

Department of the Treasury
Internal Revenue Service

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

2017

Open to Public Inspection

A For the **2017** Calendar year, or tax year beginning **2017-01-01** and ending **2017-12-31****B** Check if available☐ Terminated for Business☒ Gross receipts are normally \$50,000 or less**C** Name of Organization: **PHOENIX METRO CHAPTER OF
NARPM****1212 Baseline, Tempe, AZ,****US, 85283****D** Employee Identification
Number **45-3631696****E** Website:**F** Name of Principal Officer: **Erin Buchanan****1212 Baseline, Tempe, AZ,****US, 85283**

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.

From: NARPM Phoenix Metro Chapter <president@narpmphoenix.com>
Sent: Thursday, March 8, 2018 4:48 PM
To: kim@kimberlyayers.com
Subject: NARPM® Phoenix Metro News: 10 Legal Disclosures I Include in My Rental Applications

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10 Legal Disclosures I Include in My Rental Applications

March 2018

To be successful in the business of landlording, you have to know that the person who you are entrusting with your investment is going to care for your property and help you prosper in this business, rather than assist you going down in flames.

The legal part of the application is where the landlord covers their hiney and makes sure the applicant is fully aware of what happens with the information they supplied. To avoid any misunderstandings, I make sure my application includes the following information.

1. The Applicant's Assurance

The applicant agrees that the information in their application is true and that an incomplete application or information discovered to be false is grounds for denial.

What landlord wants a tenant who lies from the very beginning?

2. The Application Fee

This is where the applicant is told in writing that their application fee is non-refundable and will be used to cover the landlord's costs to verify the information they have listed on their application.

3. Permission to Contact

Here the applicant is made aware of who the landlord (or the landlord's representative/agent) will be contacting to obtain information as to whether the applicant is a suitable candidate for tenancy. Really, the applicant simply gives the landlord permission to contact whomever they deem necessary.

NARPM® Meetings & Events

March 15 - ADRE Education Advisory Council - 10AM - 12PM - [Find out more>>](#)

March 20 - 22 - 2018 AZ REALTOR Convention. [Find out more>>](#)

March 29th - Chapter Meeting - Handling Intntl Clients - 12-4PM at PRS Hangar - [Find out more >>](#)

April 9 - 12 - 2018 Broker Owner Conference. [Find out more>>](#)

Service & Social

March 30 - April 1 - Annual Camping Trip - [Find out more>>](#)

Meeting Minutes

[February Board Meeting Minutes](#)
[February Membership Meeting Minutes](#)

4. Liability

Make sure to include a clause that releases the landlord from any consequences that arise from screening the applicant.

5. Extended Authorization

We like to include a line or two that the information supplied by the applicant on the application may be used at any time during their tenancy or after their tenancy has ended. The information on the application is especially helpful for collecting debts after a tenant has vacated.

6. Consumer Report Information

If the landlord will be collecting a consumer report (for the background and credit check), the applicant must be given the name and address of the agency and told of their right to obtain a copy and dispute the accuracy of the report in the event of their denial.

7. Holding Fee

If the tenant is approved, provide the terms of when the security deposit, also known at this point as the "Holding Fee," or "Deposit to Hold" must be paid to guarantee their position.

We allow our tenants 24 hours from the time of approval to supply the holding fee and also sign the Deposit to Hold Agreement, which states the specifics of how long the unit will be held for the applicant, as well as the consequences should they fail to meet all of their obligations and perform by the given date. No tenancy is guaranteed to the applicant until they have been approved and have paid the holding fee.

8. Failure to Perform

Should the tenant fail to supply the holding fee for the rental within the specified time period (24 hours), the applicant is made aware that the rental will be made available to other applicants.

9. Move-in Requirements

This is where the tenant is made aware of what will be required of them after they are approved and before they are given keys, such as paying all move-in funds, deposits, fees, transferring utilities, signing a lease, and so forth.

10. Grounds for Denial

Finally, the applicant needs to be made aware that if they fail to meet the minimum standards for qualification due to information received from any sources or if they fail to perform during the application process, they will be denied.

by [Brandon Turner](#) | [BiggerPockets.com](#)

*If you have an article that you have written and would like to include it in this monthly newsletter please submit it to marketing@narpmphoenix.com

NARPM Board of Directors Serving You in 2018

President:	Chris Lopez	president@narpmphoenix.com
Pres Elect:	Sandy Baber	sandy@sandybaber.com
Past Pres:	Russell Hathcock	russ@myevpm.com
Treasurer:	Erin Buchanan	treasurer@narpmphoenix.com
Secretary:	Kim Ayers	secretary@narpmphoenix.com
Education:	Kelly Kowalski	education@narpmphoenix.com
Affiliates:	Eric Evans	affiliates@narpmphoenix.com

Pay National & Local Dues

[National Dues](#) - \$295 pay

[Local Professional Member Dues \\$40](#)

[Local Affiliate Member Dues \\$100](#)

Thank You to our Lunch Sponsor!

Thank you to [Filter Easy](#) for sponsoring our February lunch! It was a great success! Please show your appreciation by visiting their website to see how they can help you.



Affiliates, are you interested in sponsoring a 2018 chapter meeting or another event? This is a great way to get exposure. Contact our Affiliate Chair at affiliates@narpmphoenix.com.

New Members

We'd like to welcome these new members to the Phoenix Metro Chapter. If you see them at a meeting, introduce yourself and let them know you're glad they joined!

Professional Members

Heena Khatri - UrbanCiti Realty & PM
Kate Roth - All County Prestige PM
Richard Shoap
Jennifer Bell - Lux Home Realty
Lauren Brooks - Independence Capital PM
Kimberly Marble - Great Homes Realty

Invite local property management professionals to join you as a guest at one of our upcoming meetings or events!

Affiliate Members

Randy Foster - RM Interiors & Design
Kent Rini - GrimeBusters USA
Dave Howard - 1st Choice General Contracting

Invite your favorite service vendors to become affiliate members of our chapter!

If you would like to have a conversation about joining NARPM®, please contact our Membership Chair, Sandy Baber (membership@narpmphoenix.com).

Marketing: *Russell & Chris* marketing@narpmphoenix.com
Social: *Kelly Kordick* social@narpmphoenix.com
Membership: *Sandy Baber* membership@narpmphoenix.com
Legislature: *Wade Denman* legislature@narpmphoenix.com

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***Volunteer opportunities are still available. Contact President Chris Lopez to find out how you can help.**

NARPM Phoenix Chapter 1212 E Baseline Rd Tempe , Arizona 85283 United States

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From: NARPM Phoenix Metro Chapter <president@narpmphoenix.com>
Sent: Friday, April 13, 2018 2:18 PM
To: kim@kimberlyayers.com
Subject: NARPM® Phoenix Metro News: What is Right to Manager?

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Right to Manage: an introductory guide for landlords & tenants

April 2018

"Right to Manage" is arguably one of the lesser known pieces of legislation affecting both tenants and landlords. A product of a piece of government legislation in 2002, The Commonhold and Leasehold Reform Act, "Right to Manage" is a very useful, potentially vital piece of legislation for arbitrating tenant/landlord disputes. Tenants and landlords alike need a good working knowledge of Right to Manage. In this post, we're going to take you through the key components of Right to Manage, and its associated impact on tenants and landlords alike.

How does "Right to Manage" work?

Right to Manage is designed to allow tenants of a leasehold flat, or block of flats, to assume control of the management of the block if they become dissatisfied with the service provided by their landlord. However, it's worth bearing in mind that tenants can invoke Right to Manage even if the landlord's level of service has actually been quite good (there's no pre-requisite for tenants to prove that a landlord has been irresponsible or negligent). It's important for tenants who are thinking of invoking "Right to Manage" to understand that **it only applies to leasehold flats, not leasehold houses**.

Right To Manage gives tenants the statutory right to set up their own property management company, which will then assume responsibility for the day-to-day management of a block. This company is referred to, unsurprisingly, as a right to manage company.

Arguably the biggest benefit of Right to Manage is that it requires neither a court order, nor the express permission of the landlord in order for tenants to take advantage of it. All that is required to

NARPM® Meetings & Events

April 25 - AZ Dept RE - Advisory Board. [Find out more>>](#)

April 26 - Chapter Meeting - CE Mysteries of ARLTA. [Find out more>>](#)

May 9 - Legal Hotline & Trends in PM. [Find out more>>](#)

May 9 - PM & NAR Code of Ethics. [Find out more>>](#)

May 11 - CRPM Advance PM Bootcamp. [Find out more>>](#)

May 17 - Chapter meeting - [Find out more>>](#)

May 22 - CRPM - PM The Rules. [Find out more>>](#)

Service & Social

To Be Determined

undertake a Right to Manage takeover of a property is for the tenants to serve the landlord with written formal notice of their intention to do so.

What are the qualifications for Right to Manage?

It's important to find out if your building, and the tenants occupying it, are eligible to invoke Right to Manage before coming to a decision. There are a few considerations that tenants thinking of invoking Right to Manage need to bear in mind.

- Right to Manage is not applicable where the tenants' immediate landlord is a local authority.
- Right to Manage can be invoked in the case of part-commercial properties, but no more than 25% of the floor area can be used for commercial purposes.
- Right to Manage can be invoked where the landlord, or the freeholder, occupies the flat, or has done for twelve months or more.

Setting up a Right to Manage company

It's also worth noting that there are a few minimum stipulations that your Right to [Manage company](#) needs to meet in order to successfully bid for control of, and take over, the management of the block. These include:

- The required number of eligible tenants must be equal to at least half the number of flats in any building.
- The Right to Manage comprises a certain building; this means that any estate comprising multiple blocks would have to make separate Right to Manage applications for each building in the block.

It's also important to bear in mind that the Right to Manage can only be invoked by a valid RTM company, meaning that this company, and its operations, must be fully established before any RTM bid can be deemed successful. This means that the company must have, among other things, Articles of Association and shareholders. Among other things, the company will have to stay in place, even if the tenants change over time.

The responsibilities of a Right to Manage company

It's important for tenants thinking about forming a Right to Manage company to understand that, in taking over the management of the leasehold, they also assume the responsibilities once held by the landlord. These include, but are not limited to:

- The company's requirement to comply with a wide range of health and safety, housing and company legislation.
- Any RTM will have a duty to remain solvent, and must therefore ensure that all leaseholders are not going to default on any payments.
- The RTM company must decide on how it is going to direct maintenance and the general upkeep of the block. All matters relating to the provision of services, repairs and renovations in the flats must be dealt with by the RTM company to a sufficient standard; this is especially the case if tenants are forming a company to replace a dissatisfactory landlord.

It's important for tenants to decide why they want to take over administration from an existing landlord before they begin the application process.

Meeting Minutes

[March Board Meeting Minutes](#)

[March Membership Meeting Minutes](#)

Pay National & Local Dues

[National Dues](#) - \$295 pay

[Local Professional Member Dues \\$40](#)

[Local Affiliate Member Dues \\$100](#)

Thank You to our Lunch Sponsor!

Thank you to [Randy Foster](#) (480-689-3285) & [RM Interiors Flooring](#) for sponsoring our March lunch! It was a great success! Please show your appreciation by visiting their website to see how they can help you.



Affiliates, are you interested in sponsoring a 2018 chapter meeting or another event? This is a great way to get exposure. Contact our Affiliate Chair at affiliates@narpmphoenix.com.

New Members

We'd like to welcome these new members to the Phoenix Metro Chapter. If you see them at a meeting, introduce yourself and let them know you're glad they joined!

Professional Members

Henry Johnson - Lynx Realty

By John Stuart

*If you have an article that you have written and would like to include it in this monthly newsletter please submit it to marketing@narpmphoenix.com

2018 NARPM Camping Trip

The 2018 Annual NARPM camping trip was a huge success! Thank you to the following sponsors for making it possible!

- Firewood- Eric with **Phoenix EZ-Keys**
- Pulled Pork smoker for dinner Saturday night- Donnie with **Crescent Mechanical**
- Chicken wing smoker for Saturday appetizers- Kelly with **SERVPRO of Mesa East**
- Corn Hole Game- Lou with **RentZap**



We hope to see you next year!!

NARPM Board of Directors Serving You in 2018

President:	Chris Lopez	president@narpmphoenix.com
Pres Elect:	Sandy Baber	sandy@sandybaber.com
Past Pres:	Russell Hathcock	russ@myevpm.com
Treasurer:	Erin Buchanan	treasurer@narpmphoenix.com
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Social:	Kelly Kordick	social@narpmphoenix.com
Membership:	Sandy Baber	membership@narpmphoenix.com
Legislature:	Wade Denman	legislature@narpmphoenix.com

***Volunteer opportunities are still available. Contact President Chris Lopez to find out how you can help.**

Invite local property management professionals to join you as a guest at one of our upcoming meetings or events!

Affiliate Members

Giorgio Philips - Just-In Time Moving
Tony Kaufman - Varsity Pest Control

Invite your favorite service vendors to become affiliate members of our chapter!

If you would like to have a conversation about joining NARPM®, please contact our Membership Chair, Sandy Baber (membership@narpmphoenix.com).

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NARPM Phoenix Chapter 1212 E Baseline Rd Tempe , Arizona 85283 United States

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PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

May 10th, 2018 @ 9:00 am – 9:30 am @ Bennett

NOTES

Call to Order – 8:59 am

Opening Remarks

- Feedback on April's Chapter Meeting
 - o Wade's Presentation
 - Would like to have Wade put his information in writing so we can upload to Facebook/Website
 - Chris will assist Wade and write something up about SB 1376

Secretary's Report – Kim Ayers

All approved

Treasure's Report – Erin Buchanan

- Monthly Report (\$8,009.43 / 5/08/2018)
- We have collected most dues.

President – Chris Lopez

- Marketing for RMP Class Ideas
 - o Local Chapters
 - National will send out a brochure to all local chapters
 - o We need a minimum to make this work
 - We have 10 people who signed up, but we really should have 20
 - Russ did put all the NARPM classes being held in Arizona on the website
 - Russ will send out an email blast to all members
- Vendor Fair / Oct 2018

President Elect – Sandy Baber

- Membership Report / Absent

Old Business

- Open Discussion

New Business

- Open Discussion
- Russ will send out the email reminder for the chapter meeting today

Adjourn – 9:23 am

PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

Sept 13th, 2018 @ 9:00 am – 9:30 am @ Bennett

NOTES

Call to Order – 8:56 am

Opening Remarks

Chris Lopez

Dick Rosen

Sandy Baber

Erin Reed

Kim Ayers

Ian Parkins

Brian Coughlin

- Feedback on Aug Chapter Meeting
 - o No feedback

Secretary's Report – Kim Ayers

Having issues logging into the Wordpress website

Treasure's Report – Erin Buchanan

- Monthly Report (\$8,311.18 as of 9/11/2018)

President – Chris Lopez

- Committee Meeting
 - o Items to present
 - Vendor Fair / Oct 2018
 - Doing a “stay vacation” for one of the grand prizes
 - We have only 10 vendors signed up
 - Commission Lowe is going to show up 12-12:30pm
 - Looking to increase member attendance
 - Working with Matt for room set up/tables
- Motion to Approve
 - o Vendor Fair Budget
 - PHX NARPM to host lunch & refreshments - \$750
 - Prizes or Giveaways - \$500 value (TBD)
 - Total - \$1,250

- All approved budget
- Ideas on Marketing & Infusion Soft
 - o Presentation by Brian Coughlin.
 - o Ian did a phone interview with random members to find out what members think of NARPM
 - Feedback –
 - Education/community is good
 - People feel left out
 - Education changes/idea
 - Suggestions
 - Set up a private Facebook page
 - o All approved motion to set up private Facebook page
 - o Find moderators to monitor the page
 - Engagement & Excitement
 - o Send out email newsletters more frequently
 - Test using Mail Chimp
 - \$10 per month
 - o Eventbrite – suggest to use for the next registration event
 - Would like to test for the Vendor Fair
 - o All approved motion to test Mail Chimp & Eventbrite

New Business

- Candidates for the Slate 2019 Officers
 - o Chris reviewed the Preliminary Slate

Old Business

- Open Discussion

Adjourn – 9:34 am

PHOENIX NARPM COMMITTEE MEETING

Mesa, AZ

Sept 13th, 2018 @ 9:30 am – 11 am @ Bennett

AGENDA

1. Call to Order - 9:41 am
 - a. Chris Lopez
 - b. Sandy Barber
 - c. Kristi Zundel
 - d. Ian Parkins
 - e. Brian Coughlin
 - f. Sharon Wilson
 - g. Eric Evans
 - h. Erin Reed
 - i. Kelly Kordick
 - j. Dick Rosen
 - k. Anne McCauley
 - l. Kim Ayers
2. Opening Remarks
3. Approval of Aug 2018 Committee Meeting Minutes / Kim Ayers
4. Discussion / Feedback on Aug Chapter Meeting
5. Treasure Report – Erin Buchanan
 - a. \$8,311.18 9/11/2018
6. Membership – Sandy Baber / Ian Parkins
 - a. Current membership & New members
 - i. We are growing steadily
 - ii. Sandy or Chris needs to call National to make sure that when a member signs up, we get an email
 - iii. A person can sign up to NARPM on a national level but not a local level. If they do not sign up to a local chapter, they can still attend meetings but eventually will have to sign up to a local chapter in order to receive the benefits of the free CE classes
 - iv. Ian did a survey with some chapter members.
 1. Feedback
 - a. Love the CE credits, PM Designations
 - b. Input has not been appreciated by the board
 2. Recommendations
 - a. Private Facebook page
 - i. Needs to be monitored
 - ii. Eventually open up to all NARPM members, not just our chapter
7. Marketing – Brian Coughlin & Ian Parkins
 - a. Need content for newsletter & FB
 - i. Improve the newsletter emails
 1. Simply / multiple emails with less information at one time
 2. Want to test using Mail Chimp for Vendor Fair
 3. Want to test Eventbrite for registration process for the Vendor Fair
 - b. SEVRAR Picnic

- i. Possibly having a NARPM booth
 - ii. Several sponsorships available
 - iii. We should promote this on our newsletter
 - c. Need a process for submitting content to newsletter
 - i. Need an approval process
 - ii. Email content to a specific email address used only for content
- 8. Education Kelly Kowalski
 - a. September class update
 - i. September 27th / CRPM: The Anatomy of the AAR PMA
 - ii. We have 16 registered at this time
 - b. Oct Meeting Vendor & Affiliate Fair / No Class
 - i. Judy Lowe
 - c. Nov 15th Meeting
 - i. NARPM Ethics Class taught by Anne McCauley
 - ii. Chris will get with Kelly to define the NARPM Ethics or AAR Ethics
- 9. Affiliates – Eric Evans
 - a. Sept Sponsor
 - i. Homee
 - b. November Sponsor
 - i. Still working on the sponsor but have some people in mind
 - c. Affiliate Report
 - i. We have 12 or 13 confirmed affiliates for the vendor fair
 - ii. Matt needs a 2-3 day timeframe to set up the room
 - iii. Send vendor details to Erin so that she can post their company information to Facebook
- 10. Social Events – Kelly Kordick
 - a. Upcoming events
 - i. Nothing on the calendar until the Christmas Party
- 11. Legislature Chair – Wade Denman Absent & Welcoming / Greeter – Regina Kaupanger Absent
- 12. Vendor Fair
 - a. October 25th @ PRS
 - i. Guest speaker Judy Lowe
 - ii. Marketing Ideas
 - 1. Stay Vacation
 - a. Anne has a neighbor who works for Hilton. She has not received a response yet.
 - b. Kristi also has a contact that she is looking at
 - 2. Stamp Cards for Vendor
 - a. You must visit all vendors to qualify for the main drawings

New Business

- Marketing Our Chapter & Targeting our Members / Brain & Ian
- Preliminary 2019 Committee Chairs & Candidates for the Slate 2019 Officers (Incomplete & Ongoing)
 - o President – Sandy Baber
 - o President Elect – Kim Ayers
 - o Treasurer – Jamie Rosen
 - o Secretary – Kim Ayers
 - o Past Pres – Chris Lopez
 - o Education – Chair Dick Rosen, Co-Chair Kelly Kowalski & Sharon Wilson
 - o Membership – Chair Kristi Zundel, Co-Chair Ian Parkins
 - o Marketing – Chair Matt Prescott, Co-Chair Brian Coughlin

- o Social – Chair Kelly Kordick, Co-Chair ???
- o Affiliate – Chair Eric Evans, Co-Chair Mike Hoffman
- o Legislative ?
- o Greeter & Welcoming – Chair Regina Kaupanger
- o Members at Large – Anne McCawley
- We need to think of something special to do for Matt Prescott & PRS

Adjourn – 10:35 am

2018 Phoenix Metro Chapter NARPM Year End Financial Report

Started 2018 with \$4,172.51

Ended 2018 with \$2,435.16

Monthly operating expenses include Infusionsoft, Paypal, GoDaddy, Quickbooks, Advertising, Postage

Monthly meeting expenses include class fees, instructor/speaker fees, course material fees

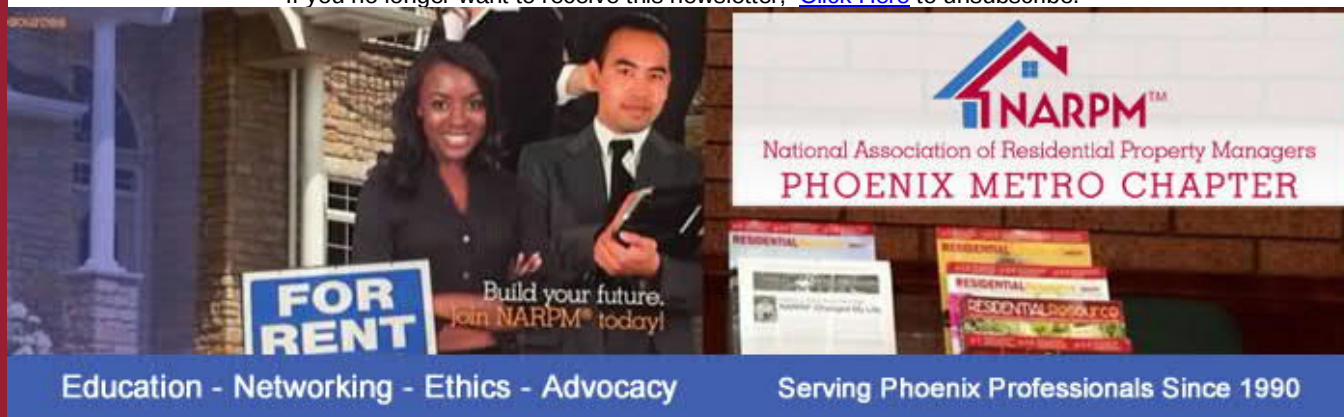
Annual chapter expenses include charity donations, vendor appreciation meeting, board appreciation gift(s), Christmas party, camp trip, membership drives/sponsored classes, joint sponsored social events

We anticipate 2019 dues collection to be \$40 per member (approximately 75 professional members) and \$100 per affiliate member (approximately 40 affiliate members) for a total of \$7000

Education Speakers	1,847.36
Infusionsoft	2,574.24
Quickbooks	518.88
Paypal	360.00
Wells Fargo	180.50
GoDaddy	619.46
Promotional	220.05
Postage	50.48
Misc.	889.35
Sponsered Events	2,128.48
Holiday Party	2,501.30
Donations	1,110.00
Total Expenses	13,000.10
Total Income	11,532.12
Savings Account	2,449.16

From: NARPM Phoenix Metro Chapter <president@narpmphoenix.com>
Sent: Wednesday, January 10, 2018 11:29 AM
To: kim@desertmastersrealty.com
Subject: NARPM® Phoenix Metro News: Happy New Years!

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Happy New Years!

January 2018

by Chris Lopez - 2018 NARPM Phx Metro Chapter President

Greetings Phoenix NARPM Members! I would like to bring in the new year by introducing you to our new Board and Committee Chairs. We are all committed and looking forward to a successful 2018. Part of our goal is to provide classes and guest speakers that will improve our industry and provide you with the knowledge to be successful. As your incoming Board, we look forward to seeing you this year at our monthly Chapter Meetings and Social Events.

Service & Social

January 18th - Happy Hour - Hangar 9 Bar & Grille - 5-7pm [Find out more>>](#)

February 20th - Happy Hour - San Tan Brewery 5-7PM [Find out more>>](#)

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[Local Professional Member Dues \\$40](#)
[Local Affiliate Member Dues \\$100](#)

NARPM® Meetings & Events

January 18th - Learn How Google Can Help Run Your Business. 12-1PM [Find out more>>](#)

From the Desk of Hull, Holliday & Holliday, PLC

Question: A person just applied and she disclosed that she has 8 emotional support cats and said that I was not allowed to require her to fill out any forms or ask for any proof from her. Is that true?

Answer: That is a great question. She is not correct but this is a common misperception. HUD has put out specific memorandums that can be found on their website that provide information on this issue. To summarize those lengthy forms, the landlord can require written verification from a medical provider that the tenant is disabled pursuant to federal law if the disability is not readily apparent. Additionally, if the need for that assistive animal is not also readily apparent, the landlord can require verification from that medical provider that the animal is necessary for the tenant's daily life activities and performs a service, a task or alleviates a symptom related to the disability. Bottom line: If the tenant is blind and has "guide dog", the landlord can not ask for any verification of the disability or that the animal provides assistance. However, when dealing with a request for an Emotional Support Animal ("ESA"), these types of disabilities are not readily apparent. The landlord can, and should, use standardized forms for both the request and the verification but may have to accept a letter from a medical provider if that letter is substantially equivalent to the landlord's form. Sample forms and an article on this subject can be found at my website (www.doctorevictor.com), under Section I-Fair Housing) and are free to the public.

Denise M. Holliday, Esq.
Hull, Holliday & Holliday, PLC

January 25th - How to Evict a Tenant – CE Class (4th Thursday) 12PM-4PM at the PRS Hangar. [Find out more>>](#)

February 22nd - AZ Dept of Revenue TPT Update 12PM-4PM at PRS Hangar.

Meeting Minutes

[November Board Meeting Minutes](#)
November Membership Meeting Minutes

Thank You to our Christmas Party Sponsors!

Thank you to SERVPRO, Phoenix EZ Keys, NTN, Radius Cleaning Solutions, 5 Guys Construction, RentZap, Clean Casa, & Silbar Security for sponsoring our Christmas Party! It was a great success!

Affiliates, are you interested in sponsoring a 2018 chapter meeting or another event? Contact our Affiliate Chair at affiliates@narpmphoenix.com.

New Members

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Professional Members

Daniel Boyd - RSVP Realty
Jeanine Watson - Arizona Advantage Properties
Rosey Reich - Reich Realty
Teryl Semmons - RSVP Realty
Invite local property management professionals to join you as a guest at one of our upcoming meetings or events!

Affiliate Members

RM Interiors & Design
5 Guys Construction
Faze Sharif - BlueInk
Kurt Draper - KSD Bio-Remediations

Invite your favorite service vendors to become affiliate members of our chapter!

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Sent: Thursday, February 8, 2018 4:40 PM
To: kim@kimberlyayers.com
Subject: NARPM® Phoenix Metro News: Saving Your Property From Mold After a Flood

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Saving Your Property From Mold After a Flood

February 2018

In addition to water damage, a flood can also cause mold growth which poses a severe health risk. Standing water is a breeding ground for bacteria, and the possibility of black water could contaminate nearly every item in the flooded building. When dealing with the aftermath of a flood follow these four steps to get rid of mold after a flood.

Remove Standing Water and Dry Out the Interior

Mold can begin growing as quickly as 24 hours after a flood. The faster all of the water is removed and the property is dried out, the less chance there is for mold growth. Even after mold has begun to grow, removing any dampness will hamper its spread.

Kill Bacteria

Once the building has dried completely, use a certified antifungal solution to kill the mold. By killing the bacteria before it can spread, this treatment can help control the mold and keep the problem manageable. The absence of standing water will help discourage the growth of mold, but an antifungal treatment may be able to help get rid of the awful smell of mold as it prevents it from growing.

Use a Mold-Control Solution

Although an antifungal solution may stop the growth of mold, it may not keep it from coming back in the future, especially if the building was not thoroughly dried out before treatment. A mold-control agent helps keep the mold from reoccurring.

Deodorize Your Property

Service & Social

February 20th - Happy Hour - San Tan Flats 5-7PM [Find out more>>](#)

March 30 - April 1 - Annual Camping Trip - [Find out more>>](#)

Pay National & Local Dues

[National Dues](#) - \$295 pay
[Local Professional Member Dues \\$40](#)
[Local Affiliate Member Dues \\$100](#)

NARPM® Meetings & Events

February 22nd - AZ Dept of Revenue TPT Update 12PM-4PM at PRS Hangar. [Find out more>>](#)

Any kind of deodorizer can help you get rid of the smell of pesky mold. Using baking soda may be one of the best ways to remove the smell of floodwater from your property because it also absorbs any leftover dampness that could encourage mold to grow and spread. If the odor remains a problem, work with a water removal company for professional treatment.

Removing mold growth may be one of your top priorities if you have survived a flood. Standing water and bacteria contribute to this problem with an awful odor, and can even cause you to become seriously ill. Follow the steps above to remove mold from your property. Visit www.servpromesa-east.com for more information on flood damage.

By Kelly Kordick, Servpro Mesa East

*If you have an article that you have written and would like to include it in this monthly newsletter please submit it to marketing@narpmphoenix.com

From the Desk of Hull, Holliday & Holliday, PLC

Question: The prospective tenant called and said that he is interested in renting one of the properties I manage. I send him the application as well as our rental criteria. He called and said he had been convicted of a felony but that I was not allowed to ask any questions about it but he is now a protected class. I am so confused!!

Answer: One of the most important things you can do to help reduce a fair housing complaint is to make your rental criteria available to the prospective tenant before they spend the money for the application processing. You are allowed to ask whether a person has been convicted of a felony and to inquire when that occurred and the nature of the conviction. You also have the right to set your own rental criteria regarding previous criminal history. However, on April 4, 2016, HUD provided guidance on the use of criminal records by housing providers. There is significant research that millions of people are unable to get jobs or housing after they have completed their criminal sentences and that there is a disproportionate number of minorities affected by those policies. Contrary to your applicant's belief, felons are not a protected class. This agency has simply specifically stated that arbitrary and overbroad criminal history-related bans likely lack a legally sufficient justification for the ban that likely disproportionately burden Hispanics and African Americans. This means that your criminal history policies must be narrowly tailored to serve a substantial and legitimate purpose and take into consideration the type of crime, length of time since the conviction, whether they successfully completed their entire sentence, and any other relevant information such as their actions since they completed their sentence. An applicant should be allowed to provide additional information regarding their history. If you are using the AAR application, this form already provides a specific area for the applicant to provide you with any additional facts they believe should be reviewed as part of that application process. Bottom line, it is likely a violation to "just say 'no!'"

Denise M. Holliday, Esq.
Hull, Holliday & Holliday, PLC
Holliday@doctorevictor.com

March 29th - Handling Intntl Clients -
12-4pm at PRS Hangar - [Find out more](#)
[>>](#)

Meeting Minutes

[January Board Meeting Minutes](#)
[January Membership Meeting Minutes](#)

Thank You to our Lunch Sponsor!

Thank you to [5 Guys Construction](#) for sponsoring our January lunch! It was a great success!

Affiliates, are you interested in sponsoring a 2018 chapter meeting or another event? This is a great way to get exposure. Contact our Affiliate Chair at affiliates@narpmphoenix.com.

New Members

We'd like to welcome these new members to the Phoenix Metro Chapter. If you see them at a meeting, introduce yourself and let them know you're glad they joined!

Professional Members

Daniel Boyd - RSVP Realty
Rosey Reich - Reich Realty
Teryl Semmons - RSVP Realty
Invite local property management professionals to join you as a guest at one of our upcoming meetings or events!

Affiliate Members

RM Interiors & Design
5 Guys Construction
Faze Sharif - BlueInk
Kurt Draper - KSD Bio-Remediations

Invite your favorite service vendors to become affiliate members of our chapter!

If you would like to have a conversation about joining NARPM®, please contact our Membership Chair, Sandy Baber (membership@narpmphoenix.com).

Hull, Holliday & Holliday is an Arizona law firm that represents Landlords in disputes with their tenants, including fair housing complaints.

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NARPM Board of Directors Serving You in 2018

President:	<i>Chris Lopez</i>	president@narpmphoenix.com
Pres Elect:	<i>Sandy Baber</i>	sandy@sandybaber.com
Past Pres:	<i>Russell Hathcock</i>	russ@myevpm.com
Treasurer:	<i>Erin Buchanan</i>	treasurer@narpmphoenix.com
Secretary:	<i>Kim Ayers</i>	secretary@narpmphoenix.com
Education:	<i>Kelly Kowalski</i>	education@narpmphoenix.com
Affiliates:	<i>Eric Evans</i>	affiliates@narpmphoenix.com
Marketing:	<i>Russell & Chris</i>	marketing@narpmphoenix.com
Social:	<i>Kelly Kordick</i>	social@narpmphoenix.com
Membership:	<i>Sandy Baber</i>	membership@narpmphoenix.com
Legislature:	<i>Wade Denman</i>	legislature@narpmphoenix.com

***Volunteer opportunities are still available. Contact President Chris Lopez to find out how you can help.**

NARPM Phoenix Chapter 1212 E Baseline Rd Tempe , Arizona 85283 United States

Delivered by:
Infusionsoft.

PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

February 8th, 2018 @ 9:00 am – 9:25 am

NOTES

Call to Order 9:02 am

Attendance

Chris Lopez
Sandy Baber
Erin Reed
Kim Ayers
Russ Hathcock

Opening Remarks

- Feedback on January's Chapter Meeting
 - o We need to try and figure out how to simplify the sign-in process/certificate process.
 - o Chris contacted AAR to see if they can keep the class open on their website a few days longer

Secretary's Report – Kim Ayers

All approved

Treasure's Report – Erin Buchanan

- End of Year Report (2017)
 - o Emailed to Sandy & in Dropbox
- Monthly Report (Jan 2018)
 - o \$5364.47
 - o Collected 40 members' dues
 - o 4 affiliates renewed
 - o We were expecting more to pay dues and renew for both members' and affiliates
 - o Erin would like to meet with Russ separately and go over to ensure we do not have duplicate contacts & make sure members that have paid are in Infusionsoft correctly.
- Ann McCawley / Audit Request
 - o Erin will contact Ann to find out how to accomplish this task

President – Chris Lopez

- Motion to approve, to have NARPM be a sponsor at all SEVRAR PM functions and events for 2018
 - o Barney at SEVRAR does know to have NARPM sponsor all SEVRAR PM functions

- o All approved
- Motion to approve, to order non-branded NARPM marketing material for events (\$500)
 - o Chapter Meetings (member)
 - o Non-chapter events
 - o Order from National?
 - o All approved
- Revised Social Calendar approval (attached)
 - o Russ will update calendar as needed
- Apply for a grant from National for member growth
 - o Chris will research further

President Elect – Sandy Baber

- Chapter of Excellence / Deadline 2/28
 - o It is recommended to send out 3 days prior to the deadline
- Membership Report
 - o Membership has been stable
 - o Sandy sent out a few welcome emails last month

Old Business

- Open Discussion

New Business

- Infusionsoft Training
 - o We would like to do a private class 1-1 with Dee
 - o Erin requested that her and Russ have 1-1 with Dee to work on marketing and dues

Adjourn – 9:34 a.m.

PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

March 8th, 2018 @ 9:00 am – 9:25 am

Notes

Call to Order

Meeting called to order 9:03 am

Chris Lopez

Sandy Baber

Erin Reed

Kim Ayers

Russ Hathcock

Opening Remarks

- Feedback on February's Chapter Meeting
 - o We should have another meeting on TPT Taxes
 - o New members are looking for mentorship
 - First step – join NARPM
 - Let's not reinvent the wheel – NARPM National has mentorship program and we should utilize that.

Secretary's Report – Kim Ayers

All approved meeting minutes

Treasure's Report – Erin Buchanan

- End of Year Report (2017)
 - o It is in Dropbox
- Monthly Report (Feb 2018)
 - o \$8,290.71
 - o Dues have slowed down
 - o We are finding that a lot of members do not realize they have to pay twice

President – Chris Lopez

- State Trade Show / Thoughts & Feedback?
 - o \$500 funding from National
 - o It is suggested that we create a committee with someone for each chapter to do the trade show as a joint effort
 - o It should be centrally located
 - o \$500 is not enough to pay for all the expenses
 - o We should have CE classes

President Elect – Sandy Baber

- Chapter of Excellence / Deadline has been extended due to tech difficulties
 - o One last section to upload on Ethics
 - o We are estimated to come in at 50 points
- Membership Report
 - o We are slowly getting new members signed up
 - o New members are wanting to get help - mentorship

Old Business

- Open Discussion
- Infusionsoft Training
 - o Sandy is not getting membership renewal notifications
 - Need headshots & logos of NARPM local members for Wordpress

New Business

- Discuss member benefits and developing official Chapter partners for benefit packages
 - o Banks, Insurance companies...
 - o National has a list of Affiliates that provide benefits for members
 - o Possibly add the national list of affiliates to our website is a good start
 - o NARPM should get involved in the community
 - We do a lot now but have low attendance

Adjourn

Meeting adjourned at 9:26 am

PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

April 25th, 2018 @ 11:00 am – 11:30 am

Notes

Call to Order – 11:15 am

Chris Lopez
Sandy Baber
Erin Reed
Russ Hathcock
Kim Ayers

Opening Remarks

- Feedback on March's Chapter Meeting
 - o Low attendance but still good information
- Camping Trip
 - o Great time
 - o Next year we need to do it earlier in the year
 - Recommend late February or early March

Secretary's Report – Kim Ayers

- All approved meeting minutes

Treasure's Report – Erin Buchanan

- Monthly Report (\$8,660.91 / 4/25/2018)

President – Chris Lopez

- Infusionsoft Issues / Problems
 - o Solutions
 - It was discussed that there are issues with people getting multiple emails for dues and not getting the newsletters
 - Upon discovery, the reason for these issues is more on the user end. Users have multiple email address and the newsletters are going to their spam folder. Also, on occasion users do open the newsletters and other emails but forget
 - o Can we replace it?
- Newsletter consistency to our members
 - o They are being sent out and in some cases even read but users forget
- Community Service / Outreach
 - o Thoughts & Feedback?
 - We are currently doing several community service projects already

- Healing Fields
- Feed my Starving Children
- Food Drive
- Next year, the new President will have to select a charity and promote raising funds for it

President Elect – Sandy Baber

- Chapter of Excellence Update
 - o Waiting for approval
- Membership Report
 - o Approximately 144 members

Old Business

- Russ - Member benefits and developing official Chapter partners for benefit packages
 - o Updates
 - Still in progress but nothing finalized so nothing new to report

New Business

- Open Discussion
 - o Update Brochure – did some updates but photos need updating
 - There are pics on Facebook and in Dropbox that can be used
 - o Christmas Party – We will do a Western theme. We have a country music band and Chris is looking into an electronic bull.

Adjourn – Meeting adjourned at 11:45 am.



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
October 25th, 2018

AGENDA

Call Meeting to Order – (12:00 – 12:30) Call to order 12:00 pm

President Welcome – Chris Lopez

- Recognize new members or visitors
 - o New members were recognized
- Board Committee meetings are open to members, we require an RSVP, chris@worldclassprop.com
 - o We encourage you to join our board meetings
- Stay up to date on news, events, updates and changes: Like Us on Facebook, check out the blog, website at narpmphoenix.com and monthly E newsletter
- Presentation of the Chapter of Excellence
 - o Chapter of Excellence was submitted to National.

New Business – Chris Lopez

- **Slate Approval & Recognition of new Officers**
 - o **Slate was approved**
- November Chapter Meeting – Nov 29th – Ethics by Anne McCawley / PRS
 - o Ethics required for NARPM Professional Members. \$45 online or class
 - Sign up as it is required to keep your professional membership with NARPM.

NARPM National Convention – Chris Lopez

- Phoenix AZ / Stay Tuned for details

Ethics Review – Chris Lopez

- Please review the attached NARPM Code of Ethics and Professional Standards. Article 10, 11 & 12 attached.
 - o All reviewed

Secretary's Report – Kim Ayers – September Chapter Mtg minutes published on blog- Motion to approve.

Meeting minutes were approved.

Treasurer's Report – Erin Buchanan - \$7,524.55 as of 10/24/2018

Social Committee Report – Kelly Kordick

- Heart Walk / November 4th / 9:30 am Registration, 10 am Walk
 - o Please support our own member and join us

Membership Report – Ian Parkin

- Overview & Update

Affiliate Update – Eric Evans

- Affiliate Renewals
- Sponsorship opportunities are available for December Christmas Party & 2019
- We are always looking for new affiliate members. Please share your best vendors with the group

Lunch Sponsor – NARPM Phoenix Chapter

Vendor Fair

- Open for networking during lunch
- Informercial & Giveaway (1:30 – 2:15)

Adjourn for Lunch & Networking -- Motion to Adjourn – Meeting adjourned at 12:20 pm.

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.

- **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 state laws.

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.

- **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, if a license is required in their state.
- **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 communications 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.

Article 12: COMPLIANCE AND ENFORCEMENT

The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM® pursuant to this Code.

- **12-1** The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.
- **12-2** The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.
- **12-3** The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.
- **12-4** The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

NARPM® Antitrust Statement:

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.

2019 Slate / Executive Board & Committee Chairs

- o President – Sandy Baber
- o President Elect – Kim Ayers
- o Treasurer – Jamie Rosen
- o Secretary – Kim Ayers
- o Past Pres – Chris Lopez
- o Education – Chair Dick Rosen
 - Co-Chair Kelly Kowalski
 - Sharon Wilson
- o Membership – Chair Kristi Zundel
 - Co-Chair Ian Parkins
- o Marketing – Chair Matt Prescott
 - Co-Chair Brian Coughlin
- o Social – Chair Kelly Kordick
 - Co-Chair Jason Cvancara
- o Affiliate – Chair Eric Evans
 - Co-Chair Mike Hoffman
- o Legislative Mark Brower
- o Greeter & Welcoming – Chair Regina Kaupanger
- o Members at Large – Anne McCawley, Russell Hathcock & Jennie Miller

For questions, please contact Sandy Baber at sandyb@worldclassprop.com

2019 NARPM Phoenix Metro	Projected Budget
Education Speakers	2000.00
Stripe Software	360.00
Wells Fargo	168.00
Postage	75.00
Holiday Party	2500.00
Promotional	200.00
Donations/Charity	2000.00
Sponsored Events	800.00
Misc.	97.00
Total Expenses	8000.00
Total Income (Dues, Sponsors, Misc)	8000.00

Department of the Treasury
Internal Revenue Service

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

2018

Open to Public Inspection

A For the **2018** Calendar year, or tax year beginning **2018-01-01** and ending **2018-12-31****B** Check if available

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

C Name of Organization: **PHOENIX METRO CHAPTER OF
NARPM****2222 S Dobson Rd Ste 204,
Mesa, AZ, US, 85202****D** Employee IdentificationNumber **45-3631696****E** Website:**www.NarpmPhoenix.com****F** Name of Principal Officer: **Sandy Baber****2222 S Dobson Rd Ste 204,
Mesa, AZ, US, 85202**

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