

# BROKER/OWNER *Conference & Expo*



**GROWTH  
PERFORMANCE  
PROFIT**

**March 28-30, 2022  
Hyatt Regency Hill Country  
San Antonio, Texas**



**EVENT  
PROGRAM**

**P>I>V>O>T**  
*Into The Future*

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Hello NARPM® Friends:

I want to welcome you to NARPM®'s 2022 Broker/Owner Conference & Expo! So many of you meeting in person will be a joy and this week will be packed full of information and fun. As we focus on GROWTH, PERFORMANCE, and PROFIT, you will get ideas on improving each of these important topics. Our sessions are geared toward them. I encourage you to take in as many of the workshop sessions as you can. Most of them

are lead by people just like you, NARPM® members. They volunteer their time and knowledge to help you become a better property manager and improve our industry. They are quite literally trying to *Pivot Into The Future*.

While you are with us in San Antonio, I encourage you to soak up as much as you can but also share how you are *Pivoting Into The Future* with those who need it. Trust me; there is something that you know that can help a fellow property manager. So dig in and share it. That is what NARPM® is all about.

There was a lot of volunteer and staff work that went into the production of this event. I want to send a special "Thank You" to the Broker/Owner Committee, chaired by Cassandra Swanson, MPM® RMP®! They made all this possible along with the hard-working staff.

Now that you are ready to get started, take a few minutes to look at the schedule of events on pages 9 to 16. Star the sessions that look the most interesting to you, and map out your plan. Do not worry if you miss something; there will be a lot of discussion on everything that has happened in the hallways, bars, and restaurants. There will be plenty of time to *Pivot Into the Future*. Also, make it a point to visit and support our Partners, Exhibitors, and Sponsors at the Expo.

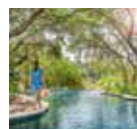
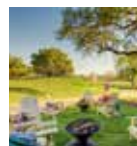
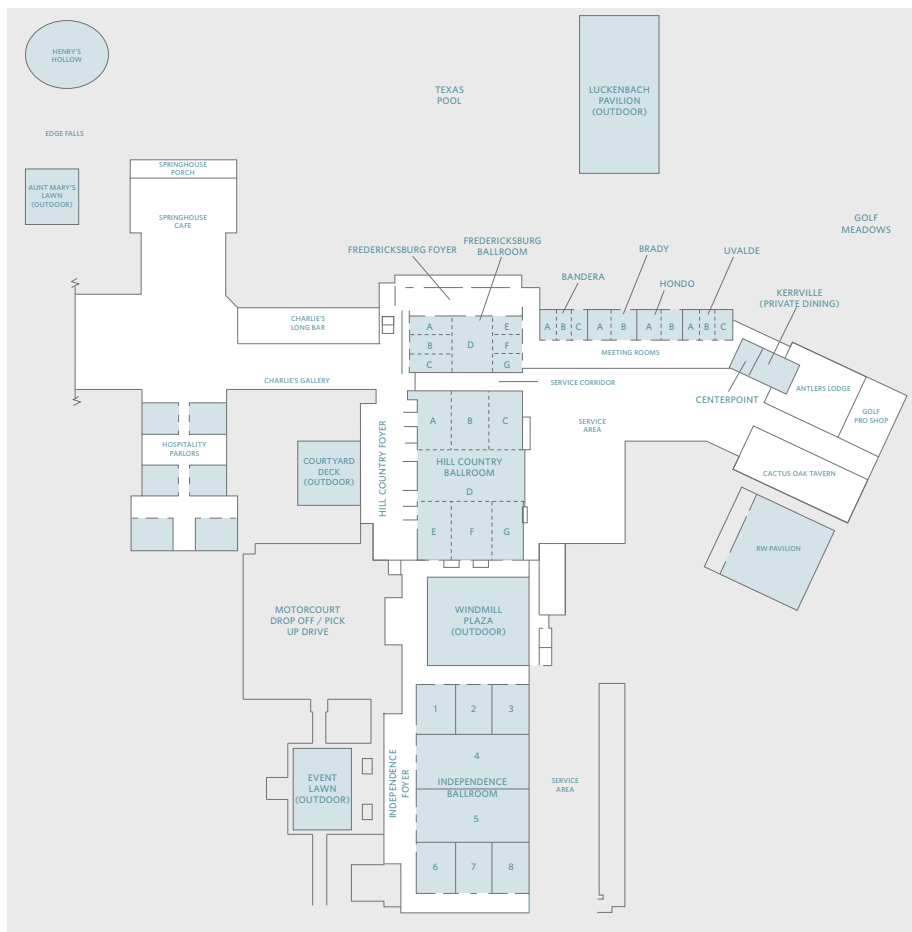
A handwritten signature in black ink that reads "Liz Cleymen".

**Liz Cleymen, MPM® RMP®**  
2022 NARPM® President

**P ▶ I ▶ V ▶ O ▶ T**  
*Into The Future*

# Hotel Floorplan

## Lobby Floor



# Conference Information

## Location

Welcome to our 2022 Broker/Owner Conference and Expo. We are happy that you are here, and hope that this Conference and your attendance at the Hyatt Regency Hill Country Resort and Spa is enjoyable, rewarding, educational, and fulfilling. The address of the property is 9800 Hyatt Resort Drive, San Antonio, TX 78251.

Hyatt Regency Hill Country Resort and Spa feels a world away, but is located just 20 minutes from the downtown Riverwalk and is next to SeaWorld San Antonio. Situated on 300 acres of historic ranch land, this family-friendly resort offers plenty of space to relax, unwind, play and reconnect with loved ones, from the 5-acre water park with lazy river, multiple pools and a waterslide, to biking, nature trails, golf, tennis, sand volleyball and more. For additional activities in the greater San Antonio area visit <https://www.visitsanantonio.com/>.

## Conference Dress

Appropriate dress for all parts of the NARPM® Broker/Owner Conference in San Antonio, Texas, 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 San Antonio in March is 74 degrees and the average low is 50 degrees.

## NARPM is closely monitoring the impact of COVID-19

We are following the guidance from worldwide health organizations and experts as it relates to our future in-person meetings and we are fully committed to taking appropriate precautions to provide a safe and healthy environment for attendees. More information can be found by searching for Texas State COVID-19 Guidelines, CDC COVID-19 Guidelines, and Hyatt's Global Care & Cleanliness Commitment.

## Endorsement

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

## Please help make a comfortable Conference experience for all

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



# Schedule of Events - Sunday & Monday

All times are for the current **Central time zone**.  
All sessions will be recorded and will be available on-demand.

## SUNDAY, MARCH 27, 2022

4:00 pm – 6:00 pm	Registration Open	Hill Country Foyer
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## MONDAY, MARCH 28, 2022 - GROWTH

7:30 am	Registration Open	Hill Country Foyer
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9:00 am – 10:15 am	<b>Opening Keynote Session:</b> <b>#RenterNation, or How I Learned to Stop Worrying And Love Property Management</b> We will look at some of the major trends inside and outside of real estate from macroeconomics to demographics to massive industry disruption. They all add up to suggesting that the future of real estate is rentals, which makes property management more important than ever. However, there are dangers and threats as well as opportunities. We'll look at both the rise of #RenterNation, the politics of #RenterNation, why the future of real estate is in the blend of property management, and real estate brokerage. <b>Speaker: Rob Hahn</b>	Independence 4-5
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10:15 am – 10:30 am	Refreshment Break	Independence Foyer
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10:30 am – 11:20 am	Workshop Sessions 1 – 3	
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|---|-------------------------|
| <b>1. Profiting from Short Term Rentals</b><br>In this session, we will discuss how to use guarantees to be different in the marketplace, how it will attract and secure new owners, how to use them to guide the owners' actions to be the ones you want, and, of course most importantly, how to make more money from them. This session will show how easy it is to create guarantees, how most property managers already have them but are not taking advantage of them, and how guarantees are a very low cost way to grow your business.<br><b>Speakers: Brian Birdy, MPM® RMP®, PMI Birdy Properties, CRMC®; Robert Gilstrap, MPM® RMP®, Title One Management; Marianne Heder, PMI Corporate Director of Vacation Rentals; DD Lee, MPM® RMP®, PURE: Skyline Properties Group</b> | <b>Independence 1-3</b> |
|---|-------------------------|



# Schedule of Events - Monday

## 2. HOAs or No Way:

Independence 6-8

### **The Pros and Cons of Adding Association Management Services**

Many residential property managers have, by accident or intent, added association management services to their business. Most management companies avoid association management because it seems less profitable and more problematic than residential. Scott Brady started an association management division in 2020, and in less than 18 months, has grown this channel to over 50 communities and 2,600 owners at year end 2021 with a net margin of 40%. This session will review the reasons to add or avoid association management. Scott will share his experience and actual "numbers." Learn how to grow your overall business in the blue ocean of association management.

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

## 3. Monetizing Your New Door Acquisition:

### **Turning Business Development into a Profit Center**

Independence 4-5

Attendees will learn how brokerage fees, joint ventures, equity participation, and real estate investing can turn a cost center into a profit center. For 2021, we added 262 new doors and spent no money on marketing. We will use a case study from this year where we got paid \$100,000 to add 88 doors in a new market.

**Speaker: Ralph Reahard, Real Property Management**

11:20 am – 11:35 am Refreshment Break

Independence Foyer

11:35 am – 12:25 pm Workshop Sessions 4 – 6

## 4. Funneling the Real Estate Revenue Cycle

Independence 1-3

Your property management company is performing well. You've created a resident benefits package. You've fee maxed. You're bringing in over \$200 in revenue per unit per month. But you're the entrepreneur wanting to go to the next level. It's time to build your real estate empire – real estate brokerage, mortgage company, title company, property and casualty insurance, general contracting, and maintenance company. Through a real-life case study, explore how property management can drive a much larger real estate conglomerate.

**Speaker: Trevor Garrett, RMP®, The Property Management Connection**

## 5. How to Maximize Your Profit and Your Return on Investment

### **As a Housing Choice Voucher Program (HCVP) Landlord**

Independence 6-8

We will discuss what happens when the housing authority removes the pain points for landlords. The session will explain why it is an ideal time for landlords and investors to participate in the HCVP based on the recent boost of federal funding and monetary landlord incentives. I will explain how housing authorities can partner with landlords through investment in technology so landlords have real-time information to make real-time business decisions. Finally, the session will discuss what happens when the housing authority focuses on streamlining the operations of the HCVP by investing in technology to increase landlord satisfaction and engagement, improve communication, and enhance customer service to cultivate better housing authority-landlord relationships.

**Speaker: Dr. Michael Threatt, Senior VP/COO at Dothan Housing**

# Schedule of Events - Monday

## 6. 5 Lessons Learned While Growing

**Independence 4-5**

I will share some “lessons learned” while scaling our company. I’ll provide the audience real world examples of issues you face when you grow a property management company past 500 doors.

**Speaker: Matthew Whitaker, Everest**

**12:25 pm – 1:25 pm      Lunch**

**Independence Foyer**

**1:25 pm – 2:30 pm**

**General Session:**

**Independence 4-5**

### **12 Marketing Strategies for Adding Doors**

Mike is the Owner/Broker of East Bay Property Management in Fremont, California. In six years of business, he has opened 600 doors, mostly single-family homes. He is his own Business Development Manager (BDM). In this seminar, he will present 12 unique growth strategies that any property manager can implement. These easy-to-implement tools will allow any property manager to add 8-10 new doors a month. In addition, the landlord seminars will make you the “expert” in your territory.

The strategies include adding doors through postcards/newsletters, presenting a 2-hour landlord seminar for self managing owners, presenting a 2-hour landlord seminar on investment basics, a management agreement that is actually a sales tool, dynamic presentation materials, rehab sample board that helps make you the expert, five guarantees that enhance your credibility, creating and maintaining a website that puts you at the top of Google, and much more.

**Speaker: Mike Connolly, RMP®, East Bay Property Management**





# Schedule of Events - Monday

2:35 pm – 3:25 pm

## Mastermind Groups:

### Discussion Topic: 3 Incremental Gains for GROWTH

Spend 50 minutes with similar-sized property management companies, or with companies the size you wish to become, to improve your business. Share incremental improvements you intend to make after the conference. Discuss the presentations, share actions you intend to implement, and hear from other like-minded operators about their property management journey. The more you participate, and actively engage in the discussion, the greater the collective benefit.

- Less than 100 Doors Uvalde AB
- 100 to 300 Doors Independence 1-3
- 300 to 500 Doors Independence 6-8
- More than 500 Doors Independence 4-5

3:25 pm – 3:45 pm

## Refreshment Break

Independence Foyer

3:45 pm – 4:45 pm

## General Session:

### Processes, KPIs & Systems Best Practices


Peter Drucker said, “Unless we determine what shall be measured and what the yardstick of measurement in an area will be, the area itself will not be seen.” This session will unpack best practices of a self-managing team and developing processes, especially as it concerns determining what, how and why to measure KPIs.

**Speaker: Matthew Tringali, HomeVault Property Management**

Independence 4-5

4:45 pm

## Networking Reception

Sponsored by  Zillow Rentals

Independence Lawn



# Schedule of Events - Tuesday

## TUESDAY, MARCH 29, 2022 - PERFORMANCE

7:30 am	Registration Open	Hill Country Foyer
7:30 am – 9:30 am	Breakfast	Independence Ballroom
7:30 am	CRMC® Roundtable	Uvalde AB
9:00 am – 10:15 am	<b>General Session: Solve the Maintenance Puzzle in 10 Steps!</b> The session will cover the 10 most critical areas of running a maintenance operation in a property management business. This session is geared for the PM that is dabbling in maintenance, or would like to make this part of their business more profitable. In-house maintenance is the #1 area to increase a PM's recurring revenue and is a must for control and customer experience. Like a ladder, these 10 steps lay out a structure for achieving consistent volume and profitability in maintenance. <b>Speaker: Mike Schraepfer, Heirloom Property Management</b>	Independence 4-5
10:15 am – 10:30 am	Refreshment Break	Independence Foyer
10:30 am – 11:20 am	Workshop Sessions 7 – 9	
7.	<b>Get More Out of Work, Get More Out of Life</b> Not only has property management changed, but the role of a property manager has become bigger too. You're expected to be part financial advisor, part legal expert, part contractor and part social worker. Not only do you need to keep up with the latest state and federal property regulations, but also data protection laws and anti-money laundering guidance. On top of all that, you also need to look after your tenants. Does all this extra work come with an extra reward? Only if you understand the value you add to the equation. <i>Software Advice</i> lists over 100 property management programs all vying for your attention. But do you need them all? Every property business is unique, but most software offerings are a solution looking for a problem to fix, rather than something your business needs. How do you pick the best fit? Every property manager is different, so success will look different to each and every one of you. Some will want to grow their business, others value time back to spend with friends and family. For some, it could even be taking more time to practice their golf swing. What are the takeaways? Getting more out of work and more out of life is possible with the right tools. We will show the impact the right tools could have on your business and your private life from property managers who have used PropTech to the fullest. <b>Speaker: Neil Cobbold, Global Head of Sales of PayProp</b>	Independence 1-3

# Schedule of Events - Tuesday

## 8. The Lost Art of Professionalism

Independence 6-8

The success of your property management business is largely dependent on who you allow into your owner-client group. In this fast moving session, we will focus on how to improve your professionalism to attract GREAT owner-clients including:

- What should be the proper mindset of a successful PM?
- What is the difference between an owner transaction and an owner relationship?
- Three words you should never use in your advertising (but most PMs do!)
- How to qualify prospective owner-clients
- Should you negotiate your management agreement terms?
- How to never get sued
- This session will empower you to stop asking owners to 'choose' you, and instead position yourself as the professional – so owners are asking YOU to 'choose' them!

**Speaker: Marc Cunningham, RMP®, Grace Property Management & Real Estate**

## 9. Technology Panel: Top 10 Tech Tools

Independence 4-5

Would your life be easier if you had a process automation that automatically sent legally required physical mail to your tenants? Whether you are just getting started with a check-list or you are ready to implement sophisticated automations you will learn best practice on how to advance to the next level in this session.

**Speakers: Wolfgang Croskey, CEO, Bruce Croskey Real Estate; Zach Berkompas, Head of Sales, LeadSimple; Zee Bhimji, Real Property Management Group**

11:30 am – 1:00 pm    Vendor Expo & Lunch

Hill Country  
Ballroom



# Schedule of Events - Tuesday

1:00 pm – 2:15 pm	<b>General Session:</b> <b>Lowdown on the Legal Landscape for Property Managers:</b> <b>Legislation, Liability and Litigation</b> This presentation will be an update on the various legislative initiatives and issues which affect the Residential Property Management Industry, on the National and Local levels. Ways to avoid common Broker/ Owner liability will be discussed as well as current litigation trends which impact our industry. Monica Gilroy is the General Counsel for the NARPM® Atlanta Chapter and is a nationally recognized subject matter expert in Residential Property legal matters. <b>Speakers: Monica K. Gilroy, Esquire, Managing Partner, The Gilroy Firm</b>	<b>Independence 4-5</b>
2:20 pm – 3:10 pm	<b>Mastermind Groups:</b> <b>Discussion Topic: 3 Incremental Gains for PERFORMANCE</b> Spend 50 minutes with similar-sized property management companies, or with companies the size you wish to become, to improve your business. Share incremental improvements you intend to make after the conference. Discuss the presentations, share actions you intend to implement, and hear from other like-minded operators about their property management journey. The more you participate, and actively engage in the discussion, the greater the collective benefit. <ul style="list-style-type: none"> <li>• Less than 100 Doors</li> <li>• 100 to 300 Doors</li> <li>• 300 to 500 Doors</li> <li>• More than 500 Doors</li> </ul>	Uvalde AB Independence 1-3 Independence 6-8 Independence 4-5
3:10 pm – 4:00 pm	<b>Refreshment Break with Vendors</b>	<b>Hill Country Ballroom</b>
4:00 pm – 5:00 pm	<b>General Session:</b> <b>3 Case Studies for GROWTH, PERFORMANCE, PROFIT</b> Description to follow. <b>Speakers: Cassandra Swanson, MPM® RMP®, Estey Real Estate &amp; Property Management; Brian Birdy, MPM® RMP®, PMI Birdy Properties; Trevor Garrett, RMP®, The Property Management Connection; Tal Kramer, MPM® RMP®, Avalon Property Management</b>	<b>Independence 4-5</b>
5:00 pm – 7:00 pm	<b>Vendor Expo and Reception</b>	<b>Hill Country Ballroom</b>

# Schedule of Events - Wednesday

## WEDNESDAY, MARCH 30, 2022 – PROFITABILITY

7:30 am	Registration Open	Hill Country Foyer
7:30 am – 9:00 am	Breakfast with the Vendors	Hill Country Ballroom
9:00 am – 10:15 am	<b>General Session:</b> <b>How to Squeeze \$100 More a Month Out of Your Doors</b> This presentation will outline the revenue generating programs that will increase any property manager's bottom line profit margin. It's not just about a new type of fee and how much to charge, it's about the programs surrounding the revenue generation and how they can benefit your clients. Most of the best revenue generators are part of a campaign touching all facets of the business. The magic that is never fully explained is how to implement. This is the key – the mindset to implement, a plan to implement from team buy in, to marketing, to accounting. This is a presentation that will walk through the easiest way to make more money in your business that fits directly in line with the renters' market of today. <b>Speaker: Brad Larsen, MPM® RMP®, RentWerx San Antonio</b>	<b>Independence 4-5</b>
10:15 am – 10:45 am	Refreshment Break with Vendors	Hill Country Ballroom
10:45 am – 11:35 am	<b>Workshop Sessions 10 – 12</b>	
	<b>10. Be Ready to Buy (or Sell) – Preparing Yourself for Opportunity</b> Hear from an industry veteran about how to position your existing company to be ready to buy, sell or merge when the opportunity arises. Our industry is experiencing rapid consolidation and you will hear several tips from an insider in property management acquisitions. <b>Speaker: Jock McNeill, MPM® RMP®, PURE Property Management</b>	<b>Independence 1-3</b>



# Schedule of Events - Wednesday

## 11. The #1 Way to Increase Productivity & Profitability

Independence 4-5

Some of the biggest challenges facing property management companies today include increased payroll, increasingly difficult to find good people, stress on the staff, lack of communication to clients and the inability to transition from a reactive company to a proactive company. In this presentation, Pete Neubig formerly of Empire Industries property management, will go over step by step on how he turned Empire from being a chaotic, underperforming company into a profitable, stress free and proactive firm. He will discuss the importance of hiring abroad and answer the most frequently asked questions:

- When do you hire a virtual assistant?
- What can they do?
- How do I build a job role for them?
- How do I find them?
- How do I manage them?
- How do I make sure hiring a virtual assistant is successful?

By changing their mind-set on what job roles virtual assistants can perform. Pete restructured his business, allowing his customers to get better service and allowing his property managers to become less stressed and more proactive thus reducing churn and increasing revenue by being able to capture existing business they were too busy to capture previously.

**Speaker: Pete Neubig, MPM® RMP®, CEO, VPM Solutions**

## 12. Elevate Client Relations by Delivering Value

Independence 6-8

Drawing on years of experience, Andy will present the most common and often costly maintenance issues, using a 7 Point Check Up. In this session, you will learn about this and other ways to deliver value to clients and help to elevate your client relations.

**Speaker: Andy Moore, MPM® RMP®, Gulf Coast Realty & Management, CRMC®**

11:35 am – 12:35 pm    **Lunch with Vendors**  
(Expo closes after lunch.)

**Hill Country  
Ballroom**



# Schedule of Events - Wednesday

12:35 pm – 1:35 pm	<b>General Session:</b> <b>Remote Worker Panel</b> Are you ready to take your business to the next level of productivity, customer service and profitability by properly leveraging Remote Team Members? In this panel discussion, you will learn best practices, whether you are looking to get started with your very first RTM or you are managing a team of twenty RTMs. <b>Speakers: Tony Cline, MPM® RMP®, COO, HomeVault;</b> <b>Courtney Rosen, RMP®, Owner/Broker, MHN Properties;</b> <b>Maranda Hunnicut, President, Foothills Property Management;</b> <b>David Lightfritz, Director of Property Management Services,</b> <b>Global Strategic Business Process Solutions, Inc.</b>	Independence 4-5
1:40 pm – 2:30 pm	<b>Mastermind Groups:</b> <b>Discussion Topic: 3 Incremental Gains for PROFITABILITY</b> Spend 50 minutes with similar-sized property management companies, or with companies the size you wish to become, to improve your business. Share incremental improvements you intend to make after the conference. Discuss the presentations, share actions you intend to implement, and hear from other like-minded operators about their property management journey. The more you participate, and actively engage in the discussion, the greater the collective benefit. <ul style="list-style-type: none"> <li>• Less than 100 Doors</li> <li>• 100 to 300 Doors</li> <li>• 300 to 500 Doors</li> <li>• More than 500 Doors</li> </ul>	Uvalde AB Independence 1-3 Independence 6-8 Independence 4-5
2:30 pm – 2:45 pm	<b>Refreshment Break</b>	Independence Foyer
2:45 pm – 3:45 pm	<b>Closing Keynote Session:</b> <b>The 2030 Opportunity: The Future of Property Management</b> During her lively and entertaining keynote presentation, Nikki Greenberg will discuss trends and emerging technologies affecting the future of residential property management. Here, she will provide global insights on how to embrace today's disruptive environment to be better positioned for a brighter and prosperous future. As the property management industry looks forward, there is a responsibility to create an industry for both the customer of tomorrow, as well as today. <b>Speaker: Nikki Greenberg</b>	Independence 4-5





# Schedule of Events - Thursday

## THURSDAY, MARCH 31, 2022 – EDUCATION & BOD

8:00 am – 5:00 pm	<b>BOD Meeting</b>	<b>Bandera</b>
9:00 am – 4:00 pm	<b>NARPM® Class - Profitability &amp; Client Relations*</b> <i>(Separate registration and additional fee to attend.)</i>	<b>Hondo B</b>
9:00 am – 4:00 pm	<b>NARPM® Class - Finance: Cash Flow Analysis*</b> <i>(Separate registration and additional fee to attend.)</i>	<b>Hondo A</b>



**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.



# NARPM®

## Antitrust Guidelines

**Association Meetings** – To minimize the possibility of antitrust problems at association gatherings, the following guidelines should be followed at all meetings of the Board of Directors and committees, as well as all association-sponsored conventions, trade shows, training seminars, conferences, and task force and working group sessions.

- **DO NOT** discuss your prices or competitors' prices with a competitor (except when buying from or selling to that competitor) or anything which might affect prices such as costs, discounts, terms of sale, or profit margins.
- **DO NOT** agree with competitors to uniform terms of sale, warranties, or contract provisions.
- **DO NOT** agree with competitors to divide customers or territories.
- **DO NOT** act jointly with one or more competitors to put another competitor at a disadvantage.
- **DO NOT** try to prevent your supplier from selling to your competitor.
- **DO NOT** discuss your future pricing, marketing, or policy plans with competitors.
- **DO NOT** discuss your customers with your competitors.
- **DO NOT** make statements about your future plans regarding pricing, expansion, or other policies with anti-competitive overtones. Do not participate in discussions where other members do.
- **DO NOT** propose or agree to any standardization, the purpose of which is anti-competitive, e.g., to injure your competitor.
- **DO NOT** attend or stay at any informal association meeting where there is no agenda, no minutes are taken, and no association staff member is present.
- **DO NOT** do anything before or after association meetings, or at social events, which would be improper at a formal association meeting.
- **DO NOT** interpret or enforce the association's Code of Ethics without direction from the leadership.
- **DO NOT** regard compliance with the association's Code of Ethics as justification for anti-competitive communications or actions.
- **DO NOT** represent that the association prohibits or limits advertising, marketing or solicitation other than as the law authorizes prohibitions or limitations.
- **DO NOT** issue any document or communication on behalf of the association unless with proper authorization.
- **DO** send copies to an association staff member of any communications or documents sent, received, or developed by you when acting for the association.
- **DO** alert every employee in your company who deals with the association to these guidelines.
- **DO** alert association staff and legal counsel to anything improper.
- **DO** be conservative. If you feel an activity might be improper, ask for guidance from association staff or legal counsel in advance.

# Hart & Associates

## You Earn It. We Preserve It.

We are a full service tax accounting firm specializing in real estate tax accounting transactions.

The real estate broker and property management community is our core focus and we can assist you in any needs that your company or agents may have when it comes to Federal or State tax related issues.

We also offer services to both your domestic and international clientele, ensuring that their real estate transactions are not only tax compliant, but also the most tax favored, so that they can keep more of what they earn.

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- Estate/Gift tax return
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- ITIN application service
- Property management foreign client service (form 1042)
- 1031 Like-kind exchange planning
- FIRPTA compliance (Buyer or Seller)

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If you would like a free consultation or if you have any questions, please contact our President, Richard Hart, EA, CAA at [Richard@hartassociate.com](mailto:Richard@hartassociate.com)



We are a proud affiliate of the National Association of Residential Property Managers



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APPLICATION PROCESSING



TENANT SCREENING



TENANT MOVE-IN &  
MOVE-OUT COORDINATION



RENT COLLECTIONS



MAINTENANCE  
COORDINATION



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EVICTION NOTICES



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CUSTOMER CARE  
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- Streamline your business processes for efficiency while increasing customer satisfaction
- Prepare to scale your business through delegation and proven systems

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## BROKER/OWNER Conference & Expo

March 29-30,  
2022

Hyatt Regency  
Hill Country  
San Antonio,  
Texas

Note: There are  
(70) spaces with  
(1) 8' x 10' exhibit  
space, (1) skirted  
table, and  
(2) chairs.



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		LiVoSecure 7	ShowingHero 13	United Screening Services Corp 19	Rentlyzer 25	Axos Bank 31	Lula 37	BizDev Mastermind 43	Virtually InCredible 49	RentVine 55	Latchel 61	Tenant Synergy 67	
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Citizen Solutions 3	Steady 4	Home Depot PRO 9	ButterflyMX 15	BankUnited 21	Renters Insurance Solutions 27	Zumper 33	Summit VA Solutions, Inc. 39	Apily 45	CodeBox, Inc. 51	Gas South 57	PestShare 63	Tenant Turner 69	
		Upkeep Media Inc. 10	Icon Insurance Programs LLC 16	ACRANET Tenant Screening 22	AvidChange 28	zInspector 34	Tenant Reports.com LLC 40	APM Help 46	Steadily 52	ADVISA 58	PROMAS 64	OnSight PROS w/ MyWatThru 65	
		AppFolio 11	HireSmart Virtual Employees 17	ShowMojo 23	Zillow Rentals 29	Rent Manager 35	SureVestor 41	yesVirtual 47	Yardi Breeze 53	Profit Coach 59			
Second Nature 5													

# Exhibitors

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**JPaul Roofing & Construction Inc.**

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www.jpaulroofing.com  
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**Latchel**

206-395-8016  
www.latchel.com  
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**LeadSimple**

888-626-3259  
www.leadsimple.com  
Booth #70

**LivoSecure**

305-609-2757  
www.livosecure.com  
Booth #7

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lula.life  
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**Obligo**

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us.payprop.com  
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www.petscreening.com  
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www.PlanetSynergy.com  
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## **PMW**

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## **Property Management Mastermind**

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www.propertymeld.com  
Booth #36

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www.propertyware.com  
Booth #12

## **▲ Rent Manager**

800-669-0871  
www.rentmanager.com/NARPM  
Booth #35

## **RentCheck**

973-820-1414  
www.getrentcheck.com  
Booth #62

## **Renters Insurance Solutions**

512-384-1724  
www.yourris.com  
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## **Rentlyzer Inc.**

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virtually visit with them.**



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**Resident Research, LLC**

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www.residentresearch.com  
Booth #50

**Sarma dba:  
United Screening Services Corp**

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www.sarma.com  
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**▲ Second Nature**

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www.residentbenefitpackages.com  
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**▲ ShowMojo**

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**Steady Marketplace**

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**Stop Loss, LLC**

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www.stoplossva.com  
Booth #60

**Summit VA Solutions, Inc.**

info@summitvasolutions.com  
www.summitvasolutions.com  
Booth #39

**SureVestor, Inc.**

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www.surevestor.com  
Booth #41

**Tenant Turner**

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**TenantReports.com, LLC**

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## **UpKeep Media, Inc.**

800-418-9430

[www.upkeepmedia.com](http://www.upkeepmedia.com)

Booth #10

## **Verifast (Formerly known as Rentify)**

855 220 6709

[www.trustrentify.com](http://www.trustrentify.com)

Booth #38

## **VirtuallyinCredible**

561-323-7039

[www.virtuallyincredible.com](http://www.virtuallyincredible.com)

Booth #49

## **VPM Solutions**

832-656-3740

[www.vpmsolutions.com](http://www.vpmsolutions.com)

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## **▲ ■ Yardi Breeze**

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[www.yardibreeze.com](http://www.yardibreeze.com)

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[www.yesVIRTUAL.com](http://www.yesVIRTUAL.com)

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[www.zillow.com/z/rental-property-advertising/listing-feeds/](http://www.zillow.com/z/rental-property-advertising/listing-feeds/)

Booth #29

## **zInspector**

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[www.zinspector.com](http://www.zinspector.com)

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## **Zumper**

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# Save the Dates!



June 13-14, 2022  
Legislative and Educational  
Conference

Hilton Washington DC Capitol Hill

# 2023 BROKER/OWNER *Conference & Expo*

April 25-27, 2023  
Omni La Costa Resort & Spa  
Carlsbad, CA

# 2022 NARPM® Annual Convention and Trade Show

October 17-20, 2022

Paris Las Vegas  
Las Vegas, NV

(Education classes are  
October 17 & October 21)

[www.narpmconvention.com](http://www.narpmconvention.com)

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*Into The Future*



## Save the Date!



## Enter to Win the 2022 NARPM® PAC Sweepstakes

The NARPM® PAC Trustees have launched the 2022 NARPM® PAC Sweepstakes to support the NARPM® PAC. We are now selling entries. With your support, the NARPM® PAC can be in a strong position to support the election of candidates who understand the residential property management industry and are receptive to our concerns. You can win some cash in the form of a gift card.

Prizes are same-as-cash gift cards in the following amounts:

1st Prize: \$2,000; 2nd Prize: \$500; 3rd Prize: \$250

Drawing will be held during the 2022 NARPM® Convention & Trade Show.

\$25 PAC investment = 1 entry

\$100 PAC investment = 5 entries



Enter by filling out the form, found at

[https://www.narpm.org/docs/legislative/sweepstakes/NARPM Sweepstakes investment card.pdf](https://www.narpm.org/docs/legislative/sweepstakes/NARPM%20Sweepstakes%20investment%20card.pdf)

Email to: [info@narpm.org](mailto:info@narpm.org) or

Mail to: NARPM PAC Sweepstakes, c/o NARPM, 1403 Greenbrier Parkway, Suite 150, Chesapeake, VA 23320. Must be received via mail by September 30, 2022 and via email by October 7, 2022.

*Contributions to NARPM PAC are not tax deductible as a charitable contribution for federal income tax purposes. NARPM PAC is the political action committee of the National Association of Residential Property Managers. Contributions to NARPM PAC are used in connection with federal elections. All contributions to NARPM PAC are voluntary. You may refuse to contribute without reprisal. If this solicitation suggests a contribution in a particular amount, it is just a suggestion, and you may contribute more, less or not at all, and the amount given (or not given) will not benefit or disadvantage you in any way. Federal law requires us to use best efforts to collect and report the name, mailing address, occupation, and name of employer for each individual whose aggregate contributions exceed \$200 in a calendar year. No contribution is required to enter. To enter without contributing, please send a 3x5 index card with your name, mailing address, phone number and email address to NARPM PAC Sweepstakes, c/o NARPM, 1403 Greenbrier Parkway, Suite 150, Chesapeake, VA 23320 (must be received by September 30, 2022). Void where prohibited.*



Support Our 2022 Charity – Make-A-Wish®



# Make-A-Wish®

## Have you helped make a wish come true yet?

2022 NARPM® President Liz Cleyman, MPM® RMP®, selected the 2022 charity, Make-A-Wish® Foundation. Join NARPM® as we bring hope to children living with critical illnesses and help grant wishes! Make-A-Wish® Foundation makes thousands of wishes come true every year. Every \$10,000 donated by NARPM® members will be adding to those thousands of wishes.

As we collect and hit the goal of \$10,000 for each child, we will make the donation. As Make-A-Wish® grants a child's wish with our donations, they will send us the sweet story of the child's life we touched. Our goal, as a group, will be to grant five wishes, which is a total of \$50,000. This is completely doable. With a membership of 6,000 that would only be \$8.33 per person. Completely doable!

**To Donate:**

**It's easy. No paper forms to fill out.**

**Just click on the Donate Now button from the website below and follow the directions or click on the QR code.**



Visit [www.narpmconvention.com/  
narpm-past-presidents-charity-fundraiser](http://www.narpmconvention.com/narpm-past-presidents-charity-fundraiser)