



National Association of Residential Property Managers

Chapter Certificate of Compliance Checklist

Due December 1, 2009

PURPOSE: NARPM® must ensure that chapters are viable entities, capable of delivering the services expected by members of the Association. Chapter leadership must be accountable for their fiduciary and legal duties. This form can be downloaded in form fill edition at <http://www.narpm.org/chapter-services/support-services.html> and click on 2009 Chapter Certificate of Compliance

The undersigned officers of the NARPM® _____ CALNARPM _____ Chapter certify that the chapter completed this Certificate of Compliance and submitted the required documents as noted on this certificate.

GOVERNANCE REPORTING	
1.	Attach a list of the names and positions of the upcoming Board of Directors and committee chairs for the Chapter. (Must be submitted to reach chapter compliance)
2.	Have chapter bylaws changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes. (Must be submitted to reach chapter compliance)
3.	Have chapter articles of incorporation changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes. (Must be submitted to reach chapter compliance)
4.	Attach copies of minutes for each Board of Directors meeting. Chapters are required to meet and maintain corporate minutes and other records as designated by state law and chapter bylaws. (Must be submitted to reach chapter compliance)
5.	Chapter officers assume their respective offices: January 1 <input type="checkbox"/> Other: Specify July 1 st , 2009
6.	Date of fiscal year: Calendar year <input type="checkbox"/> Other: Specify July 1, 2009 to June 30, 2010
7.	The chapter maintains a minimum membership of seven (7) NARPM® Professional/Support Staff members. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> (Must be maintained to reach chapter compliance)
8.	Does the chapter maintain a FDIC bank account in the chapter's corporate name Y <input checked="" type="checkbox"/> N <input type="checkbox"/> (Must be submitted to reach chapter compliance) Name of Banking Institution: Wells Fargo Bank
9.	The chapter has filed a Corporate Annual Registration Report/Renewal for the state in which it is registered for this calendar year? *Send NARPM® an up to date copy of corporate annual registration report/renewal (Must be submitted to reach chapter compliance) Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If not required check here <input type="checkbox"/> Other reason: This chapter is currently working with an accountant to correct the tax status with the state of California and the federal government. The renewal is part of that process.
10.	Effective 2010, local/state chapter Presidents, or their designee, must participate in a minimum of three of the quarterly Regional conference calls. In 2009, did your chapter participate in these calls? Y <input checked="" type="checkbox"/> N <input type="checkbox"/>

CHAPTER FINANCIAL REPORTING	
11.	Attach copy of financial statement for current year. (Must be submitted to reach chapter compliance)
12.	Attach copy of proposed annual budget for the following year. (Must be submitted to reach chapter compliance)
13.	Attach copy of federal tax return. (Must be submitted to reach chapter compliance) If no return attached: Not required <input type="checkbox"/> Other reason This chapter is currently working with an accountant to correct the tax status with the state of California and the federal government. The tax filing is a part of that process.
14.	Beginning in 2008, small tax-exempt organizations that previously were not required to file returns risk losing their tax-exempt status if they do not file an annual electronic notice (e-Postcard) form 99-N. (more information can be found at www.irs.gov/charities). Did the chapter file notice? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If no, why not: Past taxes will be filed this year.

CHAPTER PLANNING	
15.	Attach a copy of chapter's annual calendar of events for the following year.
16.	The Chapter President-Elect attended the training sessions at the national leadership training session prior to taking office. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state why not:
17.	Did chapter communicate at least four times during the year with members? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, attach one copy of the communications chapter had with the members. This can be electronic or printed. If the chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state reason why not:
18.	Did chapter sponsor/participate in effective educational programs for NARPM® members affiliated with the chapter during certification year. This can be designation class or local classes that have special speakers. For state/regional chapters, education can be part of their state/region convention. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, attach one copy of brochure or flier. If the chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state reason why not:
19.	The chapter is using the Chapter Leader section of NARPM.org(http://www.narpm.org/chapter-services/) : Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, why not:
20.	The chapter website is kept up to date? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, when will it be updated?
21.	The chapter is interested in looking at a website supported by NARPM®: Y <input type="checkbox"/> N <input checked="" type="checkbox"/> Contact persons name and number:
22.	The chapter filed for the current year Chapter Grant: Y <input type="checkbox"/> N <input checked="" type="checkbox"/> Check here if you would like more information on grants: <input checked="" type="checkbox"/> <i>The purpose of the grant is to strengthen and grow chapter membership through education and networking opportunities.</i>

Other Items:

23. Rate the health of the chapter (1 - 10, 10 being highest) 9

a. If answer is 7 or less, what barriers does the leadership face in getting the chapter going?

b. If answer is 7 or less, what resources would be helpful from national (i.e.: Speakers, mentoring, etc.)

c. If answer is 8 or above, what are the cool things the chapter is doing that other chapters might like to hear about? Our membership has grown this year. We conducted the first of many webinars to provide educational opportunities for our members.

Chapter Officers' Signatures Certifying Review and Approval of Chapter Certification:

<u>Robert R. Menger</u>	<u>1/29/10</u>
Current Certification Year President/Date	
<u>K. H. L. Richards</u>	<u>1/29/10</u>
Current Certification Year Incoming President/Date	

CHAPTER RE-CERTIFICATION REQUIREMENTS

The certification requirements were developed to maintain fair, specific procedural standards for the chapters and to protect the legal accountability of the national association. The NARPM® Board of Directors determines each chapter's recertification status after consideration of recommendations submitted by the Regional Vice President and the Membership Committee.

Submission Requirements

- Certificate of Compliance signed by the Chapter President and President-Elect/Vice President serving in Current Certification Year.
- Supporting materials as requested.

Calendar of Events

- CALNARPM State Chapter Meeting
Orlando, Florida at NARPM Convention
Friday, October 23, 2009 from 8:00 a.m. to 9:00 a.m.
- Executive Committee In-Person Meeting
Saturday, November 14, 2009 from 10:00 a.m. to 2:00 p.m.
- Executive Committee Conference Call
Wednesday, January 20, 2010 at 10:00 a.m.
- Full Board In-Person Meeting
Saturday, January 23, 2010 from 10:00 a.m. - 12:00 p.m.
- Full-Board In-Person Long Range Planning
Saturday, January 23, 2010 from 12:00 p.m. - 2:00 p.m.
- Executive Committee In-Person Meeting
Saturday, March 13, 2010 from 10:00 a.m. to 2:00 p.m.
- 2010 California Conference, Concord CA
April 12, 2010 to April 15, 2010
- Full Board In-Person Meeting
CALNARPM California Conference, Concord, CA
Tuesday, April 13, 2010 dinner at 6:00 p.m.
- California State Chapter Meeting
CALNARPM California Conference, Concord, CA
Wednesday, April 14, 2010
- EC Conference Call
Wednesday, May 19, 2010 at 10:00 a.m.



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Keith Becker, Director
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Philip Frandler, RMP®, Director
Clay Selland, Affiliate Director
Candice Swanson, RMP®, 2007-2008 President

Minutes

Saturday, January 31, 2009

2008-2009 CALNARPM Executive Committee Meeting

10:00 a.m. to 12:00 p.m.

2008-2009 CALNARPM Board of Directors Meeting

12:00 p.m. to 2:00 p.m.

Meeting held at home of President Horneff-Cohen
550 Judson Avenue, San Francisco, CA

- I. Call to Order/Introductions -Horneff-Cohen 9:51 a.m.
Present: Horneff-Cohen, Winger, White, Swanson, Richards 12:20 p.m.
Becker, Frandler, Selland, Miller Not Present:
- II. Overview of 2008-2009 Board of Directors - Horneff-Cohen 9:53 a.m.
Review of Board Members and Chapter Presidents
 - 2008-2009 Board of Directors - Executive Committee
 - Michelle L. Horneff-Cohen, RMP® - President
 - Robert Winger, MPM®, RMP® - President Elect
 - Kathleen Richards, RMP® - Secretary
 - Ted White, MPM®, RMP® - Treasurer
 - Candice Swanson, RMP® - Immediate Past President and Communications Co-Chair - Publications
 - 2008-2009 Board of Directors
 - Clay Selland, Affiliate Director - Affiliate Co-Chair
 - Keith Becker, Director - Communications Co-Chair - Website
 - Gail Valdez, RMP®, Director - Membership Co-Chair
 - Janet Regan, MPM®, RMP®, Director - Membership Co-Chair
 - Vacant - Legislative Chair
 - Deanna Hansen, Director - Education Chair
 - Philip Frandler, RMP®, Director- Affiliate Co-Chair
 - 2008-2009 Chapter Presidents and Vice-Presidents
 - Louann Ginn, RMP® - President, Alameda/Contra Costa Chapter
 - Bob Gunson, RMP® - Vice-President, Alameda/Contra Costa Chapter
 - Carrie Appling-Lake - President, Monterey Chapter
 - Kathleen Richards, RMP®- Vice-President, Monterey Chapter
 - Leisa Wells - President, Sacramento Chapter
 - Derek Clark - Vice President, Sacramento Chapter
 - Jennifer Newton - President, San Diego Chapter
 - Mavis Ivane, RMP® - Vice-President, San Diego Chapter
 - John Adams - President, Santa Clara County Chapter
 - Michael Segal, RMP® -Vice-President, Santa Clara County Chapter



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III. NARPM Code of Ethics - White

9:54 a.m.

Article 4: DUTY TO TENANTS

12:21 p.m.

The Property Manager shall treat all Tenants professionally when applying for, living in, and vacating a managed residence. The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property.

- 4-1 The Property Manager shall offer all Applicants a written application.
- 4-2 The Property Managers shall provide all Tenants with a copy of the signed rental agreement with all addenda.
- 4-3 The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report at the time of moving in.
- 4-4 The Property Manager shall respond promptly to requests for repairs.
- 4-5 Within the time prescribed by law, a written deposit refund determination shall be provided to the Tenant after they have vacated the property. No undue delay in refunding or accounting for the security deposit shall take place.
- 4-6 The Property Manager shall avoid exaggeration, misrepresentation, misinformation, or concealment of pertinent facts relating to the advertisement, leasing, and management of the property.

IV. Secretary's Report-Horneff-Cohen

9:56 a.m.

- Approval of the Minutes from the August 27, 2008 Board of Directors Meeting
Regan, motion, Becker, Second, Nine yeas, No nays, motion carries
- Update on approval of the CALNARPM By-Laws - Horneff-Cohen
- White, Motion, Winger Second, 9 Yeas, no nays, motion carries.

V. Treasurer's Report -White

- 2008 Financials

[REDACTED]

- 2008-2009 Budget -

[REDACTED]

- Update on Legal Filings. CalNARPM incorporated 2004-2005 by Sylvia Hill. No documents can be found. The tax mess is being cleaned up. Clay can provide contacts.
 - Fictitious Business Name - C. Swanson to check with S. Hill on where the original incorporation documents
 - Incorporation - C. Swanson to check with S. Hill on where the original incorporation documents - believe we are a C Corp - if S. Hill does not have we need to request a copy from the State - will probably need to order



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- Non-Profit Status - Never filed
- Taxes - Never filed
- NARPM Compliance
- Robert Winger to go to the Secretary of State and request Articles of Incorporation, By Laws, Original filing documents by February 15, 2009

VI. Old Business -Horneff-Cohen

- Update on Hiring Executive Director/Administrative Support 10:29 a.m.
 [REDACTED] 12:35 p.m.

- Communication/Office Set-up for the ED/AA
 [REDACTED]

- Telephone - Phone.com
- P.O. Box - Leave as is T. White Florin Road
- QuickBooks

- State Chapter Dues

Begin charging \$25.00 once By Laws are approved by HQ - for 2009 - mail in October or November 2008 - January 1, 2009

Member Benefits for the \$25.00 per year as a CALNARPM Member:

- CALNARPM Website Listing
- California Conference Member pricing (\$25.00 discount)
- Move the News, Delayed due to Tax Board issue, eblast to all members, send without tax info. Moving forward.
- Legislative Update
- CALNARPM Yahoo Group
- CALNARPM Certificate
- CALNARPM Window Sticker with the Year of Membership
- CALNARPM Membership Pins
- CALNARPM participates annually at the CAR Expo and provides comprehensive list of all CALNARPM members

- Move The News - Swanson

January, April, July, October - by the 15th of that month

Calendar of deadline dates -October 1 for submission

Payment due to Constant Contact - needs to be sent to T. White \$294

- Affiliate and Move The News Advertising Rework Pricing for 2009

- Need to be an Affiliate of CALNARPM in order to be an exhibitor at the conference Winger/White 5/0 Pricing for the year. Different levels for membership in the state association. Benefits, networking, on Move the News. Change it if needed. Unlimited goals. Can be more than one in



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each category. On the news anybody can contribute articles. Vendors can contribute. Words are limited for space. No deadlines on Move the news, to be added. New affiliates to be emailed to Frandler, and Selland. Emails Selland the affiliate Pricing. Elizabeth to nag Candi.

- CALNARPM Policies and Procedures
M. Horneff-Cohen to write Policy on Perks
- 2009 California Conference
- Save the date cards sent out. April 21-23. Monday and Tuesday classes.
- Deanna to do research RMP and MPM class, one of each. Tuesday second part of MPM and leadership. Half day seminar to do leadership stuff. This year to be different can go to Disney leadership training. Conference class to be on NARPM procedure. Wednesday start at 9:00 Bailey on Wednesday and Commissioner on Thursday. Deanna to set up workshops, total twelve. Money needed. Prince, only one allowed, Platinum, Three last year \$2,000-\$2,500, Gold, Three at \$1,500. Exhibitor room will totally be separate. Have to be a CAL NARPM affiliate to be at conference. Need to get a floor plan drawn up. Is there a deadline to sign up and pay? Yes. February 15, 2009. Keep the air wall in place. Pre function area, has registration...could we put vendors in pre function area? No security in area. 2,000 square feet. Put registration in the room? Home rentals got no hits last year in the vestibule, wants to be in the room. Three places for booths. People will have to go through trade show to get to sessions. MHC will confirm. Go to Burlingame to check out space, Selland, and Frandler, Basic registration 22-24 last year. Leave the prices. \$375.00 will not be option (non-member cost). Oodle, web search, PW. Stephens affiliates. Should we make affiliates join? Could with the membership, basic is included and you can upgrade. Last year. In January they must join as members. Selland and Frandler to work on pricing. Timing needs to be worked out. Deanna to put call for presentation sheet out. Dates are need a.sap. Need to finish the format. Exhibitor brochure can be done by Friday. Becker to be in charge of first-timers breakfast. Last year's format worked for the 22nd. Exhibitor reception that evening. Trade show to be set up from 9:00 1:00. Could a workshop be shortened to accommodate vendors? Lose a workshop to accommodate vendors? Or shorten the afternoon workshops? Could roundtables in the other rooms? Different topics in each room? Kathleen says no to losing a workshop. Should we repeat sessions? Thursday could have another session? Take workshop out of first day and have it on second day. 50/50 at the end of the conference. Thursday, breakfast for everyone at 8:00 a.m. 9:00 tradeshow 10:00 workshop. Lunch (vendor give-away), workshops, closing session (50-50). Should there be a closing session? Wrap everything up at lunch? Closing session half an hour. MHC to put together schedule and get map for booths. MHC to work with Phillip on marketing. To do a cover letter for the affiliates, Clay. Do give away before lunch. Meeting closed. Is it an option to meet at the hotel? MHC needs a date from all to meet.



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- Location/Hotel - Burlingame/San Mateo - Sheraton - Contract signed, T. White to send check
- Budget - M. Horneff-Cohen
- Timeline/Planning Timeline - M. Horneff-Cohen
- Committee - Committees taking a larger role in conference (Education, Membership, Affiliates)
- CALNARPM Stationery
 - Business Cards - T&J 10 each to the board members.
 - Note Cards - 10 each to the board members T&J
 - Letterhead - print ourselves
 - Banner - Cori
 - Conference Note Cards
 - Pins - Janet called her guy - pins tomorrow for Convention \$2.00 - \$70.00 1 inch \$870 including everything #400
 Motion to approve CALNARPM Pins - M. Horneff-Cohen/J. Regan - Motion Carries
 Motion to approve producing pins at the cheapest price C. Swanson/R. Hammond Motion Carries
- How can we BEST serve the local state chapters?
- Chapter President/VP Monthly Meetings/Conference Calls/In-Person
Candi would like to have a chapter meeting. Membership to head up. Could do a class.
- Marketing Budget
Template for your business
Membership Application
Affiliate Application
Why you need a CALNARPM Professional Property Manager
- CALNARPM History Project - Lois Carwin?
- Volunteer Commitment Form
Create a form for the Board of Directors

VII. Committee Chair Kick-Off -Horneff-Cohen

At the full Board of Directors meeting on May 28, 2008 M. Horneff-Cohen reviewed the committee chairs and possible committee directions and recommended using the below tools to get their committees going. It was also discussed about completing the Committee Report Form prior to the next meeting as a method of updating everyone prior to the meeting. Additionally, to facilitate committee communication it was explained that there is a conference call dial in number they may use. Finally, an Eblast would be sent to solicit new committee members. Still needs to be done!



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Vacant seat in Legislative. Replacement for Ron, Jan, possibly Santa Clara. Santa Clara will not get involved. Jan is legislative chair. Candi to provide name, Adams. Clay suggests going to Santa Clara meeting. MHC to make a call.

Committee Task Lists-Horneff-Cohen

- Draft Committee Mission Statement
- Draft Job Description for Committee Chair with time commitment
- Draft Job Description for Committee Member with time commitment
- Draft possible budget requirements and/or fiscal impact on the CALNARPM
- Draft possible ED duties related to Committee with time commitment
- Brainstorm three (3) new member benefits generated by Committee
- Recruit three (3) Committee Members by July 23, 2008
- Draft Committee Report and submit to the CALNARPM Board of Directors on Committee Report Form Provided Bi-Monthly

Committee Chairs-Horneff-Cohen

- Clay Selland, *Affiliate Co-Chair and 2009 California Conference Exhibitor Tradeshow Co-Chair*
- Keith Becker, *Communications Co-Chair - Website*
- Gail Valdez, RMP®, *Membership Co-Chair and 2009 California Conference Registration Co-Chair*
- Janet Regan, MPM®, RMP®, *Membership Co-Chair and 2009 California Conference Registration Co-Chair*
- Ronald Hammond, MPM®, RMP®, *Legislative Chair Retired, Open position.*
- Deanna Hansen, *Education Chair and 2009 California Conference Education Co-Chair*
- Philip Frandler, RMP®, *Affiliate Co-Chair and 2009 California Conference Exhibitor Tradeshow Co-Chair*
- Candice Swanson, RMP® - *Communications Co-Chair - Publications and Past President Nominating*
- Michelle L. Horneff-Cohen, RMP®, *2009 California Conference Co-Chair*
- Nicholas Scarabosio, *2009 California Conference Co-Chair*
- Robert Winger, *Member/Affiliate of the Year Committee*

VII. New Business - Horneff-Cohen

- *DRE Letter - Approval to send out letter to members Winger/White Survey from Dept of Real Estate. Commissioner will be speaking at conference.5/0*
- *FTB - CALNARPM to continue to pursue answers on behalf of members, Jan Leasure, Jennifer Newton - to write position papers - J. Leasure to draft*



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letter to membership - on hold. Many have been contacted by Michael Bailey. [REDACTED]

- 2010 Conference - R. Winger wants to have a contest for count the keys at the 2009 conference - wants to work with Cori now for his logo, looking at Concord, Oakland, Walnut Creek - The Key to Success is through Education

VIII. Upcoming Meetings - Horneff-Cohen

- CALNARPM State Chapter Meeting
- CALNARPM Executive Committee - Conference Call
- Executive Committee - at M. Horneff-Cohen's home, 550 Judson Avenue, San Francisco
- CALNARPM Full Board - Conference Call

VIII. Adjournment - Horneff-Cohen