

**p8**

Are you taking advantage of Quick Response codes in your property marketing?

**p12**

Read how Serve and Protect was the inspiration for improving business services.

**p17**

Preview the 2012 dates for Regional Conferences and new Broker/Owner Retreat.

# RESIDENTIALResource



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

## 23<sup>RD</sup> ANNUAL CONVENTION AND TRADE SHOW

### Photo Recap

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## THINK BIG

NARPM®

“thought big” at this year’s convention in Dallas with record breaking attendance. And then there was armadillo racing!!!





# DON'T TAKE OUR WORD FOR IT

See why NARPM leaders love using AppFolio's online property management software.



P = Past President L = Leader E = Educator

**"We are saving 40 hours a month."**

*Chris Hermanski, Mainlander Property Management (OR)*

**"...helped us sign a new client with 100 units."**

*Ray Scarabosio, Jackson Group Property Management (CA)*

**"We recommend AppFolio whole heartedly to any property manager."**

*Mike Chamberlain, Chamberlain Property Management (CA)*

**"It's so easy even I can use it."**

*Robert Winger, Whisler Land Company (CA)*

**"...the future in property management software."**

*Tim Savin, McGrath Real Estate Services (VA)*

**"...allows us to significantly grow our portfolio."**

*Jennifer Newton, Walters Home Management (CA)*

**"...a 'life-changer' for my company."**

*Melissa Shearer, Specialized Property Management (TX)*

**"My staff loves AppFolio. I don't know how we functioned without it."**

*Robert M. Locke, Crown Realty & Management (GA)*

**"...support is the best I have ever seen!"**

*Tom Cowan, RE/MAX Center (GA)*

**"I am more than impressed with their response time and service."**

*Michelle McLinden, Real Estate Management Group (MT)*

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# IN THIS ISSUE December 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.*

## FEATURE ARTICLES

### **p8** Mobile Tagging with QR Codes

Michael Mino, Technology Matters expert, discusses how this new technology (Quick Response codes) should be applied in our industry to turn leads into leases.

### **p12** An Initiative To Drive Your Business: Serve and Protect

Claudia Host shares how her company was inspired by Tony Drost's, MPM® RMP® motto to reevaluate some of their business practices with the goal of improving the services they deliver.

### **p14** 23rd Annual Convention Recap: A Photographic Journey

Take a photographic journey through the "big time" networking, education, and fun had by attendees at this year's NARPM® Convention in Dallas, Texas. Also see photos on pages 7 and 18.



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### **NARPM® DUES BILLING WENT ELECTRONIC IN OCTOBER**



In an effort to "Go Green" and help do our share to save the environment, NARPM® began Electronic Dues billing in October. If you would still like to have your bill mailed to you please go to [www.narpm.org/members/services/member-info.htm](http://www.narpm.org/members/services/member-info.htm) (you must be logged in to members only), log into the ecommerce platform and update your personal information. Once there, click on preferred billing method and choose mail, or call NARPM® at 800-782-3452.

## 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](mailto: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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The *Residential Resource* is designed for the members of the National Association of Residential Property Managers by Organization Management Group, Inc. in Chesapeake, Virginia. ([www.managegroup.com](http://www.managegroup.com))

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*An award-winning publication, the Residential Resource has won a 2009 & 2007 APEX Award of Excellence, a 2006 Gold MarCom Creative Award, and a 2006 Communicator Award of Distinction for Print Media.*

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# PRESIDENT'S Message

"I want to thank each and every one of our members for their involvement with NARPM®. It was an absolute pleasure to SERVE AND PROTECT our association."



**I BELIEVE THAT THE MEMBERS** of NARPM® are the finest property managers across the country. I am sure that you agree, and I hope you are helping other property managers to become more ethical and professional by leading them to NARPM® and helping them get involved. Each month this past year, I have identified a member who I felt stood out as one of NARPM®'s finest. This month I wanted to congratulate the many NARPM® members who received their designations and awards at the record breaking Annual Convention in Dallas. They are my December's finest.

Leeann Ghiglione, MPM® RMP®, was the recipient of the Volunteer of the Year Award. As the Member Services Chair, Leeann did an excellent job leading her committee to success and tackling issues as they developed. Leeann will join the NARPM® Board of Directors in 2012 as the Northwest Regional Vice President. Great job Leeann!

Our immediate Past President Vickie Gaskill, MPM® RMP®, was a great mentor and provided me support all year long. The board addressed many sensitive and difficult issues this year and Vickie was there every step of the way, providing encouragement and support when I needed it the most. Appropriately, Vickie received this year's President's Award.

Rocky Maxwell was a founding member of NARPM® that touched many lives and motivated many members to get involved. These members later became great leaders themselves. It is in his memory that

NARPM® honors a new member each year that has given above and beyond in their initial 18 months of NARPM® membership. This year, the Rocky Maxwell Award was given to Kerrick Hutchison of the San Antonio Area Metropolitan Chapter of NARPM®. Kerrick is currently the Vice-Chair of the Residential Resource Subcommittee and is also on the Legislative & Professional Development Committees. From the day Kerrick started his career in property management he jumped in with both feet and hasn't stopped. Kerrick will soon have his RMP® designation and plans to continue to volunteer as a NARPM® leader.

This year 24 chapters received NARPM®'s Chapter Excellence Award. For the second time in three years, The San Antonio Metro Area Chapter has been the Chapter of the Year. They also set a new record with over 170 points.

Congratulations to the 36 members who received their designations at convention. Achieving your designation shows your dedication to education and professionalism. The education material is extremely valuable, but the interaction with the other students can be equally beneficial. The public doesn't know who to hire. By proudly displaying your designations, you broadcast to the public that you are an expert and you have qualifications that perhaps the others don't. Also, because designations require a certain amount of volunteer work with NARPM®, it gets you involved and, as we

all know, the more involved you are, the greater the benefits.

I would like to congratulate and thank the 16 members who achieved their Ambassador status. The NARPM® Ambassador Program is designed to build membership by rewarding members who refer at least five property managers who join the association in a twelve month period. Ambassadors are rewarded with a certificate of recognition and a \$200 gift certificate to use toward NARPM® dues, events or the store.

This year's Affiliate of the Year was Rentals.com. Rentals.com has been an Official NARPM® Partner year after year. Not only have they been a huge financial supporter, but they have been instrumental in NARPM®'s success and growth. Last year they paid the dues for 500 new NARPM® members. Additionally they continue to support and sponsor chapter meetings across the country.

In closing, and as my official last President's Message, I want to thank each and every one of our members for their involvement with NARPM®. It was an absolute pleasure to SERVE AND PROTECT our association. Thank you!

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

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



Gail S. Phillips, CAE

A special thank  
you goes to  
President Tony  
Drost, MPM®  
RMP®, for  
his support  
throughout the  
year.

To end this year, I wish to personally thank each of you who came to Dallas. Your attendance made the convention a great success. A special thank you goes to President Tony Drost, MPM® RMP®, for his support throughout the year. My December article is dedicated to the award winners and leadership of NARPM®. Without this fine group, NARPM® would not be growing and meeting new goals each year.

During the Member Recognition program in Dallas, the Chapter of the Year Award was presented to the San Antonio, TX Chapter. This chapter has shown outstanding growth in membership, educational offerings, number of candidates, and leadership. Under the reigns of President "Hoppie" Cantwell, MPM® RMP®, San Antonio earned over 170 points. What an accomplishment for the San Antonio Chapter!

In reviewing the Chapter Excellence applications it was determined that a second chapter must be recognized. The Central Arkansas Chapter earned over 150 points under the leadership of Tina Hogan, MPM® RMP®. Tina brought the South Central Regional Conference to Little Rock and throughout the year ensured that chapter members received needed benefits and services. Congratulations to the Central Arkansas Chapter!

One new member of NARPM® is recognized each year with the prestigious Rocky Maxwell Award. Rocky was the founder of NARPM® and because of his inspiration and leadership the past presidents annually present this award. Kerrick Hutchison, from New Braunfels, TX, was given the honor of being named this year's Rocky Maxwell Award winner. Not only is Kerrick very active in his local chapter, he also serves on the Communications Committee and is Vice-Chair of the Residential Resource Subcommittee. Kerrick is part of NARPM®'s Next Generation Professional and has established himself as a leader within the association. Congratulations Kerrick!

President Tony Drost, MPM® RMP®, presented two

special awards to members of NARPM® during the Friday Awards luncheon in Dallas, TX. The Volunteer of the Year award was presented to Leeann Ghiglione, MPM® RMP®, from Seattle, WA. President Drost, MPM® RMP®, cited Leeann's ability to lead the Member Services Committee to clear their project list and start focusing on immediate needs of the organization. Upon receiving this award, Leeann stated that it was not just her award, but the entire committee's award. Congratulations Leeann!

Lastly, President Drost, MPM® RMP®, presented the President's Award. This award goes to someone who has assisted the President throughout his/her tenure. In 2011 Tony recognized Past President Vickie Gaskill, MPM® RMP®, from Kent, WA. Tony stated that Vickie's belief in him and her ongoing support made his job as President much easier. Congratulations Vickie!

Along with these awards, the 2012 Board of Directors was installed. The leaders for NARPM® next year will be: President Jayci Grana, MPM® RMP®, from Sarasota, FL; President-Elect James Emory Tungsvik, MPM® RMP®, from Kent, WA; Treasurer Stephen Foster, MPM® RMP®, from San Antonio, TX; One Year Directors: Andrew Propst, MPM® RMP®, from Meridian, ID, Northeast North Central RVP; Richard Vierra, RMP® from Oahu, HI, Pacific RVP; Bart Sturzl, MPM® RMP®, from Austin, TX, South Central RVP; Two Year Directors: John Bradford, RMP® from Charlotte, NC, Southeast RVP; Barney Christiansen, MPM® RMP®, from Sandy, UT, Southwest RVP; and Leeann Ghiglione, MPM® RMP®, from Seattle, WA, Northwest RVP. I hope you will support these individuals in 2012 as they truly demonstrate "Leadership by Example."

*Gail S. Phillips*

Gail S. Phillips, CAE  
NARPM® Executive Director



# 23<sup>RD</sup> ANNUAL CONVENTION AND TRADE SHOW

OCTOBER 18-21, 2011 ~ Dallas, Texas

## Awards



### Congratulations to the NARPM® Winners!

The following awards were presented at the 2011 NARPM® Convention and Trade Show

#### Rocky Maxwell Award:

Kerrick Hutchison  
*Property Professionals, New Braunfels, TX*

#### Volunteer of the Year:

Leeann Ghiglione, MPM® RMP®  
*Dave Poletti & Associates, CRMC®, Seattle, WA*

#### President's Award:

Vickie Gaskill, MPM® RMP®  
*Bell Anderson & Assoc., CRMC®, Kent, WA*

#### Chapter of the Year:

San Antonio Chapter

#### Runner-up Chapter of the Year:

Central Arkansas Chapter

#### Chapter Excellence Rcipients:

Atlanta, GA  
Austin Area, TX  
Big Island of Hawaii  
Central Arizona  
Central Arkansas  
Colorado Springs, CO  
Denver, CO  
Florida State Chapter  
Greater Dallas, TX  
Greater Portland, OR  
King County, WA  
Maryland Suburban, MD  
Nashville, TN  
Northeast Florida  
Northern Colorado  
Northwest Counties, WA  
Oahu, HI  
Orlando/Central Florida  
Pierce County, WA  
Sacramento Area, CA  
San Antonio Metropolitan Area  
Santa Clara County, CA  
Southern Arizona  
Southwest Idaho  
Western Colorado

We apologize to the Colorado Springs Chapter who was left off the list at convention.



**Michael Mino** is president and CEO of PropertyBoss Solutions, a provider of property management software. A serial entrepreneur, he has started a number of software technology firms and became a landlord in 1977 when he purchased his first rental units. For more information about Michael or PropertyBoss Solutions, visit [propertyboss.com](http://propertyboss.com) or call Michael at 864.297.7661 x26.

## Mobile Tagging with QR Codes

Mobile Tags are now mainstream with the Quick Response (QR) code format grabbing the spotlight. Each new development raises the question of whether and how this technology should be applied in our industry.

These two-dimensional matrix bar codes, originally designed to track auto parts in Japan, are now being used to market everything from gym memberships to vacation getaways. And they are fast becoming a trend in the property management and real estate marketing arenas.

Determining if mobile tag marketing is right for your business will depend on a number of factors, including your willingness to embrace and learn to use this new technology and your ability to use it effectively.

### HISTORY OF MOBILE TAGS

Most of us are familiar with the bar codes on supermarket items (UPC) and the back of printed materials (ISBN). These linear one-dimensional patterns encode up to 20 numerical digits. Significantly more information can be contained in a two-dimensional (2D) matrix, with meaningful information in both the vertical and horizontal directions. By representing information in both directions, 2D codes can carry up to several hundred times the amount of data carried by an ordinary bar code.

The two competing 2D codes are the open source standard (QR code) and Microsoft's proprietary solution (MS Tag). The QR was invented in 1994 by Denso, a Toyota company, to aid in automotive production. It was approved as an ISO international standard (ISO/IEC18004) in June 2000. Although Denso Wave owns the patent rights on QR codes, they have chosen not to exercise them and hence QR codes are free of any license. Microsoft developed the MS Tag in 2009 based on their High Capacity Color Barcode (HCCB) standard. They have guaranteed there will be no charge for their services until after 2015 at the earliest.

With the QR code commanding most of the current buzz we will focus this discussion on the QR code, although most of the ideas will apply to both formats.

### CORRECT QR CODE USAGE

At least half of Americans will own smartphones (such as the iPhone, BlackBerry or those based on Google's Android operating system) by the end of this calendar year. Couple this with the growing number of prospective renters, and using this mobile marketing technology can be a smart way to turn leads into leases.

"That is, if you use them correctly," says Agi Anderson, a Florida real estate broker and ePro Advisor who consults with property management companies on how to use technology to better market their properties.

"Don't say 'scan here' just to be cute. That's hurting QR codes. They really are valuable business tools and should be used in that way," she said. "Putting it on your business card is fine, but the whole point is to allow people to access information they would otherwise not have."

For property managers, that means directing prospects to web pages that feature specific property details, photos, virtual tours, etc.

Just as a flyer with photos of a listing is a take-away for prospects, so can a QR code be. If the prospect can't get in to see the property immediately, the QR code strategically placed on signage or in a window can deliver them the information they want – and deliver it to them quickly (hence the name "quick response").

To be effective, there should also be a clear "call to action," Anderson says, such as an online application, special promotion or other way to capture the visitor's contact information.

Mobile tags are used to provide additional information using a different media channel. Examples include placing a tag on a:

- Real estate sign to initiate a text message with basic rental information;
- Refrigerator magnet to queue up a service request;
- Lease document to show a video outlining your resident handbook;
- Facebook web page to provide contact information to a mobile phone;
- Property flyer to open a web page with more pictures and amenity details.





Use abbreviated web addresses (url) when generating the QR code. The more data you include in the code, the smaller its modules (black squares in the code) will be, making it more difficult to read accurately.

### MOBILE CONFIGURATION

When a smartphone with a QR code reader scans a code, the code directs the user to a specific URL of a website, so the content returned by that URL should be optimized for mobile delivery, since it's being viewed on a mobile browser.

Most websites are designed in the 800 to 1024-pixel-wide range. Mobile sites are designed in the 480-pixel-wide range (though the newest iPhone has a 640 x 960 resolution and Toshiba is scheduled to release a phone that has 720 x 1280).

"If you're using a QR code to drive traffic to your site, your site needs to be optimized for mobile viewing," says Ken Knight, our internal technical wizard. "This is especially true when web site interaction is required, such as keying in information."

Knight recently developed a QR code generating application that allows users to specify the dpi (size) and output format, as well as include a tagline under the code. This can be particularly useful for property managers who want to use QR codes on property signage.

### SIZING QR CODES FOR CELL PHONES

As a general rule, every inch added to the size of the printed code gains you an additional foot of distance from which the code can be captured and scanned with a smartphone, said Knight. For example, a 3-inch code can be scanned from 3 feet away; a 7-inch code can be captured up to 7 feet away. Results may vary based on lighting and the type of camera on the phone being used.

Anderson suggests keeping an inventory of codes at your disposal and assigning each a numerical value in order to track their usage, especially if using codes on signage.

"What people may not realize is that QR Codes are transferable, much like a lockbox. The code itself can be moved to another property," she said. Once a property is no longer available, you can transfer the coded signage to another property. Just be sure to update the page that code points to.

"Agents and property managers are just starting to realize the value in them. I know a year ago this time, I didn't get these little codes, but then the light bulb came on," Anderson said. "And when it comes on for everyone, there will be a tremendous surge in utilization of these valuable tools."

The light came on this fall for Barrett Klutts with Klutts Property Management, the first property management company to begin using QR codes on signage to advertise available properties in the Charlotte, NC area.

With 700 rental properties under management, and 100 to 130 listings available at any time, Klutts made the decision to direct viewers to his company's homepage rather than individual listing pages. "It was partly economics and logistics, but we also want them to come to our site and see all of our listings," he said. "We are really excited about using the codes to market our properties and are excited to see more traffic generated to our website."


### IN CLOSING

As a final tip, Anderson says just remember to apply the same rules with QR codes as you do with your overall marketing: generate traffic to create prospects, to convert prospects to clients and convert clients to closed sales (or leases in the case of property managers).

Here are a few other helpful tips to keep in mind when considering the use of mobile tags to market your properties:

- Direct prospects to pages optimized for mobile devices;
- Maintain a consistent brand on your mobile site(s);
- Provide valuable content beyond the information presented on the material with the code;
- Have a clear call to action on the page(s) where your codes direct;
- Inventory your codes to reassign them to different properties.

Here are some things to feature on the pages your QR codes direct to:

- Property details;
- Photos;
- Virtual tours;
- Special promotions;
- Rental applications. 

**Scan any of the QR codes above for easy access to information referenced in this article, including the QR Code Generator, and other Technology Matters articles by PropertyBoss Solutions.**

# LEGISLATIVE Scoop

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



**John Parker, MPM® RMP®**, holds a BA degree from Alaska Pacific University. Prior to becoming a property manager, John was a teacher, a clothing store manager, and real estate sales associate. He has been involved in the real estate industry since 1973, when he bought his first fixer-upper. When he is not working, he likes to read, golf, hike, woodwork, and travel.

**What those in Congress do not know is that there is a difference between a real estate agent and a property manager. We need to tell them the difference quickly and often.**

## Is It Our Opportunity?

If we don't plead our case who will? To quote JFK, "If not now, when?"

In today's struggling economy, experts are saying that the economy will not improve unless the housing industry improves. It is an important sector of the overall economy. Many of our representatives in Washington, DC and elsewhere are finally recognizing that in our mobile society there are many who will always prefer to rent rather than own a home. Even if everyone could buy, not everyone will.

While we have the nation's attention, we need to make our industry widely known. It is a chance to provide knowledge and awareness about our businesses and NARPM®. We can use this opportunity to become recognized as the experts we are.

The most effective communication with our legislators comes from residents in their own voting districts. Every contact helps, whether it is by email or by a personal phone call to a staff member or representative. If you can not get through to your representative, do not hesitate to ask for someone on the staff who can relay your message. On the local level you have a better chance of talking to your representative, but at the national level, you are more likely to hear from or talk to a staff member. Once a bill has gone through the committee process it becomes very difficult to change. Early contact is important.

One suggestion I heard when trying to contact Federal offices is to call and ask for the staff person's name who advises the representative on your particular issue. Then call back later and ask for that person by name. Be prepared and to the point, as they are very busy. If it is a hot topic, they probably have information from other inputs and may be well informed.

There are many plans in Congress on how to solve this problem. The important thing to remember is that we can and should become the resource for rental property management. Legislators are expected to have knowledge of a wide range of subjects that come up in bills before Congress. If we are on their contact list then we can provide vital information that they will use in their committee hearings. Without our input they rely on other not so well informed sources.

If you have any doubt about your information

there are fact checking groups that you can use. Two resources are: Snopes ([www.snopes.com](http://www.snopes.com)) and Fact-check ([factcheck.org](http://factcheck.org)).

We all know that one solution to shadow inventory is to rent out the homes until the sales market recovers, allowing the excess inventory to be absorbed. What those in Congress may not know is that there is a difference between a real estate agent and a property manager. We need to tell them the difference quickly and often.

In a report to Congress (*Reforming America's Housing Finance Market*) that includes a process of ending Fannie Mae and Freddie Mac, the Administration proposed that one way to continue their support for rental housing is to "expand FHA's capacity to support lending to the multifamily market." Hello! Multifamily homes are not the only rentals.

We all represent investors. Many of our owners are experienced owners who, with our help, can turn neglected homes into good homes for people who choose not to buy. Congress needs to hear this, so that they can shape some programs to make it easier for experienced investors to buy multiple homes.

Those who run for local offices may eventually move to State or Federal offices. Getting to know them now makes it easier to contact them later.

I have read that a personally addressed letter can now take up to three months to reach our national representatives. This is largely because of the security measures that letters must undergo before they get to our representatives. Email has become so much easier and faster to process. Form emails, while not as effective as an individual email or phone call, is better than nothing, especially when they are succinct and to the point. All chapters should have a legislative chair or contact person. If not, then the President should delegate someone or do it themselves.

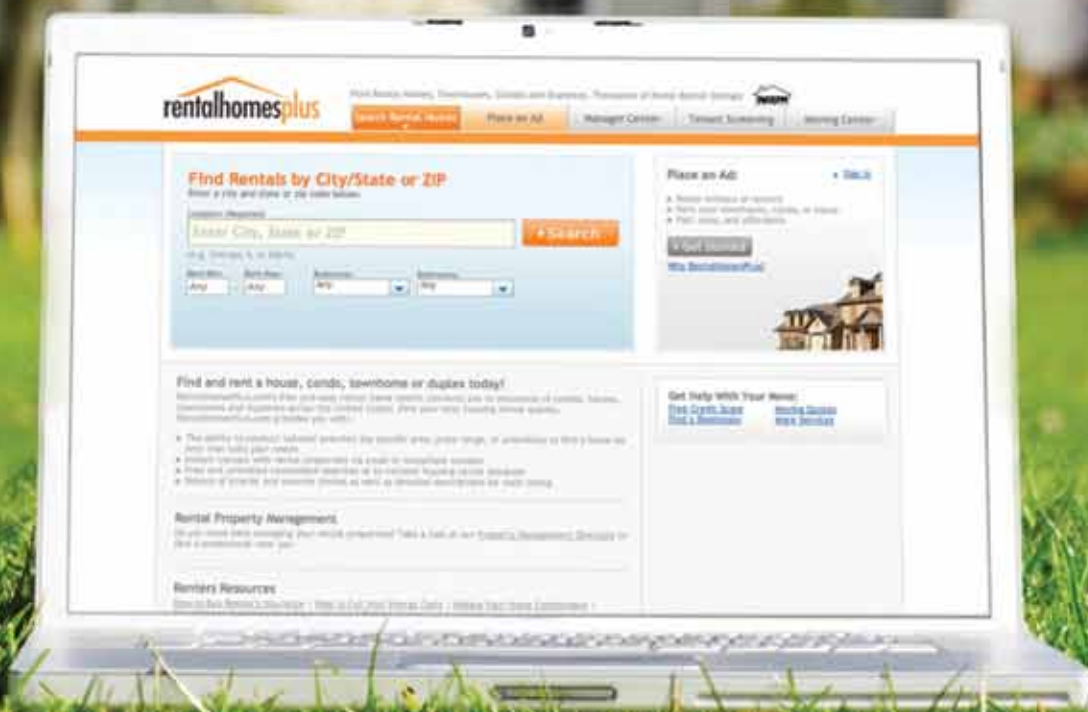
The NARPM® web site legislative section provides ways to contact your State and National legislators, as well as many web sites to check for information.

Finally, we all know that the pendulum will swing the other way one day. We will be forced to the back of the hot topics list. Therefore, we need to get our message out now. 📢



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**rentalhomesplus**  
Bringing Renters Home



**Claudia Host**, RMP® candidate, works for Woodstock Properties Inc. in Oahu as Special Projects Coordinator. She is a Hawaii State Licensed REALTOR® Associate and belongs to the National Association of REALTORS® (NAR), the Hawaii Association of REALTORS® (HAR), the Honolulu Board of REALTORS® (HBR) and is an Oahu Chapter NARPM® member. Claudia and her husband sailed their 44 foot sailboat from Rhode Island to Hawaii 7 years ago, transited the Panama Canal, and survived the tsunami this past March. They continue to “live aboard” in Waikiki.

## An Initiative to Drive Your Business Serve and Protect

SERVE AND PROTECT was the motto from this year’s NARPM® President, Tony Drost, MPM® RMP®. His motto inspired Woodstock Properties, Inc. to reevaluate some of our business practices with the goal of improving the services we deliver. Yes, we were servicing our owners and tenants; however, we felt we could do even better. We wanted to be less reactionary and to get in front of the business—to drive the business rather than simply to respond. Woodstock Properties, Inc. has since turned Tony Drost’s, MPM® RMP®, motto into several new business initiatives.

We started by taking a look at some of the most common maintenance calls our tenants were placing. As it turned out, garbage disposal problems were the #1 reason for maintenance calls. If you are managing properties in an area where garbage disposals are commonly installed in homes, then you already know the kinds of calls we were receiving. Whether it be: the garbage disposal smells bad; or it

than an owner charge. They eventually became less emotional and ultimately the tenant would reluctantly say in a defeatist tone that they would pay the invoice. However, all in all this exchange was not pleasant for either the tenants or the Woodstock staff. This was not “win-win” and clearly we were not creating another “Woodstock Fan.”

In an effort to establish a more proactive business model and a less reactive one, we have initiated five integrated strategies which have been met with tremendous success. As a result of these strategic initiatives, the office receives fewer calls for garbage disposal problems. The tenants are not calling the office angry that a disposal repair invoice turned into a tenant charge. Best of all, our tenants are thanking us for protecting them from an avoidable charge AND for preparing them for eventual homeownership! We have created “Woodstock Fans” who tell their friends to rent from us. Some past tenants, having become homeowners, are now calling us to manage

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**We wanted to be less reactionary and to get  
in front of the business – to drive the business  
rather than simply to respond.**

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only makes a humming sound when I turn it on; or the drain with the disposal won’t drain – we already knew the majority of these issues were as a result of the tenants not knowing the proper care and maintenance of the garbage disposal.

Not only were these garbage disposal calls frequently interrupting the work flow at the office but almost always the ensuing repair invoice became a “tenant charge.” Upon receiving this “tenant charge,” the tenant more times than not would then place another call to the office, but this time they were upset. Of course we were patient and calmly explained why the invoice was a tenant charge rather

than an owner charge. They eventually became less emotional and ultimately the tenant would reluctantly say in a defeatist tone that they would pay the invoice. However, all in all this exchange was not pleasant for either the tenants or the Woodstock staff. This was not “win-win” and clearly we were not creating another “Woodstock Fan.”

### STRATEGY #1 THE PLASTIC POUCH

We placed a large plastic envelope or “Plastic Pouch” in each of our units. Each Plastic Pouch has a cover sheet with the property address and a list of the Plastic Pouch contents: Appliance Manuals, Operation Manuals, House Rules, a garbage disposal wrench and diagram of the disposal. We make reference to this Plastic Pouch at lease signing and again at Check-In.



## STRATEGY #2 REFRIGERATOR MAGNET

We have designed a “Refrigerator Magnet” which reminds our tenants how to submit a Maintenance Request via our new website. The Magnet also lists the Emergency Pager number in bright red letters. Prior to our new website our tenants had to call the office and explain their maintenance problem and then the office staff would type up a work order. Now, with our new website, the tenants are able to go to our website, fill-out and submit a Maintenance Request which comes to the office via an email message. This has reduced the phone calls into the office and cut down on the number of times tenants use the Emergency Pager number for a non-emergency repair request.

## STRATEGY #3 THE CHECK-IN

During Check-In, we remove the Plastic Pouch from the kitchen drawer where we recommend all tenants keep it for easy access. We review the contents and explain the charge if the pouch or its contents are missing upon Check-Out. We explain why we have everyone keep the disposal wrench in the Plastic Pouch along with the disposal diagram which shows where the wrench is inserted and where the reset button is located. We explicitly tell them how long to run the disposal while running the cold water & how long to run the water after turning off the disposal. We review the short list of food items never to put down the disposal.

## STRATEGY #4 THE PREVENTATIVE MAINTENANCE GUIDE BOOKLET

At lease signing our tenants receive a copy of our “Preventative Maintenance Guide Booklet.” This booklet is theirs to keep as it will assist them in avoiding unnecessary repair charges not just in the unit they are renting from Woodstock Properties, Inc. but for any future home, whether they are renters or owners. We suggest they keep it in the plastic pouch. When we designed this booklet, we imported and magnified Dusty Woodstock’s business card for the back cover for future marketing purposes. This booklet covers 11 Preventative Maintenance Issues:

1. How to keep DRAINS running freely.
2. How to prevent TOILET problems.
3. How to prevent GARBAGE DISPOSAL problems.
4. How to prevent DISHWASHER problems.
5. How to check your SMOKE DETECTORS.
6. Proper care of AIR CONDITIONERS.
7. When to call for clothes DRYER repair.
8. Proper use of a WASHING MACHINE.
9. How do you know if you have TERMITES?
10. How to reset GFCI OUTLETS.
11. How to maintain your YARD and LANDSCAPED AREAS.


## STRATEGY #5 THE WEBSITE

We must first say thank you to Tony Drost, MPM® RMP®, and his magnanimous offer to let us unashamedly “borrow” from his website. As a result, we have a very extensive and thorough “FAQ: MAINTENANCE” section on our website. We let our new tenants know about these FAQs (frequently asked questions) and the simple solutions we advise they try before submitting a Maintenance Request. Now our tenants are able to go to our website and look up these solutions themselves at night, on holidays or weekends. They are learning to be responsible homeowners & DYIers. A few of the maintenance questions for which we have simple solutions and troubleshooting suggestions include:

- Smoke detector beeps intermittently or does not beep when tested.
- How do I reset the GFCI outlet?
- Garbage disposal doesn’t work.
- Garbage disposal is leaking.
- Garbage disposal smells bad.
- Washing machine does not drain the water out.
- Dishwasher doesn’t drain.

Even our young tenants, out on their own for the first time, have a great sense of accomplishment when they are able to follow the instructions and get the garbage disposal going again. They appreciate that they don’t have to wait for the repair vendor to call them and make an appointment. They don’t have the inconvenience of the particular household item not working until repaired and they don’t have to take time off to meet the vendor. Additionally, our tenants aren’t calling our office upset that something isn’t working in the home and again later, even more upset, that they might have avoided the “tenant charge.” We have not only become proactive but we have become partners with our tenants in protecting and maintaining the beautiful unit they are renting from us. Our owners have appliances that are standing up to the wear and tear of renters longer because our tenants are taking better care of them.

An added benefit is that prospective owners have told us how impressed they were when researching Woodstock Properties, Inc. as a potential property management company, with our proactive stance on maintenance. They feel we are helping to protect their investment property.

We are creating more “Woodstock Fans” AND we get more clicks on our website! Perhaps Tony Drost’s, MPM® RMP®, motto can inspire you as well to strive for additional improvements as we SERVE AND PROTECT. 

**SERVE AND PROTECT was the motto from this year’s NARPM® President, Tony Drost, MPM® RMP®. His motto inspired us to reevaluate some of our business practices with the goal of improving the services we deliver.**

# 23<sup>RD</sup> ANNUAL CONVENTION AND TRADE SHOW

OCTOBER 18-21, 2011 ~ Dallas, Texas

Cowboys, Rangers, Armadillos,  
Bucking Broncos, Workshops,  
Sessions, Oh My!!!!









# REGIONAL Communications

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



**Carolyn Rogers, MPM® RMP®** has managed properties in Colorado Springs since 1983. She is past president of the Colorado Springs Chapter, and is serving on the National Governmental Affairs Committee and the Long Range Planning Committee. All Seasons, LLC currently manages approximately 450 doors, and earned the CRMC® designation at the 20th Annual Convention in Hawaii in 2008.

## The RVP Bulletin

As I sit down to write this last article as the Southwest Regional Vice President, I am reminded of the following quote from a Chinese proverb:

*"Tell me and I forget; show me and I remember; involve me and I understand."*

This statement really seems to resonate with me right now because I have experienced the strong truth in it. I have been a NARPM® professional member for 15 years. For the first few years, I sat on the sideline absorbing the ideas and taking in information for which NARPM® is so famous. However, I didn't understand the true workings of this wonderful organization until I got involved—first locally and then nationally.

About 12 years ago, I volunteered for the position of secretary in our local chapter. I was comfortable staying in that position for the long term. As fate would have it, the current President became ill and retired from the business. That's when I became the President of our chapter for the next year and a half.

VA in November of 2009. Looking up and down the huge, rectangular table at that meeting, I saw all friendly, warm faces looking back at me. We were truly a multigenerational group. This range created a balanced view of topics and levels of experience and expertise over the years. This board has worked through challenges, dilemmas, and difficult decisions in an orderly, responsible manner. Nothing was taken lightly. We didn't always agree, and in fact had debates and disagreements, but in the end we all knew it wasn't a personal thing, but was instead about the best decisions for NARPM®.

I have been fortunate to be on the Board of Directors under the direction of the most fabulous Presidents: Vickie Gaskill, MPM® RMP®, and Tony Drost, MPM® RMP®. If that wasn't lucky enough, I also had the privilege to be in the company of Andrew Propst, MPM® RMP®, and John Bradford, III, RMP®, two powerhouses of energy and ideas. In addition, I had

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**This organization is so much bigger than any ONE of us  
and it takes ALL of us to make it what it is going to be.**

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Because designations have always been important to me, and I already had the GRI and CRS® designations, I became intrigued by the NARPM® designations. One of the requirements for the RMP® was to attend a National Convention. I attended my first in Kansas City and that is all it took for the spark to become a flame. Melissa Prandi, MPM® RMP®, was the outgoing President and she casually mentioned that she thought I should get involved nationally. I started with the national Governmental Affairs Committee and a couple of years after that was asked to be on the Long Range Planning Committee. At the suggestion of Betty Fletcher, MPM® RMP®, this transpired into the Southwest Vice President. Wow, the power of suggestion does work!

John Bradford, III, RMP®, Tom Guyer, MPM® RMP®, and myself were the "new kids on the block" at the first training session for Vice Presidents in Norfolk,

the encouragement of Fred Thompson, MPM® RMP®, Candi Swanson, MPM® RMP®, Tom Guyer, MPM® RMP®, and Steve Foster, MPM® RMP®. I got to know our newest board member, Richard Vierra, RMP®, Pacific Vice President, also known as the food connoisseur. Most of all, I know that this organization is going to levels never seen before in the competent hands of 2012 President Jayci Grana, MPM® RMP®, and her President-Elect James Tungsvik, MPM® RMP®.

The Executive Director, Gail Phillips was a huge ally and a vital part of the board. I always thought I was the multi-tasking queen, but I hadn't yet met Gail—who takes multitasking to a whole new level! Her technical abilities and organizational skills are top-notch. Her right hand person, Administrative Assistant Cher Leadbeater, was always quick to respond and quick to resolve any issues. Their dedi-

**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.



2011

cation and hard work for NARPM® is so much appreciated.

I am well aware that we have superior Committee Chairs which made our job easier as well.

Truthfully, I cannot say it is an “easy” job. There are a myriad of duties and dedication is a huge requirement, however, I must say it is the best business experience that I have ever had and I wouldn’t trade it for anything.

My biggest challenge was the first ever Southwest Regional Conference in Denver. We will soon have our Third Southwest Regional Conference, however it will be shared with the Pacific Regional. I just

know this Regional will break all records for attendance and quality.

My highlight has been my visits to the chapters and the friends I have made along the way. I want to thank those that have supported and literally welcomed me with opened arms.

I have seen NARPM® grow from a small seedling of wonderful ideas and ideals into a thriving non-profit organization that is growing in leaps and bounds—and we are just beginning! We will far surpass our 12 x 14 goal set for 2013. This organization is so much bigger than any ONE of us and it takes ALL of us to make it what it is going to be.

With all that being said, I am going to make this power of suggestion: Get involved and give back to your industry. If you are already involved on a local level, get involved nationally. You will NOT regret it!

I have enjoyed the challenge and wish my successor, Barney Christianson, MPM® RMP®, of Utah a successful and meaningful term. He will take the Southwest Region to even greater heights.

I leave you with this quote from John Maxwell:

*“The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails.”* 🚩

# 2012 REGIONAL CONFERENCES

## Regional Conferences

Pacific Southwest Regional  
Eastern Regional  
Northwest Regional  
South Central Regional

February 23–24  
March TBD  
April 20–21  
May 24–25

Las Vegas, NV  
Tampa Bay, FL  
Boise, ID  
San Antonio, TX

## Broker/Owner Retreat **NEW**

Broker/Owner Retreat

February 21–22

Las Vegas, NV

For more information and registration forms visit [www.narpm.org/conferences/regional-conferences/index.htm](http://www.narpm.org/conferences/regional-conferences/index.htm)



# 23<sup>RD</sup> ANNUAL CONVENTION AND TRADE SHOW

OCTOBER 18, 2011 ~ Dallas, Texas

2nd Annual Past President's Golf Tournament

We apologize to  
Truly Noble Services, Inc., Tyson Properties, Inc.,  
Allstate Wickman Agency, LLC, and  
Pappas Bros. Steakhouse who were not included in the  
Golf Tournament Sponsor list at the tournament site.



A CHECK FOR \$30,000+  
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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 the Dallas community have been touched by Vogel Alcove. We were very proud to see so many property managers help support the ongoing fight from homelessness.



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# Property Management Solutions

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# CHAPTER Spotlight

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



**Marc Witmer, MPM® RMP®,** joined the staff of Austin Landmark Property Services, CRMC®, in 2007. He earned a BA in Jazz Composition, as well as a MM in Jazz Theory, from the University of Texas in Austin. Before entering the real estate world, he had over 20 years of various management experience in retail sales, software operations and development, and his local government division. Marc was also a full-time worship director.

## Austin, TX

### AUSTIN NARPM® CHAPTER RAISES OVER \$2000 FOR HABITAT FOR HUMANITY!!

This past year, the Austin Chapter had a Bowl-A-Thon to raise money for the Austin Area Habitat for Humanity. The members and affiliates formed teams and solicited their owners and clients for donations. The event was not only fun, but a great way to raise a large dona-



tion for Habitat. In addition, the Austin Chapter also put their shoulders to the wheel of community involvement by participating in a work day for Habitat. Several members and affiliates gathered this last summer to put siding onto a home and do lots of exterior painting in 100+ degree weather! The Austin Chapter will be going back to the same property later in the fall to put a new roof on the property as well as a follow-up workday. After the fundraiser and the



initial workday, board members Marc Witmer, MPM® RMP®, and Leola Lamb went to the Habitat headquarters and were given a tour by the full time staff. The checks for an accumulated amount of \$2,173.68 were presented to the workday group leaders.

The Austin Chapter donates money every year to a charity, but this year, we wanted to do something special for the community. Time and interaction is priceless in our busy lives, and getting to personally help someone is as rewarding for the “Giver” as much as the “Receiver.” The crew leader commented that the NARPM® volunteers were very good workers and required much less training. “Fixing things on properties is what WE DO!” 🏠

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As seen at the National Trade Show in Dallas



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Brilliant! Decor  
Burns Pest Elimination  
California Bank & Trust  
Cbeyond, Inc.  
Centex House Leveling  
Coastal Reconstruction Group  
CORT  
CoSign My Lease  
Defender Direct  
DocuSign Inc.  
East Coast Public Adjuster TX  
First American RMS  
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Hart and Associates  
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Heather Grimes R.E. School  
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Meternet  
Mobile Insurance Agency  
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Property Management Inc.  
PropertyManagementPros.com  
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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.

### **INTERNET TOOLS/MARKETING**

All Property Management  
Apartmentratings

Business Rating and Reviews  
CheckYourLandlord.com  
DocuSign, Inc.  
FreeRentalSite.com  
Grand Terra LLC  
HERO PM  
HomeTownRent.com  
Hotpads.com  
Landlord Solutions  
Manage My Property  
MMM Limited  
MYOWNREALESTATE.COM  
Planet Synergy, Inc.  
Pointwide.com  
Property Management Inc.  
Property Management Profile, LLC  
Property Rentals On The Net, INC.  
Propertyware, Inc.  
Providence Management & Investments  
RealRentals.com  
Rent.com  
Rent2Buy America, LLC  
Rental Ads  
Rental Source  
Rentalhunt.com  
Rentals.com  
Rentbits Homes  
Rentfeeder, Inc.  
Runzheimer International, Ltd.  
Spherexx.com  
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  
LetUsCoSign.com, Inc.  
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.  
Delta Mechanical, Inc.  
DMC Construction  
Earth's Best Natural Pest Management  
Empire Today LLC  
Extreme Landscape & Management  
Greeley Tent & Awning Company  
KYS Construction, LLC  
MFS Supply  
Mr. Rekey Locksmith Services  
MSN Construction and Management Corporation  
NightTenders, Inc.

## 2012 Designation Candidates

(Since 2011 Convention)

### **RMP® CANDIDACY**

Annette Anderson  
William Butler  
Stephanie Christensen  
Danny Hardeman  
Dwain Henson  
Barry Mathis  
Bryan Miles  
Krystal Perkins  
Jonathan Perry  
Larry Porter  
Austin Sparks  
Vince Thai  
Clara Yokoyama

### **MPM® CANDIDACY**

George Trombley, RMP®

### **CSS® CANDIDACY**

Tawny Worth

**Start down the road to designation today!**

Orkin, Inc.  
Propertyware, Inc.  
RR Roofing  
Service Master Cleaning & Rest  
Sherwin-Williams Company  
Spartan Plumbing  
The Siding Specialists, Inc.  
Western Mold Pro, Inc.

### **SOFTWARE**

AppFolio, Inc.  
BuildingLink.com, LLC  
Buildium  
Happy Inspector, Inc.  
HERO PM  
Hoamanagement.com, Inc.  
MYOWNREALESTATE.COM  
National Real Estate Education, LLC  
Planet Synergy, Inc.  
PROMAS Landlord Software Center  
Property Genie  
Property Management, Inc.  
PropertyBoss Solutions, LLC  
Propertyware, Inc.  
Rent Manager  
Rentec Direct LLC  
RentJuice  
TRexGlobal.com  
Yardi Systems

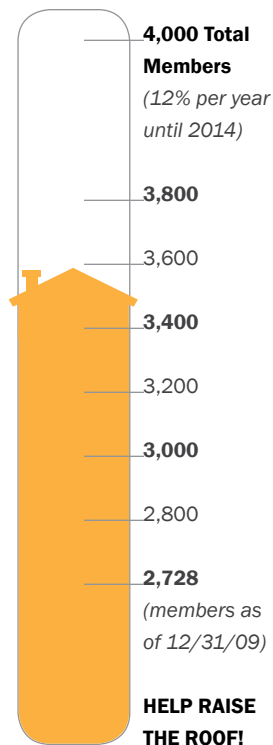
### **TENANT SCREENING**

TACRAnet  
ACUTRAQ  
Alliance 2020  
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Beacon Background  
Screening Services, LLC  
Clear Screening  
Contemporary Information Corp.  
CoreLogic SafeRent  
Credit Investigators,, INC  
E-Renter USA  
LetUsCoSign.com, Inc.  
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 Screening USA  
Trans Union Rental Screening Solutions  
TVS Tenant Verification Service, Inc

For more information, visit [narpm.org/search/search-affiliates.html](http://narpm.org/search/search-affiliates.html).

# MEMBERSHIP Growth (continued on page 24)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM AUGUST 24 - OCTOBER 24 2011.



Donna Armstrong  
RE/MAX Metro Atlanta, Inc  
Atlanta, GA  
404-371-4419

Jake Armstrong  
Legacy Property Management  
Gulf Breeze, FL  
850-934-1500

David K. Barnes  
Barnes Real Estate Properties, LLC  
Houston, TX  
713-870-1429

Christopher Barrow  
Foundation Rentals &  
Relocation, Inc  
Kentfield, CA  
415-507-9600

Ashley Benzie  
RE/MAX Signature  
Daytona Beach, FL  
386-236-0746

Brenda Bianchi  
Gulf Coast Preferred Realty, Inc.  
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Linda Bilderback  
Relocation Realty, Inc  
Roswell, GA  
770-641-8393

Mike Bitar  
Executive Estates Management  
Salinas, CA  
831-753-1234

Erika Blankenship  
Keller Williams  
Wadell, AZ  
602-931-0418

Laura Bloomer  
Dennis Realty & Investment Corp  
Lutz, FL  
813-949-7444

Michael Blunt  
Archer & Moreno Realty, LLC  
San Antonio, TX  
210-298-8865

Cindy Blyle, ABR CRS  
RE/MAX Parkside  
Olympia, WA  
360-528-3444

Nora Bohanon  
Chicagoland Leasing &  
Management, Inc.  
Chicago, IL  
866-427-0606

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386-236-0746

Kathy J. Boyes  
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St. Paul, MN  
651-777-5500

David Brady  
Brady Realty Group  
Las Vegas, NV  
702-818-5500

Chris Brown  
Beeline Realty &  
Property Management  
Lake Elsinore, CA  
951-333-1408

Richard Burton  
A Plus Properties  
Atlanta, GA  
678-488-0183

William S. Butler  
Butler Property Company, LLC  
Dallas, TX  
214-641-9400

David Captain  
Walton Street Capital  
Chicago, IL  
224-420-0101

Julie Carberry  
First American Real Estate  
St. Cloud, FL  
407-709-9969

Jim Carlson  
One Stop Property Management  
Independence, MO  
816-545-9008

Daniel R. Castro  
River's Edge Realty, LLC  
Austin, TX  
512-250-9882

Gerald Centner Jr.  
Red Hawk Realty, LLC  
Mesa, AZ  
480-396-9766

Jose Cerda-Zein  
Cerda-Zein Real Estate  
Alameda, CA  
510-523-5673

Gary Clark  
WUM Properties, LLC  
Fort Collins, CO  
970-227-6956

Jeff Clawson  
Austin Vestors  
Round Rock, TX  
512-660-7368

## PROFESSIONAL MEMBERS

Manaia Alalamua, R  
The Realty Company, Ltd.  
Honolulu, HI  
808-550-8827

Alana K. Alger  
Prudential Carruthers REALTORS®  
Fairfax, VA  
703-938-0909

Kiki Angier  
Coastal Breeze Properties  
Boca Raton, FL  
561-241-9480

Camille Aragon  
The Barre Group, Inc.  
La Jolla, CA  
619-961-8810

## BENEFITS OF JOINING

- Business Building Referrals
- Networking Opportunities
- Industry-Related News
- Annual Convention and Trade Show
- Leadership Training
- Regional/State Conferences
- Educational Opportunities
- Nationally Recognized Professional Designation Program
- Local Chapters
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Chris Compton Absolutely Affordable Property Management Atlanta, GA 770-682-7735	Natalie Dustman D 2 Realty and Property Management, LLC Denver, CO 303-500-3297	Yelene Griffin LG Realty Burlingame, CA 650-376-3696	Jamont Jones All County Prestige Phoenix, AZ 619-990-4881
Judy Cook Trukee Meadows Property Management Sparks, NV 775-750-9654	Jason Evans Trio Property Management, Inc. Eugene, OR 541-434-1900	Kevin Hackney Benchmark Realty Nashville, TN 615-371-1544	Judy L. Jones Great Smoky Investments Sevierville, TN 865-774-0660
Brittney L. Copeland Platinum Property Management, LLC Manassas, VA 703-530-1776	Jennifer Evans Trio Property Management, Inc. Eugene, OR 541-434-1900	Arla Harvey East Oahu Realty Honolulu, HI 808-375-8959	Partick S. Juve' Neighborhood Realty Austin, TX 512-335-8686
Teresa L. Crocker Exit Realty By The Sea Ventura, CA 805-652-1920	Eileen Fernandez Infinity Property Management San Antonio, TX 210-494-0100	Walter Harvey East Oahu Realty Honolulu, HI 808-371-1484	Timothy D. Keefe Management Specialists, Inc. Port Saint Lucie, FL 772-380-9011
Larry G. Crumpton Resource One New Braunfels, TX 830-626-1144	William Fischer, Jr Lighthouse Realty Capital Mission Viejo, CA 949-716-2220	Brenton Hayden Renters Warehouse Golden Valley, MN 952-470-8888	Jeffrey A. Kirves RE/MAX Legends Buford, GA 770-963-7915
Janelle Daugherty Mandel Sagewood Property Management Colorado Springs, CO 719-331-1808	Curt Fluegel Trikin Properties Hudson, WI 651-964-3812 x101	Bambie D. Hayes Silas Frazier Realty Tucker, GA 404-437-2681	Tony Koonce Park Place Property Management Meridian, ID 208-377-3227
Chuck Davey Davey Real Estate San Jose, CA 408-497-5283	Gabriel C. Gancayco Bay Elite Realty San Jose, CA 408-899-1790	Karlus Henry Kingdom First Realty Tallahassee, FL 850-671-4663	Chad Krakow Krakow Company Burlingame, CA 650-344-4876
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Shanna deDiego Oceanside Proeperty Management Aptos, CA 831-661-0952	Robert Glaser Smith & Associates Real Estate Tampa, FL 813-839-3800	Becky Homer HBH Management, LLC Round Rock, TX 512-439-3772	Stacie L. Latham Century 21, IRP Realty Jensen Beach, FL 772-225-0110
	Chris L. Grateke III Movers Advantage Property Management Jefferson City, MO 573-659-7777	Steve Homer HBH Management, LLC Round Rock, TX 512-439-3772	Preston Letts Platinum Wealth Group Downers Grove, IL 630-324-4267

**Continued on next page**

# MEMBERSHIP Growth (continued from page 23)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM AUGUST 24 - OCTOBER 24 2011.

John Liberatos RentCharleston.com Charleston, SC 843-723-1988	Linda L. Maxwell All Pro Property Managers, LLC Charlottesville, VA 804-229-0906	Bob Nastasi A to B Property Management Campbell, CA 408-626-4800 x103	John Riediger Lowcountry Property Management & Sales N Charleston, SC 843-574-9828	James E. Shafor Uintah Basin Property Management Vernal, UT 435-503-8558
Mark Lister Property Services, Inc. Las Vegas, NV 702-385-3733	Cameron McCaa Your Intown Home Atlanta, GA 404-414-2496	Chris Norris Jackson & King Agency, Inc. Marietta, GA 770-428-3316	Kimberly Roetto Roetto, Inc. Yreka, CA 530-842-1186	Chad Shepard Chad Michael Shepard Albany, CA 510-325-8526
James J. Little Clarksville.Com Realty Clarksville, TN 931-591-3773	Shea McGrath Carefree Property Management, Inc. Portland, OR 503-297-8111	Edward Omohundro Red Mansions Realty New Braunfels, TX 830-708-7330	Jamie Rudnick 24/7 Property Management Templeton, CA 805-748-2717	Maria Shircel Maria Shircel Property Management, LLC Clarksville, TN 931-338-5650
Christiana Loizou Keller Williams Realty Virginia Beach, VA 757-321-7595	Jim McNeeley Jim McNeeley Real Estate & Property Management, Inc. Portland, OR 503-292-8125	Eileen Page Front Page Realty Austin, TX 512-480-8518	Paul Ryan The Mission Management Group Charlotte, NC 704-302-4464	Billie E. Simmons Brevard Property Management & Realty Group, LLC Melbourne, FL 321-752-0460
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Shon Lorg Rave Property Management Round Rock, TX 512-377-1486	Jean Melton Jean Melton Real Estate Grand Prairie, TX 972-237-0023	Pete Picchietti Mayfair Property Management Chicago, IL 312-543-1187	Selma Schevers Realty Unlimited Port St Lucie, FL 772-340-4622	Steve G. Snarzyk Trademark Real Estate, Inc. St Peters, MO 636-614-4888
Gary Lundholm The Real Estate Group Chesapeake, VA 757-410-8500 x1	Lori Menke Spencer Realty of NWFLA Gulf Breeze, FL 850-932-3513	Roy Plat Plat Realty Plano, TX 214-317-1212	Cynthia Schimpf Century 21 Homefinders of Hawaii Hilo, HI 808-938-7106	Karen P. Spalding Spalding Brokers, LLC Cumming, GA 770-789-9052
Jim Marks Green Light Realty, LLC Tampa, FL 813-287-1591	Gene Molloy Gene Molloy Properties Arlington, TX 817-275-1111	Bradley Randall Welch Randall Property Management Ogden, UT 801-399-5883	Densay Sengsoulavong Signature Associates Real Estate Wilmington, NC 910-665-9795	Mark Spalding Spalding Brokers, LLC Cumming, GA 770-789-9052
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1. Contact NARPM® National for Membership Application brochures. Upon request, National can mail the application directly to the prospective member.
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Theo Montgomery	Paul Arrington
Molly Anderson, RMP®	Sally Ankers, RMP®
Traci Lewis Vancamp, RMP®	Mary Rinaldi, MPM® RMP®
Jayci Grana, MPM® RMP®	Lynda Ghaedi
Judy Rose	Jennifer Herman
Brian Birdy, MPM® RMP®	Robert Locke, MPM® RMP®
Chantal Bachar	Kevin Martin, RMP®

### AUGUST 24 - OCTOBER 24, 2011

#### **NEW MEMBER**

Stephanie Christensen  
Andrew Liles  
Jason Andrew Pesterfield  
Shea McGrath  
Amber Vanlandingham  
Andrew Moore  
Lisa Swiger  
Walter Borgen  
Ashley Benzie  
Kathleen Gaspari  
Gary Lundholm  
Richard Burton  
Darryl A. Gichia-Broussard  
Jean Melton  
Brenton Hayden  
Gayle "Crickett" Huff  
Bradley Randall  
Lee Blyle  
Chris Compton  
Chuck Bryson  
Krystal Perkins  
Michael Blunt  
John Riediger  
Caitlin Meehan  
Sylvia Arrambide  
Jake Armstrong  
William J. Menke  
Jason Evans  
Jennifer Evans  
Sabrina M. Gustafson  
David Kane  
Patrick S. Juve  
Mark Spalding  
Karen Powell Spalding  
D. J. Wilson  
Jose Cerda-Zein

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Robert M. Locke, MPM® RMP®  
Robert M. Locke, MPM® RMP®  
Larry Bryan Jenkins, II  
Timothy McGrath, RMP®  
Mary Ann Crumpton, RMP®  
Jennifer Herman  
Dale Swiger  
Kathy Campano  
Kathy Campano  
Elizabeth Morgan, MPM® RMP®  
Lee Halyard  
Robert Locke, MPM® RMP®  
Scott McPherson  
H. C. Buddy White  
Ryan Marvin  
Maryse Hotchkiss  
Steven Randall  
Cindy Blyle  
Robert Locke, MPM® RMP®  
Ann Anderson  
Robert Locke, MPM® RMP®  
Hoppie Cantwell, MPM® RMP®  
Warren Sloane  
Kandy Meehan, RMP®  
Donna J. Housden, MPM® RMP®  
Matt Scheel  
Matt Scheel  
Mary Jeanne Jacobsen, RMP®  
Mary Jeanne Jacobsen, RMP®  
Becky D. Gustafson  
Donna Littleton  
Fred Southard, RMP®  
Michael McCreary, MPM® RMP®  
Michael McCreary, MPM® RMP®  
Don Wilson  
Andrea Caldwell, MPM® RMP®

#### **NEW MEMBER**

Lori T. Menke  
David M. Lightfritz  
Linda L. Maxwell  
Joyce Deardorff  
Camille Aragon  
Julie Carberry  
Gary Clark  
David Kent Barnes  
Tony Koonce  
Sarah Devine  
John Liberatos  
Gerald Centner, Jr.  
Bob Nastasi  
Jamont Jones  
Manaia Alalamua  
Donna Speciale  
James J. Little  
Albert Tamayo  
Chris Brown  
Jindou Lee  
Jindou Lee  
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Roy Plat  
Bambie D. Hayes  
Donna Armstrong  
Chris L. Grateke, III  
Jim Carlson  
Bridget Wheatley-Morgan  
Walter T. Sims, Jr.  
Derek Wuest  
David Plank  
Mark Lister  
Steve Homer  
Becky Homer  
Michele Holm  
Tracy Tocher

#### **REFERRING MEMBER**

Matt Scheel  
Greg Kurzner  
Chuck Warren, RMP®  
Tony Drost, MPM® RMP®  
Sally Backus  
Michelle Brassard, RMP®  
Bev Perina, RMP®  
Mike Mengden, MPM® RMP®  
Andrew Propst, MPM® RMP®  
Edward J. Verdi  
Warren Sloane  
Rose McKinny  
Mike Segal, RMP®  
Sandy Ferrera  
Cori Mita, RMP®  
Chantal Bachar  
Scott Abernathy, RMP®  
Chantal Bachar  
Christian Amacker  
Leeann G. Ghiglione, MPM® RMP®  
Tony Drost, MPM® RMP®  
Eddie Davis, MPM® RMP®  
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Rachell Smith  
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Lori Hermansen  
Melanie Butler  
Bev Perina, RMP®  
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