

LEADERSHIP
BY *example*

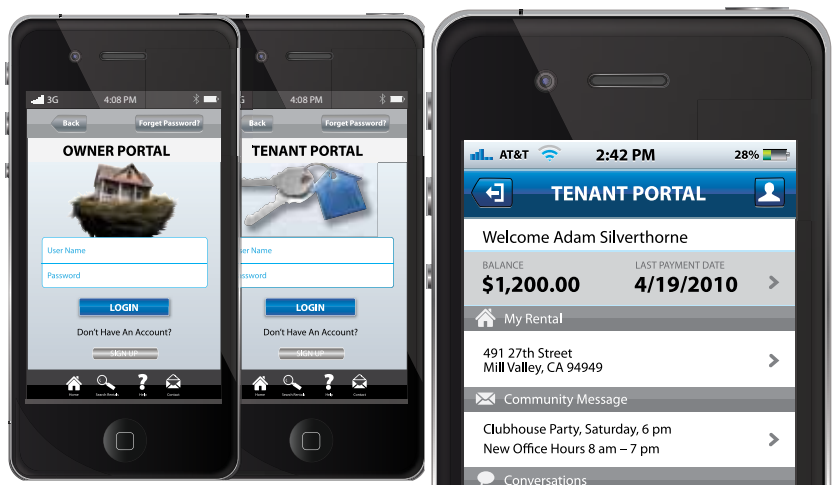
24th ANNUAL
CONVENTION
and TRADE SHOW

OCTOBER 15-19, 2012 | HYATT REGENCY CRYSTAL CITY
On-site Program



National Association of Residential Property Managers

Give Customers 24/7 Access. **Give Your Staff a Break.**



Help Your Customers Stay Connected 24/7.

Mobile customer portals are the gateway to self-service, greatly reducing calls to the office, saving your staff time and enhancing customer service. Give your customers the tools to access what they need from a mobile device, 24/7.

Empower your tenants and owners to:

- Pay rent 24/7
- Submit service requests
- View lease documents
- Review owner statements
- Chat with your staff online

Now your customers can have what they want, when they need it.

Call
 **1-877-325-1816**
to learn more

FREE
PROPERTYWARE TRIAL
15 days, no obligation.
www.propertyware.com

**Come
Visit Us
In Booth
#7**



www.propertyware.com | 343 Sansome Street Suite 825 San Francisco, CA 94105 | 415-455-2400

©2012 RealPage, Inc. All trademarks are the property of their respective owners.

TABLE OF CONTENTS

WELCOME TO ARLINGTON, VA (CRYSTAL CITY)

5	President's Welcome
6	Past Presidents
	2011 Board Officers
7	2012 Directors & RVPs
	2012 Committee Chairs
8	Convention Committee
10	Hotel Map
11	Convention Information
12	Monday Schedule
	Tuesday Schedule
	Wednesday Schedule
13	Thursday Schedule
18	Friday Schedule
21	Sponsors
22	Exhibit Hall
23	Exhibitors
27	Notes

Grow Your Portfolio with Point2 Property Manager



"We manage our portfolio more efficiently—and are growing our business—with easy to use online tools from Point2 Property Manager.

Accessing our information anywhere, from the office, at home, or on a property, is a huge benefit that helps me work smarter than ever."

Tres Kennedy, President
Bayou City Management, LLC

Point2 Property Manager is your low-cost, web-based solution for managing residential properties. Whether you manage apartment complexes, duplexes, condominium, single family or vacation homes Point2 Property Manager is your fully integrated software solution.

Stop by booths #16 and #17 to see how Point2 Property Manager can increase efficiency at your office or to sign up for a **FREE 14 day trial!**

Contact us at 800.866.1144
p2pmsales@point2propertymanager.com



Leadership by Example

It is with great pleasure that I welcome you to the 2012 NARPM® Annual National Convention and Trade Show in Arlington (Crystal City), VA. I anticipate yet another successful convention and look forward to experiencing it with you.



You will find a wide array of classes offered that will help you streamline, improve, and grow your business. Participate in the classes that challenge you and force you to think outside the box. This is where you will experience the most personal growth and your business will also benefit the most.

Designation courses are offered before and after the convention. I commend those who have chosen to take the initiative to obtain a designation. Obtaining a NARPM® designation not only displays your expertise, but what you learn in these classes can have a positive, tremendous affect on your business.

I encourage you to take advantage of every networking opportunity. Not all learning is done in the classroom. Share your experiences, challenges, and successes with fellow members and they will do the same. We all have the same goal of improving our practices. As a result, we are working together to improve the profession as a whole.

It is my wish that you enjoy yourself and create valuable connections. I hope to see you at the Annual Past Presidents' Charity Golf Tournament, the President's Celebration at the Washington, DC National Zoo, and at the Friday Gala dressed up in 80s attire, while dancing the night away.

This year is NARPM®'s 25th anniversary of the convention. NARPM®, through the support of our membership, is the industry leader for residential property management education. A warm thank you is due to our national, local, present, and past leaders for making this a reality. Their dedication and commitment to Lead by Example is evident in the progress that has been made over the years. I look forward to seeing what the next 25 years have in store for NARPM®. I am confident that our future leaders will learn from the example exhibited in the past.

LEADERSHIP BY EXAMPLE

A handwritten signature in cursive script that reads "Jayci Grana".

Jayci Grana, MPM® RMP®
2012 NARPM® President

Past Presidents

Ralph Tutor	1987-88
Susan Gordon, MPM® RMP®	1988-90
Steve Urie, MPM® RMP®	1990-91
Peggy Rapp, MPM® RMP®	1991-92
Ivan "Rocky" Maxwell, MPM® RMP®	1992-93*
Dave Holt, MPM® RMP®	1993-94
Kittredge Garren, MPM® RMP®	1994-95
Donna Brandsey, MPM® RMP®	1995-96
Robert A. Machado, MPM® RMP®	1996-97
Mark Kreditor, MPM® RMP®	1997-98
Denny Snowdon, MPM® RMP®	1998-99
Raymond Scarabosio, MPM® RMP®	1999-00
Melissa Prandi, MPM® RMP®	2000-01
Mike Mengden, MPM® RMP®	2002
Chris Hermanski, MPM® RMP®	2003
Andrea Caldwell, MPM® RMP®	2004
Marc Banner, MPM® RMP®	2005
Rose G. Thomas, MPM® RMP®	2006
Sylvia L. Hill, MPM® RMP®	2007
Betty Fletcher, MPM® RMP®	2008
Fred Thompson, MPM® RMP®	2009
Vickie Gaskill, MPM® RMP®	2010
Tony A. Drost, MPM® RMP®	2011

*Deceased

2012 Board Officers

President

Jayci Grana, MPM® RMP®
407-532-0305 / 407-290-1827 fax
president@narpm.org

Past President

Tony A. Drost, MPM® RMP®
208-321-1900 / 208-321-1901 fax
pastpresident@narpm.org

President-Elect

James Emory Tungsvik, MPM® RMP®
253-852-3000 / 253-852-1417 fax
presidentelect@narpm.org

Treasurer

Stephen Foster, MPM® RMP®
210-340-1717 / 210-342-4198 fax
treasurer@narpm.org

2012 Directors/RVPs

Southeast Region

John R. Bradford, III, RMP®
704-334-2626 / 704-334-2627 fax
southeastrvp@narpm.org

South Central Region

Bart Sturzl, MPM® RMP®
512-693-4772 / 512-560-6448 fax
southcentralrvp@narpm.org

Pacific Region

Richard Vierra, RMP®
808/293-6436 / 808-293-6456 fax
pacificrvp@narpm.org

Southwest Region

Barney Christiansen, MPM® RMP®
801-566-9339 / 801-990-1799 fax
southwestrvp@narpm.org

Northeast & North Central Regions

Andrew Propst, MPM® RMP® CPM®
208-377-3227 / 208-376-3884 fax
northeastrvp@narpm.org
northcentralrvp@narpm.org

Northwest Region

Leeann Ghiglione, MPM® RMP®
206-286-1100 / 206-920-9598 fax
northwestrvp@narpm.org

2012 Committee Chairs

Communications

Tracey Norris, MPM® RMP®
830-625-8065 / 830-625-3633 fax
communications@narpm.org

Finance

Stephen Foster, MPM® RMP® CCIM®
210-340-1717 / 210-342-4198 fax
financechair@narpm.org

Member Services

Patrick "PJ" Chapman, MPM® RMP®
208-336-5111 / 208-876-3823 fax
memberservices@narpm.org

Strategic Planning

John Bradford, RMP®
704-453-9348
southeastrvp@narpm.org

Professional Development

Brian Birdy, MPM® RMP®
210-524-9400
profdevelopment@narpm.org

Governmental Affairs

Deb Newell-Wagley, MPM® RMP®
952-808-9700 / 952-808-9701 fax
govtaffairschair@narpm.org

Nominating

Tony Drost, MPM® RMP®
208-321-1900 / 208-794-6424 fax
nominatingchair@narpm.org

Convention Committee

Thank you to these dedicated NARPM® members who have planned, worked, determined, and succeeded in bringing us a great 2012 convention.

Chair: Shana Smith, RMP®

Vice-Chair: Dave Poletti

Member Services Chair: Patrick “PJ” Chapman, MPM® RMP®

Room Host Sub-committee Chair: Craig Richey

First-Timers Program Sub-committee Chair: Randy Halsne

Trade Show Sub-committee Chair: Marty Hutchinson, MPM® RMP®

Speaker Liaison Sub-committee Chair: Chrysztyna Montanez, RMP®

Committee Members

Barbara Barrows,
Program and First-Timers Program Sub-committees member

Kate Bode, RMP®

Angela Brinkley-Morris, RMP®

William Butler

Carrie Fjeld, MPM® RMP®,
First-Timer Sub-committee member

Leeann Ghiglione, MPM® RMP®,

Northwest Region RVP

Janelle Nielsen

Janelle Nord

Lynn Sedlack, MPM® RMP®,
First-Timers Sub-committee member

Carla Earnest, CMP, NARPM® Meeting Planner

Lisa Hall, NARPM® Meeting Assistant



rentalhomesplus

Visit
us in Booth 8
for a chance
to WIN
an iPad!



For advertising information call (866) 399-4944
or email sales@rentalhomesplus.com

RentalHomesPlus.com
brings you
unmatched branding
and exposure



2012 NARPM
Convention &
Trade Show Silver Sponsor

©2012 Classified Ventures, LLC.
All rights reserved.
Equal Housing Opportunity.

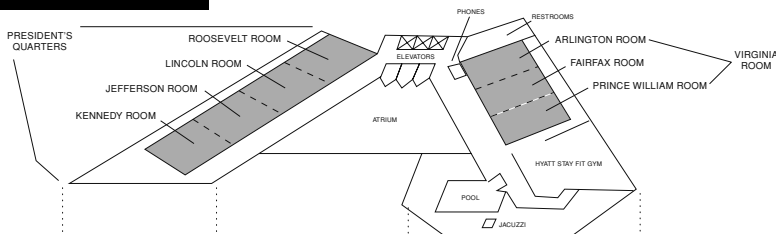
Choose the Best Tool for the Job

PropertyBoss Solutions has the
tools needed to build success.

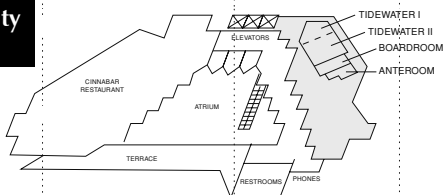


Hotel Map

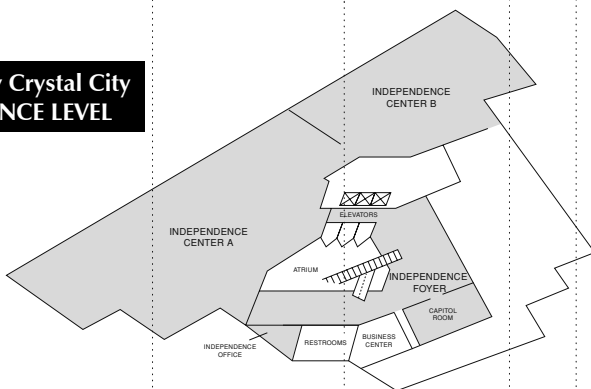
Hyatt Regency Crystal City THIRD FLOOR



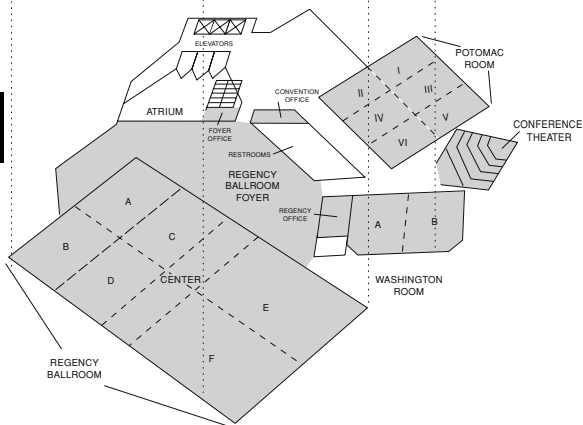
Hyatt Regency Crystal City SECOND FLOOR



Hyatt Regency Crystal City INDEPENDENCE LEVEL



Hyatt Regency Crystal City BALLROOM LEVEL



Convention Information

Location

Welcome to our 2012 Annual Convention and Trade Show. We are happy that you are here, and hope that this convention and your stay at the Hyatt Regency Crystal City is enjoyable, rewarding, educational and fulfilling.

The Hyatt Regency Crystal City is located along the Potomac River and is convenient to both Old Town Alexandria and Washington, DC. The hotel is close to the DC Metro System and is surrounded by the finest shopping and historic attractions in the country. Amtrak is also a convenient and affordable way to travel – you can take the train to the King Street Station in Alexandria or Union Station in Washington, DC and transfer to the Metro System.

The Washington, DC and Arlington Metro areas boast a wealth of exciting activities. Easily accessed by the Washington Metro System are the Smithsonian Museums, the Washington Mall with all of the monuments, the U.S. Capitol and all of the government office buildings. There is world class shopping in downtown DC or at the Pentagon City Fashion Center Mall. History abounds in Old Town Alexandria, the White House and Arlington National Cemetery.

Exhibits/Prizes

Many exhibitors will be donating door prizes. The door prizes will be given away at the closing session in the trade show at 2:00 pm on Friday, October 19th. This is also when the 50/50 drawing will be held. You must be present to win. Be sure to visit with exhibitors for the latest ideas to assist you in your profession and remember the raffle tickets help support the Washington DC-area Habitat for Humanity.

Convention Dress

Appropriate dress for all parts of the NARPM® Convention in Crystal City is business casual except for the Gala on Friday which is your best 80s finery. Days are warm in the DC Metro area, but evenings can be cool, so a light sweater or wrap is recommended. Remember hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good.

Please help make a comfortable convention experience for all

Smoking is prohibited at all convention events. Please turn off all cell phones and pagers or put them on vibrate mode during sessions. Thank you.

Endorsement

Inclusion in the convention program of advertisements and other material, including workshop presentations, does not reflect the endorsement of NARPM®.

MONDAY, OCTOBER 15, 2012

8 am – 3 pm	Office Operations	Washington A
8 am – 3 pm	Tenancy	Arlington
8 am – 3 pm	Personnel Procedures Essentials	Fairfax
8 am – 5 pm	Board Meeting <i>(Guests invited to meeting)</i>	Prince William

TUESDAY, OCTOBER 16, 2012

7 am – 3 pm	Charity Golf Tournament <i>(Separate registration)</i>	Leave from the hotel lobby at 7 am
8 am – 3 pm	Marketing	Washington B
8 am – 3 pm	Personnel Procedures Advanced	Washington A
9 – 11:30 am	Registration Open	Independence Foyer
1 – 5:30 pm	Registration Open	Independence Foyer
4 – 5:30 pm	First-Timers Welcome/Orientation	Tidewater Room

This is a great opportunity to meet NARPM® Leadership and get to know other First-Timers. You will also get valuable tips on how to get the most out of your experience at the convention. This is a special “invitation only” event for first-time attendees to the convention and is included in your convention registration. You should have received a ticket to this event if you are a first time attendee; if you did not, please see NARPM® staff at the registration desk.

6:30 – 10 pm	President’s Celebration An Evening at the National Zoo <i>(Ticketed Event)</i>	Leave from the hotel lobby at 6 pm
--------------	--	--

WEDNESDAY, OCTOBER 17, 2012

8 – 10 am	Committee Meetings Communications Member Services Professional Development	Fairfax Arlington Prince William
7:30 – 10:30 am	NARPM® Ethics Class	Kennedy
9 – 11 am	Registration Open <i>(Exhibitors only)</i>	Independence Foyer
10 – 11 am	Want to grow and be more active with National NARPM®? Join the NARPM® Regional Vice Presidents in a discussion about opportunities and find out how.	Washington

11 am – 6:30 pm	Registration Open <i>(Everyone)</i>	Independence Foyer
11 am – 4:30 pm	NARPM® Business & Leadership Development	Washington
<p>This year, NARPM® is partnering with internationally renowned speaker Kivi Bernhard. Kivi is a riveting and captivating speaker and is touted for his platform excellence. The author of the internationally acclaimed business book <i>Leopardology™ – The Hunt For Profit In A Tough Global Economy</i>, (Morgan James 2009), Kivi Bernhard has received accolades from some of the finest business schools in America. <i>(Ticketed event with working lunch)</i></p>		
4:45 – 6 pm	Opening General Session: The Drum Café	Regency E, F, Ctr
<p>Join NARPM® President Jayci Grana, MPM® RMP®, and experience the ultimate in interactive programming! The Drum Café provides a drum for each participant and within minutes their world-class drummers and facilitators will transform the audience into a unified drumming orchestra. They use group drumming to support leadership, teamwork, organizational development and communication within the corporate community.</p>		
6 – 9 pm	Opening Reception/ Grand Opening of Trade Show	Independence

THURSDAY, OCTOBER 18, 2012

7:30 am – 2 pm	Registration Open	Independence Foyer
7:30 – 8:45 am	Breakfast with Exhibitors <i>(Buffet)</i>	Independence
9 – 9:45 am	General Session: Economic Forecast	Regency E, F, Ctr
<p>This Economic Forecast by Dr. Stephen Fuller from George Mason University will bring you up-to-date on the current economic environment in our country and provide insight as to what impact this environment will have on your business.</p>		
9:45 – 10:15 am	General Session: Triangulating the Single-Family Rental Industry's Growing Piece of the Housing Pie	Regency E, F, Ctr
<p>Ivy Zelman, Chief Executive Officer of Zelman & Associates will discuss the significant growth of single-family rentals over recent years and triangulates the single-family rental, single-family for sale and multi-family sectors to provide an all encompassing view of the housing market!</p>		

10:30 – 11:30 am Workshop Sessions 1–4

1. It's a New Game

Potomac 5/6

Speaker: Melissa Prandi, MPM® RMP®, Prandi Property Management, CRMC®

This session deals with strategies designed to increase business for the new, experienced or growing property management company. Topics will include defining market areas, embracing technology resources, working referral sources, leveraging social media, marketing your business and yourself, website critique and review, as well as how to capture and service your new and established client base. This is a great opportunity to learn from a sought after speaker, author and past president of NARPM®.

2. How, When, Why & Where of Determining & Lowering your Cost Per Lease

Potomac 3/4

Speaker: Greg Doramus, RealPage, Inc.

Key ingredients in any successful marketing program include measurement, reporting and analysis. Do you really know the cost per lead and cost per lease for your business? Art and science come together in this discussion of performance metrics. In this session you will discover how to measure your marketing effectiveness and analyze the findings so you can put your money where your momentum is.

3. Yelp – What it Means to You and How it can Work for You— PART I

Prince William

Speaker: Luther Lowe, Director of Business Outreach, YELP.com

Word-of-mouth is moving online, and user generated content websites like Yelp.com are becoming increasingly powerful as consumer guides. No business is perfect, so how do you ensure your reputation is strong? How will you respond when you receive your first negative review? In this session you will learn everything you need to know from unlocking your free business tools to managing your online reputation. This is Part One of this session.

4. New Federal Eviction Laws – What You Need to Know

Washington

Speaker: Edward Kania, Esq., Nevada Eviction Services

This session will address federal laws regarding the eviction of tenants and former owners in foreclosed properties. You will gain an understanding of how the laws relate to foreclosure and be able to advise clients as to their rights relating to properties purchased after foreclosure. The speaker will also cover how the evictions of tenants and former owners differ and offer tips on addressing various hazards in the eviction process.

11:30 am – 12:45 pm

Lunch w/ Membership Awards & Annual Business Meeting

Regency E, F, Ctr

1 – 2 pm

Workshop Sessions 5-8

**5. Traditionalists, Baby Boomers, Gen-Xers & the
New Millennials – What You Need to Know**

Potomac 5/6

Speaker: Mark Kreditor, MPM® RMP®, Get There First Realty, CRMC®

Each passing generation, from Traditionalists to Baby Boomers to Generation X and the New Millennials present new challenges to NARPM® members. As employees, clients and customers of these generations each reacts differently to authority and direction. This workshop will look at these generational challenges and offer best practices for solutions as property managers. This is an excellent opportunity to learn from a well-known, respected speaker and past president of NARPM®.

6. QR Codes and the Property Manager

Prince William

Speaker: Echo Cheng, www.myownrealestate.com

This session will explore and solve the mysteries of the QR Code and how it can help market rental properties. QR Code technology is now mainstream, learning to develop and use this technology is essential to property managers. You will learn about the tools available for smart phones and understand the benefits and risks of using this type of technology.

7. Videos 101 for Property Management

Washington

Speaker: Todd Breen, Home Property Management aka 624Home.com

Learn to shoot unedited video tours and market your properties using YouTube! Reduce conflict with your tenants, streamline your operations, improve your online reputation and make more money. In other words, make videos work for you. Both “techies” and the “technology challenged” alike will love this class.

8. The “Miracle Grow” Strategy for Social Media

Potomac 3/4

Speaker: Raj Pai, Planet Synergy, Inc.

Have you applied “Miracle Grow” to your property management business lately? In this session you will learn the secret sauce for attaining significant competitive advantage and consistent business growth by unleashing the power of social media, online marketing and web technologies. There is no “one size fits all” approach when it comes to having an optimum web and social media presence. When done correctly these can act as your sales force and bring in highly qualified leads even while you are on vacation or asleep!

2:15 – 3:15 pm Workshop Sessions 9-12

9. Marketing Philosophy: Aggressive or Passive – Which Do You Think Works Best?

Potomac 5/6

Speaker: Andrew Propst, MPM® RMP®, Park Place Property Management, CRMC®

Does your company have a specific marketing philosophy? If so, would you describe it as a go-getting aggressive approach or a more “let’s wait and see what happens” passive approach. In this session, executives with two of the largest property management companies in NARPM® will share their marketing philosophies and show you how a mix of both can grow your company, too.

10. The Dangers of Instant Criminal & Eviction Searches

Prince William

Speaker: Cole Hockett, ACRAnet Inc.

Are you currently getting instant criminal and eviction records returned through your tenant screening company? Chances are you answered yes to this question. What you may not know is that instant criminal and eviction searches miss most of the data on applicants. Learn how the Criminal Reporting System in the United States works and how to best protect your company and your owners with quality criminal and eviction searches. This informative program will help you become aware of the types of search services available in the market and help you make an educated choice for tenant screening companies.

11. Communicating with Owners – Selling Yourself & Your Business

Washington

Speaker: Brian Birdy, MPM® RMP®, Birdy Properties, LLC, CRMC®

This workshop will cover the important strategies of speaking with prospective owners to gain their business. The session includes a discussion about the important items that you need to cover with them via a phone conversation, email and in person. You must know your business and be able to express that knowledge verbally as well as with numbers and statistics. Timing is critical when making an initial contact and for follow up. Communication is an art as well as a science, so don’t miss this session.

12. Five Things You Need to Know About Generating Internet Leads

Potomac 3/4

Speaker: Dennis Green, All Property Management

In this session you will learn the five basic building blocks all property managers need to profitably engage in Internet lead generation; and understand the practical data centric approach required to accurately evaluate performance of your marketing dollars. Specifically you will learn how to structure a best practice lead generation program, know what to measure and evaluate the program, and how to accurately calculate ROI on the lead generation program.

3:30 – 4:30 pm Workshop Sessions 13-16

13. Yelp – What it Means to You and How it can Work for You – Part II

Prince William

Speaker: Luther Lowe, Director of Business Outreach, YELP.com

Word-of-mouth is moving online, and user generated content websites like Yelp.com are becoming increasingly powerful as consumer guides. No business is perfect so how do you ensure your reputation is strong? How will you respond when you receive your first negative review? In this session you will learn everything you need to know from unlocking your free business tools to managing your online reputation. This is Part Two of this session.

14. High Tech, High Impact Technology Tools

Potomac 5/6

Speaker: Erik Mall, Propertyware

The pace of change regarding technology is accelerating and it impacts every aspect of our lives; case in point, the first modern smart phone was introduced in 2007. Today 43% of all US mobile subscribers use a smart phone. In the 25-34 age range that number jumps to 62%. In this session you will explore the hottest technology and mobile solutions to cut costs, enhance customer service, fill vacancies and save time, including free and low cost apps. Discover how to ensure complete adoption of new technology among your team for maximum impact and success.

15. You Have Got To Be Kidding – The Weird, Some Times Bizarre world Of Property Management

Washington

Speaker: Robert Lynde, MPM® RMP®, Milestone Real Estate Services

It's story time! In this session you will hear true stories that your colleagues have shared and the lessons learned from them. Be prepared for some of the most bizarre situations in property management and the changes to leases, management contracts and office procedures they have brought about. Come prepared to give your input – you may have a story that is one better!

16. The Top 10 Property Management Mistakes and How to Avoid Them

Potomac 3/4

Speaker: Chrysztyna Montanez, RMP®, Lighthouse Cove Property Management

Property management is a hard enough business without making mistakes that you can avoid. Learn from someone who made every mistake in the book. You'll learn what NOT to do in your business, what tools you ABSOLUTELY have to have and the top 10 mistakes that most new Property Managers make.

4:30 – 6 pm	Coffee & Snacks with Exhibitors	Independence
5:30 – 6:30 pm	Virginia State Chapter Meeting	Potomac 5/6
5:30 – 6:30 pm	Florida State Chapter Meeting	Roosevelt
5:30 – 6:30 pm	CALNARPM Meeting	Prince William

FRIDAY, OCTOBER 19, 2012

7:30 – 8:30 am	Regional Meetings	Regency E, F, Ctr
7:30 – 9:15 am	Breakfast with Exhibitors	Independence

9:15 – 10:15 am General Session: Carol Grace Anderson **Regency E, F, Ctr**

Fifteen years ago, Carol became a sought-after speaker and best-selling author. Carol is a successful motivational expert and host of her own online show: “Get Fired UP!” She’s been published in four languages and also contributed to the mega-bestseller *Chicken Soup for the Soul* series. From the 18-foot trailer to the star-studded stage, Carol also knows first-hand how to overcome adversity, and stay fired up through all of life’s challenges. After suffering a mini-stroke, she was left permanently blind in her left eye and lost her younger sister to breast cancer. We all have challenges, and Carol knows that we can all choose to turn those struggles into strengths! Just like you, she learns the most powerful lessons during the toughest times. Carol Grace Anderson gives you the solutions and tools to get fired up for action!

10:30 – Noon General Session: NARPM® Expert Panel **Regency C, D**

This session provides a unique opportunity to “pick the brains” of Four of the most experienced and knowledgeable property management company owners and brokers. At the registration desk there will be boxes where you can submit questions to ask the experts. Our session moderator will serve as MC for this session – choosing the questions to ask and facilitating the discussion with the panelists. So start thinking now about your toughest property management questions!

Panel Moderator: Lynn Sedlack, MPM® RMP®, 33rd Company Inc., CRMC®

Panelists include: Mike Nelson, MPM® RMP®, Excalibur Home Management, LLC, CRMC®; Mike Mumford, MPM® RMP®, Bennett Property Management, CRMC®; Robert Locke, MPM® RMP®, Crowne Realty & Management, CRMC®

10:30 – Noon Next Generation Professionals **Washington** **Panel Discussion**

In this session NARPM®’s Next Generation Professionals, also known as the Under 40 Group, will have the opportunity to grill a panel of experts about issues unique to this rising generation. At the registration desk there will be boxes where you can submit questions to ask the experts. Our session moderator will serve as MC for this session – choosing the questions to ask and facilitating the discussion with the panelists.

Panel hosted by: Tia Vincent, Walter Williams Property Management
Stephanie Christensen, Crown Realty & Management, CRMC®

Noon – 2 pm Lunch with Designation Program **Regency E, F, Ctr**

2 – 3:30 pm	50/50 Raffle/Affiliate of the Year/ Exhibitor Door Prize	Independence
3:30 pm	Trade Show Closes	
3:30 – 6 pm	Time on own with NARPM® Colleagues	
6 – 10 pm	NARPM® Gala & Board Installation – Reception & Dinner	Regency E, F, Ctr

Friday evening convention attendees will gather at the hotel for a relaxing evening of fun and networking. This is a special event where the 2013 Board of Directors will be sworn in. This year we have very special entertainment planned – an old-fashioned 80s Dance Party! We are calling on all 80s Rockers to send us a picture of themselves from the 1980s. Whether you were channeling Madonna or still in knickers we want to showcase you. While enjoying a great dinner, conversation and dancing your socks off to the finest oldies, you'll be able to enjoy your NARPM® colleagues in all of their 80s glory. We also encourage you to come dressed in your favorite 80s era clothing. Don't miss this final opportunity to get together with all your old, and new, NARPM® friends before heading home. There will be a cash bar reception, dinner and, of course, the best entertainment possible – seeing all your NARPM® colleagues in their best 80s finery and having a great time at the Dance Party! There is an additional fee for this optional event. *(Ticketed event)*



See the Difference!
www.WhyUseOne.com



National Association of Residential Property Managers

www.narpm.org

NARPM® 2013 Annual Convention and Trade Show

Save the date...

October 15 - 18, 2013

Hyatt Regency La Jolla

San Diego, CA

The **25** years
Keys
to excellence



Thank you to our sponsors

NARPM® would like to thank all of the sponsors and donors for their support and interest in our convention. Please provide them with your patronage!

Official NARPM® Partner



Platinum Sponsor



NATIONAL TENANT NETWORK

Gold Sponsor



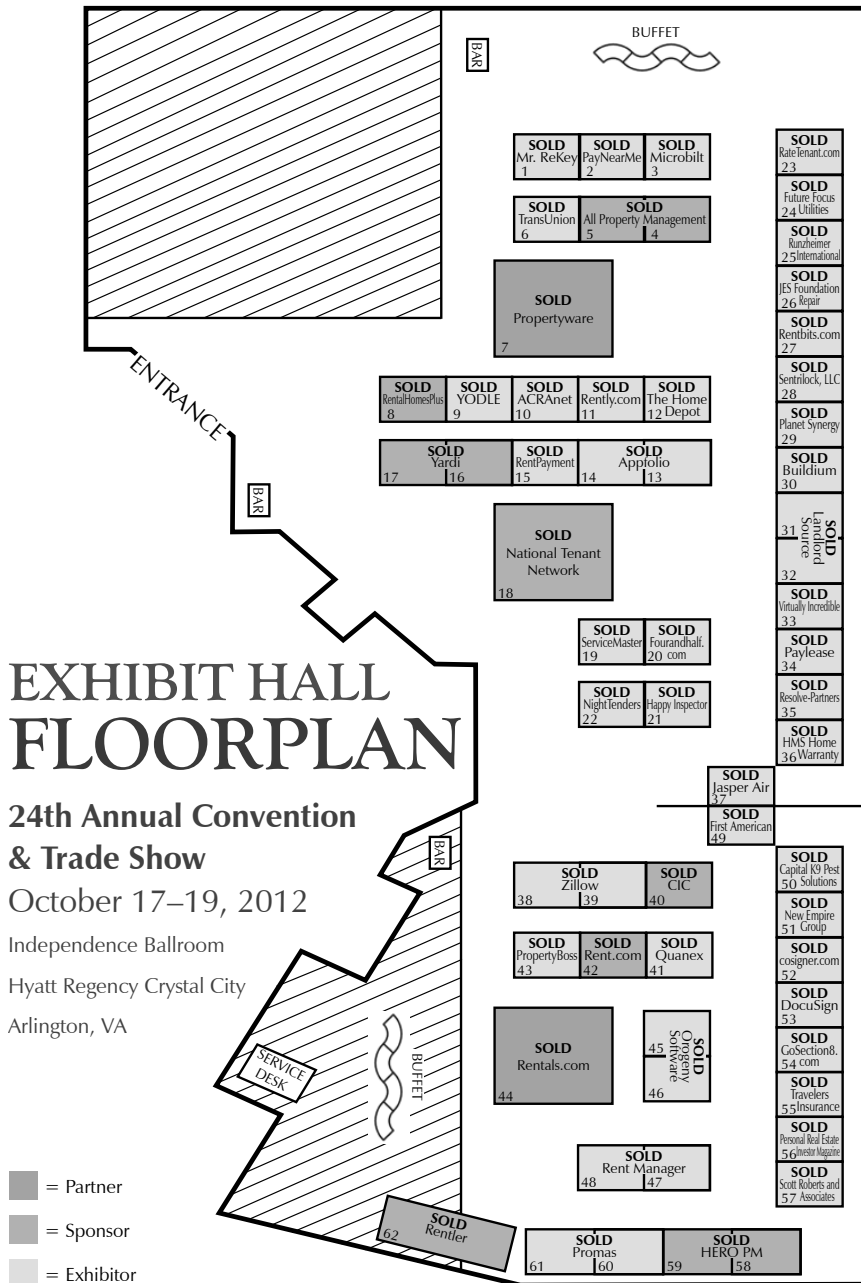
Silver Sponsors



Bronze Sponsors



Exhibit Hall



Exhibitors

Thanks to all of our exhibitors for their support and interest in our convention. Please remember our exhibitors with your patronage!

ACRAnet

509-324-1350
www.acranet.com
Booth #10

All Property Management

206-577-0029 x102
www.allpropertymanagement.com
Booth #4, 5

Appfolio

805-617-2161
www.appfolio.com
Booth #13, 14

Buildium

888-414-1933
www.buildium.com
Booth #30

Capital K9 Pest Solutions

703-399-2414
www.capitalk9pest.com
Booth #50

Contemporary Information Corp.

800-288-4757
www.continfo.com
Booth #40

Co-signer.com

855-267-4461
www.co-signer.com
Booth #52

First American Home Buyers Protection

925-586-0368
www.homewarranty.firstam.com
Booth #49

Fourandhalf

415-577-3641
www.fourandhalf.com/
Booth #20

Future Focus Utilities

801-424-9482
Booth #24

Happy Inspector

415-230-9832
www.happyinspector.com
Booth #21

HERO PM

800-770-4376
www.heropm.com
Booth #58, 59

HMS Home Warranty

954-845-2325
www.hmsnational.com
Booth #36

Jasper Air

480-316-4100
www.jasperair.com/
Booth #37

JES Foundation Repair

757-558-9909
www.jeswork.com/FoundationRepair
Booth #26

Landlord Source

916-408-4400
www.landlordsource.com
Booth #31, 32

MicroBilt

770-218-4400 x4520

www.microbilt.com*Booth #3***Mr. ReKey**

512-600-3374

www.rekey.com*Booth #1***National Tenant Network**

503-638-0164

www.ntnonline.com*Booth #18***New Empire Group, LTD**

516-690-8129

www.newempiregroup.com*Booth #51***Night Tenders, Inc.**

855-559-5525

www.nighttenders.com*Booth #22***Orogeny Software, LLC**

719-330-1649

*Booth #45, 46***PayLease, Inc.**

916-765-8967

www.paylease.com*Booth #34***Pay Near Me**

510-703-5621

www.paynearme.com*Booth #2***Personal Real Estate****Investor Magazine**

602-241-0800

www.personalrealestateinvestormag.com*Booth #56***Planet Synergy**

618-921-2571

www.planetsynergy.com*Booth #29***Promas**

800-397-1499

www.promas.com*Booth #60, 61***Property Boss Solutions**

864-525-6472

propertyboss.com*Booth #43***Propertyware**

415-455-2400

www.propertyware.com*Booth #7***Quanex Building Products**

216-910-2872

www.quanex.com*Booth #41***Rate Tenants.com**

850-456-6616

www.ratetenants.com/*Booth #23***Rent Manager**

513-707-5914

www.rentmanager.com*Booth #48, 47***Rent.com**

310-264-3670

www.rent.com*Booth #42***RentalHomesPlus**

312-601-6104

www.rentalhomeplus.com*Booth #8*

Rentals.com

678-421-3840
www.rentals.com
Booth #44

RentBits

303-640-3160
www.rentbits.com
Booth #27

Rentler

801-808-5778
www.rentler.com
Booth #62

Rently.com

323-366-0333
www.rently.com
Booth #11

Rent Payment

866-289-5977
www.rentpayment.com
Booth #15

Resolve-Partners

366-346-3095
www.resolve-partners.com
Booth #35

Runzheimer International

262-971-2383
www.runzheimer.com
Booth #25

Scott Roberts and Associates, LLC

561-253-6380
www.scottrobertsassociates.com
Booth #57

SentriLock, LLC

513-618-5803
www.sentrilock.com
Booth #28

**Service Master of
Maryland Counties**

301-972-9100
www.damagerx.com
Booth #19

The Home Depot

813-505-0033
https://cpr.homedepot.com/CPR/
login.aspx
Booth #12

TransUnion

312-985-4353
www.transunion.com
Booth #6

Traveler's Insurance

651-310-7634
www.travelers.com
Booth #55

Virtually Incredible

561-693-2648
www.virtuallyincredible.com
Booth #33

Yardi

805-699-2040 x1170
www.yardi.com
Booth #16, 17

Yodle

877-276-5104
www.yodle.com
Booth #9

Zillow

206-515-8234
www.zillow.com
Booth #38, 39

Protect Your Business From Costly Mistakes



Protect your business with a tailor made Errors and Omissions Policy from DFI Insurance.

Property Management Professionals are often held liable for the eviction process. A simple break down in management procedures can end up in a lawsuit. Our Program is specifically designed for Residential Property Management Professionals, providing Errors and Omissions Insurance coverage and defense, even if you haven't made a mistake. Coverage is very affordable and can be placed quickly and easily.

Why You Need it:

There is an increase in litigation within our country that is holding all professionals accountable for errors. The number of Tenant Discrimination claims is on the rise! A large percentage of this litigation is being driven by HUD and consumer interest groups.

Visit our website:

www.dfiriskmanagement.com/NARPM.html



Or Call today for a quote:

(800) 350-1198

Mike Bibeau

mike@dfiinsurance.com



[illegible]

ON-SITE PROGRAM | 2012 ANNUAL CONVENTION & TRADE SHOW | PAGE 27

[illegible]

Manage and market your properties with ease using the complete online property management solution.



HERO PM www.HEROPM.com

NOTES



Tenant Background Screening

*"We're the answer
to your information needs!"*



561.253.6380 – 888.605.4265
561.253.6381 – 888.605.4305
www.scottrobertsassociates.com

2290 10TH AVE. N. SUITE 500 LAKE WORTH, FLORIDA 33461

We Want to Grow Your Business

All Property Management

Come see us at booths 4 & 5 to find out how,
or contact us at: (888) 238-8948 to learn more.

www.allpropertymanagement.com/about

[illegible]



NATIONAL TENANT NETWORK



NTN INTRODUCES A SUITE OF STRATEGIC LEASING TOOLS
DESIGNED FOR PROFESSIONAL PROPERTY MANAGERS

7 REASONS YOU SHOULD BE SCREENING APPLICANTS WITH NTN

1. Consistent, documented leasing decisions

Ensures easy compliance with Fair Housing and Fair Credit Reporting Laws.

2. Expanded applicant pool

NTN DecisionPoint reports allow qualified acceptance of additional applicants.

3. Reduction in vacancies

Selection of the best available tenants translates to resident stability.

4. Rental income assurance

With NTN partner, **Co-Signer.com** rental income is guaranteed.

5. NTN SecureLease

On-line application, payment of fee, NTN screening and delivery of completed lease—in a minute!
Save time and eliminate redundant data entry.

6. Local offices with knowledgeable staff

NTN local expertise enhances our ability to provide superior customer service.

7. Conclusively meet professional management responsibilities

NTN reports and services ensure expected return on investment and preservation of the investment.

WWW.NTNONLINE.COM

1-800-228-0989

NTN@NTNONLINE.COM



PLATINUM SPONSOR
2009, 2010, 2011, 2012
AFFILIATE MEMBER



2012 Official National
NARPM Partner

2011 Affiliate of the Year



thinkBIG

At Rentals.com, we THINK **BIG** about finding ways to bring more leads and leases to you. Our comprehensive advertising solutions help you reach potential single-family home renters wherever they are... on-the-move and on-the-go. **For BIGGER results for your property management company, partner with Rentals.com today!**

Rentals.com, RentalHouses.com and RentList.com are trademarks and/or registered trademarks of PRIMEDIA Inc.
Other company and product names may be trademarks of their respective owners. © PRIMEDIA Inc. 2012. All rights reserved.

