

p7 Convention is the time of year that brings us all together.

p16 Learn how NARPM® helped this member manage his business, quality of life and, most importantly, his sanity.

p24 These members are setting themselves apart in the industry.

RESIDENTIALResource



THE OFFICIAL MONTHLY NEWS MAGAZINE OF THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

20th ANNUAL CONVENTION AND TRADE SHOW

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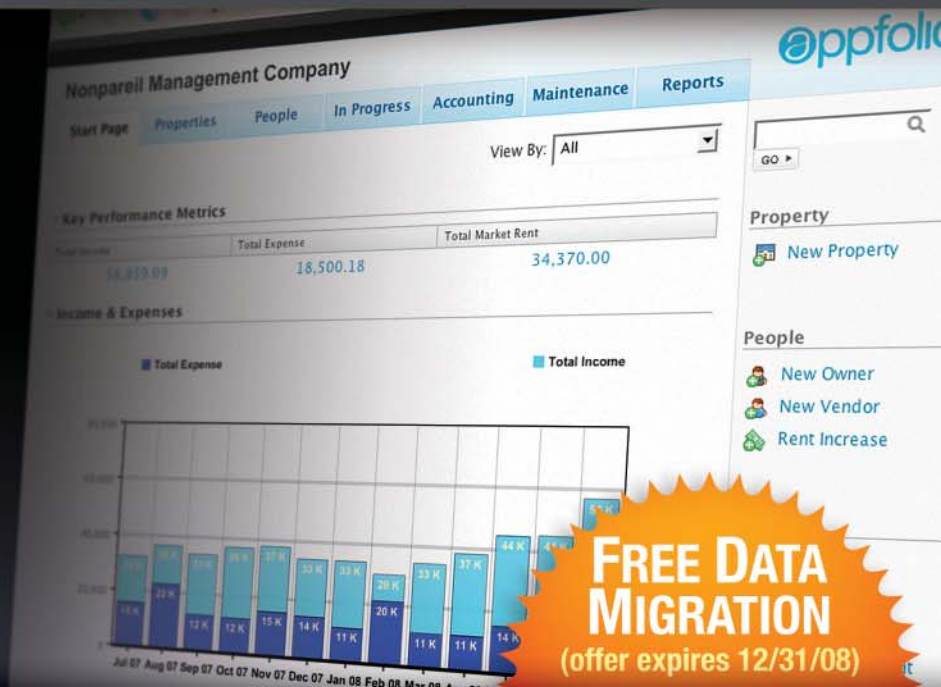
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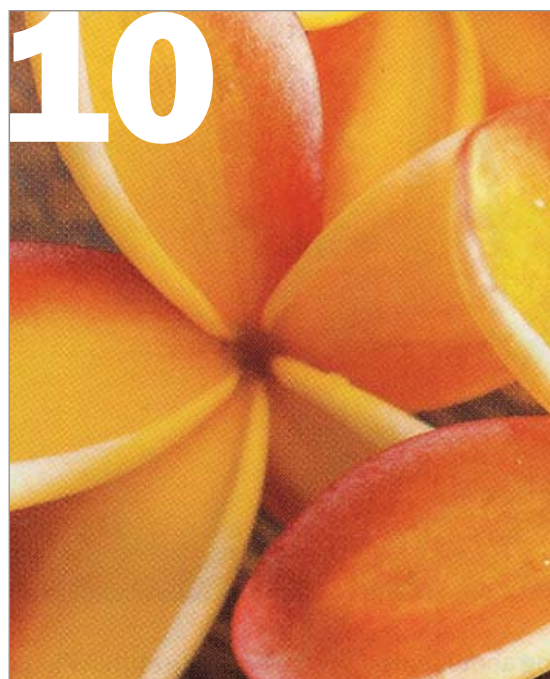
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EDITORIAL MISSION

Since 1989, the NARPM® news magazine has been a key focal point for the organization. The *Residential Resource* keeps members up-to-date on association events, and provides valuable industry advice and insight. NARPM® members receive the *Residential Resource* as part of their membership, included in their annual dues.

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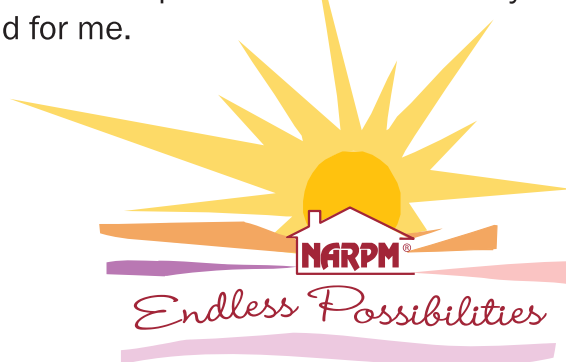
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PRESIDENT'S Message

There are not words enough to express the depth of my gratitude and so I offer a simple "mahalo" for all that you do for NARPM® and for me.



IT WAS WONDERFUL to reconnect with old friends and to make new ones while enjoying the Aloha spirit on the island paradise of Kauai. Some of us took the opportunity to swim with green sea turtles and pilot whales, others caught some R&R poolside, some vowed a new commitment for their future, others renewed their vows on the beach at sunset, some picked up bits and pieces of a second language, and others received a personal, although not very private, hula lesson!

My passion this year has been to explore the "Endless Possibilities" of benefits for every member. I am immensely proud to congratulate a record number of members for earning their designations this year. The list of candidates for designation is still very long, and so the stage is set to congratulate many more in the next few years. These members see the benefit of their NARPM® membership and have made a commitment to increase the value of that benefit with active involvement and participation. When you look at the list of new designees and designation candidates, you are looking at the future of NARPM®.

Volunteering on any level allows you the opportunity to meet new people, develop new skills, accomplish great things, effect a lasting change, nurture others, and exponentially increase your own benefit of membership. I have been flattered this year by each of you who have responded in such a positive way when I have asked for your

help. However, in my mind, one stood out as exceptional. She runs a very successful business and is respected in her community. A great believer in the benefit of NARPM® membership, she has served locally in numerous positions, including chapter president, and has helped grow the Oahu Chapter into one of our largest! She has served on the national level as a member of various committees. She and her committee worked tirelessly to present us with what some members deemed the "best" convention in our history. Congratulations again to NARPM® 2008 Volunteer of the Year Cathy Matthews! (Who is also a RMP® designation candidate.)

One definition of a great leader is one who nurtures the heart while still taking care of business, as does the recipient of the 2008 President's Award. She is generous beyond expectation with her time and energy, never says it can't be done, and always asks, "What is in the best interest of the member?" She does not seek or even like being the center of attention and will not be comfortable accepting this praise. Her personal vision statement says she would "strive to be perceptive and sensitive to those around her; learn and grow from each experience; respect and appreciate other people, their culture and traditions despite her lack of understanding; refrain from judging any person despite their actions and non-judgmentally help them assess situations and make positive

choices; give encouragement, recognize and appreciate their contributions; defend with tact, discretion and courtesy that which she believes is right even though it may be unpopular; live by example; take risks and trust in the universe." I did not know her when she wrote this statement 14 years ago; however, I can tell you from my personal experience that this is exactly how she lives her life today. It is a privilege for me to honor my friend, Susan Albern, MPM® RMP®, with the 2008 Presidents Award.

Since I joined NARPM® in 1999, you—my fellow NARPM® members—have shown me how to be a better property manager, you have improved my prospects and my profits, and, more importantly, you have become my very dear friends. It is because of you that I enjoy "Endless Possibilities" in my business and in my life. There are not words enough to express the depth of my gratitude and so I offer a simple "mahalo" for all that you do for NARPM® and for me.

And now I pass the gavel into the capable hands of my friend Fred Thompson, MPM® RMP®, our 2009 National President. Let the Magic Begin!

Betty Fletcher

Betty Fletcher, MPM® RMP®
2008 NARPM® President

From the
DESK of the
Executive Director



Gail S. Phillips, CAE

The NARPM® management team looks forward to another great year in 2009.

ANOTHER YEAR HAS FLOWN BY for NARPM®, and in 2008 we have seen outstanding growth in the number of designee candidates and CRMC® companies. While the program seemed long at the convention, the numbers of new designees was outstanding. Thanks to the efforts of President Betty Fletcher, MPM® RMP®, NARPM® members continue to grow in their level of professionalism.

Speaking of the convention, attendees got to experience the island of Kauai while enjoying the opportunity to network with fellow members. We held the first CEO roundtable where members gathered to discuss issues that had been posted on the CEO list serve. You could feel the excitement in the room as members shared their thoughts on numerous issues. The CEO list serve is open to all members; visit www.narpm.org/members/list-serves.html to learn more and join. (Note: You will have to log into the Members Only section to view this page.) Another first was the economic forecast from Hawaii Bank. This speaker was very entertaining and full of information on the economy. NARPM® has listened to member requests, and these two sessions will continue to be part of future conventions.

Next year, we are excited to be going to Orlando, Florida to celebrate another great convention. Don't forget that NARPM® has changed the dates to October, so mark your calendar now for October 21-24, 2009, at the Buena Vista Palace on Disney property. We are planning lots of great activities along with a powerhouse leadership session through Disney Institute on Tuesday. This session is not only geared for NARPM® leaders, but leaders of all types. It will teach you to be leaders in your company, community and association. Watch for details to unfold!

Listed below are some of the activities that have happened during this year:

- Kicked off the "Why Use One?" campaign, aiding chapters to recruit new members and educate the public on using a NARPM® member.
- Surveyed business leaders questions involving their staffing and shared results on the list serve.
- Amended several sections of the bylaws (View changes at www.narpm.org/about/bylaws.html).
- Approved using the foundation that is currently managed by the NARPM® management firm for large charitable fundraisers.
- Amended current regional map to divide the country into seven regions which will allow NARPM® to better service chapters and members in the future.
- Signed agreement with GoToWebinars.com to offer virtual chapter meetings online.
- Changed format of National Convention to have leadership installed at the closing night gala.
- Opened discussion with other organizations to develop a strategic alliance to bring benefits to all members.

As I stated earlier, 2008 has been another wonderful year for NARPM® and I thank Betty and the other leaders within NARPM® that have assisted us in growing this organization. The NARPM® management team looks forward to another great year in 2009. Remember, we are here to help, so let us know what we can do for you. We wish each of you a safe and happy holiday season!

Gail S. Phillips

Gail S. Phillips, CAE
Executive Director



Convention Camaraderie: Finding Home in Hawaii

It was Tuesday, September 23 and I was all packed and ready to attend my third NARPM® convention in Kauai, Hawaii. I had been planning this trip for the entire year and it was finally here. I was up at 4:30 in the morning to make a 7:00 a.m. flight from Tampa to Dallas/Fort Worth, then onto Honolulu, and finally into Kauai's Lihue airport arriving at 6:15 p.m. Hawaiian time or, according to my watch, past midnight. I hopped on the shuttle for the Kauai Marriott. During the short ride, I met a lovely woman who introduced herself as Donna Hartley a former Miss Hawaii. We chatted and I discovered she was the opening speaker for the conference. I had remembered that the speaker was an airplane crash survivor. I thought this a strange choice when so many of us had long flights bringing us together. She was warm

she was having a bite to eat and I joined her to keep her company. The next day I took time to unpack, register for the conference, sit by the pool and soak up the Hawaiian ambiance. Before long it was time for the opening session. Donna Hartley gave an inspiring speech to set the tone of the convention. The next two days were filled with educational sessions talking about all aspects of the property management industry—from economic forecast to dealing with foreclosures. The trade show featured an assortment of vendors offering a variety of products.

Perhaps the biggest value, as I have found from every NARPM® convention I have attended, is the one-on-one sharing between the attendees. Whether you manage 4,000 doors or 100 doors (as is my business), the problems we experience are similar and this



Barbara Mayo, RMP® has been in property management since 1986. In 2002, she opened Keller Williams Property Management with the owners of Keller Williams of Manatee. She earned her RMP® designation in 2007, and is currently working on her MPM® designation. Barbara has been a recipient of the Paul H. Rittle Scholarship offered by the Institute of Real Estate Management (IREM®). She was one of the founding members of the Sarasota Bradenton Chapter of NARPM®, and served as the 2007 local chapter president. Barbara is a graduate of Leadership Manatee and received her Bachelor's degree from Denison University in Ohio.

The biggest value, as I have found from every NARPM® convention I have attended, is the one-on-one sharing between the attendees.

and friendly, and greeted me on several future occasions when our paths crossed.

The hotel was breathtaking. The grounds were lovely with a beautiful pool, a beach with fabulous views of the Pacific Ocean and the Hawaiian hillside. I had indeed arrived in paradise. Check in was swift, but after my long flight I became lost trying to find my room. It wasn't long before a hotel employee came to my rescue and personally escorted me to my room. Although I was exhausted, I decided that I wanted to check out the hotel a bit and get something to drink. At the bar I ran into Melissa Prandi, MPM® RMP®. She had come to Florida several years earlier to help start our local chapter. She asked me to join her group and immediately made me feel like I was an old friend.

After a drink together, I again started toward my room for a much-needed rest when I ran into Betsy Morgan, MPM® RMP®. Just off the President's Tour,

brings us together in real camaraderie. Together, we can work toward real solutions for these problems.

A hug from 2008 President Betty Fletcher, MPM® RMP®, and another from incoming 2009 President Fred Thompson, MPM® RMP®, made me feel like family. Meeting up with Michael & Trudy Hoff of Virginia Beach, Virginia, friends I made at my first conference in Burlington, Vermont; dinner with Betsy and Region 1 VP Scott Corbridge, MPM® RMP®, breakfast with Michele Brassard and Jayci Grana, MPM® RMP®; drinks at the pool with Linda "Dusty" Woodstock, RMP®, and the girls from Hawaii all helped to make my attendance at this convention a success!

The Island Breeze Luau was a fabulous end to the 2008 Convention. What attendee could ever forget the volley ball game at the pool? I want to know if there be a re-match in Orlando in 2009! I will be there, and I hope to see you there as well. 🏠

The Beckoning of Hawaii



Rob Massey, Jr., CPM®
has served as a local chapter president for NARPM®, IREM®, and the Apartment Association in his hometown of Louisville, KY. He also founded national Internet listing service RentalHouses.com, and served as vice president of industry development until acquisition of the company by Consumer Source in 2007. Currently, he serves as a consultant for Rentals.com.

When visiting any of the Hawaiian Islands, it doesn't take long to understand the attraction of our 50th state. From the world's highest sea cliffs to its abundant waterfalls, beautiful beaches, succulent pineapples, colorful flowers and delicious macadamia nuts, the most isolated population center on the planet beckons people from around the globe. This tropical paradise boasts some of the world's most extremes from the wettest spot on earth to the most active volcano. The landmasses of the Hawaiian Islands are actually the projecting tops of the largest mountain range in the world. Its natural beauty and wonder is bountiful.

The people of the state of Hawaii are no less attractive or welcoming than the island chain's physical splendor and beauty. NARPM® is blessed to not only have its largest chapter located in Hawaii (The Oahu Chapter), but also to have the cooperation and input from so many NARPM® members found throughout the other islands in the state. Regardless of where each Hawaiian is originally from (their backgrounds are very diverse), one quickly learns how embracing and friendly they are as a people.

I attended the 20th Annual NARPM® Convention on Kauai, not only as a vendor's representative, but also as a professional property manager. Seeing and networking with all of the NARPM® attendees is a

very beneficial and enjoyable experience for me. I look forward to these events where I can spend time with my NARPM® family.

A little over a year ago I had attended the Hawaii State NARPM® Conference on The Big Island. It was there that I got to meet some of the nicest people that you will find anywhere. I learned from this most recent trip that their hospitality on The Big Island was no fluke. All of the people of Hawaii are gracious, very friendly and willing to help in many ways.

Congratulations to all of the award winners including the Chapter of the Year Award recipient, the Greater Dallas Chapter of NARPM®, and the New Chapter of the Year Award recipient, the Tucson Chapter of NARPM®. President Betty Fletcher, MPM® RMP®, presented her Volunteer of the Year Award to Cathy Matthews (who also served as this year's Convention Committee Chair) of Callahan Realty in Hawaii and her President's Award to our long-devoted Susan Albern, MPM® RMP®, of Rocky Mountain Property Management in Colorado. The Rocky Maxwell Memorial Achievement Award was presented to the well deserving Alan Lundberg of The Big Island-West Hawaii Chapter for his outstanding leadership, interest and participation in his first year of NARPM® membership. Amongst his other contribu-



tions, Alan was a key participant in the formation of the Maui Chapter. Once again, it is apparent that our Hawaiian members have been very instrumental in the growth of the Association.

Our company, Rentals.com, was fortunate enough to receive the Vendor of the Year award. All of us at Rentals.com very much appreciate the support of so many NARPM® members in their regular use of our website for their businesses and in their vote which made our receiving this recognition possible.

Admittedly, staying indoors while attending a convention in as beautiful a place as Kauai is not the easiest thing to do, but the 2008 NARPM® Convention and Trade Show was a huge success and provided education and a great break away from our daily routines.

While flying out from the island at night the lights from Oahu, Maui and The Big Island twinkled on the horizon for some thirty minutes. The specks of light in the dark of night served as a reminder that our wonderful friends in the middle of the unusually blue Pacific Ocean beckon for us to return once again on another day. 🌴



The landmasses of the Hawaiian Islands are actually the projecting tops of the largest mountain range in the world. Its natural beauty and wonder is bountiful.



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Nancy Jackson, RMP® is the broker/owner of *Salefish Properties* in Boynton Beach, FL. She joined NARPM® in 2004 before signing up any clients, and took as many educational courses as possible. She has attended every national convention since Baltimore and received her RMP® designation in Scottsdale.

Part 1: The Adventures of Mickey & Minnie Mouse

Hello everyone! Minnie Mouse here! I hope all Kauai convention attendees made it back home safe and sound. I want to share some of the exciting things I did with my handler, Nancy Jackson, RMP®, before leaving Hawaii.

We attended the Island Breeze Luau on Friday evening and had a magical time under the stars. Our new friend, Steve Foster, MPM® RMP®, Mickey's handler, invited us on stage with him as he was inducted into the 2009 NARPM® Board of Directors. Then, we watched the entertainment portion of the Luau; those dancers who performed were very good but I must say that their attire was quite revealing and I had to hide my eyes a few times! Thankfully, it was dark and no one saw me blushing. At the end of the Luau, Nancy's friends—Susan Albern, MPM® RMP®, Melissa Prandi, MPM® RMP®, and Marc Banner, MPM® RMP®—convinced her to go skydiving on Saturday! I was very scared but Nancy and I decided that we would be alright if we jumped together.

Early Saturday morning, nine of us piled into three cars and made the trip to the Port Allen air field. When I saw the little plane that was painted like a grinning shark, I wanted to go hide in the trunk, but Nancy strapped me to her and off we went! No backing out now! The sky diving instructors took two of our party out at a time. Bryan Potter was our NARPM® buddy and his professional tandem jumper was Pete. Nancy and I were paired up with a nice young man named Roy who was lots of fun; I overheard someone say that he was even an acrobatic skydiving champion. Up in the plane, we got a nice sightseeing tour of Waimea Canyon and the Southern coast of Kauai. Suddenly the door opened and the cold air rushed in and I got very frightened. Bryan and Pete jumped first. Then Nancy and I got into position and before I knew it, we were out of the plane and plunging to the Earth! I don't think I have ever done anything so crazy before! Nancy got a video of the jump because I knew that Mickey and all my pals at Disney World would want to see it, otherwise I

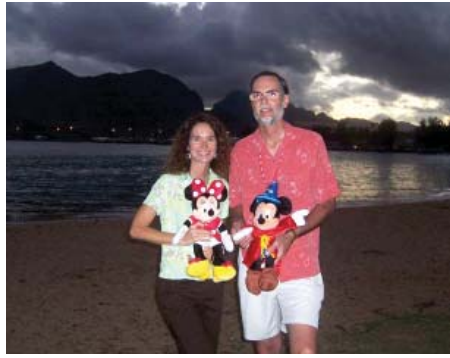
don't think that anyone would believe that I, Minnie Mouse, would ever be brave enough to go skydiving! The magic has definitely begun!

At sunset Saturday evening, we were invited to the vow renewal ceremony of NARPM® President Betty Fletcher, MPM® RMP®, and her husband, Dave Fletcher, MPM® RMP®. It was a lovely beachside ceremony with many attendees and soooooo romantic. I found Mickey and we posed with the Fletchers for a photo. The pastor who officiated, fellow NARPM® member Carl Frazier, was sweet enough to bless our (Mickey and I's) union too! Suddenly, I was torn away from Mickey and rushed off to the airport to catch a flight. Not even a second honeymoon! Can you believe that? Well, I never!

At the airport, several NARPM® friends were also headed to the mainland. We flew from Kauai to Los Angeles, where I was hoping to stop over long enough to visit my friends at Disneyland. Unfortunately, we arrived very early in the morning and everyone was still sleeping—so no opportunity this trip. We continued our journey east to Atlanta and then south to Ft. Lauderdale. Nancy finally let me out of her travel bag but quickly put me back inside because it was raining and I didn't want the humidity to muss my hair and tail. Since then, things have been sort of slow and I am waiting patiently here in Boynton Beach for my next adventure! If you are in the area, please give me a call. I will be looking forward to it! 📞

Nancy and Minnie are always on the look-out for a new adventure, so put us in your speed dial (561-738-0922) and call us if you have any ideas!





PHOTOS ABOVE:

Mickey helps cut the birthday cake for Marcy, a property manager at BoardwalkReal Property Management, CRMC®.

Mickey making a deposit for the San Antonio Metropolitan Area Chapter.

Mickey was very interested in the Texas A&M University game against Kansas State, and really hated to see TAMU loose.



James Clanton is chief technologist for PropertyBoss Solutions, a provider of property management software solutions that empower your business. He has over twenty-five years experience developing large scale commercial applications with ten years focused on the property management industry. For more information about James or PropertyBoss Solutions, visit propertyboss.com or call James at 864-297-7661 x24.

Taming the Paper Tiger P2

Previously, we addressed getting started with document management including how to choose a scanner, scanning software, and document/media management software. This part provides specific recommendations for handling various media types.

WHICH MEDIA TYPES TO SUPPORT

The conduct of business involves communication in many different forms. Physical documents are the traditional way that we record these communications. Technology has expanded the number of communication channels, as well as provided new mediums for saving the associated information. The term "media" has grown to encompass these methods. One of the most important decisions is to identify the types of communications or media you will retain. Some media types to consider are:

- pictures including marketing-related images, inspections, damage reports, etc.;
- video taken for the same purposes as pictures;
- scanned documents including lease agreements, letters received from residents and owners, bills, and Home Owner Association notifications;
- electronic documents (letters, invoices, reports, faxes, etc.) you create in your property management software or mail-merged letters using products like Microsoft Word to residents and owners;
- e-mail sent to and received from residents and owners;
- text messages; and
- recordings of phone calls captured by your telephone system.

A key factor in this decision is the capability of your media management system. It will not do you much good to capture high volumes of media if you do not have a simple way to organize, catalog and retrieve them. Scores of documents dumped onto a computer without organization is the electronic equivalent of piles of paper stacked on desks and in boxes.

Assuming you have a capable media management system, let's discuss each of the media types in more detail.

PICTURES

Manufacturers keep increasing the capabilities of digital cameras at a rapid pace. Most digital cameras available today are capable of creating images in the five to ten megapixel range. The current standard for images is JPG (Joint Photographic Experts Group), a compressed format. A typical picture taken with these cameras is more than one megabyte in size, which will print a quality 8" x 10" picture. High resolution images taken by these cameras are overkill for their typical use in property management. The large size of the images causes difficulties including:

- longer time spent transferring the images from the camera to your computer;
- more disk space to store the images (typically ten times more than you need) leading to increased backup times and sizes; and
- slow retrieval/display on networks and particularly over the web.

Fortunately, there are relatively simple solutions. When taking pictures for your property management business, reduce the resolution to around 600 x 800 dpi or one megapixel which will print a quality 3" x 5" picture. These settings correspond to a compressed file size of about 140K, a tremendous savings over the average default 2MB picture size. Experiment with resolutions to get the right balance of quality and size.

Another approach is to resize each picture after moving it to your computer. Images are resized and linked automatically by our property management software (PMS) package to their parent lease, owner, prospect, etc. We found that with multiple users contributing images and the large volume of historical images people own, this method provided the best performance result.

If your PMS does not provide this feature, there are stand alone graphics packages that can either individually or mass resize the pictures for you. For example, Serif's PhotoPlus (www.serif.com) supports the mass resizing of images in a directory.

VIDEO

Many digital cameras also support video capture. Numerous inexpensive dedicated video cameras are available. Camera settings are much more important for capturing video than for images because the file sizes are much larger and the software for manipulating video images is not for the faint of heart. If you plan to use video over the web, these settings are recommended to optimize transfer and display times:

- Format: FLV, WMV, MOV
- Size: 384x288
- Length: Most people will not watch a marketing video longer than one or two minutes.
- Sound: 16 to 22kHz sampling rate

Only a few programs currently available support the FLV (Flash Video) format; however, this will provide the smoothest video at the lowest file size. The next best format for compatibility is WMV (Windows Media Video). Even at the recommended capture settings, a one minute video file in FLV format will be more than 1MB in size and about 2MB in the WMV format.

SCANNED DOCUMENTS

The largest media source will likely be scanned documents. The hardware side of scanning documents including scanners and scanning software was reviewed in the November issue of the *Residential Resource*. We recommend you use multi-page PDF (Adobe's Portable Document Format) documents scanned at 150 dpi. This resolution provides good quality and limits the resulting file size. While other formats like TIF and Microsoft's XPS formats are attractive, the PDF format has become a universal standard that is easy to use and view.

ELECTRONIC DOCUMENTS

Many of the documents you produce on a daily basis originate in your PMS such as:

- lease related documents including lease agreements, certifications, lead notifications, etc.
- mail-merged letters like late notices, lease renewals, violation notifications, etc.
- monthly statements to residents and owners
- monthly closing reports including rent rolls, owner balance reports, delinquency reports, resident balance reports, etc.

Unfortunately, most software packages are unable to simultaneously create electronic documents while printing a copy. For example, to save resident and owner statements electronically and also print a copy in our PMS, we had to automate the generation of statements individually and then print each one separately.

If your system does not support this capability, you will need to print each statement individually to the PDF printer to get an electronic copy and then manually print the PDF document. The same PDF printer can be used from Word or Excel to save electronic copies of merged documents. You will also face the same problem with creating separate electronic documents when doing a mail-merge for multiple leases. If your PMS and accounting system do not include a PDF printer, you can install one. We have found that a free PDF printer called Bullzip has worked well. You can obtain a copy from www.bullzip.com.

E-MAIL

An often overlooked aspect of document management is capturing e-mail messages which often contain critical conversation and agreement-related notifications. Quickly accessing these e-mails can be invaluable when trying to resolve a dispute with a vendor, resident, or owner.

Most e-mail data is dispersed on separate machines over various e-mail addresses and is not readily accessible or shareable. These separate islands of information make the process of gathering and cataloging e-mails much more difficult. We are developing an e-mail cataloger that scans both your inbox and outbox e-mail accounts and automatically matches them.

Without an automated tool, you must manually link each received and sent e mail in your media management software.

TEXT MESSAGES

Text messaging is becoming an increasingly popular method of communication. The challenges of this media are similar to the e-mail discussion above.

RECORDINGS OF PHONE CALLS

Many telephone systems have add-on abilities to record phone conversations. Asterisk, a popular Linux-based VOIP (Voice Over IP) system, has this as a standard capability. Each phone call is identified with a CID (Caller Identification). An automated system matches the CID to the phone numbers in your PMS and links the calls to the correct entity. Even if you do not record all conversations, the call logs, when linked with the calling entity in your PMS, provide you with backup for those occasionally difficult conversations where residents/owners have amnesia.

NEXT MONTH'S DISCUSSION

Look forward to a review of media infrastructure issues including how to archive data, backup options, and access to documents over the web. 

Serif's PhotoPlus (www.serif.com) supports the mass resizing of images in a directory.

Obtain a copy of Bullzip, a free PDF printer from www.bullzip.com.

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To learn more about RentList, please call 866-378-9017 or visit us at RentList.com.

Award-Winning Members

Congratulations to all of our 2008 award winners! All awards were presented at the 20th Annual Convention and Trade Show in Kauai, Hawaii at a special Membership Recognition Program on September 26.

This year, 27 chapters were awarded Chapter Excellence (See photo at right). Up nine chapters from last year, that is half of all NARPM® chapters receiving an award. Let's continue this rising trend of excellence for 2009! Applications for Chapter Excellence are due in July each year. To learn more on how your chapter can be listed among these other stellar chapters, visit the Chapter Leader area of the Members Only section at www.narpm.org/chapter-services/recognition-awards.html.



New Chapter of the Year

Tucson, Arizona

Chapter of the Year

Greater Dallas, Texas
(pictured below)

Affiliate of the Year

Rentals.com

Volunteer of the Year

Catherine Matthews

Rocky Maxwell Memorial New Member Achievement

Alan Lundberg

President's Award

Susan Albern, MPM® RMP®



Chapter Excellence Award Winners

<u>Chapter</u>	<u>President</u>
Atlanta, Georgia	Tammy Tropiano
Austin Area, TX	Deborah Smith
Big Island, HI	Linda Sasaki
California State Association	Michelle Horneff-Cohen, RMP®
Central Arkansas, AR	Daniel Meachum
Charlotte Regional, NC	John Bradford, RMP®
Colorado Springs, CO	Shannon Dowda-Norgord
Denver, CO	Kathryn MacGeraghty, RMP®
Fort Worth/Mid-Cities, TX	Sallye Tinsley, RMP®
Greater Dallas, TX	David Christensen, RMP®
King County, WA	Richard Bieker
Maryland Suburban, MD	Stephen Yinger
Nashville, TN	Alicia Brim, RMP®
Northern Colorado	John Bickerton
Northwest Counties, WA	April Sanders, MPM® RMP®
Orlando/Central Florida	Thais Soler
Phoenix, AZ	Charles Brown, RMP®
Pierce County, WA	John Parker, MPM® RMP®
Sacramento, CA	Deanna Blanton, RMP®
San Antonio, TX	Marty Hutchinson, RMP®
Santa Clara County, CA	Sandy Adams
Southeastern/Hampton Roads, VA	Dawn Crawford, RMP®
Southwest Idaho	Elizabeth Loop, RMP®
Spring Hill, FL	Mary Rinaldi, MPM® RMP®
Tucson, AZ	Louis Kahn
Virginia Peninsula Association	Pamela McKinney, II
Western Colorado	Todd Simpson



Karl Jennings, Jr. earned a BAAS degree in Business Management from Southwest Texas State University in 1998. Karl has been a licensed REALTOR® since 1999 and worked for Gold Key Real Estate for nine years. Karl currently manages 160 doors. When not working, which seems like all the time, Karl loves to listen to music and play with his dog Winston.

Stepping Away from the Edge: NARPM® Changed My Life

There is no question—joining NARPM® has changed the way I do business for the better. About four years ago, my broker came in and informed me he was purchasing about 125 more property management accounts to add to the 50 he already managed. He has always managed the original 50 himself. After three months, he gave them to me to manage and said, “Go get ‘em Tiger!” I had managed four units of my own for about 10 years up until that point, but it did not prepare me for what I was about to do.

Suddenly, I was the leasing agent and property manager for a total of 175 properties and my cell phone was ringing off the hook. My broker had always let the tenants call the office and turn in repair requests orally, whether it was for burned out light bulbs, a faucet dripping, or an air conditioner not working. Of course, when my broker was managing the properties, there was more than one person in the office to help facilitate these calls. When that person left for family reasons, all the phone calls relating to the lease properties were directed to me.

The phone calls came in fast and furious. I was running around with no plan in place on how to manage my sanity, much less how to manage all the people coming at me with their problems and the calls from prospective tenants.

After doing business by crisis for two years, I nearly had a nervous breakdown. Prior to taking over these properties, I operated solely as a listing agent for my broker, who was a member of a large real estate franchise. At this franchise, I met and become friends with Terry Godbold, MPM® RMP®, who was in property management. He always had a bronze tan and looked well rested. One day, I called him up to seek some advice. He introduced me to Rick Ebert, MPM® RMP®, who told me about NARPM® and strongly suggested I join. I figured I had nothing to lose, so I followed his advice. What a change it was!

Soon after I joined in 2007, the National Convention in Scottsdale, Arizona was to take place. I have been to many national franchise conventions with

respect to sales, so I had an idea of what to expect (or so I thought). They always had great motivational speakers who, when they were done, made you feel like you wanted to go out into the world and take it over. Not many agents I met at those conventions wanted to give up any “secrets” on how they did business.

I really expected the same with NARPM®. What I found was unbelievable cooperation and a willingness to generously share knowledge. I started by taking two classes at the Scottsdale Convention that gave me a host of information I didn’t have before. To my surprise and appreciation, the other attendees were more than happy to give advice and share war stories and how they dealt with various issues. The featured speakers were great as well. Particularly Marsha Sue Petrie, who taught me a lot in dealing with “toxic” personalities. Before NARPM®, I was starting to feel like everyone I came in contact with was toxic.

I came back to Austin on a mission to take back my life—at least as much as I could with what seemed like an overwhelming amount of things to handle everyday. My first order of business was to streamline my day by focusing just on property management. This meant I had to let someone else do the leasing.

My fiancé is a lawyer and would occasionally help me when I was stretched too thin and couldn’t show a property. As an attorney in Texas, she wasn’t required to have a real estate license but decided to get it when potential tenants were hesitant to deal with her. She kept her license inactive since she wasn’t really using it. During this time, she listened to me come home at night beat down and on edge. She said she was interested in leasing and offered to take it over if it would help me. Of course, I jumped at the offer. My broker agreed to sponsor her so she activated her license. What a huge difference she made! All the incoming leasing calls were routed to her, taking a lot of the pressure off me.

The next ordeal was managing the tenant’s repair requests. My first task was to set up an e-mail address

PHOTO ABOVE:

Jennings family paddles up the Waimea River to bring NARPM® to the natives.

for repair requests and to send letters out to all new and existing tenants to let them know that e-mail was the preferred way to submit repair requests unless it was an emergency. Incredibly, I also had to explain to many tenants what constituted an emergency. Almost immediately the repair requests started to slow and most of the nonsense ceased.

Setting up the e-mail address also helped with owner communication. I used to have to call them to get permission for larger repair expenditures. Now, I can get permission within hours, sometimes minutes, and manage the tenants' incoming repair requests in a reasonable fashion. The e-mails also provided a paper trail of communications which might otherwise have been forgotten.

My next dilemma was contractors. Many of my broker's original 50 clients were people who were used to the lowest prices or even doing the work themselves. The phrase, "You get what you pay for." was never so true. Some of the contractors I would call would never call back or I would hear complaints from tenants that the contractors would do shoddy work if they even showed up. Again, I called Terry for his advice. He informed me that NARPM® members were there to help each other and would offer their contractors if I needed them. I told him, "There is no way another agent is going to share their contractor list to help me out in my business." After all, weren't we competitors? He advised me to go to a local chapter meeting and see for myself. But first, he gave me his A/C contractor's contact information since the one I was using unexpectedly passed away. I called the contractor and I am still using him today. Happily, he is more economical than the guy I was using.

My first year as a NARPM® member, I made every chapter meeting. I soaked up as much information as I could from knowledgeable guest speakers and talked to as many members as possible about what they were doing. After every meeting, I would tell my broker what I had learned and how I was going to implement the ideas into his business. Sometimes he would agree, sometimes he would say, "Well I have been managing property for over 30 years and that's not how I would do it." I soon learned to tune him out, to trust my gut, and to do what I felt was right.

At the chapter meetings, I would also talk to Rick and he would ask me if I was working on my Residential Management Professional (RMP®) designation. When I was in sales, I would see other people's business cards with various designations. It seemed to set them apart from other REALTORS® and made them seem more knowledgeable about the real estate business. Since I had never seen the RMP® designation on any other agent's card, I felt that if I achieved this designation, it would set me apart from your average property manager. The more involved I became with NARPM® and saw the benefits of membership, it sur-

prised me to see so few RMP® designees, so I decided to start down the road to designation myself.

When NARPM® announced that the 20th Annual Convention would be in Hawaii, I was very excited. I had a friend who lived in Honolulu that I have not seen in 10 years, and I thought it would make a great family vacation. Once I invited my folks and my fiancé to go with me, the excitement was off the charts! I told my folks all about NARPM® and I wanted to give them a chance to experience the opening ceremony as well as get a better understanding of what I did as a career. My fiancé went with me last year to Scottsdale and in between her riding horses (and getting thrown off) and the spa, she took in all the convention had to offer and we exchanged ideas on the way back home. I was looking forward to that this time around as well.

We arrived in Hawaii the Friday before the convention began, met my friend and his wife, and had a blast! We took a breathtaking dinner cruise around Diamond Head, saw beautiful waves on the North Shore, watched tourists from a rooftop deck in Waikiki, and ate raw salmon at a luau. When we landed in Kauai, the real work started. I took the two classes I signed up for and, again, learned a lot more from the other members at the convention. I took my parents to the opening ceremony and we listened to Donna Hartley talk about surviving a plane crash and finding the will to live—something she didn't have before.

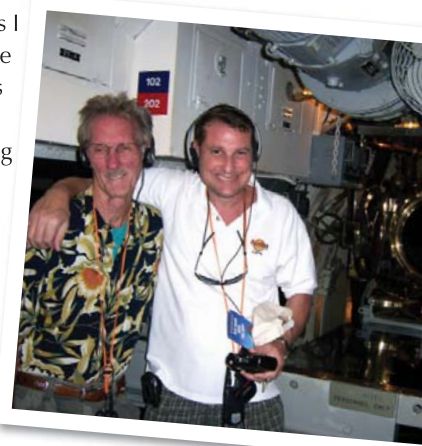
Just before the convention, Hurricane Ike landed on Galveston, Texas, home of my folks. My mom's place of work was destroyed, but the family home was spared. My folks got a lot out of what Donna was talking about—surviving and pressing forward. I also told my parents about the RMP® designation I was working towards and pointed out all the people who were in line to receive their certificates (I was the one screaming out "Austin, Texas!" when an Austin designee was introduced. Sorry!). I told my folks I would be receiving mine in Orlando, Florida at next year's convention. They said they would not miss that for the world so we are already planning the trip!

Once I was back at the hotel, I started taking notes on what I wanted to accomplish in property management and in my personal life. My broker informed me some time ago he wanted to retire soon, and we have talked about me taking over the company. Early next year my fiancé will be taking the test to get her broker's license, so I will have the opportunity to work for her—an idea she just loves. However, before all that happens, my goal is to learn as much as I can from my fellow NARPM® members and to be the best property manager I can be. Each year I am involved with NARPM® improves not only my business, but my quality of life as well. 🏠

PHOTOS BELOW:

Karl and his dad aboard the USN Bowfin at Pearl Harbor.

Karl and his friends aboard the Nautilus for a dinner cruise around Diamond Head. He ate two whole lobsters, enjoyed the sights with his fiancé Laurie, and got to show off his dancing skills when the waitress pulled him out of the crowd.





20th Annual Convention Kauai, HI | Sept. 24 - 26

NARPM® members gathered from around the world to network, make new friends, share knowledge, earn designations, cruise along the Na Pali Coast, dance the night away at the Island Breeze Luau, and even skydive! A fantastic time was had by all in the garden paradise of Kauai, Hawaii.





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Hear Ye! Hear Ye!

In accordance with NARPM® guidelines for approval of the Certified Residential Management Company (CRMC®) designation, notice is hereby posted that Terrance Godbold, MPM® RMP®, with Reliable Property Management, Inc., of Austin, TX, has applied for the CRMC® designation.

If anyone knows of any reason why this company should not be eligible, please contact NARPM® National at 800-782-3452 or info@narpm.org.

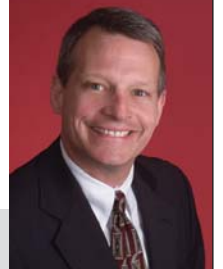
Objections must be received by December 31, 2008.

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Experiencing the NARPM® Spirit Through First-Timer Eyes

It was Thursday September 25th in the Ethics class when I felt it. The feeling started slowly, and then began to grow. I liken it to Christmas morning when the Grinch heard all the Whos down in Who-ville singing, and the Grinch's small heart grew three sizes that day. This feeling, now thriving inside me, was pride! Pride in the NARPM® organization, pride in the NARPM® members and pride that I was becoming a part of it all!

The Designation Awards Ceremony, where many, including my mentor, Melva Albone, RMP®, received their designations. Everything made sense now. I now understood the great cheers of excitement, joy and hard work that made a designation so meaningful.

I liken it to Christmas morning when the Grinch heard all the Whos down in Who-ville singing...

At the First-Timer Breakfast, much to my surprise, I wasn't just a person in the crowd. I was greeted with open arms and had the pleasure of meeting and talking with many new people. I enjoyed interacting and listening to Harold Kalles, MPM® RMP®, as he communicated what he loved so much about serving as Region 5 Vice President.

The General Sessions and classes that I attended included Donna Hartley's stimulating motivational message on "Firing Up Your Life" and Lee Phillips on "Preserving Your Wealth". There was a great panel with a timely and enlightening discussion on foreclosures. Jelani Madaraka's had a thought-provoking discussion on fair housing that could have gone on forever due to the great discussions that came from audience participation. ORCA had an action-generating presentation on "Establishing a Residential Acceptance Policy". Paul Brewbaker was delightful in his "State of the Economy" and I'll never

forget the class that brought me to where I am today, Ethics, taught by Darryl Kazen, MPM® RMP®.

Melva, my mentor, had picked up the CSSsm designation paperwork while I was in the Ethics class. She always has great intuition! We went over the paperwork that evening. I was excited; I really had grown to be a part of this great movement. I was developing into an "active" NARPM® member and soon, I would have my first designation!

In the following days, as I walked through the Marriott passageways, I began to smile and acknowledge many that I recognized as part of the NARPM® organization. There was Alan Lundberg, recipient of the Rocky Maxwell Memorial

Achievement Award, Betty Fletcher, MPM® RMP®, the awesome president of NARPM®, and Dave Fletcher, MPM® RMP®, her lovable "teddy bear" husband. I also recognized Geri Stephens, MPM® RMP®, who eventually performed a beautiful hula at the closing luau. There were members from my own state that I began to know better too, including Erica Toikka, Brad Lusk, Linda Sasaki, Mary Love, MPM® RMP®, Helen Baptiste, RMP®, Richard Vierra RMP®, and many more.

The convention is now over and I am heading home, my suitcase full of fun and knowledge. As luck would have it, when boarding the shuttle to the airport, I noticed the same gentleman that had been on the shuttle heading to the convention. Only this time, I knew him and every one of the other passengers. We all talked, laughed and passed around our business cards for future e-mails. "Orlando in 09?" he exclaimed and we all cheered! 🎉



Laura J. Nance has held her Hawaii Real Estate license for eight years and has worked as the assistant property manager with Hawaiian Dream Properties since 2004. She received her BBA in Marketing in 1988 and believes her subsequent 12 years in retail management was great preparation for her current responsibilities. Laura moved to the Big Island of Hawaii to follow her husband's dream to work on the world's largest telescopes. Their family also includes Autumn, a 10-year old Golden Retriever, and their newest addition, a Pomeranian named Rémy.



Tony A. Drost, MPM®
RMP® is the founder and owner of First Rate Property Management, Inc., located in Boise, Idaho. Tony earned a BA degree in Operations Management, which he credits as giving him the tools to be an effective manager. Although licensing is not required in Idaho, Tony is a licensed agent to provide additional support and service to his clients. Tony can be reached by phone at 208-794-6424 or by e-mail at region4vp@narpm.org.

The RVP Bulletin

By now, most of your preparations for next year should be complete, but if they are not or if there is room for some changes, below is a quick checklist of tasks to be completed.

1. Complete Your Chapter Certification Form.

This form is due December 1st and should be completed by your outgoing and incoming chapter president. However, many chapters pull their entire chapter leadership together to work together to get it completed. If you need help, you can contact your RVP or NARPM® staff.

2. Elect Chapter Leaders.

Depending on your chapter size, the number can vary. Positions can include president, president-elect, secretary, treasurer, affiliate chair, membership chair, legislative chair, and marketing chair. Job descriptions can be downloaded from the NARPM® website

3. Create a Meeting Schedule.

Keep the location, days, and times consistent. Have a guest speaker at each meeting. Highlight an affiliate and have them speak about their product and/or service. Survey your members to find out what topics they would like. Topic ideas include round table discussions, fair housing, insurance, technology, tenant screening, profitability, form sharing, and Internet advertising.

4. NARPM® Speaker's Bureau.

Bring in national speakers to do a membership drive and give your local members an idea of what they miss at the national conventions. A list and request form can be found on the NARPM® website.

5. Regional Vice President.

Schedule a visit now with your RVP. They can help increase membership and provide valuable chapter training.

6. Leadership Training.

In 2009, chapter leadership training will be offered at all regional conferences and just before national convention. Funds are available to send your chapter president and president-elect to this valuable training.

7. Budget.

Once you have your wish list of chapter sponsored events, create a budget that allows

you to fund them. Affiliates, meeting sponsors, 50/50 raffles, and chapter dues should be able to fund your events. If not, look to our national affiliates to sponsor a major event.

8. Education.

Encourage your members to get their designation and make it easier and more affordable to get it by sponsoring a RMP® and/or MPM® designation class at the chapter level. If you do so early enough, you can get other members from surrounding areas to attend.

9. Chapter Grant.

Apply for a chapter grant to use the funds to pay for special education.

10. Create a Chapter Website.

The chapter website can be a great organizational tool. Post your calendar of events, have a list of your members and affiliates, manage your prospects, and send e-mail blasts. NARPM® provides free chapter websites that match NARPM® branding and are connected to the national database.

11. Chapter Excellence.

Download the Chapter Excellence application and use it as a guide to provide the benefits your chapter deserves, as well as get the recognition from National.

12. Become the Local Experts.

Get to know your local news people. Keep them in tune of what is going on with your rental market. Inform the public of where rents and vacancies are. Several chapters develop rent and vacancies statistics and release these to the media. It has made NARPM® and the local chapter members the experts for the area. Rental Home Professionals (www.rent-alhomepros.com) may be just the tool you need to not only advertise your vacancies, but have access to data that make you and your chapter the local experts.

13. Have Fun.

Think about having a fun event such as an annual Christmas party. Do something that is laid back that brings your members, their family, and your affiliates and family together for a social gathering. It's amazing. Sure you have fun, but many times the relaxed atmosphere allows for some very good networking. 🍷

- Region 1:** R. Scott Corbridge, RMP®
Region 2: Elizabeth Morgan, MPM® RMP®
Region 3: Susan Alber, MPM® RMP®
Region 4: Tony A. Drost, MPM® RMP®
Region 5: Harold E. Kalles, MPM® RMP®
Region 6: James Emory Tungsvik, MPM® RMP®

Region 1: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington D. C., West Virginia, Virginia, North Carolina, South Carolina and Georgia

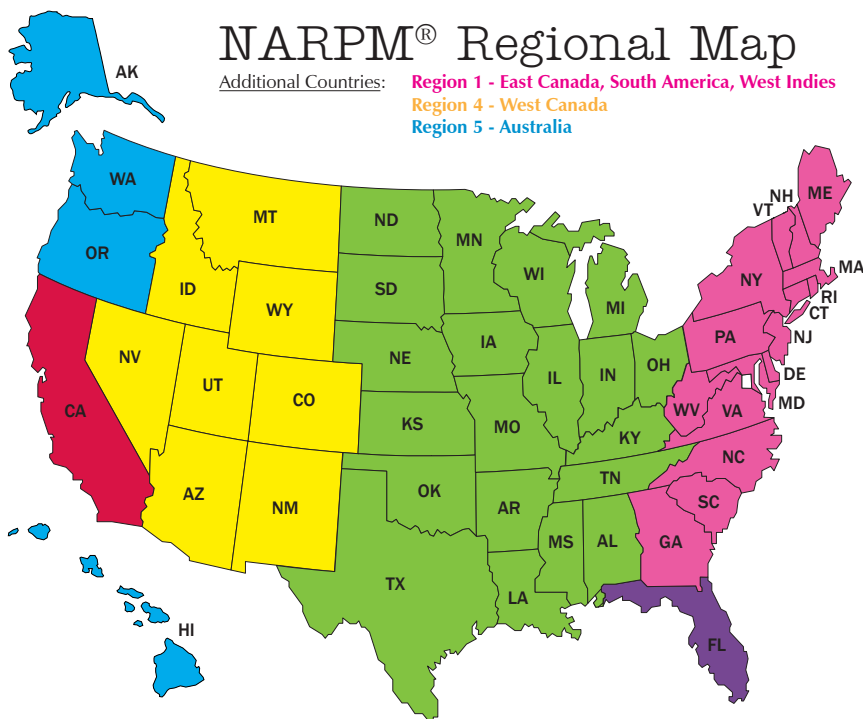
Region 2: Florida

Region 3: Michigan, Indiana, Ohio, Kentucky, Tennessee, Alabama, Mississippi, Louisiana, Arkansas, Missouri, Illinois, Iowa, Wisconsin, Minnesota, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma and Texas

Region 4: Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Arizona and Nevada

Region 5: Washington, Oregon, Alaska and Hawaii

Region 6: California



NARPM® Regional Map

Additional Countries: **Region 1 - East Canada, South America, West Indies**
Region 4 - West Canada
Region 5 - Australia

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Lois Moore, Owner
 L. Moore Property Management (NARPM member since 2002)



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Record-Breaking Designees



Congratulations to all of our new designees! This year, a record number of NARPM® members achieved a designation.

Have you started down the Road to Designation yet? Contact National today for more information. You could be featured among next year's designees!



R. Scott Corbridge, MPM® RMP®



Anne McCawley, MPM® RMP®



Melva Albone, RMP®



Leslie Feldkamp, RMP®



Cary Efurd, MPM® RMP®



James Pickett, MPM® RMP®



Karen Ayres, RMP®



Lee Ann Ghigilone, RMP®



Lynda Farren, MPM® RMP®



Geri Stephens, MPM® RMP®



Brian Birdy, RMP®



Cindy Hoover, RMP®



Dave Fletcher, MPM® RMP®



Candice Swanson, MPM® RMP®
Eric Hoglund, RMP®



John R. Bradford, RMP®



W. Sean Kerr, RMP®



Chesley Karr, MPM® RMP®

MPM® Designees Not Pictured:

Robert Lynde, MPM® RMP®
Mary Rinaldi, MPM® RMP®
Chris Warren, MPM® RMP®
Sylvia White, MPM® RMP®



Alicia Brim, RMP®



Michael Mumford, RMP®



Marc Witmer, RMP®



All Seasons, LLC, CRMC®



Excaltur Home Mgmt., LLC, CRMC®



Watson Realty Corporation, CRMC®

RMP® Designees Not Pictured:

Shawn Beard, RMP®
Debbie Bennett, RMP®
Charles Brown, RMP®
Barney Christiansen, RMP®
Dawn Crawford, RMP®
Michael Ebert, RMP®
Diana Erickson, RMP®
Dennis Flesher, RMP®
Lurline Johnson, RMP®
Paul Matthews, RMP®
Nancy Myers, RMP®
Eric Pesek, RMP®
Linda Sasaki, RMP®
Cori Shimabukuro, RMP®
Courtney Warnock, RMP®



Bennett Property Mgmt., CRMC®



Realty Mgmt. Associates, CRMC®

CRMC® Designees Not Pictured:

Assured Management, Inc., CRMC®
Susan E. Melton, MPM® RMP®
Browning-Gordon & Co., Inc., CRMC®
Beverly Browning, MPM® RMP®
IPM Corporation, CRMC®
Kittredge Garren, MPM® RMP®



Boardwalk Real Prop. Mgmt., CRMC®



Terra Residential Services, Inc., CRMC®



Kristi Alcott-Craig, CSS™



Kimberly Cowen, CSS™



Roxanne Mikolon, CSS™

NARPM® was thrilled to award the very first Certified Support Specialist (CSS™) designations at the Annual Convention & Trade Show in Kauai, Hawaii.

2008/2009 Designation Candidates

RMP® CANDIDACY

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Lana Byrne
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Hardeman Godbee
Bob Gunson
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Chris Harwell
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Tina Lopez
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Carolyn Matthews
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Jock McNeil
Michael McVety
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Mary Molina

Jennifer Newton
Tracy Norris
Beverly Perina
Lou Anne Reagle
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William Rowan
Nick Scarabosio
Daniel Scott
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Tom Sedlack
Taylor Simonton
Deborah Smith
Mark Smith
Shana Smith
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Pamela Taeuffer
Erika Toikka
Kellie Tollison
Eric Vincent
Mark Vonder Meulen
Leisa Marie Wells
Carrie York

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Derek Clark
Dawn Crawford, RMP®
Leslie Feldkamp, RMP®
William Ferguson, RMP®
Dorothy Hardee, RMP®
Linda Holzer, RMP®
Nat Holzer, RMP®
Michelle Horneff-Cohen, RMP®
Marty Hutchison, RMP®
Paul Irey, RMP®
Kevin Knight, RMP®
Elizabeth Loop, RMP®
Kathryn MacGeraghty, RMP®
Barbara Mayo, RMP®
Michael McCreary, RMP®
Kandy Meehan, RMP®
Worth Ross, RMP®
Barbara Smith, RMP®
Gary Walker
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Karen Birdy
Lynette Field
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CRMC® CANDIDACY

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Chesley Karr, MPM® RMP®
First Rate Property Mgmt.
Tony A. Drost, MPM® RMP®
Reliable Property Mgmt., Inc.
Terry Godbold, MPM® RMP®
Rollingwood Mgmt., Inc.
Michael Francis, MPM® RMP®

LEGISLATIVE Scoop

KEEPING OUR MEMBERS CURRENT ON THE NEWEST INDUSTRY LAWS AND POLICIES NATIONWIDE.



Carolyn Rogers, MPM® RMP® has managed properties in Colorado Springs since 1983. She is past president of the Colorado Springs Chapter, and is serving on the National Governmental Affairs Committee and the Long Range Planning Committee. All Seasons, LLC currently manages approximately 400 doors.

Be Part of the Solution

In today's climate, where the world is changing day to day and even hour to hour, it is good to know that we have our organization to confer with others in our business for support and general information. The more we share with each other, the more we can learn and improve our own businesses. This is the core of NARPM® and no less for the Governmental Affairs Committee.

One of the areas we need support and knowledge more than ever is in Governmental Affairs. This committee was re-organized approximately three years ago and has made leaps and bounds in getting organized and getting a new legislative section of the NARPM® website up and running. John Parker, MPM® RMP®, and Steve Stein, CRS® GRI, are to be thanked for their many hours of dedication in bringing this all to fruition.

The NARPM® Governmental Affairs Committee is made up of current members of NARPM® in good standing. The mission of this committee is to be an advocate for and to support NARPM® leadership, members, chapters, and allied representatives through education and communication on matters relating to local, state and federal legislation that impacts our business, clients and customers, as well as the products and services we provide to the general public.

The purpose of this article is to make everyone aware of our Governmental Affairs division and to urge everyone to start using this portion of the NARPM® website as the legislative sessions gear up again.

The boundaries of the NARPM® regions have been re-drawn (visit www.narpm.org/about/regions.html to view the new map that will go into effect January 1, 2009). The Governmental Affairs Committee is currently in the process of assigning a Legislative Representative for each of the regions. Representatives have already been assigned to the following:

- NORTHEAST: John Parker, MPM® RMP®
- SOUTHEAST: Steve Stein, CRS® GRI
- SOUTHWEST: Carolyn Rogers, MPM® RMP®
- NORTH CENTRAL: Deb Newell-Wagley

Representatives are still needed for the Pacific Region, Northeast Region, and the South Central Region. Please contact me at carolyn@all-seasons.com if you would be willing to represent one of these three regions. You are not expected to be an expert on all the affairs of this region or even your state for that matter. You would merely be the conduit for your region to expose what is happening in your area, if there are new legislative issues that need support, or ideas to fight the issues. Your assigned region would have one central person to contact.

We urge everyone to log on to www.narpm.org, and click on Legislative in the grey navigation bar. The direct link is www.narpm.org/legislative. There are some very helpful topics on How a Bill Becomes Law, Creating a Chapter Grassroots Program, Grassroots Lobbying, Planning and Executing a Day on the Hill, and much more. There is no reason to re-invent the wheel when there is so much here to assist a chapter or individual in getting involved in the legislative issues of your state and area. This information is vital because when the issues arise we need to be ready to take action.

You can also submit issues on the main page of this section for your region to let the Governmental Affairs Committee know about legislative bills currently in session and other information in this regard. This would help us all be aware of what is going on in all the regions because what happens in one region usually spreads to other regions quite rapidly. The information you send is posted to the website and usually sent out to the entire membership via a special Legislative Report e-mail.

If we become lethargic and take the stance that we don't have time to get involved, laws will be passed restricting us in what we can and cannot do in our business. The way we do residential property management today could totally change and we will look back and think of the "good old days". Don't be a part of the problem, be part of the solution. Become proactive in your state and share your information with the rest of us! 

“

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MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM SEPTEMBER 24 - OCTOBER 23.



NARPM® offers different types of membership so that everyone in the residential property management industry can participate.

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Parachute, CO
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480-820-0500

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- Regional/State Conferences

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- Local Chapters

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775-849-7700

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HometownRent.com
Homzeo
Info on the Web
Investment Instruments
Kwikrents.com
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MyNewPlace
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Rent.com
Rent2Buy America, LLC
Rental Source
Rental Space Network, LLC
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RentalHunt.com
RentalResource.com
Rentals.com
RentBlurb.com
RentMLS.com

ResidentSource
Resite Online
SanDiegoRentalAds.com
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Bo Dean's Window Replacement
By the Code Property Maintenance
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HSA Home Warranty
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Playground Specialists, Inc.
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Replacement Steps
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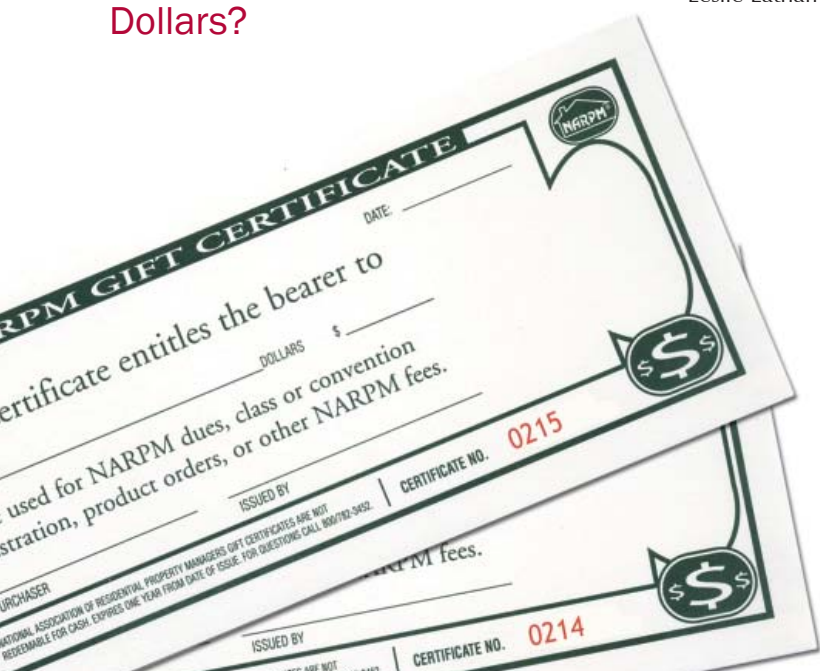
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FEES

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*to receive the early registration price, payment must be postmarked, faxed or e-mailed 30 days prior to the class.

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