes a rental, it is all about the numbers. Understanding the "numbers" will enable you to advise your clients based on what is in their financial best interests and explain how. You can better forecast how a replacement vs. a repair, or a rent increase, can enhance the property's value. You move from someone that just collects rent and coordinates repairs to being their consultant.

**Instructor:** Mike Nelson, MPM® RMP®

## 4 TENANCY CLASS\*

This is a comprehensive look at the Tenant Cycle that all property management companies experience in their businesses. From Procurement through Move Out, this is an immersive examination of the details involved in the day to day administration of the tenants.

**Instructor:** Michelle Horneff-Cohen, MPM® RMP®

## 5 ETHICS CLASS (required for all members every 4 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.

**Instructor:** Tom Sedlack, MPM® RMP®

\* **Additional fee to attend.**

# National Association of Residential Property Managers

28<sup>TH</sup> ANNUAL CONVENTION REGISTRATION • OCTOBER 19–21, 2016 • MAUI, HI

(Education classes begin on October 17 and other Pre-Convention activities begin on October 18.)

**1 REGISTRATION INFORMATION** (Or type/print and send form - one registration form per person)

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

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

Address: \_\_\_\_\_

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

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

Are you a Vendor or Affiliate Member:  Yes  No  
(If yes, you may only attend if exhibiting at the Trade Show)

Are you a current NARPM® member?

Yes  No

Are you applying for membership? \*\*

Yes  No

Is this your first NARPM® convention?

Yes  No

**SPECIAL ASSISTANCE** 

I will require special assistance.

I have special dietary needs and request a vegetarian meal.

**2 REGISTRATION FEES**  IREM® members check this box to receive NARPM® member pricing.

	PROFESSIONAL MEMBERS & SUPPORT STAFF			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird By 9/19/16 Postmark	9/20/16 to 10/2/16 After Postmark	10/3/16 & After Postmark & Onsite Reg.	Early Bird By 9/19/16 Postmark	9/20/16 to 10/2/16 After Postmark	10/3/16 & After Postmark & Onsite Reg.	Early Bird By 9/19/16 Postmark	9/20/16 to 10/2/16 After Postmark	10/3/16 & After Postmark & Onsite Reg.
<input type="checkbox"/> <b>Basic Convention</b> (President's Celebration below* & Education Classes** not included.)	\$495	\$565	\$665	\$545	\$615	\$715	\$600	\$700	\$800
<input type="checkbox"/> <b>Team Discount*</b> (*Basic Convention only)	-\$50	-\$50	N/A	-\$50	-\$50	N/A	N/A	N/A	N/A
<b>Single-Day Registration</b> (Includes full day's events with meals.)									
<input type="checkbox"/> Wednesday	\$100	\$200	\$300	\$150	\$250	\$350	\$170	\$270	\$370
<input type="checkbox"/> Thursday	\$200	\$270	\$370	\$250	\$320	\$420	\$300	\$370	\$470
<input type="checkbox"/> Friday	\$250	\$320	\$420	\$300	\$370	\$470	\$350	\$420	\$520
<input type="checkbox"/> <b>Trade Show ONLY</b> Choose one only. ( <input type="checkbox"/> AM Thursday or <input type="checkbox"/> PM Thursday or <input type="checkbox"/> AM Friday or <input type="checkbox"/> PM Friday. Does not include meals.)	\$50	\$50	\$100	\$100	\$100	\$150	\$50	\$50	\$100
<b>PRE-CONVENTION EVENT*</b>									
<input type="checkbox"/> <b>President's Celebration*</b>	\$95	\$110	N/A	\$145	\$160	N/A	\$195	\$245	N/A
(Not included in Basic Convention registration fee.)									

\*\* Education Classes require separate registration form.

**4 EXTRA GUEST TICKETS** Available only with accompanying Basic Convention registration. Not available for walk-ins. (Note: One ticket is included in Basic Convention registration.)

President's Celebration Member Guest \_\_\_\_\_ (# of tickets) x \$95 = \$ \_\_\_\_\_  
 President's Celebration Non-Member Guest \_\_\_\_\_ (# of tickets) x \$195 = \$ \_\_\_\_\_  
 Wed. Reception & Trade Show Guest \_\_\_\_\_ (# of tickets) x \$45 = \$ \_\_\_\_\_  
 Thursday Breakfast Guest \_\_\_\_\_ (# of tickets) x \$30 = \$ \_\_\_\_\_  
 Thursday Lunch Guest \_\_\_\_\_ (# of tickets) x \$45 = \$ \_\_\_\_\_  
 Friday Breakfast Guest \_\_\_\_\_ (# of tickets) x \$30 = \$ \_\_\_\_\_  
 Friday Lunch Guest \_\_\_\_\_ (# of tickets) x \$50 = \$ \_\_\_\_\_  
 Friday Dinner Guest \_\_\_\_\_ (# of tickets) x \$60 = \$ \_\_\_\_\_

Extra Guest Tickets SUBTOTAL \$ \_\_\_\_\_

**5 CONVENTION PIN** \_\_\_\_\_ (# of pins) x \$5 = \$ \_\_\_\_\_ Pin SUBTOTAL \$ \_\_\_\_\_

**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 this line will be shredded. -----

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

Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on September 19, 2016. After September 19, 2016, send the higher fee shown. **Do not** send registration to National after October 2, 2016. Instead, register on-site at the convention. People registering on-site are not guaranteed access to the luncheons.

**\*TEAM DISCOUNT**

When two or more NARPM® members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations. Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online**.

**\*\*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 above 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 convention 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 convention, as approved by the NARPM® Board, does not constitute a cancellation.

Convention cancellations must be received in writing. If cancellation is received 30 days prior to October 19, 2016, there will be a full refund, less a \$25 processing fee. If cancellation is received 15-29 days prior to October 19, 2016, there will be a 50% refund. **There is NO refund 1-14 days prior to October 19, 2016.**

**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**

**ONLINE** - To register, visit: [www.narpmconvention.com/register](http://www.narpmconvention.com/register) and login to the Internet Member Services (IMS) section.

**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.

# 28th Annual Convention Education

Location: Grand Wailea Resort Hotel, Wailea, Maui, HI 96753

Location Phone: 800.888.6100

## SELECT COURSE(S)

**Managing Single-Family Homes & Small Investment Properties (SFH201)**

October 17, 2016 | 8 am – 5 pm

Instructor: Dave Holt, MPM® RMP®

Note: This is an 8-Hour Course



**Tenancy**

October 18, 2016 | 9 am – 4 pm

Instructor: Michelle Horneff-Cohen, MPM® RMP®



**Developing Rewarding Owner Relationships**

(formerly Owner/Client Relations Essentials)

October 17, 2016 | 9 am – 4 pm

Instructor: Vickie Gaskill, MPM® RMP®



**NEW Finance: Analysis of Cash Flow and Capitalization of Income**

October 18, 2016 | 9 am – 4 pm

Instructor: Mike Nelson, MPM® RMP®



**Ethics**

October 19, 2016 | 12:30 pm – 3:30 pm

Instructor: Tom Sedlack, MPM® RMP®



Full course descriptions are available on the reverse side of this flyer or at <http://www.narpm.org/education/course-descriptions/>

FEE PER COURSE	6-Hour Course		8-Hour Course		Ethics
	Before Sept 16	After Sept 16	Before Sept 16	Before Sept 16	-----
Member	\$195	\$250	\$99	\$149	\$45
Non-member	\$295	\$350	\$149	\$199	\$95
Retake	\$75	\$150			
RMP®/MPM® Designee	\$100	\$150			
Designee Candidate	\$180	\$250			

### CANCELLATION POLICY

Cancellations must be received in writing. If received by **September 16, 2016**, registrant will receive a full refund less a \$25.00 processing fee. If received **after September 16, 2016**, 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®.**

**In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.**

### Don't want to fill out this form?

**REGISTER & PAY ONLINE by using the Member log-in at [www.narpm.org](http://www.narpm.org)**

### OR fill out this Registration form

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/ST/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

#### 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.

### AND ALSO, fill out your 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 \_\_\_\_\_ Security Code \_\_\_\_\_

### Mail or E-mail Registration Form (if you did not register online)

638 Independence Parkway, #100, Chesapeake, VA 23320

P: 800-782-3452 | E: [educationinfo@narpm.org](mailto:educationinfo@narpm.org)



National Association of Residential Property Managers

# 8TH ANNUAL PAST PRESIDENTS' CHARITY TOURNAMENT\*

Tuesday, October 18, 2016 • 7:00 am – 3:00 pm

(Bus leaves hotel at 7:00 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.)

\* Additional fee to attend.



This year, all donations will benefit the  
American Stroke Association.

Reservations are filling up fast. Sign up now!

Registration form is available at <http://www.narpmconvention.com/past-presidents-charity-tournament>  
Golfing not your thing? You can still sign up to attend the NARPM® Lunch Party.



As of the printing of this brochure, this year's Charity Tournament Sponsors are:  
**EVENT:** Propertyware, a RealPage Company; **DRIVER LEVEL:** Bella Real Estate, Inc.; Boardwalk Real Property Management, Inc., CRMC®; Terra Residential Services, Inc., CRMC®; **LUNCH:** Austin Landmark Property Services, Inc., CRMC®; **WOOD LEVEL:** Browning-Gordon & Co., Inc., CRMC®; GDAA Property Management, CRMC®; Rental Network Property Management; **IRON LEVEL:** Hendricks Property Management; McCreary Realty Management, Inc.; Sienna Properties; **HOLE LEVEL:** ASONS; Blue Fox Properties; Mr. Rekey.



# 2017 BROKER/OWNER RETREAT AND TRADE FAIR

All bets are on  
for another fabulous  
Broker/Owner Retreat

The NARPM® Broker/Owner Retreat is for Designated Brokers,  
Company Owners, Regional Managers, and major decision makers.  
Only these members are entitled to attend  
the Broker/Owner Retreat.

March 20-23, 2017  
The Mirage Hotel and Casino



National Association of Residential Property Managers



# NARPM® 2017 Annual Convention and Trade Show

Save the date...

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October 18 - 20, 2017

Rosen Shingle Creek  
Orlando, Florida





NARPM®  
638 Independence Parkway, Suite 100  
Chesapeake, VA 23320

Prsrt Std  
U.S. Postage  
**PAID**  
Documentation



Join the National Association of Residential Property Managers (NARPM®) in Maui, Hawaii, this October and celebrate the 28th Annual Convention and Trade Show!

**HURRY UP**  
*Wikiwiki*

**Early Bird Deadline is  
September 19, 2016**

