

p7 Are you aware that there are three chapter grant opportunities?

p12 The importance of thanking your team when they pull you through an unexpected event.

p18 Learn what caused the huge inventory in rentals on the market.

RESIDENTIALResource



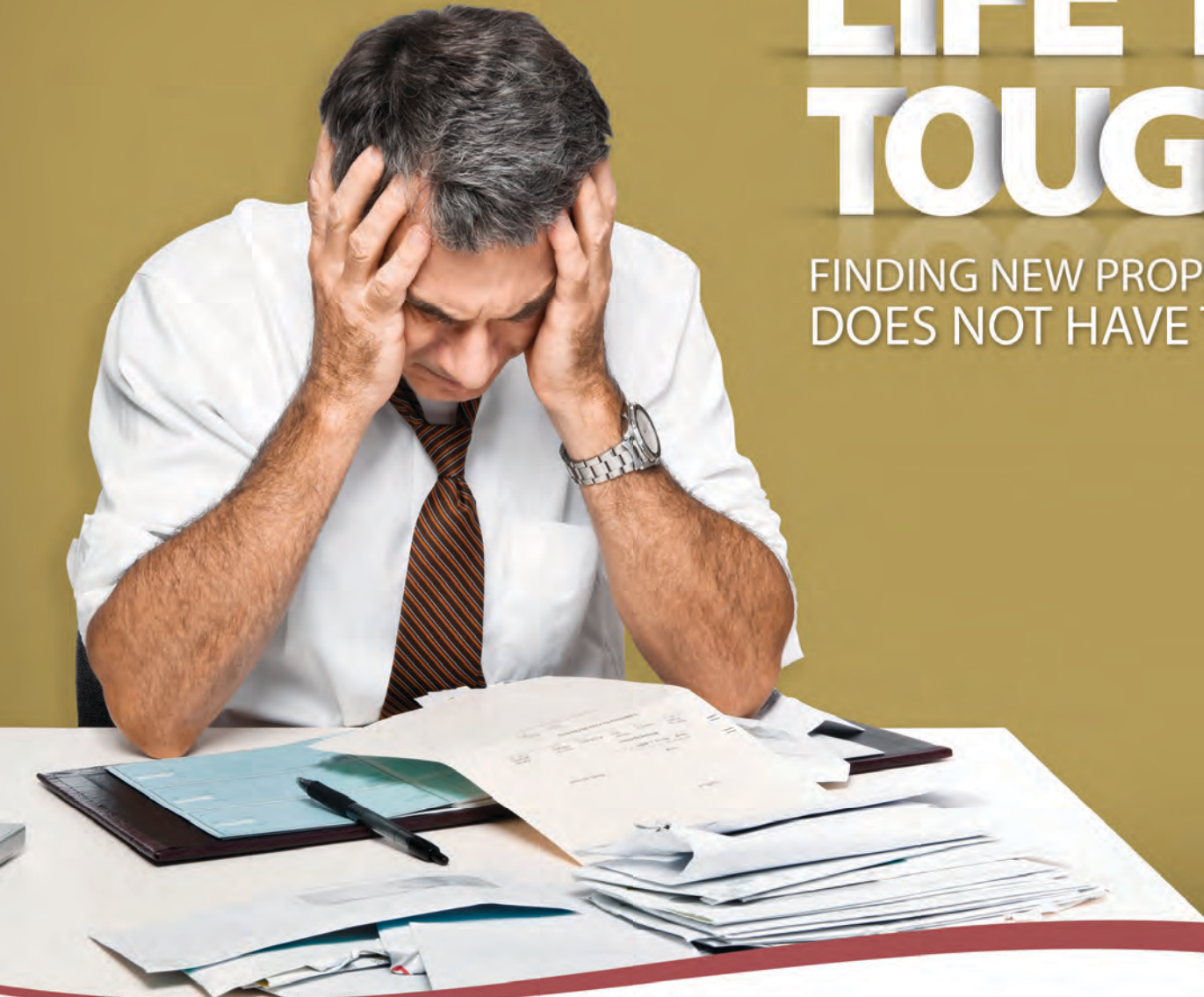
THE OFFICIAL MONTHLY NEWS MAGAZINE OF THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

FOR RENT

Why are there so many rentals on the market?

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IN THIS ISSUE August 2011

The mission of the National Association of Residential Property Managers is to support professional and ethical practices of rental home management through networking, education and designation.

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OFFICERS

EDITORIAL MISSION

Since 1989, the NARPM® news magazine has been a key focal point for the organization. The *Residential Resource* keeps members up-to-date on association events, and provides valuable industry advice and insight. NARPM® members receive the *Residential Resource* as part of their membership, included in their annual dues.

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by e-mail to publications@narpm.org. Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. The Communications Chair and Graphic Designer reserve the right to edit or refuse all publications for content and selection.

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PRESIDENT'S Message

“Our NARPM® Affiliates provide products and services that give our members the tools and resources to provide the very best in service and technology.”



AS MEMBERS OF NARPM®, we provide an elevated service and protection for our property owners and tenants because of our commitment to being more professional and ethical. This enhanced service and protection is achieved by attending chapter meetings, state and regional conferences, and an annual national convention where we network with one another, as well as attending training classes, and obtaining professional designations. But there is another group within NARPM® who plays a huge part in helping our members, as well as the association, in providing better service and protection; and that is our Affiliate Members.

Our NARPM® Affiliates provide products and services that give our members the tools and resources to provide the very best in service and technology. Many of our affiliates offer discounts to the members of NARPM®, making it more affordable to compete and outperform others. Additionally, most of our affiliates offer training. This

training is offered locally, via webinar, and at the regional and national conventions. And lastly, the contributions from our Affiliate Members reduce the overall costs in dues and the cost to attend NARPM® events.

Many of our NARPM® Affiliates sponsor chapter meetings, as well as regional conferences, the annual convention, and the annual Past President's Charity Golf Tournament. Our Affiliates purchase advertising in this magazine and our email blasts. We also have an affinity program, which is posted at NARPM.org where our members can receive discounts on goods and services and a portion of the sale goes to NARPM®. And lastly, Rentals.com and Propertyware both paid a premium to be the official 2011 NARPM® Partners. All of these generous contributions make it possible for NARPM® and its chapters to serve and protect our members at a reasonable cost.

But let's not forget that most of our Affiliates also buy booth space at our confer-

ences and conventions where they are able to showcase their products and services. This provides face-to-face discussions and demonstrations that allow our members to make crucial decisions on what product or service is best for them. The time spent at the booths has proven to be invaluable for our members.

So, as you can see, our Affiliates are an integral part of the value and benefits provided by NARPM®. I would like to take this time to personally thank all of our Affiliates, both national and local, for their contributions, dedication to NARPM®, and for making their products available to our members so that we can be the best at what we do. I would also encourage all of our members to do the same.

Tony A. Drost, MPM® RMP®
2011 NARPM® President

NARPM®'S FINEST by President Drost

NARPM® is full of the finest property managers throughout the nation and even a few outside of our borders. I wanted to acknowledge NARPM®'s finest as I come across them in my travels.

James Emory Tungsvik, MPM® RMP®, is a long time NARPM® member who has been involved in countless committees and leadership, locally and nationally, including his current position as our National Treasurer. As Treasurer, James also chairs the Finance Committee. He has taken the

organization and structure of that committee to the next level. NARPM®'s money is in good hands. James was also just nominated to be NARPM®'s 2013 National President. Thank you James for being one of NARPM®'s finest.

From the **DESK** of the *Executive Director*



Gail S. Phillips, CAE

I would be remiss in not thanking the many past presidents who had the courage to bring many changes to this great organization.

As I wrap up the accomplishments of NARPM® over the past five years, I would be remiss in not thanking the many past presidents who had the courage to bring many changes to this great organization. President Marc Banner, MPM® RMP®, who spearheaded the search committee for NARPM®; Rose Thomas, MPM® RMP®, who brought forth many changes to NARPM®, such as committee restructuring and improving the Nominations process, to name only a few; Sylvia Hill, MPM® RMP®, who headed up restructuring of the NARPM® education process and began the process of improving NARPM®'s professional development offerings for the members, along with introducing several new services; Betty Fletcher, MPM® RMP®, whose true love for the NARPM® member showed through in everything she did and every decision that was made; Fred Thompson, MPM® RMP®, who redefined the travel policy for NARPM® and let the magic begin throughout the entire organization; Vickie Gaskill, MPM® RMP®, who also had a love for education and continued to enhance the learning experiences of the NARPM® members and worked on redefining the NARPM® regions; and finally, the current President Tony A. Drost, MPM® RMP®, who carries the same passion as many of his predecessors, believing that NARPM® offers the most outstanding networking and sharing of information. President Drost also believes that every property manager should be a member of NARPM® and wants to increase the visibility of NARPM® in the legislative process. These strong members have led NARPM® to continue to grow into a great organization that benefits all property managers throughout the country.

As you may not be aware, the board of directors meets in June at the following year's convention site. So here I am enjoying this wonderful hotel, Hyatt Crystal City, the location of the 2012 Convention. This is an exciting location for the NARPM® convention as many members have never visited our Nation's Capital. October 2012 will be your chance. The hotel is five blocks from the Metro which will carry you into Washington, DC or to Old Towne Alexandria. It is exciting to see everything going on in this bustling part of our country. Make sure you attend this outstanding event as you will see many changes that we hope you will enjoy. Come and support 2012 President Jayci Grana, MPM® RMP®, as she welcomes everyone to her convention.

But before you start thinking about 2012, remember the NARPM® 2011 Convention is right around the corner in Dallas, TX, and President Drost promises everyone it will be a great event, filled with outstanding education, lots of time for networking, and real Texas fun. You'll have the opportunity to channel your inner cowboy by attending a mini Texas Style Rodeo. Make sure you register early by going to www.NARPM.org/conferences and then go to the convention and trade show tab.

Well that is all for another month. The staff looks forward to seeing everyone in Dallas so please make it a point to attend!

Gail S. Phillips, CAE
NARPM® Executive Director



Chapter Grant Opportunities Show Me the Money!

Is your chapter new or are you an existing chapter with a great idea to increase membership or serve your members? NARPM® is ready and willing to provide you the funds to assist your chapter in achieving its goals. There are three grant opportunities from NARPM® with which many members and chapter leaders may not be familiar. The three grant opportunities are Chapter Grants, State Trade Show Grants and Advertising Grants which can be used annually.

CHAPTER GRANT

The Chapter Grant is \$500 and can be used to help increase chapter membership through education and networking. Partnering with another chapter for an event can also be considered for funding. The Florida State Chapter and Oahu chapter have used this grant opportunity successfully.

The Florida State Chapter has used their grant funds for social media marketing. Laurie Lindsey of www.EliteVenu.com was hired by the Florida State Chapter to develop their social media marketing plan. This plan consisted of a Facebook Fan page which



allows the Florida State Chapter to give members a place to seek out information for the Chapter. In addition, Laurie used Twitter as a catalyst for driving people to the website, blog or Facebook Fan Page. The third opportunity created to bring the Florida

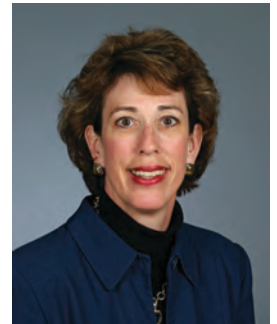
State Chapter recognition is the blog-style newsletter which will make for easy access of information and sharing ideas. By having all three social networking sites covered, the Florida State Chapter is sure to see some positive results which will give them recognition for long term sustainability. Laurie will continue to help the chapter maintain these social networking sites once the grant plan is completed.

Laurene Young of the Oahu chapter indicated that their chapter has applied for and received chapter grant money every year. They have used the funds to bring in speakers for classes and have also provided an annual educational seminar geared towards the "mom and pop" property managers.

This year they used the funds to bring Melissa Prandi, MPM® RMP®, to their educational event. Melissa taught the NARPM® Ethics course which provided CE as well as met the NARPM® Ethics requirement for 2012. They had 110 members in attendance and provided education along with helping members meet the mandatory NARPM® Ethics training.

STATE TRADE SHOW GRANT

Our Minnesota NARPM® chapter recently used the State Trade Show Grant which provides up to \$500 per year. NARPM® sent us the NARPM® booth and several boxes of NARPM® literature items to display and distribute. Our chapter members manned a booth during the recent Legislative Day REALTOR® Expo in St. Paul with over 900 realtors attending. This booth provided our chapter some necessary visibility. Many agents stopped by to find out what NARPM® is and how we could better assist them and their clients. In follow up to this event we will be inviting agents interested in NARPM® and our property management companies to our next chapter meeting. We heard from many agents that they appreciated knowing who they could refer property management business to when such requests arose from their clients.



Lynn Sedlack, RMP® is the current and founding President of the Minnesota NARPM® Chapter and the President/Broker of 33rd Company, Inc. She co-owns 33rd Company, Inc with her husband Tom and they currently manage over 350 homes. She has been active on the Communications Committee beginning October 2009 and was the Educational Chair of the Eastern Regional Conference in 2011. Lynn has been a member of NARPM® since 2006. Prior to starting 33rd Company, Inc., Lynn was previously a Family Nurse Practitioner.

Continued on page 17 "Grants"

TECHNOLOGY Matters

SHEDDING SOME LIGHT ON THE MANY MYSTERIES OF OUR FAST-PACED HIGH TECH WORLD.



Michael Mino is President and CEO of PropertyBoss Solutions, a provider of property management software solutions that empower your business. He became a landlord in 1977 when he purchased his first rental unit. A serial entrepreneur, he has started a number of software technology firms. For more information about Michael or PropertyBoss Solutions, visit propertyboss.com or call Michael at 864.297.7661 x26.

Shining the Light on Fraud

Everyone makes mistakes, even property managers. And finding and correcting data entry—or worse, accounting errors made by you or those employed in your property management office can be troublesome; though not nearly as troublesome as discovering fraudulent activity within your ranks.

EMPLOYEE SCREENING

Louie Curry, owner of The Curry Companies in Dublin, Georgia, has encountered a few fraudulent episodes during his 30-plus years in the real estate and property management industries—from managers promising new appliances to tenants in return for sexual favors to bookkeepers pocketing rent payments with bogus receipt books.

“The number one thing is to hire the right people to start with. Check them out. Check with all their former employers,” says Curry, who has eight employees helping manage more than 1,500 properties in southern Georgia. “The second thing is to hold them accountable for what they’re responsible for. You have to verify on a regular basis that they are doing what they’re supposed to be doing. By spot-checking, if you see a red flag, you can jump on it right away.”

The best way to do that, Curry said, is to ask questions if something looks out of the ordinary.

TRANSACTION TRACKING

More property management companies are adopting strict no-cash policies as theft and fraud deterrents. But manipulation of data and/or falsification of entries can still occur without proper oversight.

What every property manager needs most in their accounting system is accountability. A powerful function to utilize is logging of all changes to properties, units, leases, owners and transactions including the date, time, and user ID. This audit feature allows you to trace any suspect transactions and is most effective if you insist that your people always use their own login credentials. If personnel use the same user ID, you will be unable to determine who is responsible for a specific transaction.

Curry, who relies on his CPA firm’s nearly daily reviews of the books, is looking to add an auditing

application as yet another “backstop.” Being able to track changes, including who made them and when they were made, is imperative to detecting—and ultimately preventing—fraudulent activity.

Property manager-turned software trainer Shelly West of Winder, Georgia, has a unique perspective on the importance of transaction tracking. “As a software vendor, we’re sometimes asked to delete transactions. Though we technically can do it, we never want to delete the record. Instead, we recommend reversing transactions so there’s still a paper trail,” said West. “We never want to turn the lights out. We always make sure everything is traceable.”

West also believes owners of management companies should consider being trained in the same accounting and management software applications their employees use. “Knowing what your employees are doing, and having them know that you know what they’re doing, is the best fraud deterrent I can think of,” she said.

At a recent classroom training session, one company owner commented that he felt empowered by the knowledge of what his software can do. Even though he may not use it daily, he now knows what reports and other capabilities are available and can request them specifically. This greater level of engagement puts all of the company’s employees on notice.

COLLECTIONS—CHECKS & BALANCES

One of the more exploited techniques for committing fraud is collecting rent and fees from a tenant and not depositing it in the operating account. A deceitful employee will take this tax free income and use it for personal purposes.

The best practice is to send all overdue accounts to an independent collection agency after a set aging period (30 to 45 days). An employee is much less likely to pocket a payment if he knows an independent collection agent will be following up. Monitor recalls (requests to stop the collection process on a specific account) closely since this is one way a fraudulent employee can counteract this method. Another dishonest practice is to place the overdue accounts in the “collections drawer” but not actually forward the

FRAUD

accounts to the collection agency. You can thwart this practice with an automated referral process within your software or by manually comparing overdue accounts with the collection agency's active accounts report.

TENANT SCREENING

Just as using a collections agency for past-due rentals is fiscally smart for most property management companies, so is using a third-party screening company to pre-screen all applicants.

"There are a number of third-party companies out there who will do the work for you," said West. "Typically they'll rate the tenants for you, and some even guarantee a percentage of the rent." In most cases, West said the application fee charged by the property management company can more than cover the expense of the screening process.

After getting stuck with a few tenants who were discovered on the national sex offender registry, The Curry Companies began ordering background checks in addition to credit checks on all applicants.

"These days, a background check is just as important as a credit check for new tenants," said Curry. "You don't want to move someone in and then have the sheriff show up to move them out because it turns out they're registered as a sex offender."

AN AUDITOR'S PERSPECTIVE

Pamela Vesper, J.D., C.R.E.I., an auditor/investigator with the N.C. Real Estate Commission, says there are some basic things company owners or brokers in charge can do to deter (and discover) fraud.


The first is to conduct background checks on all employees—even if you've known them for years—and bond any employees who handle the books. Second, conduct monthly reconciliations of the books.

"Most of the embezzlements we see are done by bookkeepers who have no one watching over them," said Vesper. "If some of the brokers had just been more proactive checking the mail and answering the phones, they could have avoided losing a lot of money."

According to Vesper, here are the top 10 signs fraud may be occurring:

1. Excessive Non-sufficient Funds (NSF) and voided checks. "If a bookkeeper is voiding a lot of checks, it may be a sign he/she is stealing from the company."
 2. Calls from property owners complaining about late rent payments. "Many times, the bookkeeper has stolen one month's rent and is waiting until the next month to catch back up."
 3. Lifestyle changes of employees. "If they are suddenly driving a Lexus and make \$22,000 a year, that's a little suspicious."
 4. Employees who never take vacation. "A lot of embezzlements are discovered only when someone is forced to take a vacation."
 5. Excessive transfers from one account to another. "I see a lot of security deposit accounts get drained, usually by employees who rationalize it as borrowing."
 6. Unusual interest in the mail and/or telephones. "An employee who is so glued to her desk and won't let anyone else answer the phone or get the mail is usually a sign of an employee trying to hide something."
 7. Checks for large, round figures. "I've seen some remarkable forgeries over the years. What usually gives them away is the amount of the check."
 8. Checks to unknown payees or to employees. (Only paying vendors on an "Approved Vendor List" will help deter bogus businesses from being created by rouge employees, Vesper said).
 9. Checks mailed to post office boxes. (Legitimate vendors usually have a physical mailing address).
 10. Missing bank statements or cancelled checks. "These must be kept for three years and you should know where yours are. If one is missing, call your bank immediately and request a copy."
- In general, Vesper says owners, brokers and managers should follow the old "trust but verify" adage. "Unfortunately it's always the people you trust the most who are going to steal from you. Even if you've known 'Jane' for 20 years and she's your best friend, don't give her carte blanche over your books."

CLOSING THOUGHTS

The advent of computers has helped shine a lot of light on some of the more "shady" business practices of old. And accounting and management software have further illuminated best practices. Consider these simple steps that every property management company can take to ensure fraud is detected as early as possible, if not deterred altogether. 

What every property manager needs most in their accounting system is accountability. A powerful function to utilize is logging of all changes to properties, units, leases, owners and transactions including the date, time, and user ID. This audit feature allows you to trace any suspect transactions and is most effective if you insist that your people always use their own login credentials.

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LEGISLATIVE Scoop

KEEPING OUR MEMBERS CURRENT ON THE NEWEST INDUSTRY LAWS AND POLICIES NATIONWIDE.



Aaron Bosshardt, CPM®

has been in property management for over 15 years. His company, Bosshardt Property Management, LLC, employs 23 people to manage 500 single-family homes, 6,000 doors in association management, and over 1,000,000 square feet of office, medical, and retail space. Bosshardt currently serves Florida markets in Gainesville, Ocala, and Venice. Aaron has been a member of NARPM® for close to 10 years.

Getting Involved for the Better

How does civic participation and public involvement change you?

I've been actively involved in this experiment for almost two years now. When I started, my goals were to be more active and involved in local and state politics. In the process, I hoped to help pass on my experiences to the NARPM® membership so that we could all in turn make a difference for our profession and our clients.

with my friends, family and community members. We judge a public official because of what we have been told, or through conclusions that others have reached and shared with us. Imagine if you judged someone in your office based solely on what you overheard from other employees in the office. Not good, right? Especially if the people in your office all have their own agenda, as people most often do in politics.

As business owners we have a responsibility to

**With a greater awareness of current events,
we can better serve our local communities.**

First, let me tell you what I already suspected, and was able to verify through experience. Relying solely on radical talk radio hosts and political entertainment shows as a source of news is not a good thing. I know too many people who consider entertainment shows as their primary source of information on politics at all levels. These people, like the shows they watch and listen to, tend to be very angry about what they think is going on, but have no real solutions themselves to offer. As a NARPM® member and a business professional, it is important to obtain your news from accurate and unbiased sources. With a greater awareness of current events, we can better serve our local communities.

And that brings me to what I've learned. Instead of referring to our elected officials as politicians, let's call them public servants. Our officials truly are elected as servants to the public, and remember that they represent every single person in their district, not just the ones who voted for them. By agreeing to call them public servants we are raising the bar and setting higher expectations for them. Let's treat our elected officials like they are a noble group of people working for low pay and the good of the constituency, at least until they fail to do so.

Just like in business, in politics it is important not to reach conclusions or make judgments without getting all the facts. In politics I frequently see this problem

take the tenets we learn in business that make us successful and apply them to all aspects of our lives, including politics. As professionals, we know to gather all the facts before passing judgment, verify information as factual, educate ourselves, and always sit down and talk things out with people face to face. 🗣️





David Birdy, RMP®
ABR, CRS, GRI, RFS has been in Property Management for over 20 years. The third generation family run company Birdy Properties, LLC employs over 20 employees and manages approximately 700 single family residential homes, duplexes, condos, and small ranches. David is a MPM® candidate through the National Association of Residential Property Managers (NARPM®) and a CPM® Candidate through the Institute of Real Estate Management (IREM®).

The Importance of Your Team A World of Thanks!

WHAT WOULD I HAVE DONE?

I asked myself this question as I sat down to write this article on the anniversary of the earthquake that struck the country of Haiti on January 12, 2010. The Haitian government estimates that over 316,000 people were killed, and it may have even affected more than three million. It sure affected me!

During those first few days we all watched (on high definition TVs) the drama unfold from our own living rooms. Things were quite different in our home, and I knew that what I was witnessing would not only change my personal life forever, but also how I viewed my business.

and news media which escalated into a large rescue effort of getting medical personnel and supplies into the country.

One day I'm attending staff meetings and talking to potential new clients, and the next day I'm getting hundreds of phone calls from people all over the United States asking what they could do to help Haiti.

With no end in sight, I very quickly realized that the Property Management business that I had built was not going to just stop or even slow down while I focused on getting my wife and daughters home safely. It may have even grown the business because of it.

**Be prepared for the worst and remember
to thank your team when they pull you through it.**

My wife and I had gone on a medical mission trip to Haiti in May 2009. That's right, I'm a property manager in San Antonio Texas, but when I'm in the mountains of Haiti, I'm a pharmacist. That mission trip opened our eyes to some answered prayer, and two months later we went back to the capital city of Port-au-Prince to bring Fedeline Noel (age 17) home. For over five years she had been living in a Haitian orphanage and never really had much of a chance at life.

Fedeline still had family and friends in Haiti, and for days after the earthquake had no way of knowing if they were dead or alive. She would come to us in tears begging us to go to Haiti to help. To make things worse there were two other little girls, Christelle (age 12), and Lonise (age 5) living in the same orphanage, calling us "Mommy and Papi." So helping Haiti was what we did.

HELPING HAITI!

My wife Laura was one of the first responders with a team of doctors on a private plane out of San Antonio a week after the quake hit. As the weeks continued I became the "go to" guy for our local press

So the team took over for me. They took on the extra burden of covering for me, in the day to day work that is our business. The calls, the paper, the people and the drama. I'm sure they handled things in my absence that I still today haven't a clue of.

After a few weeks my wife and I were able to trade places, for what I thought was going to be a short

Continued on page 20



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CHAPTER Spotlight

SHEDDING SOME LIGHT ON THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES.



Jennifer Stoops is Sales Manager for the Property Management Division of Park Avenue Properties overseeing nine Property Managers in four different regions. She has been a member of NARPM® since 2007 and has served as Charlotte Chapter Treasurer and Vice President and is the current Charlotte Chapter President.

Charlotte, NC

The Charlotte Regional Chapter of NARPM® is an ever changing and growing organization. We are always looking for new and better ways to grow our Chapter, share with one another and our affiliate members and give back to our local community. The Charlotte area has experienced many changes over the last few years. Some of these changes, such as the collapse of the banking industry have been concerning, while others such as the relocation of the Electrolux and Husqvarna headquarters to the area have been exciting. The announcement of the Democratic National Convention being held in Charlotte in 2012 was a great morale booster for the area as well.

Whether economically concerning or exciting, all of these changes have created tremendous opportunity for our rental market and our Chapter members. Our Chapter prides itself in the sharing of information and the camaraderie among its members. We have members that have been in the industry for years and members that are new to the business of Property Management. We are also fortunate enough to have several affiliate members that belong to our Chapter. The Charlotte Chapter is made up of a diverse group with a wealth of information to share and learn from one another.

as the folks that attend. Changing our schedule has increased our attendance and has also allowed for the ability to book some fantastic educational speakers that benefit all of our members including affiliate members who attend.

Our affiliate members are a tremendous asset to our organization. Their participation helps reduce our cost for our NARPM® members. Due to our increased affiliate membership, our NARPM® members do not have to pay Chapter dues. The affiliate members bring a range of experience and businesses to our organization. From glass repair to IT support, movers and restoration services, our affiliates are an integral part of our chapter. We pride ourselves in using services from within our organization. This has been a great benefit to all members.

Philanthropy is a very important aspect of our group. We have coordinated a food drive donating food to the local homeless shelters and food banks. We have worked at charitable events such as a haunted house in which the proceeds benefited local animal shelters, worked at the Habitat for Humanity REALTOR® Care day and presently we are working with local women's and homeless shelters to come and prepare and serve food. These activities not only

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It is a bonding experience that is very beneficial.**

Seeing changes going on all around our area prompted us to take a look at our organization and determine changes we may need to make as well to benefit our group and continue to grow. One of the most recent changes we made was changing our meeting schedule from monthly to bi-monthly. These days folks are so busy running their businesses that our attendance seemed to be dropping when that once a month meeting would come around. It seems like you just left a meeting and the next one was already upon you. While we all understood that these meetings are truly a benefit, they are only as good

make you feel good, but bring our group together on a level outside of property management. It is a bonding experience that is very beneficial.

Presently, Charlotte is the only Chapter in the State of North Carolina. The Charlotte Chapter, like all Chapters, has goals we are working toward. Our primary goals are to increase and maintain membership and to help new Chapters across our State that are looking to get started. The NARPM® organization has been such a benefit to our industry. We look forward to watching not only our Chapter grow, but the NARPM® organization as a whole. 🏡

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Shawn in Boca Raton, FL

*Based on data from comScore Media Metrix.

REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME.



John R. Bradford, III, RMP®, started Park Avenue Properties on a part-time basis with two other partners as a real estate development firm. In early 2007, John became the firm's sole owner, moved the office to its current location and re-invented the firm into a real estate and property management firm. John is a past president and vice president of the Charlotte Regional Chapter. He has also served as a national vice-chair on the Member Services Committee, as well as a member of the Long Range Planning Committee.

The RVP Bulletin

The East Region Conference was a huge success! Thank you to the three Regions (Southeast, Northeast and North Central) that pooled our resources to put on one heck of an event. I had fun and the feedback was great. It energized me to get back to the office and make some money. One way for my firm to do this was to relocate into a larger and sexy space. By "sexy" I mean hip, trendy, modern and something that makes a powerful first impression.

space. Even if you do not need more space, you may want to make a change into a newer facility. After all, first impressions are helpful to closing business. Our office needed more room and a sexier space to run our business. We purchased a building that was formerly a swanky environmentally-safe drycleaners—one of a kind in the country. I guess they were a bit too swanky as the price for cleaning a single garment impacted their customer base and eventually drove

Even if you do not need more space, you may want to make a change into a newer facility. After all, first impressions are helpful to closing business.

That said, we are just finishing two weeks of packing, moving, unpacking, repacking and unpacking again (See #9 below) into our new Park Avenue Properties' headquarters. This process has been painful but two weeks from now I will be laughing and celebrating the end result over cocktails with my very patient and supportive team. For my RVP article I thought it would be therapeutic to discuss expanding and updating the physical office as well as share the lessons we learned while retrofitting and moving into our new office.

As our industry continues to prosper many of you may find yourself in a situation where you need more

them out of business. We took advantage of their misfortune and purchased it from the bank. It took us nine months to hire an architect to design our new office, create required sealed plans and renderings on paper, submit the plans and obtain County permitting, hire a general contractor and, lastly, move into the new space.

I have listed ten lessons learned that I would like to share with you:

1. Financing is still a tough sell in the commercial sector. You should prepare yourself for 30% LTV and terms with 15-20 years amortization and a 60-month balloon. If you find 20% LTV lock it down.
2. Anything "commercial" simply costs more. Do not say it's for "commercial" unless you absolutely have to as the price point for the same product/service jumps 1.5 times or more.
3. Carpet tiles are definitely the way to go for an office to help dampen noise and still have a classy look. Plus, you can replace one carpet tile if a stain magically appears.
4. A general contractor can make or break you—both in time and money. Do your best to make



Continued next page

Northwest: Tom Guyer, MPM® RMP®

Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

Pacific: Richard Vierra, RMP®

California, Nevada, Hawaii.

Southwest: Carolyn Rogers, MPM® RMP®

Utah, Arizona, Colorado, New Mexico.

North Central: Andrew Propst, MPM® RMP® CPM®

North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana.

Northeast: Andrew Propst, MPM® RMP® CPM®

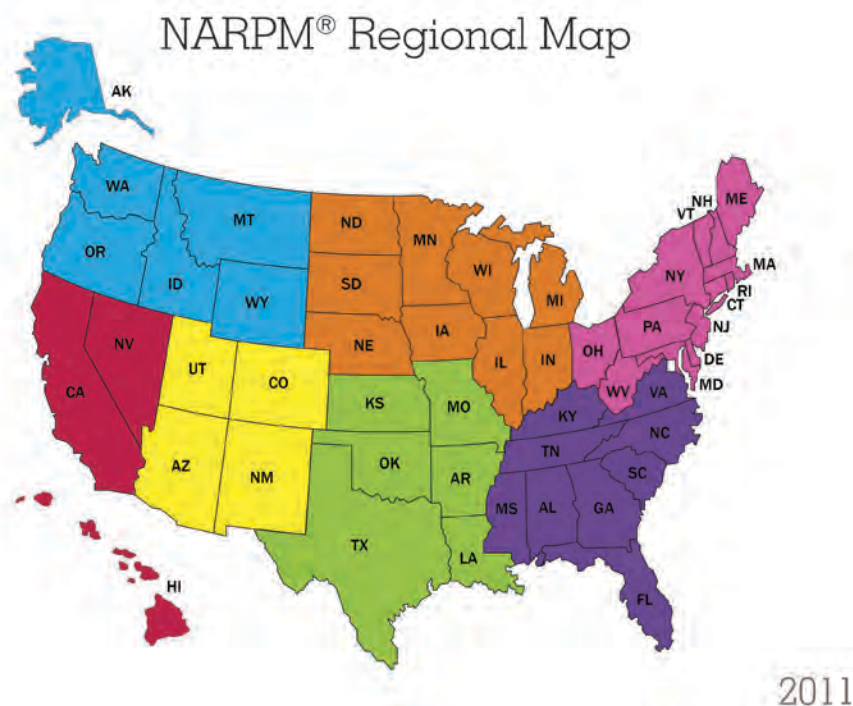
Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Ohio, West Virginia.

South Central: Stephen Foster, MPM® RMP® CCIM®

Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

Southeast: John R. Bradford, III, RMP®

Virginia, North Carolina, South Carolina, Georgia, Florida, Kentucky, Tennessee, Alabama, Mississippi.



Continued from previous page

- sure he/she has a good labor pool and plenty of back-up labor as these workers turnover every few weeks.
5. Do not have anything valuable delivered to the job site until you absolutely need it. It will walk and you will be forced to buy things twice.
 6. Use a lock box system for key management and change the combination code every few days and only tell the general contractor the new code.
 7. Prepare yourself that the HVAC thermostats will be set for a frigid 60 degrees and the doors will be wide open—all the time. Ugh.
 8. Nails, screws and cigarette butts will be scattered all over the parking lot so park in the street or in the parking lot next door. Your car tires will appreciate the gesture.
 9. County inspectors have a “God” complex. Do not move a single item into the building until a Certificate of Occupancy has been issued. He/she can make you move everything out of the building even if it is just for a 10-minute final inspection.
 10. Do not pay the general contractor’s final bill until you have tested every power outlet, CAT-5 jack, electrical switch, door knob, faucet, etc. You have the right to be very thorough on your final punch list and walk-through.

In the end, the process is well worth the challenges associated with construction and moving. I encourage you to invest in your facility one way or another. Add some new paint colors, update the old fixtures, purchase some new rugs, add a flat panel TV somewhere, etc. I challenge you to try and impress your staff, current customers and new clients by showing them that you realize the value in a nice work environment. It will pay big dividends in the long run. 🏠

Continued from page 7 “Grants”

ADVERTISING GRANT

The Advertising Grant provides \$500 to any Chapter that will use the funds in promoting their chapter by advertising at the local or state level REALTOR® association. NARPM® has marketing material already developed to enhance this promotional effort with their “Why Use One” campaign. The “Why Use One” campaign fliers can be distributed at REALTOR® events or by advertising on the REALTOR® association web page.

OBTAINING GRANTS

To locate the opportunities on the NARPM® website you will first need to log in with your member ID. Follow this path: NARPM.org; Members; Tools; Chapter Leader Tools; Chapter Leader Handbook; Support Services.

The grants need to be applied for by November 30th of each calendar year in order to receive funds for that year. Upon the completion of each grant, activity information on how the funds were used should be submitted to NARPM®.

The availability of the grants is a golden nugget in our difficult economic times. As the premier organization for residential property management, NARPM® has provided its members with three great opportunities to help build our chapters and further the NARPM® organization’s mission through networking, education, and promotion of its members. 🏠



Scott Abernathy, RMP®, has been managing properties since 1989, when he bought his first triplex, while he was still serving in the U.S. Air Force. He graduated from Middle Tennessee State University in 1994 with a minor in Real Estate. He has recently partnered in a joint venture with Reliant Realty in Nashville, Tenn. to open their property management division. After all these years sometimes he still wonders “what the flip” he is doing.

A Property Manager's Perspective What Happened to Rents?

We've all heard about the horrible economic environment in which we currently live. The bad news is all over the radio, television and Internet. Everywhere you look, you see unemployment rates rising, business closures and news about the unstable housing market. The last one is of most interest to us.

I have been in property management since I bought my first triplex in October 1989. Since then, I have been very involved in real estate organizations such as the National Association of REALTORS®, Real Estate Investors of Nashville and, my favorite, the National Association of Residential Property Managers (NARPM®). In this time, I have found that residential property managers are treated like the redheaded stepchildren of the real estate industry (no offense to all you redheaded people with stepparents). The property manager has been seen as the agent scraping for pennies, earning their \$57.75 per month on a cheap unit. He is the “slumlord” who takes care of the low income housing. She takes the job nobody else wants to do. Therefore, when the market began to change in 2007, I started to do the profit dance. I thought, “Finally, it's the property manager's turn.”

Until late 2007, times had been tough for property managers. According to the U.S. Census Bureau, the homeownership rate peaked in the second quarter and fourth quarter of 2004 at 69.2 percent. That left only 30.8 percent of the population as our tenant pool. The homeownership rate remained very high through the third quarter of 2007. Then, banks all but stopped financing houses, and sales slowed to a halt, sending rates into a nosedive. By the third quarter of 2010, the rate was 66.9 percent. This rate appears to be stabilizing but is still relatively high given other historical values.

A drop of 2.3 percentage points doesn't sound like much until you put it into real numbers. The total number of housing units in 2009 was 129,925,421. That means there were approximately 2,990,000 more potential tenants in the market in 2009 as compared to 2007.

With the homeownership rate dropping, financing getting almost impossible and another 3 million possible tenants in the market, the following was easy logic for me. If people can't buy houses, they must rent them. I hired an extra staff person in anticipation of the increased rents and business that were bound to come in. I worked hard, brought in new owners, increased my inventory and started marking up the rents. To my surprise, nothing rented. I couldn't believe it. What was going on? I had many discussions with my NARPM® friends across the country and learned they had similar concerns. I struggled to figure it out.

Again, according to the U.S. Census Bureau, our national vacancy rate peaked in the third quarter of 2009 at 11.1 percent which is higher than it had been since 1965 (the extent of my research). Going deeper into the statistics, there was a 1.2 percentage point increase from the third quarter of 2008 to the third quarter of 2009 (from 9.9 to 11.1 percent). Historically there had never been such a sharp increase in the vacancy rate.

Now, think back to your business in late 2008 and early 2009. If it was anything like mine, the inventory was stacking up and properties weren't renting at any price. The sales agents who were still around were hungrier than I was because even less was selling. It was like the entire world stopped rotating for a few months to catch its breath.

By the time 2008 ended, I rapidly realized I wasn't as smart as I thought. What had happened to the rental market? Where did those 3 million prospective tenants go? When was this bleeding going to stop?

Finally, given no other options, I had to succumb to the market forces and reduce my rents to fill my units. In some cases, rents have decreased in excess of 20 percent. With reduced rents comes reduced income, not just to me but to my clients as well. So how do I explain to my owners this counter-intuitive position?

STATISTICS AND CHANGES IN MARKET

Now I'm going to get out of the statistics and explain what I saw in my own market. Maybe this will be the same for your market as well. If not, I'd love to know what you saw.

First, our community, Murfreesboro, Tennessee, just southeast of Nashville, has been in a major growth mode for more than a decade. Propelled by transportation, manufacturing and new home construction, this market seemed to have no end. Since the tech bubble popped in 1999, we all kept hearing that real estate was next. Then 2000 passed, 2001 came and went, 2002, 2003, and so on. The real estate bubble never popped. We all knew in the back of our heads that it was coming, but after hearing it so much we just didn't believe it. Therefore, when it finally did happen, the construction industry still didn't believe it and continued building homes. After a while, around mid-2008, reality set in on the local contractors. Many were turning in keys to banks and giving up, but the larger ones started selling new homes to investors for 70 to 90 cents on the dollar just to reduce their inventory. These investors were thrilled to get the deal and promptly turned them into rental homes.

Second, the slow market didn't affect only contractors. Existing sales had all but halted. Many would-be home sellers had no choice but to do something with their property. Some had job transfers, divorces, tragedy in the family or unemployment. They continued to reduce their prices until they owed more than they could fetch for the property. Then they would learn that to sell the house they would have to pay an enormous amount of money. This is a hard pill to swallow, so they looked for other exit strategies for their house. The obvious choice was to put the house on the market for rent. These people I refer to as "Reluctant Landlords."

Third, we have all heard of the huge foreclosure rate going on in the country. The normal run-of-the-mill homebuyer has a difficult time taking advantage of these "deals" because most require all cash either the same day of the auction or the next day. Therefore, a huge number of these auctioned properties were snapped up by investors, who were excited about the bargains they were getting. Many of them were landlords and promptly put them on the market for rent. The rest soon learned that selling would be difficult, so they also put them up for rent.

These three situations are what caused the huge increase in inventory on the market. Combine the "Reluctant Landlords," new home investors and foreclosure bargain hunters, and almost overnight the market was flooded with rental houses.

WHERE ARE ALL OUR TENANTS?

So what happened to all of our prospective tenants we were expecting? When a family loses their

home to foreclosure, they have got to go somewhere. Most did not go live on the street, but some did. However, I don't believe homelessness is what caused the decrease in demand. What our market was experiencing was combined families. Many displaced people were moving in with parents or other relatives, and therefore not filling a vacant rental property.

Another demand problem comes back to the construction industry drying up. Many construction jobs were performed by illegal aliens. When the jobs went away, so did they, leaving vacancies behind. Now, I didn't rent to a lot of illegal aliens, but someone did, filling a unit that would otherwise be on the market.

So, now that we know what happened to our rents, where will they go from here? As you have already learned, I am not as smart as I once thought I was, so the following is my humble opinion, given what I'm currently seeing in my market.

We are seeing very little new construction now. New home permits have been almost non-existent since mid-2008. Therefore, that is one of the inventory issues that shouldn't be a problem until the general economy improves considerably.

Foreclosures are here to stay. We will be dealing with them for some time to come, and many of them will be purchased by landlords. However, many investors are finding that they are not the bargains they once thought. There is much more deferred maintenance on these homes than expected, and the expense is wiping out the "deal" they thought they were getting. With that all being said, this will be a steady source of new inventory coming onto the rental market.

Reluctant Landlords will also continue to be a problem for inventory. Owners are going to continue to be more likely to put their house up for rent than bring \$20K to the closing table. As the market improves, these will disappear, but that may be some time away.

In my market, we are already seeing capitulation from either the parents or the children (and sometimes grandchildren) who are living together. In our independent American society, we can only go so long living with family. I foresee many vacancies being gobbled up by these folks as their job situation improves.

I believe as the economy and jobs improve, banks are still going to be stingy with their loans, and the homeownership rate will still decline a little, opening up even more potential tenants for us. I have already seen stabilization on rental prices and even a little uptick. We are probably going to ride the bottom of the market for a few more months. All in all, I believe I was right in the beginning—it is the time for property managers in the real estate industry. It just didn't happen immediately as I expected, but it's happening now. 🏠

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Continued from page 12 "Thanks"

trip back to Haiti to bring our other two daughters home on Humanitarian Parole. My short trip became a very long month spent in the aftermath of the earthquake and I gained a new look and appreciation on life, our family, and my business.

In March we were reunited in Miami, Florida at a home ran by the United States Citizenship and Immigration Service (USCIS), and our girls were finally placed into our custody and allowed to come home to start their new lives. This proved to me and many others, that a blessing could come from such a horrific event. This process normally takes two years.

WHAT WILL YOUR EVENT BE?

The fact is you won't know until it's here and when it's here, it's too late. My life and business changing event was an earthquake in Haiti. I never planned for it to happen, it just did. What's been amazing to me is how this has opened doors for me to share with others about my faith, and the experiences that our family went thru during this past year. It has also given my colleagues an opportunity to share with me some personal war stories like; a breast cancer diagnosis, an automobile accident, or losing most of the properties you manage to a hurricane.

There were others who have had both a life (the birth of twins) and death (passing of a spouse) rock their lives this past year and put their teams to the test. Even something like accepting a position as President of a local Board of REALTORS®, or the National Association of Residential Property Managers will take you away from the routine of your work and test your team.

IT'S TIME TO SAY THANKS!

As I have gotten plugged back into the business of property management I'm reminded that in this past year; new clients and business contacts were made, repairs and problems on the properties were fixed, and all the owners got paid.

I owe a debt of gratitude to my baby brother (and Broker) Brian Birdy, MPM®, RMP®, who enabled me to take what he referred to as a "sabbatical" from my business. I want to publicly commend him for having the systems in place to step in and take over my business while I was gone. I also want to send a huge "shout out" and thank you to every member that makes up the Birdy Properties and Birdy Maintenance Teams!

So when your making your plans for your Property Management company this year, be prepared for the worst and remember to thank your team when they pull you through it. 🏠

A LETTER FROM MARK KREDITOR, MPM® RMP®

PAST PRESIDENT OF NARPM®

As you make your plans to come to Dallas, Texas to attend the 23rd NARPM® National Convention please consider playing in our 2nd Annual Past President's Golf Tournament.

Started last year in Seattle by past president Bob Machado, MPM® RMP® (I always follow Bob), this year's golf outing on Tuesday, October 18th at 8 a.m. should be even more fun.

Aside from being famous for our white sand beaches and mountain ranges, Dallas really is a golfer's paradise. This year we have secured the Masters course at Club Corp's Brookhaven Country Club, one of the most spectacular golf experiences a NARPM®

member can share.

The tournament will be seated by ability to allow all players to compete equally, in other words everyone is welcome and we encourage you to participate.

This year's charity is The Vogel Alcove, an amazing childcare center for the homeless in downtown Dallas. This shelter, started in 1987 has provided over 12,500 homeless children quality child care from a caring staff of teachers and therapists. The center has added extensive programs to address the psychological problems of homeless children as well as social services for their families. Over the years celebrities like Izhak Perlman, Harry Belafonte, Marvin Hamlisch, Liza Minelli and Lyle Lovett have performed fund raising performances for this very special day care facility. But none can compare to the direct connection NARPM® has in all our communities as we face head on the challenges so many families have with housing. It is our

hope every NARPM® chapter will sponsor a hole and we ask each of you to make a donation to this wonderful cause.

At the regional meetings throughout the country where the charity and tournament have been discussed, our members have pledged nearly \$30,000 toward our goal of \$50,000. Please participate as a golfer on October 18th and make a donation to support this wonderful event.

Past Presidents Bob Machado, MPM® RMP®, and Chris Hermanski MPM® RMP®, will contribute their expertise in making this one of the great NARPM® events surrounding this year's convention. We will be back to the hotel in time for everyone to join the President's tour of Cowboy stadium.

For more information call Mark Kreditor at 214-522-5700 ext 3 or mark@gtfrealty.com. We also need volunteers for the event so please contact me if you would like to help with the event. 🏠

DON'T WAIT TO REGISTER!



The past presidents of NARPM® invite you to join them at their annual Golf Tournament to benefit a local charity of their choice. This year's event will take place on October 18, 2011.

Fore!

SPONSORSHIPS

Thank you to our golf tournament sponsor for their support!

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DONATIONS

- ☐ **Friend of Vogel Alcove**
Help us help Vogel Alcove with a suggested donation of \$100 or a \$_____ donation of your choosing.

GOLFERS

Help us reach our goal of 100 golfers to participate in this exciting first-year event! Don't be shy—all skill levels are welcome. Just come on out to the green for a great time with your fellow NARPM® members and support this year's charity, Creative Living Options.

Current golfer count: As of June 27, 2011.

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NARPM® 23RD ANNUAL CONVENTION PAST PRESIDENTS' GOLF TOURNAMENT BROOKHAVEN COUNTRY CLUB, 3333 GOLFING GREEN DR., DALLAS, TX

In the interest of networking and fellowship, the tournament director will place all players on a team based on their ability.

EVENT REGISTRATION

Deadline is September 10, 2011

Name _____
Company _____
Address _____
City/ST/Zip _____
Phone _____ E-mail: _____

LEVEL HANDICAP

☐ A) 0-10 ☐ B) 11-18 ☐ C) 19-28 ☐ D) 29+

COST & PAYMENT

\$150 per golfer

- ☐ Club rentals available at \$55 per person. _____ sets needed.
☐ Male -or- ☐ Female ☐ Right-handed -or- ☐ Left-handed
☐ Check# _____ enclosed for \$_____ payable to NARPM®.
☐ Please charge \$_____ to my ☐ VISA ☐ MC ☐ AMEX ☐ Discover.
Card # _____ Exp. Date _____
Security Code _____ Cardholder _____
Signature _____
I authorize NARPM® to charge my credit card.

Send registrations to play golf by mail to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320; by fax 866-466-2776; or by email info@narpm.org.

THIS YEAR'S CHARITY

Each year, the NARPM® Past Presidents' Golf Tournament will benefit a charity of the Tournament Chair's choice.



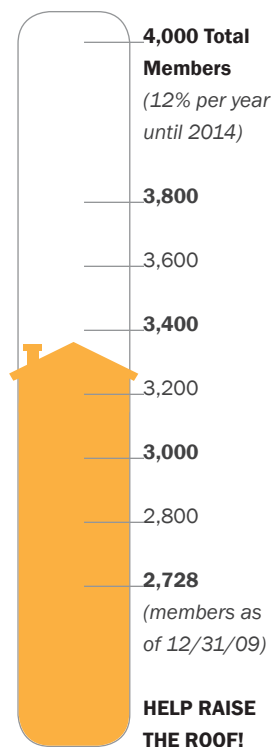
Since 1987, Vogel Alcove has provided amazing services to the homeless of Dallas. 24% of Dallas' homeless are children. Vogel Alcove provides these children with food, clothing, education, sensitivity curriculum, medical and dental care and a host of other services without charge. In addition, Vogel Alcove and their staff provide screening for developmental delays, play therapy, and speech occupational and physical therapy. Parenting programs are also available covering the challenges of surviving depression, anxiety issues, and parenting matters. Many of their services are provided in Spanish. Several families in our community have been touched by Vogel Alcove. It is an honor to tell this story and raise awareness and support for the Alcove through this year's Past President's golf tournament. I'm very proud to see so many property managers help support the ongoing fight from homelessness.



National Association of Residential Property Managers

MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM MAY 17 - JUNE 23, 2011.



Robert Chadderton
Ahwatukee Realty & Property
Management
Maricopa, AZ
520-568-3572

Thomas Clark
A+ Realty Management, Inc
Spring Hill, FL
352-596-1119

Robert Copeland
Rob Copeland Property
Management, LLC
Fairhope, AL
251-928-4224

Mike Dexter
Carnahan-Dexter Property
Management
Woodland Hills, CA
808-999-2101

Mark Downey
Mark Downey & Associates, INC
Pensacola, FL
850-941-4663

Jim Fey
Broker South Real Estate Partners
Nashville, TN
615-297-8543

Ash Fisher
Century 21, Fisher & Associates
Tampa, FL
813-251-1638

Heather Glencross
ERA Colonial Real Estate
Austin, TX
512-452-7755

Olga Glenn
Jennette Properties, Inc
Sarasota, FL
941-953-6000

David Goldberg
Goldberg Group Property
Management
Clarksburg, MD
301-233-6501

Krista Gonsales
Mary M. Love, REALTOR®
Kailua-Kona, HI
808-329-4813

Marcus Green
Keller Williams East Valley
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480-420-6468

Lisa Hall
Lisa Hall Realty, Inc
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727-742-5830

Troy Harrison
The Rent Bridge, LLC
Lake Worth, FL
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Charles Hernandez
Realty World Platinum
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Stephanie Jackson
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Associates CRMCM®
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Jonas Judd
Legal One Property
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Robert Kamm
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Kathryn Larkin
The Place Apartments
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Sylvia Lee
REMAX Kai Lani
Kailua, HI
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Dandan Lee
Skyline Properties Group, Inc.
Acworth, GA
678-978-1858

Todd Lewis
Rental Link
Fort Myers, FL
239-437-1800

Cynthia Liparini
PCF Management Inc
Ellitcott City, MD
410-480-5200

David Lowrey
Stress Free Property
Management, Inc
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813-831-7368

Donna McGee
Rapp Management Company, Inc.
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Valarie Miller
Exit Real Estate Solutions
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Avenue West Corp. Housing
Colorado Springs, CO
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Robyn Mosner
RPM Austin
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Kathy Murphy
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678-235-3000

Patsy Oakley
RE/MAX Preferred REALTORS®
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210-483-5000

Lou Olerio
Lou Olerio Company
Dallas, TX
214-520-1333

Kirby Pearson
Pearson Group Management, LLC
Chicago, IL
773-325-2800

PROFESSIONAL MEMBERS

Janet Allen
Realty Executives Wigwam Prop.
Litchfield Park, AZ
623-935-2439

Maya Baker
Seville Real Estate
Irving, TX
214-223-8899

Darlene Barnard
Real Estate Management Group
Missoula, MT
406-532-9300

Neal Barnes
Starstate Property Management
Austin, TX
512-773-7744

Debra Bramlett
Colorado Casa REALTORS®
Colorado Springs, CO
719-227-7200

Kimberly Pearson Wahl Champion Real Estate Tyler, TX 903-581-7117	Marlene Takara Takara Property Management LLC Aiea, HI 808-292-4349	Business Rating and Reviews John Hearn Vista, CA 800-217-7903	Gloria Del Real Smith Realty Salinas, CA 831-751-9600
Kristy Philbrook The Property Shop of AR, Inc Pine Bluff, AR 877-720-5088	Ellen Takatori Mark-It Properties, Inc Mooresville, NC 704-500-6727	CoreLogic SafeRent Michael Brown Largo, FL 866-204-7648	Alea Eslinger Fox Management Inc. Portland, OR 503-280-0241
Greg Plimpton Bartow Real Estate Group Cartersville, GA 770-387-3196	Mark Tietge Real Estate and More Glendale, AZ 623-561-6673	Davey Tree Expert Company Dietrich Smith San Diego, CA 619-229-5000	Karen Husky Fox Management Inc. Portland, OR 503-280-0241
Lisa Porter Real Estate Management Group Lakewood, CO 303-962-8866	Robin Toro The Maricopa Real Estate Company Maricopa, AZ 480-215-1258	Extreme Landscape & Management Clint Estremo Vista, CA 760-216-6704	Fred Nohr Smith Realty Salinas, CA 831-751-9600
Dianne Pratt Pratt & Associates Realty Buford, GA 770-831-7701	Heidi Van Rent City Property Management Elk Grove, CA 916-601-8134	Johnson Agency Charles Johnson Waco, TX 888-454-3993	Shannon Norgord Milestone Real Estate Services Colorado Springs, CO 719-260-6871
Danice Ratterree Exit Realty All Stars Sebring, FL 863-402-0005	Lynn Weekley Bartow Real Estate Group Cartersville, GA 770-387-3196	Judith B. Wolk LLC, Attorney Judy Wolk N. Charleston, SC 843-207-7188	Corrine Otero Kellogg Agency Rio Rancho, NM 505-896-1750
Stacey Rogers Himalaya Homes, INC Lake Stevens, WA 425-377-8600	Joseph Weinstein Atlantic & Pacific Real Estate San Jose, CA 408-694-6896	MFS Supply Kevin Elvington Solon, OH 800-607-0541	Sally Poe Fox Management Inc. Portland, OR 503-280-0241
Sandra Santiago Coldwell Banker Morris Realty Punta Gorda, FL 941-637-1090	Andrew Welch Paramount Property Management Group Port Orchard, WA 360-874-0500	Property Rentals On The Net INC. Mary Ann Moore Toronto M58 2J0, ON 800-830-9692	Cassandra Tanabe Prudential Locations, LLC Honolulu, HI 808-738-3100
Joseph Schmitt Arizona Platinum Realty, LLC Scottsdale, AZ 480-656-0288	Kenneth Wheeler Four Star Georgetown, LLC Savannah, GA 912-920-5474	PropertyManagementPros.com Greg Babbitt Bluffton, SC 843-641-3678	John Torres Zenith Properties NW, LLC Vancouver, WA 360-816-9751
Karen Stephens Robert Massey Co, Inc Louisville, KY 502-459-7070	Cheryl Wu TC Property Management Vienna, VA 571-318-6884	Spartan Plumbing Michael McInnis Tucson, AZ 520-617-1000	Laurie Watts Fox Management Inc. Portland, OR 503-280-0241
William Sterling Sterling Property Management Monterey, CA 831-643-9400		<u>SUPPORT STAFF</u>	Kaitie Weir Fox Management Inc. Portland, OR 503-280-0241
Sheila Stokley Stokley Properties Walnut Creek, CA 925-658-1415	<u>AFFILIATE MEMBERS</u> Burns Pest Elimination Brandon Bosshardt Tuscon, AZ 520-882-4776	Kelley Callaghan Burkhamer Property Services LLC Montesano, WA 360-249-2740	

AMBASSADOR Program

EARN REWARDS AND ACHIEVE AMBASSADOR STATUS FOR REFERRING NEW NARPM® MEMBERS.

Who better to spread the word of the benefits of NARPM® than its members? To achieve Ambassador status, you must refer five new members in one year. You will then receive an award certificate and a \$200 NARPM® credit that can be used toward your annual dues, upcoming events, education classes, and more! You can earn multiple award certificates in a 12-month period, so be sure you continue referring new members even after you have achieved Ambassador status.

What Would **YOU** Do with \$200 NARPM® Dollars? Dues? Education Classes? Convention?

MAY 17, 2011 - JUNE 23, 2011

NEW MEMBER

Gloria Del Real
Fred Nohr
Janet Allen
Robyn Mosner
Kristy Philbrook
Kathy Murphy
John Hearn
David S. Goldberg
Marlene Takara
Cheryl Wu
John Torres
Patsy R. Oakley-Sowell
Sylvia Lee
Valarie A. Miller
Stephanie Jackson
Michael McInnis
Donna L. McGee
Jonas Judd
Dandan Lee
Dianne Pratt
Shannon Norgord
Kelley L. Callaghan
Jim Fey
Marcus Green
Robin Toro
Karen Husky
Alea Eslinger
Sally Poe
Laurie Watts
Kaitie Weir

REFERRING MEMBER


Barbara J Smith
Barbara J Smith
Carl Anderson
Chris Warren
Christina Hogan
Cindy Rampley
Clint Collins
Cyndy Van Mater
Darcie Kaneshiro
Dave Goldberg
Denny Miller
Florence Terrell
Jerry Bangerter
Kaera Mims
Marc Banner
Melody Ogden
Peggy Rapp
Robert Goldman
Robert Locke
Robert Locke
Robert Lynde
Sandy Burkhamer
Scott Abernathy
Tammy Billington
Tammy Billington
Tressa Rossi
Tressa Rossi
Tressa Rossi
Tressa Rossi
Tressa Rossi

1. Contact NARPM® National for Membership Application brochures. Upon request, National can mail the application directly to the prospective member.
2. The 12-month period to obtain five new members starts the day the first application is processed.
3. When the fifth application is received, an award certificate and a recognition certificate will be issued and dated. A \$200 NARPM® credit will also be issued.

2011 AMBASSADORS


Dawn Crawford, MPM® RMP®	Cherie Ruchty
Theo Montgomery	Paul Arrington
Molly Anderson, RMP®	Sally Ankers, RMP®
Traci Lewis Vancamp, RMP®	Mary Rinaldi, MPM® RMP®
Jayci Grana, MPM® RMP®	Lynda Ghaedi
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Burns Pest Elimination
Carrington Property Services
Cbeyond, Inc.
Centex House Leveling
Coastal Reconstruction Group
Cook & Company Ltd
CORT
CoSign My Lease
Defender Direct
DocuSign Inc.
East Coast Public Adjuster TX
First American RMS
Hart and Associates
Health Advocate Inc.
Heather Grimes R.E. School
IronStone Bank
JGS Insurance
Johnson Agency
LandlordSource
Merchants Information Solutions
Meternet
Mobile Insurance Agency
Mutual of Omaha Bank
NCSPLUS, Inc.
New Empire Group
Nu-Set Lock
OPTIONS
Oracle Financial Services
PayLease, Inc.
Peachtree Business Products
Preferred Property Managers, LLC
Property Management Inc.
PropertyManagementPros.com
QCI - Structural Solutions
Regal Restoration and Remodeling
Renters Legal Liability
Resolve Partners, LLC
Scent Tek
Servpro of Campbell
Social Eyes Marketing
Southwest Recovery Services
Starker Services, Inc.
Supra
TenantAccess, Inc.
The InfoTech Group LLC
United Refrigeration
Unitrin Direct Preferred Insurance
Utah Apartment Association
Venturi Clean
WeCosign, Inc.
World Connections Travel Inc.

INTERNET TOOLS/MARKETING

All Property Management
Apartmentratings
Business Rating and Reviews
FreeRentalSite.com
Grand Terra LLC
HomeTownRent.com
Hotpads.com
Landlord Solutions
Manage My Property
MMM Limited
MOVE Inc.
MYOWNREALESTATE.COM
Pointwide.com
Property Management Profile, LLC
Property Rentals On The Net INC.
Providence Mgmt & Investments
RealRentals.com
Rent.com
Rent2Buy America, LLC
Rental Ads
Rental Source
Rentalhunt.com
Rentals.com
Rentbits Homes
Rentfeeder Inc
Runzheimer International Ltd.
WalkThruInspections.com
Xpress-pay.com
Zillow, Inc

LEGAL SERVICES

Boltz Law
Judith B. Wolk LLC, Attorney
Law Ofcs of Heist, Weisse & Davis, PA
Law Office of Daniela Pavone
Pre-Paid Legal Services, Inc and
GoSmallBizz.com
Privacy Solutions, Inc.
Provizer & Phillips PC

MAINTENANCE

Able Restoration
Alpha Pest Control Inc.
Archipelago Services LLC
A-ROCK Property Preservation
Artistic Solutions Landscaping
Belfor Property Restoration
Crime Clean of Texas, Inc.
Davey Tree Expert Company
Delta Mechanical Inc.
DMC Construction
Earth's Best Natural Pest Mgmt
Empire Today LLC
Extreme Landscape & Management
Flood and Fire Medic, LLC
KYS Construction, LLC
MFS Supply
Mr. Rekey Locksmith Services
Mr. Rekey Locksmith Services
MSN Construction and Management
Corporation
Orkin, Inc.
RR Roofing
Service Master Cleaning & Rest
Sherwin-Williams Company
Spartan Plumbing
The Siding Specialists, Inc.
Western Mold Pro, Inc.

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AppFolio, Inc.
BuildingLink.com, LLC
Buildium
HERO PM
Hoamanagement.com Inc.
Planet Synergy, Inc.
PROMAS Landlord Software Center
Property Genie
PropertyBoss Solutions, LLC
Propertyware, Inc.
Rent Manager
Rentec Direct LLC
RentJuice
TRexGlobal.com

TENANT SCREENING

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Alliance 2020
Background Info USA
Beacon Background Screening Services, LLC
Clear Screening
Contemporary Information Corp.
CoreLogic SafeRent
Credit Investigators, INC
E-Renter USA
LexisNexis Resident Screening
Microbilt
MOCO, Inc.
MocoInc-The Information Source
National Tenant Network, Inc.
Rapid Credit Reports
Reliable Background Screening
Resolve Partners, LLC
SARMA
StarPoint Screening
Tenant Approve
Tenant Screening USA
Trans Union Rental Screening Solutions
TVS Tenant Verification Service, Inc

2011 Designation Candidates

(since 2010 convention)

RMP® CANDIDACY

Laurel Anderson
Karen Birdy
Russell Birdy
Jason Bostick
Celine Cantwell
Anika Dixon
Dennis Dodson
Verna Eguire
Joel Elliott
Benjamin Farham
David Haas
Randy Halsne
Porsche Harvey
Claudia Host
Elizabeth P. Ishimitsu
George James
Jonas Judd
Jorgette Krsulic
Cheryl Y. Kunimoto
Stephen Lankford
Donna Lasater
Melissa Lofton
Kevin Mackessy
Diane Marr
G. Wayne Marinik, Jr
Robert Massey, Jr.
Charlene Minor
Todd Monohon
Amy Newell
Brandi Oshiro
Benjamin Parham
Pam Penor
Dana Possick
Craig Richey
Matthew Ridings
Daniel Riley
Melissa Riqueres
Kevin Rose
Tressa Rossi
Elaine Saigusa
Steve Schultz
Camille Sebring

Jaime Sepulveda
Cyndy Starr
Margaret Steacy
Carrie Swafford
Robert Thomas
Sandra Thomas
James Turner
Timothy Wehner
Billy Williamson

MPM® CANDIDACY

Riza Bell, RMP®
Gregg Birdy, RMP®
Hoppie Cantwell, RMP®
Barney Christiansen, RMP®
Merilee Christiansen, RMP®
Brenda Davila, RMP®
Christina Hogan, RMP®
Amy Karns, RMP®
Shannon McLaughlin, RMP®
Deborah Newell-Wagley, RMP®
Janelle Nord, RMP®
Mike Norris, RMP®
Troy Rappold, RMP®
Adriana Fruith Rodriguez, RMP®
Lynn Sedlack, RMP®
Shana Smith, RMP®
Marc Witmer, RMP®

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Tammy Allen
Theresa Ballew
Rebecca Cruz
Jana Drudy
M. Patty Gonzalez
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DATE	LOCATION	CLASS	INSTRUCTOR
8/22/2011	Denver, CO	Office Operations	Betty Fletcher, MPM® RPM®
8/23/2011	Denver, CO	Ethics	Betty Fletcher, MPM® RPM®
8/23/2011	Nashville, TN	Risk Management Essentials	Kit Garren, MPM® RPM®
8/23/2011	Nashville, TN	Risk Management Advanced	Kit Garren, MPM® RPM®
9/14/2011	Honolulu, HI	NARPM® 101	Vickie Gaskill, MPM® RPM®
9/15/2011	Honolulu, HI	Ethics	Vickie Gaskill, MPM® RPM®
9/21/2011	Roswell, GA	Marketing	Betsy Morgan, MPM® RPM®
9/21/2011	Roswell, GA	Operating a Maintenance Co. day 1	Kit Garren, MPM® RPM®
9/22/2011	Roswell, GA	Tenancy	Betsy Morgan, MPM® RPM®
9/22/2011	Roswell, GA	Operating a Maintenance Co. day 2	Kit Garren, MPM® RPM®
9/24/2011	Orlando, FL	Risk Management Essentials	Fred Thompson, MPM® RPM®

Online Designation Courses are now available through OMG Distance Learning. For information and/or to enroll visit www.narpm.org/education.

- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
- 2. Fax** your form with credit card payment to 866-466-2776. Please do not mail the original.
- 3. Online** registration is also available through Internet Member Services at www.narpm.org.

FEES (subject to change)

6-hour Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250

3-hour Ethics

Member	\$45	\$45
Non-member	\$95	\$95

*to receive the early registration price, payment must be postmarked, faxed or e-mailed 30 days prior to the class.

COURSE INFORMATION

- Course flyers containing additional information may be downloaded from www.narpm.org/education/schedules.html.
- All materials will be given to students on the day of the class.
- Attendees required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

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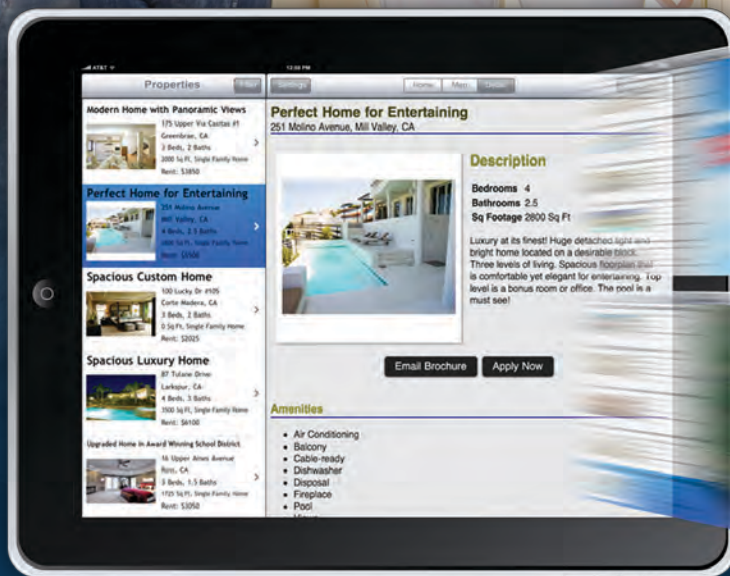
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