

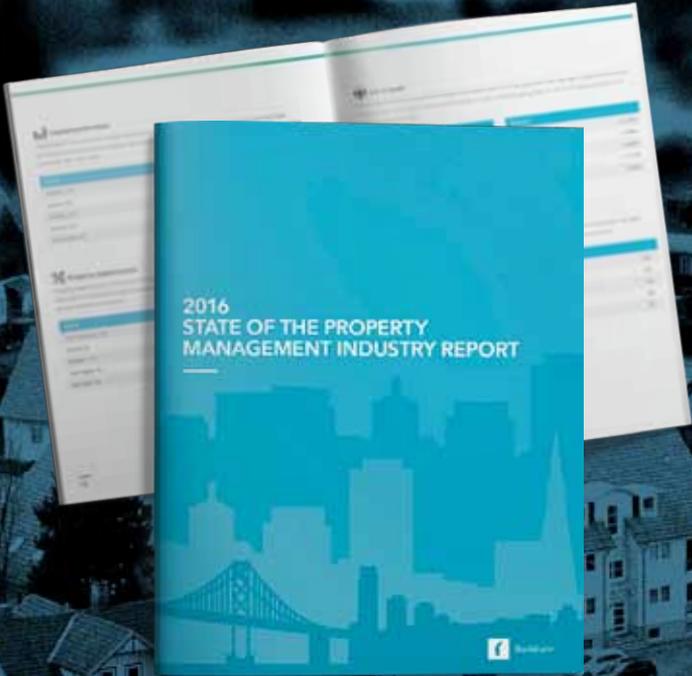
On-Site Program

28th Annual NARPM® Convention and Trade Show

October 19–21, 2016

**The Grand Wailea, A Waldorf Astoria Resort
On the island of Maui, Hawaii**





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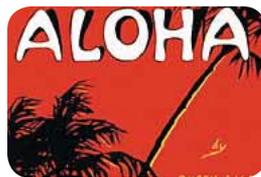
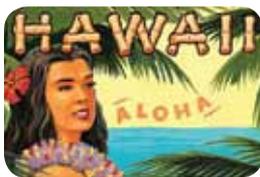
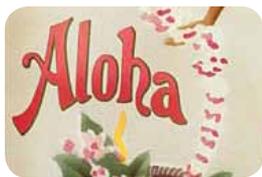
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Table of Contents

WELCOME TO THE ISLAND OF MAUI, HAWAII

7	President's Welcome	15	Wednesday Schedule
8	Past Presidents	16	Thursday Schedule
	2016 Board Officers	20	Friday Schedule
9	2016 Directors / RVPs	27	NARPM® Antitrust Guidelines
	2016 Committee Chairs	30	Sponsors
11	Convention Committee	31	Exhibit Hall Floorplan
12	Hotel Floorplan	32	Exhibitors
13	Convention Information	45	Save the Date for 2017
15	Monday Schedule	46	Broker/Owner Retreat 2017
15	Tuesday Schedule		



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10	Yardi	37	National Tenant Network
14	RentRange	38	Hire Smart VAs
23	PayLease	39	Tenant Turner
24	Seacoast Commerce Bank	40	Rentec Direct
25	Zillow Group	41	Southwest Recovery Services
26	TenantSync	42	Time Communications
26	LPMA -	43	First Home Solutions
	Leading Property Managers of Australia	44	Propertyware
26	Homeworthy Inspection Services	47	RentPath
28	Chapps	48	Rent Manager
29	Property Management, Inc.		



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Aloha, NARPM® Colleagues,

It is my pleasure and honor to welcome you to the 28th Annual NARPM® Convention and Trade Show, celebrating Kūlia I ka nu'u, "Strive for the Summit." Lisa Fore, MPM® RMP®, 2016 Convention Committee Chair, and Carla Earnest, CMP, NARPM® Convention Planner, along with a team of dedicated volunteers, have put together an amazing event to help you Strive for Your Summit.



The 8th Annual NARPM® Past Presidents' Charity Tournament on Tuesday, October 18, will help raise funds for the American Stroke Association. The golf event is led by Past Presidents James Tungsvik, MPM® RMP®, and Mike Mengden, MPM® RMP®. We will be playing at the Wailea Gold Golf Course. It's hard to imagine a more picturesque Hawaiian vista.

A First-Time Attendee Welcome/Orientation & Coffee will take place after golf and before the President's Celebration. If this is your first Convention, please come to this event to meet the NARPM® National Leadership and to learn how to get the most from your Convention experience.

The "Strive for the Summit" President's Celebration will take place on the hotel grounds and will be an evening Hawaiian Luau (ticketed event). There will be no buses to wait for and members can enjoy the event as long as they like.

Wednesday morning kicks off with the Business Leader Development presentation with Steve Donahue, which is included in your full Convention ticket this year. Learn how to build an epic organization with Steve's guidance. Then, the Opening Session will feature "The Dean of Destiny", Patrick Snow. Patrick is an international best-selling author who will inspire us to get exactly what we want out of life and work. This will be followed by the Exhibit Hall Grand Opening/Trade Show and Reception.

Thursday starts off with our General Session speaker, Steve Rizzo, who will help us get our shift together. For the remainder of the Thursday and Friday Workshops, the Committee has planned three different tracks from which to choose: Broker/Owners, Property Managers, and All Members. The Workshops are loaded with information FOR property managers, ABOUT property management, and TAUGHT by property managers. These will wrap up around 3:00 pm each day, so that you have time to also enjoy the island and networking with each other.

The Closing Session will feature Tadia Rice, President of the Hawaii Speakers Association, who will share the wisdom of Hawaii's "Aloha Spirit." Then, join us Friday evening for a Reception/Dinner and Designation Program, also included in the full Convention ticket price this year, and the welcome of our 2017 NARPM® President, Steve Schultz, MPM® RMP®. Fun entertainment will follow that will be captivating for everyone in attendance.

Mahalo and Enjoy!

A handwritten signature in black ink, appearing to read "Bart Sturzl".

Bart Sturzl, MPM® RMP®
2016 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
Jayci Grana, MPM® RMP®	2012
James Emory Tungsvik, MPM® RMP®	2013
Stephen D. Foster, MPM® RMP®	2014
Andrew L. Propst, MPM® RMP®	2015

*Deceased

2016 Board Officers

President

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512-693-4772 / 512-693-4773 fax
president@narpm.org

President-Elect

Steve Schultz, MPM® RMP®
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Past President

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Treasurer

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Northwest Region

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memberserviceschair@narpm.org

Nominating

Andrew Propst, MPM® RMP®
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nominatingchair@narpm.org

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2016 CONVENTION COMMITTEE

Thank you to these dedicated NARPM® members who have planned, worked, determined, and succeeded in bringing us a great 2016 Convention.

Committee Chairs

Convention Chair: Lisa Fore, RMP®

Convention Vice-Chair:
Danielle Coke, RMP®

Member Services Committee Chair:
James Alderson, MPM® RMP®

Professional Development Committee Chair:
Lynn Sedlack, MPM® RMP®

Affiliate Members Committee Chair:
Richard Burton, RMP®

Convention Program Sub-Committee

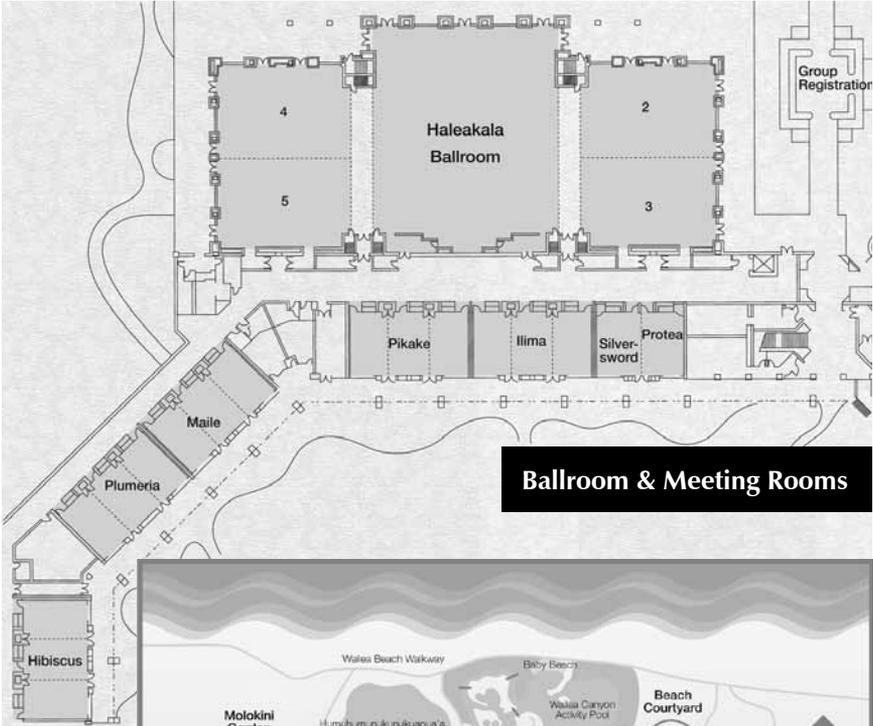
Lisa Fore, RMP®
Danielle Coke, RMP®
Leeann Ghiglione, MPM® RMP®
Alan Lam, RMP®
Sherri Mayes, MPM® RMP®
Lynn Sedlack, MPM® RMP®

Convention Committee Members

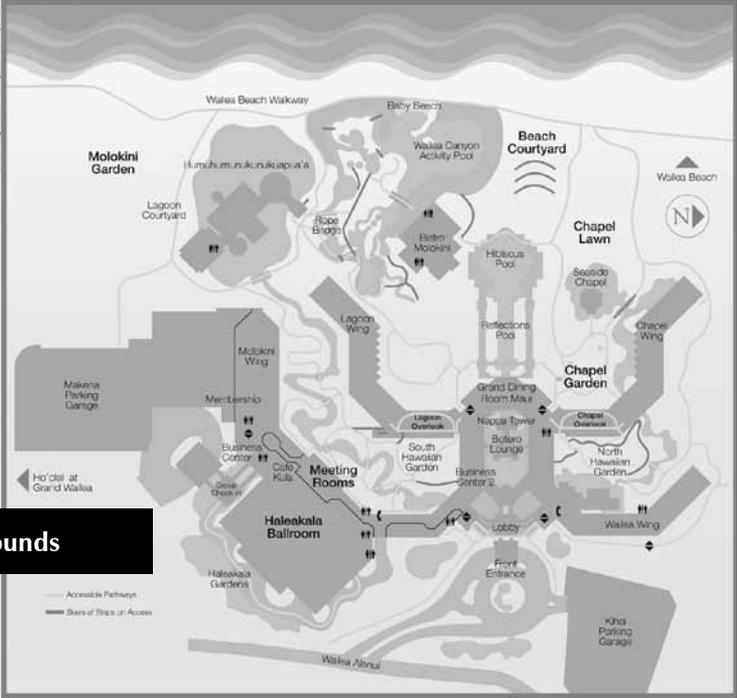
Lindsey Blackburn, RMP®
Jaime Caballero, RMP®
Amanda Frazier
Tatiana Montez, RA, RMP®
Richard Vierra, RMP®
Laura Wozniak, RMP®
Megan Zellers, MPM® RMP®
Carla Earnest, CMP, NARPM® Meeting Planner

HELLO OR GOODBYE
Aloha
AND MUCH, MUCH MORE

Hotel Floorplan



Ballroom & Meeting Rooms



Hotel Grounds

SCHEDULE OF EVENTS

MONDAY, OCTOBER 17, 2016

8 am – 5 pm	NARPM®/IREM® – Managing Single-Family Homes & Small Investment Properties Class (SFH201) *	Hibiscus 2/3
9 am – 4 pm	NARPM® Developing Rewarding Owner Relations Class*	Pikake 1/2
9 am – 5 pm	NARPM® Board Meeting <i>(all attendees invited to meeting)</i>	Plumeria 1/2

TUESDAY, OCTOBER 18, 2016

6 am – 3 pm	Past Presidents' Charity Golf Tournament* <i>(Separate registration)</i> <i>(Luncheon/Awards at 1:00 pm.)</i>	Leave Hotel Lobby at 6 am!
9 am – 4 pm	NARPM® Finance: Analysis of Cash Flow and Capitalization of Income Class*	Hibiscus 2/3
9 am – 4 pm	NARPM® Tenancy Class*	Plumeria 1/2
9 – 11:30 am	Registration Open	Ballroom Foyer
1 – 5:30 pm	Registration Open	Ballroom Foyer
5 – 6 pm	First-Time Attendee Welcome/Orientation & Coffee	Beach Courtyard

If this will be your first time attending a NARPM® National Convention, make sure to arrive a little early and come to the First-Time Attendee Welcome/Orientation. This is a great opportunity to have coffee with the 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, so plan to be there!

6:30 – 10 pm	President's Celebration – Hawaiian Luau at the Grand Wailea*	Molokini Garden <i>(*Event is SOLD OUT! No tickets available.) – Sponsored by Yardi</i>
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WEDNESDAY, OCTOBER 19, 2016

8 am – 6 pm	Registration Open	Ballroom Foyer
8:30 am – Noon	NARPM® Business Development Session – Build an Epic Organization with Steve Donahue	Haleakala 2/3

This year, NARPM® is partnering with Steve Donahue, speaker, author, consultant, and coach. In his quest to help you “Build an Epic Organization,” he will show you how to acquire a legendary narrative in which employees and customers want to play a role.

***Additional fee to attend.**

12:30 – 3:30 pm	NARPM® Ethics Class*	Plumeria 1/2
1:15 – 2:15 pm	NARPM® Committee Meetings Member Services (cancelled) Professional Standards Communications Governmental Affairs Professional Development	Hibiscus 1 Hibiscus 2 Hibiscus 3 Pikake
2:30 – 3:30 pm	NARPM® State Chapter Meetings Virginia Florida CALNARPM	Hibiscus 1 Hibiscus 2 Hibiscus 3
3:45 – 5:30 pm	Opening General Session – Creating Your Own Destiny with Patrick Snow	Haleakala 1/2/3

Patrick Snow, “The Dean of Destiny,” is an international best-selling author, professional keynote speaker, publishing, speaking, and book marketing coach. He will inspire you to get exactly what you want out of life and work, by showing you how to demand your destiny. Patrick first discovered his gift for speaking at the age of 17 while giving the pre-game speeches to his high school football team. Since then, Patrick has electrified more than 3,000 audiences on four continents to create their individual and organizational destinies. His books, *Creating Your Own Destiny* and *The Affluent Entrepreneur* have become international best-sellers.

5:30 – 8:30 pm	Exhibit Hall Grand Opening/ Trade Show and Reception	Haleakala 4/5
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Join us for the Grand Opening of the Trade Show Exhibits and Reception, where you’ll be able to visit vendor booths and learn about the latest advances in property management. The ribbon cutting for the Trade Show will be performed by 2016 NARPM® President Bart Sturzl, MPM® RMP®, and the 2016 Convention Chair, Lisa Fore, RMP®.

THURSDAY, OCTOBER 20, 2016

7 am – 2 pm	Registration Open	Ballroom Foyer
7 – 9 am	Breakfast with Exhibitors (<i>Continental buffet</i>)	Haleakala 4/5
7:45 – 8:45 am	Regional Meetings Northwest Pacific/Pacific Islands Southwest Central Atlantic Southeast	Hibiscus Plumeria Pikake Maile Haleakala 1/2/3 Haleakala 1/2/3
9 – 10 am	General Session - Get Your Shift Together – Start Each Day with an Unstoppable Attitude to Succeed with Steve Rizzo	Haleakala 1/2/3

One of the biggest challenges that you face in business today is staying optimistic and motivated to be at your best. Nothing keeps you from being productive and achieving goals more than harboring negative feelings or having a bad attitude. In this entertaining and content-rich presentation, Steve Rizzo engages the audience with laughter, as he

****Additional fee to attend.***

teaches his Common Sense Success Strategies that will take you to a better place in business and in life. Steve Rizzo is the “Attitude Adjuster,” a personal development expert, comedian, and author. He has had a wildly popular PBS special, been chosen as a Showtime Comedy All-Star, and was inducted into the Speakers Hall of Fame.

10 – 10:30 am **Coffee Break with Exhibitors** **Haleakala 4/5**

10:30 – Noon **Workshop Sessions 1–4**

1. Leading in Tough Times **Hibiscus**

Suggested Track: All Members

Speaker: Patrick Snow

As the leader of your business and your family, are you crunched for time? Want to better balance your family and work? Looking to improve your leadership skills and time management practices? If so, in this breakout speech, Patrick Snow will show you how to better take the leadership role, both at home and at work, to more effectively lead in tough times. In this session, he will cover many of the characteristics employed by many of our world leaders (both past and present, famous and infamous) to more effectively lead in tough times and encourage you to effectively embrace change to strengthen the leader within!

2. Tell An Epic Story **Plumeria**

Suggested Track: All Members

Speaker: Steve Donahue

Stories carry values, clarify your mission and build brands. But how to tell your story and what kind of stories to share are crucial when competing for attention in a digital world. Using the latest brain research, master storyteller Steve Donahue will show the science behind the art of storytelling that helps you captivate, illuminate, and motivate. You will also learn the dominant themes or story lines that function as a compass in your own career and life.

3. Predictable Revenue: The Playbook for Building a High Velocity Sales and Marketing Machine **Pikake**

Suggested Track: Broker/Owners

Speaker: Jordan Muela, LeadSimple

What would it take for your sales team to generate as many high quality leads as they can handle, create predictable revenue, and hit your growth goals without your constant oversight? Doubling the size of your business isn't about luck, connections or working harder. It's about using the same template that high growth companies employ to achieve and sustain triple digit growth year after year. In this workshop, you'll learn how to build an automated sales and marketing machine that marries new technology with innovative techniques to create a predictable growth engine.

***Additional fee to attend.**

4. Hands on Video Workshop:

How to Shoot Video Tours & Inspection Videos

Maile

Suggested Track: Property Managers

Speaker: Todd Breen, Virtually Incredible

Want to impress owners, win more listings, easily get repair money from “thrifty” owners, attract more tenants, cut your property viewings in half, and stop fights over security deposit claims? Get comfortable with just how easy videos are to shoot and upload to YouTube in this fun, hands-on workshop! Bring your smart phone or camcorder and learn how to walk and talk your way through a property tour or inspection.

Noon – 1:30 pm

Lunch with NARPM® Annual Business Meeting
and Swearing In of 2017 NARPM® BOD

Haleakala 1/2/3

1:45 – 3:15 pm

Workshop Sessions 5 – 8

5. Risk Management – Is Your Department Terminal?

Hibiscus

Suggested Track: All Members

Speaker: Dorothy Hamilton, Palm Beach First National

Property management is a task-based occupation; unfortunately some of those tasks have a higher priority than others. Risk management is learning the skills to identify and prioritize the tasks that can cause the most damage to our professional reputation. You will learn scripts and dialogues to use with reluctant owners regarding maintenance and repairs and how to hone your communication skills to ensure you achieve the maximum outcome. Also covered are time management, sometimes called crisis management and how to keep your cool when all is falling apart around you. The takeaways from the session will be great policies and procedures to implement immediately to make your job easier.

6. Federal Regulations & Tenant Applications

Plumeria

Suggested Track: All Members

Speaker: Mike Mumford, MPM® RMP®, Bennett Property Management, CRMC®

This session will detail the new requirements and regulations property managers must follow to comply with Federal guidelines. It will include: new disparate impact guidelines, criminal history, Fair Credit Reporting Act, adverse action notices, source of income guidelines, and much more!

7. Convert More Leads in a Hyper-Competitive Market

Pikake

Suggested Track: Broker/Owners

Speaker: John Bykowski, Abi Wasserman and Alex Osenenko, Fourandhalf

More and more the Internet is the place to market your business. But property managers have a problem...in any given market there are a finite number of leads, so what happens to the price? It goes up. This session will help you learn how to maximize your chance of closing any given lead. It covers Marketing, the Sales Process and Unit Economics. Without these three elements you can't forecast the future of your business. This is the recipe for success in converting more leads in a hyper-competitive market.

***Additional fee to attend.**

FRIDAY, OCTOBER 21, 2016

7:30 – 8:45 am

Breakfast with Exhibitors

Haleakala 4/5

7:30 am – 2 pm

Registration Open

Ballroom Foyer

9 – 10:30 am

Workshop Sessions 9 – 12

9. Adding More Doors by Converting the SMIPOs into Your Portfolio

Hibiscus

Suggested Track: Broker/Owners

Speakers: Scott Brady, Progressive Property Management

Property management companies are either growing or contracting. If a company chooses a growth strategy, what is the best way to spend their precious marketing dollars to accomplish this? Presently, companies may try pay per click, search engine optimization, or pay for leads from lead generation companies. In all of these marketing channels, they are competing for doors with other management companies. There is a better way; a blue ocean of growth. This session will show you how to successfully convert “by owners” into clients through effective marketing, value propositions, transparency tools, stellar customer service, and competitive pricing.

10. To 1099 or Not to 1099 – That is the Question

Plumeria

Suggested Track: Broker/Owners

Speaker: Christopher Picciurro, CPA from Integrated CPA Group

Are you worried about classifying payment to owners, subcontractors, employees, yourself or others? Are you concerned that you are submitting the property year-end forms to the IRS or state taxing authority? This session will give you the tools to properly classify payments made by your business and ensure you are preparing the proper year-end forms. What type of owner entities or subcontractors are issued a 1099? Who is exempt? Who should receive a 1042-S? What are the key factors in determining if a worker is an independent contractor or employee? All these questions and more will be answered.

11. Top 5 Property Management Tech Tools That You Can't Live Without

Pikake

Suggested Track: All Members

Speaker: Lucas Hall, Cozy

Like never before, landlords and property managers are able to automate their rental properties and thus save time, money, and headache. Learn how to find and implement the most useful tools and resources into your rental business, from application to move-out. This workshop will review the following technologies, and teach you what to look for in each: 1. Online Rental Applications; 2. Online Credit Reports / Background Checks; 3. Digital Signing Tools; 4. Online Rent Collection; and 5. Digital Inspection Tools. We'll also compare 25 of the leading property management software solutions, so that you can make an educated choice when selecting a complete tool. Overall, you'll learn how these high-tech and easily accessible tools will streamline your business – making it more profitable and efficient.

***Additional fee to attend.**

15. Contracts for Property Managers

Pikake

Suggested Track: Property Managers

Speaker: Tom Sedlack, MPM® RMP®, 33rd Company, Inc., CRMC®

This workshop will discuss the essential elements of a world-class Management Agreement and Lease Agreement. It is focused on the critical elements of these contracts, including termination clauses, non-disparagement clauses, indemnification and liquidated damages, tenant contact clauses, scope of service clauses to prevent scope creep, damages and risks, agency disclosure, POA clauses, pet agreement clauses that work, etc. The goal is to raise the awareness of the use of good contracts, and the linkage between the Management Agreement and the Lease giving the Property Manager more control, flexibility and reduced risk. Sample Management Agreements and Leases will be provided. It is taught by a non-Attorney Property Manager based upon years of management experience in multiple states, and lots of court experience.

16. Ready for Success –

Conquer Your Next Growth Milestone

Maile

Suggested Track: Broker/Owners

Speaker: James Wagley, Propertyware

Property management professionals often wonder how to grow their business effectively and efficiently. What they may forget is that every growth stage requires crucial strategies and tactics to achieve a new milestone. Without a good strategy and understanding of these milestones – no matter how good your management skills are – growth is going to be a challenge. This workshop explores how to take control of your own destiny to get from 1 to 5,000+ properties. We'll share proven strategies and tactics to achieving growth milestones in the industry. Join us and discover how to succeed in your growth journey.

12:30 – 2 pm

**Lunch with Membership Awards Program
& Vendor Recognition**

Haleakala 1/2/3

2:15 – 3:30 pm

**Closing General Session –
Aloha Leadership for Life, Relationships,
and the Workplace with Tadia Rice**

Haleakala 1/2/3

Author, leadership expert, performer, organizational consultant, and President of the Hawaii Speakers Association, Tadia Rice imparts the wisdom of Hawaii's "Aloha Spirit." She shares her discoveries of Aloha while proving the science of this cultural intelligence that increases self-mastery, mental discipline, and enhances a leader's journey. She helps her clients understand how leading with Aloha gives our lives more meaning, not because of what we accomplish ourselves, but because of what

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we contribute to help others accomplish. Tadia is a management consultant with a lifetime of experience complimented by a breadth of knowledge that crosses almost every industry. She helps clients achieve personal transformation with her unique “out of the box” approach that engages audiences around the globe. Tadia is particularly qualified to motivate others in their transformation to reach optimal performance. For her contributions to business, media, and humanitarian causes, Tadia has been honored by organizations and governments.

6:30 – 10 pm

**Reception / Dinner and
Designation Awards Program
and Introduction of the
2017 NARPM® President**

**Molokini
Gardens**

Friday evening, Convention attendees will gather at the hotel for a relaxing evening of fun, dinner, networking, and honoring your hardworking colleagues, who have recently earned a certification or designation. This is a special event where 2017 NARPM® President Steve Schultz, MPM® RMP®, will announce the theme for the year. There will be a cash bar reception and a dinner with special entertainment. In addition to recognizing a group of hard working and deserving NARPM® colleagues, we will have great food and entertainment. This event is included with a full Convention registration, but guest tickets are available for purchase.



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- **ACH ORIGATION**
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- **CREDIT CARD, DEBIT AND E-CHECK PAYMENT PROCESSING FOR TENANT RENT PAYMENTS**
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Senior Vice President
Property Management /
HOA Banking Division
adisarro@sccombank.com

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A black and white photograph of a woman with her hair tied back, looking down at a smartphone she is holding in her hands. The image is partially obscured by a dark diagonal overlay on the left side.

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PARTNER Rently 1
PLATINUM RentRange 2

OnSight Pros 15
Show Mojo 16

Fourandhalf .com 42	LeadSimple 43	HERO PM 44	TaskEasy 45	Cozy, Inc. 46	Equipax 47	Property- ware 48
Fourandhalf .com 49	EZ Inspections 50	Renters Legal Liability 51	PayLease 52	Legal Shield 53	ACRAnet 54	Property- ware 55

National Tenant Network 56	zInspector 57	National Purchasing Partners 58	PATRON Yardi 59	FuseOn Technologies 60	TransUnion 61
AppFolio 62	AppFolio 63	Leading Property Managers of Australia 64	Zillow Group 65	EZ Repair Hotline 66	Hire SmartVAs .com 67

Tenant Turner 68	Property Manager Websites 69	Snap Inspect 70	The Crown Investor Institute 71	Rentping Media 72	LandLord Source 73	Resident Research 74
------------------------	---------------------------------------	-----------------------	--	-------------------------	--------------------------	----------------------------

HQ Virtual U 17	FastHome- Solutions .com 25
ASONS 26	Virtually Incredible 27

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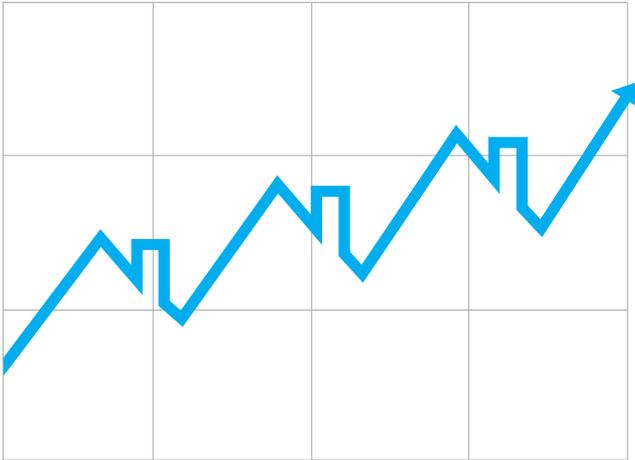


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