

## Q1 How long have you been a member of NARPM®?

Answered: 191 Skipped: 0

#	Responses	Date
1	6 years	9/11/2015 6:37 PM
2	since 1992-Member #253	9/2/2015 7:44 PM
3	2011	9/2/2015 6:11 PM
4	Since 1996..I cannot do the math it has been so long	8/29/2015 11:09 AM
5	Since 2012	8/28/2015 2:02 PM
6	3 years	8/28/2015 12:22 PM
7	2+ years	8/28/2015 12:17 PM
8	6 years	8/24/2015 2:17 PM
9	1992 23 yrs	8/24/2015 1:58 PM
10	3 years	8/21/2015 3:18 PM
11	Since 2003	8/21/2015 2:51 PM
12	15+years	8/21/2015 2:16 PM
13	over 20 years	8/21/2015 1:24 PM
14	15 years, I think	8/21/2015 12:30 PM
15	4 years	8/21/2015 12:12 PM
16	3 years	8/21/2015 12:06 PM
17	2 Years	8/21/2015 11:28 AM
18	3 yrs I think	8/21/2015 11:21 AM
19	6+ years?	8/21/2015 11:09 AM
20	10 years	8/21/2015 11:09 AM
21	7 years	8/21/2015 11:07 AM
22	25 years	8/21/2015 11:01 AM
23	8 years	8/19/2015 12:37 PM
24	Going on my 2nd year	8/18/2015 2:48 PM
25	4mo, attending 10mo	8/16/2015 5:18 PM
26	18 years	8/14/2015 3:20 PM
27	4 years	8/11/2015 1:47 PM
28	26 years	8/4/2015 9:56 AM
29	Since 2002	8/2/2015 1:20 PM
30	6 Years	7/30/2015 10:38 AM
31	23 Years	7/29/2015 11:17 AM
32	! year	7/28/2015 10:13 PM
33	about 9 years	7/28/2015 8:38 PM
34	7 years	7/28/2015 5:28 PM

35	5+ years	7/27/2015 7:30 PM
36	2 years	7/27/2015 4:50 PM
37	2 years	7/27/2015 11:36 AM
38	2 years .	7/27/2015 10:50 AM
39	4 years	7/27/2015 10:44 AM
40	7 months	7/27/2015 10:18 AM
41	15 years	7/27/2015 9:39 AM
42	16 years	7/26/2015 8:27 PM
43	2 years	7/26/2015 5:01 PM
44	4 Years	7/26/2015 10:55 AM
45	7 years	7/25/2015 4:56 PM
46	6 years	7/24/2015 7:35 PM
47	10+ yrs	7/24/2015 5:37 PM
48	5 years	7/24/2015 4:27 PM
49	Since 2003	7/24/2015 1:37 PM
50	3 years	7/24/2015 1:36 PM
51	about a year	7/24/2015 1:34 PM
52	9 Years	7/24/2015 1:15 PM
53	19 years	7/24/2015 12:23 PM
54	4 years	7/24/2015 11:46 AM
55	8 months	7/24/2015 11:46 AM
56	2 years	7/24/2015 11:44 AM
57	14 years	7/24/2015 11:33 AM
58	2 years	7/24/2015 11:24 AM
59	4 years	7/24/2015 10:54 AM
60	10 years	7/24/2015 10:31 AM
61	8 Years	7/24/2015 10:00 AM
62	4 years	7/24/2015 9:26 AM
63	9 years	7/24/2015 9:16 AM
64	10 years	7/24/2015 7:19 AM
65	3 years I believe	7/24/2015 6:50 AM
66	10 years- I think.	7/24/2015 12:45 AM
67	4	7/23/2015 11:48 PM
68	3 years	7/23/2015 10:16 PM
69	Almost 1 year	7/23/2015 10:11 PM
70	6+ years	7/23/2015 10:10 PM
71	1 yr	7/23/2015 9:53 PM
72	off and on since 2003	7/23/2015 9:48 PM
73	8 yrs	7/23/2015 9:31 PM
74	3-4 years	7/23/2015 9:13 PM
75	8 months	7/23/2015 8:58 PM

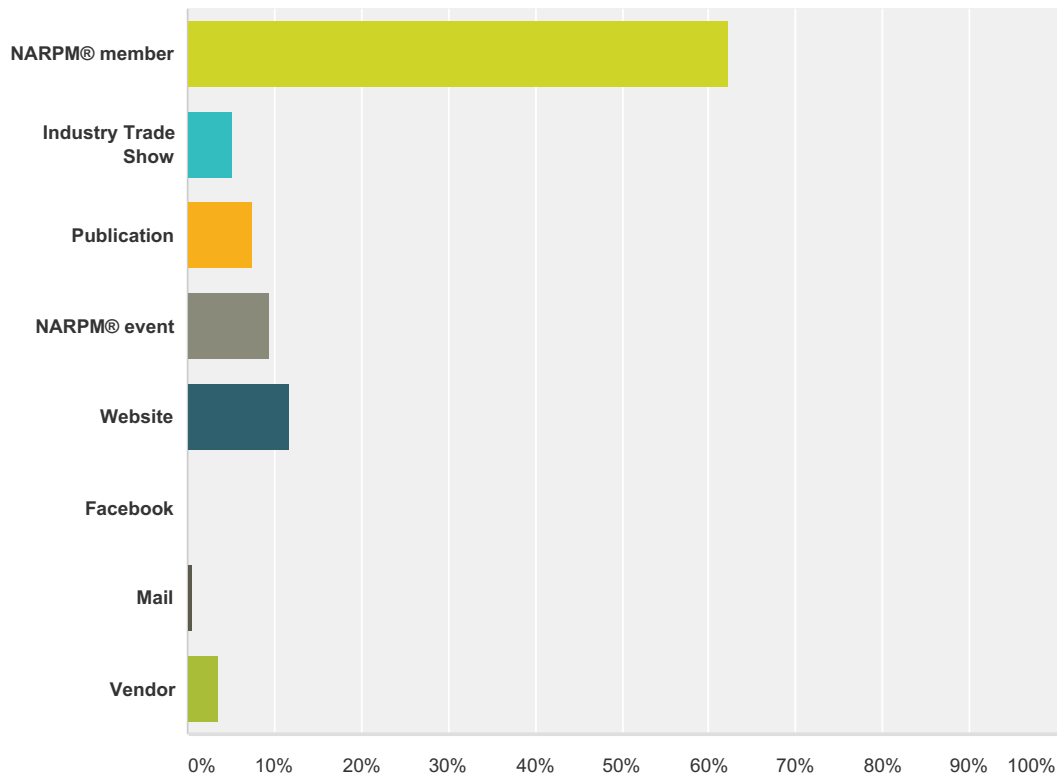
76	20 years	7/23/2015 8:24 PM
77	18 years	7/23/2015 8:03 PM
78	Since 2002	7/23/2015 8:02 PM
79	3 years	7/23/2015 7:58 PM
80	9 years	7/23/2015 7:41 PM
81	16 years	7/23/2015 7:31 PM
82	3 years	7/23/2015 6:47 PM
83	7 yrs	7/23/2015 6:44 PM
84	4 years	7/23/2015 6:31 PM
85	2 years	7/23/2015 6:11 PM
86	26 years	7/23/2015 5:55 PM
87	8 years?	7/23/2015 5:54 PM
88	2 years	7/23/2015 5:33 PM
89	10 years	7/23/2015 5:31 PM
90	2 years	7/23/2015 5:28 PM
91	2009	7/23/2015 5:27 PM
92	21 years	7/23/2015 5:23 PM
93	20 years, 1995	7/23/2015 5:23 PM
94	27 years ?	7/23/2015 5:10 PM
95	3 Years	7/23/2015 5:09 PM
96	10+ years, I think. Though I haven't received a 5 or 10 yr pen, so I don't know	7/23/2015 5:09 PM
97	8 years	7/23/2015 5:08 PM
98	16 years	7/23/2015 5:08 PM
99	6 years	7/23/2015 5:00 PM
100	10+ years	7/23/2015 4:47 PM
101	7 years	7/23/2015 4:43 PM
102	2 years	7/23/2015 4:38 PM
103	3 years	7/23/2015 4:37 PM
104	3 years	7/23/2015 4:35 PM
105	5 years	7/23/2015 4:34 PM
106	7 years	7/23/2015 4:33 PM
107	26 years	7/23/2015 4:33 PM
108	9 years	7/23/2015 4:31 PM
109	19 Years	7/23/2015 4:30 PM
110	Since 1992	7/23/2015 4:28 PM
111	almost 5 years	7/23/2015 4:18 PM
112	6 years	7/23/2015 4:17 PM
113	5 years	7/23/2015 4:15 PM
114	3 months	7/23/2015 4:13 PM
115	1 Year	7/23/2015 4:11 PM
116	4 Years	7/23/2015 4:11 PM

117	3 years	7/23/2015 4:05 PM
118	8 years	7/23/2015 4:03 PM
119	since 1996?	7/23/2015 4:02 PM
120	22 years	7/23/2015 4:02 PM
121	1month....	7/23/2015 4:00 PM
122	under 2 years	7/23/2015 3:57 PM
123	20 years	7/23/2015 3:47 PM
124	12 years.	7/23/2015 3:46 PM
125	Since Feb 2012	7/23/2015 3:42 PM
126	19 years	7/23/2015 3:42 PM
127	3 years	7/23/2015 3:42 PM
128	2-3 years	7/23/2015 3:40 PM
129	7 years I believe	7/23/2015 3:38 PM
130	3 yrs.	7/23/2015 3:35 PM
131	Four+ years	7/23/2015 3:33 PM
132	July 22, 2008 - 7 years	7/23/2015 3:29 PM
133	1 year	7/23/2015 3:28 PM
134	4 years	7/23/2015 3:22 PM
135	20 years	7/23/2015 3:21 PM
136	4 years	7/23/2015 3:20 PM
137	5 years	7/23/2015 3:15 PM
138	2006	7/23/2015 3:11 PM
139	5 years	7/23/2015 3:05 PM
140	15 years	7/23/2015 3:02 PM
141	Since 2012	7/23/2015 3:02 PM
142	6 years	7/23/2015 3:02 PM
143	3 years	7/23/2015 3:01 PM
144	15 yrs	7/23/2015 2:57 PM
145	3 years	7/23/2015 2:55 PM
146	8 years	7/23/2015 2:55 PM
147	23 years	7/23/2015 2:53 PM
148	15+ years	7/23/2015 2:53 PM
149	6 yrs	7/23/2015 2:52 PM
150	Since 2004	7/23/2015 2:48 PM
151	2 years	7/23/2015 2:47 PM
152	2 years	7/23/2015 2:43 PM
153	3 years	7/23/2015 2:43 PM
154	15 years	7/23/2015 2:39 PM
155	Less than 1 year	7/23/2015 2:38 PM
156	15 years	7/23/2015 2:36 PM
157	a year	7/23/2015 2:36 PM

158	Almost 5 years.	7/23/2015 2:33 PM
159	2 Years	7/23/2015 2:31 PM
160	5 years	7/23/2015 2:29 PM
161	6 years	7/23/2015 2:26 PM
162	25 yrs	7/23/2015 2:26 PM
163	18 years	7/23/2015 2:25 PM
164	6 yrs	7/23/2015 2:25 PM
165	21 years	7/23/2015 2:24 PM
166	5 yrs	7/23/2015 2:21 PM
167	Three years	7/23/2015 2:21 PM
168	20 + years	7/23/2015 2:21 PM
169	4 years	7/23/2015 2:20 PM
170	Probably 2 years	7/23/2015 2:20 PM
171	3 years	7/23/2015 2:18 PM
172	Since October 2013	7/23/2015 2:16 PM
173	4 years	7/23/2015 2:16 PM
174	5 years I believe	7/23/2015 2:13 PM
175	since August, 2009	7/23/2015 2:12 PM
176	12 years	7/23/2015 2:12 PM
177	A few months	7/23/2015 2:11 PM
178	5 years	7/23/2015 2:11 PM
179	21 years	7/23/2015 2:11 PM
180	2 years	7/23/2015 2:10 PM
181	2	7/23/2015 2:10 PM
182	3 years	7/23/2015 2:10 PM
183	not sure 10-20 years	7/23/2015 2:09 PM
184	8 years	7/23/2015 2:08 PM
185	1 year	7/23/2015 2:08 PM
186	May 2, 1994	7/23/2015 2:08 PM
187	3 Years	7/23/2015 2:06 PM
188	over 3 years	7/23/2015 2:04 PM
189	2 years	7/23/2015 2:03 PM
190	3 yrs	7/23/2015 2:01 PM
191	1 yr	7/23/2015 1:54 PM

## Q2 How did you first learn about NARPM®?

Answered: 172 Skipped: 19



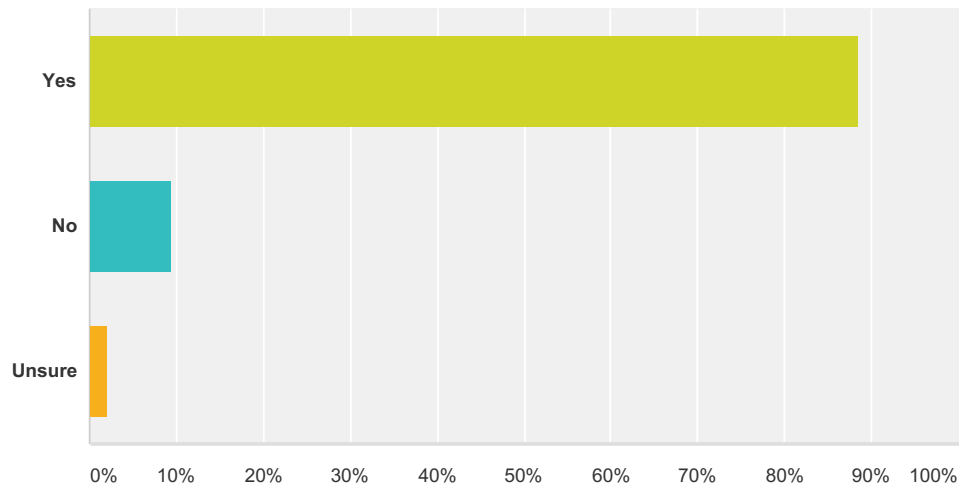
Answer Choices	Responses
NARPM® member	62.21% 107
Industry Trade Show	5.23% 9
Publication	7.56% 13
NARPM® event	9.30% 16
Website	11.63% 20
Facebook	0.00% 0
Mail	0.58% 1
Vendor	3.49% 6
<b>Total</b>	<b>172</b>

#	Other (please specify)	Date
1	from a Carrington Property Services recruiter	8/28/2015 12:17 PM
2	From the guy who owned RPM	8/21/2015 2:51 PM
3	Rocky Maxwell	8/21/2015 2:16 PM
4	Family in the business	8/21/2015 11:07 AM
5	Husband was president of local chapter	8/19/2015 12:37 PM

6	My company	8/11/2015 1:47 PM
7	original member	8/4/2015 9:56 AM
8	Charter member of local chapter	7/28/2015 8:38 PM
9	prior employer	7/28/2015 5:28 PM
10	Co-worker	7/27/2015 4:50 PM
11	John Bradford did a presentation at our local realtor board	7/27/2015 11:36 AM
12	(broker/parent)	7/24/2015 4:27 PM
13	PPMA of SF	7/23/2015 8:02 PM
14	Online	7/23/2015 6:11 PM
15	charter member	7/23/2015 5:10 PM
16	FARPM	7/23/2015 4:37 PM
17	Cary Efurd	7/23/2015 4:31 PM
18	My workplace	7/23/2015 4:18 PM
19	Noticed the logo on other property management websites.	7/23/2015 4:11 PM
20	We had just started our company, and looked online for the best tradegroup around. NARPM was that group.	7/23/2015 4:11 PM
21	FARPM	7/23/2015 4:02 PM
22	WA State Conference of 1995	7/23/2015 3:47 PM
23	NAR	7/23/2015 2:36 PM
24	Researching online for Property	7/23/2015 2:26 PM
25	Most of the office are members.	7/23/2015 2:08 PM
26	Through my work place	7/23/2015 2:06 PM

### Q3 Are you a member of a local and/or state chapter

Answered: 190 Skipped: 1



Answer Choices	Responses
Yes	88.42% 168
No	9.47% 18
Unsure	2.11% 4
<b>Total</b>	<b>190</b>



## Q4 How long have you been in residential property management?

Answered: 191 Skipped: 0

#	Responses	Date
1	11 years	9/11/2015 6:37 PM
2	since 1980	9/2/2015 7:44 PM
3	since 2005	9/2/2015 6:11 PM
4	35 years	8/29/2015 11:09 AM
5	10+ years	8/28/2015 2:02 PM
6	7 years	8/28/2015 12:22 PM
7	12+ years	8/28/2015 12:17 PM
8	8 years	8/24/2015 2:17 PM
9	40 yrs +	8/24/2015 1:58 PM
10	3 years	8/21/2015 3:18 PM
11	25 years	8/21/2015 2:51 PM
12	43 years	8/21/2015 2:16 PM
13	32	8/21/2015 1:24 PM
14	15 years	8/21/2015 12:30 PM
15	8 years	8/21/2015 12:12 PM
16	8 years	8/21/2015 12:06 PM
17	2 Years	8/21/2015 11:28 AM
18	14 years	8/21/2015 11:21 AM
19	9 years	8/21/2015 11:09 AM
20	20 years	8/21/2015 11:09 AM
21	12 years	8/21/2015 11:07 AM
22	30 years	8/21/2015 11:01 AM
23	Over 30 years	8/19/2015 12:37 PM
24	7 Years	8/18/2015 2:48 PM
25	4mo	8/16/2015 5:18 PM
26	29 Years	8/14/2015 3:20 PM
27	6 years	8/11/2015 1:47 PM
28	28 years	8/4/2015 9:56 AM
29	18 yrs	8/2/2015 1:20 PM
30	8 Years	7/30/2015 10:38 AM
31	35 Years	7/29/2015 11:17 AM
32	4 years	7/28/2015 10:13 PM
33	10 years	7/28/2015 8:38 PM
34	since 1989	7/28/2015 5:28 PM

35	23 years	7/27/2015 7:30 PM
36	Sine 2008	7/27/2015 4:50 PM
37	8 years	7/27/2015 11:36 AM
38	4 years.	7/27/2015 10:50 AM
39	4 years	7/27/2015 10:44 AM
40	1 year	7/27/2015 10:18 AM
41	since 1991	7/27/2015 9:39 AM
42	22 years	7/26/2015 8:27 PM
43	21 years	7/26/2015 5:01 PM
44	4 years	7/26/2015 10:55 AM
45	9 years	7/25/2015 4:56 PM
46	7.5 years	7/24/2015 7:35 PM
47	20 yrs	7/24/2015 5:37 PM
48	5 years	7/24/2015 4:27 PM
49	12 Years	7/24/2015 1:37 PM
50	4 years	7/24/2015 1:36 PM
51	6 years	7/24/2015 1:34 PM
52	22 Years	7/24/2015 1:15 PM
53	40 years	7/24/2015 12:23 PM
54	4 years	7/24/2015 11:46 AM
55	5 years	7/24/2015 11:46 AM
56	2 years	7/24/2015 11:44 AM
57	19 years	7/24/2015 11:33 AM
58	3 years	7/24/2015 11:24 AM
59	6 years	7/24/2015 10:54 AM
60	15 years	7/24/2015 10:31 AM
61	25 Years	7/24/2015 10:00 AM
62	29 years	7/24/2015 9:26 AM
63	23 years	7/24/2015 9:16 AM
64	20 years	7/24/2015 7:19 AM
65	8 years	7/24/2015 6:50 AM
66	15 years	7/24/2015 12:45 AM
67	5	7/23/2015 11:48 PM
68	25 years	7/23/2015 10:16 PM
69	3 years as a licensed PM and almost 10 with my own investment properties.	7/23/2015 10:11 PM
70	32 years	7/23/2015 10:10 PM
71	5+ yrs	7/23/2015 9:53 PM
72	20 years	7/23/2015 9:48 PM
73	9 yrs	7/23/2015 9:31 PM
74	6 years	7/23/2015 9:13 PM
75	3 years	7/23/2015 8:58 PM

76	25 years	7/23/2015 8:24 PM
77	25 years	7/23/2015 8:03 PM
78	20 yrs	7/23/2015 8:02 PM
79	20 years	7/23/2015 7:58 PM
80	15 years	7/23/2015 7:41 PM
81	33 years	7/23/2015 7:31 PM
82	3 yrs	7/23/2015 6:47 PM
83	30+ yrs	7/23/2015 6:44 PM
84	Since 1999	7/23/2015 6:31 PM
85	Since 2010	7/23/2015 6:11 PM
86	37 years	7/23/2015 5:55 PM
87	28 years	7/23/2015 5:54 PM
88	25 years	7/23/2015 5:33 PM
89	23 years	7/23/2015 5:31 PM
90	20 years	7/23/2015 5:28 PM
91	Since 1984	7/23/2015 5:27 PM
92	28 years	7/23/2015 5:23 PM
93	23 years	7/23/2015 5:23 PM
94	36 years	7/23/2015 5:10 PM
95	5 Years	7/23/2015 5:09 PM
96	20 yrs	7/23/2015 5:09 PM
97	8 years	7/23/2015 5:08 PM
98	19 years	7/23/2015 5:08 PM
99	8 years	7/23/2015 5:00 PM
100	21 yrs	7/23/2015 4:47 PM
101	24 years	7/23/2015 4:43 PM
102	3 years	7/23/2015 4:38 PM
103	25+ years	7/23/2015 4:37 PM
104	8 years	7/23/2015 4:35 PM
105	9 years	7/23/2015 4:34 PM
106	20 years	7/23/2015 4:33 PM
107	30 years	7/23/2015 4:33 PM
108	1996	7/23/2015 4:31 PM
109	27 years	7/23/2015 4:30 PM
110	Since 1982	7/23/2015 4:28 PM
111	over 5 years	7/23/2015 4:18 PM
112	10 years	7/23/2015 4:17 PM
113	7 years	7/23/2015 4:15 PM
114	8 years	7/23/2015 4:13 PM
115	8 Years	7/23/2015 4:11 PM
116	4 Years	7/23/2015 4:11 PM

117	5 years	7/23/2015 4:05 PM
118	9 years	7/23/2015 4:03 PM
119	25 years	7/23/2015 4:02 PM
120	25 years	7/23/2015 4:02 PM
121	35 years	7/23/2015 4:00 PM
122	5 years	7/23/2015 3:57 PM
123	20 years	7/23/2015 3:47 PM
124	30+ years	7/23/2015 3:46 PM
125	For about 5 yrs	7/23/2015 3:42 PM
126	24 years	7/23/2015 3:42 PM
127	18 years in PM, going on 6th year as a licensed REALTOR Residential PM	7/23/2015 3:42 PM
128	5 years	7/23/2015 3:40 PM
129	23 years	7/23/2015 3:38 PM
130	5 yrs.	7/23/2015 3:35 PM
131	25 years	7/23/2015 3:33 PM
132	11 1/2 years	7/23/2015 3:29 PM
133	27 years + my father had a real estate firm which did property management (600+ units) -- my whole life?	7/23/2015 3:28 PM
134	10 years	7/23/2015 3:22 PM
135	30 years	7/23/2015 3:21 PM
136	6 years	7/23/2015 3:20 PM
137	8 years	7/23/2015 3:15 PM
138	1981	7/23/2015 3:11 PM
139	6 yrs	7/23/2015 3:05 PM
140	15 years	7/23/2015 3:02 PM
141	since 2012, Joined NARPM when I started my business	7/23/2015 3:02 PM
142	10 years	7/23/2015 3:02 PM
143	15 years	7/23/2015 3:01 PM
144	25 yrs	7/23/2015 2:57 PM
145	16 years	7/23/2015 2:55 PM
146	15	7/23/2015 2:55 PM
147	32 years	7/23/2015 2:53 PM
148	30+ years	7/23/2015 2:53 PM
149	20 yrs	7/23/2015 2:52 PM
150	Since 1992	7/23/2015 2:48 PM
151	10 years	7/23/2015 2:47 PM
152	3 years	7/23/2015 2:43 PM
153	10 years	7/23/2015 2:43 PM
154	28 years	7/23/2015 2:39 PM
155	10 years (Started new company November 2014)	7/23/2015 2:38 PM
156	20 years	7/23/2015 2:36 PM
157	13 yrs in my own firm plus 10 yrs for employer.	7/23/2015 2:36 PM

158	8 1/2 years.	7/23/2015 2:33 PM
159	3 Years	7/23/2015 2:31 PM
160	4+years	7/23/2015 2:29 PM
161	6+ years	7/23/2015 2:26 PM
162	30 yrs	7/23/2015 2:26 PM
163	25 years	7/23/2015 2:25 PM
164	Overall since 94, with a property management division in my real estate company, in 2003 I sold the listing/selling company and retained the pm department and started my current property management company.	7/23/2015 2:25 PM
165	34 years	7/23/2015 2:24 PM
166	7 yrs	7/23/2015 2:21 PM
167	Three years	7/23/2015 2:21 PM
168	30 + years	7/23/2015 2:21 PM
169	8 years	7/23/2015 2:20 PM
170	5 years	7/23/2015 2:20 PM
171	30 years	7/23/2015 2:18 PM
172	7 years	7/23/2015 2:16 PM
173	13 years	7/23/2015 2:16 PM
174	14 yrs	7/23/2015 2:13 PM
175	8 years	7/23/2015 2:12 PM
176	18 years	7/23/2015 2:12 PM
177	10 years	7/23/2015 2:11 PM
178	9 years	7/23/2015 2:11 PM
179	35 years	7/23/2015 2:11 PM
180	5 years	7/23/2015 2:10 PM
181	5	7/23/2015 2:10 PM
182	5 years	7/23/2015 2:10 PM
183	34 years	7/23/2015 2:09 PM
184	8 years	7/23/2015 2:08 PM
185	2 years	7/23/2015 2:08 PM
186	30 years	7/23/2015 2:08 PM
187	3 years	7/23/2015 2:06 PM
188	Over 20 years	7/23/2015 2:04 PM
189	3 years	7/23/2015 2:03 PM
190	4 yrs	7/23/2015 2:01 PM
191	34 yrs	7/23/2015 1:54 PM

## Q5 How many employees do you have?

Answered: 189 Skipped: 2

#	Responses	Date
1	13	9/11/2015 6:37 PM
2	one	9/2/2015 7:44 PM
3	4	9/2/2015 6:11 PM
4	2 independent contractors	8/29/2015 11:09 AM
5	12	8/28/2015 2:02 PM
6	3	8/28/2015 12:22 PM
7	5	8/28/2015 12:17 PM
8	7	8/24/2015 2:17 PM
9	4	8/24/2015 1:58 PM
10	none	8/21/2015 3:18 PM
11	2	8/21/2015 2:51 PM
12	5	8/21/2015 2:16 PM
13	6 plus 30 Independent Contractors	8/21/2015 1:24 PM
14	I am not the owner, so I don't have employees	8/21/2015 12:30 PM
15	5	8/21/2015 12:12 PM
16	2	8/21/2015 12:06 PM
17	3	8/21/2015 11:28 AM
18	3	8/21/2015 11:21 AM
19	6	8/21/2015 11:09 AM
20	12	8/21/2015 11:09 AM
21	0	8/21/2015 11:07 AM
22	15	8/21/2015 11:01 AM
23	15 plus agents	8/19/2015 12:37 PM
24	2	8/18/2015 2:48 PM
25	1	8/16/2015 5:18 PM
26	6	8/14/2015 3:20 PM
27	10	8/11/2015 1:47 PM
28	20	8/4/2015 9:56 AM
29	0	8/2/2015 1:20 PM
30	8	7/30/2015 10:38 AM
31	2	7/29/2015 11:17 AM
32	none	7/28/2015 10:13 PM
33	2	7/28/2015 8:38 PM
34	1.5	7/28/2015 5:28 PM
35	0	7/27/2015 7:30 PM

36	6	7/27/2015 4:50 PM
37	20	7/27/2015 11:36 AM
38	0	7/27/2015 10:50 AM
39	9	7/27/2015 10:44 AM
40	4	7/27/2015 10:18 AM
41	3	7/27/2015 9:39 AM
42	7	7/26/2015 8:27 PM
43	30	7/26/2015 5:01 PM
44	9	7/26/2015 10:55 AM
45	5	7/25/2015 4:56 PM
46	4	7/24/2015 7:35 PM
47	14	7/24/2015 5:37 PM
48	13	7/24/2015 4:27 PM
49	9	7/24/2015 1:37 PM
50	18	7/24/2015 1:36 PM
51	I am an agent and I am also support staff.	7/24/2015 1:34 PM
52	2	7/24/2015 1:15 PM
53	3	7/24/2015 12:23 PM
54	1	7/24/2015 11:46 AM
55	25	7/24/2015 11:46 AM
56	1	7/24/2015 11:44 AM
57	6	7/24/2015 11:33 AM
58	9	7/24/2015 11:24 AM
59	12	7/24/2015 10:54 AM
60	0	7/24/2015 10:31 AM
61	1	7/24/2015 10:00 AM
62	11	7/24/2015 9:26 AM
63	11	7/24/2015 9:16 AM
64	0 - just me	7/24/2015 7:19 AM
65	5 including owners, but not including contractors	7/24/2015 6:50 AM
66	Our rental department is a staff of 7 people excluding myself.	7/24/2015 12:45 AM
67	4	7/23/2015 11:48 PM
68	9	7/23/2015 10:16 PM
69	None...just me.	7/23/2015 10:11 PM
70	0	7/23/2015 10:10 PM
71	1	7/23/2015 9:53 PM
72	4	7/23/2015 9:48 PM
73	3	7/23/2015 9:31 PM
74	3 employees	7/23/2015 9:13 PM
75	1	7/23/2015 8:58 PM
76	3	7/23/2015 8:24 PM

77	8 employees, 20 property managers	7/23/2015 8:03 PM
78	8	7/23/2015 8:02 PM
79	3	7/23/2015 7:58 PM
80	8	7/23/2015 7:41 PM
81	7	7/23/2015 7:31 PM
82	0	7/23/2015 6:47 PM
83	2	7/23/2015 6:44 PM
84	1	7/23/2015 6:31 PM
85	0	7/23/2015 6:11 PM
86	7	7/23/2015 5:55 PM
87	1	7/23/2015 5:54 PM
88	4	7/23/2015 5:33 PM
89	1	7/23/2015 5:31 PM
90	none	7/23/2015 5:28 PM
91	0	7/23/2015 5:27 PM
92	16	7/23/2015 5:23 PM
93	17	7/23/2015 5:23 PM
94	14	7/23/2015 5:10 PM
95	12	7/23/2015 5:09 PM
96	Just me	7/23/2015 5:09 PM
97	1	7/23/2015 5:08 PM
98	28	7/23/2015 5:08 PM
99	4	7/23/2015 5:00 PM
100	2	7/23/2015 4:47 PM
101	1	7/23/2015 4:43 PM
102	3	7/23/2015 4:37 PM
103	8	7/23/2015 4:35 PM
104	2 owners 2 full time 1 part time	7/23/2015 4:34 PM
105	1	7/23/2015 4:33 PM
106	7	7/23/2015 4:33 PM
107	1	7/23/2015 4:31 PM
108	7	7/23/2015 4:30 PM
109	4	7/23/2015 4:28 PM
110	11 total	7/23/2015 4:18 PM
111	4	7/23/2015 4:17 PM
112	3	7/23/2015 4:15 PM
113	Greater than 10.	7/23/2015 4:13 PM
114	2	7/23/2015 4:11 PM
115	4	7/23/2015 4:11 PM
116	4	7/23/2015 4:05 PM
117	5	7/23/2015 4:03 PM



118	5 employees	7/23/2015 4:02 PM
119	4	7/23/2015 4:02 PM
120	7	7/23/2015 4:00 PM
121	1 part time	7/23/2015 3:57 PM
122	16	7/23/2015 3:47 PM
123	30+	7/23/2015 3:46 PM
124	31	7/23/2015 3:42 PM
125	0	7/23/2015 3:42 PM
126	1	7/23/2015 3:42 PM
127	3	7/23/2015 3:40 PM
128	5	7/23/2015 3:38 PM
129	Our company has 7	7/23/2015 3:35 PM
130	4	7/23/2015 3:33 PM
131	7	7/23/2015 3:29 PM
132	2	7/23/2015 3:28 PM
133	8	7/23/2015 3:22 PM
134	5	7/23/2015 3:21 PM
135	Office has 8 employees	7/23/2015 3:20 PM
136	20	7/23/2015 3:15 PM
137	7.	7/23/2015 3:11 PM
138	10	7/23/2015 3:05 PM
139	5	7/23/2015 3:02 PM
140	None	7/23/2015 3:02 PM
141	2	7/23/2015 3:02 PM
142	3	7/23/2015 3:01 PM
143	7	7/23/2015 2:57 PM
144	1	7/23/2015 2:55 PM
145	7	7/23/2015 2:55 PM
146	7	7/23/2015 2:53 PM
147	30	7/23/2015 2:53 PM
148	23	7/23/2015 2:52 PM
149	6	7/23/2015 2:48 PM
150	6	7/23/2015 2:47 PM
151	2	7/23/2015 2:43 PM
152	5	7/23/2015 2:43 PM
153	6	7/23/2015 2:39 PM
154	2	7/23/2015 2:38 PM
155	3	7/23/2015 2:36 PM
156	10	7/23/2015 2:36 PM
157	2	7/23/2015 2:33 PM
158	3	7/23/2015 2:31 PM

159	13	7/23/2015 2:29 PM
160	1	7/23/2015 2:26 PM
161	4	7/23/2015 2:25 PM
162	3	7/23/2015 2:25 PM
163	26	7/23/2015 2:24 PM
164	9	7/23/2015 2:21 PM
165	2	7/23/2015 2:21 PM
166	8	7/23/2015 2:21 PM
167	2	7/23/2015 2:20 PM
168	Nonw	7/23/2015 2:20 PM
169	7	7/23/2015 2:18 PM
170	4	7/23/2015 2:16 PM
171	7	7/23/2015 2:16 PM
172	3-5	7/23/2015 2:13 PM
173	4	7/23/2015 2:12 PM
174	4	7/23/2015 2:12 PM
175	2	7/23/2015 2:11 PM
176	11	7/23/2015 2:11 PM
177	1	7/23/2015 2:11 PM
178	9	7/23/2015 2:10 PM
179	1	7/23/2015 2:10 PM
180	8	7/23/2015 2:10 PM
181	4	7/23/2015 2:09 PM
182	9	7/23/2015 2:08 PM
183	25	7/23/2015 2:08 PM
184	27	7/23/2015 2:08 PM
185	24	7/23/2015 2:06 PM
186	2 employees and 3 Agents	7/23/2015 2:04 PM
187	1	7/23/2015 2:03 PM
188	3	7/23/2015 2:01 PM
189	3	7/23/2015 1:54 PM

## Q6 What is your company's annual estimated gross revenue from all residential property management?

Answered: 157 Skipped: 34

#	Responses	Date
1	800,000	9/11/2015 6:37 PM
2	\$200K+	9/2/2015 7:44 PM
3	\$400,000	9/2/2015 6:11 PM
4	1.4	8/29/2015 11:09 AM
5	Over \$1M per year. 2015 projected \$1.2M.	8/28/2015 2:02 PM
6	\$250,000	8/28/2015 12:22 PM
7	800,000	8/28/2015 12:17 PM
8	800,000	8/24/2015 2:17 PM
9	5 million plus	8/21/2015 2:51 PM
10	none of your damn business	8/21/2015 2:16 PM
11	3,700,000	8/21/2015 1:24 PM
12	You'll have to ask the Broker	8/21/2015 12:30 PM
13	450,000	8/21/2015 12:12 PM
14	\$175,000	8/21/2015 11:28 AM
15	\$150,000	8/21/2015 11:21 AM
16	\$1.3M	8/21/2015 11:09 AM
17	\$166,000	8/21/2015 11:07 AM
18	3.5 million	8/21/2015 11:01 AM
19	216000.00	8/18/2015 2:48 PM
20	Not sure	8/16/2015 5:18 PM
21	800,000	8/11/2015 1:47 PM
22	one million plus	8/4/2015 9:56 AM
23	75000	8/2/2015 1:20 PM
24	400,000	7/29/2015 11:17 AM
25	n/a	7/28/2015 10:13 PM
26	175000	7/28/2015 8:38 PM
27	\$150K	7/28/2015 5:28 PM
28	Unknown	7/27/2015 7:30 PM
29	56,000	7/27/2015 4:50 PM
30	?	7/27/2015 11:36 AM
31	30,000	7/27/2015 10:50 AM
32	250,000	7/27/2015 10:18 AM
33	450,000	7/27/2015 9:39 AM

34	450,000	7/26/2015 8:27 PM
35	\$1.5 million	7/26/2015 5:01 PM
36	Approx \$600,000	7/26/2015 10:55 AM
37	250,000	7/25/2015 4:56 PM
38	180000	7/24/2015 7:35 PM
39	\$1M+	7/24/2015 5:37 PM
40	\$500,000	7/24/2015 1:37 PM
41	1.25mm	7/24/2015 1:36 PM
42	?	7/24/2015 1:34 PM
43	\$200,000	7/24/2015 1:15 PM
44	\$900,000	7/24/2015 11:46 AM
45	1 million	7/24/2015 11:46 AM
46	\$40,000	7/24/2015 11:44 AM
47	772,000	7/24/2015 11:24 AM
48	Not the owner	7/24/2015 10:00 AM
49	1 million	7/24/2015 9:26 AM
50	300,000	7/24/2015 9:16 AM
51	\$250,000	7/24/2015 6:50 AM
52	Projected around \$750,000 this year	7/24/2015 12:45 AM
53	\$450000	7/23/2015 11:48 PM
54	\$1,	7/23/2015 10:16 PM
55	22,000 in management fees plus another 10,000 in maintenance work	7/23/2015 10:11 PM
56	\$75,000	7/23/2015 10:10 PM
57	@100k	7/23/2015 9:53 PM
58	50,000	7/23/2015 9:48 PM
59	\$650,000	7/23/2015 9:31 PM
60	3,000,000	7/23/2015 9:13 PM
61	\$150,000	7/23/2015 8:58 PM
62	2,700,000.00	7/23/2015 8:03 PM
63	Decline to disclose	7/23/2015 8:02 PM
64	\$360,000	7/23/2015 7:58 PM
65	\$1,200,000	7/23/2015 7:41 PM
66	\$750K	7/23/2015 7:31 PM
67	Unknown	7/23/2015 6:47 PM
68	\$190000	7/23/2015 6:44 PM
69	\$500,000	7/23/2015 6:31 PM
70	\$504,000	7/23/2015 6:11 PM
71	\$950,000.00	7/23/2015 5:55 PM
72	130000	7/23/2015 5:54 PM
73	\$300k	7/23/2015 5:33 PM
74	\$80,000	7/23/2015 5:31 PM

75	\$200,000-250,000	7/23/2015 5:27 PM
76	1.3 Mil	7/23/2015 5:23 PM
77	2 Million	7/23/2015 5:23 PM
78	1.6 M	7/23/2015 5:10 PM
79	?????	7/23/2015 5:09 PM
80	\$35K	7/23/2015 5:09 PM
81	\$130k	7/23/2015 5:08 PM
82	2,100,000.00	7/23/2015 5:08 PM
83	150,000	7/23/2015 5:00 PM
84	400,000	7/23/2015 4:47 PM
85	100k	7/23/2015 4:43 PM
86	I don't know	7/23/2015 4:38 PM
87	\$400,000	7/23/2015 4:34 PM
88	200K	7/23/2015 4:33 PM
89	\$1.3 million	7/23/2015 4:33 PM
90	150000	7/23/2015 4:31 PM
91	750000	7/23/2015 4:30 PM
92	\$575,000	7/23/2015 4:28 PM
93	over a million	7/23/2015 4:18 PM
94	650,000	7/23/2015 4:17 PM
95	Unable to disclose.	7/23/2015 4:13 PM
96	\$400,000	7/23/2015 4:11 PM
97	200,000	7/23/2015 4:11 PM
98	\$950,000	7/23/2015 4:03 PM
99	\$550,000	7/23/2015 4:02 PM
100	\$500,000.00 +	7/23/2015 4:00 PM
101	275000	7/23/2015 3:57 PM
102	\$650,000.00	7/23/2015 3:46 PM
103	n/a	7/23/2015 3:42 PM
104	\$280,000	7/23/2015 3:42 PM
105	1,000,000	7/23/2015 3:42 PM
106	\$300k	7/23/2015 3:40 PM
107	\$200,000	7/23/2015 3:38 PM
108	not sure	7/23/2015 3:35 PM
109	\$300,000	7/23/2015 3:29 PM
110	I have no clue: 10 condo associations, 165+ houses, 30 commercial properties, 1 small housing project	7/23/2015 3:28 PM
111	350,000	7/23/2015 3:22 PM
112	770000	7/23/2015 3:21 PM
113	Unknown	7/23/2015 3:20 PM
114	4360,000	7/23/2015 3:11 PM
115	600,000.00	7/23/2015 3:05 PM

116	\$400K	7/23/2015 3:02 PM
117	\$100,000 estimated	7/23/2015 3:02 PM
118	100,000	7/23/2015 3:02 PM
119	\$100, 000	7/23/2015 3:01 PM
120	64000.00	7/23/2015 2:55 PM
121	2560000	7/23/2015 2:53 PM
122	unknown	7/23/2015 2:52 PM
123	\$750,000	7/23/2015 2:48 PM
124	500,000	7/23/2015 2:47 PM
125	less than 100k	7/23/2015 2:43 PM
126	A lot, but not enough!	7/23/2015 2:43 PM
127	\$400,000.00	7/23/2015 2:39 PM
128	1.2 mil	7/23/2015 2:36 PM
129	\$400K	7/23/2015 2:36 PM
130	\$250000	7/23/2015 2:31 PM
131	I am a property manager, I do not have have knowledge of this information.	7/23/2015 2:29 PM
132	200K	7/23/2015 2:26 PM
133	\$700,000	7/23/2015 2:25 PM
134	\$205,000	7/23/2015 2:25 PM
135	\$2,600,000	7/23/2015 2:24 PM
136	750,000	7/23/2015 2:21 PM
137	\$50,000	7/23/2015 2:21 PM
138	\$750,000	7/23/2015 2:21 PM
139	approx. 100k	7/23/2015 2:20 PM
140	550000	7/23/2015 2:18 PM
141	\$150,000	7/23/2015 2:16 PM
142	6,600,000	7/23/2015 2:16 PM
143	300000	7/23/2015 2:13 PM
144	3,000,000	7/23/2015 2:12 PM
145	350K	7/23/2015 2:12 PM
146	\$375,000	7/23/2015 2:11 PM
147	\$700,000	7/23/2015 2:11 PM
148	\$250,000	7/23/2015 2:11 PM
149	NA	7/23/2015 2:10 PM
150	80k	7/23/2015 2:10 PM
151	unknown	7/23/2015 2:10 PM
152	675,000	7/23/2015 2:09 PM
153	\$1.25 million	7/23/2015 2:08 PM
154	>1,000,000	7/23/2015 2:08 PM
155	1.2 million	7/23/2015 2:08 PM
156	Over 500,000	7/23/2015 2:04 PM

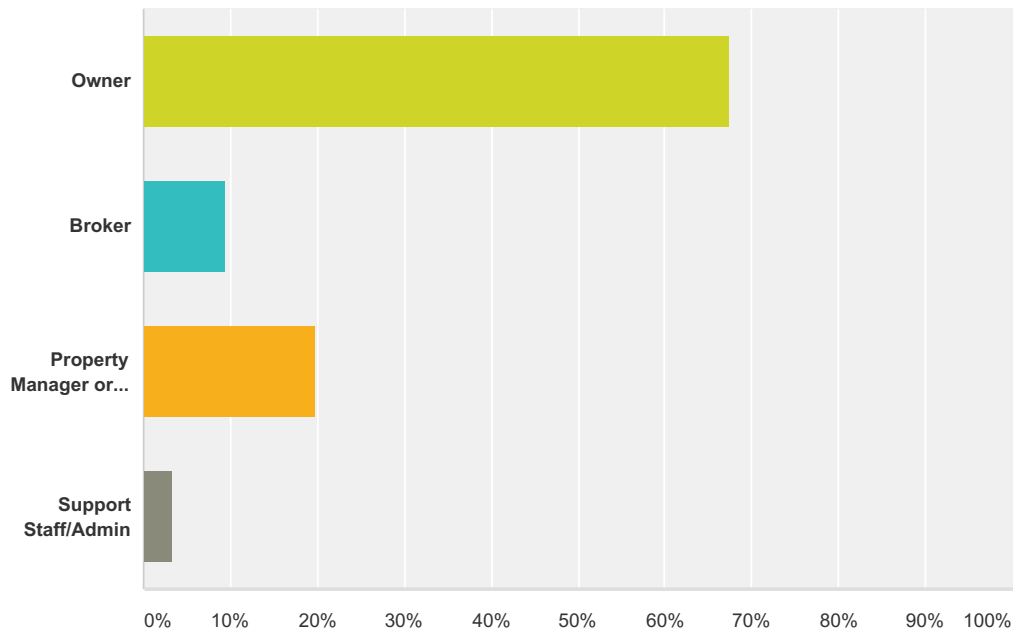
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157	\$200,000	7/23/2015 2:01 PM
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### Q7 What is your position in the company?

Answered: 181 Skipped: 10



Answer Choices	Responses
Owner	67.40% 122
Broker	9.39% 17
Property Manager or Portfolio Manager	19.89% 36
Support Staff/Admin	3.31% 6
<b>Total</b>	<b>181</b>

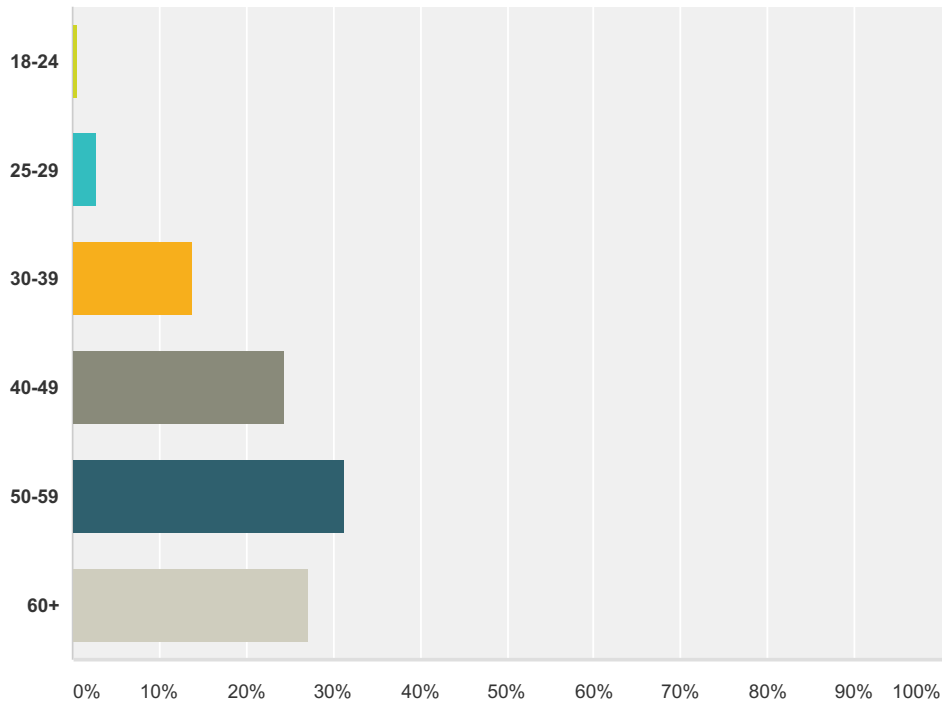
#	Other (please specify)	Date
1	Vice President of Investor Services	8/21/2015 1:24 PM
2	I am the Business Development/Key Client Manager	8/21/2015 12:30 PM
3	Owner/Broker	8/21/2015 12:12 PM
4	Wife of owner. ??	8/19/2015 12:37 PM
5	Branch Manager	7/27/2015 7:30 PM
6	Business Development Manager	7/27/2015 11:36 AM
7	Executive Vice President/Broker-in-Charge	7/26/2015 5:01 PM
8	Director under the President(parent/next gen relationship)	7/24/2015 4:27 PM
9	Realtor	7/24/2015 1:34 PM
10	President/CEO	7/24/2015 11:46 AM
11	Operations Manager	7/24/2015 9:16 AM
12	Should be able to select two here. I am both owner and broker.	7/24/2015 6:50 AM
13	I oversee the rental department	7/24/2015 12:45 AM



14	Broker & owner	7/23/2015 9:53 PM
15	Owner, Broker, Property Manager	7/23/2015 8:02 PM
16	Broker co owner	7/23/2015 5:54 PM
17	Chief Operating Officer	7/23/2015 4:18 PM
18	Director of Single Family Property Management	7/23/2015 3:42 PM
19	Owner Partner /property manager	7/23/2015 3:42 PM
20	Business development	7/23/2015 2:52 PM
21	Director/Operations Manager	7/23/2015 2:33 PM
22	Broker/Owner	7/23/2015 2:26 PM
23	Work for a broker but management is mine	7/23/2015 2:20 PM
24	Associate Broker	7/23/2015 2:16 PM
25	Vice President	7/23/2015 2:06 PM

### Q8 What age range to you fall into?

Answered: 188 Skipped: 3



Answer Choices	Responses	
18-24	0.53%	1
25-29	2.66%	5
30-39	13.83%	26
40-49	24.47%	46
50-59	31.38%	59
60+	27.13%	51
<b>Total</b>		<b>188</b>

### Q9 How many estimated units, doors, or properties of the following types does your company or local office manage?

Answered: 187 Skipped: 4

Answer Choices	Responses
Long-term, single family	99.47% 186
Short-term, seasonal, vacation, or resort	48.13% 90
Apartments or multi-family	64.71% 121
Condo/townhouses	65.78% 123
Commercial or retail	54.01% 101
Industrial	39.57% 74
Home Owners Associations	49.20% 92

#	Long-term, single family	Date
1	90	9/11/2015 6:37 PM
2	100	9/2/2015 7:44 PM
3	112	9/2/2015 6:11 PM
4	110	8/29/2015 11:09 AM
5	450	8/28/2015 2:02 PM
6	100	8/28/2015 12:22 PM
7	485	8/28/2015 12:17 PM
8	220	8/24/2015 2:17 PM
9	185	8/24/2015 1:58 PM
10	95	8/21/2015 3:18 PM
11	384	8/21/2015 2:51 PM
12	225	8/21/2015 2:16 PM
13	1500	8/21/2015 1:24 PM
14	900	8/21/2015 12:30 PM
15	400	8/21/2015 12:12 PM
16	60	8/21/2015 12:06 PM
17	175	8/21/2015 11:28 AM
18	55	8/21/2015 11:21 AM
19	235	8/21/2015 11:09 AM
20	375	8/21/2015 11:09 AM
21	75	8/21/2015 11:07 AM
22	1500	8/21/2015 11:01 AM
23	800	8/19/2015 12:37 PM
24	175	8/18/2015 2:48 PM

25	65	8/16/2015 5:18 PM
26	300	8/14/2015 3:20 PM
27	90	8/11/2015 1:47 PM
28	1100	8/4/2015 9:56 AM
29	70	8/2/2015 1:20 PM
30	450	7/30/2015 10:38 AM
31	44	7/29/2015 11:17 AM
32	Don't know	7/28/2015 10:13 PM
33	113	7/28/2015 8:38 PM
34	100	7/28/2015 5:28 PM
35	3000+ -- total of all is about 4000	7/27/2015 7:30 PM
36	110	7/27/2015 4:50 PM
37	700	7/27/2015 11:36 AM
38	14	7/27/2015 10:50 AM
39	305	7/27/2015 10:44 AM
40	160	7/27/2015 10:18 AM
41	375	7/27/2015 9:39 AM
42	200	7/26/2015 8:27 PM
43	400	7/26/2015 5:01 PM
44	275	7/26/2015 10:55 AM
45	190	7/25/2015 4:56 PM
46	185	7/24/2015 7:35 PM
47	600	7/24/2015 5:37 PM
48	456	7/24/2015 4:27 PM
49	approx 550	7/24/2015 1:37 PM
50	625	7/24/2015 1:36 PM
51	10+	7/24/2015 1:34 PM
52	45	7/24/2015 1:15 PM
53	260	7/24/2015 12:23 PM
54	55	7/24/2015 11:46 AM
55	50	7/24/2015 11:46 AM
56	14	7/24/2015 11:44 AM
57	142	7/24/2015 11:33 AM
58	468	7/24/2015 11:24 AM
59	300	7/24/2015 10:54 AM
60	200	7/24/2015 10:31 AM
61	175	7/24/2015 10:00 AM
62	1000	7/24/2015 9:26 AM
63	300	7/24/2015 9:16 AM
64	40	7/24/2015 7:19 AM
65	220	7/24/2015 6:50 AM

66	Appx 100	7/24/2015 12:45 AM
67	180	7/23/2015 11:48 PM
68	8	7/23/2015 10:16 PM
69	2	7/23/2015 10:11 PM
70	12	7/23/2015 10:10 PM
71	39	7/23/2015 9:53 PM
72	25	7/23/2015 9:48 PM
73	425	7/23/2015 9:31 PM
74	250	7/23/2015 9:13 PM
75	60	7/23/2015 8:58 PM
76	150	7/23/2015 8:24 PM
77	1518	7/23/2015 8:03 PM
78	20% of our inventory	7/23/2015 8:02 PM
79	100	7/23/2015 7:58 PM
80	400	7/23/2015 7:41 PM
81	300	7/23/2015 7:31 PM
82	200	7/23/2015 6:47 PM
83	170	7/23/2015 6:44 PM
84	100	7/23/2015 6:31 PM
85	35	7/23/2015 6:11 PM
86	240 doors	7/23/2015 5:55 PM
87	60	7/23/2015 5:54 PM
88	156	7/23/2015 5:33 PM
89	52	7/23/2015 5:31 PM
90	75	7/23/2015 5:28 PM
91	145	7/23/2015 5:27 PM
92	280	7/23/2015 5:23 PM
93	900	7/23/2015 5:23 PM
94	1,000	7/23/2015 5:10 PM
95	167	7/23/2015 5:09 PM
96	23	7/23/2015 5:09 PM
97	89	7/23/2015 5:08 PM
98	1518	7/23/2015 5:08 PM
99	100	7/23/2015 5:00 PM
100	125	7/23/2015 4:47 PM
101	40	7/23/2015 4:43 PM
102	100	7/23/2015 4:38 PM
103	50	7/23/2015 4:37 PM
104	175	7/23/2015 4:35 PM
105	230	7/23/2015 4:34 PM
106	100	7/23/2015 4:33 PM

107	475	7/23/2015 4:33 PM
108	130	7/23/2015 4:31 PM
109	380	7/23/2015 4:30 PM
110	40	7/23/2015 4:28 PM
111	over 500 (includes townhouses and condo units)	7/23/2015 4:18 PM
112	750	7/23/2015 4:17 PM
113	400	7/23/2015 4:15 PM
114	39	7/23/2015 4:11 PM
115	115	7/23/2015 4:11 PM
116	275	7/23/2015 4:05 PM
117	130	7/23/2015 4:03 PM
118	302	7/23/2015 4:02 PM
119	235	7/23/2015 4:02 PM
120	325	7/23/2015 4:00 PM
121	81	7/23/2015 3:57 PM
122	300	7/23/2015 3:47 PM
123	36	7/23/2015 3:46 PM
124	1200	7/23/2015 3:42 PM
125	98	7/23/2015 3:42 PM
126	85	7/23/2015 3:42 PM
127	40	7/23/2015 3:40 PM
128	100	7/23/2015 3:38 PM
129	350	7/23/2015 3:35 PM
130	120	7/23/2015 3:33 PM
131	250	7/23/2015 3:29 PM
132	165	7/23/2015 3:28 PM
133	600	7/23/2015 3:22 PM
134	140	7/23/2015 3:21 PM
135	275	7/23/2015 3:20 PM
136	15	7/23/2015 3:15 PM
137	325	7/23/2015 3:11 PM
138	205	7/23/2015 3:05 PM
139	90	7/23/2015 3:02 PM
140	45	7/23/2015 3:02 PM
141	90	7/23/2015 3:02 PM
142	90	7/23/2015 3:01 PM
143	500	7/23/2015 2:57 PM
144	63	7/23/2015 2:55 PM
145	375	7/23/2015 2:55 PM
146	450	7/23/2015 2:53 PM
147	1200	7/23/2015 2:53 PM

148	650	7/23/2015 2:52 PM
149	320	7/23/2015 2:48 PM
150	500	7/23/2015 2:47 PM
151	40	7/23/2015 2:43 PM
152	150	7/23/2015 2:43 PM
153	300	7/23/2015 2:39 PM
154	50+	7/23/2015 2:38 PM
155	315	7/23/2015 2:36 PM
156	100	7/23/2015 2:36 PM
157	185	7/23/2015 2:33 PM
158	175	7/23/2015 2:31 PM
159	I personally manage 85-95	7/23/2015 2:29 PM
160	95	7/23/2015 2:26 PM
161	500+	7/23/2015 2:25 PM
162	130	7/23/2015 2:25 PM
163	900	7/23/2015 2:24 PM
164	200	7/23/2015 2:21 PM
165	20	7/23/2015 2:21 PM
166	375	7/23/2015 2:21 PM
167	200	7/23/2015 2:20 PM
168	42	7/23/2015 2:20 PM
169	517	7/23/2015 2:18 PM
170	120	7/23/2015 2:16 PM
171	550	7/23/2015 2:16 PM
172	200	7/23/2015 2:13 PM
173	75	7/23/2015 2:12 PM
174	375	7/23/2015 2:12 PM
175	350	7/23/2015 2:11 PM
176	380	7/23/2015 2:11 PM
177	125	7/23/2015 2:11 PM
178	50	7/23/2015 2:10 PM
179	960	7/23/2015 2:10 PM
180	450	7/23/2015 2:09 PM
181	200	7/23/2015 2:08 PM
182	600	7/23/2015 2:08 PM
183	700	7/23/2015 2:08 PM
184	1000	7/23/2015 2:06 PM
185	250	7/23/2015 2:04 PM
186	75	7/23/2015 2:01 PM
<b>#</b>	<b>Short-term, seasonal, vacation, or resort</b>	<b>Date</b>
1	0	8/29/2015 11:09 AM

2	0	8/28/2015 2:02 PM
3	1	8/28/2015 12:22 PM
4	1	8/24/2015 2:17 PM
5	0	8/24/2015 1:58 PM
6	0	8/21/2015 2:51 PM
7	0	8/21/2015 2:16 PM
8	100	8/21/2015 1:24 PM
9	0	8/21/2015 12:30 PM
10	0	8/21/2015 12:06 PM
11	0	8/21/2015 11:28 AM
12	0	8/21/2015 11:09 AM
13	0	8/19/2015 12:37 PM
14	0	8/11/2015 1:47 PM
15	5	8/2/2015 1:20 PM
16	0	7/29/2015 11:17 AM
17	0	7/28/2015 10:13 PM
18	unknown	7/27/2015 7:30 PM
19	2	7/27/2015 4:50 PM
20	0	7/27/2015 11:36 AM
21	0	7/27/2015 9:39 AM
22	0	7/24/2015 7:35 PM
23	0	7/24/2015 4:27 PM
24	0	7/24/2015 1:36 PM
25	0	7/24/2015 1:34 PM
26	0	7/24/2015 11:46 AM
27	75	7/24/2015 11:46 AM
28	0	7/24/2015 11:44 AM
29	0	7/24/2015 11:33 AM
30	0	7/24/2015 11:24 AM
31	0	7/24/2015 9:16 AM
32	0	7/24/2015 12:45 AM
33	0	7/23/2015 11:48 PM
34	57	7/23/2015 10:16 PM
35	3	7/23/2015 9:53 PM
36	0	7/23/2015 9:48 PM
37	5	7/23/2015 9:13 PM
38	0	7/23/2015 8:58 PM
39	5	7/23/2015 8:24 PM
40	1	7/23/2015 8:03 PM
41	0	7/23/2015 8:02 PM
42	0	7/23/2015 7:41 PM



43	0	7/23/2015 6:47 PM
44	15	7/23/2015 5:54 PM
45	0	7/23/2015 5:33 PM
46	0	7/23/2015 5:31 PM
47	0	7/23/2015 5:10 PM
48	0	7/23/2015 5:09 PM
49	0	7/23/2015 5:09 PM
50	2	7/23/2015 5:08 PM
51	1	7/23/2015 5:08 PM
52	0	7/23/2015 4:47 PM
53	1	7/23/2015 4:38 PM
54	0	7/23/2015 4:35 PM
55	0	7/23/2015 4:28 PM
56	3	7/23/2015 4:17 PM
57	325	7/23/2015 4:00 PM
58	0	7/23/2015 3:57 PM
59	0	7/23/2015 3:47 PM
60	0	7/23/2015 3:40 PM
61	9	7/23/2015 3:38 PM
62	n/a	7/23/2015 3:35 PM
63	0	7/23/2015 3:28 PM
64	4	7/23/2015 3:21 PM
65	0	7/23/2015 3:20 PM
66	0	7/23/2015 3:05 PM
67	0	7/23/2015 3:02 PM
68	0	7/23/2015 3:02 PM
69	0	7/23/2015 3:01 PM
70	0	7/23/2015 2:55 PM
71	0	7/23/2015 2:53 PM
72	0	7/23/2015 2:53 PM
73	5	7/23/2015 2:52 PM
74	0	7/23/2015 2:47 PM
75	0	7/23/2015 2:36 PM
76	0	7/23/2015 2:31 PM
77	0	7/23/2015 2:29 PM
78	0	7/23/2015 2:25 PM
79	3	7/23/2015 2:25 PM
80	2	7/23/2015 2:21 PM
81	0	7/23/2015 2:20 PM
82	0	7/23/2015 2:18 PM
83	0	7/23/2015 2:13 PM

84	2	7/23/2015 2:12 PM
85	0	7/23/2015 2:12 PM
86	0	7/23/2015 2:11 PM
87	NA	7/23/2015 2:10 PM
88	0	7/23/2015 2:10 PM
89	0	7/23/2015 2:08 PM
90	250	7/23/2015 2:04 PM
<b>#</b>	<b>Apartments or multi-family</b>	<b>Date</b>
1	546	9/11/2015 6:37 PM
2	4	9/2/2015 6:11 PM
3	10 buildings	8/29/2015 11:09 AM
4	0	8/28/2015 2:02 PM
5	0	8/28/2015 12:22 PM
6	80	8/24/2015 2:17 PM
7	0	8/24/2015 1:58 PM
8	40	8/21/2015 2:51 PM
9	4	8/21/2015 2:16 PM
10	50	8/21/2015 1:24 PM
11	200	8/21/2015 12:30 PM
12	0	8/21/2015 12:06 PM
13	0	8/21/2015 11:28 AM
14	1	8/21/2015 11:09 AM
15	12	8/21/2015 11:09 AM
16	0	8/19/2015 12:37 PM
17	200	8/14/2015 3:20 PM
18	546	8/11/2015 1:47 PM
19	3	8/2/2015 1:20 PM
20	10	7/29/2015 11:17 AM
21	Don't know	7/28/2015 10:13 PM
22	16	7/28/2015 8:38 PM
23	unknown	7/27/2015 7:30 PM
24	4	7/27/2015 4:50 PM
25	0	7/27/2015 11:36 AM
26	38	7/27/2015 10:18 AM
27	42	7/27/2015 9:39 AM
28	100	7/26/2015 5:01 PM
29	50	7/26/2015 10:55 AM
30	60	7/24/2015 7:35 PM
31	0	7/24/2015 4:27 PM
32	0	7/24/2015 1:36 PM
33	10+	7/24/2015 1:34 PM

34	60	7/24/2015 1:15 PM
35	0	7/24/2015 11:46 AM
36	3	7/24/2015 11:44 AM
37	701	7/24/2015 11:33 AM
38	100	7/24/2015 11:24 AM
39	30	7/24/2015 9:16 AM
40	10	7/24/2015 6:50 AM
41	6-10 small apartment buildings	7/24/2015 12:45 AM
42	4	7/23/2015 11:48 PM
43	16	7/23/2015 10:16 PM
44	12	7/23/2015 10:11 PM
45	1	7/23/2015 10:10 PM
46	28	7/23/2015 9:53 PM
47	0	7/23/2015 9:48 PM
48	1	7/23/2015 9:13 PM
49	0	7/23/2015 8:58 PM
50	5	7/23/2015 8:24 PM
51	254	7/23/2015 8:03 PM
52	80% of our inventory	7/23/2015 8:02 PM
53	30	7/23/2015 7:58 PM
54	84	7/23/2015 7:41 PM
55	0	7/23/2015 6:47 PM
56	20	7/23/2015 6:44 PM
57	5	7/23/2015 6:31 PM
58	10	7/23/2015 6:11 PM
59	100 doors	7/23/2015 5:55 PM
60	34	7/23/2015 5:33 PM
61	0	7/23/2015 5:31 PM
62	45	7/23/2015 5:27 PM
63	150	7/23/2015 5:23 PM
64	100	7/23/2015 5:10 PM
65	0	7/23/2015 5:09 PM
66	8	7/23/2015 5:09 PM
67	254	7/23/2015 5:08 PM
68	3	7/23/2015 4:47 PM
69	4	7/23/2015 4:43 PM
70	100	7/23/2015 4:38 PM
71	96 doors	7/23/2015 4:37 PM
72	0	7/23/2015 4:35 PM
73	30	7/23/2015 4:33 PM
74	410	7/23/2015 4:28 PM

75	65	7/23/2015 4:17 PM
76	5	7/23/2015 4:11 PM
77	60	7/23/2015 4:05 PM
78	30	7/23/2015 4:03 PM
79	2	7/23/2015 3:57 PM
80	100	7/23/2015 3:47 PM
81	1300	7/23/2015 3:42 PM
82	10	7/23/2015 3:42 PM
83	45	7/23/2015 3:40 PM
84	16	7/23/2015 3:38 PM
85	100	7/23/2015 3:35 PM
86	10	7/23/2015 3:33 PM
87	1 (20 units)	7/23/2015 3:28 PM
88	22	7/23/2015 3:21 PM
89	0	7/23/2015 3:20 PM
90	60	7/23/2015 3:15 PM
91	94	7/23/2015 3:05 PM
92	8	7/23/2015 3:02 PM
93	3	7/23/2015 3:02 PM
94	7	7/23/2015 3:01 PM
95	15	7/23/2015 2:57 PM
96	0	7/23/2015 2:55 PM
97	5	7/23/2015 2:53 PM
98	0	7/23/2015 2:53 PM
99	350	7/23/2015 2:52 PM
100	100	7/23/2015 2:48 PM
101	165	7/23/2015 2:47 PM
102	75	7/23/2015 2:39 PM
103	42	7/23/2015 2:36 PM
104	350	7/23/2015 2:36 PM
105	0	7/23/2015 2:31 PM
106	2	7/23/2015 2:25 PM
107	20	7/23/2015 2:25 PM
108	50	7/23/2015 2:24 PM
109	0	7/23/2015 2:21 PM
110	0	7/23/2015 2:20 PM
111	1	7/23/2015 2:18 PM
112	130	7/23/2015 2:13 PM
113	0	7/23/2015 2:12 PM
114	0	7/23/2015 2:12 PM
115	750	7/23/2015 2:11 PM

116	35	7/23/2015 2:11 PM
117	NA	7/23/2015 2:10 PM
118	0	7/23/2015 2:10 PM
119	300	7/23/2015 2:08 PM
120	200	7/23/2015 2:08 PM
121	100	7/23/2015 2:08 PM
<b>#</b>	<b>Condo/townhouses</b>	<b>Date</b>
1	50	9/2/2015 7:44 PM
2	2	9/2/2015 6:11 PM
3	2	8/29/2015 11:09 AM
4	10	8/28/2015 2:02 PM
5	5	8/28/2015 12:22 PM
6	0	8/24/2015 1:58 PM
7	16	8/21/2015 2:51 PM
8	included in SFR number	8/21/2015 2:16 PM
9	200	8/21/2015 1:24 PM
10	20	8/21/2015 12:30 PM
11	50	8/21/2015 12:12 PM
12	8	8/21/2015 12:06 PM
13	0	8/21/2015 11:28 AM
14	5	8/21/2015 11:09 AM
15	Included in SFH #	8/21/2015 11:09 AM
16	10	8/21/2015 11:07 AM
17	0	8/19/2015 12:37 PM
18	5	8/18/2015 2:48 PM
19	50	8/4/2015 9:56 AM
20	Newnan	7/30/2015 10:38 AM
21	5	7/29/2015 11:17 AM
22	Don't Know	7/28/2015 10:13 PM
23	5	7/28/2015 8:38 PM
24	unknown	7/27/2015 7:30 PM
25	10	7/27/2015 4:50 PM
26	400	7/27/2015 11:36 AM
27	2	7/27/2015 10:50 AM
28	15	7/27/2015 9:39 AM
29	350	7/26/2015 5:01 PM
30	25	7/26/2015 10:55 AM
31	15	7/24/2015 7:35 PM
32	50	7/24/2015 5:37 PM
33	lumped with single fam	7/24/2015 4:27 PM
34	0	7/24/2015 1:36 PM

35	10+	7/24/2015 1:34 PM
36	15	7/24/2015 1:15 PM
37	25	7/24/2015 12:23 PM
38	20	7/24/2015 11:46 AM
39	2000	7/24/2015 11:46 AM
40	1	7/24/2015 11:44 AM
41	21	7/24/2015 11:33 AM
42	20	7/24/2015 11:24 AM
43	100	7/24/2015 10:54 AM
44	0	7/24/2015 9:16 AM
45	35	7/24/2015 7:19 AM
46	10	7/24/2015 6:50 AM
47	250	7/24/2015 12:45 AM
48	0	7/23/2015 11:48 PM
49	18	7/23/2015 10:16 PM
50	46	7/23/2015 10:10 PM
51	10	7/23/2015 9:53 PM
52	2	7/23/2015 9:48 PM
53	20	7/23/2015 9:13 PM
54	0	7/23/2015 8:58 PM
55	252	7/23/2015 8:03 PM
56	Included under SFH	7/23/2015 8:02 PM
57	100	7/23/2015 7:58 PM
58	0	7/23/2015 7:41 PM
59	40	7/23/2015 6:47 PM
60	100	7/23/2015 6:31 PM
61	35	7/23/2015 5:54 PM
62	Dallas	7/23/2015 5:33 PM
63	6	7/23/2015 5:31 PM
64	1700	7/23/2015 5:23 PM
65	Orlando	7/23/2015 5:23 PM
66	125	7/23/2015 5:10 PM
67	35	7/23/2015 5:09 PM
68	1	7/23/2015 5:09 PM
69	252	7/23/2015 5:08 PM
70	50	7/23/2015 4:47 PM
71	6	7/23/2015 4:43 PM
72	10	7/23/2015 4:38 PM
73	25	7/23/2015 4:35 PM
74	25	7/23/2015 4:33 PM
75	5	7/23/2015 4:31 PM

76	12	7/23/2015 4:28 PM
77	260	7/23/2015 4:03 PM
78	19	7/23/2015 3:57 PM
79	125	7/23/2015 3:47 PM
80	RICHMOND	7/23/2015 3:42 PM
81	10	7/23/2015 3:42 PM
82	30	7/23/2015 3:40 PM
83	80	7/23/2015 3:38 PM
84	50	7/23/2015 3:35 PM
85	8	7/23/2015 3:33 PM
86	144	7/23/2015 3:29 PM
87	34	7/23/2015 3:28 PM
88	145	7/23/2015 3:21 PM
89	0	7/23/2015 3:20 PM
90	110	7/23/2015 3:15 PM
91	50	7/23/2015 3:05 PM
92	80	7/23/2015 3:02 PM
93	5	7/23/2015 3:02 PM
94	0	7/23/2015 3:02 PM
95	3	7/23/2015 3:01 PM
96	40	7/23/2015 2:57 PM
97	4	7/23/2015 2:55 PM
98	20	7/23/2015 2:53 PM
99	200	7/23/2015 2:53 PM
100	30	7/23/2015 2:48 PM
101	20	7/23/2015 2:47 PM
102	18	7/23/2015 2:36 PM
103	40	7/23/2015 2:36 PM
104	10	7/23/2015 2:33 PM
105	0	7/23/2015 2:31 PM
106	25	7/23/2015 2:25 PM
107	20	7/23/2015 2:25 PM
108	400	7/23/2015 2:24 PM
109	125	7/23/2015 2:21 PM
110	5	7/23/2015 2:21 PM
111	0	7/23/2015 2:20 PM
112	2	7/23/2015 2:18 PM
113	5	7/23/2015 2:13 PM
114	30	7/23/2015 2:12 PM
115	0	7/23/2015 2:12 PM
116	6	7/23/2015 2:11 PM

117	10	7/23/2015 2:11 PM
118	2	7/23/2015 2:11 PM
119	10	7/23/2015 2:10 PM
120	12	7/23/2015 2:10 PM
121	100	7/23/2015 2:08 PM
122	100	7/23/2015 2:08 PM
123	15	7/23/2015 2:01 PM
<b>#</b>	<b>Commercial or retail</b>	<b>Date</b>
1	2	9/2/2015 6:11 PM
2	0	8/29/2015 11:09 AM
3	0	8/28/2015 2:02 PM
4	0	8/28/2015 12:22 PM
5	12	8/28/2015 12:17 PM
6	12	8/24/2015 2:17 PM
7	0	8/24/2015 1:58 PM
8	0	8/21/2015 2:51 PM
9	0	8/21/2015 2:16 PM
10	1	8/21/2015 12:30 PM
11	0	8/21/2015 12:06 PM
12	5	8/21/2015 11:28 AM
13	1	8/21/2015 11:09 AM
14	3	8/21/2015 11:09 AM
15	0	8/19/2015 12:37 PM
16	5	8/14/2015 3:20 PM
17	0	8/11/2015 1:47 PM
18	1	7/29/2015 11:17 AM
19	Don't Know	7/28/2015 10:13 PM
20	2	7/28/2015 8:38 PM
21	unknown	7/27/2015 7:30 PM
22	7	7/27/2015 4:50 PM
23	0	7/27/2015 11:36 AM
24	8	7/27/2015 10:44 AM
25	3	7/27/2015 10:18 AM
26	17	7/27/2015 9:39 AM
27	14	7/26/2015 5:01 PM
28	40	7/24/2015 7:35 PM
29	10	7/24/2015 5:37 PM
30	0	7/24/2015 4:27 PM
31	0	7/24/2015 1:36 PM
32	0	7/24/2015 1:34 PM
33	0	7/24/2015 11:46 AM



34	100	7/24/2015 11:46 AM
35	0	7/24/2015 11:44 AM
36	9	7/24/2015 11:33 AM
37	5	7/24/2015 11:24 AM
38	18	7/24/2015 9:16 AM
39	20	7/24/2015 12:45 AM
40	0	7/23/2015 11:48 PM
41	1	7/23/2015 10:10 PM
42	4	7/23/2015 9:48 PM
43	0	7/23/2015 9:13 PM
44	0	7/23/2015 8:58 PM
45	0	7/23/2015 8:03 PM
46	0	7/23/2015 8:02 PM
47	0	7/23/2015 7:41 PM
48	0	7/23/2015 6:47 PM
49	64,000 square feet	7/23/2015 5:55 PM
50	3	7/23/2015 5:33 PM
51	0	7/23/2015 5:31 PM
52	0	7/23/2015 5:10 PM
53	0	7/23/2015 5:09 PM
54	0	7/23/2015 5:09 PM
55	5	7/23/2015 5:08 PM
56	2	7/23/2015 4:47 PM
57	3	7/23/2015 4:38 PM
58	1	7/23/2015 4:35 PM
59	8	7/23/2015 4:28 PM
60	3	7/23/2015 4:11 PM
61	5	7/23/2015 4:02 PM
62	10	7/23/2015 4:00 PM
63	0	7/23/2015 3:57 PM
64	2	7/23/2015 3:47 PM
65	50	7/23/2015 3:46 PM
66	70	7/23/2015 3:42 PM
67	0	7/23/2015 3:40 PM
68	2	7/23/2015 3:38 PM
69	10	7/23/2015 3:35 PM
70	1	7/23/2015 3:33 PM
71	30+	7/23/2015 3:28 PM
72	0	7/23/2015 3:21 PM
73	0	7/23/2015 3:20 PM
74	50	7/23/2015 3:15 PM

75	40	7/23/2015 3:11 PM
76	2	7/23/2015 3:05 PM
77	1	7/23/2015 3:02 PM
78	6	7/23/2015 2:57 PM
79	0	7/23/2015 2:55 PM
80	0	7/23/2015 2:53 PM
81	3	7/23/2015 2:52 PM
82	2	7/23/2015 2:48 PM
83	2	7/23/2015 2:47 PM
84	70	7/23/2015 2:39 PM
85	0	7/23/2015 2:36 PM
86	10	7/23/2015 2:36 PM
87	25	7/23/2015 2:31 PM
88	0	7/23/2015 2:29 PM
89	0	7/23/2015 2:25 PM
90	2	7/23/2015 2:25 PM
91	0	7/23/2015 2:21 PM
92	0	7/23/2015 2:20 PM
93	0	7/23/2015 2:18 PM
94	1	7/23/2015 2:13 PM
95	0	7/23/2015 2:12 PM
96	0	7/23/2015 2:12 PM
97	12	7/23/2015 2:11 PM
98	5	7/23/2015 2:10 PM
99	1	7/23/2015 2:08 PM
100	0	7/23/2015 2:08 PM
101	400	7/23/2015 2:08 PM
<b>#</b>	<b>Industrial</b>	<b>Date</b>
1	0	8/29/2015 11:09 AM
2	0	8/28/2015 2:02 PM
3	0	8/28/2015 12:22 PM
4	0	8/24/2015 1:58 PM
5	0	8/21/2015 2:51 PM
6	0	8/21/2015 2:16 PM
7	0	8/21/2015 12:06 PM
8	0	8/21/2015 11:28 AM
9	0	8/21/2015 11:09 AM
10	0	8/19/2015 12:37 PM
11	0	8/11/2015 1:47 PM
12	Don't know	7/28/2015 10:13 PM
13	0	7/28/2015 8:38 PM

14	unknown	7/27/2015 7:30 PM
15	0	7/27/2015 4:50 PM
16	0	7/27/2015 11:36 AM
17	0	7/27/2015 9:39 AM
18	0	7/24/2015 7:35 PM
19	0	7/24/2015 4:27 PM
20	0	7/24/2015 1:36 PM
21	0	7/24/2015 1:34 PM
22	0	7/24/2015 11:46 AM
23	0	7/24/2015 11:44 AM
24	0	7/24/2015 11:33 AM
25	1	7/24/2015 11:24 AM
26	0	7/24/2015 9:16 AM
27	4	7/24/2015 6:50 AM
28	0	7/24/2015 12:45 AM
29	0	7/23/2015 11:48 PM
30	12	7/23/2015 9:53 PM
31	0	7/23/2015 9:48 PM
32	0	7/23/2015 9:13 PM
33	0	7/23/2015 8:58 PM
34	0	7/23/2015 8:03 PM
35	0	7/23/2015 8:02 PM
36	0	7/23/2015 7:41 PM
37	0	7/23/2015 6:47 PM
38	0	7/23/2015 5:33 PM
39	0	7/23/2015 5:31 PM
40	0	7/23/2015 5:10 PM
41	0	7/23/2015 5:09 PM
42	0	7/23/2015 5:09 PM
43	0	7/23/2015 5:08 PM
44	0	7/23/2015 4:47 PM
45	0	7/23/2015 4:38 PM
46	0	7/23/2015 4:35 PM
47	0	7/23/2015 4:28 PM
48	0	7/23/2015 3:57 PM
49	0	7/23/2015 3:47 PM
50	0	7/23/2015 3:40 PM
51	0	7/23/2015 3:38 PM
52	n/a	7/23/2015 3:35 PM
53	occasionally	7/23/2015 3:28 PM
54	0	7/23/2015 3:21 PM

55	0	7/23/2015 3:20 PM
56	0	7/23/2015 3:05 PM
57	0	7/23/2015 2:55 PM
58	0	7/23/2015 2:53 PM
59	0	7/23/2015 2:47 PM
60	0	7/23/2015 2:36 PM
61	0	7/23/2015 2:31 PM
62	0	7/23/2015 2:29 PM
63	0	7/23/2015 2:25 PM
64	0	7/23/2015 2:25 PM
65	0	7/23/2015 2:21 PM
66	0	7/23/2015 2:20 PM
67	0	7/23/2015 2:18 PM
68	0	7/23/2015 2:12 PM
69	0	7/23/2015 2:12 PM
70	0	7/23/2015 2:11 PM
71	NA	7/23/2015 2:10 PM
72	0	7/23/2015 2:10 PM
73	0	7/23/2015 2:08 PM
74	25	7/23/2015 2:08 PM
<b>#</b>	<b>Home Owners Associsitions</b>	<b>Date</b>
1	4	9/2/2015 7:44 PM
2	0	8/29/2015 11:09 AM
3	1	8/28/2015 2:02 PM
4	0	8/28/2015 12:22 PM
5	1	8/24/2015 2:17 PM
6	0	8/24/2015 1:58 PM
7	0	8/21/2015 2:51 PM
8	0	8/21/2015 2:16 PM
9	0	8/21/2015 12:06 PM
10	0	8/21/2015 11:28 AM
11	42	8/21/2015 11:09 AM
12	0	8/19/2015 12:37 PM
13	0	8/11/2015 1:47 PM
14	3	7/29/2015 11:17 AM
15	0	7/28/2015 10:13 PM
16	0	7/28/2015 8:38 PM
17	5	7/28/2015 5:28 PM
18	unknown	7/27/2015 7:30 PM
19	0	7/27/2015 4:50 PM
20	0	7/27/2015 11:36 AM

21	1	7/27/2015 10:50 AM
22	0	7/27/2015 9:39 AM
23	4	7/25/2015 4:56 PM
24	0	7/24/2015 7:35 PM
25	34	7/24/2015 5:37 PM
26	0	7/24/2015 4:27 PM
27	0	7/24/2015 1:36 PM
28	0	7/24/2015 1:34 PM
29	0	7/24/2015 11:46 AM
30	1000	7/24/2015 11:46 AM
31	0	7/24/2015 11:44 AM
32	3	7/24/2015 11:33 AM
33	1	7/24/2015 11:24 AM
34	0	7/24/2015 9:16 AM
35	We do, but that is a separate department	7/24/2015 12:45 AM
36	0	7/23/2015 11:48 PM
37	0	7/23/2015 9:48 PM
38	0	7/23/2015 9:13 PM
39	0	7/23/2015 8:58 PM
40	0	7/23/2015 8:03 PM
41	0	7/23/2015 8:02 PM
42	0	7/23/2015 7:41 PM
43	34 - 2200 doors	7/23/2015 7:31 PM
44	0	7/23/2015 6:47 PM
45	7	7/23/2015 5:55 PM
46	0	7/23/2015 5:33 PM
47	0	7/23/2015 5:31 PM
48	1500	7/23/2015 5:23 PM
49	0	7/23/2015 5:10 PM
50	27	7/23/2015 5:09 PM
51	0	7/23/2015 5:09 PM
52	0	7/23/2015 5:08 PM
53	0	7/23/2015 4:47 PM
54	0	7/23/2015 4:38 PM
55	0	7/23/2015 4:35 PM
56	22	7/23/2015 4:31 PM
57	1	7/23/2015 4:28 PM
58	3	7/23/2015 4:02 PM
59	350	7/23/2015 4:00 PM
60	0	7/23/2015 3:57 PM
61	60	7/23/2015 3:47 PM

62	33	7/23/2015 3:46 PM
63	0	7/23/2015 3:40 PM
64	0	7/23/2015 3:38 PM
65	n/a	7/23/2015 3:35 PM
66	3	7/23/2015 3:29 PM
67	10 (361 doors)	7/23/2015 3:28 PM
68	0	7/23/2015 3:21 PM
69	36	7/23/2015 3:20 PM
70	Other - Mobile home park 176	7/23/2015 3:15 PM
71	0	7/23/2015 3:05 PM
72	3	7/23/2015 2:57 PM
73	5	7/23/2015 2:55 PM
74	0	7/23/2015 2:53 PM
75	2	7/23/2015 2:52 PM
76	5	7/23/2015 2:47 PM
77	279	7/23/2015 2:38 PM
78	0	7/23/2015 2:36 PM
79	2	7/23/2015 2:36 PM
80	0	7/23/2015 2:31 PM
81	0	7/23/2015 2:29 PM
82	0	7/23/2015 2:25 PM
83	0	7/23/2015 2:25 PM
84	0	7/23/2015 2:21 PM
85	0	7/23/2015 2:20 PM
86	0	7/23/2015 2:18 PM
87	74 - but part of a different division (not accounted for in above questions)	7/23/2015 2:16 PM
88	0	7/23/2015 2:12 PM
89	0	7/23/2015 2:12 PM
90	0	7/23/2015 2:11 PM
91	0	7/23/2015 2:10 PM
92	0	7/23/2015 2:08 PM

## Q10 What is the largest challenge you face in your business right now?

Answered: 169 Skipped: 22

#	Responses	Date
1	High turnover of employees, owners selling properties	9/11/2015 6:37 PM
2	regulation from local municipality and state	9/2/2015 7:44 PM
3	This year we saw our largest group of property owners put their homes up for sale than any other year.	9/2/2015 6:11 PM
4	Finding and keeping qualified vendors	8/29/2015 11:09 AM
5	Risk mitigation	8/28/2015 2:02 PM
6	Leveraging support help	8/28/2015 12:22 PM
7	growing our portfolio with stable clients	8/28/2015 12:17 PM
8	Trying to answer question number 9. I am not sure how separating Single family from Condos/town homes makes a difference.	8/24/2015 2:17 PM
9	State and Local Regulations	8/24/2015 1:58 PM
10	lack of inventory - losing properties to sales or owners moving back in	8/21/2015 3:18 PM
11	Answer all the surveys that come in the email from organizations I belong to	8/21/2015 2:51 PM
12	upgrading our portfolio	8/21/2015 2:16 PM
13	Attracting New Investors	8/21/2015 1:24 PM
14	Getting the vacant unit ready for the new tenant as quickly as they want us to have it ready	8/21/2015 12:30 PM
15	Lack of Properties to Manage due to Hedge Funds having purchased most of the available Residential Properties in our area and they manage their own properties.	8/21/2015 12:12 PM
16	Finding quality staff/vendors	8/21/2015 12:06 PM
17	Growing the business	8/21/2015 11:28 AM
18	Online payment from tenants and to owners.	8/21/2015 11:21 AM
19	process and forms improvement	8/21/2015 11:09 AM
20	personnel management	8/21/2015 11:09 AM
21	Finding good help; balancing family time and work.	8/21/2015 11:07 AM
22	Compliance	8/21/2015 11:01 AM
23	Employees staying on task	8/19/2015 12:37 PM
24	Regulations	8/18/2015 2:48 PM
25	.	8/16/2015 5:18 PM
26	Finding quality contractors at reasonable pricing that are timely in getting their work completed	8/14/2015 3:20 PM
27	Realtors with no experience in PM	8/4/2015 9:56 AM
28	Tenants that break their leases or leave a home a disaster.	8/2/2015 1:20 PM
29	Change in the Market. Losing owners to sales.	7/30/2015 10:38 AM
30	Obtaining reliable contractors	7/29/2015 11:17 AM
31	Midterm inspections and maintenance calls - Owners don't want to spend money to fix misc items to maintain the property.	7/28/2015 10:13 PM
32	Not allowing owners to "throw our company under the bus"... Just because something goes wrong with the tenant or the house does not necessarily mean our company did anything wrong.	7/28/2015 5:28 PM

33	Uneducated agents from other companies	7/27/2015 7:30 PM
34	Handing the balance between being firm with bad tenants and their ability to post bad reviews online about our company.	7/27/2015 4:50 PM
35	Reluctant landlords selling. The sales market is so good and property values rising that it is hard to find investors.	7/27/2015 11:36 AM
36	I need help. I can't be in all places at the same time, but am not big enough to hire permanent office help.	7/27/2015 10:50 AM
37	Staffing	7/27/2015 10:18 AM
38	managing people/employees/agents	7/27/2015 9:39 AM
39	growth. replacing units	7/26/2015 8:27 PM
40	Handling the influx of prospect calls and inquiries.	7/26/2015 5:01 PM
41	Training - All Aspects of property management	7/26/2015 10:55 AM
42	Getting clients to value the service we provide	7/25/2015 4:56 PM
43	communication with clients/owners/staff	7/24/2015 7:35 PM
44	Keeping inventory	7/24/2015 5:37 PM
45	unrealistic expectations of renters(more than usual!)	7/24/2015 4:27 PM
46	Keeping up with all the new technology	7/24/2015 1:37 PM
47	Scaling a service based business to increase quality of service, increase efficiency, and maintain margins.	7/24/2015 1:36 PM
48	Not enough clients - my own	7/24/2015 1:34 PM
49	Loosing clients to a booming sales market. They are selling off our inventory!	7/24/2015 1:15 PM
50	Recognition by others not in PM of professionalism offered by well trained, efficient , ethical, PM companies	7/24/2015 12:23 PM
51	Getting New business (more properties)	7/24/2015 11:46 AM
52	Quality owners. No slum lords	7/24/2015 11:46 AM
53	Growing the business correctly.	7/24/2015 11:44 AM
54	Finding new property managers.	7/24/2015 11:24 AM
55	yelp reviews	7/24/2015 10:31 AM
56	Education. Moot all our continuing education classes are for sales agents.Need them geared to property management.	7/24/2015 10:00 AM
57	move out inspections	7/24/2015 9:26 AM
58	organization	7/24/2015 9:16 AM
59	Acquiring more quality properties	7/24/2015 7:19 AM
60	finding reliable and reasonable quality contractors	7/24/2015 6:50 AM
61	getting new properties, there aren't any available there is a shortage	7/23/2015 10:16 PM
62	Obtaining new clients.	7/23/2015 10:11 PM
63	Too much paperwork. Need assistant.	7/23/2015 10:10 PM
64	Gaining more clients, compliance matching what my management software puts out or training...neither authority knows the other it's up to me to figure out, but you don't know you're wrong until you're in trouble!	7/23/2015 9:53 PM
65	Gaining new properties	7/23/2015 9:48 PM
66	Staffing	7/23/2015 9:31 PM
67	finding good handymen	7/23/2015 8:58 PM
68	finding new listings	7/23/2015 8:24 PM
69	Bringing in new doors.	7/23/2015 8:03 PM
70	Staffing	7/23/2015 8:02 PM
71	forms regulations/information	7/23/2015 7:58 PM



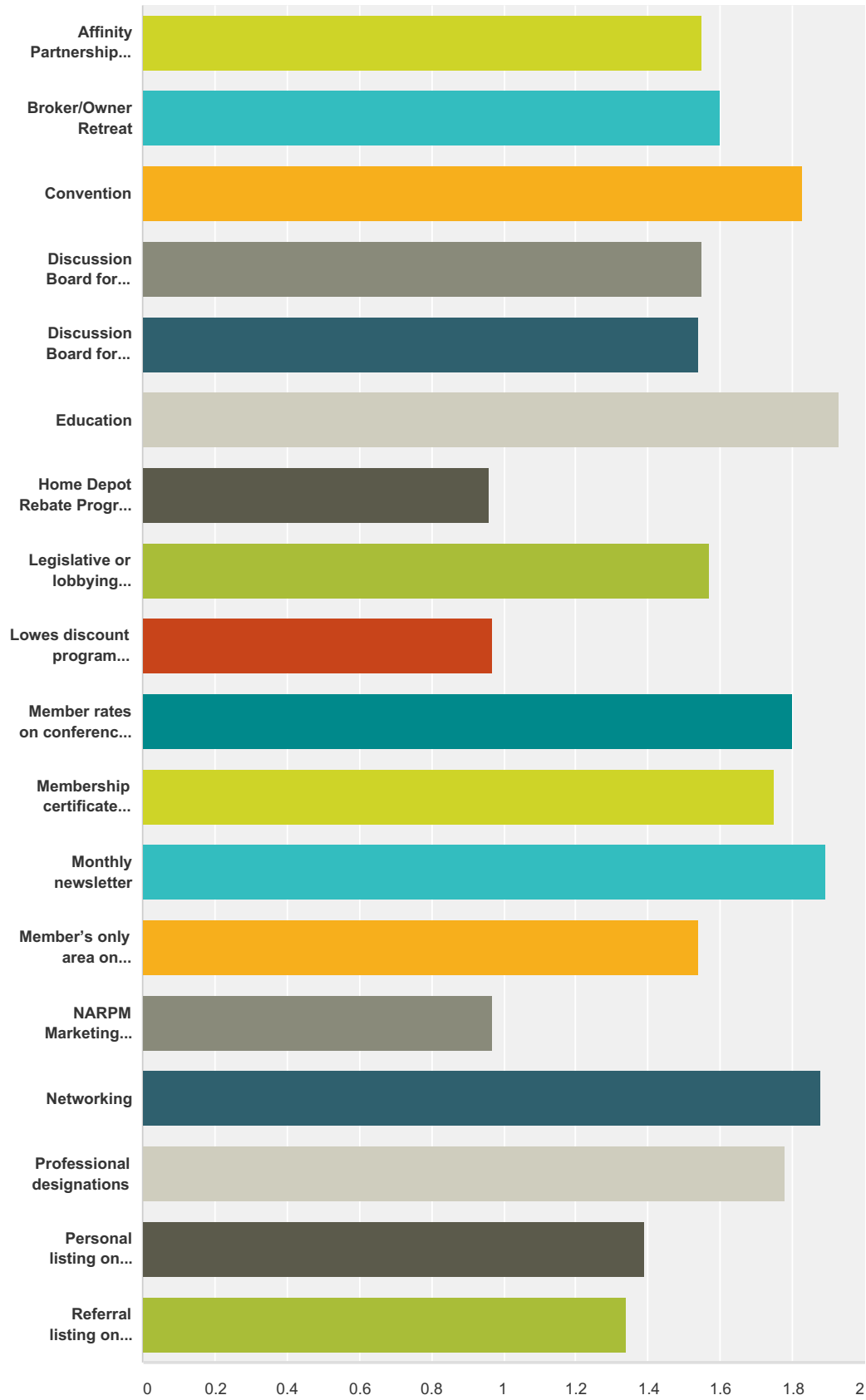
72	Finding good property managers and support staff at an affordable cost.	7/23/2015 7:41 PM
73	Managing Maintenance Managing perceptions of owners & tenants Managing Reputation of Company	7/23/2015 7:31 PM
74	Finding qualified employees	7/23/2015 6:47 PM
75	Communication with all parties	7/23/2015 6:44 PM
76	Getting off the front line...need to be more focused on other areas of improvement and growth.	7/23/2015 6:31 PM
77	Expanding my business, learning how to grow it with a solid foundation. Would like to learn about commercial management as well.	7/23/2015 6:11 PM
78	transition into retirement	7/23/2015 5:55 PM
79	Getting quality rental properties	7/23/2015 5:54 PM
80	payroll expense; keeping policy and procedure updated	7/23/2015 5:33 PM
81	To stay where we are at or to go after more doors and hire some people.	7/23/2015 5:27 PM
82	Growth	7/23/2015 5:23 PM
83	Obtaining new accounts in an overly saturated and competitive market	7/23/2015 5:23 PM
84	new business	7/23/2015 5:10 PM
85	Rising rental pricing and lower income tenants	7/23/2015 5:09 PM
86	Losing reluctant landlords	7/23/2015 5:08 PM
87	Loss of long term units to the sales market	7/23/2015 5:08 PM
88	Finding more property owner clients	7/23/2015 5:00 PM
89	People seeing a need for property managers in an excellent rental market	7/23/2015 4:47 PM
90	Training new employee	7/23/2015 4:43 PM
91	Qualifying applicants	7/23/2015 4:38 PM
92	Time	7/23/2015 4:37 PM
93	move out inspections	7/23/2015 4:35 PM
94	maintenance	7/23/2015 4:34 PM
95	I am tired of working so much.	7/23/2015 4:33 PM
96	Governmental agencies, local, state, federal	7/23/2015 4:33 PM
97	Cost effectvnes	7/23/2015 4:31 PM
98	government regulations and interference	7/23/2015 4:30 PM
99	Industry Politics and regulations	7/23/2015 4:28 PM
100	decreasing military presence and high rental costs + high costs of doing business	7/23/2015 4:18 PM
101	employee vacations	7/23/2015 4:17 PM
102	Modernizing.	7/23/2015 4:13 PM
103	Creating an in house maintenance team.	7/23/2015 4:11 PM
104	Deciding if it is worth sticking with property management when sales commissions are such low hanging fruit now.	7/23/2015 4:11 PM
105	Collecting from my problem 5% Owners who only own 1 home.	7/23/2015 4:05 PM
106	Government overreach	7/23/2015 4:03 PM
107	Low Inventory as we have short sales ongoing and people not purchasing new homes	7/23/2015 4:02 PM
108	Signing new accounts	7/23/2015 4:02 PM
109	HOA boards changing and their lack of knowledge for running and association., financial accountability and legal issues with collections.	7/23/2015 4:00 PM
110	Putting the business in the right position to grow and take on more properties	7/23/2015 3:57 PM

111	Attracting and retaining qualified employees and agents.	7/23/2015 3:47 PM
112	Keeping rents reasonable in light of rising costs.	7/23/2015 3:46 PM
113	receiving negative reviews on social media. It seems that every unhappy person loves to complain on social media without explaining the truth about situations.	7/23/2015 3:42 PM
114	Finding good maintenance and makeready contractors.	7/23/2015 3:42 PM
115	Wanting to grow a bit larger to hire a full time employee. And feeling a bit burned out because I've been in the PM business for 18 years.	7/23/2015 3:42 PM
116	Finding and retaining quality employees	7/23/2015 3:40 PM
117	Expanding client base, finding qualified maintenance supervisor	7/23/2015 3:35 PM
118	Human Resources Maintenance management	7/23/2015 3:33 PM
119	Hiring quality employees willing to do what it is necessary.	7/23/2015 3:29 PM
120	Getting things in good enough order to sell the company and RETIRE!	7/23/2015 3:28 PM
121	Investors that purchased foreclosures 4 years ago. Not great properties, high amount of repairs. Owner's do not understand what they bought. Challenge dealing with owner's on costs of repairs, evictions, and other challenges that come from properties that rent for under \$1000.	7/23/2015 3:22 PM
122	software limitations and gaining new business lots of cheap new companies to compete against	7/23/2015 3:21 PM
123	Fair housing	7/23/2015 3:15 PM
124	managing our companies growth and matching that with the right number and type of employee and managing those expenses and income.	7/23/2015 3:05 PM
125	signing new owners	7/23/2015 3:02 PM
126	best way to grow	7/23/2015 3:02 PM
127	Replacement of doors that sell to keep the numbers up.	7/23/2015 3:02 PM
128	Loss of business to agents/realtors who have no property management experience.	7/23/2015 3:01 PM
129	Finding a good Property Manager Assistant	7/23/2015 2:55 PM
130	Good sales market- properties are selling and going out of mgmt. Keeping up with never ending constant demands for instant gratification. Yelp- they filter good reviews.	7/23/2015 2:55 PM
131	Good staff	7/23/2015 2:53 PM
132	The sales market has picked up so a lot of clients have started selling.	7/23/2015 2:48 PM
133	Getting more business, quality business	7/23/2015 2:47 PM
134	Getting all my checklists in place and finished. Growing in the rankings on google.	7/23/2015 2:43 PM
135	Competitor Consolidation	7/23/2015 2:43 PM
136	Filling a position for a property manager	7/23/2015 2:39 PM
137	Getting business, just started company November 2014	7/23/2015 2:38 PM
138	employees, good help is hard to find sometimes	7/23/2015 2:36 PM
139	owner willingness to spend funds on necessary maintenance.	7/23/2015 2:36 PM
140	Finding long term employees with work ethic while trying to grow the business.	7/23/2015 2:33 PM
141	Growth	7/23/2015 2:31 PM
142	Inventory is very low, demand is very high. Finding competent, reasonably priced vendors.	7/23/2015 2:29 PM
143	Wearing too many hats	7/23/2015 2:26 PM
144	keeping up with current laws and trends	7/23/2015 2:26 PM
145	Sales agents who are renting homes	7/23/2015 2:25 PM
146	Owner's selling, lack of available units	7/23/2015 2:25 PM
147	building back after owners sold	7/23/2015 2:24 PM

148	managing landlord expectations. we have mostly "reluctant landlords."	7/23/2015 2:21 PM
149	1. Best practices for move-ins/move-outs. 2. Best marketing strategies for quick growth	7/23/2015 2:21 PM
150	No one takes responsibility for their own actions government involvement in the business and businesses in general	7/23/2015 2:21 PM
151	Maintenance. No in house maintenance crew and the challenge is communicating with vendors, owners and the tenants with each service call.	7/23/2015 2:20 PM
152	Whether to grow or be happy with what I have	7/23/2015 2:20 PM
153	preventing lawsuits and dealing with evictions	7/23/2015 2:18 PM
154	Maintenance and getting good vendors	7/23/2015 2:16 PM
155	Employee's	7/23/2015 2:16 PM
156	Move outs, move in readiness	7/23/2015 2:13 PM
157	Summer is the busy season and our biggest challenge is time....too much to do and not enough time to do it.	7/23/2015 2:12 PM
158	Managing my time	7/23/2015 2:12 PM
159	We are new. Marketing is our biggest challenge	7/23/2015 2:11 PM
160	Getting proper systems in place and getting more doors to manage.	7/23/2015 2:11 PM
161	Keeping up with maintenance requests and inspections.	7/23/2015 2:11 PM
162	Growth with the Sells Market and competition	7/23/2015 2:10 PM
163	Motivation	7/23/2015 2:10 PM
164	Getting new property owners	7/23/2015 2:09 PM
165	Finding and retaining good employees because our area is expensive and we cannot compete with local salaries.	7/23/2015 2:08 PM
166	Maintenance issues	7/23/2015 2:08 PM
167	Resident complaints	7/23/2015 2:06 PM
168	Hiring the right Agents	7/23/2015 2:04 PM
169	Attracting more owners; sell off of properties owned by reluctant landlords	7/23/2015 2:01 PM

**Q11 Please rank the value you receive from the benefits listed below that NARPM® offers.**

Answered: 190 Skipped: 1



	Provides Value	Provides No Value	Not Aware	Total	Weighted Average
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Affinity Partnership with vendors	<b>65.93%</b> 120	<b>23.63%</b> 43	<b>10.44%</b> 19	182	1.55
Broker/Owner Retreat	<b>74.86%</b> 137	<b>9.84%</b> 18	<b>15.30%</b> 28	183	1.60
Convention	<b>88.17%</b> 164	<b>6.99%</b> 13	<b>4.84%</b> 9	186	1.83
Discussion Board for Broker/Owners	<b>75.41%</b> 138	<b>3.83%</b> 7	<b>20.77%</b> 38	183	1.55
Discussion Board for Property Manager	<b>74.86%</b> 134	<b>4.47%</b> 8	<b>20.67%</b> 37	179	1.54
Education	<b>94.12%</b> 176	<b>4.28%</b> 8	<b>1.60%</b> 3	187	1.93
Home Depot Rebate Program ( <a href="https://cpr.homedepot.com/CPR/login.aspx">https://cpr.homedepot.com/CPR/login.aspx</a> )	<b>27.57%</b> 51	<b>40.54%</b> 75	<b>31.89%</b> 59	185	0.96
Legislative or lobbying efforts	<b>73.63%</b> 134	<b>9.89%</b> 18	<b>16.48%</b> 30	182	1.57
Lowes discount program <a href="http://www.lowesforpros.com/">http://www.lowesforpros.com/</a>	<b>29.51%</b> 54	<b>38.25%</b> 70	<b>32.24%</b> 59	183	0.97
Member rates on conferences & education classes	<b>83.70%</b> 154	<b>12.50%</b> 23	<b>3.80%</b> 7	184	1.80
Membership certificate which identifies professional organization	<b>78.92%</b> 146	<b>17.30%</b> 32	<b>3.78%</b> 7	185	1.75
Monthly newsletter	<b>90.91%</b> 170	<b>6.95%</b> 13	<b>2.14%</b> 4	187	1.89
Member's only area on Association's website	<b>69.78%</b> 127	<b>14.84%</b> 27	<b>15.38%</b> 28	182	1.54
NARPM Marketing Program ( <a href="http://www.WhyUseOne.com">www.WhyUseOne.com</a> )	<b>39.89%</b> 73	<b>16.94%</b> 31	<b>43.17%</b> 79	183	0.97
Networking	<b>91.89%</b> 170	<b>3.78%</b> 7	<b>4.32%</b> 8	185	1.88
Professional designations	<b>81.62%</b> 151	<b>15.14%</b> 28	<b>3.24%</b> 6	185	1.78
Personal listing on <a href="http://www.NARPM.org">www.NARPM.org</a>	<b>60.77%</b> 110	<b>17.68%</b> 32	<b>21.55%</b> 39	181	1.39
Referral listing on <a href="http://www.NARPM.org">www.NARPM.org</a>	<b>57.69%</b> 105	<b>18.68%</b> 34	<b>23.63%</b> 43	182	1.34

### Q12 What are the top three benefits you receive from NARPM® that keeps you wanting to renew each year?

Answered: 184 Skipped: 7

Answer Choices	Responses	
Benefit 1	100.00%	184
Benefit 2	94.57%	174
Benefit 3	83.15%	153

#	Benefit 1	Date
1	Education	9/11/2015 6:37 PM
2	networking	9/2/2015 7:44 PM
3	Listserves - ability to connect with like minded individuals throughout the country	9/2/2015 6:11 PM
4	Education	8/29/2015 11:09 AM
5	Being affiliated with a National Organization	8/28/2015 2:02 PM
6	Education	8/28/2015 12:22 PM
7	Listing on the NARPM website	8/28/2015 12:17 PM
8	Education	8/24/2015 2:17 PM
9	Broker Owner Retreat	8/24/2015 1:58 PM
10	being able to say I'm a member of a property management organization that adhere's to the highest standards	8/21/2015 3:18 PM
11	Trade shows at conferences	8/21/2015 2:51 PM
12	local chapter	8/21/2015 2:16 PM
13	Professional Certification	8/21/2015 1:24 PM
14	Marketing our membership	8/21/2015 12:30 PM
15	Education is Top Notch in Property Management	8/21/2015 12:12 PM
16	Networking	8/21/2015 12:06 PM
17	Networking	8/21/2015 11:28 AM
18	leads	8/21/2015 11:21 AM
19	education/information	8/21/2015 11:09 AM
20	Networking	8/21/2015 11:09 AM
21	Networking	8/21/2015 11:07 AM
22	Education	8/21/2015 11:01 AM
23	Education	8/19/2015 12:37 PM
24	Education	8/18/2015 2:48 PM
25	Education	8/16/2015 5:18 PM
26	education	8/14/2015 3:20 PM
27	Classes	8/11/2015 1:47 PM
28	membership	8/4/2015 9:56 AM
29	Education	8/2/2015 1:20 PM

30	Networking	7/30/2015 10:38 AM
31	Education	7/29/2015 11:17 AM
32	Harry Heist	7/28/2015 10:13 PM
33	Discussion boards	7/28/2015 8:38 PM
34	networking with other property managers	7/28/2015 5:28 PM
35	Information & knowledge	7/27/2015 7:30 PM
36	designations	7/27/2015 4:50 PM
37	education	7/27/2015 11:36 AM
38	Resources	7/27/2015 10:50 AM
39	Networking	7/27/2015 10:44 AM
40	Networking	7/27/2015 10:18 AM
41	education	7/27/2015 9:39 AM
42	Local Networking	7/26/2015 8:27 PM
43	Sharing of information from other property managers	7/26/2015 5:01 PM
44	Training and Education	7/26/2015 10:55 AM
45	sharing of information between members	7/25/2015 4:56 PM
46	association with other PMs	7/24/2015 7:35 PM
47	EDUCATION	7/24/2015 5:37 PM
48	networking	7/24/2015 4:27 PM
49	networking	7/24/2015 1:37 PM
50	Broker Owner retreat- experience share	7/24/2015 1:36 PM
51	Networking with other Prop. Managers	7/24/2015 1:15 PM
52	Education	7/24/2015 12:23 PM
53	Networking at meetings	7/24/2015 11:46 AM
54	N/A	7/24/2015 11:46 AM
55	Education	7/24/2015 11:44 AM
56	Free education	7/24/2015 11:33 AM
57	Networking	7/24/2015 11:24 AM
58	local membership activities/classes	7/24/2015 10:31 AM
59	Education	7/24/2015 10:00 AM
60	Networking	7/24/2015 9:26 AM
61	Discussion board	7/24/2015 7:19 AM
62	Education at local events	7/24/2015 6:50 AM
63	education	7/23/2015 10:16 PM
64	Have not really used any other than Home Depot	7/23/2015 10:11 PM
65	Education	7/23/2015 10:10 PM
66	Haven't had the chance to use	7/23/2015 9:53 PM
67	Networking with other property managers	7/23/2015 9:48 PM
68	Education	7/23/2015 9:31 PM
69	Education	7/23/2015 9:13 PM
70	Discussion Board (ListServ)	7/23/2015 8:58 PM



71	networking	7/23/2015 8:24 PM
72	convention	7/23/2015 8:03 PM
73	Friendships	7/23/2015 8:02 PM
74	information	7/23/2015 7:58 PM
75	Education	7/23/2015 7:41 PM
76	Inventory specific idea sharing/networking	7/23/2015 7:31 PM
77	Trip write off	7/23/2015 6:47 PM
78	Networking	7/23/2015 6:44 PM
79	Broker/Owner Retreat	7/23/2015 6:31 PM
80	A specialized organization for my company	7/23/2015 6:11 PM
81	networking	7/23/2015 5:55 PM
82	Education	7/23/2015 5:54 PM
83	Broker/Owner Retreat	7/23/2015 5:33 PM
84	Knowledge	7/23/2015 5:31 PM
85	The Logo	7/23/2015 5:28 PM
86	Always learning from other members	7/23/2015 5:27 PM
87	Education	7/23/2015 5:23 PM
88	Networking	7/23/2015 5:23 PM
89	networking	7/23/2015 5:10 PM
90	Networking	7/23/2015 5:09 PM
91	Comradery	7/23/2015 5:09 PM
92	Networking	7/23/2015 5:08 PM
93	Education	7/23/2015 5:08 PM
94	Education	7/23/2015 5:00 PM
95	Recognition within the industry	7/23/2015 4:47 PM
96	Legislative Updates	7/23/2015 4:43 PM
97	Convention	7/23/2015 4:38 PM
98	Education	7/23/2015 4:37 PM
99	conventions	7/23/2015 4:35 PM
100	education	7/23/2015 4:34 PM
101	My local updates	7/23/2015 4:33 PM
102	Networking at the local level	7/23/2015 4:33 PM
103	Networking Resources	7/23/2015 4:31 PM
104	Networking	7/23/2015 4:30 PM
105	Networking	7/23/2015 4:28 PM
106	Education	7/23/2015 4:18 PM
107	the magazine	7/23/2015 4:17 PM
108	Networking	7/23/2015 4:15 PM
109	Education	7/23/2015 4:13 PM
110	Networking	7/23/2015 4:11 PM
111	The Broker Listserve	7/23/2015 4:11 PM

112	networking talking with other PM and Owners	7/23/2015 4:05 PM
113	Newsletter	7/23/2015 4:03 PM
114	Network	7/23/2015 4:02 PM
115	Education	7/23/2015 4:02 PM
116	I am so new I have no idea...yet!	7/23/2015 4:00 PM
117	Education	7/23/2015 3:57 PM
118	Networking with fellow property managers	7/23/2015 3:47 PM
119	Networking (Local and National)	7/23/2015 3:46 PM
120	education	7/23/2015 3:42 PM
121	Conventions	7/23/2015 3:42 PM
122	Education	7/23/2015 3:42 PM
123	Education	7/23/2015 3:40 PM
124	networking with local and state colleagues	7/23/2015 3:35 PM
125	Conferences	7/23/2015 3:33 PM
126	Peer to Peer conversation and interaction	7/23/2015 3:29 PM
127	Education	7/23/2015 3:28 PM
128	Education	7/23/2015 3:22 PM
129	networking	7/23/2015 3:21 PM
130	Education	7/23/2015 3:20 PM
131	monthly meetings and the information/updates	7/23/2015 3:15 PM
132	Education	7/23/2015 3:11 PM
133	education & networking from chapter group	7/23/2015 3:05 PM
134	professionalism	7/23/2015 3:02 PM
135	Networking	7/23/2015 3:02 PM
136	Sharing	7/23/2015 3:02 PM
137	Education	7/23/2015 3:01 PM
138	education	7/23/2015 2:57 PM
139	Education	7/23/2015 2:55 PM
140	Networking	7/23/2015 2:55 PM
141	news letter magazine	7/23/2015 2:53 PM
142	Broker/Owner	7/23/2015 2:53 PM
143	education from monthly chapter meetings	7/23/2015 2:52 PM
144	Educational courses	7/23/2015 2:48 PM
145	designation	7/23/2015 2:47 PM
146	conferences	7/23/2015 2:43 PM
147	Education!	7/23/2015 2:43 PM
148	The broker retreat	7/23/2015 2:39 PM
149	convention	7/23/2015 2:36 PM
150	magazine -helpful articles	7/23/2015 2:36 PM
151	Education	7/23/2015 2:33 PM
152	Education	7/23/2015 2:31 PM

153	Education	7/23/2015 2:29 PM
154	Local chapter connections	7/23/2015 2:26 PM
155	exchange of info	7/23/2015 2:26 PM
156	Networking	7/23/2015 2:25 PM
157	Networking	7/23/2015 2:25 PM
158	education	7/23/2015 2:24 PM
159	education	7/23/2015 2:21 PM
160	Education	7/23/2015 2:21 PM
161	Listserv for instant answers to my concerns	7/23/2015 2:21 PM
162	Education	7/23/2015 2:20 PM
163	Membership	7/23/2015 2:20 PM
164	education	7/23/2015 2:18 PM
165	Networking with others in the area	7/23/2015 2:16 PM
166	Education, Designations	7/23/2015 2:16 PM
167	Education	7/23/2015 2:13 PM
168	Education	7/23/2015 2:12 PM
169	getting new ideas from other managers	7/23/2015 2:12 PM
170	Information	7/23/2015 2:11 PM
171	education	7/23/2015 2:11 PM
172	Education	7/23/2015 2:11 PM
173	Education	7/23/2015 2:10 PM
174	education	7/23/2015 2:10 PM
175	Networking	7/23/2015 2:10 PM
176	Networking	7/23/2015 2:09 PM
177	Education	7/23/2015 2:08 PM
178	Education	7/23/2015 2:08 PM
179	Education	7/23/2015 2:08 PM
180	Classes	7/23/2015 2:06 PM
181	education	7/23/2015 2:04 PM
182	local chapter monthly educational meetings	7/23/2015 2:03 PM
183	Education	7/23/2015 2:01 PM
184	i really don't know	7/23/2015 1:54 PM
<b>#</b>	<b>Benefit 2</b>	<b>Date</b>
1	Networking	9/11/2015 6:37 PM
2	convention and broker/owner	9/2/2015 7:44 PM
3	Broker/Owner retreat - brainstorming face-to-face with other owner/brokers	9/2/2015 6:11 PM
4	Networking	8/29/2015 11:09 AM
5	Broker - Owner Retreat	8/28/2015 2:02 PM
6	Networking within the community	8/28/2015 12:22 PM
7	Broker/Owner	8/28/2015 12:17 PM
8	vendors	8/24/2015 2:17 PM

9	Chapter Members	8/24/2015 1:58 PM
10	affiliates/ finding a vendor	8/21/2015 3:18 PM
11	Designation	8/21/2015 2:51 PM
12	networking	8/21/2015 2:16 PM
13	Networking and Friendships	8/21/2015 1:24 PM
14	Designations	8/21/2015 12:30 PM
15	Property Management Referral System is very Good	8/21/2015 12:12 PM
16	Education	8/21/2015 12:06 PM
17	Education	8/21/2015 11:28 AM
18	credibility	8/21/2015 11:21 AM
19	networking / professional affiliation	8/21/2015 11:09 AM
20	Education	8/21/2015 11:09 AM
21	Education	8/21/2015 11:07 AM
22	Networking	8/21/2015 11:01 AM
23	Networking	8/19/2015 12:37 PM
24	Networking	8/18/2015 2:48 PM
25	networking	8/16/2015 5:18 PM
26	networking	8/14/2015 3:20 PM
27	Education	8/11/2015 1:47 PM
28	networking	8/4/2015 9:56 AM
29	Networking	8/2/2015 1:20 PM
30	Education	7/30/2015 10:38 AM
31	Latest updates for Property Managers	7/29/2015 11:17 AM
32	Office employees members	7/28/2015 10:13 PM
33	Education	7/28/2015 8:38 PM
34	education	7/28/2015 5:28 PM
35	Education	7/27/2015 7:30 PM
36	networking	7/27/2015 4:50 PM
37	best practices	7/27/2015 11:36 AM
38	Networking	7/27/2015 10:50 AM
39	Convention	7/27/2015 10:44 AM
40	Classes	7/27/2015 10:18 AM
41	networking	7/27/2015 9:39 AM
42	Local Education	7/26/2015 8:27 PM
43	Sharing of information from other property managers	7/26/2015 5:01 PM
44	Convention	7/26/2015 10:55 AM
45	education	7/25/2015 4:56 PM
46	national leadership team/ administration	7/24/2015 7:35 PM
47	CONVENTION	7/24/2015 5:37 PM
48	education(from classes at events)	7/24/2015 4:27 PM
49	education	7/24/2015 1:37 PM

50	Annual convention- general state of the industry update	7/24/2015 1:36 PM
51	Designations - provides professionalism	7/24/2015 1:15 PM
52	Colleagues in other companies	7/24/2015 12:23 PM
53	Education CE	7/24/2015 11:46 AM
54	Conferences	7/24/2015 11:44 AM
55	Contacts	7/24/2015 11:33 AM
56	Education	7/24/2015 11:24 AM
57	local chapter website	7/24/2015 10:31 AM
58	Networking	7/24/2015 10:00 AM
59	Education	7/24/2015 9:26 AM
60	Access to the yahoo group	7/24/2015 6:50 AM
61	networking	7/23/2015 10:16 PM
62	Would like to join local chapter, but have not felt comfortable there	7/23/2015 10:11 PM
63	Networking	7/23/2015 10:10 PM
64	Haven't had the chance to use	7/23/2015 9:53 PM
65	Law symposium	7/23/2015 9:48 PM
66	Broker Owner	7/23/2015 9:31 PM
67	Networking	7/23/2015 9:13 PM
68	Monthly Newsletter	7/23/2015 8:58 PM
69	education	7/23/2015 8:24 PM
70	broker/owner	7/23/2015 8:03 PM
71	Education	7/23/2015 8:02 PM
72	education	7/23/2015 7:58 PM
73	Networking	7/23/2015 7:41 PM
74	Inventory specific education & vendor resources	7/23/2015 7:31 PM
75	Networking	7/23/2015 6:47 PM
76	Convention	7/23/2015 6:44 PM
77	Monthly Newsletter	7/23/2015 6:31 PM
78	Educational designation	7/23/2015 6:11 PM
79	education	7/23/2015 5:55 PM
80	Networking and comraderie	7/23/2015 5:54 PM
81	Networking	7/23/2015 5:33 PM
82	Friendships	7/23/2015 5:31 PM
83	Credibility	7/23/2015 5:28 PM
84	List serve	7/23/2015 5:27 PM
85	Networking	7/23/2015 5:23 PM
86	Education	7/23/2015 5:23 PM
87	Logo to Use to promote Professionalism	7/23/2015 5:09 PM
88	Broker/Owner Retreat	7/23/2015 5:09 PM
89	Education	7/23/2015 5:08 PM
90	Affiliates	7/23/2015 5:08 PM

91	Networking	7/23/2015 5:00 PM
92	Convention	7/23/2015 4:47 PM
93	Networking	7/23/2015 4:43 PM
94	Networking	7/23/2015 4:38 PM
95	Support	7/23/2015 4:37 PM
96	education	7/23/2015 4:35 PM
97	professionalism	7/23/2015 4:34 PM
98	local networking	7/23/2015 4:33 PM
99	Education	7/23/2015 4:33 PM
100	Education	7/23/2015 4:31 PM
101	Education	7/23/2015 4:30 PM
102	Education	7/23/2015 4:28 PM
103	Conferences and Networking	7/23/2015 4:18 PM
104	Education	7/23/2015 4:15 PM
105	Referrals	7/23/2015 4:13 PM
106	Education	7/23/2015 4:11 PM
107	The PM listserv	7/23/2015 4:11 PM
108	Classes at conferences	7/23/2015 4:05 PM
109	Legislative efforts to protect property rights	7/23/2015 4:03 PM
110	education	7/23/2015 4:02 PM
111	Networking	7/23/2015 4:02 PM
112	Network	7/23/2015 3:57 PM
113	Education	7/23/2015 3:47 PM
114	Education (Local and National)	7/23/2015 3:46 PM
115	designations	7/23/2015 3:42 PM
116	Education	7/23/2015 3:42 PM
117	Meeting w other members to help confirm there are others dealing with same issues	7/23/2015 3:42 PM
118	Networking	7/23/2015 3:40 PM
119	education pertinent to property management	7/23/2015 3:35 PM
120	Education	7/23/2015 3:33 PM
121	Conventions & Gatherings	7/23/2015 3:29 PM
122	Partnership with Affiliates/Vendors	7/23/2015 3:28 PM
123	Conferences, Broker/Owner Retreat	7/23/2015 3:22 PM
124	conferences	7/23/2015 3:21 PM
125	Networking	7/23/2015 3:20 PM
126	education	7/23/2015 3:15 PM
127	Networking	7/23/2015 3:11 PM
128	education and networking from regional, state conventions	7/23/2015 3:05 PM
129	networking	7/23/2015 3:02 PM
130	ListServ	7/23/2015 3:02 PM
131	Comradery/Family	7/23/2015 3:02 PM

132	Knowledge	7/23/2015 3:01 PM
133	networking	7/23/2015 2:57 PM
134	Member's knowledge and willingness to share	7/23/2015 2:55 PM
135	Education	7/23/2015 2:55 PM
136	email board	7/23/2015 2:53 PM
137	Referral listing	7/23/2015 2:53 PM
138	networking at monthly chapter events	7/23/2015 2:52 PM
139	Being involved with my local chapter board.	7/23/2015 2:48 PM
140	monthly magazine articles	7/23/2015 2:47 PM
141	the discussion board on google	7/23/2015 2:43 PM
142	Education!!	7/23/2015 2:43 PM
143	chapter meeting	7/23/2015 2:39 PM
144	owner broker	7/23/2015 2:36 PM
145	conference (assuming - will be attending first one)	7/23/2015 2:36 PM
146	Designations	7/23/2015 2:33 PM
147	Networking	7/23/2015 2:31 PM
148	Networking	7/23/2015 2:29 PM
149	Broker Owner Retreats	7/23/2015 2:26 PM
150	camaraderie	7/23/2015 2:26 PM
151	Education	7/23/2015 2:25 PM
152	Education	7/23/2015 2:25 PM
153	list serve	7/23/2015 2:24 PM
154	communicating with peers	7/23/2015 2:21 PM
155	Broker/Owner retreat	7/23/2015 2:21 PM
156	Conferences	7/23/2015 2:21 PM
157	Professional Designations	7/23/2015 2:20 PM
158	networking	7/23/2015 2:18 PM
159	Education	7/23/2015 2:16 PM
160	Vendors	7/23/2015 2:16 PM
161	Conventions	7/23/2015 2:13 PM
162	Networking	7/23/2015 2:12 PM
163	keeping up to date with technology and changes	7/23/2015 2:12 PM
164	Networking	7/23/2015 2:11 PM
165	Convention	7/23/2015 2:11 PM
166	Networking	7/23/2015 2:10 PM
167	networking	7/23/2015 2:10 PM
168	Education	7/23/2015 2:10 PM
169	Vendor Services	7/23/2015 2:09 PM
170	Sharing Best Practices	7/23/2015 2:08 PM
171	Networking	7/23/2015 2:08 PM
172	networking	7/23/2015 2:08 PM

173	get to know other members	7/23/2015 2:03 PM
174	Peer connection	7/23/2015 2:01 PM
#	Benefit 3	Date
1	designation	9/2/2015 7:44 PM
2	Annual Convention - networking, education, new ideas, forms	9/2/2015 6:11 PM
3	Friendships made	8/29/2015 11:09 AM
4	Networking	8/28/2015 2:02 PM
5	Broker/Owner Retreat	8/28/2015 12:22 PM
6	Convention	8/28/2015 12:17 PM
7	networking	8/24/2015 2:17 PM
8	networking	8/21/2015 3:18 PM
9	Networking with vendors	8/21/2015 2:51 PM
10	vender relationship at conventions	8/21/2015 2:16 PM
11	Education	8/21/2015 1:24 PM
12	Monthly local meeting	8/21/2015 12:30 PM
13	Atlanta Chapter is very supportive to the members	8/21/2015 12:12 PM
14	Owner Posts	8/21/2015 12:06 PM
15	Partnerships	8/21/2015 11:28 AM
16	vendor relations	8/21/2015 11:09 AM
17	Convention	8/21/2015 11:09 AM
18	Lobby Efforts	8/21/2015 11:07 AM
19	50/50 Raffle	8/21/2015 11:01 AM
20	Designations	8/19/2015 12:37 PM
21	Up to date info	8/18/2015 2:48 PM
22	Fun team environment	8/16/2015 5:18 PM
23	industry enhancements, legislative	8/14/2015 3:20 PM
24	Networking	8/11/2015 1:47 PM
25	broker/owners	8/4/2015 9:56 AM
26	Designations	7/30/2015 10:38 AM
27	Working with other NARPM members	7/29/2015 11:17 AM
28	Networking	7/28/2015 8:38 PM
29	identification of professional organization	7/28/2015 5:28 PM
30	Networking	7/27/2015 7:30 PM
31	Lobbing efforts	7/27/2015 4:50 PM
32	networking	7/27/2015 11:36 AM
33	Designations	7/27/2015 10:50 AM
34	Education	7/27/2015 10:44 AM
35	Conventions	7/27/2015 10:18 AM
36	conventions	7/27/2015 9:39 AM
37	National networking	7/26/2015 8:27 PM
38	Sharing of information from other property managers	7/26/2015 5:01 PM



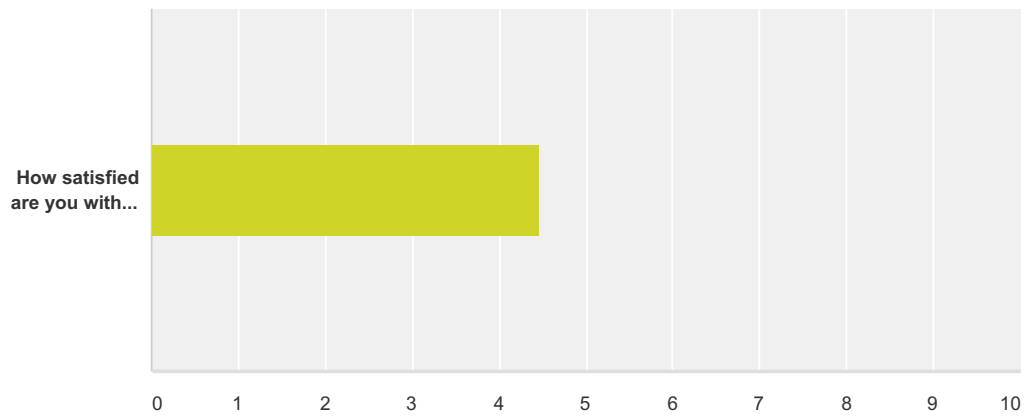
39	Networking	7/26/2015 10:55 AM
40	convention trade show to find new providers	7/25/2015 4:56 PM
41	conferences/shows	7/24/2015 7:35 PM
42	NETWORKING	7/24/2015 5:37 PM
43	family brain trust	7/24/2015 4:27 PM
44	Assumed value of association by prospects	7/24/2015 1:36 PM
45	Opportunities for learning	7/24/2015 1:15 PM
46	Chapter meetings	7/24/2015 12:23 PM
47	Affiliates	7/24/2015 11:46 AM
48	Finding information in the discussion groups	7/24/2015 11:44 AM
49	Knowledge	7/24/2015 11:33 AM
50	Designations	7/24/2015 11:24 AM
51	local affiliate membership	7/24/2015 10:31 AM
52	Professional Designations	7/24/2015 10:00 AM
53	Education	7/24/2015 9:26 AM
54	designations	7/23/2015 10:16 PM
55	Affiliated vendors	7/23/2015 10:10 PM
56	Haven't had the chance to use	7/23/2015 9:53 PM
57	Keeping abreast of the legal laws	7/23/2015 9:48 PM
58	Discussion with other Owners	7/23/2015 9:31 PM
59	Affiliate Vendors	7/23/2015 9:13 PM
60	Rebate program (Home Depot)	7/23/2015 8:58 PM
61	professional designation	7/23/2015 8:24 PM
62	local chapter/education	7/23/2015 8:03 PM
63	Professional Designations	7/23/2015 7:41 PM
64	Code of Ethics & designations	7/23/2015 7:31 PM
65	New laws rules information	7/23/2015 6:47 PM
66	Education	7/23/2015 6:44 PM
67	Being a NARPM member for leads	7/23/2015 6:31 PM
68	Networking	7/23/2015 6:11 PM
69	Employee Training	7/23/2015 5:33 PM
70	credibility	7/23/2015 5:31 PM
71	Networking with other LOCAL PM	7/23/2015 5:28 PM
72	Fellowship	7/23/2015 5:27 PM
73	Ethical Standards	7/23/2015 5:23 PM
74	Designations	7/23/2015 5:23 PM
75	Education	7/23/2015 5:09 PM
76	Education	7/23/2015 5:09 PM
77	Legislative oversight	7/23/2015 5:08 PM
78	Networking	7/23/2015 5:08 PM
79	Code of Ethics	7/23/2015 5:00 PM

80	Legal information updates	7/23/2015 4:47 PM
81	National Conventions	7/23/2015 4:43 PM
82	Education	7/23/2015 4:38 PM
83	Networking	7/23/2015 4:37 PM
84	local group	7/23/2015 4:35 PM
85	comraderie with other PM's (networking)	7/23/2015 4:34 PM
86	access to experienced PM's I admire	7/23/2015 4:33 PM
87	Professional designations	7/23/2015 4:33 PM
88	Donuts	7/23/2015 4:31 PM
89	Vendors	7/23/2015 4:30 PM
90	Convention	7/23/2015 4:28 PM
91	Legislative	7/23/2015 4:18 PM
92	Personal growth	7/23/2015 4:15 PM
93	Contacts	7/23/2015 4:13 PM
94	Confrences	7/23/2015 4:11 PM
95	The Broker/Owner Confrence.	7/23/2015 4:11 PM
96	Some local chapter meetings	7/23/2015 4:03 PM
97	legislative	7/23/2015 4:02 PM
98	Vendor partnership	7/23/2015 4:02 PM
99	Qualified Vendors	7/23/2015 3:57 PM
100	Designations	7/23/2015 3:47 PM
101	Good people (Local and Natoinal)	7/23/2015 3:46 PM
102	networking	7/23/2015 3:42 PM
103	Networking	7/23/2015 3:42 PM
104	Possible designation when I put the time in	7/23/2015 3:42 PM
105	Conferences	7/23/2015 3:40 PM
106	referral source	7/23/2015 3:35 PM
107	Education	7/23/2015 3:29 PM
108	News and information	7/23/2015 3:28 PM
109	Networking	7/23/2015 3:22 PM
110	local chapter	7/23/2015 3:21 PM
111	Designations	7/23/2015 3:20 PM
112	networking	7/23/2015 3:15 PM
113	Professional Organization	7/23/2015 3:11 PM
114	status of belonging to NARPM	7/23/2015 3:05 PM
115	education	7/23/2015 3:02 PM
116	Owner Broker Retreat	7/23/2015 3:02 PM
117	Education, Updates to our industry	7/23/2015 3:02 PM
118	Recognition	7/23/2015 3:01 PM
119	vendor trade shows	7/23/2015 2:57 PM
120	networking	7/23/2015 2:55 PM

121	Therapy	7/23/2015 2:55 PM
122	conferences	7/23/2015 2:53 PM
123	Networking	7/23/2015 2:53 PM
124	Conventions/retreats	7/23/2015 2:52 PM
125	Networking with other Professional Property Managers	7/23/2015 2:48 PM
126	vendor relationships built at conferences	7/23/2015 2:43 PM
127	Education!!!	7/23/2015 2:43 PM
128	education	7/23/2015 2:39 PM
129	list serve	7/23/2015 2:36 PM
130	Networking with other PM's and Affiliates	7/23/2015 2:33 PM
131	Vendor information	7/23/2015 2:31 PM
132	Convention	7/23/2015 2:29 PM
133	Education	7/23/2015 2:26 PM
134	classes	7/23/2015 2:26 PM
135	Experience	7/23/2015 2:25 PM
136	Conferences	7/23/2015 2:25 PM
137	Broker owner in Las Vegas	7/23/2015 2:24 PM
138	state conference access	7/23/2015 2:21 PM
139	Message board	7/23/2015 2:21 PM
140	Education	7/23/2015 2:21 PM
141	personal listing	7/23/2015 2:20 PM
142	conventions	7/23/2015 2:18 PM
143	Broker/Owner	7/23/2015 2:16 PM
144	Networking	7/23/2015 2:16 PM
145	Vendors	7/23/2015 2:13 PM
146	Oppty to make a difference in our industry	7/23/2015 2:12 PM
147	info to improve processes	7/23/2015 2:12 PM
148	group affiliation	7/23/2015 2:11 PM
149	NARPM recognition	7/23/2015 2:11 PM
150	Website	7/23/2015 2:10 PM
151	Vendors	7/23/2015 2:10 PM
152	Education local	7/23/2015 2:09 PM
153	Credibility	7/23/2015 2:01 PM

### Q13 Please rate your membership in NARPM®.

Answered: 190 Skipped: 1



	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Total	Weighted Average
How satisfied are you with your membership?	58.95% 112	31.05% 59	8.42% 16	1.58% 3	0.00% 0	190	4.47

**Q14 If your answer was NOT "Very Satisfied" we would appreciate knowing how to improve your experience. Briefly share with us any comments you may have or suggestions on how we can improve as it relates to your NARPM® experience.**

Answered: 46 Skipped: 145

#	Responses	Date
1	provide an avenue for "experienced" property managers to gain greater value for their membership	9/2/2015 7:44 PM
2	Make NARPM a For Profit organization. As it stands, NARPM is like the Federal Government. If you want an organization to model - look at Australia and LPMA.	8/28/2015 2:02 PM
3	I think the organization has become too political and as such become ineffective.	8/21/2015 2:51 PM
4	Relationship with "headquarters" is often trying. IE:Chapter website, and falier to be reimbursed for education held at local level.	8/21/2015 2:16 PM
5	Would recommend the local chapter(s) have more empowerment in certain decisions to make the process go smoothly for the members & volunteer BOD. Example: education class schedules, budget for providing materials, etc.	8/16/2015 5:18 PM
6	Discuss some of the items above that new members might not be aware of at Monthly meetings.	7/28/2015 10:13 PM
7	Refresh the education and topics for convention breakout sessions.	7/26/2015 8:27 PM
8	It's an 'old guard' country club environment.	7/24/2015 1:36 PM
9	Extremely disappointed in the cancellation of Regionals. It was a way to introduce members, and less expensive for members, benefits from affiliation with other regional PMs.	7/24/2015 12:23 PM
10	disconnect between local chapters/property managers (those with 'boots on the ground') and National level (those who just used to do property management or have complete staff running their business - hands off)	7/24/2015 10:31 AM
11	Local group is a click and not always welcoming	7/24/2015 9:26 AM
12	I'm annoyed that I am also a Realtor and I have to take another ethics class for NARPM.	7/24/2015 7:19 AM
13	The trainers should be more prepared than to just read slides to the audience. Most are, but not all.	7/24/2015 6:50 AM
14	See my notes below- in question #16	7/24/2015 12:45 AM
15	more organization in getting and sending in designations Regional conferences are not nearly as informational as State	7/23/2015 10:16 PM
16	Being part of the local chapter should be valuable but have not been overly impressed...other PMs are more of a clique...vendor members are OK.	7/23/2015 10:11 PM
17	In still new in my company, and haven't had the chance to take advantage of benefits but I know they're there and I will!	7/23/2015 9:53 PM
18	Education at a higher level	7/23/2015 9:31 PM
19	Not all property managers can afford to travel to conventions and pay for expensive hotels. It would nice if we could find a way to accomodate those folks.	7/23/2015 8:24 PM
20	more how to class	7/23/2015 7:58 PM
21	Too much dependence on volunteer member work/resources for association administration. Not enough national staff dedicated to provide the labor to implement volunteer leadership directives	7/23/2015 7:31 PM
22	Still trying to find my way within NARPM...goes to my answer about being on the front line. Need more balance.	7/23/2015 6:31 PM
23	I am located 80 miles from the closest NARPM chapter. So it is not always cost effective to drive that distance (roundtrip) for a one hour lunch session. It would be great if there were more 3-4 hour meeting options - perhaps link it with education or networking times.	7/23/2015 6:11 PM

24	I don't know why the conventions are SO far away and why they are so expensive, I'm also a RE Agent and all these fees are \$\$\$\$\$. There should be a hefty discount if you are already paying NAR and Local dues!	7/23/2015 5:28 PM
25	Help local chapters sponsor education classes including ethics by being less strict about timing and scheduling.	7/23/2015 4:43 PM
26	I felt the money I have spent for the past few conventions was not worth it as it seemed like a repeat of seminars and information I have heard many times before. I have also invested a tremendous amount of time and money to get my MPM designation and find that I can't use 60 of the 90 points I have earned because I am only allowed 30 of such points. I think points earned should be points earned and allowed.	7/23/2015 4:33 PM
27	I don't like that the Oahu chapter is not able to get chapter of the year because of our size - that doesn't make sense to me - it's discouraging.	7/23/2015 4:18 PM
28	The general public does not recognize the designations or realize who NARPM even is.	7/23/2015 4:17 PM
29	newby!	7/23/2015 4:00 PM
30	n/a	7/23/2015 3:46 PM
31	Sometimes it is like pulling teeth when you are trying to get answer from National. After submitting my packet to get my designation, the staff was not very helpful during the auditing process and I felt that most of my emails were ignored and questions remained unanswered.	7/23/2015 3:42 PM
32	website difficult to navigate.	7/23/2015 3:35 PM
33	On the local level - more organization within the Chapter events	7/23/2015 3:20 PM
34	local politics, toxic personalities	7/23/2015 3:02 PM
35	The education is stale. The quality of the presenters or teachers is often poor.	7/23/2015 2:53 PM
36	I had no idea about the majority of question 11. Maybe my own fault however seems like a bunch I just dont know that I have access to	7/23/2015 2:47 PM
37	Wish local chapter was closer (2 hours away)	7/23/2015 2:38 PM
38	help initiate state chapter for Indiana for more participation and benefits (regional networking)	7/23/2015 2:36 PM
39	A larger variety of education classes.	7/23/2015 2:29 PM
40	As a Chapter leader its very frustrating that more people do not step up into Leadership roles. Which keeps us current leaders somewhat stuck in our positions or rotating into others so the Chapter is successful. I love volunteering but it's important to keep fresh blood moving into the different positions.	7/23/2015 2:26 PM
41	the website is painful to use. lots of extra steps. even signing up for the conference was work.	7/23/2015 2:21 PM
42	I would like to see membership for staff at a discounted rate. I feel it is TOO costly to have each member of my staff have their own membership.	7/23/2015 2:21 PM
43	I felt that the local chapter was very unprofessional. Members wore black shirts with "Die Nasty" printed on them. I felt embarrassed to be a part of the local organization. I have had some business dealings where I felt two of the local companies were unethical in the treatment of their owners.	7/23/2015 2:11 PM
44	too many emails from local state & national sources	7/23/2015 2:10 PM
45	I think that for new members NARPM needs to implement some type of mentor program. I have signed up for my MPM designation however although I have inquired with my local chapter on how to become a member of a committee, I have been unsuccessful in getting a real response. It is very frustrating because I want to get my MPM but I feel as if I have no guidance from the chapter members.	7/23/2015 2:06 PM
46	what am I getting?	7/23/2015 1:54 PM

## Q15 Are there any other benefits that you would like NARPM® to consider that would be beneficial to you or your company?

Answered: 78 Skipped: 113

#	Responses	Date
1	create better chapter support; spend more time in focusing on the culture of NARPM and how to safeguard it rather than the nuts and bolts of running the association	9/2/2015 7:44 PM
2	It seems we are starting to focus more and more on the growth of our business (# of doors) instead of the smaller shops that Mark said are a thing of the past	8/29/2015 11:09 AM
3	Produce educational material via DVD or CD for later study. NARPM is seriously missing the boat on that, which is understandable because of volunteer leadership and the "non profit" mindset.	8/28/2015 2:02 PM
4	Written marketing pices for describing RMP and MPM	8/24/2015 2:17 PM
5	I want the Trade Shows to have more vendors and less blabber. Technology helps my business and listening to other managers does not	8/21/2015 2:51 PM
6	Much of our work is done at the end of the day, and half our members are in the pacific time zone, so NARPM should be open till 6:00 pacific	8/21/2015 2:16 PM
7	Easier way to track my companies members at renewal time. Add a Nickname field in the Member name for search.	8/21/2015 1:24 PM
8	Updated educational classes. more vendor affiliates	8/21/2015 12:06 PM
9	More national Marketing to the consumer	8/21/2015 11:28 AM
10	Software analysis and apps too. I would like recommendations to use without having to try each one myself.	8/21/2015 11:21 AM
11	we used to be on a listserv but seem to have lost it... haven't been able to rediscover/rejoin	8/21/2015 11:09 AM
12	More vendor connections	8/21/2015 11:07 AM
13	We need a way to push for a fee a compliance officer that come in and helps an office get organized to pass a CRMC.	8/21/2015 11:01 AM
14	More affinity relationships with other industries, governmental agencies and associations that relate or impact our property management industry.	8/14/2015 3:20 PM
15	Larger employment area	8/4/2015 9:56 AM
16	[ A national tenant base. They are allowed to review us, we should be allowed to review them!! National advertising	8/2/2015 1:20 PM
17	Better Marketing. It is rare for the general public or even agents to know who NARPM is. I would love to see a day where NARPM has name recognition.	7/30/2015 10:38 AM
18	Designation classes in state	7/27/2015 7:30 PM
19	Lower rates for employee memberships, so more staff could be members	7/27/2015 4:50 PM
20	knowledge that comes from the conventions is great	7/27/2015 9:39 AM
21	LegalHotline National Advertising Campaign for the awareness of NARPM and the benefits of hiring a member. International Missions to key countries with the the objective of increasing NARPM awareness and open oportunitites to the members.	7/26/2015 8:27 PM
22	More training and classes during the year - if possible. This year I plan to take more classes at some of the regional conferences. I'm glad they are offered.	7/26/2015 10:55 AM
23	none	7/24/2015 1:34 PM
24	Going to miss going to the Regionals. Convention is too big for small group or individual networking and the B/O has too many entertainment distractions to be able to network or exchange ideas on a personal level.	7/24/2015 1:15 PM
25	Larger awareness of NARPM via advertising in Realtor, Apartment associations, other professional groups. Push to local members the benefits of convention attendance.	7/24/2015 12:23 PM
26	none	7/24/2015 11:46 AM

27	Legal board	7/24/2015 9:26 AM
28	I'd love to receive discounted rates for our software. My vendor is Propertyware, but it would be great to have discounts with all the major players.	7/24/2015 6:50 AM
29	Not at this time.	7/24/2015 12:45 AM
30	travel discounts to conventions	7/23/2015 10:16 PM
31	Not sure about benefits, but it just seems to take forever to get communication back from HQ. Be good to have classes or seminars that can count towards our state's Continuing Education requirements.	7/23/2015 10:11 PM
32	Develop standardized forms for property managers to use	7/23/2015 10:10 PM
33	More classes that are directed to increase in volume and forms	7/23/2015 9:48 PM
34	Additional education including outside of industry	7/23/2015 9:31 PM
35	Standardization in policies and procedures for different types of companies...that would make us more standardized as NARPM members as against our non-NARPM competitors	7/23/2015 9:13 PM
36	Additional money should be spent on consumer awareness (WhyUseOne) rather than conventions and charities. Many consumers are not aware of the NARPM organization. I have owned residential real estate for over 30 years and I was only made aware of NARPM in the past 2-3 years. I hold both a CPA (Certified Public Accountant) and a CFP (Certified Financial Planner) designation. Both designations are highly revered by the public. This is the result of positive public relations! While I understand that "there are only 5,000 members in NARPM, both the AICPA and the FPA initially had very few members, yet both organizations were able to create a positive image.	7/23/2015 8:58 PM
37	"How To Property Management Series" "PM's Best Practices Series"	7/23/2015 8:02 PM
38	Leadership training	7/23/2015 7:31 PM
39	I know there is a mentor program that exists...but only if you are pursuing designations. Anything for the common property manager?	7/23/2015 6:31 PM
40	Insuring that classes can receive state education credit towards real estate license	7/23/2015 5:33 PM
41	more discounts from companies/vendors	7/23/2015 5:31 PM
42	Discounts/ legal hotline like with NAR	7/23/2015 5:28 PM
43	Maybe more advertising	7/23/2015 5:27 PM
44	Leadership Academy for incoming officers, or at least the PE	7/23/2015 5:23 PM
45	I would like to see the member discount for education courses and seminars to include my staff.	7/23/2015 5:00 PM
46	True costs of running a business.	7/23/2015 4:34 PM
47	I think that there should be credits for obtaining state designations and any point earned should be allowed without limits for designations. I know you want to force designees to serve on boards but some of us have family commitments/restraints that won't allow us to do a good job for the organization if we did serve (I know from experience. I was a terrible member of our local board because of being the caretaker of 2 elderly parents and 3 kids)	7/23/2015 4:33 PM
48	Insurance	7/23/2015 4:33 PM
49	Company Marketing	7/23/2015 4:31 PM
50	Would love to have more CE credit classes offered	7/23/2015 4:18 PM
51	Provide additional designations that help professionals receive higher pay.	7/23/2015 4:13 PM
52	A chapter in my area. I am willing to start one just not sure what to do.	7/23/2015 4:05 PM
53	No.	7/23/2015 4:03 PM
54	update the classes	7/23/2015 4:02 PM
55	More affordable, local education for support staff	7/23/2015 4:02 PM
56	Not at this time.	7/23/2015 3:46 PM
57	n/a	7/23/2015 3:42 PM
58	No	7/23/2015 3:42 PM
59	HR support. More savings from national affiliate vendors, such as graphic design and marketing document creation.	7/23/2015 3:40 PM



60	Offering more continuing education classes locally.	7/23/2015 3:38 PM
61	health insurance	7/23/2015 3:35 PM
62	More Live Class Availability in our areas.	7/23/2015 3:29 PM
63	At the beginning of next year I am going to start working on my first designation - I feel like the designations are complicated and confusing and expensive. I have started and stopped several times because I am just not sure of the process, it is not clear.	7/23/2015 3:05 PM
64	Business training	7/23/2015 2:53 PM
65	Providing CE hours at National conventions.	7/23/2015 2:48 PM
66	-	7/23/2015 2:47 PM
67	More local classes would be great.	7/23/2015 2:43 PM
68	More information regarding epa and national concerns for property manaments	7/23/2015 2:39 PM
69	increase tips and suggestions for management challenges, provide standard forms helpful to industry	7/23/2015 2:36 PM
70	Not that I can think of now.	7/23/2015 2:29 PM
71	Some more workshops on Internet-based identity theft would be nice	7/23/2015 2:25 PM
72	Tracking and Budgeting.	7/23/2015 2:25 PM
73	i feel like the coursework could be more advanced	7/23/2015 2:21 PM
74	More online webinars.	7/23/2015 2:21 PM
75	I would like to see more public awareness of the value of a designated NARPM member	7/23/2015 2:18 PM
76	Focus on size of business more rather than general information	7/23/2015 2:13 PM
77	Auto, Health, Home, Business, E/O insurance plans; gym memberships at a discount; technology discounts with major retailers such as Verizon; restaurant discounts.	7/23/2015 2:12 PM
78	Greater promotion of the organization to the public so that new clients will only look for NARPM members.	7/23/2015 2:08 PM

## Q16 Please briefly let us know how NARPM® has impacted your business.

Answered: 143 Skipped: 48

#	Responses	Date
1	it is the single most important factor of the longevity of my career in the industry	9/2/2015 7:44 PM
2	Last year's Broker/Owner completely changed the way we do business now. We improved our website, added lock box showings, upgraded our phone system, and gave all screening tasks to a third party vendor. We are constantly looking to simplify and streamline our business to do more with less.	9/2/2015 6:11 PM
3	Being on the local board for many years has allowed me to see the insiders view and growth of our industry as a whole. It really has been a great ride	8/29/2015 11:09 AM
4	Broker - Owner conferences have been up and down....upon first joining, huge learning curve. Last 12 months - not so much.	8/28/2015 2:02 PM
5	I feel I am much more valuable to my clientele due to the education I have received from NARPM	8/28/2015 12:22 PM
6	we have improved our business & at least 1 major client has contacted us because we were a NARPM member	8/28/2015 12:17 PM
7	Working on CRMC - enough said	8/24/2015 2:17 PM
8	due to the high standards and code of ethics that we maintain, our company has a good reputation that draws business	8/21/2015 3:18 PM
9	The items I learned about at the Trade Shows has helped my business grow and having a Designation provides credibility.	8/21/2015 2:51 PM
10	see top 3 above	8/21/2015 2:16 PM
11	NARPM education and advice from members allowed me to create the foundation of the successful business we have today. Without it, I would probably not be in the business.	8/21/2015 1:24 PM
12	A number of new owners/investors have mentioned our membership as a benefit in their decision to use our services	8/21/2015 12:30 PM
13	Being a member of NARPM has established our company as being professionals in our industry and being experts in our local market.	8/21/2015 12:12 PM
14	I have learned a lot by attending meetings, seminars, and conventions.	8/21/2015 11:28 AM
15	It has provided at least one lead which turned into a client and has lent credibility to my position in the field.	8/21/2015 11:21 AM
16	We have implemented many ideas learned from other PMs around the country. NARPM has provided many opportunities to grow professionally and personally.	8/21/2015 11:09 AM
17	Helpful in networking with other managers about unknown situations. educating myself to changes in the business and ways to increase income.	8/21/2015 11:07 AM
18	Education	8/19/2015 12:37 PM
19	Sharing of information has helped us with best practices in the industry.	8/16/2015 5:18 PM
20	As a single owner of a small business it gives opportunity to have contemporaries to visit and share with on business and technical matters and issues	8/14/2015 3:20 PM
21	sows professionalism	8/4/2015 9:56 AM
22	Growth	8/2/2015 1:20 PM
23	NARPM education and networking has helped our company with policy and procedures. We are at the forefront of property management, and it makes us feel like we are providing our clients better service.	7/30/2015 10:38 AM
24	Kept me aware of what's happening in the Property Management field.	7/29/2015 11:17 AM
25	I recently received a referral directly from the NARPM.org website. Education and networking are invaluable!	7/28/2015 8:38 PM
26	HUGE impact is the ability to bounce ideas off others nationally and hear their challenges and how they handle them.	7/28/2015 5:28 PM

27	Our local chapter was critical to our State REALTOR Association voting to provide property management forms on a state-wide forum such as ZipForms. Chapters and networking have grown because of that knowledge to non-members.	7/27/2015 7:30 PM
28	Staff is more confident in the industry, destination process is loved by our investors	7/27/2015 4:50 PM
29	NARPM has given me ways to cut costs and increase revenue.	7/27/2015 11:36 AM
30	Narpm is a great way for us to learn, network and grow our industry with respect.	7/27/2015 10:18 AM
31	it has brought me from just being a property manager to a professional property manager	7/27/2015 9:39 AM
32	Learned from the best PMs in the country	7/26/2015 8:27 PM
33	It has confirmed some of our business practices, and given us ideas for ways to improve our business	7/26/2015 5:01 PM
34	Training and Education reduces stress in the office as well as ensuring we are in compliance.	7/26/2015 10:55 AM
35	NARPM has allowed me to refine my business and practices to be very lean - which increases profitability	7/25/2015 4:56 PM
36	knowledge, connections, learning/teaching opportunities	7/24/2015 7:35 PM
37	The education has made me a more educated and professional property manager	7/24/2015 1:37 PM
38	By creating an avenue to network, it has shown areas of opportunity where a market isn't being served.	7/24/2015 1:36 PM
39	It is a great place to networking. You make valuable relationships with people you can count on and contact. Most people are warm and welcoming and very helpful. The stuff you learn from these folks is priceless.	7/24/2015 1:34 PM
40	Knowledge, professionalism, practices and policies	7/24/2015 1:15 PM
41	Immeasurable educational benefits from learning from others who share the same challenges in running an efficient profitable business	7/24/2015 12:23 PM
42	None	7/24/2015 11:46 AM
43	It keeps me up to date with the latest trends in marketing, legislative and legal matters.	7/24/2015 11:44 AM
44	We went through an acquisition of another company last year, and doubled in size overnight. We had a great mentor to help us through the process, thanks to the networking opportunities that we had with NARPM/	7/24/2015 11:24 AM
45	education	7/24/2015 10:31 AM
46	Being able to talk to other property managers to discuss situations.	7/24/2015 10:00 AM
47	The education	7/24/2015 9:26 AM
48	We are just beginning to establish a local chapter, and we are hoping that this will provide more benefits than remaining an at large member. I have however received several great ideas at the National Conventions in years past.	7/24/2015 12:45 AM
49	Very much with the networking and how friendly and easy to share information with everyone. I have met lifetime friends in NARPM. Because of my NARPM I now have a contract with CPS	7/23/2015 10:16 PM
50	It has not. One thing though...last time I looked, my profile indicates I am in VA. I called 2x about this but it supposedly cannot be changed.	7/23/2015 10:11 PM
51	Added a level of professionalism that clients appreciate	7/23/2015 10:10 PM
52	It has allowed me to measure my performance and awareness as a residential property manager	7/23/2015 9:48 PM
53	Tremendously	7/23/2015 9:31 PM
54	Risk mitigation, policy improvement, profitability	7/23/2015 9:13 PM
55	NARPM has provided education and suggestions for business models.	7/23/2015 8:58 PM
56	Over the years I have received many customers from the NARPM membership especially when I tell them about the professional designation.	7/23/2015 8:24 PM
57	The education, peer learning and networking have helped to grow my business. It has also helped me to keep ahead as an industry leader with concepts, policies and technology.	7/23/2015 8:03 PM
58	Gave me credibility in my local market when I was starting out	7/23/2015 8:02 PM
59	change business model. Not a flat fee and do it all. know we charge for specific services.	7/23/2015 7:58 PM
60	Professionalism	7/23/2015 6:44 PM

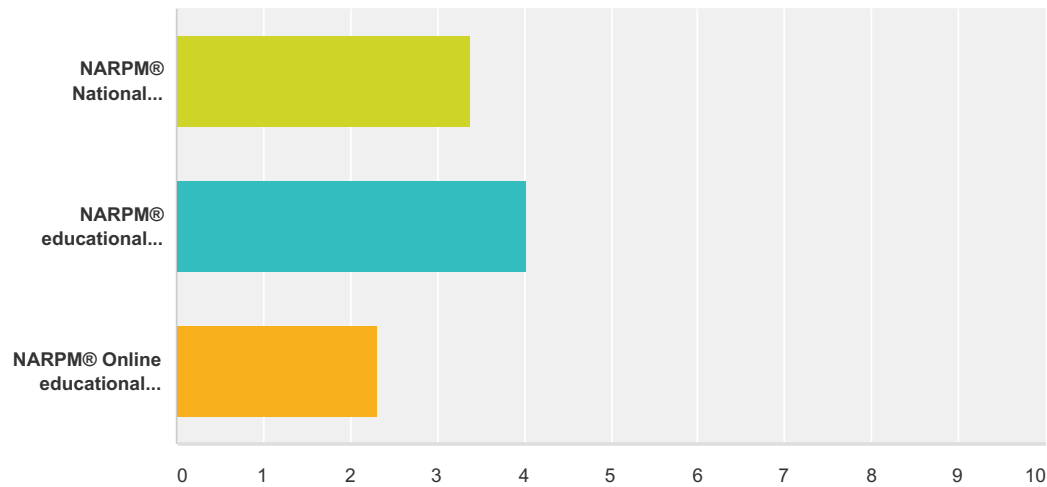
61	NARPM has helped with legitimacy in our business. We do receive leads from consumers for services.	7/23/2015 6:31 PM
62	Through the education classes offered.	7/23/2015 6:11 PM
63	Suggestion at conferences have lead to written policies and prcedures leading to more professional and fewer issues and conflictd	7/23/2015 5:54 PM
64	My level of confidence has grown allowing me to be more firm when setting my standards with owners, tenants, vendors and employees.	7/23/2015 5:33 PM
65	has helped grow my business	7/23/2015 5:31 PM
66	I have learn so much from other members	7/23/2015 5:27 PM
67	There isn't a process in my company that didn't come from class, conference, vendor, etc., that I didn't learned about through NARPM and IREM. NARPM is the foremost trade group for single family property management and beings that is what I managed, that's where I put my focus. I'm grateful that I learned about NARPM membership.	7/23/2015 5:23 PM
68	The education, networking has helped me expand my business making me a professional Property Manager. The affiliates have been instrumental in helping me grow my business, institute systems and knowledge far beyond other PM companies.	7/23/2015 5:23 PM
69	Have learned form different Members tips to manage relationships better.	7/23/2015 5:09 PM
70	It has made me a better property manager!	7/23/2015 5:09 PM
71	Joined NARPM before started the business - it has been an integral part of how we do business	7/23/2015 5:08 PM
72	Our profits have gone up tremendously through gained knowledge and efficiency.	7/23/2015 5:08 PM
73	Provided a forum to interact with other PM companies, the education and just being part of a great organization dedicated to property management	7/23/2015 5:00 PM
74	Helps to meet other local property managers to network with.	7/23/2015 4:43 PM
75	I have met many people in Property Management who have helped with sharing experiences and knowledge.	7/23/2015 4:38 PM
76	Knowledge and professionalism	7/23/2015 4:37 PM
77	education	7/23/2015 4:35 PM
78	better educated more professionalism	7/23/2015 4:34 PM
79	I loved NARPM when I first found it and it helped me a great deal. Now that I have been a member for several years, my greatest benefit is my local meetings with info on the changing laws. I don't get too much from conventions and classes anymore they are repetitive or not truly informative. Texas has initiated some much better education courses that are better suited for me as they only teach what applies to my state laws. I don't care what Colorado does, I don't manage homes there.	7/23/2015 4:33 PM
80	It has allowed me the opportunity to grow professionally	7/23/2015 4:33 PM
81	GREATLY	7/23/2015 4:31 PM
82	Made it work. without NARPM I would still be foundering by myself with no one understanding what we do or why, and no one to understand my PM jokes	7/23/2015 4:30 PM
83	Through referrals, boosted 20%	7/23/2015 4:28 PM
84	it's grown exponentially - mainly due to eduation	7/23/2015 4:18 PM
85	Have not noticed a difference. The only benefit is networking with other local managers but this is also provide with the local association	7/23/2015 4:17 PM
86	NARPM has given me tools to be a better property manager overall.	7/23/2015 4:13 PM
87	NARPM has had a huge impact on my business by learning so much from other property management companies.	7/23/2015 4:11 PM
88	We joined Narpm after we signed our fourth contract. It was the best decision we have made. We are constantly in the know regarding current laws and best practices. Without NARPM we would probably have gotten ourselves sued and gone out of business by now.	7/23/2015 4:11 PM
89	Really opened my eyes to the true business and other ways to make money in property management. The ability to network with others and learn how they do things has been invaluable.	7/23/2015 4:05 PM
90	NARPM has provided some useful information to communicate to clients and act on.	7/23/2015 4:03 PM
91	Improved profit, improved risk management	7/23/2015 4:02 PM

92	Keeps me up to date and provides a great support network, continuing education and best business practices	7/23/2015 3:57 PM
93	It has made us more aware of the laws (locally and nationally) as well as has given us a clearinghouse for ideas, problems and solutions.	7/23/2015 3:46 PM
94	It has educated all of our PMs and has helped keep us on track and motivated to constantly do better for our market.	7/23/2015 3:42 PM
95	Exposure to others' processes and procedures has helped me become better at what I do.	7/23/2015 3:42 PM
96	It's helped with the confidence in running a PM business. Always someone to help me and understand and motivate.	7/23/2015 3:42 PM
97	The education I've received through the local chapter and conferences is great. I enjoy the networking with other PM's and vendors.	7/23/2015 3:40 PM
98	We have been able to obtain some new owner contracts because we belong to a professional organization. It gives us an edge against a competitor that does not belong.	7/23/2015 3:38 PM
99	Raised our profile with prospective clients and set us apart from companies that don't belong to any professional organizations	7/23/2015 3:35 PM
100	It hasn't.	7/23/2015 3:33 PM
101	Great ideas allow for improvements within my organization. Great vendors have helped simplify our business process.	7/23/2015 3:29 PM
102	New vendors, better networking, education of members	7/23/2015 3:28 PM
103	Through education and networking have learned many different revenue streams and compliance issues.	7/23/2015 3:22 PM
104	Networking with other NARPM members over the past 20 years has helped me more than triple my profits.	7/23/2015 3:21 PM
105	we have gotten referrals from the national website and from other property managers and it keeps us educated and aware of all the legal ramification in our business	7/23/2015 3:05 PM
106	I have been able to run a more professional business	7/23/2015 3:02 PM
107	NARPM SAVED MY BUSINESS !!!	7/23/2015 3:02 PM
108	I would not have the successful business I have today if not for NARPM. NARPM has turned me from just a property manager into a confident business owner. Education is priceless!	7/23/2015 2:57 PM
109	Made me a better Property Manager and more aware of how to treat different situations which has increased my overall business	7/23/2015 2:55 PM
110	Impact is positive. Other members have helped me think through problems/issues. Exchange forms with other members. Made more money.	7/23/2015 2:55 PM
111	Helps establish expertise and credibility with potential clients.	7/23/2015 2:53 PM
112	I use the NARPM logo and my designations on business materials and when I get to explain to people what NARPM is, it seems to put reluctant potential clients at ease. I have gained clients from referrals from out of state NARPM members as well.	7/23/2015 2:48 PM
113	articles in magazine guided me in a couple situations, thats about it	7/23/2015 2:47 PM
114	I love NARPM and I feel I learn new things everyday by being a member. This organization is very nice and treats members like family. The last conference I signed up for the curling and I thought when I sent in the registration 4 months in advance I also paid for the conference. I got to the conference and somehow I had not paid for the conference. At the time we had no idea whose fault it was but instead of charging me the higher rate they allowed me to pay the old rate for the conference. This act made me feel better about this organization and understand it is not just about the money. I don't know who made the mistake could have been me but this gesture made me feel so much better about the organization.	7/23/2015 2:43 PM
115	Our business has been greatly impacted by the education we've received through NARPM.	7/23/2015 2:43 PM
116	Leadership , education , people to call to get answers on problems	7/23/2015 2:39 PM
117	Received a few call specifically because I am a NARPM member.	7/23/2015 2:38 PM
118	has given me processes and procedures we still use today. Always learning and keeping up with current issues and technology.	7/23/2015 2:36 PM
119	not much yet, but magazine articles have been helpful to office staff.	7/23/2015 2:36 PM
120	I feel that NARPM® has helped me grow personally and I can share that knowledge with other staff and helped get them involved. It has made our organization stronger and more professional.	7/23/2015 2:33 PM

121	We have required all of our Property Managers and Employees join in order to learn and be professional	7/23/2015 2:31 PM
122	I appreciate the education and networking which has helped me in my daily tasks.	7/23/2015 2:29 PM
123	It's a blue print of a standard that I value and keeps me pushing myself. Being around other professionals that are better or more successful than me is a motivator.	7/23/2015 2:26 PM
124	Very positively.	7/23/2015 2:25 PM
125	We are more professional with a higher profit margin.	7/23/2015 2:25 PM
126	growth!	7/23/2015 2:24 PM
127	Given me a good start and good organization of support as I begin my business.	7/23/2015 2:21 PM
128	Has always kept us wanting to be the best property management company in our area and keeps us abreast of the latest and greatest ideas.	7/23/2015 2:21 PM
129	It has been a valuable resource for networking.	7/23/2015 2:20 PM
130	Too little of space,,,I have learned so much that has helped me run my business better...the networking and sharing is amazing	7/23/2015 2:18 PM
131	NARPM has allowed us to connect, lead and learn from fellow NARPM professional colleagues with real time applicable insights and tips, which in turn becomes an asset for our clients and potential clients.	7/23/2015 2:16 PM
132	Greatly, introduced us to great vendors	7/23/2015 2:13 PM
133	NARPM has been a HUGE asset to my business by way of education and the development of me, as a business professional and community leader.	7/23/2015 2:12 PM
134	NARPM has greatly improved my business. I have implemented many programs and processes.	7/23/2015 2:12 PM
135	NARPM has assisted me in finding reliable local vendors and also helped a great deal in assisting me in setting up my company.	7/23/2015 2:11 PM
136	It has taken me from little to no profitability struggling to survive to very profitable, very educated and thriving.	7/23/2015 2:11 PM
137	Joining NARPM and building a website doubled my business.	7/23/2015 2:11 PM
138	education	7/23/2015 2:10 PM
139	Every way, from property management software to how we stopped showing properties to the policies and procedures we have used to improve the daily operations of the company.	7/23/2015 2:10 PM
140	The ideas gleaned over the years and get way conventions offer a good break from the routine.	7/23/2015 2:09 PM
141	It has kept us current with legal and industry changes. networking and referrals are good (giving and receiving). We occasionally find new vendors through NARPM.	7/23/2015 2:08 PM
142	Networked me into local chapter	7/23/2015 2:01 PM
143	not at all	7/23/2015 1:54 PM

### Q17 Please rate your experience of the following:

Answered: 189 Skipped: 2



	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Have not attended	N/A	Total	Weighted Average
NARPM® National Convention	44.15% 83	20.74% 39	2.66% 5	1.60% 3	0.00% 0	23.94% 45	6.91% 13	188	3.38
NARPM® educational seminar/class	45.45% 85	35.83% 67	8.02% 15	0.53% 1	0.00% 0	8.56% 16	1.60% 3	187	4.02
NARPM® Online educational classes	16.04% 30	20.32% 38	13.90% 26	0.53% 1	0.53% 1	36.90% 69	11.76% 22	187	2.32

#	Any comments you would like to share in relation to your experience with any of the above would be helpful to us in making any necessary modifications to ensure our members are receiving the maximum benefits of these offerings. Please share with us the reasons behind your ratings of above to include why you "have not attended".	Date
1	make all on-line education webinars in order for the student to gain networking opportunities with other students; simplify the process of chapter's sponsoring education. Create a better partnership between the chapters and NARPM National in promoting education. Review all industry materials for accuracy and grammar (our public face should be more professional). Establish standards for paid staff at HQ and clearly communicate those to all stakeholders...example: deadlines for response, accuracy, accountability. Create a place for members to have private interactions without national staff present at leadership levels in order to be more honest in evaluating the value of staff versus the actual cost to the association. Be open about how staff is evaluated to the membership. Request staff not to attend any Past President's Breakfasts or other functions.	9/2/2015 7:44 PM
2	Online courses could use some updating. The sound on one of them (RMP Marketing) was really hard to hear.	9/2/2015 6:11 PM
3	The Broker - Owner conference in 2014 was weak. My advice - get all of the speakers from LPMA (Australia) to come here and teach.	8/28/2015 2:02 PM
4	The only critique I have of the organization is I feel the general leaders tend to remain very cliquish.	8/28/2015 12:22 PM
5	Hotels always seem small and rooms always seem a little expensive.	8/24/2015 2:17 PM
6	Nothing but a discussion group with slides. No real instruction seems to be provided.	8/21/2015 2:51 PM
7	This will be my first missed convo is 15 years, ATL is just not interesting	8/21/2015 2:16 PM
8	I have not taken online education classes outside of ethics. I learn better in a classroom environment where I can ask questions directly from the instructor.	8/21/2015 12:12 PM

9	I am pleased to see the improvements for the NARPM education program. This is the area that is lacking most within NARPM. Funds need to be pushed to this area to keep it a quality program	8/21/2015 11:09 AM
10	More class availability such as alternate days, due to scheduling conflicts.	8/19/2015 12:37 PM
11	Didn't know you had online classes. I like classroom enviroment.	7/28/2015 10:13 PM
12	Timing was such that it was adjacent to NAR's convention. Could not afford to attend both.	7/27/2015 7:30 PM
13	I would love some updated information on online classrooms and to have state specific classes available	7/27/2015 4:50 PM
14	I would like to see free webinars offered to the membership at least quarterly to improve their businesses	7/27/2015 9:39 AM
15	I have not yet had a need/found it necessary. I think down the road I could see these being valuable tools, but have not used them yet.	7/24/2015 4:27 PM
16	none	7/24/2015 1:34 PM
17	See above #15.	7/24/2015 1:15 PM
18	More effort and educational opportunities for those beyond the entry level PM. Broker owner is a very positive step in this direction.	7/24/2015 12:23 PM
19	Prices too high for classes. If you need to travel and stay over a night, you have that cost plus class. Will play a major part in attending future classes.	7/24/2015 11:46 AM
20	Did not attend convention...too far away and too much money to go there. My need is for online classes. Felt the online class/webinar was OK, but not sure it was really worth the time as I couldn't relate the laws in Oregon.	7/23/2015 10:11 PM
21	The class I really wanted didn't seem to be available anymore.	7/23/2015 9:53 PM
22	I have not yet attended a convention. I attended 2 NARPM designation classes in Atlanta which were excellent. The material and instructor (Michael McCreary) were excellent. I was required to take the online Ethics class	7/23/2015 8:58 PM
23	I prefer "in class" education. I am impressed with how NARPM strives to provide relevant education at convention. I also know that you are updating the education classes which is awesome.	7/23/2015 8:03 PM
24	Same offerings at Conventions, State Conferences, etc. Conventions are expensive to attend for little return Education - we need more offerings	7/23/2015 8:02 PM
25	Room to improve the consistency of offerings and speakers at conventions from year to year Classes are strictly experientially based and does not offer any academic or research based content	7/23/2015 7:31 PM
26	Just wish all classes gave ce credit for state license	7/23/2015 5:33 PM
27	Would like the speakers at the convention to be from someone that is in our business	7/23/2015 5:27 PM
28	I like doing my classes in person rather than online, but it is awesome you are offering them online.	7/23/2015 5:09 PM
29	Regional conventions VERY valuable - better value for the time and money spent	7/23/2015 5:08 PM
30	My favorite has been two law seminars put on by Harry Heist in Florida.	7/23/2015 5:00 PM
31	Education classes are very expensive and the material covered is not very useful to day to day PM operations.	7/23/2015 4:43 PM
32	I would like to see the NARPM website improve.	7/23/2015 4:38 PM
33	I have attended 2 state conventions, and 1 regional, have not been to a national. There is good information, but they are also quite expensive to attend, and for small companies being away from the office is difficult. Also, we tend to hear the same thing (good stuff, but several times).	7/23/2015 4:34 PM
34	I have been to many conventions and the owner broker. I feel like most of the stuff in them is a repeat. I think the classes don't really offer the education my state PM classes give.	7/23/2015 4:33 PM
35	Online misses out on the networking that face to face has. Other than that it provides a needed service.	7/23/2015 4:30 PM
36	I've experienced bad tests at the end of the classes - very difficult to understand questions, and also variances from what the teacher is teaching and what the test is thinking is the "right" answer	7/23/2015 4:18 PM
37	The last national convention that I went to was in San Diego. It was a great conference, but due to the limited size of the rooms, every workshop was overcrowded.	7/23/2015 4:11 PM
38	Have not attended because I have not decided to peruse a designation. I am now considering it but no chapter in the area makes it more difficult	7/23/2015 4:05 PM
39	Prefer instructor class to on line class	7/23/2015 4:02 PM



40	The 2015 NARPM National Board did a HUGE disservice to our organization when they reversed a previous decision to allow open book testing. It totally destroyed the creditability to our education and designation.	7/23/2015 3:47 PM
41	It's getting too big. Not sure of the solution. But older smaller conventions has less of a cattle call feel than the more recent bigger ones.	7/23/2015 3:42 PM
42	I have not taken full advantage of the on line classes as I should. I like to attend classes in person. Most of the classes are in Orlando which is a 2 hour drive.	7/23/2015 3:42 PM
43	National convention is cost prohibitive.	7/23/2015 3:40 PM
44	Lack of time	7/23/2015 3:28 PM
45	more classes locally and not as expensive	7/23/2015 3:05 PM
46	I gave the on line classes a lower rating because I thought the audio was poor in the class that I took	7/23/2015 3:02 PM
47	I will be attending the convention in Oct. for the first time. I will also be taking online classes soon.	7/23/2015 3:01 PM
48	When I first joined NARPM I was learning more at conventions. Now I take in less but still benefit from networking and talking to other members. Need higher level of classes for "old" people and keep the same classes for "new" to property management people and staff.	7/23/2015 2:55 PM
49	will be using the online soon to renew my Ethics class. I believe for the most part the speakers at our conventions are great-others just seem to be space fillers. Would like to see those vetted more. Sometimes we need to consider going outside the organization more than just the keynote speakers and affiliates...	7/23/2015 2:52 PM
50	Disliked the new policy on last class I took I did the exam and did not find out for a month if I passed. The classes are about learning I want to know at the end of the class what I missed and why I did it. Waiting a month to find out I passed was not professional.	7/23/2015 2:43 PM
51	The path certification path should be streamlined to allow for more education and less volunteering. I'm in a large local chapter and volunteering opportunities are not that great.	7/23/2015 2:43 PM
52	I wish the national conf . was one month earlier	7/23/2015 2:39 PM
53	Announcements of online classes as a reminder would be good. "Just click here" is a good impulsive motivator for me anyway.	7/23/2015 2:26 PM
54	I just haven't taken advantage of the online education classes.	7/23/2015 2:25 PM
55	We need to consider having professional speakers/teachers/lecturers for some of our classes. I attended several less than wonderful break-outs that were presented by well meaning, but completely unprepared presenters. I don't want to be perceived as a "complainer", but I think that we've reached the size/scope that we need to raise the "high bar" with some of our presentations!	7/23/2015 2:12 PM
56	I just don't like online classes unless they are video based.	7/23/2015 2:11 PM
57	All my classes I've taken have been at national conventions	7/23/2015 2:10 PM
58	over busy	7/23/2015 2:08 PM

## Q18 What other educational classes/workshops would you like to see NARPM® offer that would help you with your business?

Answered: 72 Skipped: 119

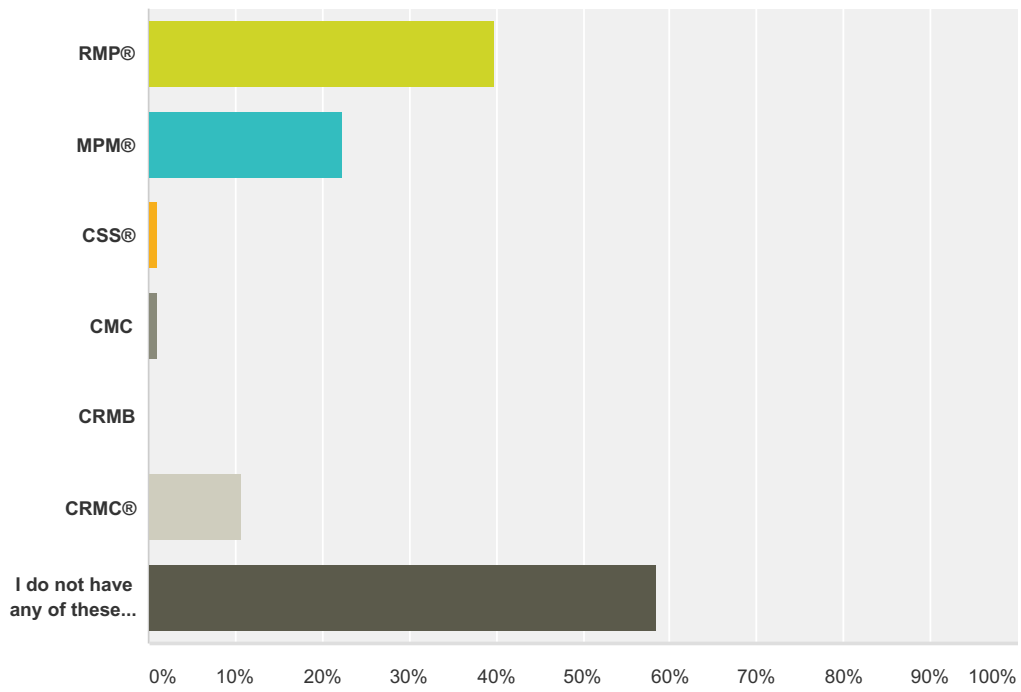
#	Responses	Date
1	exit plans (suggested instructor-Mike Carlson), learn to lobby for the industry, chapter support in creating new leadership, other programs for the chapters,	9/2/2015 7:44 PM
2	Handling deposit accounting disputes, Handling angry/upset tenants in the office, Tips on Where and How to find New Business, How to build relationships with referral sources, How to Network effectively, Marketing Tips (how to photograph empty spaces, marketing verbiage, how to create videos)	9/2/2015 6:11 PM
3	I am not a virtual type learner as of yet. But I really need to become one.	8/29/2015 11:09 AM
4	Consulting and coaching	8/28/2015 2:02 PM
5	Not sure at this moment.	8/28/2015 12:22 PM
6	Helping owners to grow their business.	8/24/2015 2:17 PM
7	Take the Broker/Owner back to where it started. Quality brokers talking to experienced brokers. Pushing for larger numbers just watered down the experience	8/21/2015 2:16 PM
8	Fair Housing issues such as disparate impact	8/21/2015 12:30 PM
9	Advancing Technology Classes and Workshops	8/21/2015 12:12 PM
10	state specific. more choices.	8/21/2015 12:06 PM
11	Marketing, Business growth	8/21/2015 11:28 AM
12	I'd like to see emphasis on the "indirect" support areas that many companies use (admin, marketing, maintenance) that do NOT require licensure, and where an unlicensed employee can potentially stray. There's a good example at <a href="http://trec.state.tx.us/newsandpublic/publications/specialtopics/unlicensed-assistants.asp">http://trec.state.tx.us/newsandpublic/publications/specialtopics/unlicensed-assistants.asp</a>	8/21/2015 11:09 AM
13	Income streams to the business to increase profits.	8/21/2015 11:07 AM
14	How different companies do certain things like showings, turnovers etc. and how it may be easier for us to do it a different way	8/11/2015 1:47 PM
15	Marketing with social media	8/2/2015 1:20 PM
16	Seems that classes repeat at Broker/Owner	7/28/2015 8:38 PM
17	Assistive Animals	7/27/2015 7:30 PM
18	SEO online courses, a past tenant database to upload recommendations as well as information about bad tenants that have lived in a property.	7/27/2015 4:50 PM
19	Reletting process	7/27/2015 10:44 AM
20	Property Management Agreements Risk Management Technology/Communications applied in collaboration to provide better service (Asana, Glip, Google, etc)	7/26/2015 8:27 PM
21	Finding and retaining clients Helping clients stay legally compliant	7/25/2015 4:56 PM
22	not sure at this time	7/24/2015 1:34 PM
23	Best practices in marketing and maintenance are always helpful.	7/24/2015 12:45 AM
24	Things that would be counted towards CE would get a lot more attendance...by me anyway.	7/23/2015 10:11 PM
25	Gaining new properties, technology and forms	7/23/2015 9:48 PM
26	Business development	7/23/2015 9:31 PM
27	none at this time	7/23/2015 8:58 PM

28	PM's Best Practices More about how to run your PM business better	7/23/2015 8:02 PM
29	Reputation Management Leadership development Financial Management Small Business Management - how to run a small property management business	7/23/2015 7:31 PM
30	The speakers that come to the luncheons are always informative, especially the lawyers! Perhaps updates on the latest legislative sessions in all the major cities on a regular basis.	7/23/2015 6:11 PM
31	Marketing for owners. Continue with Policy and Procedure/Organization type classes. Employee management.	7/23/2015 5:33 PM
32	how to start up / buy a company	7/23/2015 5:31 PM
33	Online or local to get designations	7/23/2015 5:28 PM
34	Class where we could get certified on EPA on over seeing properties built before 1978	7/23/2015 5:27 PM
35	More financial analysis information. Not just the kind that we do for our clients, but also for our businesses. (i.e budgeting, different financial statements, etc.) Not just an online class, I'm talking about a "butts in the seat" type class or workshop.	7/23/2015 5:23 PM
36	More classes related to law and law issues. Also seminars on attracting new clients	7/23/2015 5:00 PM
37	Online marketing, targeted marketing	7/23/2015 4:47 PM
38	Specific classes geared towards California legal issues would be helpful.	7/23/2015 4:43 PM
39	Marketing company, closing the deal	7/23/2015 4:37 PM
40	Costs of running a business. I believe most people have no idea.	7/23/2015 4:34 PM
41	I think it would be great to offer appfolio workshops during the convention for appfolio users, Rentmanager workshops for those that use it and etc. It would be great to use this time to better use the software we have. It would also allow us to see the other software in use with PM's and see the challenges each have with learning how to use it.	7/23/2015 4:33 PM
42	Agency: from what I can gather from the broker list serve there are a lot of brokers, and therefore agents, that do not have a good grasp of agency. Agency is a national subject and NARPM does not address it.	7/23/2015 4:33 PM
43	Business Marketing	7/23/2015 4:31 PM
44	None	7/23/2015 4:03 PM
45	More classes on selling property management business and/or other exit or retirement strategies	7/23/2015 4:02 PM
46	More advance classes for member with say 10+ years in the business and more CSS classes.	7/23/2015 3:47 PM
47	Setting expectations with Clients & Tenants	7/23/2015 3:42 PM
48	I would like some help to know how to increase revenue at a faster pace to offset increased payroll costs. It seems through attrition our company stays stagnate on the # of doors managed. It seems that companies only grow faster by purchasing portfolios. Advice and discussion on this topic would be of great benefit.	7/23/2015 3:38 PM
49	It would be great if narpm classes counted toward CE credits in California.	7/23/2015 3:35 PM
50	More courses dealing with customer service. How to better communicate with owners/tenants/vendors	7/23/2015 3:29 PM
51	I don't know	7/23/2015 3:28 PM
52	How to manage employees in a challenging industry. 20's & 30's are complicated for myself in general to manage. Unable to think on their feet. Give them a "list" to do and they complete quickly and efficiently.	7/23/2015 3:22 PM
53	I am able to create a course on using video to inspect and market properties.	7/23/2015 3:21 PM
54	Trust Accounting	7/23/2015 3:02 PM
55	How to hire employees. A lot of us suck at that. How to teach your staff/PM's how to problem solve.	7/23/2015 2:55 PM
56	Business training - how to grow a business; understanding financial statements, what are standard metrics for our industry, how to be a better negotiator	7/23/2015 2:53 PM
57	Every convention has classes that help me out so I really can't think of anything specific that I would like to see.	7/23/2015 2:48 PM
58	-	7/23/2015 2:47 PM
59	Marketing for Property Management Business Owners, Company Startup 101, 102 and 103, Insurance and Regulatory Compliance for Business Owners, HR for Business Owners	7/23/2015 2:43 PM
60	Epa information, lead base paint,	7/23/2015 2:39 PM

61	n/a	7/23/2015 2:36 PM
62	Managing a small/medium portfolio, how to handle all the different moving pieces. Staying organize. Processes-I've attended classes that stated in the brochure that's what the discussion topic would be but turned out to be highly disappointed. I want real direction, forms, processes to get myself organized. If someone has a better way I'm open.	7/23/2015 2:26 PM
63	I was very disappointed in the fact that you eliminated the regional conferences. This was a very effective way of getting members to a conference when they couldn't afford to go to a national.	7/23/2015 2:26 PM
64	Updated Maintenance Company class. Working with Realtors when an owner wants to sell.	7/23/2015 2:25 PM
65	how to run efficient systems. Hands on field classes would be cool too	7/23/2015 2:21 PM
66	Legal issues involved in Application, credit check process. Move in/move out process	7/23/2015 2:20 PM
67	Cpm	7/23/2015 2:13 PM
68	Mostly interested in technology and the use of it to streamline business.	7/23/2015 2:12 PM
69	really in depth systems classes	7/23/2015 2:11 PM
70	Employee Motivation or Dealing with HR issues	7/23/2015 2:10 PM
71	Insurance - what different policies cover and best practices	7/23/2015 2:08 PM
72	Business developement and stratigy sharing.	7/23/2015 2:08 PM

### Q19 Which, if any, NARPM® designations/certifications do you have?

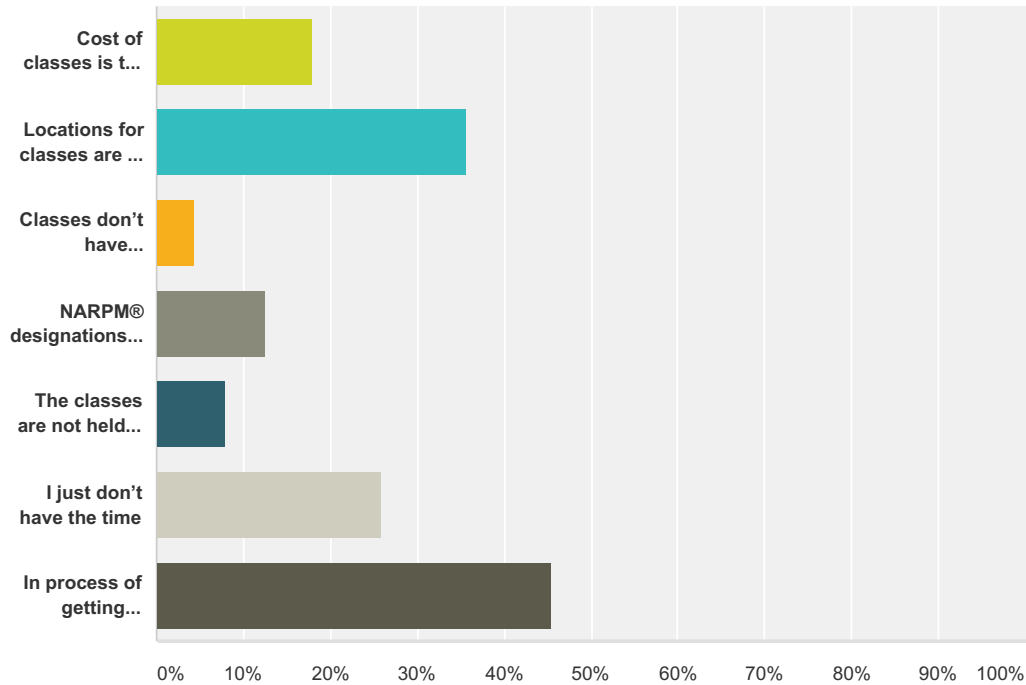
Answered: 188 Skipped: 3



Answer Choices	Responses
RMP®	39.89% 75
MPM®	22.34% 42
CSS®	1.06% 2
CMC	1.06% 2
CRMB	0.00% 0
CRMC®	10.64% 20
I do not have any of these designations	58.51% 110
<b>Total Respondents: 188</b>	

**Q20 In an effort to support you, if you do not have a designation/certification, we would like to understand the barriers that prevent you from obtaining one. Which of the following relate to you?**

Answered: 112 Skipped: 79



Answer Choices	Responses
Cost of classes is too expensive	17.86% 20
Locations for classes are not convenient	35.71% 40
Classes don't have information of value for me	4.46% 5
NARPM® designations are not perceived as valuable in the industry	12.50% 14
The classes are not held at a convenient time	8.04% 9
I just don't have the time	25.89% 29
In process of getting designation	45.54% 51
<b>Total Respondents: 112</b>	

#	Any other thoughts/comments you would like to add in reference to any barriers that prevent you from obtaining a designation? Anything we can improve upon?	Date
1	Long story in 2000 I did all my classes and at that time requirements. Twin daughters born in January 2001. forgot to send my portfolios in on time. Was rejected for not meeting the standards.	8/29/2015 11:09 AM
2	The electives are a bit over the top. I am here to build my business, not volunteer my time - taking away from point one....building my business.	8/28/2015 2:02 PM
3	Working now on MPM	8/28/2015 12:22 PM

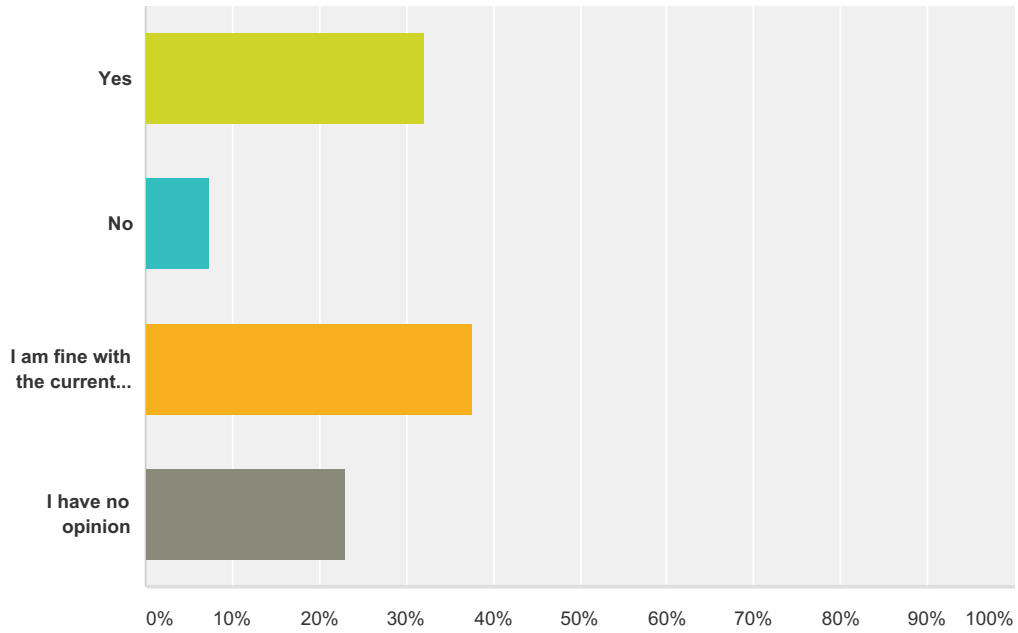
4	I would be started on MPM, but waiting on confirming I was approved for RMP	8/24/2015 2:17 PM
5	I have just recently decided to work toward the goal of obtaining a designation because I think it will make me more valuable as a property manager	8/21/2015 3:18 PM
6	Have taken all the classes, but the application process seemed such a waste of time	8/21/2015 2:16 PM
7	requirements other than education are not a realistic option for me at this time. Do not plan to finish the designation any time soon.	8/21/2015 12:06 PM
8	I want my PM to work toward these... as broker/owner I don't know if I can make time.	8/21/2015 11:09 AM
9	Didn't know you had classes.	7/28/2015 10:13 PM
10	Cost - however, I don't believe they are too much. I just don't have the income.	7/28/2015 8:38 PM
11	The travel costs for three years to get the MPM designation is expensive would like more options in travel requirements to obtain certification.	7/27/2015 4:50 PM
12	I do not meet the core requirements, yet.	7/27/2015 10:50 AM
13	Summer is crazy and I honestly have not had time to look at these or even know what they are.	7/27/2015 10:18 AM
14	I have not made it a priority.	7/24/2015 7:35 PM
15	I was new to the industry, and not sure I would stay long term. Then things got crazy in our office with a large amount of sudden turn over(deaths, illness, kids etc). We are just now getting our feet back under us. I will likely consider taking steps towards completing these in the near future.	7/24/2015 4:27 PM
16	it is very expensive to get 200 points for MPM for me because of traveling but I still do it where I can see why others cannot	7/23/2015 10:16 PM
17	Being a small company with a handful of properties does not meet the unit requirement. It would be nice to have some sort of recognized designation or certificate for those of us who will probably never reach the required quantity. I am not planning to obtain more than 100 units because my philosophy is to provide the client with top-notch personal service and so far, I have not run across anyone I care to train.	7/23/2015 10:11 PM
18	I never hear of Realtors mentioning or discussing property management designations	7/23/2015 9:48 PM
19	Classes are not offered enough	7/23/2015 8:02 PM
20	requirements	7/23/2015 7:58 PM
21	Designations don't seem to matter in our marketplace...some competition, but not a lot.	7/23/2015 6:31 PM
22	Would like a hefty discount since I am already a licensed RE agent and pay LOTS of \$\$\$ to NAR and ACAR and IAR (Idaho) should get these things bundled. YOU are the same ORGANIZATION! NAR	7/23/2015 5:28 PM
23	The classes are partial to the business of property management ut do not contribute to the CE requirements required by my State Licensing Bureau. i.e.Ehtics	7/23/2015 5:09 PM
24	I do encourage my staff and others to get a designation	7/23/2015 5:00 PM
25	I have my RMP, but would never do it again, or recommend anyone to do it. The material itself was fine, but I found it very cumbersome to work thru the NARPM "stuff". I went the 3 or 4 people, and each one had a different way they wanted things done. Needs to be streamlined better.	7/23/2015 4:34 PM
26	I don't like your point system. I don't think the volunteer points should be limited to 30 points for NARPM events. I am a single parent sole owner managing 130 properties and can't serve on boards or committees without feeling I am letting them down as I just don't have the option to devote that much time. I have 90 points for volunteering for NARPM but found when trying to upload my MPM stuff that only 30 are allowed. Volunteering and points should be points!	7/23/2015 4:33 PM
27	More classes maybe national set up local classes	7/23/2015 4:31 PM
28	It is in my plan for 2016 to start working on my designations.	7/23/2015 3:57 PM
29	n/a. But I can't get an MPM because our company now only manages for one owner....	7/23/2015 3:46 PM
30	Personally I don't like taking online classes simply because they don't get completed. I would like to see more accessible classes within a 150-200 mile radius from our locations.	7/23/2015 3:29 PM
31	My business is in Texas City, which is a distance from the NARPM events. Also, time is limited.	7/23/2015 3:28 PM
32	Volunteer points become a challenge to get as many are trying to obtain as well. Did not keep track of volunteer hours years ago. Process could be simpler and reason I do not even have my RMP yet let alone my MPM.	7/23/2015 3:22 PM

33	The path to a designation is not clear	7/23/2015 3:05 PM
34	I am an RMP candidate and hope to get my designation in Atlanta	7/23/2015 3:02 PM
35	As my business has grown, my time for additional classes required has been reduced. I am hoping with an assistant, I will be able to complete a designation.	7/23/2015 2:55 PM
36	I have taken all the rmp classes and some of the mpm classes, the education is fantastic, designations just not that important to me.	7/23/2015 2:53 PM
37	Rely less on volunteering and convention attendance. More on actual education.	7/23/2015 2:43 PM
38	The overall cost to get our crmc and the benefits that I will get from it.	7/23/2015 2:39 PM
39	I believe designations should require continuing participation after they have been earned to maintain. I also believe attendance at local meetings should be a part of the requirement.	7/23/2015 2:29 PM
40	The amount of unit hours for my first designation has been a challenge, but I'm finally ready. Having different levels of designations for people how are not necessarily managing large portfolios but are still educated and experience.	7/23/2015 2:26 PM
41	Lots of repetition in what's offered, so I haven't taken any new classes for my MPM because I've already taken what's offered in my area.	7/23/2015 2:25 PM
42	I would like to see NARPM promote the importance of the designation	7/23/2015 2:18 PM
43	one of my personal/professional goals for 2016 is to get my RMP designation.	7/23/2015 2:12 PM
44	The process of submitting designation stuff (although much improved) is still antiquated. I think if we had a system where each member were tracked and everything they did at NARPM somehow followed them in an online record then submitting for designation stuff would be even easier.	7/23/2015 2:11 PM
45	I have applied for MPM but due to my RMP packet being lost and I have no copy. I have had no time to put the paperwork together.	7/23/2015 2:11 PM
46	I just haven't made the effort.	7/23/2015 2:09 PM
47	Since I am only in a 'support' capacity the owner does not see any perceived value for me to attend any classes or designations.	7/23/2015 2:08 PM
48	I am highly credible without them. I do think they have a place for newer property managers to illustrate they are taking the time to be well educated in the industry.	7/23/2015 2:08 PM
49	working on my points to qualify for RMP	7/23/2015 2:01 PM



**Q21 You worked hard to get your designations. Do you feel that requiring periodic continuing education with specific criteria for renewal would be helpful in maintaining the integrity of NARPM® certifications?**

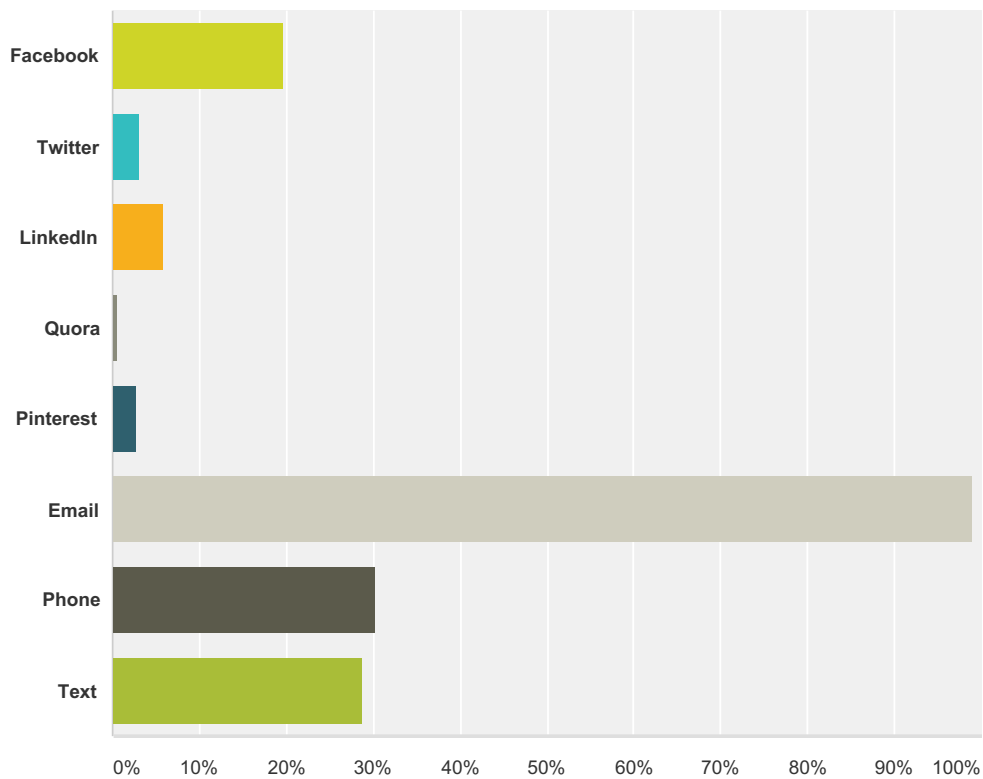
Answered: 165 Skipped: 26



Answer Choices	Responses
Yes	32.12% 53
No	7.27% 12
I am fine with the current requirements	37.58% 62
I have no opinion	23.03% 38
<b>Total</b>	<b>165</b>

### Q22 How do you prefer to communication? (Choose all that apply)

Answered: 188 Skipped: 3



Answer Choices	Responses
Facebook	19.68% 37
Twitter	3.19% 6
LinkedIn	5.85% 11
Quora	0.53% 1
Pinterest	2.66% 5
Email	98.94% 186
Phone	30.32% 57
Text	28.72% 54
<b>Total Respondents: 188</b>	

#	Other (please specify)	Date
1	US Mail	8/21/2015 12:12 PM
2	direct mail	8/21/2015 11:01 AM
3	Newsletters	7/27/2015 7:30 PM
4	Instagram, Tumblr	7/23/2015 2:36 PM

**Q23 Please supply your name as it is shown in the NARPM® membership to be eligible for the \$200 NARPM® Gift Certificate giveaway. All active NARPM members are eligible**

Answered: 175 Skipped: 16

#	Responses	Date
1	Marie L Swanson	9/11/2015 6:37 PM
2	Jennifer Evans	9/2/2015 6:11 PM
3	Kym A Ottaviani	8/29/2015 11:09 AM
4	Brad Larsen, Larsen Properties - www.SATXPM.com	8/28/2015 2:02 PM
5	Shirley Johnson	8/28/2015 12:22 PM
6	Phillip Kemp	8/28/2015 12:17 PM
7	glenn@rentcentralpa.com	8/24/2015 2:17 PM
8	Tracy Leverone	8/21/2015 3:18 PM
9	George W Trombley	8/21/2015 2:51 PM
10	Gary A Walker	8/21/2015 2:16 PM
11	Elizabeth Morgan	8/21/2015 1:24 PM
12	Tony Sims	8/21/2015 12:30 PM
13	Sally Knight	8/21/2015 12:12 PM
14	Jennifer Whaley	8/21/2015 12:06 PM
15	Donald Atkinson	8/21/2015 11:28 AM
16	Rath Management, Chris Rath	8/21/2015 11:21 AM
17	James W. Turner	8/21/2015 11:09 AM
18	Sarah McAnally	8/21/2015 11:07 AM
19	Mark Kreditor, MPM	8/21/2015 11:01 AM
20	Angela Knight	8/19/2015 12:37 PM
21	Neuiel Travis Register	8/18/2015 2:48 PM
22	Sarah Riqueros	8/16/2015 5:18 PM
23	Steve Stein	8/14/2015 3:20 PM
24	Tara Pecora	8/11/2015 1:47 PM
25	Jon McVety	8/4/2015 9:56 AM
26	Mary A. Rinaldi, MPM, RMP	8/2/2015 1:20 PM
27	Trent Graham Ratliff	7/30/2015 10:38 AM
28	Gary E. Qualle	7/29/2015 11:17 AM
29	Mayda Miranda	7/28/2015 10:13 PM
30	Dena S Watson	7/28/2015 8:38 PM
31	Jackie L Hummel	7/28/2015 5:28 PM
32	Sue Flucke	7/27/2015 7:30 PM

33	Cassandra Swanson	7/27/2015 4:50 PM
34	Lindsey Blackburn	7/27/2015 11:36 AM
35	Julie Sandham	7/27/2015 10:50 AM
36	Joyce Zimdahl	7/27/2015 10:44 AM
37	Erica Newman	7/27/2015 10:18 AM
38	Wanda Franklin	7/27/2015 9:39 AM
39	Francisco Nieves-Taranto	7/26/2015 8:27 PM
40	Cindy Minion	7/26/2015 5:01 PM
41	Earl Glascock	7/26/2015 10:55 AM
42	Amy Karns	7/25/2015 4:56 PM
43	Jacob Beeson	7/24/2015 7:35 PM
44	Gary Kornegay	7/24/2015 5:37 PM
45	Caitlin Meehan	7/24/2015 4:27 PM
46	Eugena Mllliorn	7/24/2015 1:37 PM
47	Tim Melton	7/24/2015 1:36 PM
48	Christi Holmes	7/24/2015 1:34 PM
49	Ron Wills	7/24/2015 1:15 PM
50	John B Parker	7/24/2015 12:23 PM
51	Kathy D. Hopkins	7/24/2015 11:46 AM
52	Rodger Carver	7/24/2015 11:46 AM
53	Kevin Page	7/24/2015 11:44 AM
54	Lisa Gohrick	7/24/2015 11:33 AM
55	Kristin Johnson	7/24/2015 11:24 AM
56	Suleman Hooda	7/24/2015 10:54 AM
57	Erin Buchanan	7/24/2015 10:31 AM
58	David Whitley	7/24/2015 10:00 AM
59	Joanie Cullity	7/24/2015 9:26 AM
60	Marty Hutchison	7/24/2015 9:16 AM
61	Patti Robertson	7/24/2015 6:50 AM
62	Conrad C. Bennett	7/24/2015 12:45 AM
63	Eddie Parker	7/23/2015 11:48 PM
64	Jaime Caballero	7/23/2015 10:16 PM
65	Randall L Davison	7/23/2015 10:11 PM
66	Pat Muneno	7/23/2015 10:10 PM
67	Sherayn Allen	7/23/2015 9:53 PM
68	Deidre Graybill	7/23/2015 9:48 PM
69	Greg Doering	7/23/2015 9:31 PM
70	James Mario Gonzalez	7/23/2015 9:13 PM
71	Elisabeth (Lisa) Burton	7/23/2015 8:58 PM
72	Sally Ankers, RMP	7/23/2015 8:24 PM

73	Anne B McCawley	7/23/2015 8:03 PM
74	Michelle Horneff-Cohen	7/23/2015 8:02 PM
75	Allen Fahrni	7/23/2015 7:58 PM
76	Wilson "Hoppie" Cantwell	7/23/2015 7:41 PM
77	Michael A. McCreary	7/23/2015 7:31 PM
78	Marty Mattson	7/23/2015 6:44 PM
79	Frank Passaro	7/23/2015 6:31 PM
80	Patricia (Trish) Dougherty	7/23/2015 6:11 PM
81	Barbara Mayo	7/23/2015 5:54 PM
82	Kristi Malcom	7/23/2015 5:33 PM
83	Lynn Bradescu	7/23/2015 5:28 PM
84	Larry Bryant	7/23/2015 5:27 PM
85	Vickie Gaskill	7/23/2015 5:23 PM
86	Kim Meredith Hampton	7/23/2015 5:23 PM
87	C Terry Robertson	7/23/2015 5:10 PM
88	Constance Devich	7/23/2015 5:09 PM
89	Leola Lamb	7/23/2015 5:09 PM
90	Michael R Rampelberg	7/23/2015 5:08 PM
91	Michael Mumford	7/23/2015 5:08 PM
92	Joi Walker	7/23/2015 4:47 PM
93	Melissa Riqueros	7/23/2015 4:43 PM
94	Kimberly Fairbrother	7/23/2015 4:38 PM
95	Bobbie Witt	7/23/2015 4:37 PM
96	Victoria Bridges	7/23/2015 4:35 PM
97	Tom Barron	7/23/2015 4:34 PM
98	Mary Sheffield	7/23/2015 4:33 PM
99	Richard Ebert	7/23/2015 4:33 PM
100	Dave Christensen Greater Dallas	7/23/2015 4:31 PM
101	Michael Mengden	7/23/2015 4:30 PM
102	Amanda N Frazier	7/23/2015 4:18 PM
103	Tawny Worth	7/23/2015 4:15 PM
104	Dimitri F. Amor	7/23/2015 4:13 PM
105	Angela E. Post	7/23/2015 4:11 PM
106	Jared Hastey	7/23/2015 4:11 PM
107	Tracy Streich	7/23/2015 4:05 PM
108	Michael Hodges	7/23/2015 4:02 PM
109	Susan E Melton	7/23/2015 4:02 PM
110	Alexander D Stone III	7/23/2015 4:00 PM
111	Sandra DeAngelis	7/23/2015 3:57 PM
112	James Emory Tungsvik, MPM RMP	7/23/2015 3:47 PM
113	Richard Vierra	7/23/2015 3:46 PM

114	Elizabeth Cane	7/23/2015 3:42 PM
115	Steve Crossland	7/23/2015 3:42 PM
116	MOnica Hulzing	7/23/2015 3:42 PM
117	Russ Cowley	7/23/2015 3:40 PM
118	Melanie Adrian, RMP	7/23/2015 3:38 PM
119	Neena Dorigo	7/23/2015 3:35 PM
120	Lisa Williamson	7/23/2015 3:33 PM
121	Elias Camhi	7/23/2015 3:29 PM
122	Carol M. Etheredge	7/23/2015 3:28 PM
123	Theresa Mull	7/23/2015 3:22 PM
124	Todd Breen	7/23/2015 3:21 PM
125	Laura Wozniak	7/23/2015 3:20 PM
126	Bill Williamson	7/23/2015 3:11 PM
127	Sheila Stokley	7/23/2015 3:05 PM
128	Kathryn MacGeraghty	7/23/2015 3:02 PM
129	RICHARD BURTON	7/23/2015 3:02 PM
130	James Alderson	7/23/2015 3:02 PM
131	Vicki Baker Sims	7/23/2015 3:01 PM
132	Gail Valdez	7/23/2015 2:57 PM
133	Phyllis Mento	7/23/2015 2:55 PM
134	C. Wayne Metz	7/23/2015 2:53 PM
135	Michael E. Nelson	7/23/2015 2:53 PM
136	Pam neillo	7/23/2015 2:52 PM
137	W, Sean Kerr, MPM RMP	7/23/2015 2:48 PM
138	Joe Davis	7/23/2015 2:47 PM
139	Paul Kankowski	7/23/2015 2:43 PM
140	Brian Woolard	7/23/2015 2:43 PM
141	Wayne Guthals	7/23/2015 2:39 PM
142	Jeffrey Goins	7/23/2015 2:38 PM
143	Bart Sturzl	7/23/2015 2:36 PM
144	Lori Abram	7/23/2015 2:36 PM
145	Ronnah Stabenow	7/23/2015 2:33 PM
146	Donald Atkinson	7/23/2015 2:31 PM
147	Evie Osburn	7/23/2015 2:29 PM
148	Tammy Bryant	7/23/2015 2:26 PM
149	Linda Holzer	7/23/2015 2:25 PM
150	Kimberly M Evans	7/23/2015 2:25 PM
151	Christopher Hermanski	7/23/2015 2:24 PM
152	Scott Taylor	7/23/2015 2:21 PM
153	Christine Schroedel	7/23/2015 2:21 PM
154	Carolyn Rogers	7/23/2015 2:21 PM

155	Terry J Wilson	7/23/2015 2:20 PM
156	Nina Kestner Mclver	7/23/2015 2:20 PM
157	Patricia P Ferrier	7/23/2015 2:18 PM
158	Jennifer L Tolley	7/23/2015 2:16 PM
159	Robert J Ferrier	7/23/2015 2:16 PM
160	Dale Swiger	7/23/2015 2:13 PM
161	Bob Davie	7/23/2015 2:12 PM
162	Chris Warren	7/23/2015 2:12 PM
163	Robert Gilstrap	7/23/2015 2:11 PM
164	Bob Gunson	7/23/2015 2:11 PM
165	Lori W Nance	7/23/2015 2:10 PM
166	Nicole D. Brown	7/23/2015 2:10 PM
167	Charles Brown	7/23/2015 2:09 PM
168	Heather Sirk	7/23/2015 2:08 PM
169	Lorraine Paulson-Bird	7/23/2015 2:08 PM
170	John Tiner	7/23/2015 2:08 PM
171	Misty Withers	7/23/2015 2:06 PM
172	Helene MacDonald	7/23/2015 2:04 PM
173	Dixie Robinson	7/23/2015 2:03 PM
174	David A. Hoke	7/23/2015 2:01 PM
175	dan moriarty	7/23/2015 1:54 PM