



National Association of Residential Property Managers

D E N V E R C H A P T E R

2017 COLORADO PROPERTY MANAGEMENT CONFERENCE

APRIL 19, 2017 • 8 A.M. TO 5 P.M.

SHERATON DENVER WEST

Whether you are a new or seasoned Property Manager and regardless of how many properties you manage, the Colorado Property Management Conference is the quintessential destination to learn from National and Local Industry Experts in the profession! Learn new ideas, concepts, and “best practices” that you will be able to immediately implement into your business! This full day event will provide excellent educational information, plus networking opportunities with Residential Property Managers, and industry vendors focused on the residential market.

PROFESSIONAL MEMBER: \$175.00*

ONE (OR MORE) ADDITIONAL ATTENDEE FROM OFFICE: \$125.00 each

REGISTER ONLINE AT WWW.DENVERNARPM.ORG

*Please note our deadline to sign up through the website is 5 p.m. three (3) business days prior to the event. We can accept a few new attendees at the registration table on the day of the event, just bring a check payable to NARPM Denver Chapter (prices above).

Please show up early for same day registration as we have a limited amount of seating available.

REGISTRATION AND VENDOR FAIR

8:00 - 8:30 A.M.

WELCOME & KEYNOTE PRESENTATION

8:30 - 9:40 A.M.



KEYNOTE PRESENTATION

"WHY I LOVE PROPERTY MANAGEMENT"

After getting yelled at by an owner or tenant you may find that loving the business of property management can be a challenge. This session will pull you out of the day-to-day and help you reconnect with the business you once loved. There are a number of reasons to love this property management business and Andy will share those and give you the applicable actions to fall in love all over again.

• Presented by Andrew L. Propst, MPM® RMP® CPM® Past President of NARPM

BREAK & VENDOR FAIR

9:40 - 10 A.M.

BREAKOUT SESSIONS I

10 - 11:10 A.M.

 **BREAKOUT SESSION A**
WORK SMARTER, NOT HARDER MAXIMIZING PRODUCTIVITY

A constantly evolving business climate pressures us to be accessible anytime and anywhere. More than ever, it's paramount to focus on finding a work-life balance that follows a "work smarter, not harder" mantra. Whether you are seeking rapid growth, steady growth, or maintaining your current clientele, learn effective ways to streamline business processes to achieve maximum productivity and profitability, while maintaining a healthy work-life balance.

• *Presented by Mike Giallanza, RMP®*

 **BREAKOUT SESSION B**
GO REMOTE: TOOLS AND STRATEGIES TO OPERATE YOUR MANAGEMENT COMPANY REMOTELY

In today's digital age, there is no need to be tied to a desk and trapped in a traditional office to run a successful property management company. BREAK THE TIES OF BONDAGE! Cut down on the high overhead cost of office space and replace it at a fraction of the cost with technologies that enable you to run your business from anywhere. Topics covered will include home-based business considerations, cloud based property management software, VoIP phone system, website setup, online team collaboration tools, paperless office concepts, and more. Even if you have a brick and mortar operation, these tools will enable better collaboration with your team and offer more freedom in how work is done in your company.

• *Presented by Ben Parham, 2017 President-Elect Denver NARPM*

 **BREAKOUT SESSION C**
AVOIDING LANDLORD ANXIETY OVER SECURITY DEPOSITS

- What your tenant is entitled to receive from you – the statute uses the phrase "exact reasons" for withholding the deposit. We will discuss how "exact" you need your written accounting to be.
- When they are entitled to receive it – calculating your deadline.
- Where they are entitled to receive it – where the accounting must be sent and how you should send it.
- What the tenant is entitled to do if they do not receive it – what you should consider when the tenant makes a demand on you. And, what to do if a lawsuit is filed against you.
- What you should do to protect yourself- rules of thumb and your record keeping.
- And, how the court will see it.

• *Presented by Phil Klass, Attorney*



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BREAK & VENDOR FAIR

11:10 - 11:30 A.M.

LUNCH & NETWORKING

11:30 - 11:50 A.M.

LUNCH DIAMOND SPONSORED RAFFLES 11:50 A.M. - 12:10 P.M.

LUNCH PRESENTATION

12:10 - 12:40 P.M.



LUNCH PRESENTATION

THE VALUE OF NARPM IN YOUR PROFESSIONAL AND PERSONAL LIFE

• Presented by Gail Phillips, CAE Executive Director NARPM®

BREAK & VENDOR FAIR

12:40 - 1 P.M.

BREAKOUT SESSIONS II

1 - 2:10 P.M.



BREAKOUT SESSION A

SERVICE ANIMALS AND LANDLORDS 2017 UPDATE

Service animals and landlords is an interactive breakout session that will provide an overview of service animals. The discussion will include a review of the basics regarding service animals as well as an update of recent law changes in Colorado regarding fake service animals. After this discussion landlords will be equipped with the tools to assist them to identify the issues so that they may protect the interest of their owners, and the interests of the tenants who have legitimate service animals.

• Presented by Pete Muccio, Attorney



BREAKOUT SESSION B

**WHAT DID YOU KNOW (OR SHOULD HAVE KNOWN) WHEN DID YOU KNOW IT, AND WHAT DID YOU DO ABOUT IT?
A PRIMER ON RISK MANAGEMENT FOR NARPM MEMBERS**

The above question requires a definition of Standard of Care our clients and tenants have a right to expect and that is the beginning of this session. We will look at furnace and water heater inspections, maintenance surveys, and even tree inspections. Having done considerable work as an expert witness on the above issues, you can decide if it is paranoia or a reasonable method of reducing the risks of property management.

• Presented by Peter C. Meer, MPM®, RMP®, MBA



BREAKOUT SESSION C

THE FIVE PILLARS OF A SUCCESSFUL PROPERTY MANAGEMENT STARTUP

Come learn how to start a successful property management company and how to avoid major pitfalls along the way. Maybe you've already started your company, but you are not getting the traction you thought. Not sure what to do or which way to turn. We will discuss five pillars to get you on track - Defining your vision and your mindset, defining your customers, defining your systems and processes, defining your team, and measure the right numbers. Come hear and share some crazy tenant, owner, and property manager stories while we journey down the bumpy road to a successful property management company.

• Presented by Brad Coen, Property Manager



BREAK & VENDOR FAIR

2:10 - 2:30 P.M.

BREAKOUT SESSIONS III

2:30 - 3:40 P.M.



BREAKOUT SESSION A

THE REAL SCOOP ON NARPM PANEL DISCUSSION: HOW CAN NARPM NATIONAL SERVE YOU AND YOUR CHAPTER BETTER?

Gail Phillips, CAE, Executive Director NARPM
Andrew L. Propst, MPM®, RMP®, CPM®, Past President NARPM
Mike Mumford, MPM®, RMP®, NARPM Southwest Region Vice President
Moderator: William R. Martin, RMP® 2017 President Denver NARPM



BREAKOUT SESSION B

DESIGNATIONS DECODED: WHAT THEY ARE, WHY YOU NEED THEM, AND HOW TO GET THEM

NARPM Designations are a driving force in the overall advancement of your professional property management career. Come learn what it means to hold a NARPM designation, why it is so important, how it will help advance your career, and of course what you need to do to obtain one. With many recent changes to the designation program, this session will appeal to NARPMs newest members and most seasoned veterans.

• Presented by Jim Lagan, Denver NARPM Designation Chair



BREAKOUT SESSION C

MARIJUANA, MOLD AND METH TOO – YOUR TENANTS DO NOT MAKE THE RULES

Don't be snookered by your tenants' assertion of rights. You and your owner have rights too! To disclose or not to disclose...A previous tenant used marijuana. Must you disclose this to future tenants or buyers? What about marijuana tourism, should you get involved in this industry? Has the Colorado Real Estate Commission taken a position with regard to Property Manager's Duties and marijuana, mold, and meth?

• Presented by Donald "Corky" Eby, Attorney

CLOSING SESSION

4 - 5 P.M.



CLOSING PRESENTATION

WORKING WITH NARPM FOR FINANCIAL AND PERSONAL SUCCESS

• Presented by Gail Phillips, CAE Executive Director NARPM®; Andy Propst MPM®, RMP®, CPM®; and Mike Mumford MPM®, RMP®, CRMP®



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