



Regional Vice Presidents Quick Start Guide

Mission and Vision of NARPM®

Mission

NARPM® provides resources for residential property management professionals, who desire to learn, grow and build relationships

Vision

NARPM® will be the recognized leaders in the residential property management.

NARPM® Core Values

NARPM® Core Values:

Networking – Cooperation and sharing as colleagues

Advocacy – Advance the profession by influencing issues that impact the residential property management industry

Professionalism – Recognize expertise through professional designation

Education – Promotion of education and business development

Ethics- Respect and integrity among members brought about by ethical, honest and credible behavior

Calendar Overview

Each month an RVP has an article due in the Residential Resource and they need to also get a Chapter Highlights. Communication Staff will inform RVP's on deadlines.

Two weeks prior to Board of Directors meetings, RVP's must submit written chapter update reports.

Deadline Chapter Compliance - March 15

Deadline Chapter Excellence – June 1

2023 Broker Owner Conference: April 25-27, 2023; Board Meeting will be April 24, 2023. More info: <https://www.narpmbrokerowner.org/>

2023 Legislative Conference June 26-27. Phoenix Park, Washington, DC. More info: <https://www.narpm.org/legislative/narpm-legislative-and-educational-conference/>

2022 Convention and Expo: October 17-20, 2022, Paris Hotel, Las Vegas, NV. Board Meeting October 21, 2022. More info: <https://www.narpmconvention.com/>

2023 Convention and Expo: October 16-19, 2023, at the Omni Atlanta Hotel at CNN Center, Board meeting October 20, 2023

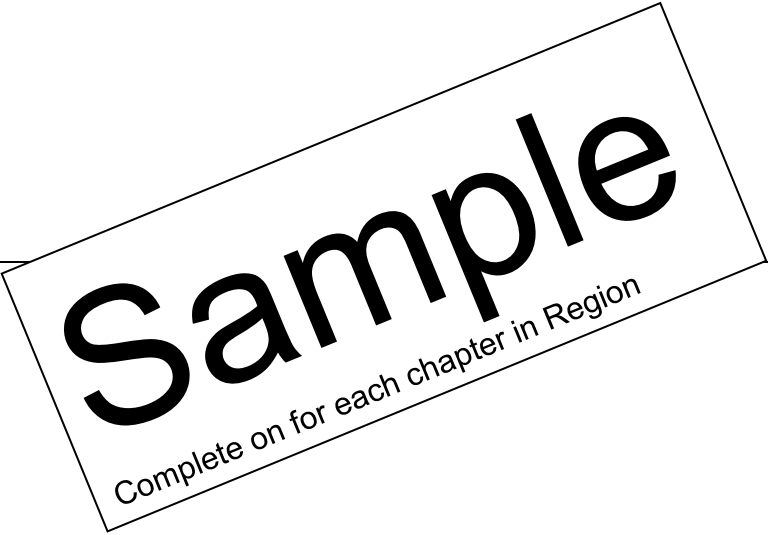
2023 Strategic Planning, September 18-19, 2023; Board and Chair training September 20, Location TBA

2022/2023 Board Meetings:

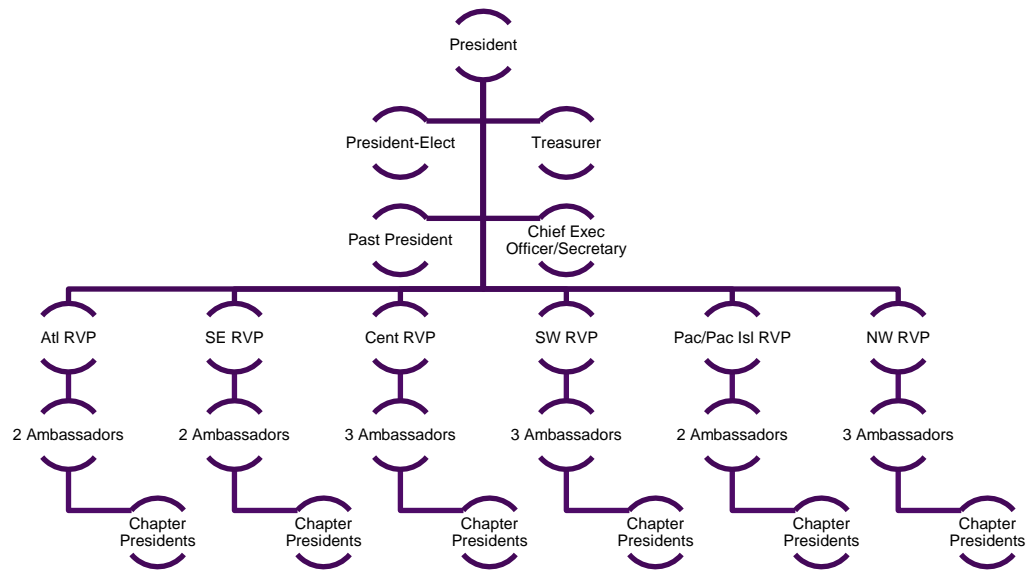
- October 21, 9:00 AM Pacific (Onsite Convention meeting)
- December 15 2:00 PM EASTERN; 1:00 PM CENTRAL; 12:00 MOUNTAIN; 11 AM PACIFIC (Zoom)
- 2023 Board Meetings
- February 16, 2023 , 2:00 PM EASTERN; 1:00 PM CENTRAL; 12:00 MOUNTAIN; 11 AM PACIFIC (Zoom)
- April 24, 2023, 9:00 AM Pacific (Onsite Broker Owner meeting)
- June 15, 2023 - 2:00 PM EASTERN; 1:00 PM CENTRAL; 12:00 MOUNTAIN; 11 AM PACIFIC/MST (Zoom)
- August 24-25, 2023, 9:00 AM, Central time, Anatole Hotel, Dallas, TX
- October 20, 2023, 9:00 AM Eastern time (Onsite Convention meeting)
- December 21, 2023, 2:00 PM EASTERN; 1:00 PM CENTRAL; 12:00 MOUNTAIN; 11 AM PACIFIC/MST (Zoom)

_____ **Region Vice President**

Board of Directors Reporting
Complete all information in the white boxes.

Chapter Name		
Health Rating: <ul style="list-style-type: none">• 10 Outstanding: Chapter goes well above the minimum. provide benefits to members.• 5 Acceptable: Chapter meets the minimum requirement or provide benefits to members.• 1 Poor: Chapter does not meet minimum requirements nor provide benefits to members.		
1.	Provide current overall chapter health rating:	
2.	Provide current health rating for Chapter Board of Directors:	
3. Written summary on Chapter.		
a.	Explain activities the RVP assisted with supporting and/or improving the chapter:	
b.	Provide comments from Chapter President:	
4.	Date of one-on-one calls with Chapter President	
5.	Was one on one call performed by RVP or Ambassador.	

NARPM Leadership Organizational Chart



NARPM COMMITTEES AND STAFF

Communications Committee

Staff: Publications@narpm.org

Member Services Committee

Staff: membersupport@narpm.org

Governmental Affairs Committee

Staff: Legislativeinfo@narpm.org

Professional Development Committee

Staff: Educationinfo@narpm.org

Finance Committee

Staff: CEO@narpm.org or Accounting@narpm.org

Professional Standards

Staff: CEO@narpm.org

Convention & Broker/Owner

Staff: Conventioninfo@narpm.org

Technology Committee

Staff: ChapterSupport@narpm.org

NARPM Women's Council of Property Managers

ChapterSupport@narpm.org

NARPM Vendor Advisory Council

CEO@narpm.org or marketinginfo@narpm.org

NARPM® Management Team

Gail S. Phillips, CAE, Chief Executive Officer (gphillips@narpm.org)

Oversees all NARPM® operations, serves as Secretary for NARPM® Board of Directors, and is Chief Executive Officer for the organizations

Rebecca Woodring, CAE, Deputy Executive Director/Chapter Support Manager (rwoodring@narpm.org)

Oversees all aspects chapter support on the local and state level.

Shannon Sharples, Member Support (ssharples@narpm.org)

Oversees all aspects of NARPM® membership for both affiliates and professional members. Also works with Regional Vice Presidents, and Ambassadors.

Victoria Hecht, Public Relations & Digital Media Director (vhecht@narpm.org)

Supports all social media communications and all communications within the NARPM® team. Works with promoting NARPM® to external and internal audiences. Works at raising the level of event presentations.

Karen Gould, Event Planner (kgould@narpm.org)

Plans NARPM® National events and handles all aspects of the events that involve working with the facility, volunteers, and vendors. Staffs the Convention Committee and Broker/Owner Planning Group.

Jenna Frankfort, Graphic Designer (jfrankfort@narpm.org)

Handles NARPM® Communications needs, including the Residential Resource and all electronic communications. Manages the website and staffs the Communications Committee and works with the outside salesperson.

Tyler Craddock, Governmental Affairs Director (tcraddock@narpm.org)

Managers the Governmental Affairs program for NARPM® and the Governmental Affairs Committee. Works closely to advocate for NARPM® and the property management industry. Oversees the Day on the Hill program, staffs the NARPM® PAC Trustees, and is the primary contact for all Governmental Affairs and NARPM® PAC matters.

Troy Garrett, Governmental Affairs Director (tgarrett@narpm.org)

Works with Governmental Affairs program for NARPM®. Works closely to advocate for NARPM® and the property management industry. Oversees the Day on the Hill program and is a contact for Governmental Affairs and NARPM® PAC matters.

John Broadway, Regulatory Advisor (jbroadway@narpm.org)

Works closely with the Governmental Affairs Directors to support the Governmental Affairs program and NARPM® PAC.

Chere Tonetti, Education Designation Support (ctonetti@narpm.org)

Supports the Professional Development programs of NARPM® to assure that necessary support for the education and designation programs. Assists with education courses.

REGION VICE PRESIDENT DUTIES & RESPONSIBILITIES

OVERVIEW

The Region Vice President/Director (RVP) of the National Association of Residential Property Managers (NARPM®) will include one (1) member representing each of the Association's regions who are elected to oversee the work of NARPM®. These individuals will act as the representatives of the NARPM® President in such matters as may be assigned to them. In addition to serving as the spokesperson for the Association in their respective region, the RVP will work closely with the Member Services Committee, the Member Support Manager, and the Chief Executive Officer to identify problems or opportunities within their region and assist wherever possible.

The RVP will supervise their assigned region of NARPM®. The NARPM® President, RVP, the Region Ambassadors, Committee Chairs, and National staff will work closely with the RVPs to provide the most beneficial services and programs to their members.

It is the responsibility of the RVP to notify the Member Services Manager or National Staff of any assistance they may need throughout the course of their duties and responsibilities. If it is deemed during the term of the RVP that any of the required duties are not met, followed and practiced in good faith, then the respective RVP could be removed from the National Board of Directors by a majority vote of the National Board of Directors.

REGIONAL TEAM (to be established by 9/15 of each year)

The RVP role is designed to be successful with at least two Regional Ambassadors.

Each Region shall have a team of at least two Ambassadors, to be selected no later than September 15 of each year. Regional Ambassadors must apply for the position and be approved by the incoming President and President Elect.

You can find the Ambassador Application by following this link [NARPM Ambassador Application](#)

The RVP will oversee the Ambassadors, along with all Regional activities. The RVP Ambassador's role is to assist the RVP and/or be assigned specific Chapters within the Region.

Some examples of the Regional Ambassador support –

- Send welcome letters for new members
- Assist in putting together the agenda for Regional Chapter Leader calls
- Write the conference call email invitations
- Make sure the committee rep is always on the call
- Follow up with members who have dropped out due to non-renewal

RVP's are to delegate and use their Ambassadors to assist with the management of the Region. Ideally, one of the Ambassadors would remain during the transition from one RVP to another. This will maximize the continuity within the Region.

REQUIRED MEETING ATTENDANCE

In order to maximize your effectiveness for the organization and promote NARPM® to its fullest, the RVP is required to attend meetings and phone conferences throughout the year. If at any time an RVP is unable to attend a Board meeting, at least 14-days advanced notice is required to be submitted to the President and Chief Executive Officer for consideration of an excused absence. Excused absences must be approved by the Board of Directors. One (1) unexcused absence or two (2) excused absences within the year of service will be grounds for replacement of that Director.

- **National Board of Director Meetings – Six per year**
 - **3 Phone Virtual meetings**
 - Usually last about 2 – 3 hours
 - Held in the months when there is not an In-Person meeting
 - **3 In-Person**
 - Broker/Owner Retreat (Usually in the Springtime)
 - Next years' Annual Convention site (June)
 - Current Year Annual Convention (October) **Incoming Directors are to attend this meeting**
 - **Two Weeks before meeting** - All reports are to be submitted to National Staff two weeks prior to meeting
 - **One Week before meeting** - Review meeting Agenda and submit questions to Chief Executive Officer
- **Leadership Training**
 - NARPM National will offer quarterly classes for Chapter Leaders
 - A Tools Virtual Class will be offered in November each year
 - Will hold meet and greet for incoming chapter Presidents the last day of convention. NARPM will have grant available to cover extra night of lodging
- **Annual Strategic Planning & Board Training (September of each year – 3 day event)**
 - Returning and Incoming RVPs to attend
 - Hotel accommodations arranged by and paid for by NARPM National Staff
 - Cost is covered by NARPM® National.
- **Regional Chapter Leader Meetings (Zoom meeting – 1 hour event)**
 - Two (2) Zoom meetings are required per year. RVP's are required to have one on one calls with their chapter leaders to keep them up to date.
 - The dates of your meetings will be arranged with the help of the Member Services Manager. This is necessary because the Member Services Manager will attend every Regional call.
 - Agenda to be submitted to Member Services Manager at least 10 days before meeting. The MS Manager will distribute the agenda at least one week prior to your call

- **Chapter Visits (Visit every Chapter in two-year term)**

Be aware of the Chapters, if any, that are not doing well and provide them with guidance and expertise in getting them back on track. This includes engaging and working with the National staff and the respective National Committee(s.) This will be accomplished by spending time discussing the issues and brainstorming solutions or finding other chapters/members to help this chapter or it might mean traveling to this chapter to do whatever might be reasonably needed. It is recommended that you engage your Ambassador to help with any struggling Chapters.

- Every Chapter visit should be productive and bring added value to the members
 - A variety of topics are available for a short presentation at www.NARPM.org or simply take a few minutes to report on the National activities (Strategic Planning, Broker/Owner retreat, etc.)
 - Use the [State of NARPM®](#) presentation
- Up to two nights' travel are eligible for reimbursement when traveling to a Chapter
- RVP or their Ambassador is to visit every Chapter at least once within their two-year term.
- Focus should be placed on Chapter needs when evaluating Chapter visits.
- Be sure to use the [Chapter Health Guide](#) for each Chapter visit.
- **Two weeks prior to visit** – Send the [Chapter Health Guide](#) to the Chapter President and review it with them after their meeting.
- **One week after visit** - Provide feedback to the Chapter President. What are they doing well, what could they improve upon, be sure to include suggestions and not just criticism?

- **Regional/State/Area Conferences**

The RVP is required to offer support and attend any State and/or Regional Conferences held in their Region. There will be at least one Executive Committee member in attendance, as well.

TRAVEL GUIDELINES

When traveling to fulfill the duties of RVP be sure to consider the most cost effective way to meet your goals. All flight arrangements are to be completed by the RVP. There are two events where National Staff arranges your hotel accommodations: Strategic Planning and Annual Leadership Training. The RVP is required to make all other hotel reservations within the NARPM® guidelines.

Each RVP will be given a budget for the year. This budget is to be strictly adhered to and shall include expenses incurred by the Regional Ambassadors and expenses incurred by Regional virtual meetings. The RVP will also be given a Travel & Expense Report from National Staff. All reimbursable expenses are to be submitted by using this report within 30 days of the travel event. **All expense reports are due no later than Dec 31 of each calendar year.**

All the details regarding the NARPM® travel policy can be found by following this link [Valuable RVP Documents \(https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use/\)](https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use/)

COMMUNICATION

Successful communication is the key to becoming the most effective RVP you can be. Be sure to CC all interested parties, especially the Member Support Manager and your Ambassadors. All communication between National staff and other Board members should not exceed a 48-hour response time from either party.

To make your communication easier, set up email groups for the various Chapters or Chapter leader groups.

- **RVP Reports (Six per year – due two weeks prior to Board Meeting)**
 - National Staff will provide a report format for the RVP to complete and submit two weeks before each Board of Directors meeting.
 - Reach out to your Chapter Leaders at least one week prior to the due date of your report.
 - Read the report thoroughly and be sure to fill out all areas completely.
- **Residential Resource Magazine Article**
 - Each RVP is required to submit an article twice per year (750 words). This article is to highlight your Region, the activities going on and any upcoming notable events.
 - Due Dates for the articles will be assigned by National Staff.
 - Each RVP is also required to assign two Chapter Leaders to submit a Chapter Spotlight article featuring their Chapter.
 - The Chapter Spotlight article and the RVP Bulletin article will be published in the *Residential Resource* at the same time.
- **New Member Email Notifications**
 - Each time a new member from your Region joins NARPM® the RVP and Chapter Leader will receive an email notification.
 - The RVP should immediately e-mail them welcoming him/her to their Region and copy the Ambassador and the local Chapter Leader. Sample welcome email can be found within the [Valuable RVP Documents](https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use/) (<https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use/>)
- **Chapter Visits**
 - After visiting a Chapter, the RVP is required to submit the completed Chapter Health Guide to National Staff where it will be kept on file for the Chapter. Expense reimbursements will not be processed without the completed Chapter Health Guide.

NARPM® Board of Directors and Staff Commitment to Responsibilities

The Board of Directors, Executive Director, and Staff are a *team* working to achieve the organization's mission and goals.

The Board's responsibility is that of governance and leadership – setting policy and direction while advancing the mission. The Executive Director (ED) and staff responsibility is to manage administrative efforts. *Together* their actions add value and protect the organization.

The “Board-Staff Pact” serves as a checklist or reminder as to the responsibilities of all persons.

Pact

- ✓ Serving on the Board is the voluntary responsibility for governance and leadership.
- ✓ Effective governance and management require maximum commitment and performance by both the Board and the staff;
- ✓ We will be aware of how our decision and actions affect others and will consult with the other leadership who might be affected before taking any significant action or decision
- ✓ We will utilize the strategic plan as our guiding document before making any decision
- ✓ We will be respectfully open, direct, and truthful with our ideas and opinions, and we will respect and maintain the confidentiality of specific issues or situations.
- ✓ We will conduct ourselves professionally and respectfully at all times
- ✓ We agree to share mutual respect and understanding in our different roles and responsibilities
- ✓ We will cooperate and focus our energies on setting directions and providing strategic thinking as we lead the association
- ✓ We will encourage everyone to resolve issues at the lowest possible levels through the established chain of command.
- ✓ We will support programs or policies when implemented regardless of personal feelings as this will give every program a chance to success.
- ✓ We will expect to have a good time as we work together as a team

In consideration of the above, we agree to:

Board of Directors agrees to:

- A. Attend leadership orientation and educational opportunities that enhance governance.
- B. Commit adequate time to prepare and attend meetings.
- C. Make all decisions based on knowledge and fact; exercising due diligence
- D. Govern strategically by focusing on the future; allotting a majority of time on issues with long-term impact for the organization and the communities it serves.
- E. Be attentive to trends, issues, opportunities and challenges affecting the organization and members.

- F. Oversee the strategic plan that focuses on the needs of members, the trade, profession, or community represented.
- G. Ensure that future leaders are developed and motivated to govern the organization.
- H. Respect the authority and responsibility entrusted to committees, staff and the ED; refraining from impeding their progress.

Executive Director and Staff

- A. Develop a staff team that promotes excellence, professionalism, and dedication to the organization.
- B. Exceed the bounds of job descriptions by bringing to the organization the highest level of skill.
- C. Faithfully report the status of goals, programs, and operations to the Board in a clear concise manner.
- D. Accept complete responsibility for the administration with energy, vision, and passion.
- E. Respect and respond to members and inquiries in a timely and professional manner.
- F. Work closely with the Board of Directors to follow the Strategic Plan and focus on the needs of the members

Signatures:

Board Member: _____ ED/Staff: _____

SAMPLE WELCOME NEW MEMBER EMAIL

Hello [new member]!

Thank you for choosing to join the National Association of Residential Property Managers. My name is [insert RVP name], and I am the region vice president assigned to your state. I want to take a moment and personally welcome you to NARPM.

As you experience NARPM over the next year, please take advantage of every opportunity to network, learn, and grow professionally. If at any time during this next year, you believe you have not reaped benefits far greater than what you put in, please give me a call and let's see how we can better connect you with the [add this year's theme] that exist!

At any time please know that I am here for you and you are welcome to reach out to me with any question or concern you might have regarding your NARPM® Membership and the value therein.

Here are a few things to take advantage of right away:

1. NARPM is giving you the first class at no cost to you. You will be emailed an access code for NARPM's Code of Ethics class. If you should not receive this code please email info@narpm.org and let them know. The staff will be sure to get that code sent to you. Please let me know if you have any questions or issues while taking this class. It's free to you so make sure you take this within your first 90 days of membership. Once they class is completed you will be listed as a Professional Member. If you do not complete the course you will be suspended from membership until the class is completed.
2. Members are part of the NARPM Community (community.narpm.org) which includes several discussion forums. These forums are where you can post questions or provide answers to questions posed by others. Some of the incredible discussions we've seen already are things like "why is it important to be listed as an additional insured on investor insurance policies?" or "what do you do when you find out that the home you manage is in foreclosure?" It is an incredibly valuable tool to use to network with your national colleagues! Just click here and you can get connected: <https://community.narpm.org/home> (use same log in as used for the members only section of NARPM.org). Go into your profile, then to My Account, and check the Community Notification settings to make sure you will receive the emails.
3. Opportunities to attend chapter meetings in the [name of region] Region, there are chapters in many areas. Even if you have to drive to another city, it is a great opportunity to participate in educational opportunities that apply directly to property management. To find the chapter that is close to your location go to <https://www.narpm.org/find/chapters> and search by your state.
4. If you do not belong to a chapter make sure you check out the webinar session. NARPM® holds these webinars to allow members to participate in a virtual chapter meeting while sitting in their office. This forum gives NARPM® the ability to share information with other members across the nation. The e-Chapter was designed especially for members who may not have a local chapter nearby, but all NARPM® members are welcome to participate! Learn more: <https://www.narpm.org/webinar-archives/>.
5. Attend state/national conferences and conventions for an amazing experience. See all of our national/regional/state offering at: <https://www.narpm.org/conferences/>.

6. Consider earning a professional designation. Property management is truly a specialty in the real estate industry, and there are few classes that are specifically geared towards our field. Here are links to information about earning a designation and class offerings:

Earning a designation: <https://www.narpm.org/education/designations-and-certifications/>

Virtual and Classroom courses: <https://www.narpm.org/education/course-schedule/>

Online Courses: <https://www.narpm.org/education/online-courses/>

I can tell you from personal experience that you will get out of NARPM all that you ever wanted and more. The key to getting the most out of NARPM® is to take the initiative to attend events, join the list serve, and make the most of everything that you learn. If you follow these steps you will be glad you become part of this organization.

In closing, if I can be of any help or support please email me to the address in this message or you are welcome to call me. Enjoy your membership.

**REIMBURSEMENT FORMS CAN BE FOUND IN
COMMUNITY.NARPM.ORG AND GO TO RVP FORUM AND EXPENSES UNDER LIBRARY**



**Travel Expense Report
National Association of Residential Property Managers
NARPM Volunteer**

Name:		Today's Date:	
Street Address	City	State	Zip
Purpose of Travel	Date of Travel		

There is a maximum reimbursement allowance based on established budgets and is used to help defray expenses for hotels, meals, tips, etc. incurred by NARPM volunteers. Registration fees are not reimbursable. Members will also be reimbursed for mileage at the current allowable IRS rate. Reimbursement for food is on a daily basis and is not cumulative.

NOTE: This form must be filed with NARPM within 30 days of expenditures.

Account Code:

Actual Expenses:

email completed form/receipts to: managegroupnarpnceo@narpn.net

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
Enter Dates:								
Airline Tickets								
Lodging								
Breakfast								
Lunch								
Dinner								
Taxi								\$0.00
Phone/Internet								\$0.00
Tips								\$0.00
Ba								\$0.00
Instr								\$0.00
Parking								\$0.00
Other (de								\$0.00
								\$0.00
Mileage								\$0.00
Total Actual Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

SAMPLE

All receipts must be attached, along with Health Report if visiting a chapter

Online Reimbursement form: <https://form.iotform.com/222374957836065>

***RECEIPTS MUST BE ATTACHED FOR ALL EXPENSES**

Sign	Date
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PLEASE SEND A SIGNED COPY to National

Mail: 638 Independence Pkwy, Suite 100, Chesapeake, VA 23320



Chapter Health Assessment for Chapter:

This assessment is designed to determine whether the chapter is on track to succeed. Take a few moments to answer each question by rating each item on a scale of 1-10 using the rating system below. After you answer all the questions, average your score and rate the chapter.

Organization Member Event	Poor	Average	Great	Notes
How did Chapter handle any guests/potential new members?				
Was there an organized agenda that was followed?				
Overall feeling of welcome from the chapter?				

Execution Membership Event	Poor	Average	Great	Notes
Did the meeting facilitate growth and development of the membership and/or the Chapter?				

Chapter Leadership/Board Meeting	Poor	Average	Great	Notes
Did leadership team work well together?				
Did they understand NARPM organization/structure/tools available?				
Was agenda distributed before the meeting?				
Did the President follow the agenda and give member a chance to share their concerns?				
Did the Board Members come prepared to the meeting by reviewing information?				
Were Leaders positive?				
Were Leaders professional?				

Strategic Plan	Notes
What is the leadership's plan for growing the chapter?	
What elements of the chapter does the BOD feel need to improve? Do they have a plan?	
How has the chapter engaged members to encourage new membership?	
Additional Notes on Chapter:	

Submitted By: _____ Date: __

Please return completed form to NARPM® National with reimbursement form

Chapter scoring guide

10-8 score

Holds regular meetings
Full Board
Good attendance
Committees/chairs
Submits reports on time
Submits compliance on time
Submits excellence
Board/member engagement
Holds a strategic planning
Communicates with RVP/ Ambassador
Adding value to their members
Strong affiliate program

7-5 score

Holding meetings
Lower attendance
Slight lack of engagement
Submits reports at last minute or late
Does not submit excellence
Compliance is some but late
Struggles to get volunteers for board
Struggles to grow chapter
Mediocre affiliate program

4-0 score

Does not hold regular meetings
Does not have full board
Does not submit reports
Does not submit excellence
Submits compliance late
Does not have engaged board/members
Fails to communicate with RVP/ambassador
Weak affiliate program

Board of Directors Travel Travel Policy

The following is the travel reimbursement policies for all volunteers who travel on behalf of the Association:

General Travel Policy:

- Travel: is expected to be by the lowest and most efficient method of travel available, using coach fare, and purchased as soon as possible, but no later than 20 days in advance. Compare airlines if necessary. If the volunteer chooses to drive personal vehicle, or use a rental car, a cost comparison with other means of travel may be requested to demonstrate the lowest travel cost was secured.
- Hotel: Room charges, including internet service, will be reimbursed as long as volunteer is within the budgeted allowance. NARPM will not pay for upgrades.
- Baggage fees: The limit of \$30 baggage fee that will not require a receipt to be submitted with expenses.
- Transportation: Use Hotel shuttles if available. NARPM will reimburse car rental fees at the same rate for the shuttle service or taxi fee, whichever is less, to and from airport/hotels. NARPM will not pay for parking or fuel of rental cars. Please make a note on car rental receipt.
- Food: Actual cost for food, beverage, and tips with a max of \$75 per day (no alcohol) and is not cumulative
- Tips: A maximum of \$5 each tip with a maximum daily amount of \$10
- Maximum reimbursement (includes airlines tickets, hotel charges, food, etc.) will be based on amounts requested in budget for volunteer/event.
- Receipts must be submitted for any expenses, along with reimbursement form, within 30 days after event has ended.
- Long distance phone charges will not be reimbursed
- Parking and mileage to/from airport for personal vehicle will be reimbursed. An airport limo/taxi may be taken to the airport if the charges are less than or equal to mileage and parking.

RVP's and Leadership Travel:

- Internet usage: Board of Directors will be reimbursed internet usage on airlines to allow them to continue their business while traveling on behalf of NARPM®. Receipts for internet usage during trip must be attached to reimbursement requests. If annual contracts are secured then NARPM® will reimburse for month that traveling occurs.
- Broker/Owner Conference & Expo and National Convention: NARPM Board of Directors attending Board meetings will be entitled to receive reimbursements of expenses. When attending a board of directors meeting at the Broker/Owner Conference & Expo and National Convention, members will be reimbursed for expenses for the entire convention/retreat which includes registrations fees (not

ticketed events) days for attendance at the Board of Directors meeting. NARPM® will reimburse all travel expenses within individuals approved budget.

- State Conferences: NARPM® shall also reimburse Directors/RVP's to attend those state conferences that are held and/or sponsored by their respective regions for three (3) days to attend the event. The President and President-Elect will be reimbursed for travel to all NARPM® National related events.
- Chapter Visits: RVP's are encouraged to travel to individual chapters once a year. If a second chapter visit is needed, trip will need to be approved by the Executive Committee thirty (30) days in advance, if RVP will be over their respective budget. Since Chapters have use of Trade Show grants for state conferences, RVP's will not be reimbursed to attend the same state trade shows. Chapters are given funding for necessary support through the grants. A Chapter visit is limited to be reimbursed up to 2 nights.
- Chapter Events: When traveling to a chapter the RVP's must be available to meet with members to help with local issues. Spend time equally with any member who requests your attention, and not just with a few. A Chapter visit is limited to be reimbursed up to 2 nights.
- President Chapter Visits: The President will go visit chapters when they are grouped together in a trip. Individual chapter visits are discouraged as other chapters will expect visits also. It is the RVP's responsibility to visit individual chapters.
- Events: Board of Directors will be reimbursed for any event the President determines to be mandatory, with the Board of Directors approval, for Board members to attend. This is to include any training, ticketed events, etc.
- Convention Chair to be reimbursed for the convention registration.
- President, President-elect, and CEO will attend a leadership training course at the end or beginning of the year.

Reimbursement

requests must be submitted within 30 days after incurring an expense and prior to December 30, of the year expense is incurred. If reimbursements are submitted after 30 day time frame, approval will be required from the Finance Committee prior to payment being issued to the volunteer. **All expense reports are due no later than Dec 31 of each calendar year.**

Clarification:

Please make notes on receipts of the amount to be reimbursed. Where available, use long term parking at airports, no short term parking will be reimbursed, unless long term parking is not available. Plan additional time to board your flight. All travel, included to and from airport, is expected to be by the lowest cost available. This means you are responsible for checking into the most economical means of travel, even from your home to the airport. NARPM® will pay mileage plus long term parking. All volunteers are to plan their visits so they fall within their budget. Any overage must be approved by the finance committee prior to spending on the travel. Reimbursements will only be made to volunteers after the event has taken place. NARPM will not advance any travel reimbursement prior to an event being held.

Prior approval must be obtained from the Finance Committee should exceptions to this policy be needed by the volunteer before

Chapter Excellence Award Worksheet Overview

Covers 12-month period January 1 through December 31 of the award year

This is ONLY a worksheet. All Chapter Excellence information must be completed through the website at: docs.narpm.org

Chapters must have 30 or more points to submit an application.

Health of your chapter. The Regional Vice President for your chapter will be asked to rate the health of your chapter based on information supplied by your chapter in reports submitted to the Board and the visit by your RVP to the chapter. A chapter must have at least a Five (5) in health rating by the RVP to be considered for Chapter Excellence.

Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members.

The NARPM® **Chapter Excellence Award** is earned by the activities a chapter accomplishes. It is requested, but not required, that all chapters' President-Elects complete and submit this application annually.

To qualify, the application MUST be received no later than June 1 following the award year, (no extensions will be granted). Chapter Excellence awards will be presented at the Annual Convention the following year of award period.

All Chapter Excellence applications must be completed through the website at: docs.narpm.org

The following reports are to be used as back-up and attached to this application and are available from the National website at:

**<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>
New Member Recruiter list; list of CRMC® Candidate and CRMC® designees; PAC Contributors;
Leadership Conference attendee list; Convention Attendee list**

Notes to All Applicants:

- 1) All questions cover the period from January 1, through December 31, unless otherwise specified.
- 2) Back-up information/documentation should be underlined or highlighted appropriately, marked in upper corner with the corresponding question number, and included in numerical order. Zip files, or one PDF attachments can be used as uploads rather than individual documents.
- 3) *Be sure that highlights are clearly visible in scanned documents for upload. All information must be legible and any items that are not legible will be subtracted from the total points.*
- 4) *The Chapters who apply and are qualified for the award with 30 or more points will be announced to all members in the second quarter after the award year. The Top Awards will presented at the Annual Convention. The Award for "Chapter of the Year" will be presented to two chapters, depending on size, with the highest point total after review. Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members. New Chapters are eligible to receive Chapter Excellence and the New Chapter of the Year Award.*
- 5) Provide accurate and specific back-up supported information. Points will be deducted for incorrect information/back-up/totals. For all answers, be prepared to explain back-up information.
- 6) Review of the application is usually done within 14 days of the deadline for Award. Sometimes the reviewer(s) of applications has questions or needs clarification about the back-up information, so please be sure that the person who is knowledgeable about the application is readily available. In any event, if adjustments are needed, the reviewing person will make appropriate adjustments and these will be final.
- 7) Information relating to points on applications is confidential and is not available to people other than the Chapter Excellence volunteers, National staff, and a limited number of NARPM® leadership.
- 8) Whenever points are claimed, be sure that the back-up information shows clearly that the chapter is entitled to the points claimed.
- 9) All reviews, revisions, deductions, adjustments, interpretations and other determinations relating to this application are at the sole discretion of NARPM® and are not controvertible.
- 10) This application is for chapter related activities, not for the efforts of individual chapter members.
- 11) References to "*members*" in this application shall mean Professional, Associate, Support Staff, and Life members of individual chapters as listed in back-up information from question 1.
- 12) Submit backup documents for each question number as listed on the upload site. If a conflict between paper application and upload exists, follow upload instructions.
- 13) Broker/Owner Conference is not counted in Chapter Excellence Awards as it is not open to all members.
- 14) **Health of your chapter.** The Regional Vice President for your chapter will be asked to rate the health of your chapter based on information supplied by your chapter in reports submitted to the Board and the visit by your RVP to the chapter. A chapter must have at least a Five (5) in health rating by the RVP to be considered for Chapter Excellence.
- 15) The **yellow highlights** are key words that you will find in the upload portal for each question.

MEMBERSHIP: Seventy-four (74) points available in this category.

1. Enter the number of the following types of members as of December 31 of the award year. Attach lists from the website (<https://www.narpm.org/members/tools/chapter-services/member-reports/chapters/member-roster/>) Ensure that the lists contain type of **Chapter members** for each category.
2. Provide list of all **new members** in your chapter as of December 31 of the award year. A list of new members can be obtained on the website (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-joined-since-yyyy-mm-dd/>) Chapter numbers can be found in column U. Earn points for the percentage of new members compared to existing members (take number of new members and divide by prior year member numbers will give you the percentage of growth).
3. **Three** (3) points for your chapter meeting 90% retention rate for membership after national dues billing (March 10). See spreadsheet and highlight your chapter name and **membership retention** goal that was met.
4. Five (5) points if as of December 31, Chapter has an active **affiliate program** that encourages vendors to join chapter. If yes, supply list of local affiliates and add five (5) points.
5. Up to **four** points if your chapter has instituted the **New Member Mentor program** at the Chapter level. Upload copies of all completed checklists from mentor program (<https://www.narpm.org/members/documents-forms/mentor-program/>) in the one upload slot to show all new members in this program. (<https://www.narpm.org/join/membership-benefits/>)
6. **Two** points per service for providing a **community service** project as a group effort. Provide copy of evidence of the event and the service provided. This does not include just raising money for a donation but rather a project that involves chapter members. Up to six (6) points available for 3 projects.
7. **One** point for each member who participated in the **New Member Recruitment** program during the application year (<https://www.narpm.org/new-member-recruitment-program/>). Obtain list from the website and highlight names (<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>). Five (5) points available.
8. Percentage of members who attended the NARPM **Annual Convention** during the award year. Obtain copy of convention attendees from the website in zip folder and highlight names of those in attendance. (<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>)
9. Up to **ten** points for percentage of members who attended a **NARPM State(s) Conference** during the award year. Submit a copy of conference attendees list and highlight names of those in attendance. Name and date of conference must on attendee list.
10. **Three** points per **Chapter Grant** a chapter applied for and used. Information on chapter grants can be obtained at <https://www.narpm.org/members/tools/chapter-services/chapter-grants/>. Provide evidence of use. Nine (9) points available.
11. **Six** points each for starting and mentoring a new chapter and **three** points for mentoring a struggling chapter. Include letters from the leader(s) of the chapter(s) mentored detailing your efforts. Mentoring means substantial ongoing effort that results in starting a chapter and/or helping a struggling chapter succeed. Up to twelve (12) points available for **Chapter Mentorship**.

EDUCATION: Eighty-one (81) points available in this category

12. **Two** points for each chapter-sponsored **NARPM® 6-hour educational course**. Provide copy of course flyer. Not applicable if points are taken with other questions within the application. Twenty (20) points available.
13. **Two** points for each chapter-sponsored educational course that is a **non-NARPM® 6 hour educational course**. **Award three** points if the course is approved for required state continuing education (CE) hours for license renewal. **Award three** points if state has no Continuing Education requirements and provide documentation from state licensing division that shows no CE or license required. Provide copy of course flyer and mark CE information. No eligible points if education is used with other questions within the application. Minimum course length –1 hour. Twenty (20) points available.
14. **Three** points for each **joint function and/or event** arranged and performed with another chapter and/or another real estate related association such as educational courses or other business-related opportunity. Provide copy of applicable flyer or other demonstrative information. Not eligible if education points are used with other questions within the application. Six (6) points available.
15. **One** point for each regular membership meeting that discussed/reviewed the **NARPM® Code of Ethics**. A meeting must include speaker, panel, or roundtable, be held for a special purpose or other educational/business opportunity, and is not a “course” as referenced in this award. **One** point per meeting. Submit copy of meeting agenda showing ethics discussion item and meeting topic. Six (6) points available.
16. Percentage of members who are **candidates for the RMP® and/or MPM®** designations as of December 31 of the award year. Applicants must have officially applied for the designation and paid the required fee. Chapters can only count a member once regardless of the number of designation candidacies held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>) Candidacies have C after designation and column U lists chapters where member belongs.
17. Percentage of member companies who are **candidates for the CRMC** designations as of December 30 of the award year. Applicants must have officially applied for the designation and paid the required fee. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>)
18. Percentage of members **who hold the RMP® and/or MPM®** designations as of December 31 of the award year. One point per member regardless the number of designations held. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of designations held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>) Column U lists chapters where member belongs.
19. Percentage of member companies who hold the **CRMC® designation** as of December 30 of the award year. One point per company. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of designations held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/compliance/chapter-excellence-awards/>)
20. Percentage of members who **hold the CSS®, CMC, and/or CRMB** certification as of December 31 this year. One point per member who hold certifications. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of

designations held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Column U lists chapters where member belongs.

21. Percentage of members who are **candidates for the CSS®, CMC, and/or CRMB** certification as of December 30 of the award year. Applicants must have officially applied for the certification and paid the required fee. Chapters can only count a member once regardless of the number of certification candidacies held. (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Candidacies have C after certification. Column U lists chapters where member belongs.
Number of Candidates as of December 31:

MARKETING: Forty-two (42) points available in this category.

22. **Two** points each for sponsoring and staffing a NARPM® booth at a **non-NARPM® trade show**. Provide copy of applicable flyer and/or other demonstrative information. No applicable points if event is used with other questions within the application. Four (4) points available.
23. **One** point per **newsletter** (electronic or printed). Provide copies with dates printed on front page. Maximum twelve (12) points.
24. Three (3) points for each **marketing effort** the Chapter has made to promote membership in the Chapter. This program shall be an outreach promoting chapter growth. (Examples of program can include emails, postcards, fliers, social media postings, etc., which are sent to market events that are used to grow membership, or special emails, social media posting, postcards, fliers, etc., that promote membership in the chapter.) Provide copies of all marketing material and documents, along with date of activity. Six (6) points available.
25. **Award four (4) points** for each **Chapter Committee who has a Chair AND Vice Chair**. Total of twenty (20) points and upload a copy of the committee agenda.
Membership Committee
Education/Designation Committee
Legislative/Governmental Affairs Committee
Meeting/Program Committee
Community Service Committee

GOVERNMENTAL AFFAIRS/LEGISLATIVE: Twenty-three (23) points available in this category.

26. **Two** points per issue when members join together in an attempt to pass or defeat a **legislative issue** on a state, county, or city measure. Provide a copy of the issue and any related petitions and/or letters signed by chapter members or any other documentation substantiating this effort. Six (6) points available.
27. Earn points based on percentage of members who contribute at least **\$25 to the NARPM® PAC or NARPM® Advocacy Fund**. Five (5) points available. Obtain list of contributors from the website in zip folder and highlight names. <https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>
28. **Two** points for chapter hosting or participating in a **NARPM® State Day on the Hill**. Submit flyer or information that exhibits promotion of event.
29. Percentage of members who attended a **NARPM National Day on the Hill** during the award year. Submit a copy of attendees list and highlight names of those in attendance. Name and date of event must be on attendee list.

LEADERSHIP: Ten (10) points is available in this category

30. One point for each member who actively served on a **State or Local NARPM® Chapter Committee** and/or as a **State or Local Chapter Officer or Director**. Provide list of Volunteers. Chapters can count one point for each volunteer position/**leadership role** held by a member. Submit list of volunteers.
31. Percentage of members who attended this year's **Leadership Training Class** in November. Obtain a copy of attendee list from the website in zip folder and highlight names
<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>

What has the Chapter done during the award year that promotes the growth, ethics and professionalism of NARPM® within its membership?



National Association of Residential Property Managers

CHAPTER COMPLIANCE REQUIREMENTS OVERVIEW

All chapters are required to answer questions 1-9 by March 15.

1. Has your chapter made any changes to your bylaws since last year's compliance submission?

☐ Yes ☐ No

If yes, please upload bylaws here. You must obtain approval from national NARPM® to amend your bylaws. For a copy of current bylaws go to <https://www.narpm.org/members/documents-forms/chapter-documents/>.

2. How many Chapter Leader Calls, hosted by the RVP, did the chapter president, or their representative, participate in? _____

Your chapter president, or their representative, must attend at least three of these calls to obtain chapter compliance.

3. Upload copy of Chapter filed tax return, or e-post card (99N) filed with the IRS.

4. Upload copy of the year-end financial report and following year budget.

5. Upload fliers for Virtual or In-Person Membership Meetings your Chapter held last year?

Your Chapter must hold at least 4 Membership Meetings during the year to obtain chapter compliance.

5. Upload minutes from the Virtual or In-Person Board of Directors/Executive Committee meetings held last year?

7. Your Chapter must hold at least 4 Board of Directors/Executive Committee meetings during the year to obtain chapter compliance.

8. Upload a document with the names and positions of each elected Board of Directors/Executive Committee positions as outlined in your bylaws.

9. Upload a document that substantiates the chapter held an election in accordance with their bylaws.

Examples: Copy of electronic elections results, meeting minutes, ballot, etc.



National Association of Residential Property Managers

RVP Ambassador Nomination Form

Electronic Ambassador application can be found here: <https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use> (Ambassador Application)

To be eligible to serve as a RVP Ambassador, a Member must have met the following criteria:

- 1) Shall be an Association Professional Member in good standing.
- 2) Shall have served as an Officer or Director/Regional Vice President for Region, State, or Local Chapter; served as Chair and/or Vice Chair of NARPM National Committee or Task Force; Chair state/local chapter committee; and/or served in active capacity on a NARPM® National Committee for a minimum of two (2) years.
- 3) Shall be a RMP® candidate or hold a RMP® designation.

All candidates should be knowledgeable of the NARPM® Bylaws and Policy and Procedures Manual (<https://www.narpm.org/about> under governing document). Outline of Duties for the RVP and RVP ambassador can be found at the end of this application

A. **Biographical Information:**

Name:

Nickname:

Company Name:

Position in Company: ☐ Business Owner ☐ Business Partner ☐ Employee ☐ Other

Are you planning on remaining in the Property Management Business for four (4) years? ☐ Yes ☐ No

Address:

City:

State:

Zip:

Phone:

Cell:

Fax:

E-Mail:

Mark Professional Designations held: ☐ MPM® ☐ RMP® ☐ CRMC®

☐ Please list other designation(s) and association(s) tied to:

B. **Professional Accomplishments (include dates where relevant):**

1. Brief outline of past accomplishments with NARPM® at a national, state, and chapter level:
2. Other non-NARPM® leadership activities that you are currently involved with you feel would be beneficial to the NARPM:
3. Volunteer positions other than those with NARPM®:

C. **In 300 or fewer words per question, please respond to the following:**

1. What unique skill, talent, and experience do you possess and how would each of those traits contribute to the long-term success of NARPM®?
2. If you could sponsor and implement one change within NARPM®, what would it be and how would you implement it?
3. What are the major opportunities and challenges facing NARPM® today?

About Myself:

Describe below what positions you have held on various levels of the NARPM® organization:

- Local NARPM® chapter level:
- State NARPM® chapter level:
- National NARPM® level:

Years of real estate experience: Years of property management experience:

Licensed: ☐ Yes ☐ No

Do you have any record of official sanctions involving your state's licensing law division or any other laws prohibiting unprofessional conduct within the past five (5) years that may have violated "public trust"? ("Public trust", as used in this context, refers to demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm.) ☐ Yes ☐ No

If yes, please explain:

Do you have any record of official sanctions involving your state's licensing law division or any other laws prohibiting unprofessional conduct within the past five (5) years that may have violated "public trust"? ("Public trust", as used in this context, refers to demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm.) ☐ Yes ☐ No

If yes, please explain)

As an RVP Ambassador, you may be required to pay expenses for travel prior to being reimbursed, since reimbursements happen after the event has occurred.

Do you feel you can cover this financial requirement? ☐ Yes ☐ No

Serving as an RVP Ambassador and assisting chapters in their development can require a great deal of time. Do you feel that you have the time to allot to these endeavors?

Yes ☐ No ☐

If no, please explain:

Do you feel that you are technically proficient in areas such as: word processing, calendar organization, webinars, and accessing NARPM.org? Yes ☐ No ☐

If no, please explain:

The Application Process:

Applications must be submitted electronically to RVP for the Region you are seeking to be ambassador no later than **September 7. The RVP will solicit applications for their RVP ambassadors and submit recommendation(s) and copies of applications to the Chief Executive Officer who will review with the National President and President-Elect for final approval.**

References: Please list three (3) professional references. Include name and contact phone and relationship with candidate:

- 1.
- 2.
- 3.

AFFIRMATION: I have answered each question truthfully, completely, and to the best of my knowledge. I understand I must remain a member in good standing at all times.

The RVP may choose to perform reference checks and may contact other people that worked with applicant during NARPM® volunteer time, and ask the same set of factual questions on performance as a volunteer.

Type Name:

Date:

Form must be submitted electronically to respective RVP by **September 1.**

Documents for RVP Use

(<https://www.narpm.org/members/tools/leader-services/documents-for-rvp-use/>)

- | 12 Weeks to a Better Board
- | Ambassador Application
- | Ambassador Training by Jim Roman Video | PDF
- | Ambassador Success Guide
- | Board of Directors Expense Reimbursement with Summary
- | NARPM Volunteer Expense Reimbursement
- | Board of Directors and Staff Commitment to Responsibilities
- | Board Protocol & Conduct
- | Chapter Health Guide – Visiting a Chapter Mini-Guide
- | Chapter Installation of Officers Script
- | Chapter Success Guide 2019
- | Committee Chair Do's & Don'ts
- | Committee Chairs' Responsibilities
- | Committee Job Descriptions
- | Dressing for Success
- | Emails to Volunteers Missing Calls
- | Ideas for Change
- | Legal Duties Board Members
- | Message to Chapters from National
- | NARPM® Brief History
- | NARPM® Operations Information
- | Now That You Are a RVP
- | Press Release National Board Members Elected
- | Press Release National Committee Chair
- | Rules of Order – Fundamentals B-05
- | RVP Duties
- | RVP Guide
- | Sample Agendas for RVP Calls
- | Setting Your Strategic Target
- | Team Building Board Room Bingo
- | Team Busters Article
- | The Media – Friend, Foe or Fiend – Student Handout NARPM®
- | Travel Policy
- | Useful Links to Great Tools on NARPM.org
- | Vision of NARPM by the Volunteers
- | Volunteers
- | Welcome Email to New Members
- | WhyUseOne Marketing Materials (on the website)