



**GET  
INVOLVED!**

**NARPM®  
30th Annual  
Convention and  
Trade Show**

**October 16-19, 2018**

Education classes are October 15 & 16.

Loews Coronado Bay  
San Diego, California



**REGISTRATION BROCHURE**

Registration now open at:  
[www.narpmconvention.com/register](http://www.narpmconvention.com/register)

# LOCATION

## \*LOEWS CORONADO BAY IS SOLD OUT!

Our 2018 Annual Convention and Trade Show will be held at Loews Coronado Bay in Coronado (San Diego), California. The address of the property is 4000 Coronado Bay Road, Coronado, CA 92118.



Loews Coronado Bay is situated on a private 15-acre peninsula surrounded by the Pacific Ocean and Coronado Bay. It is just minutes from downtown Coronado, a charming resort village, and is a short drive to San Diego's world-famous attractions. The resort is only 20 minutes from San Diego International Airport and 15 minutes from downtown San Diego and the historic Gaslamp Quarter. Loews Coronado Bay has three heated pools, including their own poolside concierge, a 24-hour business center, five restaurant and lounge options, and a spa with fitness center food.



## HOTEL RESERVATIONS

The special NARPM® room rate is \$239 per night single/double occupancy, plus applicable tax.

### Hotel Booking by Phone

The toll-free number to make reservations is **800-235-6397**. Please reference the full association name (National Association of Residential Property Managers) when making your reservation by phone.

You can also visit the NARPM® website at:  
**[www.narpmconvention.com/hotel](http://www.narpmconvention.com/hotel)**  
for the direct link to make reservations online.

\*The **reservations cut-off date is Monday, September 24, 2018**, or until the contracted room block is sold out, whichever comes first. After the cut-off date, any reservations will be accepted based on hotel availability at their current published room rate.



**\*THE LOEWS CORONADO BAY CONVENTION HOTEL IS SOLD OUT!** You may contact them directly to see if they have a waiting list. We encourage you to consider booking a room at either the

**Hotel Del Coronado** at <https://hoteldel.com/>

or the **Glorietta Bay Inn** at

[http://www.gloriettabayinn.com/?gclid=EAlaIQobChMlnO\\_Arc6e2wIVELbACh3W2AlZEAAAYAAAEgl05fD\\_BwE](http://www.gloriettabayinn.com/?gclid=EAlaIQobChMlnO_Arc6e2wIVELbACh3W2AlZEAAAYAAAEgl05fD_BwE).

There will be a shuttle running to the Loews from these hotels. We will post additional options as they become available.

*Hotel photos courtesy of Coronado Bay Resort*

# OTHER INFORMATION

## CONVENTION DRESS

Appropriate dress for all parts of the NARPM® Convention is business casual. Remember hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good. The average high temperature in Coronado in October is 74 degrees and the average low is 61 degrees.

## REGISTRATION POLICIES

Team discounts are offered when two or more NARPM® members from one office register for the entire Convention at the same time. The **second and each additional registration** receive a \$50 discount. All forms with payment must be received by National at the same time – **online registration is not available for this discount**. Cancellation policies are outlined on the registration form, but it is important to remember that there are no refunds given 1 – 14 days prior to the start of the Convention on October 18, 2017. **Walk-in registrations are accepted, but at a much higher rate. Walk-ins are not guaranteed access to meals at the Convention due to space restrictions.**

## FOR ADDITIONAL INFORMATION, CONTACT:

National Association of Residential Property Managers  
638 Independence Parkway, Suite 100  
Chesapeake, Virginia 23320  
Phone: 800-782-3452  
Email: [conventioninfo@narpm.org](mailto:conventioninfo@narpm.org)  
Website: [www.narpmconvention.com](http://www.narpmconvention.com)

# CORONADO ACTIVITIES

Check out all that Coronado has to offer by visiting Coronado's Official Tourism site at <http://coronadovisitorcenter.com/>

Situated just across the bay from downtown San Diego, Coronado is consistently voted best beach in the U.S. With gentle surf, sparkling wide-sandy beaches, charming main street and great hotels, including the famous Hotel del Coronado, this island paradise is perfect for exploring. Coronado's coastline with sparkling sand, courtesy of the mineral Mica, draws visitors from around the world. With its elegant gardens, old-world mansions, quaint shops, and oceanfront dining with spectacular sunset views, no wonder this charmed small town has been dubbed "The Crown City," as Coronado means "the crowned one" in Spanish.



*Photo courtesy of San Diego CVB*

Make sure to tour the island via Coronado's beach-front boardwalk. Take a stroll down Orange Avenue, Coronado's main artery, which is lined with shops, restaurants, galleries, theaters and the Coronado Museum of History & Art. At the other end of the island, Coronado's Ferry Landing offers a collection of more than 20 shops, art galleries, and restaurants, boasting stunning views of San Diego's downtown skyline. Flagship Cruises also offers low cost ferry service from the landing across the bay to Seaport Village on the edge of downtown.

Beyond the beach, Coronado features countless outdoor recreational pursuits including sailing, stand-up paddling, surfing, kayaking, and Venetian gondola cruises. And no trip to Coronado would be complete without a visit to the legendary Hotel del Coronado. Built in 1888 and designated a National Historic Landmark, the hotel has a fascinating and colorful past, which includes presidents and princes, socialites and scandals, ghosts and glamorous celebrities. It's also widely believed to have been the inspiration for the Emerald City in L. Frank Baum's *Wizard of Oz* as the author spent many winters at the oceanfront hotel.



# GENERAL SESSION FEATURED SPEAKERS



## MICHAEL VELTRI

NARPM® Keynote Opening General Session –

**The 5 Decision-Making Secrets: Surprising, Unorthodox Approaches to Powerful Leadership Outcomes**

Wednesday, October 17 | 9:00 am – 10:15 am

With the “speed of business” evolving at an exponential rate, the ability to make the right decision at the right time is paramount to the success of any organization. Windows of opportunity open, yet close even quicker in today’s 24/7 hyper-connected, hyper-distracted world. Truly responsible leadership is difficult, and management needs fresh and creative ideas to make the best decisions possible — especially when the pace is fast, the

stakes are high, and the outcome unclear.

Michael Veltri weighs in with new and unique perspectives on this critical leadership challenge.

A highly successful serial entrepreneur, decorated U.S. Marine veteran, and battle-hardened business executive, Veltri shows leaders how to employ his simple and effective decision-making system. This presentation will help leaders and managers of all levels:

- Develop unprecedented decision-making prowess to attack business problems of all sizes;
- Uncover 5 fresh decision-making tools to evolve your leadership to the next level;
- Authentically express your leadership to fuel-inject business results;
- Avoid the 5 biggest leadership traps; and,
- Silence internal and external distractions to strengthen your “leadership muscle”



**PAUL KANKOWSKI, RMP®; TIM WEHNER, MPM® RMP®;  
GREG DOERING, MPM® RMP®; SALVATORE FRISCIA**

**General Session –**

**NARPM Talks – Leveraging Technology**

Wednesday, October 17 | 3:30 pm – 4:30 pm

In this session, four NARPM® Professional Members who are subject matter experts, will give brief talks about four areas of technology that are relevant to the property management industry. This is a fast-paced and information-packed session. The four areas of technology to be covered are:

- Google Sites – How to Streamline & Establish Uniformity To Your Staff’s Responses to Questions – Paul Kankowski, RMP®
- Tim’s Top Tech Trends – Tim Wehner, MPM® RMP®
- When is it Time for a Virtual Assistant? – Greg Doering, MPM® RMP®
- Are You Ready for Automation? – Salvatore Friscia

# GENERAL SESSION FEATURED SPEAKERS



**MARK SANBORN**

**General Session –**

**The Potential Principle: A Proven System for Closing the Gap Between How Good You Are And How Good You Could Be**

**Thursday, October 18 | 8:30 am – 10:00 am**

How do you keep getting better when you're already the best? Or what happens when complacency, outdated thinking or weariness stunts performance? What do you do when growth stalls, or when your team is working below its true potential? THE ANSWER: You've got to pursue your true potential. Today's top performers and top companies often experience a crisis once they've moved into the number one spot. It is easy to become complacent and rest on past accomplishments while competitors are biting at your heels. When you're Number

One, there is nobody to emulate. You either keep increasing your lead or run the risk of being overtaken by Numbers Two through Five. Mark Sanborn has worked with many of America's best companies to motivate and teach simple, proven, and highly effective ways of thinking and doing that keep individuals and organizations moving forward and gaining new ground. Not only has he learned from working with the best—some 2,600 clients—but he's learned what doesn't work, too, and he can help you change your thinking and supercharge your performance. Here's what Mark teaches in *How the Best Get Better*:

- Why top performers must go beyond simply "achieving the goals" or "making your numbers"
- Why "taking action" isn't enough (and what really is)
- How to become laser-focused each day and do those things that produce the biggest results (learn the specifics, not the generalities)
- Two statements anyone can use that absolutely define collaboration and teamwork – Six things you absolutely control
- What is far more important than the ability to change
- A form of discontent that achievers use to continually improve



**STEVE SCHULTZ, MPM® RMP®; JIM ROMAN; JENNIFER STOOPS, RMP®; TONY CLINE, RMP®**

**General Session –**

**NARPM Talks – Business Growth**

**Friday, October 19 | 9:00 am – 10:15 am**

Four subject matter experts, some of whom are NARPM® Professional Members, will give brief talks about four areas of business growth relevant to the property management industry. The four areas of growth that will be covered are:

- Company Acquisitions – What to Expect – Steve Schultz, MPM® RMP®
- Networking and Referrals – Make them Work for You – Jim Roman
- Generating Leads Through the Web – Jennifer Stoops, RMP®
- Using Video to Attract Owners – Tony Cline, RMP®



**GREG SCHWEM**

**Closing Session –**

**Work, Laugh, Repeat**

**Friday, October 19 | 2:00 pm – 3:00 pm**

In spite of its therapeutic qualities, laughter is often absent from the business environment. Greg shows it is possible to laugh at work and about work. Attendees will put down their iPads and cell phones and laugh along with Greg as he good-naturedly discusses topics such as smartphone abuse, social network overload, never-ending conference calls, "frequently" asked questions, and home office workers.

# SPECIAL EVENTS

## Tuesday, October 16

### Casting for Recovery



Photo courtesy of Casting for Recovery

#### 10TH ANNUAL PAST PRESIDENTS' CHARITY TOURNAMENT - GOLF \*

**7:00 am – 3:00 pm** (Bus leaves promptly from the Loews Coronado Bay lobby at 7:00 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.)

Past Presidents, Bob Machado, MPM® RMP®, Raymond Scarabosio, MPM® RMP®, and Bart Sturzl, MPM® RMP®, are in the midst of planning a spectacular event for all of NARPM® to attend. The NARPM® 10th Annual Past Presidents' Charity Golf Tournament is scheduled for October 16, 2018, at the Steele Canyon Golf Club in Jamul, California.

Past President Vickie Gaskill, MPM® RMP®, has chosen Casting for Recovery as the NARPM® 2018 Past Presidents' Charity. Vickie is a breast cancer survivor, as are so many of our NARPM® Members. In 2013, she had the opportunity to participate in a retreat program where she interacted for the first time with other survivors learning the art of fly casting and fly tying. The experience was a "lifetime" event.

Charity Event Sponsor



The mission of Casting for Recovery (CfR) is to enhance the quality of life for women with breast cancer through a unique retreat program that combines breast cancer education and peer support with the therapeutic sport of fly fishing. Casting for Recovery serves breast cancer survivors of all ages, in all stages of treatment and recovery, at no cost to participants.

On a physical level, the gentle, rhythmic motion of fly casting can be good therapy for the upper body as a way to encourage increased mobility for women who have had surgery or radiation as part of their breast cancer treatment. On an emotional level, women are given the opportunity to experience a new activity in a safe environment among a supportive group of peers.

Visit

[www.narpmconvention.com/past-presidents-charity-tournament](http://www.narpmconvention.com/past-presidents-charity-tournament)  
to sponsor, donate, register to play golf, or attend the luncheon.



Photo courtesy of Flagship Cruises & Events

#### PRESIDENT'S CELEBRATION – "GET INVOLVED" DINNER CRUISE

**5:30 pm – 10:00 pm**

Prior to the opening of the convention, attendees are invited to join 2018 NARPM® President, Brian Birdy, MPM® RMP®, for a NARPM® "Get INVolved" Dinner Cruise aboard the *Spirit of San Diego*. The sunset cruise will take a leisurely tour past scenic sights along the San Diego and Coronado waterfront. This event is included with a full Convention registration.

† Guest tickets are available for purchase.

President's  
Celebration Sponsor  
**taskeasy**



# SPECIAL EVENTS



## Wednesday, October 17

### FIRST-TIME ATTENDEE WELCOME/ORIENTATION & COFFEE

7:30 am – 8:45 am

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! **(Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event.)**



### LUNCH WITH DESIGNATION RECOGNITION PROGRAM

11:30 am – 1:00 pm

During this lunch event, we will also celebrate the new designees and their accomplishments.

† Guest tickets are available for purchase.

### EXHIBIT HALL GRAND OPENING/ TRADE SHOW AND RECEPTION

4:30 pm – 8:30 pm

Our Grand Opening of the Exhibits and Opening Reception will be held on Wednesday, October 17. The ribbon cutting for the Trade Show will be performed by the 2018 NARPM® President and the 2018 Convention Chair.

† Guest tickets are available for purchase.



# SCHEDULE OF EVENTS

## MONDAY, OCTOBER 15, 2018

- 9:00 am – 4:00 pm NARPM® 101 Class \*
- 9:00 am – 4:00 pm NARPM® Marketing for Residential Property Management Class \*
- 9:00 am – 4:00 pm NARPM® Office Operations – Policy & Procedures Class \*
- 9:00 am – 5:00 pm NARPM® Board Meeting (*all attendees invited to meeting*)

## TUESDAY, OCTOBER 16, 2018

- 7:00 am – 3:00 pm Past Presidents' Charity Golf Tournament at the Steele Canyon Golf Club \*  
(*Bus leaves promptly from the Loews Coronado Bay lobby at 7:00 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.*)
- 9:00 am – 4:00 pm NARPM® Growing Your Business Class \*
- 9:00 am – 4:00 pm NARPM® Maintenance: Basics and Beyond Class \*
- 9:00 am – 12:00 pm NARPM® Ethics Class \*
- 11:00 am – 5:30 pm Registration Open
- 5:30 pm – 10:00 pm President's Celebration – "Get Involved" Dinner Cruise  
(*included in registration fee*)

## WEDNESDAY, OCTOBER 17, 2018

- 7:30 am – 6:00 pm Registration Open
- 7:30 am – 8:45 am **First-Time Attendee Welcome/Orientation**  
(*Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event*)
- 9:00 am – 10:15 am **NARPM® Keynote Opening General Session –  
The 5 Decision-Making Secrets: Surprising, Unorthodox Approaches  
to Powerful Leadership Outcomes with Michael Veltri**
- 10:30 am – 11:20 am **Workshop Sessions 1 – 4**
- ① The Mushin Way: Achieve Peak Performance with Balance, Not Burnout ■■■
  - ② The Current State of the Property Management Industry 2018 ■■
  - ③ Are you Marketing to a Client from 4 Years Ago? ■
  - ④ "Reforming" Your Business in the Tax Reform Era ■
- 11:30 am – 1:00 pm Lunch with Designation Recognition Program, CRMC® & Darryl Kazen Scholarship Award
- 1:15 pm – 2:15 pm NARPM® Regional Meetings with RVPs
- 2:30 pm – 3:15 pm **Workshop Sessions 5 – 8**
- ⑤ How to Poorly Purchase a PM Company (or rather, how NOT to...) ■
  - ⑥ Double your Doors without the Growing Pains ■■
  - ⑦ HVAC Basics for Effectively Managing Your Portfolio ■
  - ⑧ To Do or To Get Done – That is the Question ■
- 3:30 pm – 4:30 pm **General Session –  
NARPM® Talks – Leveraging Technology**
- 4:30 pm – 8:30 pm Exhibit Hall Grand Opening/Trade Show and Reception

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

\* Additional fee to attend.



# SCHEDULE OF EVENTS

## THURSDAY, OCTOBER 18, 2018

|                     |   |
|---------------------|---|
| 7:00 am – 2:00 pm   | Registration Open   |
| 7:00 am – 8:30 am   | Coffee with Exhibitors  |
| 8:30 am – 10:00 am  | <b>Keynote General Session –</b><br><b>The Potential Principle: A Proven System for Closing the Gap Between How Good You Are And How Good You Could Be with Mark Sanborn</b>  |
| 10:00 am – 10:45 am | Coffee/Snack Break with Exhibitors  |
| 10:50 am – 11:40 am | <b>Workshop Sessions 9 – 12</b><br>⑨ More Potential Principle ■■■<br>⑩ Negotiations for Property Managers ■<br>⑪ Who, What, Why, When, and How of Property Inspections ■<br>⑫ Fuel Trust & Employee Engagement with Authentic Communication ■ |
| Noon – 1:30 pm      | Lunch with NARPM® Annual Business Meeting and Chapter Awards  |
| 1:45 pm – 2:30 pm   | <b>Workshop Sessions 13 – 16</b><br>⑬ A Step by Step Guide to Hiring ■<br>⑭ Fraud: The Invisible Resident ■<br>⑮ The Professional Residential Property Manager's Toolbox ■<br>⑯ How to Add a Door a Day ■■                                    |
| 2:30 pm – 4:00 pm   | Coffee/Snack Break with Exhibitors  |
| 2:30 pm – 4:00 pm   | Committee Meetings  |
| 4:10 pm – 5:00 pm   | <b>Workshop Sessions 17 – 20</b><br>⑰ Killer Leases ■■<br>⑱ Homeowners Associations – Should I Jump Into Management? ■<br>⑲ Let's Talk About Tech Baby ■■<br>⑳ Get Involved and Master Maintenance ■  |
| 4:00 pm – 5:15 pm   | Past-President's Reception (Closed Session, by invite only, for NARPM® National Past Presidents)  |
| 5:30 pm – 6:45 pm   | President's Reception by invitation only (Closed Session, by invite only, for NARPM® Leadership – Past Presidents/Chapter Leaders)  |

## FRIDAY, OCTOBER 19, 2018

|                     |  |
|---------------------|--|
| 7:15 am – 8:45 am   | Coffee with Exhibitors   |
| 7:30 am – 2:00 pm   | Registration Open  |
| 9:00 am – 10:15 am  | <b>General Session – NARPM® Talks – Business Growth</b>  |
| 10:15 am – 10:55 am | Coffee/Snack with Exhibitors   |
| 11:00 am – 11:50 am | <b>Workshop Sessions 21 – 24</b><br>⑳ Essential Tools & Tips for Proactive Property Management ■<br>㉑ Data Security and Awareness: Are You IN Compliance? ■<br>㉒ Hot Topics in Fair Housing ■<br>㉓ Who is Today's Renter? ■■ |
| 12:00 pm            | Trade Show Closes  |
| 12:00 pm – 2:00 pm  | Lunch with Membership Awards, Longevity Recognition, and Committee Reports   |
| 2:00 pm – 2:30 pm   | <b>Installation of the 2019 NARPM® Board of Directors</b><br><b>Introduction of the 2019 NARPM® President</b>  |
| 2:30 pm – 3:30 pm   | <b>Closing Session – Work, Laugh, Repeat with Greg Schwem</b>  |
| 3:30 pm             | <b>Vendor Giveaways and PAC Silent Auction winner results</b>  |

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

\* Additional fee to attend.

# Workshops

1 - 4

WEDNESDAY,  
OCTOBER 17, 2018

10:30 am – 11:20 am

Workshop Sessions 1 – 4

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 1 THE MUSHIN WAY: ACHIEVE PEAK PERFORMANCE WITH BALANCE, NOT BURNOUT ■ ■ ■

With intense competitive pressure to attract and retain top talent, how can human resource (HR) executives and business leaders hire the best and the brightest, while ensuring their high potentials continue to excel without burning out? Drawing from his success as an HR consultant and executive recruiter for some of the world's top companies and brands, Michael Veltri answers these important questions and many more in his fresh, relevant, and timely talk. Based on his nationwide bestselling book, *The Mushin Way to Peak Performance*, Veltri takes the audience on an illuminating journey, showing how the Zen concept of mushin (moo-sheen) — meaning “no-mind” — helps achieve more with less, fuels growth, and maintains laser focus. Walk away energized, educated, and equipped with bold new tools and techniques to achieve unprecedented results with balance, not burnout.

**Speaker:** Michael Veltri

## 2 THE CURRENT STATE OF THE PROPERTY MANAGEMENT INDUSTRY 2018 ■ ■ ■

This session brings to light new findings from the *2018 State of the Property Management Industry Report*, which will synthesize insights from 1,200+ property managers. The past few years have resulted in record industry growth, and it's expected to continue. Yet, many property managers still struggle with day-to-day operations, like finding and keeping reliable tenants, growing and marketing their business, and expanding their portfolios.

During this session, Buildium's Chief Customer Officer, Chris Litster, will join NARPM's Executive Director, Gail Phillips, to reveal the top challenges and goals for property managers in 2018 and beyond, and how they've changed over time. They'll identify where problems lie within many small businesses, and discuss what can be done to resolve property managers' biggest pain points. The data from this presentation will come straight from the much-anticipated *2018 State of the Property Management Industry Report*, that's scheduled for publication in tandem with the NARPM® Annual Convention. This report has become a staple for NARPM® Members and property managers within the industry. The report will be available for all convention attendees, in print and as a downloadable PDF.

The strategies revealed will deliver direct, value-added benefits to property managers' businesses, helping them to better serve their residents and clients. Attendees will leave with an understanding of which trends are shaping the industry; how to remain competitive in a saturated market; and how to strategically leverage technology and data to tackle business challenges. There will be a Q&A at the end for audience questions.

**Speakers:** Chris Litster, Buildium, and Gail Phillips, CAE, NARPM®

## 3 ARE YOU MARKETING TO A CLIENT FROM FOUR YEARS AGO? ■ ■ ■

It's common knowledge that the property management industry is affected by the state of the real estate industry and the national economy. As the economy rises and falls over the course of years, the number and types of leads that are available to sign change in accordance with these large trends. We've found that most property management companies don't adjust their marketing strategies based on these large trends in the marketplace. Websites commonly aren't updated for years at a time, AdWords campaigns stick with “proven” lists of keywords, and drip campaigns drip away. During that time, the mix of available owner contracts have almost certainly changed, and the effectiveness of these efforts is compromised.

We're going to talk about the major market factors property management companies are at the mercy of, and we'll discuss the different types of leads you may see, and the major differences between them. Then, we'll explain how to target and market to those leads. In any month, in any market, there are a finite number of leads to be split among property management businesses. Don't lose out to the competition because you're targeting an owner that's no longer around.

**Speaker:** John Bykowski, Fourandhalf.com

## 4 “REFORMING” YOUR BUSINESS IN THE TAX REFORM ERA ■ ■ ■

The 2018 Tax Reform Bill is the largest federal tax overhaul in our lifetime. This session will provide you with an executive summary of how the reform will affect your business and real estate investor clients. Not only will we highlight key rule changes, but also review provisions that were retained from previous law. We will also present practical planning ideas for business owners and real estate investors.

**Speakers:** Chris Picciurro, Integrated CPA Group



# Workshops

5 - 8

WEDNESDAY,  
OCTOBER 17, 2018

2:30 pm – 3:15 pm

Workshop Sessions 5 – 8

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 5 HOW TO POORLY PURCHASE A PROPERTY MANAGEMENT (PM) COMPANY (OR RATHER, HOW NOT TO) ■

Chrysztyna Rowek, MPM® RMP®, has made a living out of learning from her mistakes. Buying PM companies is where she has learned the most. Mostly because, according to her, “I have done everything wrong.” In this session, Chrysztyna will endeavor to help anyone who is considering buying a PM business not to go through the hardships she has. The session WILL talk about departments of licensing investigations, trust accounts, paperwork processes, and other good things to keep in mind.

**Speaker:** Chrysztyna Rowek, MPM® RMP®, Lighthouse Cove Property Management, Inc.

## 6 DOUBLE YOUR DOORS WITHOUT THE GROWING PAINS ■ ■

Each presenter on this panel has their own unique perspective and hands-on experience with growing and scaling a property management company. Many times a Broker/Owner wants to grow, but doesn't understand how to grow smart. This can leave them feeling overwhelmed, frustrated, and sometimes with insurmountable debt that can impact the health of the business.

The goal for this discussion is to provide an overview of how to grow wisely, realizing the importance of planning, structure, and hiring. The panelists will speak to the following areas:

- Hiring RIGHT! Adding Staff without Breaking the Bank! Saving Money, Hassle & Time
- Processes & Systems for Professionals that Work!
- Team Building, Team Structure & Team Growth

**Speakers:** Melissa Prandi, MPM® RMP®, PRANDI Property Management, CRMC®; Kathleen Richards, MPM® RMP®, Landlord Source and The Property Management Coach; Anne Lackey, Solid Source Property Management, Inc.

## 7 HVAC BASICS FOR EFFECTIVELY MANAGING YOUR PORTFOLIO ■


Heating, ventilation, and air conditioning (HVAC) can be one of the most expensive and unpredictable expenses in managing your portfolio. This session will serve as an overview of HVAC basics and how they can affect your portfolio and your owners. It will preview regulatory changes and how you can prepare your budgets to better handle HVAC. It will also cover tools for diagnosing when you may expect an HVAC issue, common HVAC repair techniques, and how to know when to call a professional – and how to find the right partner! After attending this session, you will feel more confident in understanding your HVAC portfolio and what to do when you do have an issue with HVAC at one of your properties.

**Speaker:** Chris Wright, Ingersoll Rand

## 8 TO DO OR TO GET DONE – THAT IS THE QUESTION ■

This session explores concepts and ideas based on Michael Gerber's book, *E-Myths Revisited*. You will learn how to work ON your business versus IN your business, as well as the pros and cons of outsourcing and hiring employees.

**Speaker:** James Alderson, MPM® RMP®, Alderson Properties



**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. NARPM® shall not restrict members' ability to solicit competitors' clients. NARPM® shall not restrict members' ability to advertise for business, provided the advertising is not false, deceptive or otherwise illegal.



# Workshops

9 - 12

THURSDAY,  
OCTOBER 18, 2018

10:50 am – 11:40 am

Workshop Sessions 9 – 12

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 9 MORE POTENTIAL PRINCIPLE ■ ■ ■

Mark Sanborn will drill deeper into the principles that everyone needs to know about “how the best get better.”

**Speaker:** Mark Sanborn, CSP, CPAE, Sanborn & Associates, Inc.

## 10 NEGOTIATIONS FOR PROPERTY MANAGERS ■

Become a BETTER negotiator! In this session, you will learn all of the considerations and skills for becoming a better negotiator. This presentation covers knowing the interests of your opponent; communication strategies; legitimacy; building trust; contract language; game theory; collaborative negotiation; it is not what you say, but how you say it; priorities and positions, and much more! Learn what you need to be more effective in everything you do.

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

## 11 WHO, WHAT, WHY, WHEN, AND HOW OF PROPERTY INSPECTIONS ■

This workshop, designed from the ground up as an educational tool for 2018, explores property “inspections” through the lens of the question words:

- WHO – Explores the pros and cons of different methods of getting Property Surveys done (property manager, third-party, employee/staff, maintenance partners/contractors, etc.).
- WHAT – Explores what Property Managers should look for on reviews (safety items, maintenance items, liability risks, lease/legal violations).
- WHY – Seeks to answer the fundamental questions of why thorough Property Surveys matter (protect security deposit, reduce risk, create accountability, etc.).
- WHEN should we do property surveys (initial, move-in/out, periodic, lease renewal)?
- HOW – Gives an in-depth look at how to pay for/monetize “inspections” in the Property Manager’s business.

**Speaker:** Bryan Jenkins, MPM® RMP®, AHI Properties

## 12 FUEL TRUST & EMPLOYEE ENGAGEMENT WITH AUTHENTIC COMMUNICATION ■

Communication between a manager and their employees is fundamental to the operation of any business. One of the most powerful management tools is simple self and team awareness. Knowing your natural communication style and behavioral tendencies allows you to more effectively recognize the differences within your team and manage to those preferences. This is the foundation for authentic communication, making it easy to build employee trust and lay the foundation for successful engagement.

What You’ll Learn:

- What is authentic communication?
- The components of authentic communication
- 5 Quick and effective tips to improve your communication style
- 3 Trust killers and how to avoid these obstacles

**Speaker:** Carletta Clyatt, Omnia Group

# Workshops

13 - 16

THURSDAY,  
OCTOBER 18, 2018

1:45 pm – 2:30 pm

Workshop Sessions 13 – 16

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 13 A STEP-BY-STEP GUIDE TO HIRING ■

Matthew Whitaker hired and built his company on “the back of the millennial generation.” In doing so, he has developed a step-by-step process for hiring that has a better than 80% success rate. This session will take you through his step-by-step process, provide examples of the type of interview questions to ask, and what you should expect for answers that will result in hiring “A Players.”

**Speaker:** Matthew Whitaker, gkhouses.com

## 14 FRAUD: THE INVISIBLE RESIDENT ■

For most residential property managers, fraud is an invisible resident which goes unrealized until it is too late. With the increase in online rental applications, property managers are challenged with verifying identities, and detecting potentially fraudulent applicants. These applicants can be hiding criminal records or may be likely to “skip,” putting property managers at risk for identity misuse. As a primary learning objective, attendees will learn how to combat online fraud, make smarter and better decisions on leasing to prospective residents, and better protect their businesses. Attendees will also gain valuable insights from a new industry study that sheds light on the prevalence of different types of fraud in the residential property industry.

**Speaker:** Maitri Johnson, TransUnion

## 15 THE PROFESSIONAL RESIDENTIAL PROPERTY MANAGER'S TOOLBOX ■

Based on the lessons learned through the years, this session walk through the process of being a property manager while providing tools and tips that any property manager can use to become more productive, profitable, and professional. Warning: This will be a fast-paced workshop for both new and seasoned managers and will cover 15 different processes that every property manager faces. Trent and Bryan will go over the tools that you can put in your toolbox that can assist you in your journey to be able to manage more properties with less overhead.

**Speakers:** Trent Ratliff, MPM® RMP®, All 3 Realty, LLC; Bryan Jenkins, MPM® RMP®, AHI Properties

## 16 HOW TO ADD A DOOR A DAY ■ ■

Most property management companies want to add more doors for more profitably. Even if they aren't looking to grow exponentially, every property management company needs to replace doors lost to yearly attrition and owner turnover. One way to add more doors quickly and cost effectively is to add multiple marketing channels.

This session will cover three distinct marketing channels: retail, wholesale, and virtual. The retail group performs traditional property management services with property managers, leasing agents and support staff. This would be the manner that most NARPM® property management companies use to conduct their business. The wholesale division performs all the back office and operations duties for real estate brokers, agents, and small property management companies. Many agents and brokers are managing a few doors, but prefer to focus on tenant and owner issues and outsource operations and back office needs to us. Scott's virtual channel allows real estate agents to manage properties, and provide all back-office support. It is a fusion of property management and real estate sales. Property management provides stable monthly income; the agent handles tenant issues, owner interaction, and leases properties as well. This approach creates more doors at a lower cost per door. If you are looking for more doors to manage, more branches, more agents, more marketing dollars, and more income – multiple channel property management could be the way.

**Speaker:** Scott Brady, Progressive Property Management, Inc.

# Workshops

17 – 20

THURSDAY,  
OCTOBER 18, 2018

4:10 pm – 5:00 pm

Workshop Sessions 17 – 20

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 17 KILLER LEASES ■ ■

After reading dozens of management agreements, Robert Locke, MPM® RMP®, has figured out what language is best, which stipulations to drop, and which ones to add. Managers often copy and paste from other's agreements without realizing they're handcuffing themselves to archaic language that only hinders them from being scalable as a management company. Agents that adopt their REALTOR® Association standardized agreements, seldom realize the limitations of the language in those agreements. Others just keep adding more and more stipulations in hopes of managing through their document instead of giving themselves the freedom they need to maximize profits and protect themselves. Learn from Robert's experience how create a truly Killer Lease!

**Speaker:** Robert Locke, MPM® RMP®, Crown Realty & Management

## 18 HOMEOWNER ASSOCIATIONS (HOA) – SHOULD I JUMP INTO MANAGEMENT? ■

You keep reading and hearing about HOA Management. You've even been approached by one or more communities about managing their association. So many questions, so many concerns. What should you do? This session will guide you through the good, the bad, and the ugly of HOA Management, so you can make an educated decision to jump in or not! The presentation is being conducted by a seasoned property manager, with 36 years of experience in leasing and management of single-family homes. Mr. McCreary jumped into HOA Management 22 years ago and never looked back. Now, with 40 communities and over 2,500 doors under management, he will be your guide, looking into the murky and often misunderstood world of HOA Management.

**Speaker:** Michael McCreary, MPM® RMP®, McCreary Realty Management, Inc.

## 19 LET'S TALK ABOUT TECH, BABY ■ ■

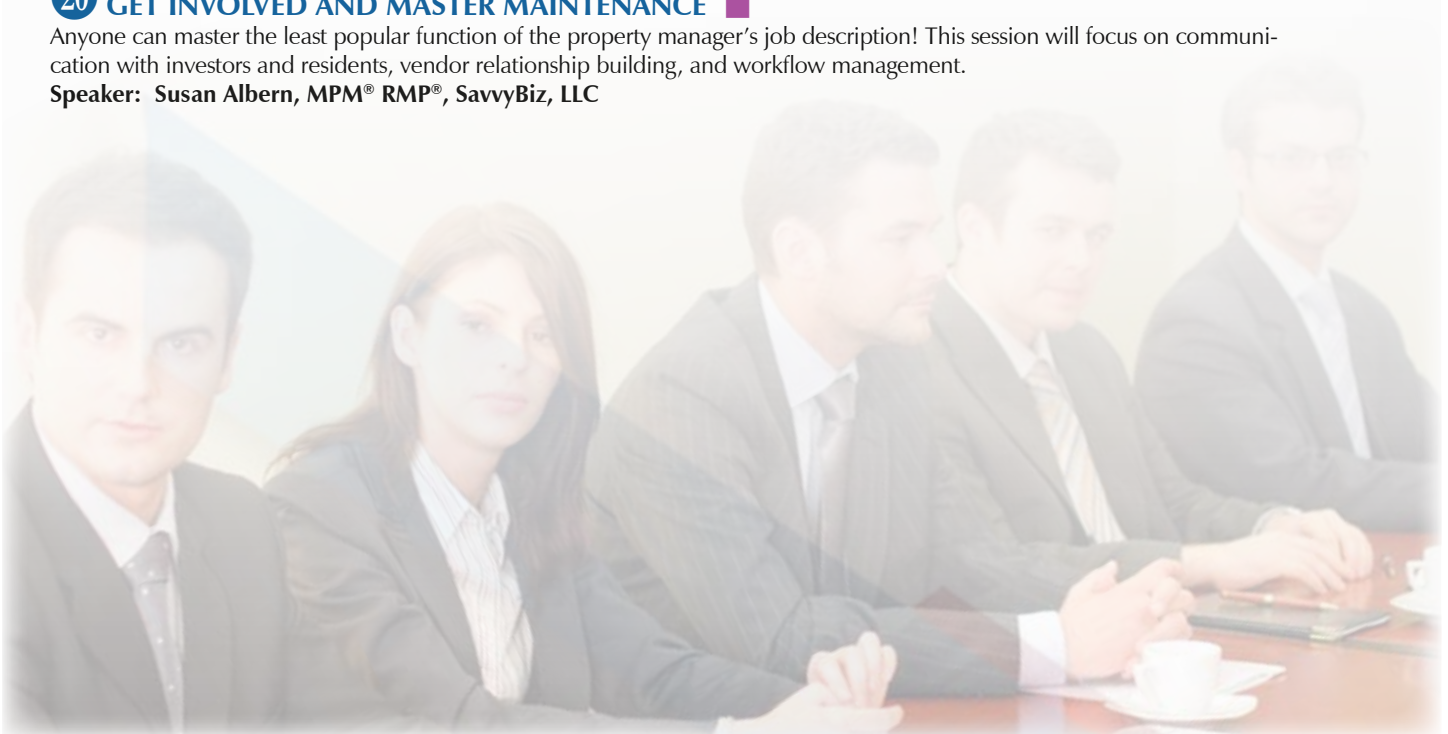
To stay profitable in the property management industry, you need to partner with best-in-breed technologies to streamline your business, and give your residents the effortless experience they've come to expect. In addition to automating receivables and payables, there are exciting new solutions to keep your business ahead of the curve. Find out what's trending in tech among the leading property management companies in the industry. It's time to hop on the tech train, or find yourself left in the dust by your competition.

**Speaker:** Tiffany Mittal, PayLease

## 20 GET INVOLVED AND MASTER MAINTENANCE ■

Anyone can master the least popular function of the property manager's job description! This session will focus on communication with investors and residents, vendor relationship building, and workflow management.

**Speaker:** Susan Albern, MPM® RMP®, SavvyBiz, LLC





# Workshops

21 - 24

FRIDAY,  
OCTOBER 19, 2018

11:00 am – 11:50 am

Workshop Sessions 21 – 24

Suggested Tracks: ■ Broker/Owners; ■ Leadership; ■ Property Managers

## 21 ESSENTIAL TOOLS & TIPS FOR PROACTIVE PROPERTY MANAGEMENT ■

Time management and effective communication are two of the most important things as it applies to retaining current clients, and driving new business. These proven processes and tips will help you change your work day from reactive, to proactive. You will develop a level of consistency that both your clients and customers will come to enjoy; making it easier for you, not only to set expectations, but to exceed them.

**Speaker:** Tim Wehner, MPM® RMP®, Dodson Property Management, CRMC®

## 22 DATA SECURITY AND AWARENESS: ARE YOU IN COMPLIANCE? ■

Data security is a hot topic across the globe that seems to touch every facet of daily life. Depending on the maturity of your business, you and your staff may not be aware of what is required for you and your vendors to obtain and sustain compliant operations.

In this interactive and engaging session, James Wagley, Senior Vice President of Single Family for RealPage, will guide the audience through data security and compliance components that are integral to any business, but critical for the single-family market. Topics will include internal compliance, supplier compliance, data ownership, certifications, and more. Audience members will actively participate in the discussion using their mobile devices to respond to Mentimeter.com-based questions throughout the session. Don't miss this important and engaging session!

**Speaker:** James Wagley, RealPage

## 23 HOT TOPICS IN FAIR HOUSING ■

This high-energy workshop will serve as a refresher and update on Fair Housing hot topic issues for the property management industry. The session will cover topics such as federal protected classes, familial statuses, individuals with disabilities (reasonable accommodations and modifications), LEP (lack of English proficiency), criminal history/disparate impact, occupancy guidelines, general documentation, and training.

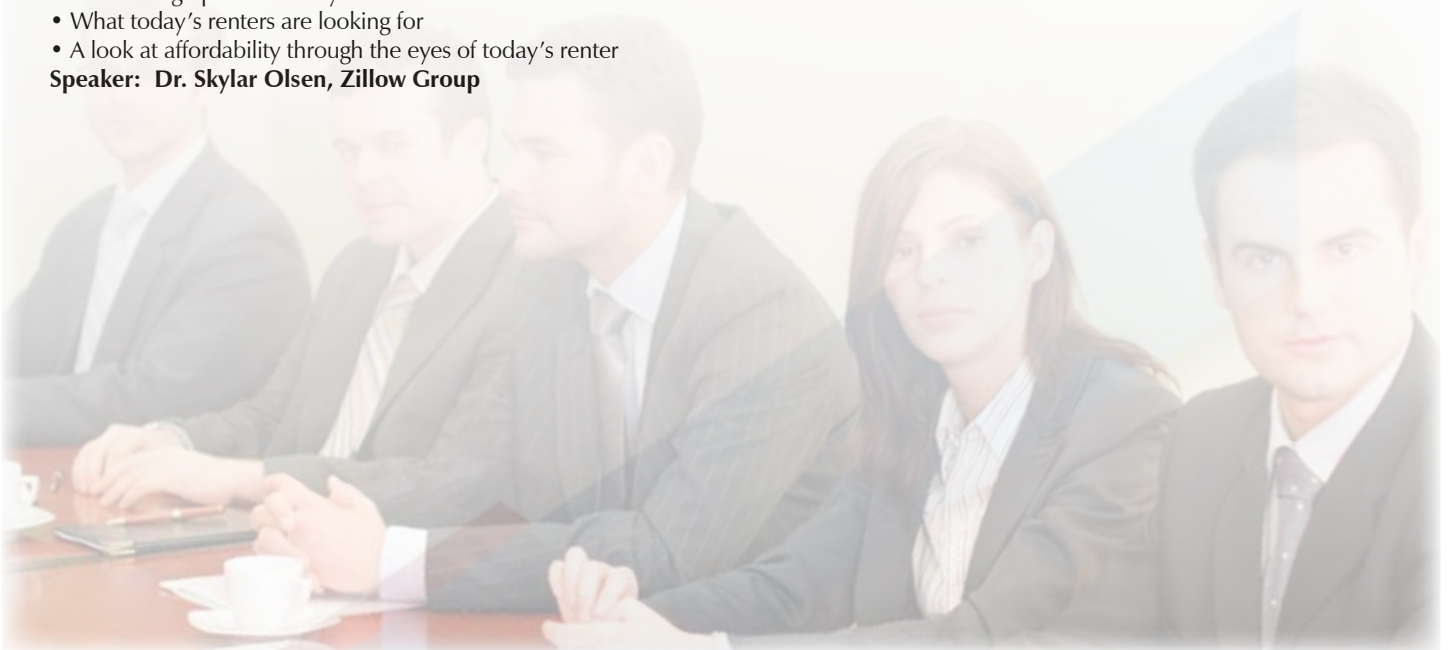
**Speaker:** John Bradford, MPM® RMP®, Park Avenue Properties, LLC

## 24 WHO IS TODAY'S RENTER? ■ ■

More than a third of U.S. households currently rent their home, close to the highest share in recent history. Factors such as the housing bust, that turned many former homeowners into renters, and housing affordability are impacting the number of renters. Join Zillow Group's Director of Economic Research, Dr. Skylar Olsen, for a look at today's renter and the trends in the rental market. The session will include discussion of:

- The demographics of today's renters
- What today's renters are looking for
- A look at affordability through the eyes of today's renter

**Speaker:** Dr. Skylar Olsen, Zillow Group



# EDUCATION CLASSES

\*There is a **separate registration fee** needed to take classes.  
Sign up online at [www.narpm.org/education/course-schedule](http://www.narpm.org/education/course-schedule)



## 1 OFFICE OPERATIONS – POLICIES & PROCEDURES \*

**October 15, 2018 • 9:00 am – 4:00 pm**

Every Brokerage needs a Policy & Procedure Manual to standardize their Office Operation, especially as they grow and add staff. This course covers the Process from start to finish and includes an overview of Trust Accounting P & P as an example for the Manual.

**Instructor: Bev Perina, MPM® RMP®**

## 2 MARKETING FOR RESIDENTIAL PROPERTY MANAGEMENT\*

**October 15, 2018 • 9:00 am – 4:00 pm**

In this course you will develop a mission statement (or refine yours if you have one) and decide upon a related marketing goal to help guide your business. You will examine branding and the importance of knowing how your clients and customers think, feel, and behave. Time will be spent delving into various forms of media and advertising channels. Finally, you will learn about the importance of tracking and measuring outcomes that are key to your marketing efforts!

**Instructor: Melissa Prandi, MPM® RMP®**

## 3 NARPM® 101: BASICS OF PROPERTY MANAGEMENT\*

**October 15, 2018 • 9:00 am – 4:00 pm**

The goal of this course is to ensure each student is completely satisfied that they have gained valuable working tools that they can use in their day-to-day office environments. It is for those new to property management or those who need a refresher course on property management basics.

**Instructor: Bart Sturzl, MPM® RMP®**

## 4 GROWING YOUR BUSINESS\*

**October 16, 2018 • 9:00 am – 4:00 pm**

This course will familiarize property managers with ways to grow and streamline their management businesses.

**Instructor: Steve Schultz, MPM® RMP®**

## 5 MAINTENANCE: BASICS AND BEYOND\*

**October 16, 2018 • 9:00 am – 4:00 pm**

Maintenance and how you handle it will either make or break your business. This course covers the vital everyday maintenance components of a successful property management company.

**Instructor: Kathleen Richards, MPM® RMP®**

## 6 ETHICS\* *(Required for all members every 4 years.)*

**October 16, 2018 • 9:00 am – 12:00 pm**

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case-study method makes an interesting course.

**Instructor: Paul Arrington, MPM® RMP®**

\* Additional fee to attend.

# National Association of Residential Property Managers

30<sup>TH</sup> ANNUAL CONVENTION REGISTRATION • OCTOBER 16–19, 2018 • SAN DIEGO, CA

(Education classes are on October 15 & 16)

**REGISTER ONLINE at [www.narpmconvention.com/register](http://www.narpmconvention.com/register)** (If you register online, you don't need to fill out this form.)

## ❶ REGISTRATION INFORMATION (Or type/print and send form - one registration form per person)

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Are you a current NARPM® Member? If not, please see Join & Register information on the back.

Is this your first NARPM®

convention? ☐ Yes ☐ No

**SPECIAL ASSISTANCE** 

☐ I will require special assistance.

☐ I have special dietary needs and request a vegetarian meal.

## ❷ REGISTRATION FEES ☐ IREM® members check this box to receive NARPM® member pricing.

| Category explanations<br>are on the back.   | PROFESSIONAL MEMBERS<br>& SUPPORT STAFF |                                   |  | ASSOCIATE<br>MEMBERS                 |                                   |  | NON-<br>MEMBERS                      |                                   |  |
|---|---|-----------------------------------|--|--------------------------------------|-----------------------------------|--|--------------------------------------|-----------------------------------|--|
|   | Early Bird<br>By 9/16/18<br>Postmark    | 9/17/18 to<br>9/27/18<br>Postmark | 9/28/18 &<br>After Postmark<br>& Onsite Reg. | Early Bird<br>By 9/16/18<br>Postmark | 9/17/18 to<br>9/27/18<br>Postmark | 9/28/18 &<br>After Postmark<br>& Onsite Reg. | Early Bird<br>By 9/16/18<br>Postmark | 9/17/18 to<br>9/27/18<br>Postmark | 9/28/18 &<br>After Postmark<br>& Onsite Reg. |
| <input type="checkbox"/> <b>Enhanced Convention</b><br><b>Includes Video*</b>   | \$545                                   | \$615                             | \$715  | \$595                                | \$665                             | \$765  | \$700                                | \$800                             | \$900  |
| This event is included in your registration. Mark if attending <input type="checkbox"/> President's Celebration   |   |                                   |  |                                      |                                   |  |                                      |                                   |  |
| <input type="checkbox"/> <b>Basic Convention</b>  | \$495                                   | \$565                             | \$665  | \$545                                | \$615                             | \$715  | \$600                                | \$700                             | \$800  |
| This event is included in your registration. Mark if attending <input type="checkbox"/> President's Celebration   |   |                                   |  |                                      |                                   |  |                                      |                                   |  |
| <input type="checkbox"/> <b>Team Discount**</b>   | -\$50                                   | -\$50                             | N/A  | -\$50                                | -\$50                             | N/A  | N/A                                  | N/A                               | N/A  |
| (**Available for Basic and Enhanced Convention only. See Team Discount section on the back.)  |   |                                   |  |                                      |                                   |  |                                      |                                   |  |
| <b>Single-Day Registration</b> (Includes full day's events with meals.)   |   |                                   |  |                                      |                                   |  |                                      |                                   |  |
| <input type="checkbox"/> Tuesday  | \$100                                   | \$200                             | \$300  | \$150                                | \$250                             | \$350  | \$170                                | \$270                             | \$370  |
| <input type="checkbox"/> Wednesday  | \$250                                   | \$350                             | \$450  | \$300                                | \$400                             | \$500  | \$350                                | \$450                             | \$550  |
| <input type="checkbox"/> Thursday   | \$250                                   | \$350                             | \$450  | \$300                                | \$400                             | \$500  | \$350                                | \$450                             | \$550  |
| <input type="checkbox"/> Friday   | \$300                                   | \$400                             | \$500  | \$350                                | \$450                             | \$550  | \$400                                | \$500                             | \$600  |
| <input type="checkbox"/> <b>Trade Show ONLY</b>   | \$50                                    | \$50                              | \$100  | \$100                                | \$100                             | \$150  | \$50                                 | \$50                              | \$100  |
| Choose one only. ( <input type="checkbox"/> AM Thursday or <input type="checkbox"/> PM Thursday or <input type="checkbox"/> AM Friday. Does not include meals.) |   |                                   |  |                                      |                                   |  |                                      |                                   |  |

Registration Fees SUBTOTAL \$ \_\_\_\_\_

## ❸ EDUCATION CLASSES Separate registration is required. Please check [www.narpm.org/education/course-schedule/](http://www.narpm.org/education/course-schedule/) for registration information.

## ❹ EXTRA GUEST TICKETS Available only with accompanying Enhanced Convention or Basic Convention registration. Not available for walk-ins. (Note: One ticket for each of these events is included for the person registered for Enhanced or Basic Convention. Guest tickets must be purchased separately.)

President's Celebration Guest \_\_\_\_\_ (# of tickets) x \$95 = \$ \_\_\_\_\_  
Wed. Reception & Trade Show Guest \_\_\_\_\_ (# of tickets) x \$75 = \$ \_\_\_\_\_  
Wednesday Lunch Guest \_\_\_\_\_ (# of tickets) x \$60 = \$ \_\_\_\_\_  
Thursday Lunch Guest \_\_\_\_\_ (# of tickets) x \$60 = \$ \_\_\_\_\_  
Friday Lunch Guest \_\_\_\_\_ (# of tickets) x \$60 = \$ \_\_\_\_\_

Extra Guest Tickets SUBTOTAL \$ \_\_\_\_\_

## ❺ TOTAL FEES (Registration Fees, Extra Guest Tickets)

TOTAL \$ \_\_\_\_\_

## ❻ METHOD OF PAYMENT

☐ Check # \_\_\_\_\_, payable to NARPM®, enclosed for Total Fees amount listed above.

☐ Please charge my ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express for total amount above.

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

I authorize NARPM® to charge my credit card and acknowledge that by submitting this form or registering online, that all of the information above is correct, and that I have read and agree to the information provided on the back.

----- All information below this line will be shredded. -----

CardNumber: \_\_\_\_\_ Exp.Date: \_\_\_\_\_ SecurityCode: \_\_\_\_\_



# NARPM® Convention Attendee Agreement Terms and Conditions

By submitting this form or registering online, I confirm that I have read and agree to the information below.

## **MEMBERSHIP REGISTRATION CATEGORIES**

(Visit [www.narpm.org/find/property-managers](http://www.narpm.org/find/property-managers) or call (800) 782-3452 if you need help determining your category.)

**Professional Members** have successfully completed NARPM®'s 3-hour Ethics course.

**Support Staff Members** are acting in the role of support in the office of a Professional Member.

**Associate Members** have not completed NARPM®'s 3-hour Ethics course.

**Non-members** may join by referencing Join & Register below. Save on Convention registration by joining.

**Vendors or Affiliate Members** should not use this form to register. See Exhibitor Prospectus for separate form.

## **REGISTRATION DEADLINES**

Pre-registrations **must** be postmarked or emailed by 11:00 pm Eastern Time on September 16, 2018. After September 16, 2018, send the higher fee shown. **Do not** send registration to National after September 28, 2018. Instead, register onsite at the convention. People registering onsite are not guaranteed access to the luncheons.

## **\*ENHANCED CONVENTION AND VIDEO**

For an extra \$50 for NARPM® Members and \$100 for Non-Members, you can register for the full convention and receive a video of the workshop sessions. This is a great way to make sure you get the most out of your registration fees!

## **\*\*TEAM DISCOUNT**

When two or more NARPM® members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations. Registration forms and payment are to be received at the same time. To receive discount, registration must be done directly with National, **not online**. Team discount is not available after September 28, 2018.

## **\*\*\*JOIN & REGISTER**

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Submit the appropriate membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## **CANCELLATION POLICIES**

If this convention is cancelled for any reason, the liability of NARPM® to the registrant is limited to the return of the registration fee. A necessary rescheduling of the convention, as approved by the NARPM® Board, does not constitute a cancellation.

Convention cancellations must be received in writing. If cancellation is received on or before September 16, 2018, there will be a full refund, less a \$25 processing fee. If cancellation is received between September 17 and September 30, 2018, there will be a 50% refund, less a \$25 processing fee. **There is NO refund after September 30, 2018.**

## **MONETARY POLICIES**

You will be contacted by email if the registration form has any incorrect information, such as wrong member type checked or wrong credit card numbers. Incorrect registration forms will not be processed and it is your responsibility to supply correct information. A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

## **EASY WAYS TO REGISTER**

**ECOMMERCE/ONLINE** – To register, visit:

[www.narpmconvention.com/register](http://www.narpmconvention.com/register) and login to CONVENTION ONLINE REGISTRATION.

**Or send your signed form with payment info to:**

**EMAIL** – [conventioninfo@narpm.org](mailto:conventioninfo@narpm.org)

**MAIL** – NARPM® National

638 Independence Parkway, Suite 100

Chesapeake, VA 23320

Please do not mail the original.



National Association of Residential Property Managers