



2013-2014 CALNARPM Board of Directors

Robert Thomas, RMP®, President  
Jennifer Newton, President-Elect  
Michelle Horneff-Cohen, RMP®, Treasurer  
Susan Carrell, Secretary  
Keith Becker, MPM® RMP®, Director  
Michael Catalano, Director  
Roger Cornette, Director  
Ellen Purdy, Director  
Colin Lightfoot, Director  
Debra Loffman, Director  
Alex Osenenko, Affiliate Director  
Deanna Hansen, RMP®, 2012-2013 President

Minutes  
Wednesday, January 22, 2014  
2013-2014 CALNARPM Board of Directors  
Conference Call 2:30 p.m.

I. Call to Order/Introductions – Thomas

Present: Newton, Horneff-Cohen, Carrell, Catalano, Thomas, Oseneko, Purdy, Lightfoot

Absent: Hansen, Cornette, Loffman

Staff:

II. NARPM Code of Ethics – Thomas

Article 13: NARPM® Code of Ethics

- All Professional Members of NARPM® agree to participate in any Professional Standards investigation and/or hearing should a complaint be properly filed with the Association.
- 13-1 Members will take all necessary action to remain educated and knowledgeable of the NARPM® Code of Ethics.
- 13-2 NARPM® members shall not interfere with any investigative action relating to a Professional Standards case by the Association.
- 13-3 Members shall promptly supply any information requested by the Association during a Professional Standards investigation.

III. Secretary's Report – Carrell

- Presentation of Minutes from November 20, 2013
- MSC Newton/Purdy 7/0/0

IV. Treasurer's Report – Horneff-Cohen

- Full financials next month

V. Executive Director's Report

- Still looking to hire a new ED, Maherah Silmi helping out on Friday's



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VI. Committee Chairs

- Conference – Newton – On track, conference brochure almost complete, to be mailed next week, designation classes to be confirmed Friday, 19 Exhibitor's to date
- Marketing and Membership
- Affiliate – A. Osenenko
- Communication – Lightfoot – get the main bullet points from the speakers to be included in the newsletter
- Long Range Planning – Executive Committee
- Education – Purdy – workshops completed for conference, confirming instructors for Designation Classes
- Legislative – Cornette

VII. Old Business

VIII. New Business

- New Website – clean up data – send data to [michelle@propertymanagementsystems.net](mailto:michelle@propertymanagementsystems.net)
- NARPM® National Online Education Courses - \$493.43

IX. Upcoming Meetings

- Board of Directors Conference Call February 19, 2014 at 2:30 p.m.

X. Adjournment

2:54 p.m.



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Deanna Hansen, RMP®, 2012-2013 President

Minutes  
Wednesday, February 19, 2014  
2013-2014 CALNARPM Board of Directors  
Conference Call 2:30 p.m.  
(605) 475 4800  
717633#

- I. Call to Order/Introductions – R. Thomas 2:33  
Present: Ellen Purdy, Deana Hansen, Bob Thomas, Sue Carrell, Michelle Horneff-Cohen, Keith Becker  
Absent: Jennnifer Newton, Michael Catalano, Roger Cornette, Colin Lightfood, Debra Loffman.  
Staff: Sterling Robinson

II. NARPM Code of Ethics – Bob

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

It is the responsibility of the Property Manager to protect the public against fraud, misrepresentation, and unethical practices in property management. STANDARDS OF PROFESSIONALISM

- 1-1 The Property Manager shall endeavor to eliminate in the community, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.
- 1-2 The Property Manager shall assist the governmental agency charged with regulating the practices of Property Managers.
- 1-3 The Property Manager shall comply with all local and state ordinances regarding real estate law, licensing, insurance, and banking.

III. Secretary's Report

- Presentation of Minutes from January 22, 2013  
Moved to accept, Motion passed.

IV. Treasurer's Report – Michelle

Nothing to report. Will be available in April. Approximately \$20,000 in the bank.



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Deanna Hansen, RMP®, 2012-2013 President

V. Executive Director's Report

Sterling and Maherah are working on updating CALNARPM contact information in constant contact should be done Friday.

VI. Committee Chairs

- Conference – J. Newton : New motions were passed at E.C. meeting; conference will be complimentary for Michelle because of all her hard work. For the chair: if not hotel points then the conference will also be complimentary.
- Marketing and Membership : Approximately 28 vendors
- Affiliate – A. Oseneko
- Communication - Colin
- Long Range Planning
- Education – Ellen: Will check with Tiffany regarding registration. Will need approximately 4 projectors. Michelle and Bob will both bring one. Will check with Candy and Melissa about the possibility of them also bringing projectors. Ellen has confirmed with all speakers. She will be looking into the issue with Trulia.
- Legislative- Roger: Bob is going to check in with him.

Eblast from National will be sent at the beginning of March and will also be sent from Constant contact next week.

VII. Old Business

VIII. New Business

Deanna will be speaking with everyone soon about next years board of directors. If anyone knows someone who might like to be a part of it let her know.

IX. Upcoming Meetings

- Board of Directors Conference Call April 30, 2014 at 2:30 p.m.

X. Adjournment



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Deanna Hansen, RMP®, 2012-2013 President

Minutes  
Wednesday, April 30, 2014  
2013-2014 CALNARPM Board of Directors  
Conference Call 2:30 p.m.  
(605) 475 4800  
717633#

- I. Call to Order/Introductions – R. Thomas 2:35  
Present: Bob Thompson, Jennifer Newton, Ellen Purdy, Sue Carrell,  
Absent: Deanna Hansen, Michelle Horneff-Cohen, Keith Becker, Michael Catalano, Roger  
Cornette, Colin Lightfoot, Debra Loffman, Alex Osenenko.  
Staff: Sterling Robinson

Send Jennifer contract form Jeremy when I receive it so we can have more eyes look at it. Really want the free wifi (maybe one less comp. room) We want it in the convention center.

- II. NARPM Code of Ethics – Bob  
Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the rental, lease, or negotiation for real property based on Fair Housing Laws as disseminated by the U.S. Department of Housing and Urban Development and shall comply with all federal, state, and local laws concerning discrimination.

STANDARDS OF PROFESSIONALISM

- 2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws.

- III. Secretary's Report
- Presentation of Minutes from February 19, 2013

- IV. Treasurer's Report – Michelle  
Balance Sheet, Profit and Loss, and Most recent bank reconciliation to E.C. with agenda for each month.

- V. Executive Director's Report
- Website



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- News Letter Sterling Email Colin and cc bob so that we can see where we are at for a newsletter to send out by the end of next week.
- Speak with Candi Swanson to see if she has picture of the conference. For a dozen or so photos.
- Survey Responses
  - 8 Exhibitor
  - 16 Attendee

VI. Committee Chairs

- Conference – J. Newton
- Marketing and Membership
- Affiliate – A. Oseneko
- Communication - Colin
- Long Range Planning
- Education – Ellen
- Legislative- Roger

VII. Old Business

Send a confirmation email to national regarding receiving payment for the classes within 10 days or so.

NARPM reimbursement – Chapter Grant

C.C. Bob on some of this and Ellen

Website- only 2 board members listed- update right away. Include business address, phone number, and website when searching.

Update Chapter info

Email Richard Vierra- for the main contact for South Central Valley Chapter

Ellen will contact national regarding updating the chapter information on the website.

VIII. New Business

IX. Upcoming Meetings

- Executive Committee Call – Wednesday, May 28, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, May 28, 2014 – 2:30 p.m.
- Executive Committee Call – Wednesday, June 25, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, June 25, 2014 – 2:30 p.m.
- Executive Committee Call – Wednesday, July 30, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, July 30, 2014 – 2:30 a.m.



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X. Adjournment

2:51



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Agenda  
Wednesday, May 28, 2014  
2013-2014 CALNARPM Board of Directors  
Conference Call 2:30 p.m.  
(605) 475 4800  
717633#

I. Call to Order/Introductions – R. Thomas

Present: Deanna, Ellen, Bob, Michelle, Mike, Keith, Jennifer, Alex,

Absent:

Staff: Sterling Robinson

II. NARPM Code of Ethics – Bob

Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the rental, lease, or negotiation for real property based on Fair Housing Laws as disseminated by the U.S. Department of Housing and Urban Development and shall comply with all federal, state, and local laws concerning discrimination.

STANDARDS OF PROFESSIONALISM

- 2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws.

III. Secretary's Report

- Presentation of Minutes from February 19, 2013 April 30<sup>th</sup>. Michelle Motion to pass, Ellen Seconded: Motion passes. Minutes are accepted.

IV. Treasurer's Report – Michelle Awaiting for check for classes from National. Michelle to request class funds before July/end of year.

V. Executive Director's Report

- Website
  - HeroPM is working on making a few changes for us Will be getting a timeline from them.
- News Letter Sterling to reach out to Mr. Rekey for smoke detector law information



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Debra Loffman, Director  
Alex Osenenko, Affiliate Director  
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- Survey Responses - see attached

VI. Committee Chairs

- Conference – J. Newton Jeremy at Napa working up a contract for us. Should have this in the next few days. Michelle will help us to review the contract. Committed to room rate of \$149. Working to provide Wi-Fi for the tradeshow and convention are. Dates: March 24 - 27 (24 and 25 education, 26 and 27 conference). Trade show would be in hallway and one big room, not different rooms.
- Marketing and Membership
- Affiliate – A. Oseneko Need to get some kind of a member outreach. Richard Vierra has done a great job trying to expand the CA region. We should have an incentive to get new chapter members to conference. Should we have a first time attendee rate? Let's bring this up with the conference committee when we are planning in October. Alex can put together some ideas on how we can reach out to potential new members, and getting members to be more active. List to be sent to the Executive Board.  
Alex didn't get too much feedback from vendors at conference. Alex had expected more attendance, more people in the educational classes, accommodations were good. Got to meet new people.
- Communication – Colin
- Long Range Planning
- Education – Ellen Members seemed to really enjoy the conference, many people seemed to prefer the Napa Venue. Ellen thought woman from CAA was great.
- Legislative- Roger Bob, Robert Winger, and members of the Sacramento Narpn came up to the capital -  
Ellis Act: in committee, failed in committee, has been readdressed and is back in committee again. There is a plan for the city of SF and SF County and a plan for the entire state, both defeated in committee and then were re-presented. Sub meters for water issues- difficult to get sub for duplex or 3 or 10 unit building b/c each local community can regulate the type of meter. Smoke detector law goes in effect July 1<sup>st</sup>. Mattress Company responsible for picking up mattresses from the side of the road.

VII. Old Business

- VIII. New Business Deanna: June first elections for 2014-2015 Board of Directors. Bob: Chapter: June 30<sup>th</sup> Reports that we need to pull from national to do chapter excellence. Chapter Excellence due July 31<sup>st</sup>, but confirm this. Sterling to begin working on this, Michelle can help if needed.



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IX. Upcoming Meetings

- Executive Committee Call – Wednesday, June 25, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, June 25, 2014 – 2:30 p.m.
- Executive Committee Call – Wednesday, July 30, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, July 30, 2014 – 2:30 a.m.

X. Adjournment 3:00



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Minutes  
Wednesday, June 25, 2014  
2013-2014 CALNARPM Board of Directors  
Conference Call 2:30 p.m.  
(605) 475 4800  
717633#

I. Call to Order/Introductions – Bob Thomas 2:33

Present: Keith Becker, Ellen Purdy, Alex Osenenko, Cheryl Chase-Berkson, Bob Thomas, Deanna Hansen, Ryan Miller, Lisa Fore, Mike Catalano, Stephanie Gordon

Absent: Michelle Horneff-Cohen, Jennifer Newton, Sue Carrell, Roger Cornette, Colin Lightfoot,

Staff: Sterling Robinson

II. NARPM Code of Ethics – Bob Thomas

Article 3: RESPONSIBILITY TO CLIENT

The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client.

STANDARDS OF PROFESSIONALISM

3-1 The Property Manager shall use written management agreements, and written extensions, if required, outlining all responsibilities and fees. The Client will be provided a copy of signed agreements and extensions and the Property Manager will retain a copy.

3-2 The Property Managers shall communicate regularly with the Client and provide written reports of receipts and disbursements on a regular and agreed upon basis. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.

III. Secretary's Report – Sue Carrell Ellen Moves to Approve, Keith seconds. Motion Passes

- Presentation of Minutes from May 28, 2014

New Members introduced themselves.

IV. Treasurer's Report – Michelle Horneff-Cohen

V. Executive Director's Report – Sterling Robinson

- Website
  - Can now search by first name, last name, company name, city, zip code, or view all members.



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Debra Loffman, Director  
Alex Osenenko, Affiliate Director  
Deanna Hansen, RMP®, 2012-2013 President

- Affiliates were entered wrong (as members). Will work on correcting when creating invoices for member dues.

- News Letter- Mr. Rekey is writing an article on the new smoke detector laws.

VI. Committee Chairs

Conference – J. Newton **Jennifer and Michelle working on contract with Napa Marriott. Contract will likely be wrapped up by the end of July.**

- Marketing and Membership
- Affiliate – A. Oseneko **Nothing new.**
- Communication – Colin
- Long Range Planning
- Education – Ellen **Nothing new. May be a good idea to bring Pam Strickland back last year.**
- Legislative- Roger

VII. Old Business

VIII. Incoming Board Members

Executive Board:

President - Jennifer Newton

President Elect - Lisa Fore

Treasurer - Stephanie Gordon

Secretary - Cheryl Chase-Berkson

Directors:

Conference and Education Co-Chair(s) - Ellen Purdy and Mike Catalano

Communications - Ryan Miller

Affiliate - Alex Osenenko

IX. New Business

**Sterling to send out Eblast "Effective July 1<sup>st</sup> Congrats to our new BOD"**

X. Upcoming Meetings

- Executive Committee Call – Wednesday, July 30, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, July 30, 2014 – 2:30 p.m.
- Executive Committee Call – Wednesday, August 27, 2014 – 11:00 a.m.
- Full Board Conference Call – Wednesday, August 27, 2014 – 2:30 a.m.

X. Adjournment **5:57**



**2014 - 2015 CALNARPM Board of Directors**

Jennifer Newton, President  
Lisa Fore, President Elect  
Robert Thomas, RMP®, 2013 - 2014 President  
Stephanie Gordon, Treasurer  
Cheryl Chase-Berkson, Secretary  
Ellen Purdy, Conference & Education Co-Chair  
Michael Catalano, Conference & Education Co-Chair  
Ryan Miller, Communications Director  
Alex Osenenko, Affiliate Director  
Sterling Robinson, Executive Director

Minutes  
2013-2014 CALNARPM Board of Directors  
Wednesday, July 23, 2014  
Conference Call 11:30 a.m.  
Teleconference - Phone number: (605) 475 4800  
717633#

I. Call to Order/Introductions – Jennifer Newton 11:33

Present: Jennifer Newton, Bob Thomas, Stephanie Gordon, Cheryl Chase-Berkson, Lisa Fore, Alex Osenenko, Ellen Purdy, Ryan Miller

Absent: Michael Catalano

Staff: Sterling Robinson

II. NARPM Code of Ethics – Jennifer Newton

Article 4: OBLIGATIONS TO TENANTS

The Property Manager shall treat all Tenants honestly and 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.

STANDARDS OF PROFESSIONALISM

4-1 The Property Manager shall offer all Prospective Renters a written application.

4-2 The Property Manager shall provide all Tenants with a copy of the signed rental agreement, and extensions with all addendums attached.

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

III. Secretary's Report – Cheryl Chase-Berkson

- Approval of Minutes from June 25<sup>th</sup> Meeting

Motion to pass: Jennifer Newton

Second: Cheryl Chase-Berkson

Approved

IV. Treasurer's Report – Stephanie Gordon

V. Executive Director's Report – Sterling Robinson

- Website – looking for things that need to be updated, fixed, or improved



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Cheryl Chase-Berkson, Secretary  
Ellen Purdy, Conference & Education Co-Chair  
Michael Catalano, Conference & Education Co-Chair  
Ryan Miller, Communications Director  
Alex Osenenko, Affiliate Director  
Sterling Robinson, Executive Director

- Membership Dues – been sending out invoices to all 673 California NARPM members. About half way done.
- Working on getting approved amendments written into our bylaws and submitted to national to be uploaded to their website.
- Chapter Excellence will be sent in to national Thursday 7/24/14

**VI. Membership**

- As per bylaws, to be a member or affiliate of CALNARPM one must first be a member of NARPM
- Members: \$30
- Affiliates: to be decided **Affiliate membership information will be removed from the website. We do not need affiliate members. We do want to have vendors listed, will possibly list conference sponsors as vendors on the website for the whole year (from conference to conference). What to call these vendors:  
"Calnarpn conference sponsors"  
"Vendor Partner"  
Will discuss again at the next meeting.**

**VII. Committee Chairs**

- Conference – **March 2015 26/27 - Mike/Ellen**
- Marketing and Membership -
- Affiliate – **Alex**
- Communication – **Ryan, developing website (up to date/modifications), work with E.D. on newsletter**
- Long Range Planning -
- Education – **March 24/25 - Mike/Ellen**
- Legislative- **Cheryl Chase-Berkson**

**Conference:** Possible themes: focusing on the future, strategic planning,

Goal: get more people, fully book the hotel, attract new people

Possible workshop/speaker topics:

How do I grow my company?

What do I do if I get audited?

How do I hire people?

Technology

Pam Strickland – teaching a class, audits

Key note speaker: Gov

**VIII. Old Business**

**News Letter:**

Bi Monthly: August, October, December, February, April, and June.

- Board Members will send Ryan industry relevant articles.



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Michael Catalano, Conference & Education Co-Chair  
Ryan Miller, Communications Director  
Alex Osenenko, Affiliate Director  
Sterling Robinson, Executive Director

- Ryan will select the best articles from the bunch.
- 2-3 times a year Alex will conduct an interview on important industry topics or legislative topics.
- Articles and interview will be sent to Sterling two weeks before the scheduled BOD meeting the month that the newsletter will go out.
- Sterling will prepare the newsletter via Constant Contact.
- Sterling will send finished newsletter to BOD for approval during the BOD conference call.
- Newsletter will be sent out to membership the Friday after the BOD conference call.

Alex – Interview 2-3 a year on important topics/legislative items – Jennifer will be first subject and Alex & Jennifer will be working on this.

Mr.Rekey working on article on new smoke detector laws.

**\*Newsletter structure:**

- Will always have a corner with Conference Updates
- Featured Article/Interview
- Latest News:
  - Marketing
  - Legislative
  - Operations/Efficiency
  - Technology

**IX. New Business**

Can we do video conference calls? Jennifer and Alex will look into this.

**X. Upcoming Meetings (Last Wednesday of the month)**

- Executive Committee Call – Wednesday, August 27, 2014 – 9:30
- Full Board Conference Call – Wednesday, August 27, 2014 – 10:00
- Executive Committee Call – Wednesday, September 24, 2014 –
- Full Board Conference Call – Wednesday, September 24, 2014 –
- Executive Committee Call – Wednesday, October 29, 2014 –
- Full Board Conference Call – Wednesday, October 29, 2014 –
- Executive Committee Call – Wednesday, November 26, 2014 –
- Full Board Conference Call – Wednesday, November 26, 2014 –

**X. Adjournment 12:26**