



**Inland Northwest Chapter  
National Association of Residential Property Managers  
General Membership Meeting  
March 27<sup>th</sup> 2019**

NARPM General Meeting called to order at 12:00pm by  
President Jeannette Gordon  
Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Treasurer Joel Tampien  
Excused:  
Members: ?  
Affiliates: ?  
Guests: ?

Met at CenterPlace, 2426 N Discovery Place, Spokane Valley, WA 99126

Sandy pointed members to Article 11 and the NARPM Mission and Vision statement. Also printed on agenda was Article 11: Responsibility to NARPM and the profession.

Talk about growing the chapter, asked all members to bring guess and help grow the chapter.

Maria Updated us on the WA state conference

Eric and Rawley update on Broker/Owner

Our speaker this month was Eric Stevens with Eric Stevens Law. He talked update on legislative session

Announcement:

- a. WA State Conference
- b. Schedule for the rest of the year:
  - i. April: No Chapter meeting because of conference
  - ii. April 16-18: WA State Conference, Davenport Grand Hotel (Register Now please!)
  - iii. May 22: Regular Chapter meeting
  - iv. June: Summer Fun Kick-Off in Sandpoint, ID
  - v. July and Aug: No meeting
  - vi. Sep 25: Regular Chapter meeting
  - vii. Oct 14-18: National NARPM Conference, Phoenix AZ
  - viii. October 23: Regular Chapter meeting
  - ix. Nov: Education Class
  - x. Dec: Holiday Party

Next meeting May 22<sup>rd</sup> 2019

Meeting adjourned at 1:15pm.  
Bryan Gwynn  
Secretary



## Inland Northwest NARPM® Chapter Executive Board Agenda March 21, 2019

Call to Order

Roll Call:

1. Treasurers Report: Joel Tampien

YTD Comparisons

- Beginning balance Jan 1, 2015: \$6,502.14
- Beginning balance Jan 1, 2016: \$6,022.73
- Beginning balance Jan 1, 2017: \$
- Beginning balance Jan 1, 2018: \$
- Beginning balance Jan 1, 2019: \$4,373.62

Tax Status: Not currently listed as tax exempt.

- 2018 Need to file Form 1120.
- Need to apply for tax exemption. National will help with this.
- Should we hire an accountant to get us caught up?

2. Board and Committee Chair Job Descriptions: Jeannette Gordon (Attached)

3. Conference Update: Maria Trunkenbolz. What do you still need help with?

4. Education-Need to schedule class for November

5. Speakers:

Mar: Eric Steven

Apr: WA State Conference

May:

June: Sandpoint

Jul-Aug: No Meeting

Sep:

Oct: National Conference.

Nov: Class

Dec: Holiday Party

6. Chapter Compliance due Mar 15 (submitted w/extension granted by National)

7. Chapter Excellence due Mar 31

8. Board Contact Info

9. New Business

- 2019 Budget

10. Next Executive Board Meeting?

Adjourn



**Inland Northwest Chapter  
National Association of Residential Property Managers  
Executive Board Meeting  
July 25<sup>th</sup>, 2019**

NARPM Board Meeting called to order at 4:00pm by  
President Jeannette Gordon

Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Rawley Harrison, Eric Bessett

Excused: Joel Tampien

Met at No-Li, 1003 E. Trent Ave #170 Spokane, WA, 99202

1. Treasurers Report: Jeannette Gordon
2. Elections-Submit slate to National by September
  - President 2020-Sandy no longer a member
  - Ask Kathy Nichols to be President elect
  - Bryan Gwynn to be Treasure or President elect
3. Leadership Conference. San Antonia, TX Nov 18-19, 2019. NARPM will pay for 3 nights. Conference is ½ day Monday, full day Tues.
  - Bryan is ok going to the leadership conference
4. Grant for membership drive-postcards?
  - Talked about doing both direct mail and email blast
  - Schedule a membership drive with the grant.
5. Education-Need to schedule class for November (Maintenance?)
  - Maria will get in touch with Gale to come up with some classes
6. Affiliate Members: welcome email, certificate?
  - Will send a welcome email to all new affiliates
7. New members:
  - Northwest Bank
  - Suzie Ramsey-Ramsey Agency American Family Insurance
  - Gerene Townsend-Watson Management
  - Erin Yob-Madison
8. Speakers:
  - Jul-Aug: Board meeting and general social
  - Sep: Chrysztyna Rowek?
  - Oct: National Conference.
  - Nov: Class / Leadership Conference
  - Dec: Holiday Party
  - May 2020: WA State Convention May 12-15, 2020
    - Need speaker for October 2019 meeting
9. RVP Call Aug 21<sup>st</sup>-Can someone sit in for me?
  - Maria will sit in for Jeannette
10. Next Executive Board Meeting?
  - Prior to September general meeting.

Meeting adjourned at 5pm.

Bryan Gwynn Secretary



## Inland Northwest NARPM® Chapter Executive Board Agenda September 25, 2019

NARPM Board Meeting called to order at 4:00pm by  
President Jeannette Gordon

Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Rawley, Candace Leach  
Excused: Joel T

Treasurers Report: \$7246.74 in account

Education-Nov 14, 2019 Class: Personnel Procedures, Vickie Glaskill

-Don't know the cost yet, just got class

Speakers:

Oct: National Conference - in Phoenix

Oct 23<sup>rd</sup>: Normal meeting? -Yes, need a speaker

Nov: Class - Need to find out cost

Dec: Holiday Party- Maria is working on location and dates. Will have an update soon. Need  
select a charity to support during party. Tentative date is Dec 11<sup>th</sup> and or 12<sup>th</sup>.

Jan 2020: Installation of officers? Melissa Sharone

Leadership Training: Leadership Training – November 18-19, 2019 in San Antonio. The deadline to register is October 15. You will register and make your hotel reservations through this link: <http://www.cvent.com/events/2019-narpm-leadership-training/event-summary-7030849015c24bb9947c3dc2ee83ad4c.aspx> \*Please be sure to use the link to make your hotel reservation. NARPM will move your reservation under our block prior to checkin. NARPM will cover your hotel accommodations within the reserved room block only. Please arrive Sunday, November 17 and checkout Wednesday, November 20. Both the President and President Elect for 2020 are required to attend.

- Grant applications due by October 15
- \$250 towards airfare. Must book and pay for ticket by deadline. Reimbursement is after training.

Motions passed:

-Rawley proposed a motion to give the members going to the leadership conference \$250.00 for food and travel. Maria second motion, motion passed.

-Eric proposed a motion to pay up to \$400.00 for members going to leadership conference to pay the air fare. Rawley second motion and motion passed

New Business:

- Membership drive
- State Conference

2019 Chapter Excellence Worksheet (attached). Review and make a plan.

Chapter Compliance

- RMP Candace and Jeannette
- Membership drive
- request grants to help our chapter grow

Adjourn at 11:50am

# Inland Northwest Chapter Report

Chapter Report Month: **September 2019**

Number of Members

- Members: 27
- Affiliates: 18
- Honorary: 1

Date of Last Chapter Meeting: **July 25, 2019**

Attendance at last meeting:

- Members: 10
- Affiliates: 1
- Guests: 1

Date of last Board Meeting: **July 25, 2019**

Date of NARPM education course scheduled/held: **November 14, 2019**

Update from Chapter: We have scheduled Personnel Procedures for Nov. 14, 2019 at CenterPlace in Spokane Valley. Vickie Gaskill will be teach it. We are working on grants from national for Leadership Conference, postcards to be mailed to try to recruit new members.

We will be having our elections at our Sep. 26, 2019 meeting. No new nominations so I expect the slate will be duly elected:

President: Jeannette Gordon, [jeannette@pullman.com](mailto:jeannette@pullman.com) 509-595-0404

Pres-Elect: Bryan Gwynn, [bgwynn@urbansettlements.com](mailto:bgwynn@urbansettlements.com) 509-944-0979

Treasurer: Bryan Gwynn

Secretary: Candace Leach, [candace@madisonspokane.com](mailto:candace@madisonspokane.com) 509.465.9052 x102

Action Items: (Concerns or issues that chapter is having. Any action items that board has put together to try and resolve.)

Activities done to improve Chapter: Membership drive using mailed postcards with grant from national.

Submitted By: **Jeannette Gordon**

Date: **September 21, 2019**

**jeannette@pullman.com**

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**From:** jeannette@pullman.com  
**Sent:** Thursday, August 22, 2019 1:31 PM  
**To:** jeannette@pullman.com  
**Subject:** NARPM Sept Meeting

Hello Everyone,  
I hope you all had a fantastic summer and are ready to get back into the swing of things! We will be having our next meeting on September 25<sup>th</sup> at CenterPlace at 11:45am-1pm. We will be having our elections for the 2020 Executive Board.

The current slate is:

President: Jeannette Gordon  
Pres-Elect: Bryan Gwynn  
Secretary: Candace Leach  
Treasurer: Bryan Gwynn

If you would like to nominate yourself or someone else to run then please let me know by Sunday, August 25<sup>th</sup> and we will get you added to the slate! If we have no volunteers or other nominations then this will be our slate for the election in September.

We are still working on the speaker for the meeting. If you have someone that you would like to have speak to our group then please let me know and I can see if they are available to speak.

I look forward to seeing you at the September meeting. Please RSVP so we can get an accurate lunch count. Cost is \$20/person.

Thanks!

Jeannette Gordon  
Property Manager/Office Manager  
Summit Realty  
509-332-2255 Office  
509-334-7368 Fax  
[www.summitrealty.com](http://www.summitrealty.com)

Inland Northwest NARPM President  
<https://www.narpm.org/about/why-use-one/>



## Inland Northwest NARPM® Chapter Executive Board Agenda July 25, 2019

Call to Order

Roll Call:

Excused:

1. Treasurers Report: Joel Tampien

YTD Comparisons

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Tax Status: Filed. Tax ID is 90-1180700

2. Elections-Submit slate to National by September

- President 2020-Sandy no longer a member

3. Leadership Conference. San Antonia, TX Nov 18-19, 2019. NARPM will pay for 3 nights.

Conference is ½ day Monday, full day Tues.

4. Grant for membership drive-postcards?

5. Education-Need to schedule class for November (Maintenance?)

6. New members:

- Northwest Bank
- Suzie Ramsey-Ramsey Agency American Family Insurance
- Gerene Townsend-Watson Management
- Erin Yob-Madison

7. Speakers:

Jul-Aug: No Meeting

Sep: Chrysztyna Rowek?

Oct: National Conference.

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Dec: Holiday Party

8. RVP Call Aug 21<sup>st</sup>-Can someone sit in for me?

9. Next Executive Board Meeting?

Adjourn

*It is the policy of the NARPM to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM's membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.*



## Inland Northwest NARPM® Chapter Executive Board Agenda May 22, 2019

Call to Order

Roll Call:

Excused: Joel Tampien, Bryan Gwynn

1. Treasurers Report: Tabled
2. Board and Committee Chair Job Descriptions: Jeannette Gordon (Attached)
3. Conference Recap: Maria Trunkenbolz.
4. Education-Need to schedule class for November (list attached)
  - 2019 Developing Rewarding Owner Relationships (WA State Conference)
  - 2019 Marketing (WA State Conference)
  - 2018 Adv Risk Management
  - 2017 Finance
  - 2016
5. Speakers:
  - Mar: Eric Steven
  - Apr: WA State Conference
  - May: Chris Johnston, Spokane Co Sheriff's Dept
  - June: After-Hours Social
  - Jul-Aug: No Meeting
  - Sep:
  - Oct: National Conference.
  - Nov: Class
  - Dec: Holiday Party
6. New Business
  - 2019 Budget
7. Next Executive Board Meeting?

Adjourn

**jeannette@pullman.com**

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# Inland Northwest Chapter Report

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Update from Chapter: We have scheduled Personnel Procedures for Nov. 14, 2019 at CenterPlace in Spokane Valley. Vickie Gaskill will be teach it. We are working on grants from national for Leadership Conference, postcards to be mailed to try to recruit new members.

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Action Items: (Concerns or issues that chapter is having. Any action items that board has put together to try and resolve.)

Activities done to improve Chapter: Membership drive using mailed postcards with grant from national.

Submitted By: **Jeannette Gordon**

Date: **September 21, 2019**



1. Welcome Members and Guests

Mission

NARPM® provides resources for residential property management professionals, who desire to learn, grow and build relationships

Vision

NARPM® will be the recognized leaders in the residential property management industry.

2. Introductions

- New Member Suzie Ramsey, Ramsey Agency American Family Insurance
- New Member: Sheri Dickinson, Northwest Bank
- New Member: Robert Mueller and Scott Lohman, Fairchild AFB

3. Code of Ethics Article 10 (see reverse side)

4. Leadership Reports-2020 Executive Board

- President: Jeannette Gordon
- Pres-Elect: Bryan Gwynn
- Secretary: Candace Leach
- Treasurer: Bryan Gwynn

5. Committee Reports

- DOTH (Day on the Hill) name changed to NARPM Legislative Days
- Statewide rent control passed in CA & OR. What does it mean for us?

6. Speaker: Cole Hockett with ACRA net

7. Continuing Ed Class: Nov 14, 2019. Personnel Procedures: Vickie Gaskill

8. Q & A

9. Announcements

10. Next Meetings

- Oct 14-18: National NARPM Conference, Phoenix AZ
- October 23: Regular Chapter Meeting
- November 14: Class Personnel Procedures. Vickie Glaskill.
- December: Holiday Party TBD

2019 Inland Northwest Chapter Leadership:

President: Jeannette Gordon 509-595-0404 [jeannette@pullman.com](mailto:jeannette@pullman.com)

Secretary: Bryan Gwynn

Treasurer: Joel Tampien

Past President: Ned Brandenburg

Membership: Rawley Harrison

Education: Maria Trunkenbolz

Legislative: Eric Bessett

Hospitality/Meetings: Maria Trunkenbolz

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## **Article 10: TRUTH IN ADVERTISING**

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

### **STANDARDS OF PROFESSIONALISM**

**10-1** Regardless of the type of media used, advertising content shall be truthful and honest at all times.

**10-2** No property shall be offered as "For Rent" without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.

**10-3** Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.

**10-4** All marketing materials, whether printed or electronic, shall comply with applicable laws and licensing requirements.

**BYLAWS OF  
THE INLAND NORTHWEST COUNTIES CHAPTER OF  
THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS**

**ARTICLE I: Name, Purposes, Powers and Definitions**

**Section A: Name**

The name of this organization shall be the Inland Northwest Counties chapter of the National Association of Residential Property Managers, Inc., hereinafter referred to as the Chapter.

**Section B: Purpose**

The purposes for which the organization is established are to:

1. Establish a permanent trade association in the residential property management industry in the State of Washington east of the Cascade Mountains from the Canadian border to the Oregon Border and to include the northern panhandle of the State of Idaho to the Montana border.
2. To promote a standard of business ethics, professionalism and fair practices among its members.
3. To establish and promote education of its members.
4. To provide and promote an exchange of ideas regarding residential property management.
5. To educate members on laws and regulation and promote legislative initiatives in the geographical area served by the Chapter.

**Section C: Powers**

The chapter may exercise all powers granted to it as a corporation organized under the non-profit corporation laws of the State of Washington.

1. The chapter shall be subject to all rules, regulations, ethics, and standards and bylaws of the National Association of Residential Property Managers, Inc.
2. Chapter bylaws shall not conflict with those of the National Association of Residential Property Managers, Inc., hereinafter referred to as the national association.

**Section D:** This chapter's geographical definition shall be: The portion of the State of Washington east of the Cascade Mountains from the Canadian border to the Oregon Border and to include the northern panhandle of the State of Idaho to the Montana border.

## ARTICLE II: Membership

Professional, Associate, Support Staff, Affiliate Member and Honorary Members

### Section A: Professional Member

Professional Member shall be an individual actively engaged in the management of residential properties as an agent for others. The individual must follow his/her specific state regulatory licensing law regarding licensure in performing the duties of a property manager. This member has completed a course of instruction covering the NARPM® Code of Ethics.

A Professional Member may also be an employee of a company, or employee of a property owner, or employee of an investor, who handles all aspects of residential property management. These individuals must comply with state licensing laws, but do not hold an active real estate license.

### Section B: Associate Member

An Associate Member shall be an individual actively engaged in the management of residential properties as an agent for others. The individual must follow his/her specific state regulatory licensing law regarding licensure in performing the duties of a property manager. An Associate Member cannot hold the RMP® and/or MPM® designation, or hold elective office.

An Associate Member may also be an employee of a company, or employee of a property owner, or employee of an investor, who handles all aspects of residential property management. These individuals must comply with state licensing laws, but do not hold an active real estate license.

### Section C: Support Staff

A Support Staff Member shall be a person acting in the role of support in the office of a Professional Member and the Support Staff Member must not be acting in a capacity requiring licensure according to his/her state's regulatory licensing law. A Support Staff Member does not vote or hold elective office.

### Section D: Affiliate Member

An Affiliate Member shall be an individual or business entity, which provides products, services or expertise to the residential property management industry. Requirements relating to acceptance into Affiliate Membership and suspension of Affiliate Membership shall be identical to those specified for members, except the following:

1. Affiliate Members are not eligible to vote; however, affiliate members can be a chairperson and can serve in advisory positions to the executive committee or chairpersons or committee members. An affiliate member does not vote or hold elective office.
2. An Affiliate Member does not have to be a Vendor Affiliate member of the National Association.
3. Affiliate Membership does not either directly or indirectly imply and endorsement of the services or products provided by Affiliate Members.

The Chapter shall recognize all NARPM® National Affiliate Members as Affiliate Members of this Chapter.

### Section E: Honorary Member

Honorary membership shall be bestowed upon individuals who, are recommended by the chapter board of directors to the National Association Board of Directors, have rendered or continue to render distinguished service to the Chapter or the profession of property management. Honorary members shall pay no dues or other assessments, and shall be eligible to participate in the usual activities of the association, except they shall be ineligible to vote, hold office or serve as a member of the executive committee.

Section I: Application by Professional, Associate or Support Staff Members:

1. Acceptance into membership: An applicant for membership in a chapter shall first be a member of the national association. A member of the national association may be a member of more than one chapter as long as that member meets all requirements for each chapter membership. New Members must complete a Code of Ethics course of instruction from the National Association of Residential Property Managers to become a Professional Member.
2. Vote: Voting member shall be eligible-to vote in person at the annual meeting of the chapter in which officers are elected. Any member shall be eligible to vote at all meetings of sub-committees upon which the member serves, if any.

Section J: Sustaining Member

A Sustaining Member is an individual who is one of the founding members of the chapter. Requirements relating to acceptance into Sustaining Membership, suspension of Sustaining Membership and/or termination of Sustaining Membership shall be identical to those specified for other members except for the following:

1. A Sustaining Member shall be eligible to vote in person at any regular or special meeting of the chapter.
2. A vacancy in the Sustaining Membership shall not be replaced.
3. The Sustaining Members shall meet once a year to provide counsel and advice to the Board of Directors and sub-committee chairpersons regarding the future trends of the industry and to lend the membership strength in carrying out its charter.

### **ARTICLE III: Suspension, Termination and Resignation of Membership**

#### **Section A: Suspension of Membership**

Suspension of membership shall result in a member being unable to vote in chapter matters for a period of time designated by these or the national association bylaws or, where such discretion is authorized by the national association, for any one of the following reasons:

1. Suspension of membership: Suspension of membership for reasons stated in the Bylaws of the National Association.
2. By notification of the National NARPM® Board of Directors as a result of violations of the Code of Ethics and Standards of Professionalism.

#### **Section B: Termination of Membership**

Membership shall be terminated for reasons identified below. Upon termination, a member shall lose all rights and interests in the chapter and the national association.

1. Resignation:
  - a. Any member, other than Affiliate Member, may resign at any time by forwarding a letter stating such intent to the Chapter and the National Association, if applicable. The letter shall indicate the date on which the resignation is effective. No refund of chapter or national association dues shall be made for any reason.
  - b. Affiliate member may resign at any time by forwarding a letter stating such intent to the Chapter. The letter shall indicate the date on which the resignation is effective. No refund of chapter or national association dues shall be made for any reason.
2. Failure to Pay Obligations: Membership shall terminate automatically when a member fails to pay annual Chapter dues within 60 days of the due date. Members may file a letter of appeal to the executive committee should an extension be needed to pay obligation.
3. Delinquency in Payments: Any member failing to pay sums due to the National Association within 30 calendar days of an invoice due date, shall be considered delinquent. Delinquency status shall remain in effect for one year, or until payment of obligations is made in full, whichever occurs first.
4. By notification from the National Association -to the Chapter executive committee, of a violation(s) of the Code of Ethics and Standards of Professionalism or for non-payment of national annual dues.

#### **Section C: Reinstatement of Membership**

A former member still meeting all membership requirements shall be reinstated:

1. Upon request, if such request is received during the calendar year during which a resignation occurred.
2. Upon request, provided that all financial indebtedness incurred has been paid and is current.

3. After a waiting period of one calendar year from the date of termination as a result of a presidential request or by an action of the board of directors of the national association.
4. Upon request through the normal application procedures, if the resignation occurred beyond the current fiscal year.

## ARTICLE IV: Board of Directors

### Section A: Responsibilities

The chapter executive committee/board of directors, hereinafter known as the committee, shall have responsibility for the management of the chapter and shall exercise all rights and powers not expressly reserved by these bylaws or the bylaws of the national association. Such management responsibilities shall include, but not be limited to:

1. Establishing and implementing an organization framework for the chapter.
2. Establishing new or modifying existing operating rules that are not inconsistent with these bylaws, the bylaws of the national association or their intent. Changes to the bylaws must be submitted to the board of directors of the national association for approval.
3. Establishing annual chapter dues, application fees and special assessments.
4. Establishing new committees and dissolving existing committees.

### Section B: The Executive Committee

All chapter executive committee members should faithfully attend all chapter executive committee meetings, the executive committee, hereinafter known as the committee, shall be composed of six (6) officers as follows:

1. President: The president shall:
  - a. Be the chief executive officer of the chapter.
  - b. Preside at all meetings of the chapter.
  - c. Act as an alternate signatory for funds withdrawn from the chapter account(s).
  - d. Sign all legal documents.
  - e. Undertake responsibility for such other activities as deemed appropriate by the committee.
  - f. Shall ensure the completion of all documentation required by the National Association.
  - g. Serve a term of one year commencing with the beginning of the new calendar year.
  - h. Must be a Professional Member of the Chapter.
  - i. Must attend annual Board Leadership Training offered by the National Association of Residential Property Managers.
2. President-Elect (this position can be a dual position filled by the President): The president-elect shall:
  - a. Act as an alternate signatory for funds to be withdrawn from the chapter account(s).
  - b. Fulfill the responsibilities of the president during his/her absence.
  - c. Replace the president at the end of the fiscal year.
  - d. Automatically accede to the presidency during a calendar year when the presidency becomes vacant.
  - e. Undertake other activities as are deemed appropriate by the president.
  - f. Serve a term of one year commencing with the beginning of the calendar year.
  - g. Must be a Professional Member of the Chapter.
  - h. Must be back up for attendance at annual Board Leadership Training offered by the National Association of Residential Property Managers if the President is unable to attend.

3. Vice-President: The vice-president shall act as the chapter's publications chairperson. In this capacity the vice-president shall:
  - a. Notify all chapter members of upcoming meetings
  - b. Serve a term of one year commencing with the beginning of the calendar year.
  - c. Coordinate speakers and lecturers that are relevant to the residential industry for chapter meetings.
  - d. Undertake responsibility for such other activities as deemed appropriate by the committee.
  - e. Serve a term of one year commencing with the beginning of the calendar year.
  - f. Must be a Professional Member of the Chapter.
  
4. Secretary: The secretary shall:
  - a. Maintain current chapter membership records to coincide with the national association's membership database.
  - b. Record, maintain and distribute minutes of all regular and special meetings of the committee as appropriate.
  - c. File all federal, state and local reports as needed.
  - d. Undertake responsibility for such other activities as deemed appropriate by the committee.
  - e. Serve a term of one year commencing with the beginning of the calendar year.
  - f. Must be a Professional Member of the Chapter.
  
5. Treasurer: The treasurer shall:
  - a. Be a signatory for all funds withdrawn from chapter account(s).
  - b. Distribute annual renewal notices for chapter dues and special assessments.
  - c. Deposit all funds into a federally insured financial institution.
  - d. Prepare a financial report for the committee upon request.
  - e. Prepare an end-of-fiscal year report for the national association.
  - f. File tax and other financial reports with the appropriate government agencies.
  - g. Undertake responsibility for other such activities as deemed appropriate by the committee.
  - h. Serve a term of one year commencing with the beginning of the calendar year.
  - i. Must be a Professional Member of the Chapter.
  
6. Past President
  - a. Shall serve as Chairman of the Nominating Committee
  - b. Undertake responsibilities as assigned by the President
  - c. Serve a term of one year commencing with the beginning of the calendar year.

## **ARTICLE V: Eligibility, Nominations, Elections, Terms of Office and Vacancies**

### **Section A: Eligibility**

To be eligible to serve as a chapter officer, an individual shall be a member in good standing with both the chapter and the national association. Furthermore, the chapter member must be willing to fulfill the duties of the office to which he/she is elected, including those duties relating to the national association.

### **Section B: Notification of Members**

Chapter members shall be notified in writing, or electronically if approved by the Chapter Executive Committee, of the pending election and nominations solicited from chapter members at least thirty (30) days prior to the end of the calendar year. Nominations shall be done in two ways:

- a. Write-in: Any member who writes in the name of a nominee shall provide a signed letter from the individual so nominated indicating the said individual's willingness to serve if elected and signed by five percent (5%) of the professional chapter members.
- b. In Person: Any member who is present during the electoral process can be nominated.

### **Section C: Elections**

Elections shall be conducted no later than the September chapter meeting, or electronically no later than the month of September, if approved by the chapter executive committee, prior to the end of the calendar year.

1. Presiding Authority: The outgoing president shall conduct the election. The outgoing president can delegate the electoral process to the president-elect or any other chapter member provided that member is not a nominee.
2. Nominating Committee – The immediate past president shall serve as chair of the nominating committee and the President shall appoint the other two members of the committee. The recommendation of the Nominating Committee shall be approved by the Inland Northwest Counties Chapter Executive Committee and presented to the membership for final vote.
3. Uncontested Offices: The presiding authority shall identify those offices for which there is only one nominee. Upon a motion to close the nominations for such offices, that nominee shall be considered duly elected.
4. Contested Offices: In the case of contested office(s), each office shall be dealt with through a ballot presented to those who are in attendance at the chapter meeting, or electronically if approved by the chapter executive committee. The nominee receiving a simple majority shall be elected to the position.

### **Section D: Term of Office**

An officer's term of office shall commence with the beginning of beginning of the chapters calendar year and conclude at the end of the same.

### **Section E: Vacancy**

An office shall be declared vacant when an officer:

1. Resigns that office through written notification to the president or the secretary.
2. Is no longer eligible for membership in the chapter or the national association.
3. Is no longer capable of fulfilling duties of the office involved.

Section F: Filling a Vacated Office

In the event that the position of president is vacated, the president-elect shall automatically fill that position and shall continue to serve as both president and president-elect. In the case of other officers, a vacated office shall be filled:

1. When: When more than three (3) calendar months remain before the next election at which the vacancy shall be filled.
2. Procedure: By an individual nominated and approved by the executive committee.

## **ARTICLE VI: Meetings, Locations and Majority Rules**

- Section A: The executive committee shall meet with the same frequency as the chapter meetings, or at a time approved by the chapter executive committee, no fewer than four (4) meetings annually.
1. Notice of Regular Meeting: With the advice and consent of the president, the secretary shall notify all members of the executive committee of the date, time and place by regular letter mailed to each member of the committee.
  2. Waiver of Notice: Attendance by any member of the executive committee at a regularly scheduled meeting at which date, time and place is established for the next meeting shall constitute a waiver of notice of the next regular meeting of the committee.
  3. Electronic Meetings: If approved by the chapter executive committee, meeting can be held electronically in order to conduct the business of the chapter.

Section B: Location

All meetings of the chapter shall be held within the geographic definition of the chapter. All meetings of the executive committee shall be held within the geographic definition of the chapter unless otherwise waived by all the members of the executive committee. Annual meeting location of the Chapter shall be approved by the Executive Committee.

Section C: Quorum

1. A Majority of the executive committee officers in attendance shall constitute a quorum.
2. Quorum: A quorum to conduct business by the members shall be 10% of the member eligible to vote at a regularly scheduled meeting. A chapter event can be held without a quorum but no business can be conducted

Section D: Simple Majority Vote

All actions and decisions of the executive committee shall be made official by simple majority vote of the members present at any regular or special meeting of the committee, unless otherwise precluded by law.

## **ARTICLE VII: Committees**

### **Section A: Appointment**

Except as otherwise stated in these bylaws or the bylaws of the national association, the chairpersons and members of all sub-committees shall be appointed by the president with the advice and consent of the executive committee.

### **Section B: Responsibilities**

Committees shall undertake such responsibilities as are identified in these bylaws or as may be assigned to them by the president with the advice and consent of the executive committee. No sub-committee may take any action on behalf of or representative of the chapter unless specifically authorized by the executive committee.

### **Section C: Creation and Dissolution**

The president, with the advice and consent of the executive committee, shall have the authority to create and dissolve sub-committees according to the needs of the chapter.

## **ARTICLE VIII: Code of Ethics & Standards of Professionalism**

### Acknowledgment and Enforcement

As a condition of membership all Professional Members of NARPM® must complete a NARPM® Code of Ethics training once within a four year period, beginning January 1, 2012, and each four year period thereafter. Each Professional Member of the association is required to complete a NARPM® approved ethics training either in classroom or through other means as approved by the board of directors of NARPM® National.

Failure to satisfy this requirement will result in the professional members reverting to an associate member until course is completed.

#### Section A: Acknowledgment

A Chapter Charter is granted only upon the acknowledgment that the chapter members shall:

1. **Be familiar with Code:** Read and be familiar with the applicable Code of Ethics to which continual adherence is mandatory for continuation of a Chapter Charter and individual membership.
2. **Be Unopposed to Application:** By receipt of the Chapter Charter, the chapter does hereby formally agree to not take any legal action(s) against the national association, its officer(s), director(s), committee chairperson(s), committee member(s) or the chapter, its officer(s), sub-committee chairperson(s) or sub-committee member(s) for any prescribed action identified by these bylaws or the bylaws of the national association taken for the purpose of enforcing the applicable Code of Ethics and Standards of Professionalism.

#### Section B: Enforcement

It is the duty of the President of the chapter to report all violations to national association's Code of Ethics and Standards of Professionalism to the national association's grievance committee.

## **ARTICLE IX: Financial Considerations**

### **Section A: Calendar Year**

The chapter's financial year shall be a calendar year.

### **Section B: Chapter Dues**

A The Chapter may charge annual and pro-rated dues, subject to approval by the national association, as outlined below:

1. **Payable:** Dues for local chapters are payable no later than January 1 of each year.
2. **Non-payment of Dues:** Failure to pay the annual chapter dues within sixty (60) days after the first day of the year shall result in automatic termination of chapter membership unless there are extenuating circumstances.
3. **Member Dues:** The amount of the Chapter dues for all members and each class of membership shall be established annually by the board of directors during the budgeting process.
4. **Affiliate dues:** The amount of local chapter dues for Affiliate dues shall be established annually by the board of directors during the budgeting process. The chapter will charge dues to National Affiliate members.
5. **Late Fees:** Any payment received after the due date will be considered late, and a late fee will be assessed. The Board of Directors must approve any schedule of late fees or returned check fees during the budgeting process.

### **Section C: Special Assessments**

Special Assessments may be established by the executive committee and imposed upon its chapter members and/or affiliate members for a specific funding purpose. The purpose and amount of any special assessment shall be announced at a regular or special meeting of the chapter prior to the imposition of such an assessment. No more than one special assessment may be imposed in any calendar year.

### **Section D: Budget**

The treasurer, in conjunction with the executive committee, shall prepare an itemized budget of income and expenses for each calendar year. The budget shall not exceed the chapter's ability to pay the same and shall be approved by the Chapter Executive Committee or Board of Directors.

### **Section E: Non-Binding**

The chapter shall not have any authority to financially obligate or bind the national association for any reason.

## **ARTICLE X: Proposals and Procedures for Amending**

### **Section A: Proposals**

Amendments to these bylaws may be proposed by any chapter member or board of director of the national association at any time through a letter addressed to the executive committee and presented or mailed to the secretary. Any proposal shall be studied by the entire executive committee or an officer of the executive committee or by a sub-committee created and/or assigned for that purpose as appointed by the president.

### **Section B: Procedure for Amending**

The entity assigned for the purpose of reviewing proposed Bylaw revisions shall present the proposed amendment to the executive committee with its findings and proposed recommendations of actions. A two-thirds majority of the Executive Committee is necessary in order to amend these bylaws.

Once approved by the Chapter Executive Committee, amendments shall be subject to approval by the board of directors of the national association prior to their implementation or adoption by the chapter and a final copy of these bylaws are to remain on file at national's office.

## **ARTICLE XI: Miscellaneous**

### **Section A: Invalidity**

The invalidity of any provision of these bylaws shall not impair or affect in any manner the validity, enforceability or affect of the remainder of these bylaws.

### **Section B: Waiver**

No provision of these bylaws shall be deemed to have been abrogated or waived by reason of any failure to enforce the same, regardless of the number of violations or breaches which may have occurred.

### **Section C: Hold Harmless and Indemnify**

The chapter shall hold harmless and indemnify members of the executive committee, officer(s), sub-committee chairperson(s) and sub-committee members, as well as the national association, its board of directors, officers, chairpersons and committee members who are acting within the scope of their responsibilities, duties or these bylaws.

### **Section D: State Laws**

These bylaws may be amended to conform and comply with the laws, statues, rules and regulations of the governing bodies of local, county and/or state authorities that have jurisdiction. Should amendments to these bylaws be required by Washington or Idaho state law, Chapter shall notify the National Association of said amendments but no further action will be required.

### **Section E: Dissolution**

Should the membership vote by majority to dissolve the operations of the Chapter, all remaining funds in the treasury will be sent to the National Association of Residential Property Managers.

Department of the Treasury  
Internal Revenue Service

for Tax-Exempt Organization not Required to File Form 990 or 990-EZ

2019

Open to Public Inspection

**A** For the **2019** Calendar year, or tax year beginning **2019-01-01** and ending **2019-12-31****B** Check if available

- 
- Terminated for Business
- 
- 
- Gross receipts are normally \$50,000 or less

**C** Name of Organization: **INLAND NW COUNTIES NATIONAL****ASSOCIATION OF RESIDENTIAL PROPERT****PO Box 1446, Sandpoint, ID,  
US, 83864****D** Employee IdentificationNumber **90-1180700****E** Website:**F** Name of Principal Officer: **Bryan Gwynn****505 W Riverside Ave 500,  
Spokane, WA, US, 99201**

**Privacy Act and Paperwork Reduction Act Notice:** We ask for the information on this form to carry out the Internal Revenue laws of the United States. You are required to give us the information. We need it to ensure that you are complying with these laws.

The organization is not required to provide information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. The rules governing the confidentiality of the Form 990-N is covered in code section 6104.

The time needed to complete and file this form and related schedules will vary depending on the individual circumstances. The estimated average times is 15 minutes.

**Note:** This image is provided for your records only. Do Not mail this page to the IRS. The IRS will not accept this filing via paper. You must file your Form 990-N (e-Postcard) electronically.



**Inland Northwest NARPM® Chapter**

**2020 Budget**

<b>INCOME:</b>	
Professional/Associate/Support Membership Fees	2,600
Affiliate Membership & Sponsorship Fees	500
Meeting Income (25 people x 6 meetings)	3,000
Continuing Education Income	0
Chapter Grants: RE Forum, Education	500
Other: 25% Education sponsorship from National, Reimbursements	550
Other: Charitable Donations	3200
<b>Total:</b>	<b>10,350</b>

<b>EXPENSES:</b>	
Meeting Expenses (room, food, etc) (Food \$12.50/person)	1,875
Marketing Expenses (newsletter, postage, etc)	500
Education Expenses (speaker, equipment, room, lunch)	1,000
Legal & Accounting (tax return, corporation fees)	100
Officer Travel (to national events)	1300
Charitable Contribution (Raised from holiday party)	3,200
Other: Real Estate Forum	500
Permits and Licenses	10
Social Events	300
Other:	
<b>Total</b>	<b>8785</b>

<b>Profit</b>	<b>\$1565</b>
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**Inland Northwest NARPM® Chapter**

**2020 Budget**

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**Inland Northwest Chapter  
National Association of Residential Property Managers  
General Membership Meeting  
September 25, 2019**

NARPM General Meeting called to order at 12:00pm by  
President Jeannette Gordon

Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Membership Rawley Harrison, Legislative Eric Bessett

Excused: ?

Members: 16

Affiliates: 3

Guests: 3

Met at Center Place, 2426 N Discovery Place, Spokane Valley, WA 99126

Welcome Members and Guests

**Mission**

NARPM® provides resources for residential property management professionals, who desire to learn, grow and build relationships

**Vision**

NARPM® will be the recognized leaders in the residential property management industry.

**Introductions**

- New Member Suzie Ramsey, Ramsey Agency American Family Insurance
- New Member: Sheri Dickinson, Northwest Bank
- New Member: Robert Mueller and Scott Lohman, Fairchild AFB

Code of Ethics Article 10 (see reverse side)

**Leadership Reports-2020 Executive Board**

- President: Jeannette Gordon
  - Pres-Elect: Bryan Gwynn
  - Secretary: Candace Leach
  - Treasurer: Bryan Gwynn
1. Committee Reports
    - DOTH (Day on the Hill) name changed to NARPM Legislative Days
    - Statewide rent control passed in CA & OR. What does it mean for us? Not in Washington in 2020
  2. Speaker: Cole Hockett with ACRAnet
  3. Continuing Ed Class: Nov 14, 2019. Personnel Procedures: Vickie Gaskill Working on getting her class approved for CE credits, go to narpm website to register.
  4. Q & A
  5. Announcements

## 6. Next Meetings

- Oct 14-18: National NARPM Conference, Phoenix AZ
- October 23: Regular Chapter Meeting
- November 14: Class Personnel Procedures. Vickie Glaskill.
- December: Holiday Party TBD

2019 Inland Northwest Chapter Leadership:

President: Jeannette Gordon 509-595-0404 [jeannette@pullman.com](mailto:jeannette@pullman.com)

Secretary: Bryan Gwynn

Treasurer: Joel Tampien

Past President: Ned Brandenburg

Membership: Rawley Harrison

Education: Maria Trunkenbolz

Legislative: Eric Bessett

Hospitality/Meetings: Maria Trunkenbolz

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM® membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

## Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

### STANDARDS OF PROFESSIONALISM

**10-1** Regardless of the type of media used, advertising content shall be truthful and honest at all times.

**10-2** No property shall be offered as "For Rent" without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.

**10-3** Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.

**10-4** All marketing materials, whether printed or electronic, shall comply with applicable laws and licensing requirements.



## Inland Northwest NARPM® Chapter Agenda

October 22, 2019

NARPM General Meeting called to order at 12:00pm by

President Jeannette Gordon

Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Legislative Eric Bessett

Excused: ?

Members:

Affiliates:

Guests:

1. Welcome Members and Guests
2. Purpose & Overview

### Mission

NARPM® provides resources for residential property management professionals, who desire to learn, grow and build relationships

### Vision

NARPM® will be the recognized leaders in the residential property management industry.

3. Introductions: One new member Bruce
4. Code of Ethics-Article 11 (see back side)
5. Leadership Reports-National Conference
  - Attend by Maria Truckenbolz, Jeannette Gordon and Bruce?
  - All attendees highly recommend going to the conference, Broker owner or National conference. Chapter benefits by your attendance.
6. Committee Reports
7. Kathy Nichols-Update on Portable Screening Reports
8. Eric Steven-Recent class action lawsuits
9. Q & A / Sharing of Information
10. Announcements
11. Next Meeting
  - November 14, 2019-Personell Procedures class. Taught by Vicki Glasgill. Eric is still working on getting CE hours for this class. Update to be in the next couple of weeks.
  - December-Holiday party. More info coming.
  - January RVP will come for the installation of officers. Mellissa Sherone will be in town.

Inland Northwest Chapter Leadership:

President: Jeannette Gordon 509-595-0404 [jeannette@pullman.com](mailto:jeannette@pullman.com)

Secretary: Bryan Gwynn

Treasurer: Joel Tampien

Past President: Ned Brandenburg

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## **Article 11: RESPONSIBILITY TO NARPM® AND THE PROFESSION**

*The Property Manager shall comply with all policies and pronouncements of NARPM® and all relevant laws and rules of the jurisdiction in which he or she works, and shall strive to stay informed of and to educate others about relevant matters affecting the property management field.*

### **STANDARDS OF PROFESSIONALISM**

- **11-1** The Property Manager shall strive to improve the property management profession and NARPM® by sharing with others his or her lessons of experience for the benefit of all.
- **11-2** The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.
- **11-3** The Property Manager shall maintain his or her real estate license, as required by the jurisdiction in which he or she works.
- **11-4** The Property Manager shall abide by NARPM®'s bylaws and other policies and procedures of NARPM®, and shall seek to avoid doing harm to the organization.
- **11-5** The Property Manager shall ensure that all electronic communication and marketing he or she prepares is professional with respect given to the recipients.
- **11-6** The Property Manager shall act with integrity, good faith, and professionalism in connection with all NARPM® and NARPM® Chapter activities.



**Inland Northwest Chapter  
National Association of Residential Property Managers  
General Membership Meeting  
September 26, 2018**

NARPM General Meeting called to order at 12:00pm by  
President Jeannette Gordon

Present: Vice President Maria Trunkenbolz, Secretary Bryan Gwynn, Treasurer Joel Tampien

Excused:

Members: ?

Affiliates: ?

Guests: ?

Met at CenterPlace, 2426 N Discovery Place, Spokane Valley, WA 99126

Jeannette pointed members to the Anti-Trust Statement and the NARPM Mission and Vision statement. Also printed on agenda was Article 9: Relation with other property managers.

Talk about growing the chapter, asked all members to bring guess and help grow the chapter.

Reviewed NARPM source of income, let members know it's on the NARPM website

Introduced Ken Barr from NARPM Boise He is our ambassador

Installation of officers

Chapter Leaders introductions. Board Elected:

- President: Jeannette Gordon
- Pres Elect: Sandy Sanford
- Past Pres: Ned Brandenberger
- Treasurer: Joel Tampien
- Secretary: Bryan Gwynn

Named Chris Rich with CTR as our affiliate liaison chair.

Our speaker this month was Michael Merrell. He talked about the new tax regulations.

Committee Reports: None

Review the city council meeting: 90 day notices, city changing zoning to increase new builds, homelessness, just cause evictions.

Announcement:

- a. Day on the hill coming up
- b. Feb 21<sup>st</sup> RMF
- c. Feb 23<sup>rd</sup> to 25<sup>th</sup> Broker owner
- d. April 16<sup>th</sup> to 18<sup>th</sup> Washington state NARPM conference held at Davenport Grand in Spokane WA.

Next meeting Feb 27<sup>th</sup> 2019

Meeting adjourned at 1:15pm.

Bryan Gwynn

Secretary



**Inland Northwest Chapter  
National Association of Residential Property Managers  
General Membership Meeting  
February 27, 2017**

NARPM General Meeting called to order at 12:00pm by  
President Jeannette Gordon

Excused:

Members: 12

Affiliates: 7

Guests: 4

Met at CenterPlace, 2426 N Discovery Place, Spokane Valley, WA 99126

Jeannette read the Anti-Trust Statement and the NARPM Mission and Vision statement. Also printed on agenda was Article 10: Truth in Advertising

Five Minutes of Fame (affiliate spotlight): None

Introductions

Our speakers this month were Chris Rich from CTR, Adam Cummings with Capstone Construction and Brandon Ruppert with ServPro. They spoke on restoration company procedures and specifically about water intrusion, fires and mold. Tips and tricks to keep these things to a minimum.

Committee Reports: WA State Conference update from Maria Trunkenbolz. Education classes on Apr 16 and 17. Conference on 18<sup>th</sup>. Casino night on the 17<sup>th</sup>. There will be 12 breakout sessions.

Maria also gave an update on the Spokane RE Forum. We hosted a table for NARPM.

We had a short discussion during the Q&A on whether to require that smoke detectors older than 10 years were being replaced or were people just waiting for them to quit working.

Reminders:

- a. April 16-18: 2019 WA State conference will be in Spokane at the Davenport Grand Hotel.
- b. May 13-14: National NARPM Day on the Hill
- c. March 27: Next General Meeting. Speaker will be Eric Steven with Eric Steven Law.

Meeting adjourned at 1:00pm.

Respectfully submitted,  
Jeannette Gordon  
President