

Bylaws of  
The Phoenix Metro 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 Phoenix Metro 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 Phoenix Metro Cities and surrounding areas.
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 and promote legislative initiative in Phoenix Metro cities and surrounding areas.

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 Arizona.

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.
2. Section D: This chapter's geographical definition shall be: Phoenix Metro Cities and surrounding areas

ARTICLE II: Membership

Professional, Associate, Support Staff and Affiliate Member

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, suspension of affiliate membership shall be identical to those specified for members, except that 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.

The Chapter shall not automatically recognize all NARPM® National Affiliate Members as Affiliate Members of this Chapter. National affiliate members may become local affiliates by filling out an affiliate membership application and staying current with local dues.

#### Section E: Application by Professional, Associate, or Support Staff

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.

### 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 Phoenix Metro 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 50 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. **Code of Ethics Violations:** 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: Executive Committee/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 5 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 and Board Leadership Training offered by the National Association of Residential Property Managers.

2. President-Elect: 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. Notify all chapter members of upcoming meetings
  - i. Coordinate speakers and lecturers that are relevant to the residential industry for chapter meetings.
  - j. Undertake responsibility for such other activities as deemed appropriate by the committee.
3. 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.
  - 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.
4. 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. File all federal, state and local reports as needed.
  - f. Prepare an end-of-fiscal year report for the national association.
  - g. File tax and other financial reports with the appropriate government agencies.
  - h. Undertake responsibility for other such activities as deemed appropriate by the committee.
  - i. Serve a term of one year commencing with the beginning of the calendar year.
  - j. Must be a Professional Member of the Chapter.
6. Past President
  - a. Undertake responsibilities as assigned by the President
  - b. 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 October chapter meeting, or electronically no later than the month of November 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 Phoenix Chapter Executive Committee and presented to the membership for final vote.
3. Uncontested Offices: The presiding authority shall identify to the membership 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.
5. 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.
6. The Chapter shall allow nominations from the floor of the chapter meeting. If electronic elections take place write-In Candidates must be solicited. Write-in candidates shall be added to the slate if said candidate's names are presented in writing to the Nominating Committee thirty (30) days before the election, accompanied by the signatures of ten percent (5%) of the professional members in good standing recommending the candidates for a director or for an officer position.

#### Section D: Term of Office

An officer's term of office shall commence with the 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 to fill the remaining year of the term. At the next election, the remainder of the term for the office must be filled through the normal nomination / election process.

## 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, which must be 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 email 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. (3)

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

10%

#### 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 by the National Association of Residential Property Managers, Inc, 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 dues, subject to approval by the national association, as outlined below:

1. Payable: Dues for local chapters are payable no later than January 15 of each year.
2. Non-payment of Dues: Failure to pay the annual chapter dues within 65 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.

#### 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 Phoenix Metro 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 National Association of Residential Property Managers, Inc., 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 of Residential Property Managers, Inc., 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 of Residential Property Managers, Inc., 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, statutes, 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 Arizona state law, Chapter shall notify the National Association of said amendments but no further action will be required.

#### Section E. Sexual Harassment

Any member of the Association may be reprimanded, placed on probation, suspended or expelled for harassment of an Association employee or Association Officer, Director or member after a hearing in accordance with the established procedures of the Association. As used in the Section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment. The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, and President-Elect and one member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with legal counsel for the Association. If the complaint names the President, or President-Elect, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

#### Section E: Dissolution

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

## 2019 Phoenix Metro Chapter NARPM Year End Financial Report

**Started 2019** with **\$-14.00**

**Ended 2019** with **\$7,789.88**

Monthly operating expenses include Infusionsoft, JoinIt, Stripe Software, Quickbooks, and 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, sponsored classes and sponsored social events.

We anticipate 2020 dues collection to be \$53 per member (approximately 75 professional members) and \$106 per affiliate member (approximately 50 affiliate members) for a total of \$9,275.

Education Speakers	↓ 794.40
Infusionsoft	2,574.24
Quickbooks	↑ 575.58
JoinIt Software	13.52
Paypal	↓ 30.29
Wells Fargo	↓ 60.23
GoDaddy	↓ 98.16
Promotional	↓ 0
Postage	↑ 267.93
Misc.	↓ 162.93
Sponsored Events	↓ 2,097.65
Holiday Party	↓ 1,632.73
Donations	↓ 1,100.00
<b>Total Expenses</b>	↓ <b>9854.85</b>
<b>Total Income</b>	↑ <b>16,367.01</b>



Mark Brower <mark@markrent.com>

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## Your NARPM Phoenix Weekly News!

1 message

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**NARPM Phoenix News** <news@narpmphoenix.com>  
Reply-To: NARPM Phoenix News <news@narpmphoenix.com>  
To: mark@markrent.com

Fri, May 31, 2019 at 4:30 PM

[View this email in your browser](#)



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## Volunteers needed for Feed My Starving Children Event!



Help turn hunger into hope with your own two hands by packing nutritious meals alongside fellow NARPM Phoenix members for hungry children around the world.

**When:** June 15th - 11:30am to 1:30pm  
**Where:** [1345 S Alma School Rd, Mesa, AZ 85210](#)

[RSVP Now](#)

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**Thank you to FilterEasy for sponsoring our May Chapter Meeting with  
DoorGrow's Jason Hull!**

**Filter Easy**<sup>®</sup>

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## **Important Legislative Update**

Courtesy of Williams, Zinman & Parham P.C.

We are over 100 days in the legislative session, and this is where the new bills stand:

1. **Partial Payment:** (HB 2358)(Passed from House with bipartisan support, amended in the Senate, but passed through the Senate) this bill would clarify that Section 8 and similar re-occurring payments are not partial payments. While receiving bi-partisan support in the House, it became a hot issue in the senate. Tenant advocates wrongly argued that this takes away rights of groups that are trying to help tenants. This is blatant misinformation - the purpose of the bill will allow landlords to accept Section 8 payments and still evict when the tenant doesn't pay their portion. This is necessary to ensure that landlords don't pull out from the Section 8 program. We worked with those groups and amended the language and address their concerns. Now, the bill still states that Section 8 payments are not partial payments, but payments from religious organizations, non-profits and community action agency program remain partial payments. Any contract a landlord has with HOM Inc is not a partial payment and therefore landlords should be willing to working with HOM Inc, knowing such payments will not cause problems.
2. **Preemption:** (HB 2115) (Passed whole House and Senate Committee) this bill states that the Arizona Residential Landlord and Tenant Act, is the sole set of laws governing landlord-tenant matters. In other words, cities can't add

additional laws in this area. For example, a city couldn't require a landlord to give a 10-day notice of nonpayment, instead of just five days. While we are unaware of any such proposals by cities in Arizona, this has become more common in other states. Any time cities and towns are restricted, it is a very contested issue and this bill is no different. This already passed out of the House committee and whole House vote. It has passed out of the Senate committee, and is awaiting a vote by the whole Senate.

3. Tax increase notification (HB 2445): (Passed House with bipartisan support as well as the Senate) this bill would require cities to provide at least 60 days notice when they increase the tax on rent that landlords (and thus tenants) have to pay. This bill has been signed by the governor and will become law 90 days after the legislative session ends.
4. There was also a bill to extend protected classes in employment and fair housing. This would have added sexual orientation and gender identity as new protected classes on a statewide level. This bill has already been rejected and will not become law. While we do not generally like to see states add more protected classes, this is something that should pass and we do expect it will pass in the coming years. Managers would be wise to not discriminate on either of these basis. Remember, these are protected classes in certain Arizona cities, just not the whole state yet.

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## **The NARPM Annual Convention and Trade Show is coming to Phoenix!**



Registration is open!

**You don't want to miss out on:**

3 Keynote Speakers  
11th Annual Past Presidents' Charity Golf Tournament  
6 #NARPMSmart education courses  
President's Celebration  
Meeting with over 60 Exhibitors

**And much more!**

**Where:** Arizona Grand Resort and Spa

**When:** October 15-18, 2019

[Click Here](#)

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Mark Brower <mark@markrent.com>

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## Your NARPM Phoenix Weekly News!

1 message

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**NARPM Phoenix News** <news@narpmphoenix.com>  
Reply-To: NARPM Phoenix News <news@narpmphoenix.com>  
To: mark@markrent.com

Fri, Jun 28, 2019 at 1:22 PM

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## NARPM Designation Class!

Tenant Relations with Steve Shultz



This is a comprehensive look at the Tenant Cycle that all property management companies experience in their businesses. From Procurement through Move out, this is an immersive examination of the details involved in the day to day administration of the tenants.

**Who Should Attend?**

Leasing Agents  
Property Managers  
Marketing Assistants  
Office Assistants

### **What You Will Learn?**

Learn the Universal Six Steps of the Tenancy Cycle in comprehensive detail that all Property Management Companies work through with full leasing and management services:

- Procurement
- Screening
- Lease Execution
- Occupancy
- Move Out
- After the Tenancy

### **How YOU will Benefit?**

Students of this course will come away with a greater understanding of the tenancy life cycle and its effect on the property management company operations. Students with this knowledge will be of a greater asset to their employer and their client as well as in their daily interactions with the prospects, applicants and tenants of the properties under management.

**When: August 22nd 2019, 9am - 4pm**

**Where:** PRS Hangar, [4129 W Milky Way, Chandler, AZ 85226](#)

[Register Here](#)

This course is for the National Association of Residential Property Managers. There are two professional member designations. The first is the Residential Management Professional (RMP®) designation and then follows the Master Property Manager (MPM®) designation. Three 6-hour courses are required for the RMP® designation, and 24 additional hours of classes are required to continue on and receive the MPM® designation. However, any member or non-member can take NARPM® courses at any time. [For more information about NARPM Designations click here](#)

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**Join the Forces!!**

We need some new faces and new ideas to join the NARPM Phoenix Board

- No experience is necessary
- Give back to your property management community
- 1-2 hours of your time per month is all it takes

Call/email Kim Ayers

(480) 244-6156 / [Kim@KimberlyAyers.com](mailto:Kim@KimberlyAyers.com)

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Thanks for volunteering for our Feed My Starving Children charity event!

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 Like Us On Facebook!

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# The NARPM Annual Convention and Trade Show is coming to Phoenix!



Registration is open!

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President's Celebration

Meeting with over 60 Exhibitors

## **And much more!**

**Where:** Arizona Grand Resort and Spa

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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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## Your NARPM Phoenix Weekly News!

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Thu, Mar 28, 2019 at 2:18 PM

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## CRPM: Agency in Property Management



**CE issued by AAR!**

Mistakes can cost you a lot. Know your responsibilities before you blunder into a property management nightmare. Through real world case studies you'll learn how to:

- Define agency in property management
- Describe the different ways that agency relationships are created
- Identify agency duties created through state statute, ADRE Commissioner Rules and Regulations, common law, NAR Code of Ethics and Standards of Practice
- Describe break of duties and remedies

**About the Instructor:**

Mike Mulvena has over 27 years of real estate sales and property management experience. Mike is also a state licensed instructor of property management, code of ethics, licensing and renewal classes throughout the state of Arizona.

**When:**

April 18, 2019  
12-12:30pm Lunch  
12:30-1pm Chapter Meeting  
1 to 4pm Class

**Where:**

PRS Hangar, [4129 W Milky Way, Chandler AZ, 85226](#)

**Price:**

NARPM members no charge  
\$25 Non-Members  
\$45 Non-Members at door  
Register by 4/14  
No refunds after 4/8  
At door subject to availability;  
materials not guaranteed

\*Bring Cash for the 50/50 raffle!\*

[Register Here \(by April 14!\)](#)

---

**Thank you to our lunch sponsor!**



Like it never even happened.®

---

# NARPM Phoenix Presents: DoorGrow with Jason Hull!



We are excited to bring Jason Hull, the founder & CEO of DoorGrow, a company whose mission is “to transform property management businesses & their owners.” Jason leads a contribution-focused community, the #DoorGrowClub, a Facebook group full of property management entrepreneurs that believe in this vision. He also shares his wealth of industry knowledge with others through his podcast, the #DoorGrowShow, by helping thousands of property managers throughout North America to pinpoint powerful ways to take their businesses to the next level.

**When:** May 23rd, 2019, 12:30 to 4pm

**Where:** PRS Hangar, [4129 W Milky Way, Chandler AZ, 85226](#)

**Price:** \*Early Bird Special \$20 if you purchase by March 31st!\*

**Buy Your Tickets Now**

---

## Rental Verifications – Are they gone too?

by Kim Ayers

I am noticing a trend happening with rental verifications lately. When trying to obtain a rental verification from another property management company, the property management company is refusing to provide the information because the tenant hasn't given them a formal 30-day notice. Even if the tenant gave the authorization to obtain the information from their current landlord, their current landlord is still refusing to provide any information regarding their tenants' rental history. Instead, written diagonally across the rental verification request form is: “No notice given – must be received to release info”. [Continue reading](#)

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[news@narpmphoenix.com](mailto:news@narpmphoenix.com)



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Mark Brower <mark@markrent.com>

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To: mark@markrent.com

Fri, Apr 19, 2019 at 12:41 PM

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## NARPM Phoenix Presents: DoorGrow's Jason Hull!



We are excited to bring Jason Hull, the founder & CEO of DoorGrow, to our May Chapter meeting! Watch the video to hear from Jason on what to expect at May's meeting!

**Topics we'll discuss**

- How a focus on SEO & on advertising could be hurting your business and is hurting the entire industry's ability to grow.
- Why the industry needs collaboration over competition.
- How not helping your local competitors actually inhibits your company's ability to grow.
- A bigger vision than toilets, tenants, & termites: Good Property Management Can Change the World.

**When:** May 23rd, 2019, 12:30 to 4pm

**Where:** PRS Hangar, [4129 W Milky Way, Chandler AZ, 85226](#)

**Price:** \$20 if you purchase in advance!\*

[Buy Your Tickets Now](#)

---

## Join Us at Our Next Joint Chapter Social!



The next Joint Chapter Social for West Valley NARPM and NARPM Phoenix will take place at Pier 54 in Tempe! RSVP today!

**When:** May 8th 4:30 - 6:30pm

**Where:** Pier 54 - [5394 S Lakeshore Dr Tempe, Arizona 85283](#)

[RSVP Here!](#)

---

## Be Heard at the ADRE Public Advisory Board

# Meeting!

*A message from Heather Nicely from the AZ PM Task Force:*

Did you know the ADRE has an advisory board? The good news is, they always include representation for property management on that board. The “less than good” news is, that one seat is typically taken by someone in the multi-family space. They do, however, hold quarterly meetings which are open for public attendance. (Yay!) A number of us will be meeting together along with some of our peers from Tucson at the next meeting- this coming week, April 24, 2019. Here are the meeting details, and if you need help finding our group, please text me at 520-431-8828 and I will let you know where you can find us. Be sure to be on time! This is another chance for us to have a voice.

**When:** April 24, 2019, 10am to 12:00pm

**Where:** [100 N. 15th Ave, Suite 201, Phoenix, AZ 85007](#)

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## Take Action Against A Proposed Rule Change by the Bar Association!

***A proposed rule change by the Bar Association would require all evidence that supports a leasehold estate be posted to the front door in event of eviction.***

Denise Holliday suggests property managers take action: Go to the Supreme Court website, go to section of rules. Create a login (link and instructions below). Send a message (don't copy and paste this exact message, make it unique):

“I heard about a proposed rule change that would require landlords post all supporting information confirming a leasehold relationship to the exterior of a property in order to proceed with a residential eviction. Lease agreements and tenant applications and/or screening files contain highly sensitive information and I am concerned about having any of that kind of information (even tenant and owner names found in a lease agreement) posted to the front of a property as this information could be used to hurt people. Please consider the harm this almost certainly would cause to the parties involved.”

<https://www.azcourts.gov/Rules-Forum/aft/960>

## How do I file a comment on a Rule 28 petition?

For electronic filing:

You must be a registered user of the Court Rules Forum (see “How do I register?”). Once you have registered, you must log in. Go to appropriate Court Rules Forum page and select the Rules folder containing the petition upon which you wish to comment. Select the petition in the Topics list. A new page will appear displaying information about the petition; click “Add Reply” to begin the comment process.

In the “Message” field you must list the following information:

Commenter’s Name

Committee Name, if applicable

Mailing Address

Phone Number

E-mail Address

If you are an attorney: Bar Number

If the comment does not include the applicable information, then the Court Rules Forum Moderator will reject the comment.

You may type your complete comment in the “Message” field below the above information, or you may submit your comment as a document by opening the “Attachments” bar (click on the arrow at the right-hand side of the bar). If the comment is provided as an attachment, it must be in PDF format, immediately followed by a copy in Microsoft Word format as the second attachment. The PDF version will be considered the official copy if any differences are found between the PDF and Word versions.

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Join us September 19th for your chance to win our grand prize of a  
**\$500 gift card to the Arizona Grand Resort!**  
Just in time for the NARPM Annual Convention!

**September 19th, 2019**

12PM-4PM at PRS Hangar

Free Admission



---

## In the News

### **Phoenix was the top city for rent growth**

"Phoenix had the highest year-over-year rent growth for the seventh consecutive month this June, with an increase of 7.1%."

[Read More](#)

### **Home values in Phoenix**

"See how prices have changed with this interactive map"

[Read More](#)

### **Automation May Not Kill Real Estate Jobs, But It'll Necessitate Retraining**

"The winners and losers of automation will be determined by how they respond to what is, if nothing more, a deeply-disrupting force at the team level, and how they capitalize on the time and effort saved by it."

[Read More](#)

---

## Join the NARPM Phoenix Board!

We need some new faces and new ideas to join the NARPM Phoenix Board

- No experience is necessary
- Give back to your property management community
- 1-2 hours of your time per month is all it takes

Call/email Kim Ayers

(480) 244-6156 / [Kim@KimberlyAyers.com](mailto:Kim@KimberlyAyers.com)

---

 Like Us On Facebook!

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## **The NARPM Annual Convention and Trade Show is coming to Phoenix!**



Registration is open!

**See your "Return on Relationships" at our 2019 Convention in Phoenix,  
"Arizona's Urban Heart." Oct 15-18, 2019**

With 3 full days of general sessions, keynote speakers and breakout sessions you will leave with an abundance of useful information to share with your team! NARPM Conventions are a great time to network with fellow property managers as well as over 60 vendors.

**And much more!**

**Where:** Arizona Grand Resort and Spa

**When:** October 15-18, 2019

[Click Here](#)

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## Property Management Trust Accounting: Show Me the Money



CRPM - Trust Accounting w/ Mike Mulvena - 3 CE Credits

Are you in compliance with trust account regulations? Find out if your books are up to snuff. This class will go over:

- General requirements and standards
- Accounting rules
- 3-way reconciliation
- Deposit requirements, A/P and A/R
- Reconciling accounts, co-mingling of funds, conversion of funds, record

keeping requirements for property management

- ADRE audit guidelines

Mike Mulvena has over 27 years of real estate sales and property management experience. Mike is also a state licensed instructor of property management, code of ethics, licensing and renewal classes throughout the state of Arizona.

**DATE**

October 24, 2019

1PM-4PM

**LOCATION**

PRS Hangar

[4129 W. Milky Way](#)

Chandler, AZ 85226

**PRICE**

NARPM Phoenix Members: No Charge

Non-NARPM Phoenix Members: \$25 in advance and \$45 at door subject to availability

No refunds after 10/14

**CE**

3 Commissioner's Standards

**Register by October 20th**

**Sign Up Today!**

---

**Thanks for coming to Team Up!**





Thank you to our wonderful affiliates, members and volunteers for making Team Up a great success last week! Congrats to Richard Shoap for winning our grand prize of \$500 to Arizona Grand Hotel!

---

## Let's Bowl!



Sponsored by



Let's break out those funky shoes and have some good ol' fashion fun! Join us for bowling at our next social event!

**When:** October 23rd, 5-8pm

**Where:** [AMF Tempe Village Lanes](#)

## Important New Eviction Rule for 01/01/2020

*The court doesn't think tenants should be responsible to keep copies of their signed lease agreement or records of rent payments.*

The Arizona Supreme Court passed a new court rule recently that modifies the process landlords must follow when they file an eviction. The new rule requires that the lease, any related addendum, as well as a six-month ledger be served to every tenant together with the Summons and Complaint. The rule will become effective on January 1, 2020

[Please refer to Rule 5 d. \(3\) and \(4\) by clicking here](#)

---

## Join us for the "Rent's Due 5k"

Rent's Due is what we tell our tenants every month, but do we tell it to ourselves? Surely, you have heard of Dwayne Johnson aka The Rock. He is one healthy dude. He knows we need to take control of our health by paying Rent through exercise and healthy living.

#PMHealth Group is all about RENT'S DUE by taking care of our health, both physically and mentally.

#PMHealth Group Powered by: Citizen Home Solutions is excited to announce it will be hosting its first ever RENT'S DUE 5K on **Wednesday – October 16 at 6:30am** at the Arizona Grand Resort during the NARPM convention.

Everyone is welcome to join in the fun, whether you are walking, jogging, running, or encouraging the participants. Come and enjoy some time with your fellow NARPM family and friends.

#PMHealth Group Facebook page is a fun way for Property Managers to support each other through laughter, struggles, and some tears, as we strengthen our bodies and minds. We strongly encourage you to join us both on Facebook and the RENT'S DUE 5k!

Sign Up For the 5k!

---

 Like Us On Facebook!

---

## **The NARPM Annual Convention and Trade Show is coming to Phoenix!**



Registration is open!

**See your "Return on Relationships" at our 2019 Convention in Phoenix,  
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[Click Here](#)

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Fri, Nov 8, 2019 at 1:35 PM

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## Assistive Animals: How to Avoid Barking Up The Wrong Tree



Instructor:

Denise Holliday, Esq. is an active attorney, working with landlord tenant law since 1996. She has been an instructor since 1998.

## CERTIFIED RESIDENTIAL PROPERTY MANAGER:

AAR's certification program is dedicated to property management and offers classes that you can use for your real estate license renewal. This program was designed to hone your knowledge and skills in topics that relate to your day to day business as a property manager. To learn more, visit

[www.aaronline.com/increase-knowledge](http://www.aaronline.com/increase-knowledge)

### DATE

November 21, 2019

1PM-4PM



(please note this is not taking place at PRS)

United Brokers Group

355 E Germann Road #180

Gilbert, AZ 85297

### PRICE

NARPM Phoenix members: no charge

NON NARPM Phoenix members: \$25 by 11/17/19 or \$45 at the door

No refunds after 11/11/19

At door subject to availability; materials not guaranteed

**\*REGISTER BY NOVEMBER 17, 2019\***

[Register Now](#)

---

## Come to our 80s themed Holiday Party!



Join us for our 80s themed Holiday Party! Wear your best 80s outfit and come dance! We'll have a DJ, photo booth, Italian food, open bar, and more!

**Where:** PRS Hangar

**When:** December 6th, 6-9pm

There are sponsorship opportunities open fo affiliates! Please respond to this email if you are interested

[RSVP Now](#)

---

**Thanks for joining us at the Heart Walk!**



***If you were unable to join us in the walk, but would like to help out this great cause, please donate here***

***<https://www.paypal.me/narpmphoenix>***

---

## Important New Eviction Rule for 01/01/2020

*The court doesn't think tenants should be responsible to keep copies of their signed lease agreement or records of rent payments.*

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## PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

January 10<sup>th</sup>, 2018 @ 9:00 am – 9:25 am

### AGENDA

Call to Order. 9:07 am

Sandy Baber  
Jamie Rosen  
Dick Rosen  
Mike Hoffman  
Kim Ayers  
Chris Lopez  
Brian Coughlin

Opening Remarks

Past President's Report – Chris Lopez

- End of Year

Secretary's Report – Kim Ayers

Minutes approved

Kim will make sure that all notes are uploaded to Dropbox for Chapter

Treasure's Report – Jamie Rosen

- End of Year Report
- \$4910.57
- Monthly Report
- Chapter Compliance

President – Sandy Baber

- Approval of Committee Chairs
  - All approved
- Approval of Chapter Meetings
  - All approved
- Approval of Social Calendar
  - All approved
- Chapter Goals
  - Continue to grow the chapter
  - Want to show value to members

- Focus on marketing
- Move forward with showcasing affiliates

President Elect – Kim Ayers

- Chapter of Excellence
  - Sandy to get Kim a link

Old Business

- Outstanding Items from 2018
  - Get reports online
  - Kim will work on a process to technology & new board members

New Business

- Collection and process of Chapter dues – Links/New Account
- Edit access to Dropbox and remove old bod members – who has the admin password?
- Have tech support lock down our domain name and mail servers – a few security concerns - spam

Adjourn – 9:30 am

Committee Chairs

Education – Chair Dick Rosen

Co-Chair - Kelly Kowalski and Sharon Wilson

Membership – Chair Kristi Zundel

Co-Chair – Ian Parkin

Social – Chair Kelly Kordick

Co-Chair – Steve Kaiser

Affiliate – Chair Eric Evans

Co-Chair – Mike Hoffman

Legislature – Chair Mark Brower

Greeter / Welcoming - Regina Kaupanger

Marketing – Chair Matt Prescott

Co-Chair – Brian Coughlin

Member at Large – Anne McCawley and Russell Hathcock



## **PHOENIX NARPM COMMITTEE MEETING**

Mesa, AZ

February 7th, 2018 @ 9:30 am

### **AGENDA**

1. Call to Order – 9:32 AM
  - a. Sandy Baber
  - b. Ian Parkin
  - c. Russ Hathcock
  - d. Brian Coughlin
  - e. Mark Brower
  - f. Sharon Wilson
  - g. Dick Rosen
  - h. Dave Pruitt
  - i. Steve Kaiser
  - j. Kim Ayers
  - k. Kelly Kordick
  - l. Jamie Rosen
  - m. Chris Lopez
2. Opening Remarks
  - a. Meeting was great. We had great feedback from members.
    - i. We had 80 people in attendance
    - ii. It was asked if we could move the registration table by the door / concern of congestion
      1. Make sure greeters explain to people where to sign in
3. Approval of January's Meeting Minutes
  - a. All approved minutes
4. Discussion / Feedback on January's Chapter Meeting
5. Guest - David Pruitt regarding Denis Yusef and Darren Hunter
  - a. Vote
  - b. Want to have a valley wide event "Gear for Growth"
  - c. Raise awareness/opportunity for a coop
  - d. Concern-cost of fees & month/day of meeting
    - i. Only time for speakers is May and NARPM already has Door Grow scheduled
  - e. NARPM will help sponsor/promote
6. Treasure Report – Jamie Rosen
  - a. \$6,365.35
  - b. Dues/PayPal Link
    - i. We are looking into alternative options other than PayPal
  - c. Motion approved to get a PO Box for mail near SEVRAR

- d. During the transition of the Treasurer Position, there was a savings account that was overlooked. For this reason, the checking account had a negative balance for a brief moment. All the money from the savings account has been transferred into the checking account and the savings account was closed. All agreed that there was no reason to have a savings account at this time.
- 7. Membership – Kristi Zundel Ian Parkin
  - a. Current membership
    - i. 2 new members in February
  - b. Membership Drive Ideas
    - i. Call to welcome new members
    - ii. Increase postings on public Facebook page
  - c. Welcome new members
    - i. New member welcome packet
      - 1. Goal is to have something next month
    - ii. Call and welcome new members
    - iii. Brian will look into Infusionsoft and see when renewal emails are sent out
- 8. Marketing – Matt Prescott/Brian Coughlin
  - a. Need content for newsletter & FB
  - b. Infusionsoft
    - i. Want to get away from Infusionsoft
    - ii. Looking into “Join Me”
      - 1. Designed for organizations
      - 2. Integrates with other apps we use
      - 3. \$29 per month
  - c. T-Shirts/Slogans
    - i. Looking into selling t-shirts to raise some money
    - ii. Need a good t-shirt slogan
- 9. Education – Dick Rosen/Sharon Wilson/Kelly Kowalski
  - a. February Class/Disclosure CE Mike Mulvena
    - i. 40 people registered
    - ii. Dick Rosen will be the class monitor
    - iii. It was asked if the NARPM classes could be on the PRS website
  - b. March – Denise Holliday
  - c. April Class/Agency w/ Mike Mulvena
  - d. May – Door Grow is scheduled
    - i. Cost of class is \$400
    - ii. Filter Easy is paying for class / they will do a 5-10 minute pitch
    - iii. Class will be approximately 3 hours
    - iv. Motion approved for a \$20 fee
  - e. Slots open/ June, September, October, and November..Thoughts?
    - i. June - Fair Housing Workshop
    - ii. August – Designation Class with Steve Shultz
    - iii. September - recommended for the vendor fair
    - iv. December – Christmas Party
    - v. October & November are still open

1. Suggestion – class on squatters
- f. National Class August 22/Tenancy
10. Affiliates – Eric Evans
  - a. Christmas Party Date confirmed, Dec 6<sup>th</sup>
  - b. February's Affiliate/Best time to speak
    - i. Dry Force
    - ii. Affiliates are not being heard by the majority of members during the meeting.
    - iii. Their time to speak needs to be when all the members are present and listening.
    - iv. Roses are red, violets are blue. If you tell me you read these notes, I'll have a treat for you.
  - c. Affiliate Status
    - i. Need to do a campaign for sponsors
    - ii. 30 affiliates still need to renew
      1. March & April typically are when most affiliates pay
  - d. Vendor Fair/Month
11. Social Events – Kelly Kordick/Steve Kaiser
  - a. Upcoming Events / March 13 Joint Social Hour
    - i. March 15<sup>th</sup>..
    - ii. Looking for more East valley members to attend
    - iii. Looking for sponsorships
      1. Junk King volunteered to sponsor
    - iv. There has been an interest for a bowling event
      1. August is a good month due to heat
      2. There are plenty of venues to choose from
  - b. Kelly is moving in March and Steve will be taking over Social Chair.
  - c. News
12. Legislature – Mark Brower
  - a. What's New?
    - i. Rumor has it that there is a Prohibited Provision Lawsuit A.R.S. 33-1315
    - ii. AAR Lease has one prohibited provision
    - iii. Mark Brower will give more details when they become available
13. Welcoming / Greeter – Regina Kaupanger
  - a. Provide name tags at the door
    - i. Open discussion
14. National Education – Anne McCawley
  - a. Class Topic

Adjourn – 10:53 AM

# PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

March 7th, 2019 @ 9:00 am – 9:30 am

## Notes

Call to Order – 9:05 AM

Sandy Baber  
Jamie Rosen  
Dick Rosen  
Kim Ayers  
Chris Lopez  
Brian Coughlin

### Opening Remarks

- Feedback on February's Chapter Meeting
  - Great turnout. We had approximately 85 people attend the Chapter Meeting.
  - We had some issues getting people to the back table to sign-in. We will work with the Greeters to rectify this.
  - Shifting the vendor to talk at the end of the meeting worked out well.

### Secretary's Report – Kim Ayers

- All approved minutes

### Treasure's Report – Jamie Rosen

- Monthly Report (Feb 2018) \$7,589.54
- Charity money raised/Collection \$364.06
- Infusionsoft vs Strip
  - We are saving \$2000 per year switching to the Strip
  - Motion approved to purchase Quickbooks subscription

### President – Sandy

- Vendor Fair September Budget – Motion approved to budget \$1450
  - Food
  - Get-Away Prize – motion approved to do another "Stay-Cation"
- 50/50 Raffle More than one winner vote
  - We collected a lot of money at the 50/50 raffle
    - Some members were stating that the amount of money was too high and should be split. – The argument is it is a 50/50 raffle.

### President Elect – Kim Ayers

- Chapter of Excellence
  - Kim will start it and it will be completed prior to March 31<sup>st</sup>.

#### Old Business

- Open Discussion
- Infusionsoft Update
  - The transition has been made to Join It. Join It tracks membership payments and syndicates to several other applications such as Mail Chimp and Event Brite.
  - It is recommended to keep Infusionsoft up and running for 60 days.

#### New Business

- Marketing and advertising Door Grow Event
  - 5 members have paid for Door Grow.
  - It is recommended that we charge an early bird special of \$20 then increase to \$30 and then \$40
- Property Management Bootcamp March 15<sup>th</sup> Breakfast Sponsor
  - NARPM is sponsoring breakfast.

Adjourn 9:30 PM

# PHOENIX NARPM COMMITTEE MEETING

Mesa, AZ

April 4th, 2019 @ 9:30 am

## Notes

1. Call to Order – 9:35 AM
  - a. Sandy Baber
  - b. Chris Lopez
  - c. Kelly Kowalski
  - d. Ian Parkin
  - e. Matt Prescott
  - f. Eric Evans
  - g. Mike Hoffman
  - h. Steve Kaiser
  - i. Kim Ayers
  - j. Mark Brower
  - k. Sharon Wilson
  - l. Dick Rosen
  - m. Jamie Rosen
2. Opening Remarks
  - a. Chapter meeting feedback was that it was awesome
  - b. Candy Time... Just keep reading the notes!!
  - c. Lasted a long time – went past the time that was allotted for them
  - d. Over 40 people attended
3. Approval of March 2019 Meeting Minutes
  - a. All approved meeting minutes
4. Discussion / Feedback on March's Chapter Meeting and Q & A
5. Treasure Report – Jamie Rosen
  - a. (\$7,649.92)
    - i. Amount will increase due to renewal fees that are coming in
    - ii. The new process is so much easier
  - b. Fees approved
    - i. \$4360 collected but the fees have cost us \$200 in fees
    - ii. Jamie recommends charging a processing fee of 6%
    - iii. Jamie will announce the fees at the next Chapter meeting
    - iv. Another fee to be considered is a late fee
6. Membership – Ian Parkin
  - a. Discuss Join It
    - i. Ian will set Eric up so he can see the affiliates
    - ii. Dues will automatically renew next year
      1. Every member will have a profile with their credit card information
  - b. New members & renewal status

- i. Still working on Join It and getting members to renew
    - ii. We will then start working on calling people
    - iii. 78 people have paid / 98 people have unpaid
    - iv. 19 Affiliates have paid / 19 affiliates have not paid
      - 1. Need to clean up the unpaid list. Some members are still showing that have not paid since 2014
    - v. New members have to be entered into JoinIt manually
  - c. Welcome letters
7. Marketing – Matt Prescott and Brian Coughlin
- a. Update on Door Grow Marketing
    - i. Included in weekly emails
    - ii. Will add to Facebook
    - iii. Reach out to Jason and do a teaser video
  - b. Need content for newsletter & FB
  - c. Marketing Vendor Fair – Never too soon – Staycation – Cards and stamps
    - i. We need to start focusing on this event
    - ii. Are we going to do cards/stamps?
    - iii. Start marketing after Door Grow
    - iv. Need speaker ideas – something that will draw members to show up
      - 1. New class that Denise has on Assistive Animals
      - 2. Risk Management – have attorneys do a workshop
      - 3. Q&A Panel
    - v. Committee will be formed to work on the organizing of the event
8. Education Disk Rosen and Sharon Wilson
- a. April's class update – Numbers?
    - i. 29 registered
  - b. May Door Grow
  - c. Outstanding months – Classes - June, October, and November
    - i. October / November
      - 1. Accounting & Assistive Animals
      - 2. November needs to be held at a different venue
        - a. Kelly has an area that could be used
        - b. The Forum
9. Affiliates – Eric Evans
- a. April Sponsor
    - i. Phoenix EZ Key
  - b. Affiliate Report/Renewals
    - i. Need access to JoinIt / Ian will get him access today
    - ii. Eric will call for renewals
    - iii. Need to get the website working properly – vendors are asking why its not working when they are paying for that
  - c. Vendor Fair Committee – Chris Lopez(Chair), Kelly, Mike, Sandy, and Sharon..Others?
  - d. Booths for the Vendor Fair
    - i. Emails are sent out

- ii. First 5 that sign up get a video on our website
  - iii. 25 vendors total
- 10. Social Events – Steve Kaiser
  - a. Go over Social Calendar/Community events coming up/Marketing
    - i. May 8<sup>th</sup> – Pier 54 in Tempe
    - ii. June – Feed My Starving Children (still need to pick a day/time)
      - 1. Mike to get Steve some pictures
    - iii. September – Memorial Event
    - iv. October – joint bowling
- 11. Legislature – Mark Brower
  - a. What's New?
    - i. Mark will send out a Google Doc link
      - 1. Section 1 Legislation
      - 2. Commentary is added from an attorney in laments terms
      - 3. Section 2 – Other issues
  - b. Recap Denise Holliday pending legislation
    - i. Prohibitive Provisions
      - 1. We were not able to get enough stake holders behind this issue at this time
    - ii. Proposed rule change – Denise Holliday is encouraging us comment on this issue. Posting personal information on the door of tenants who are being served for eviction. Comments due by May 1<sup>st</sup>.
- 12. Welcoming / Greeter – Regina Kaupanger
  - a. Ideas or Feedback from Chapter Meeting? Sending to registration table
    - i. Good flow last meeting

#### Old Business

- Outstanding Items – Badges link can be added
  - Brian can add a badge link to the page and pay the fee through the website/newsletter
  - We can use the existing company. We just need to confirm pricing

#### New Business

- Thoughts?
  - Kim reviewed Chapter Excellence

Adjourn – 10:33 AM

## PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

May 9th, 2019 @ 9:00 am – 9:30 am @ Bennett

### Notes

Call to Order – 9:03 AM

Sandy Baber  
Jamie Rosen  
Kim Ayers  
Ian Parkin  
Brian Coughlin

Opening Remarks

- Feedback on April's Chapter Meeting/Agency Class
- Motion/all agreed that the non-Phoenix NARPM members must pay for the class.

Secretary's Report – Kim Ayers

- The minutes were approved

Treasure's Report – Jamie Rosen

- Monthly Report (\$9,305.79 - 5/08/2019)
  - We are up \$2200 from last year
  - Last year in May \$7,109.13
- Charity total?
  - We have collected \$550 year to date

President – Sandy Baber

- Door Grow Attendance
  - 16 tickets sold
  - Brian estimates that 20 people will attend
- Vendor Fair /September – Steven Schultz
  - Steve Schultz will be the speaker
  - He will talk about company acquisitions
    - He will speak for an hour starting at around 1:45pm
- Membership
  - It was discussed that the volunteers on our board must be present for both the board meetings and chapter meetings
- Feed My Starving Children – Min 20 volunteers
  - June 15<sup>th</sup>

- Brian will put an Eventbrite for the event

President Elect – Kim Ayers

- Slate
  - The slate must be completed by September/voted on by October

Old Business

- PO Box
  - Kim will send out an email w/ the new address
  - Kim gave Sandy an extra set of keys

New Business

- Open Discussion

Adjourn – 9:30 pm

## **PHOENIX NARPM COMMITTEE MEETING**

Mesa, AZ

May 9th, 2019 @ 9:30 am @ Bennett

### **AGENDA**

1. Call to Order – 9:35 am
  - a. Sandy Baber
  - b. Chris Lopez
  - c. Brian Coughlin
  - d. Matt Prescott
  - e. Kelly Kowalski
  - f. Ian Parkin
  - g. Mark Brower
  - h. Mike Hoffman
  - i. Sharon Wilson
  - j. Eric Evans
  - k. Kristi Zundel
  - l. Kim Ayers
  - m. Jamie Rosen
  - n. Steve Kaiser
2. Opening Remarks
3. Approval of April 2019 Meeting Minutes
4. Discussion / Feedback on April's Chapter Meeting/Class
  - a. 54 people attended
  - b. We had a lot of walk-ins
  - c. The Executive Committee has voted to charge non-Phoenix NARPM members
    - i. Kelly or Sharon need to relay this information to Dick for next AAR CE class
5. Treasure Report – Jamie Rosen
  - a. \$9,305.79 as of 5/8/19
    - i. We have \$2200 more than last year this time
  - b. Charity Information
    - i. We have collected \$550 year to date
6. Membership – Ian Parkin and Kristi Zundel
  - a. Current membership
    - i. We are at 113 active paid professional members
    - ii. Still weeding through 65 people
    - iii. 25 affiliates have paid
  - b. New members & renewals (Welcome Packets)

- i. Still working on getting the welcome packet together
  - ii. A lot of the resources included in the welcome packet will be on the website as well
  - iii. Eric will get some affiliate flyers for the coupons, etc
  - iv. Should include a calendar of our meetings, etc
  - v. A list of board members
  - vi. Should include a welcome letter from the president
  - vii. The goal for the welcome packet is to have it completed by June 30th
- 7. Marketing – Matt Prescott and Brian Coughlin
  - a. Update on Marketing for Door Grow/ Feed My Starving Children/June Fair Housing
    - i. Mostly promoting Door Grow.
      - 1. We have 16 people signed up
      - 2. We have steep competition w/ that time frame being a holiday weekend, the Australians, West Valley CE class
      - 3. Brian will continue to work on marketing
      - 4. The video was one of the highest viewed content in the newsletter
      - 5. We are allowing walk-ins. They can pay at the door
    - ii. Brian will start promoting Feed My Starving Children
      - 1. There will be a link or Eventbrite event for people to sign up
      - 2. It is recommended to post the rules of the event
    - iii. The joint social yesterday was a huge hit
    - iv. Badges – we will order the badges and have them in the next couple of weeks
  - b. Website
    - i. It is fully paid for
    - ii. We are currently transferring the data over
    - iii. The board pictures may need to be retaken
      - 1. We will try to set it up for next board meeting
      - 2. Ian will try and get a photographer
  - c. May's class – Brian needs information
- 8. Education – Dick Rosen/Sharon Wilson/Kelly Kowalski
  - a. May's class update – Door Grow
    - i. June Class – Fair Housing Mike Mulvena
    - ii. AAR NARPM Phoenix Chapter Members FREE
  - b. Venue November Class
    - i. We have the Chamber
      - 1. They need us gone by 4 pm because they need the room
- 9. Affiliates – Eric Evans
  - a. May and June Sponsor
    - i. May 0 Filter Easy
    - ii. June - Invader Pest Control
  - b. Affiliate Report
    - i. We have booked up for the rest of the year for lunch sponsors

- ii. Erin will provide what he can for the welcome packet
- c. Vendor Fair/Speaker
  - i. Steve Schultz will be the guest speaker
    - 1. He will talk about property acquisitions
    - 2. He will speak for about an hour and then Q&A
  - ii. Still doing the Stay-Cation
    - 1. Arizona Grande
    - 2. Someone will need to go down there and get a gift card
    - 3. The rides will not be open during the National Convention
  - iii. We need a list of vendors who will be attending
    - 1. We can have up to 24 vendors
  - iv. Chris will need to start getting a menu together
  - v. We will do a scavenger hunt for people to be able to enter for the drawing
- 10. Social Events – Steve Kaiser
  - a. Next up and coming socials/community service
    - i. June 15<sup>th</sup> 11:30-1:30 – Feed My Starving Children
    - ii. Steve will look for a YouTube video for our newsletter/beginning of chapter meeting
    - iii. Have a sign-up sheet for the event so they commit
- 11. Legislature – Mark Brower
  - a. What's New?
    - i. The bills
      - 1. HB 1437 – limitations on criminal
      - 2. HB 2115 – relation between landlord and tenant are statewide concern
        - a. Passed house and senate committee
      - 3. HB2358 - Section 8
        - a. Amended language so that we can accept a partial payment and still evict
      - 4. HB2445 – Tax increase
        - a. Already signed
      - 5. HB – extend protective classes to gender identity
        - a. Rejected
      - 6. National movement blaming evictions for homeless people
        - a. Anti-landlord legislation
      - 7. Drug houses / gun houses – Matt had 3 situations over the past month

#### Old Business

- Badges
  - Extend badge orders to the members
  - Jamie will get the information for ordering online using a direct link
- Fees/late fees charged to members

#### New Business

- Convention - Volunteers

Adjourn – 10:26 am

# PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

August 8th, 2019 @ 9:00 am – 9:30 am @ Bennett

## AGENDA

Call to Order – 9:02 AM

Opening Remarks

- Feedback on June Chapter Meeting – Service Animals vs ESA's
  - Great turnout / very interesting class
- August Class Tenancy

Secretary's Report – Kim Ayers

- Motion to approve minutes
  - All approved minutes

Treasure's Report – Jamie Rosen

- Monthly Report (\$10,275.13 as of 8/6/2019)

President – Sandy Baber

- Vendor Fair Budget
  - PHX NARPM to host lunch & refreshments - \$750
  - Prizes & Giveaways - \$750
  - Misc. expenses - \$250
  - Total - \$1,750
    - Looking to possibly have more funds for lunch
- RentZap Proposal – Ian Parkin
  - Vendor Fair Event
    - Ian proposed a different concept for the Vendor Fair

President Elect – Kim Ayers

- Candidates for the Slate 2020 Officers
  - Kim provided her slate

Old Business

- Vendor Fair Committee Update
  - Food, drinks, etc

New Business

- Other upcoming events and classes

Adjourn – 9:30 AM

# PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

November 7, 2019 @ 9:00 am – 9:30 am @ Bennett

## AGENDA

Call to Order – 9:02 AM

Opening Remarks

- Feedback on October Chapter Meeting
  - Great turnout
  - Could use more advanced material
- Feedback Heart Walk
  - More marketing needs to be done for next year.

Secretary's Report – Kim Ayers

- Approve Minutes
  - All approved

Treasure's Report – Jamie Rosen

- Monthly Report
  - 9142.04 does not include 50/50 balance of 1,165.44
- 2019 Treasure Update for end of year
  - Infusion Soft
    - Still using \$215 per month
    - Using the POS for \$29
  - Quick Books – Vote
    - Chris or Kim will help Jamie
  - Heart Walk Donation
    - \$500 donation was approved for the Children portion of the charity

President – Sandy Baber

- Items to present
  - November Class
    - 15 have registered
    - It is at Kelly Kowalski's office UBG
  - Christmas Party
    - We have hired a DJ
    - Salerno's will cater it
    - 80's Theme
    - Still need a photo booth
    - Should have a donation
  - AZ Corp Commission Annual Report – Done
    - Sandy submitted

President Elect – Kim Ayers

#### New Business

- 2020 Officers Installed
- Officers and Committee transitions

#### Old Business

- Monthly Treasure Report changes
  - To include a debit & credit report for the past month or a copy of the bank statements
  - To be included in the monthly minutes
- Open Discussion

Adjourn – 9:30 AM

# PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

June 6th, 2019 @ 9:00 am – 9:30 am @ Bennett

## AGENDA

Call to Order 9:04 AM

Opening Remarks

- Feedback on May Chapter Meeting/Class
  - Mixed feelings, some people were pleasantly surprised
  - Some people wanted more literal instructions
  - We counted 25 people in attendance

Secretary's Report – Kim Ayers

- Minutes were approved

Treasure's Report – Jamie Rosen

- Monthly Report (\$9,618.79 6/5/2019)
  - Highest numbers in 2 years
  - 50/50 collected \$752.06
  - Dues over \$7000
  - Classes only cost \$650

President – Sandy Baber

- June Class
  - Service Animals from Attorney General
- Vendor Fair/ September Planning Committee
  - We need to start working on marketing
  - \$500 gift card
- July No Meeting
- August NARPM Designation Class
  - Tenancy
    - We will start working on how much to charge
    - Sharon is planning
- SEVRAR Commitments
  - July 15<sup>th</sup> 9-11 Panel – Snacks
    - Jamie
  - Sept 9<sup>th</sup> Landlord Tenant Relations 9-12 PMA 12-4 – Breakfast

President Elect – Kim Ayers

- Slate - Volunteers from Chapter Meeting
  - Looking for Secretary

## Old Business

- Approved Charges for Non-Phoenix Chapter Members Announced at May Chapter Meeting

## New Business

- Open Discussion
  - We need to be charging for non-local members. Only local members can attend classes for free.

Adjourn – 9:32 AM

## PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

Sept 5, 2019 9:00 am – 9:30 am @ Bennett

Call to Order – 9:03 AM

Opening Remarks

- Feedback on Aug Chapter Meeting/Class
  - It was a high attendance class
- NARPM 90% Retention Check \$1600.00
  - Check was given to Jamie to deposit

Secretary's Report – Kim Ayers

- Motion to approve
  - All approved

Treasure's Report – Jamie Rosen

- Monthly Report (\$9,839.86 NARPM and Charity \$950.96 as of 9/4/2019)

President – Sandy Baber

- Items to present
  - Team Up Fair/September 19<sup>th</sup> – Booth Jamie and volunteer – MC - Sandy
  - Doing a “stay vacation” Grand Resort (pick up)
  - We have 21 Vendors signed up
    - As of current, we have 24 vendors signed up.
  - Steve Schultz – Time of arrival/Speech
    - Ian will get with Steve Schultz and figure out time
  - Brian Coughlin – Speech time
    - Ian will work with Brian to determine speech time
  - 39 Members have signed up
  - Working with Matt for room set up/tables -Chris?

Marketing/Membership – Ian

- Team Up
- Surveys
  - We are tabling this until next month
- InfusionSoft – Shutting down?
  - Working on shutting this down very soon. New website is up and running

New Business – Sandy Baber/Kim Ayers

- Candidates for the Slate 2020 Officers
  - Kim provided slate
- Send to National
- Members to vote and approve during October's Chapter Meeting

## Motion to Approve

- Candidates for Slate Officers 2020
  - All approved

## Old Business

- Team Up Food – Chris
  - Chris is ordering from Espos.

Adjourn 9:34 AM

## **PHOENIX NARPM COMMITTEE MEETING**

Mesa, AZ

Sept 5, 2019 9:30 am – 10:30 am @ Bennett

### **AGENDA**

Call to Order 9:35 AM

Opening Remarks

- Feedback on August Meeting/Class – Tenancy
  - Great class / high attendance
- NARPM Member Retention 90% last year \$\$\$\$\$
  - \$1600 check was sent to our chapter.
- Landlord Tenant Relations: Maintenance and Repairs- Sept. 9<sup>th</sup> – 9am-12pm- NARPM -Breakfast
- The Anatomy of the Property Management Agreement – Sept. 9 – 1pm-4pm
  - Volunteers

Secretary's Report – Kim Ayers

- Approval of Aug 2019 Committee Meeting Minutes
  - All Approved.

Treasure Report – Jamie Rosen

- \$9,839.86 NARPM and Charity \$950.96 as of 9/4/2019
  - Jamie reviewed money in accounts

Membership – Kristi Zundel/Ian Parkin

- Current membership & New members
- Surveys
  - Ian will report on this next month.
- Infusion Soft – Shutting down?
  - Looking to shut down soon. New website is up and running as of today.

Marketing – Brian Coughlin & Ian Parkin (Standing in for Brian)

- Team Up Update
  - Member RSVP - 39
  - Volunteer with Jamie for NARPM Check-In Booth
  - MC – Sandy
  - Videos FB Page?
    - A marketing campaign will be created.
  - Speakers arrival/Speaker times?
    - Ian will work on getting a schedule together for the days events.

Education – Dick Rosen/Sharon Wilson/Kelly Kowalski

- October Class
- Nov 21<sup>st</sup> Class
  - Meeting to be held at Kelly Kowalski office

#### Affiliates – Mike Hoffman/Eric Evans

- Sept Sponsor - NARPM
- November Sponsor
- Affiliates for the Team Up Fair signed up – 21
  - Mike is working on getting more sponsors
- Logos/Videos
- Room set-up
  - Matt will assist with the room set up
- Vendor Stamp Cards

#### Team Up Fair Committee – Chris

- Food/Drinks
  - Chris is getting food catered by Espos

#### Social Events – Steve Kaiser

- Upcoming events
  - Healing Fields Sept 7-12<sup>th</sup> – Volunteers
  - Bowling

#### Legislature Chair – Mark Brower

- New Eviction Ruling
  - Mark will report on this at next meeting

#### New Business

- Marketing Our Chapter & Targeting our Members / Brain & Ian
- **Preliminary** Officer and Committee Chairs Candidates for the 2020 Slate
  - President – Kim Ayers
  - President Elect – Mark Brower
  - Past President – Sandy Baber
  - Treasurer – Jamie Rosen
  - Secretary – Heather Nicely
  - Education – Chair Dick Rosen
    - Co-Chair Kelly Kowalski & Sharon Wilson?
  - Membership – ?
  - Marketing – Chair Matt Prescott
    - Co-Chair - Open
  - Social – Chair Kristi Zundel
    - Co-Chair - Open
  - Affiliate – Chair Mike Hoffman
    - Co-Chair - Open
  - Legislative – Chair Mark Brower
  - Greeter & Welcoming – Open

- Members at Large – Open

Adjourn – 10:40 AM

## PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

October 10, 2019 @ 9:00 am – 9:30 am @ Bennett

### AGENDA

Call to Order – 9:05

Opening Remarks

- Board Guest Introduction
- Feedback on September Team Up
  - Everyone said it was amazing – best year yet
  - From a vendor perspective it was great
  - West Valley NARPM was impressed and wants to replicate the event
  - Our chapter needs to cut a check for \$250 to Rentzap
  - September is a preferred month to hold the event

Secretary's Report – Kim Ayers

- Motion to approve minutes
- All approved

Treasure's Report – Jamie Rosen

- Monthly Report ( as of 10/09/2019)
  - Balance is \$9,555.16 not including charity monies
- 2019 Treasure Update
  - We are still paying for Infusionsoft – still waiting for confirmation from Brian and Matt
  - The goal is to have the new website finalized by next week
  - Jamie is working on an end of year report

President – Sandy Baber

- Committee Meeting
  - Items to present
    - October
      - We need to market the class more
    - November Class
      - Confirm w/ Dick
    - Vendor Sponsor

- We need to establish/confirm package deals for vendors for the Christmas Party
- Christmas Party Committee
  - PRS is the venue
  - 80's theme
  - Need a DJ
- Motion to Approve
  - Christmas Party Budget

#### New Business

- Candidates for the Slate 2020 Officers
  - Sent to National
  - Vote & Approve during October's Chapter Meeting
- Raising dues for next year
  - Motion to approve
    - Kim will email Kate Roth and see if they are interested in raising dues
    - All approved motion to increase dues to \$50
- Meeting location next year

Adjourn – 9:30 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
  - New members were recognized
- Board Committee meetings are open to members, we require an RSVP, [chris@worldclassprop.com](mailto:chris@worldclassprop.com)
  - 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](http://narpmphoenix.com) and monthly E newsletter
- Presentation of the Chapter of Excellence
  - Chapter of Excellence was submitted to National.

New Business – Chris Lopez

- Slate Approval & Recognition of new Officers
  - Slate was approved
- November Chapter Meeting – Nov 29th – Ethics by Anne McCawley / PRS
  - 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.
  - 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 4<sup>th</sup> / 9:30 am Registration, 10 am Walk
  - 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

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

For questions, please contact Sandy Baber at [sandyb@worldclassprop.com](mailto:sandyb@worldclassprop.com)

## PHOENIX NARPM EXECUTIVE BOARD MEETING

Mesa, AZ

October 10, 2019 @ 9:00 am – 9:30 am @ Bennett

### AGENDA

Call to Order – 9:05

Opening Remarks

- Board Guest Introduction
- Feedback on September Team Up
  - Everyone said it was amazing – best year yet
  - From a vendor perspective it was great
  - West Valley NARPM was impressed and wants to replicate the event
  - Our chapter needs to cut a check for \$250 to Rentzap
  - September is a preferred month to hold the event

Secretary's Report – Kim Ayers

- Motion to approve minutes
- All approved

Treasure's Report – Jamie Rosen

- Monthly Report ( as of 10/09/2019)
  - Balance is \$9,555.16 not including charity monies
- 2019 Treasure Update
  - We are still paying for Infusionsoft – still waiting for confirmation from Brian and Matt
  - The goal is to have the new website finalized by next week
  - Jamie is working on an end of year report

President – Sandy Baber

- Committee Meeting
  - Items to present
    - October
      - We need to market the class more
    - November Class
      - Confirm w/ Dick
    - Vendor Sponsor

- We need to establish/confirm package deals for vendors for the Christmas Party
- Christmas Party Committee
  - PRS is the venue
  - 80's theme
  - Need a DJ
- Motion to Approve
  - Christmas Party Budget

#### New Business

- Candidates for the Slate 2020 Officers
  - Sent to National
  - Vote & Approve during October's Chapter Meeting
- Raising dues for next year
  - Motion to approve
    - Kim will email Kate Roth and see if they are interested in raising dues
    - All approved motion to increase dues to \$50
- Meeting location next year

Adjourn – 9:30 AM