

p8 Find out what technology you should consider when equipping your office.

p11 Oahu Chapter leaders are making membership a major benefit to its members. Find out how!

p14 Don't stress about 1099s! NARPM® has your back!

RESIDENTIALResource



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

You work hard for your assets.
Learn simple ways to protect them on page 12.

COVER
YOUR
ASSETS





LET US DO THE HEAVY LIFTING

While juggling customers' properties and tenants' placement, you may feel weighed down. We can carry that load by taking care of all your property management needs. Attract new customers with a management listing on RentList.com, and find renters for customers' properties quickly by posting on Rentals.com and RentalHouses.com. We'll take the burden off your shoulders with the Rentals.com Family of Sites.

Delivering greater value for greater results.



IN THIS ISSUE April 2011

The mission of the National Association of Residential Property Managers is to support professional and ethical practices of rental home management through networking, education and designation.

FEATURE ARTICLES

p7 **Your Maximum Profitability Level: Have You Met It?**
Find ways to increase your revenue and improve your bottom line. Tina Hogan from Fletcher Property Management, Inc., CRMC® shares some ideas that have worked for her company.

p12 **Prospective, Present & Past Tenants: Cover Your Assets**
Betty Fletcher, MPM® RMP®, owner and principal broker of Fletcher Property Management, Inc., CRMC®, gives some sound advice and easy tips on “asset insurance”—how you can protect yourself from liability and lawsuits.

p15 **One Solution to Dog Poo Problems: PooPrints™**
Identify the source of your negligent pet owner problem with a scientific solution from BioPet Vet Labs.

p16 **Helping Refugees find Housing: A Country of Immigrants**
Troy Rappold, RMP® CPM®, has a collection of flags from around the globe as reminders of his involvement in helping immigrants in his community. Find out about the rewarding altruistic sense of patriotism he feels about what he does for a living.



MONTHLY COLUMNS

- p5** President's Message
- p6** From the Desk of the Executive Director
- p8** Technology Matters
- p11** Chapter Spotlight
- p14** Legislative Scoop
- p18** Regional Communications
- p22** Membership Growth
- p24** Ambassador Program
- p26** Designation Classes

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.

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by e-mail to publications@narpm.org. Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. The Communications Chair and Graphic Designer reserve the right to edit or refuse all publications for content and selection.

Copyright © 2011 National Association of Residential Property Managers. All rights reserved. Materials may not be reproduced or translated without written permission. E-mail publications@narpm.org for reprint permission.

Statements of fact and opinion are the responsibility of the authors alone and do not imply an opinion on the part of the officers, staff or members of NARPM®. Any legal matters or advice mentioned herein should be discussed with an attorney, accountant or other professional before use in a particular state or situation. NARPM® does not endorse any advertisement in this publication. All readers are responsible for their own investigation and use of the products advertised.

The *Residential Resource* is designed for the members of the National Association of Residential Property Managers by Organization Management Group, Inc. in Chesapeake, Virginia. (www.managegroup.com)

NARPM® NATIONAL

638 Independence Parkway, Suite 100
Chesapeake, VA 23320

P: 800-782-3452
F: 866-466-2776
www.narpm.org

An award-winning publication, the *Residential Resource* has won a 2009 & 2007 APEX Award of Excellence, a 2006 Gold MarCom Creative Award, and a 2006 Communicator Award of Distinction for Print Media.



OFFICERS

Tony A. Drost, MPM® RMP®
President
president@narpm.org
208-321-1900

James Emory Tungsvik, MPM® RMP®
Treasurer
treasurer@narpm.org
253-852-3000

Jayci Grana, MPM® RMP®
President-Elect
presidentelect@narpm.org
407-629-6643

Vickie Gaskill, MPM® RMP® CPM® ARM®
Past President
pastpresident@narpm.org
800-755-5397

REGIONAL VICE PRESIDENTS

Thomas Guyer, MPM® RMP®
northwestrvp@narpm.org
360-748-4683

Andrew Propst, MPM® RMP® CPM®
northeastrvp@narpm.org / northcentralrvp@narpm.org
208-377-3227

Richard Vierra, RMP®
pacificrvp@narpm.org
808-293-643

Stephen Foster, MPM® RMP® CCIM®
southcentralrvp@narpm.org
210-340-1717

Carolyn Rogers, MPM® RMP®
southwestrvp@narpm.org
719-632-3368

John R. Bradford, III, RMP®
southeastrvp@narpm.org
704-334-2626

COMMITTEE CHAIRS

Tracey Norris, RMP®
Communications
communications@narpm.org
830-625-8065

Brian Birdy, MPM® RMP®
Professional Development
profdevelopment@narpm.org
210-524-9400

Andrea Caldwell, MPM® RMP®
Long Range Planning
longrangechair@narpm.org
408-978-8100

Deb Newell-Wagley, RMP®
Governmental Affairs
govtaffairschair@narpm.org
952-808-9700

Leeann Ghiglione, MPM® RMP®
Member Services
memberservices@narpm.org
206-286-1100

Vickie Gaskill, MPM® RMP® CPM® ARM®
Nominating
nominatingchair@narpm.org
800-755-5397

NARPM® NATIONAL

Gail S. Phillips, CAE
Executive Director
executivedirector@narpm.org

Melissa L. Burrus
Communications & Graphic Designer
publications@narpm.org

Cher Leadbeater
Administrative Assistant
adminassist@narpm.org

Carla Earnest, CMP
Conferences & Conventions Coordinator
conventioninfo@narpm.org

Cathy Spruiell
Member Support Specialist
chaptersupport@narpm.org

Barrett Stork
Governmental Affairs Director
legislativeinfo@narpm.org



PRESIDENT'S Message

“This year’s Convention and Tradeshow will be the largest in the history of NARPM®.”



WITH OVER SIX MONTHS TO GO, it seems a bit early to be discussing the NARPM® National Convention in Dallas. But, the effort of the convention committee is exciting. This year, they’ve broken the mold and our members will enjoy this fast paced event.

The hotel has been remodeled and we have more space than we have ever had in the past. Everything in Texas is bigger, right? That certainly is the case for this year’s convention. There will be more break-out sessions. This year’s Convention and Tradeshow will be the largest in the history of NARPM®. The off-site event and Friday Night Gala will be the largest ever, too.

This year’s President’s Celebration will include a VIP tour of the Dallas Cowboys Stadium. Many of the attendees will surely enjoy viewing this amazing architectural wonder, but many life long memories will be made as we tour every inch of the building. From there, we go the Texas Rangers Ball-

park for a very nice dinner.

Put your suits and dresses away, as this year’s Gala will be western. We’re not just playing dress up. After the more formal ceremonies, attendees will be entertained with country music and enjoy a mechanical bull riding competition, a mechanical calf roping competition, and live armadillo racing.

With most of the convention already planned out, the committee has been very busy reading, watching, and interviewing our convention speakers. I am confident that their diligence will ensure entertaining and educational speakers.

Ok, enough about the national convention. In March, NARPM® had its first Pacific Regional event. As always, CALNARPM® provided great benefits to our Pacific Region members. If you missed this year’s event, you might be excited to know that next year’s Pacific Regional Conference will be held in Las Vegas, NV. Something tells me

that this regional conference may end up being as big as a National Convention.

On April 14th, we have the Southeast Regional Conference at the Oceanfront in Virginia Beach, VA, and the South Central Regional Conference in Little Rock, AR on April 29th. Both programs are jam-packed with education and networking, along with beautiful scenery and lots of fun. Lastly, the Northwest Regional Conference will be held in Missoula, MT on May 20th.

As a final reminder, applications to serve as a National Director are due on April 20th. I promise that your service will be a rewarding experience.

Tony A. Drost, MPM® RMP®
2011 NARPM® President

NARPM®’S FINEST *by President Drost*

NARPM is full of the finest property managers throughout the nation and even a few outside of our borders. I wanted to acknowledge NARPM®’s finest as I come across them in my travels.

Carrie Fjeld, ARM® MPM® RMP®, is this year’s Convention Committee Chair.

Carrie has gone above and beyond to ensure that she and her committee makes this year’s convention the best ever. Carrie along with the NARPM® meeting planner, Carla Earnest, walked every inch of the hotel, demanding perfection. They sat down and tasted every possible food item to be served

to make sure that our members are provided with a variety of good food. Additionally, the work they are putting into the selection process for the convention speakers is impressive. There is no doubt in my mind that this year’s convention attendees will be blown away! I can’t wait.

From the **DESK** of the *Executive Director*



Gail S. Phillips, CAE

I want to thank
all the committee
chairs and
volunteers...
without these
great volunteers,
NARPM®
could not get
everything
accomplished.

The Regional Events are offering a wonderful opportunity to network and receive great education economically. Now that the Southwest and the California events are over, we turn to the Eastern Regional at the Oceanfront in Virginia Beach, VA on April 15th, South Central Regional in Little Rock, AR on April 29th, and the final Northwest Regional in Missoula, MT on May 20th. Check out the Conferences page on the NARPM® website for more details, and remember that all Regional events begin with designation classes and Chapter Leadership Training. So check out the brochures on each regional event, and I hope to see you at one nearby!

I know it is early, but the National Convention Committee has been busy planning a top notch and fun convention for all members this fall. If somehow you have missed it, we will be in Dallas, TX, October 19-21, 2011. Well, actually we kick off the convention on the 18th with a Past Presidents golf outing that will be held at a local golf course and will benefit Vogel Alcove, a local charity. Vogel Alcove provides clothing, education, sensitivity curriculum, medical and dental care, along with a host of other services without charge to Dallas homeless children. That evening, we will have the President's Celebration which will be a VIP Tour of the Dallas Cowboys Stadium where you will see all the inside workings of the stadium along with time to play on the field. We will then move over to the Ranger Stadium to have dinner and see the baseball stadium. This will be a really great evening for everyone, whether or not you like the Cowboys, for the stadium is a sight to see all on its own.

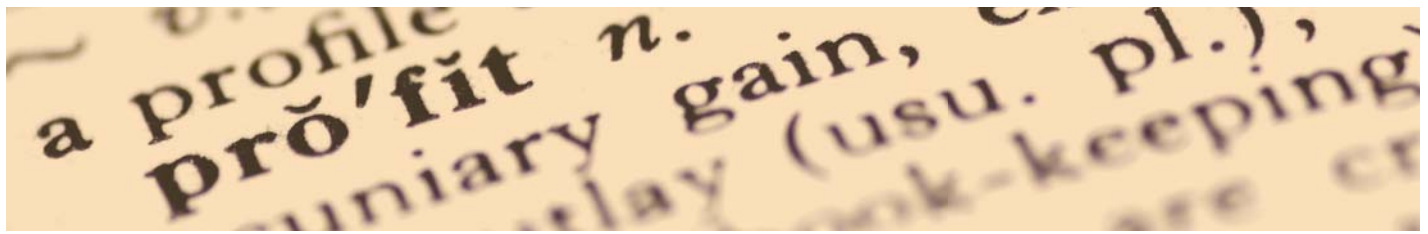
Wednesday we will start the day with a Business Development and Leadership Session that is facili-

tated by national speaker Dennis Snow. This session will help you grow your personal business and also make you a better leader in your business and community. The opening session in the afternoon will kick off the convention and the opening of the trade show which should be the largest in NARPM® history! The committee has expanded sessions to four break-outs that will run through Friday and promise to bring you great education. Friday night's gala is a true Texas event. Put on your boots and cowboy hats as you join in with riding mechanical bills, practice your roping on a horse, and see who can win the armadillo races. This event will be fun and is definitely casual so buy those tickets early for a fun filled night.

We had the opportunity to visit the convention hotel and were pleasantly surprised when we walked in and saw the major renovations that were taking place. There is a new restaurant, lots of networking space in the lobby and the rooms are all very comfortable. The hotel gave NARPM® a great room rate of \$179 plus taxes, so come and enjoy this fun Texas style convention!

Finally, I want to thank all the committee chairs and volunteers who have been busy getting their many tasks for NARPM® completed. Without these great volunteers, NARPM® could not get everything accomplished. If you are interested in volunteering for a committee, please e-mail me at executivedirector@narpm.org, and we will find a place for you.

Gail S. Phillips, CAE
Executive Director



Your Maximum Profitability Level Have You Met It?

In today's economy, people are looking for different ways to make more money. You know as well as I do how little we make as property managers, yet we do so much. Have you found a way to increase your revenue or become more profitable?

Before we can answer that question, we need to know what it means to be profitable. According to Webster's Dictionary, profitable is "yielding advantageous returns or results." So, what is advantageous? Is it obtaining a particular dollar amount or percentage goal? Maybe profitable to you is when you are making enough profit to retire comfortably? This is something you will need to define in your own company.

We, at Fletcher Property Management (FPM), Inc., CRMC®, continue to search for ways to increase our profit margin. One way we have increased our profitability is by updating our management agreement. We had not done this in a couple of years and decided to get every owner on the most current contract. In doing so, we increased our revenue by almost \$1000 per month. Now, every year after the annual NARPM® convention, we try to incorporate all of the ideas that we learned and have those contracts renewed. In doing so, if the rates or language has changed we are able to implement this across the board. This also helps in consistency and efficiency by not having to look at each owner's contract.

We also look at the fees we charge and ask ourselves if this fee is still reasonable. Should it increase or remain the same? Factors that determine an increase include gas prices, insurance, and overhead expenses to do that task. For example, when gas skyrocketed a few years ago, it was necessary for us to increase the cost of filter changes. I have learned from other NARPM® members that we may be able to charge other fees depending on our market. Some fees we have implemented over the years are eviction protection, leasing fees, renewal fees and coordination fees. Those are the main ones, so check out your area and see how you can benefit from these fees and increase your bottom line.

Now, let's turn our attention to the lease. Do you renew the tenant's lease? Of course you do (if it's a good tenant). FPM, Inc., CRMC® has always had the policy to keep the rent rate the same upon lease renewal for a good tenant. However, this year we have decided to increase the rent a minimal amount on any lease renewal. With such a small rent increase, the tenant is more likely to renew and our management fee will increase.

What about your office? Have you considered going paperless to increase revenue? Think of all the paper and toner you use and the amount of money spent replenishing these supplies, not to mention stamps, envelopes and staples for the things you could just email rather than mail. If you scan everything to your computer, emailing these documents is easy. We have invested in ScanSnap scanners and they are awesome! They scan single or double sided documents and can also scan a stack of 15 pages into individual documents in less than a minute. This piece of equipment is handy for everyday filing that we all do.

Be sure to ask your employees what they think would help them be more efficient. They are the ones doing most of the work. As we learned from the Disney Institute almost two years ago, employees have good ideas that can make their jobs easier and make your company more profitable.

Also consider promoting yourself and your company by getting a designation with NARPM®. Our office has 2 MPM® and 1 RMP® and our company is the only Certified Residential Management Company (CRMC®) in Arkansas. Some owners have stated they chose to have us manage their property because of our designations. Work on getting those designations! This could possibly send more clients your way and therefore increase your revenue.

It is very important to be consistent in all you do. Make life simpler on yourself by having systems and procedures in place. Figure out what will work for your company and get out there and make some more revenue. 🏠



Christina (Tina) Hogan, RMP®, joined Fletcher Property Management, Inc., CRMC® in Little Rock, AR in November 2003. Shortly thereafter, she obtained her real estate license and continued to grow with the company, becoming an Associate Broker in January 2009. Tina is active in NARPM® at the National, Regional, and Local levels and is excited to add the Residential Management Professional (RMP®) to her list of accomplishments.

Be sure to ask your employees what they think would help them be more efficient. They are the ones doing most of the work.



Michael Mino is president and CEO of PropertyBoss Solutions. He became a landlord in 1977 when he purchased his first rental units. A serial entrepreneur, he has started a number of software technology firms. For more information about Michael or PropertyBoss Solutions, visit propertyboss.com or call Michael at 864.297.7661 x26.

Equipping Your Office

The product and service offerings to improve the effectiveness and efficiency of your business office are evolving at a rapid rate. So much so, that I fear that some parts of this article may become obsolete before you are able to read it.

Many factors impact your decision-making when deciding the equipment for your office: number of employees, single vs. multiple locations, employee technology acumen, etc.

APPLES, WINDOWS OR PENGUINS?

We have all been amused by the increasingly contentious Apple and Microsoft television commercials. Although it can be difficult for the less technically savvy individual to navigate through the chatter, competition does provide us with choices. The first factor to consider is which operating system is best suited for your primary software application. Consult your software supplier to answer this question. You may think that if you are using the vendor hosted, browser based, SaaS model that you are operating system agnostic. This is generally not true. The application is usually optimized for certain browsers, and helper components that interface with printers, scanners, and other devices may work better (or only) in selected environments.

If your vendor does not indicate a preference, here are a few items to consider:

- **Cost:** Windows-based equipment is generally less expensive, typically about half the cost of a similarly equipped Apple machine.
- **Style:** Apple designs are more stylish than most Windows competitors.
- **Availability and Choice:** There is only one source of Apple equipment, whereas there are many suppliers of Windows machines.
- **Startup Time:** Apple computers typically boot faster than Windows equipment.
- **Applications:** The wider popularity of Windows provides a significantly greater number of software applications.
- **Viruses:** Because Apple controls all aspects of the machine and has a smaller market share,

Apple machines are not as susceptible to malicious software.

- **Ease of Use:** This is a personal issue with strong proponents on both sides; I'll stay out of this debate!

A third operating system, Linux and its variations, is an evolving choice. Although it is the least expensive (free), most reliable (can run for years without a reboot), and most secure of the alternatives, finding support and applications limit its place in the business environment.

LAPTOP OR DESKTOP? NETBOOK OR TABLET?

Laptops are shrinking in size at the same time as more functionality is crammed into these packages. Meanwhile desktops are getting more powerful as their prices continue to drop. How do you select the right one for your business?

Mobility and cost are the main drivers. Smaller size and lighter weight come with a cost; a laptop is typically more expensive than a desktop with equivalent features, although this gap is shrinking. The smaller package also extracts other compromises such as screen size and ergonomics. You can purchase an external display, keyboard, and mouse to mitigate these deficiencies although you are adding to the cost and bulk and price.

If portability is important, the netbook and tablet present additional alternatives to the laptop. They are less expensive and smaller/lighter, but less powerful and not very functional if you have a lot of data entry to do. Advances in laptops are blurring the distinction with netbooks and hybrid netbook-tablet designs are offering standard keyboards with flip-able touch screens.

Considerations if mobility is key:

- Integrated cellular modems provide built-in connectivity when you are outside of a Wi-Fi zone, but be aware that a data contract from a wireless provider is an added cost.
- A new feature, Wireless Display (Wi-Di), can eliminate the need for a cable to display on a



properly equipped flat screen television (adapters are also available).

Other features to consider:

- **Memory:** include at least 2 GB of memory (RAM) with 4 GB preferred.
- **Hard Drive:** select at least a 320 GB hard disk. Solid State Drives (SSD) are dropping significantly in price and offer greatly increased performance you will notice.
- **Processor:** specify a 64-bit processor for faster operation if the cost premium is not large.
- **Device Connections:** the much faster USB 3.0 port is another feature to look for.
- **Multiple Screens:** adding a second monitor can increase productivity and reduce errors (a number of studies support this); the increased effective display area allows viewing of multiple applications and, for the over fifty crowd, larger font sizes that are easier on the eyes.

PRINTING, COPYING, FAXING, SCANNING

It wasn't so long ago when you purchased a printer, copier, fax machine, and scanner as separate pieces of equipment. The arrival of the MFP - Multi Function Product/ Printer/ Peripheral (or other words that start with a P) have changed the office landscape. A networked device can save you space, clutter, and money. The cost of an MFP is much less than that of multiple devices and a single toner type (a laser print engine will provide additional savings over an ink jet head) reduces inventorying multiple types.

MFPs fall into one of four categories based on printer technology, speed in pages per minute (ppm) and duty cycle:

- **All-in-One (AIO):** small desktop unit designed for personal or home use using ink cartridges with a direct USB connection to your computer.
- **Small Office/Home Office (SOHO):** large desktop for use in a small office or home office; look for networking (Ethernet or wireless) and automatic document feeding.
- **Office:** typically a networked free standing unit with advanced document handling features like duplexing and stapling.
- **Production Printing:** for heavy production needs such as book printing starting at 100 ppm.

When selecting a MFP consider the following:

- **Connectivity:** networked, wired (Ethernet) or wireless (Wi-Fi); make sure that software drivers are available for computers you plan to connect.
- **Printing:** laser engine, a true resolution of 300 dots per inch (dpi) or more, letter (8.5 x 11) paper size with 11" x 17" a plus, duplex (double-sided) saves paper.
- **Scanning:** an automatic document feeder (ADF) and duplex (both page sides) scanning with minimum of 300dpi resolution; output file formats of .pdf and .jpg; optical character recognition (OCR) exporting directly to your document creation format (typically Microsoft Word); advanced features include intelligent character recognition (ICR) which expands the font types and printed handwriting that can be converted and document recognition which uses pattern matching to distinguish leases from invoices and extracts metadata.

LIVING COLOR

Many studies have been conducted regarding the importance of color in communication. Some of the findings of the value of color vs. black and white:

- improves viewership up to 80 percent
- information is absorbed up to 70 percent faster
- effectiveness improves 77 percent

The cost of color printers has dropped dramatically with good office lasers below the \$400 price point. Their speed has improved (25 pages/min) and their footprint is approaching that of an equivalent black and white version.

Competition and economies of scale are driving down supply costs. Many online vendors will deliver the multiple toner cartridges to your office at a fraction of the price of traditional office supply outlets. Most color printers incorporate a separate black cartridge effectively removing the penalty to produce just black-and-white pages.

IN CLOSING

There are many technology considerations in outfitting your office. Your computer(s) and peripherals are just the start. We will explore other items next month such as your phone system and networking. 📞

When outfitting your office, your computers and peripherals are just the start of the many technologies to consider.

Fill Your Vacancy Faster!

*Rent.com is the Nation's #1 Source of Renter Traffic.**



Houses, condos and apartment buildings up to **49 units** pay a flat fee as low as **\$49 per listing**.

www.rent.com/narpm



“Easy to use website with quick and legit leads to my rental property. Nothing better out there.”

Shawn in Boca Raton, FL

*Based on data from comScore Media Metrix

CHAPTER Spotlight

SHEDDING SOME LIGHT ON THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES.



Bill Ramsey, CPM®, has forty years of real estate experience in Hawaii, including appraisal, sales and property management. The last thirty eight years have been devoted primarily to full-time property management, specializing in residential income property management. Bill is a Certified Property Manager (CPM®) with the Institute of Real Estate Management (IREM®). He was the 2004 President of the Oahu Chapter of NARPM®. He is currently chair of the Residential and Multifamily Housing subcommittee of the Hawaii Association of Realtors Governmental Affairs Committee.

Oahu, HI

In October 2003, after attending our first National Convention in Kona, Hawaii, Richard Vierra, our current regional vice president, and I felt strongly that we had found the organization that filled the void that so many residential property managers needed to fill on the island of Oahu, Hawaii. Up to that date there were no organizations that focused on residential property management like NARPM® did. Our feelings were proven correct after we organized a start-up committee and invited 120 prospective new members to a complementary lunch presentation by our newly-formed committee with the help of Melissa Prandi from National. The result was that nearly 90 property managers joined NARPM® that day.

From the very start, and since then, the leadership of the Oahu Chapter has focused its activities on one

featured speaker educates our members on current issues such as the State economy, real estate forecasts, insurance program changes, and changing court and other legal procedures.

The luncheons also allow our members to sit with their peers and discuss common problems and ideas. We normally have 60-80 luncheon attendees, and, in February, we hosted over 100 members to listen to our luncheon speaker talk about renters' insurance.

The program continues when necessary, with e-mail flashes to all members concerning issues affecting them. Our formal education program includes seminars and classes featuring local experts and NARPM® National classes. We work to have as many national and local classes accredited to meet the State Real Estate continuing education require-

All of these activities require a great deal of dedication by our leadership and members. Without them, it would not be successful.

goal: "Making membership in our Chapter a major benefit to our members."

We found our members wanted to keep the expense of membership at a reasonable level. We have tried to accomplish this by not charging chapter dues and subsidizing all of our education and social functions. Members pay discounted fees for educational functions and attend the Chapter's annual holiday lunch for free. Public educational seminars and Chapter affiliates have provided additional funds to meet the expense of operating the chapter and giving our members the financial subsidies to participate in chapter functions. Our primary fundraising function is our annual one day "Mom and Pop" property management seminar that teaches the basics of property management. Average attendance is 180 to 200 non-member participants.

Education that assists our members to stay at the highest level of professionalism is one of the biggest benefits we can provide. Our multi-leveled program starts with monthly luncheon meetings where a

ments that give our members a double attendance benefit.

Every year our State Legislature convenes to consider changes and additions to our state laws. Many of 4,000 plus bills that are introduced have some impact on the real estate industry and our members in particular. Current bills we are tracking concern changes to our Fair Housing Laws to include "legal income" as a protected class, registration and bonding requirements for anyone managing more than 3 residential properties, allowing clothes lines on any condominium balcony to conserve energy, and allowing businesses to operate out of private residential homes. In addition to these, with the bad economy, our members face the threat of tax increases to fund government operations.

Hawaii has a general excise tax that is not a sales tax assessed only at the time of a sale, like most states. Our excise tax is a regressive tax that is assessed on

Continued on page 21.



Betty Fletcher, MPM® RMP®, is owner and principal broker of Fletcher Property Management, Inc., CRMC® in Little Rock, Arkansas. She has managed residential rental property since 1992, and is currently managing about 240 units for 100 owners. Searching for property management specific education, Betty joined NARPM® in September 1999 and is honored to have served as the 2008 NARPM® National President.

The most direct path a prospective tenant has to our assets is through a Fair Housing Complaint.

Prospective, Present & Past Tenants Cover Your Assets

We work hard for our assets and ensure their protection with health insurance, life insurance, car insurance, liability insurance, etc.; yet many of us overlook asset insurance. No, I haven't recently acquired a license to sell insurance. I'm promoting the implementation of simple systems, forms and procedures to limit access to our assets. For this article let's focus on interactions with prospective, present and past tenants and see where we might implement some changes.

The most direct path a prospective tenant has to our assets is through a Fair Housing Complaint. Their first point of contact with us is the advertisement we place to attract them. Examine each ad and eliminate any words or phrases that might steer them, restrict them or define them by any of the federally protected classes. A good rule to follow here is to promote only the attributes of the property and not the desired tenants (2 story vs. not for handicapped), to ban actions and not the person (no smoking vs. no smokers) and, of course, always remember that a companion or service animal is NOT A PET, therefore none of our pet rules apply to them!

Next let's examine our lease guidelines. We all have them. Some are obviously more elaborate and some are more effective than others. However, to cover our assets we should reduce them to writing. Sometimes it can feel like things change in our business on a daily basis, so as we tweak our guidelines it is a good idea to date and note those changes. Then, of course, it does no good to have the written guidelines unless we display and distribute them. Some managers have the guidelines as a part of their lease application!

Now with a completed application in hand, it should go without saying that we must apply our written guidelines consistently to each and every application. In today's economy, we find that flexibility within our guidelines allows us to lease more properties. So look for flexibilities that will allow approval of more applications. Here in Arkansas, we can charge up to two times the rent rate for a

security deposit. Our guidelines allow us to charge a higher security deposit for an application with higher risk and we let them pay the doubled portion of the deposit out over a 4-month period. NOTE: Make sure the lease clearly details the amount already received along with how and when the balance will be paid. Otherwise, we might find an owner expecting us to provide funds we haven't actually yet collected. It is important to always issue an adverse action letter to every applicant that is not approved.

After following the written guidelines and established procedures we now have an approved application! It is important that the lease we sign with our new tenant should name all parties to the lease, list all occupants, define when a 'guest' transforms into an 'occupant', state the rent rate and term of the lease, late fee policy and when it applies, eviction policy, which party is responsible for the utilities, changing furnace filters, performing lawn care and repairs to the property.

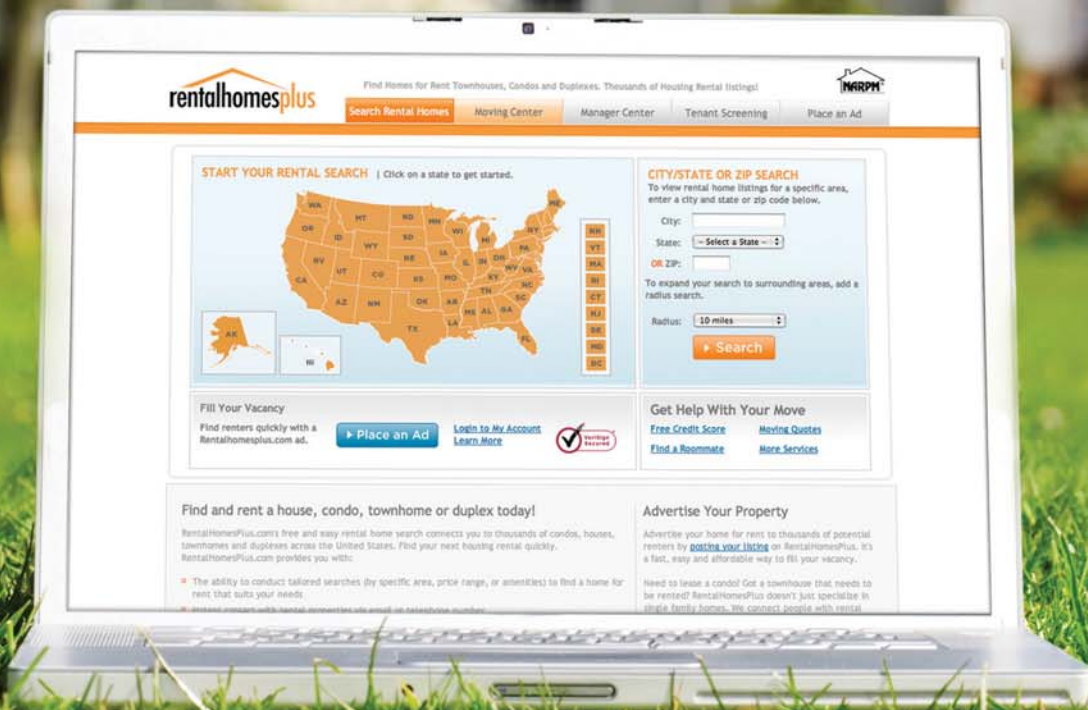
The lease should define who, what, when, where and why of all money tendered and any remaining balances due. So again, cover who provided the funds, what is the purpose of the funds, when funds were tendered, where funds will be held and by whom and why funds might be forfeited or the conditions required for refund. Don't forget to fully disclose which funds are considered a refundable deposit and which are considered a non-refundable fee. The signed lease must fully encompass our agreement with our tenant. Remember that if it is not in writing, it will never prevail in a court of law.

Be sure to fully disclose to the tenant all that the law requires regarding agency, lead paint, possible mold/mildew, a death in or on the property, and/or possible illegal activities that might now affect the tenant. Be sure to comply with all laws on the city, county and state level, which can be more restrictive than federal.

Continued on page 21.

Reaching Over One Million Monthly Visitors For One Low Price

- Free distribution to 150+ leading websites
- Cost effective way to fill your vacancies
- Full service sales and customer support



For advertising information call (866) 399-4944
or email sales@rentalhomesplus.com



NARPM Annual Convention and Trade Show Silver Sponsor
Source: Internet Reporting 2010 YTD Monthly Average.
©2010 Classified Ventures, LLC. All rights reserved. Equal Housing Opportunity.

rentalhomesplus
Bringing Renters Home

LEGISLATIVE Scoop

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



Aaron Bosshardt has been in property management for over 15 years. His company, Bosshardt Property Management, LLC, employs 23 people to manage 500 single-family homes, 6,000 doors in association management, and over 1,000,000 square feet of office, medical, and retail space. Bosshardt currently serves Florida markets in Gainesville, Ocala, and Venice. Aaron has been a member of NARPM® for close to 10 years, and anticipates being awarded his CPM® designation through the Institute of Real Estate Management (IREM®) in May.

The NARPM® staff and volunteer members have been hard at work educating and lobbying the U.S. Congress and Senate on our behalf.

NARPM® is working for us!

There has been a lot of talk about the new health-care reform act. Is or isn't it Constitutional? A Virginia judge ruled that the provision requiring all persons to get health insurance or pay penalties violates the Commerce Clause. Recently, a federal judge in Florida ruled that the entire bill was invalid because of this. There most likely will be many rulings until the U.S. Supreme Court decides the fate of the Health Care Reform Act, which probably won't happen until 2012.

Meanwhile, NARPM® isn't waiting for the court system to fast track this. After all, your clients will need to get a 1099 from you before the decision to repeal the requirement can be heard. The NARPM® staff and volunteer members have been hard at work educating and lobbying the U.S. Congress and Senate on our behalf. There are currently several bills in the works that should repeal the new 1099 reporting requirement this year before our landlords would be required to file a 1099 on us as their manager.

Sometimes this work can be traced back to NARPM® HQ and our Board of Directors. Because this is a national issue, I bet a lot of you and our chapter legislative chairs have been educating your local representatives about the issue, as well. The work isn't done yet. National will keep up the pressure and we all must do so locally. My local congressman actually dropped by the other day, and boy did he get an earful!

The truth of the matter is that landlords are small business owners, and, as far as banks are concerned, there is only one thing riskier than loaning money to small business owners right now. Loaning money on non-owner occupied property. Ouch! That means our clients are really in trouble. The last thing they need is to have to hire an accountant, or us, to provide them a 1099 telling them what they already know from looking at their year-end income statement.

I know it's probably the most overused quote in the history of not-for-profit organizations, but let me just throw it out there and say, "Ask not what NARPM® can do for you, but what you can do for NARPM®!" I'll add that it's a personal issue with me. I work closely with so many REALTORS® and they all

demand to know what their NAR dues and MLS dues do for them. A lot of them, including top producers, don't want to share their success stories for fear of losing their competitive advantage. I know we are all hard pressed to stay alive. But we should all be cognizant of the fact that when our profession looks better, we all in turn look better as professionals.

In closing, don't stress about 1099s! NARPM® has our back. Please remember NARPM® exists because a few property managers got together not so long ago with the noble and contagious ideology that if we can work together for the common goals of our profession, then we all succeed as professionals. 🏠

Crime & Death Scene Cleaning



CRIME CLEAN

Of Texas



We Clean Blood

Suicide Death
Homicide Feces
Gross Filth Hoarders

Serving Central & South Texas Since 1995

Austin, Texas (512) 669-2999
San Antonio, Texas (210) 723-4892
Other Texas Areas 1-888-553-6787

www.CrimeCleanofTexas.com



One Solution to Dog Poo Problems

PooPrints™

Dog poop is both an increasing public nuisance and environmental burden. Everyone loves his or her dog but no one loves dog poop. The problem of pet owners not responsibly cleaning up after their pets is an increasing burden, especially for property management professionals who manage rental properties, from single family homes to multi-unit developments.

BioPet Vet Lab is an animal testing laboratory located in Knoxville, Tennessee. We specialize in DNA tests that answer questions about dog breed ancestry. BioPet Vet Lab also offers a DNA Breed Identification product and a DNA Proof of Parentage product. As a result of our work, we recognized that our DNA expertise could be used to develop a solution to the dog waste problem. The result is PooPrints™, a waste identification program that was built on a solid scientific foundation. Essentially, it was created to provide property managers with a means to enforce pooper scooper regulations.

Implementing PooPrints™ into a community is simple. A property manager can begin by requiring residents to register their dog's DNA with our laboratory. This is done by performing a simple test using a cheek swab. The DNA required for the test to be run is isolated from cells that are trapped on the swab. All cells carry the same genetic material, regardless of type or location in the animal. Taking a cheek swab is therefore the easiest way to obtain the sample needed for testing. The cheek swab is then sent to the lab for registration. The dog's DNA is then catalogued in the lab's database. Next, the dog's waste is collected and sent to the lab to be tested, and ultimately compared to the DNA samples collected for each dog in the community. If the sample matches the DNA of a dog registered in the community, then it is up to the residential property manager to take action—whether through a warning, fine or other consequence.

Twin Ponds apartment complex in Nashua, New Hampshire is a good example of how PooPrints™ can solve this common underfoot problem shared by many frustrated property owners. A few irresponsible

pet owners were not cleaning up after their pets even though Twin Ponds was providing pet stations and dog playgrounds on site. These careless pet owners were turning the community's open spaces, and neighborly relations alike, into a virtual minefield. Not wishing to sacrifice the complex's reputation and popularity as a pet-friendly community, Twin Ponds management needed to find an immediate solution.

Debbie Logan, the manager of the Twin Ponds apartments, knew something had to be done about the matter. "We wondered how we could catch violators easily since the incidents tend to occur when no one is watching," Logan said. "We researched what other communities were doing and how 'pooper scooper' laws were enforced, but we needed a solution that did not rely entirely on eyewitnesses."

Twin Ponds management selected PooPrints™ as the solution. Bringing a bit of CSI-style science to the job, PooPrints™ matches DNA in dog waste to the registered DNA of the community's canine residents. Registration has become a part of move-in orientation, allowing managers to meet the new dogs and reinforce the importance of pet clean-up policies. The program quickly identified two resident violators within the first four waste samples collected. "The program is just fantastic for us. It was easy to implement and everybody wins," said Logan. "We are spending less time looking for violators, and residents have a clean, healthy community."

The problem of pet owners not picking up after their pets is truly tearing apart communities. When dog waste is not disposed of, it not only kills grass and plants, but it is also a legitimate health hazard. Dog waste is a breeding ground of diseases and bacteria, including many that are especially dangerous to children. It is important to everyone that a workable solution be found. A product like PooPrints™ can bring peace back to a neighborhood whose members are just fed up with negligent pet owners. Cleaning up after a dog isn't fun, but neither are the potential health hazards of dog waste that is not discarded. 🗑️



Jim Simpson has served as the Chief Operating Officer and President of BioPet Vet Lab since its inception in 2005. Under Simpson's leadership, BioPet has produced several DNA-testing products, including the DNA Breed ID Test, which identifies breeds present in mixed-breed dogs, the DNA Proof of Parentage testing for dog breeders which includes access to the DNA World Pet Registry, and the PooPrints™ program. Simpson resides in Knoxville, Tennessee with his wife and four children.

Pet owners not responsibly cleaning up after their pets is an increasing burden for property managers.



Troy K. Rappold, RMP®
CPM®, is the owner of Rappold Property Management, LLC. Located in Portland, OR, the company has served the greater Portland Metro area since its establishment in 2005. Their portfolio consists of single family homes, condos and small apartment communities. Troy joined NARPM® in 2007 and is serving as 2011 Chapter President. He hopes to earn his MPM® later this year.

Helping Refugees find Housing A Country of Immigrants

When it comes to housing, we all need it. Having a roof over one's head is a basic need, and for those of us who serve that need, we encounter a wide variety of people each day. Lately in Portland, OR, that spectrum has widened to include refugees from foreign countries. Some are political refugees from various countries such as Burma, Cuba and the Democratic Republic of the Congo, which all currently have civil unrest. Some refugees were granted American citizenship due to natural catastrophes, such as Haiti experienced recently. Still others were granted their new citizenship because they have family members living in America and their application was accepted by the State Department. Frequently the refugees arrive only with big dreams and a single piece of luggage.

There are many organizations in Portland that help find housing for new American citizens. Often

the faucet is hot water and which side is cold, flush a toilet, and, of course, how to pay rent on time.

Many of these tenants are provided living expenses for a few months up to one full year. Some are provided funds for their security deposit and some have rent guarantees, or both. In this respect, it is a lot like working with Section 8 tenants—guaranteed rent for a fixed period of time. This acts as an incentive to Property Managers to give these prospective tenants a chance. I've given this chance many times over the past two years and only once did it go sideways. This is comparable to the rate of tenant failure I experience working with the general population. That makes it a good bet and a manageable risk for me.

In dealing with these tenants and organizations, there is also a rewarding altruistic sense of patriotism that makes doing business with them enjoyable. The

**America is still a country of immigrants and opportunity,
and our national story continues to grow and unfold everyday.**

times this is no easy task. Many barriers exist such as language, unemployment and lack of reliable transportation. Non-profit organizations partner with these new Portlanders to help find housing and start their new life. Three organizations we work with to find housing for the immigrants are Sponsors Organized to Assist Refugees (SOAR), Lutheran Community Services (LCS), and Immigrant and Refugee Community (IRCO). During the past 24 months we placed approximately 100 tenants into new apartments and homes. Some of these tenants have a good understanding of living in a modern society and they have marketable skills for employment; however, many do not. There is a significant amount of education needed and these organizations come alongside them and help. They have English classes as well as Basics of Living classes that include topics such as how to read a bus schedule, use a microwave, know which side of

hope is once they get their housing settled, they can concentrate on their employment and language skills, and begin contributing to our society. For every foreign immigrant that we place, I hang a small flag in my office of their home country. I have 43 flags hanging in my office, and it's starting to feel like I work at the U.N. Last month, I moved two brothers from the Democratic Republic of the Congo into an apartment. These two brothers, aged 19 and 20, fled their country and were granted U.S. citizenship. When we finished with the paperwork, I hung up the Democratic Republic of Congo national flag and shook their hands to wish them good luck. The surprise and smile that came upon their face conveyed a deep sense of gratitude that I will not soon forget. America is still a country of immigrants and opportunity, and our national story continues to grow and unfold everyday. 🇺🇸

The **PROMAS**
Landlord
Software Center™

Property Management Solutions

The Professional Landlord PROMAS Landmaster Since 1989

*A desktop application that you control
combined with web-based access to
owner and tenant portals.*

Owner statements online
Electronic owner proceed checks
Tenant payments online
Letters using Microsoft Word
Print MICR encoded deposit slips
Integrated credit checking
ROCK SOLID ACCOUNTING

Owner & Tenant portals PROMAS Central

On-line:
PDF Owner statements
PDF Tenant statements
Owner/Tenant activity
Documents
Backup to Internet

NARPM Affiliate since 1995

The Landlord **Inspector**™

Streamline Your Inspections

- *Move-in, Move-out, Survey**
- *Runs on UMPC, Tablet, Notebook**
- *Maintain inspection history**
- *Comprehensive reporting**
- *Customize by property**
- *Quick and easy to use**



Stand Alone - PROMAS not required

PROMAS for Associations

***Affordable for the
self-managed association***

Lockbox Processing
Variable fee structures
Notices & Letters
Multi-year budgeting
Coupons

ROCK SOLID ACCOUNTING

REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME.



Richard Vierra, RMP®

is the Principal Broker and Director of Property Management of Hawaii Reserves, Inc. in Laie, HI. Richard received a Bachelors Degree in Business Management and a Masters Degree in Business Administration prior to receiving his real estate license and broker's license. He has served on the Long Range Planning Committee for a year, and is one of the founding members of the Oahu Chapter and a former Chapter Treasurer and President. He is also a member of the Building Owners & Manager Association (BOMA) and the International Council of Shopping Centers (ICSC). Richard is currently serving as a NARPM® regional vice president for the Pacific Region.

The RVP Bulletin

By way of introduction, my name is Richard Vierra. I am the 2011 Pacific Regional Vice President. I live in Hawaii and am a member of the Oahu Chapter of NARPM®. Tonight, however, I am sitting at my desk well past midnight in the silence of a balmy tropical night, searching for something that may be of interest for several hundred, maybe thousands of residential property managers across the nation. I preface each thought that goes through my mind by asking myself, "Are they looking for wisdom, insight and knowledge from me?" or "What profound information can I share with them so they come away mentally and professionally satisfied?" An hour later I am back at my desk, still with no meaningful answer to either question. Instead, I will share a series of non-property management life experiences I have had and hope you will

got short-tempered.

I was a 20-something know-it-all, the night I said some bad things to my dad, and stormed out of the house. Of course I felt bad having said and done those things to him and probably should have gone back or at least called to say so, but I didn't. The next morning my mom called crying and told me my dad had died. Since then, each night in my heart I say I'm sorry to him, and I hope he hears me. So the lesson I learned is to never go to bed angry at someone, because you just don't know if you'll ever be able to say you're sorry to them again. Make sure they hear you now. Better though, don't get mad. I also learned that in the big picture, it really doesn't matter who is right or wrong, just apologize for being in the argument in the first place. Remorse is a terrible feeling.

It surprises even me, when I discover how my perspective changes when I walk in the shoes of the other guy, even if my shoes fit perfectly, and I'm happy with them just how they are.

gather something from them that may be meaningful to you, and somehow make a difference in your business as a residential property manager.

Thirty-two years ago, last week, my father died. I think about him often. He smoked like a chimney, and I should have seen his death coming with each chance I had to play ball with him after he got home from work. The football passes and baseball throws got shorter and breaths between them got longer and more pronounced. I was just having fun, and I didn't comprehend what that meant. I didn't connect well with my dad. He was a good man, worked hard, was a good handyman, a wonderful artist of many mediums, an accomplished musician and an award-winning local photographer. But when I was young, I didn't have an interest in the odd, nor did I like music or the arts, or photography. Like I said, I didn't connect well with my dad. So he got sick and with his sickness he got grumpy, and with him being grumpy I

I was a 30-something know-most-everything when my daughter was born. Parenting is one of the few things that you really get no practice for. One day you're not a parent and the next day you are. In the delivery room, the nurse asked me to hold my daughter, and I must have had that bug-eyed, open mouth look that said "uh, how?" Fortunately, she must have had sons who had that same look when her grandchildren were born, because she quickly sized me up and said "carry her like you would carry a football on your side." That I understood. Parenting was hard. I sincerely thought that if you spoke loudly and slowly, everyone knew English, even a month-old infant. Why did she cry so much and not tell me what was wrong? It seemed the louder I yelled at her, the louder she cried. Who knew it was a dirty diaper and that my yelling irritated her more. And I never got around to giving her a name for the first 6 months of her life, and it might have been longer except that the

Northwest: Tom Guyer, MPM® RMP®

Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

Pacific: Richard Vierra, RMP®

California, Nevada, Hawaii.

Southwest: Carolyn Rogers, MPM® RMP®

Utah, Arizona, Colorado, New Mexico.

North Central: Andrew Propst, MPM® RMP® CPM®

North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana.

Northeast: Andrew Propst, MPM® RMP® CPM®

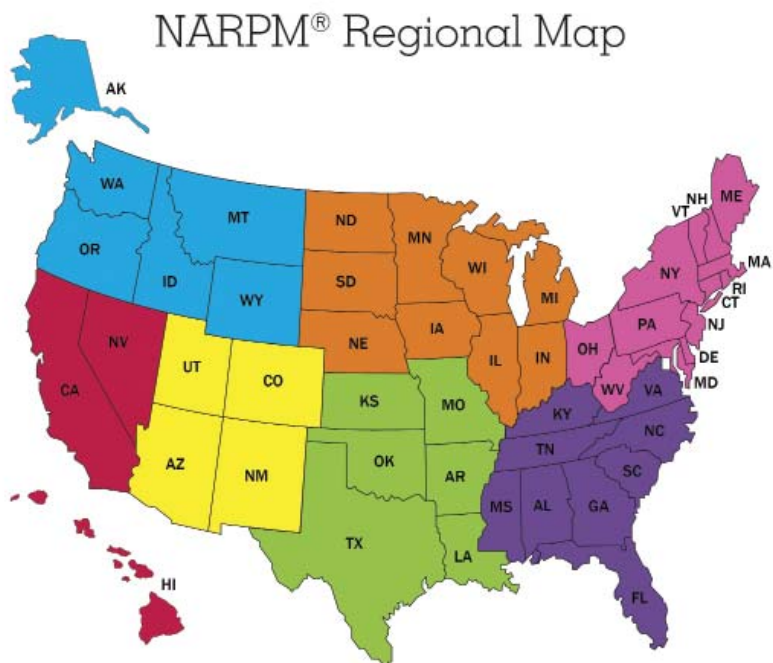
Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Ohio, West Virginia.

South Central: Stephen Foster, MPM® RMP® CCIM®

Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

Southeast: John R. Bradford, III, RMP®

Virginia, North Carolina, South Carolina, Georgia, Florida, Kentucky, Tennessee, Alabama, Mississippi.



2011

insurance company said I needed to give her a name because they needed it to process the payment for the hospital invoice. So, I learned that not everyone speaks the same language. That's not to say one is better than the other because deep down we all are able to communicate, but we often times do it in different ways. I also learned that I need to listen better and see the big picture in order to solve problems. (And, I learned that invoices need proper identification, and timely handling.)

I was a 40-something know-a-lot when I got my real estate license and subsequent broker's license. Years of doing property management for my family, an undergraduate degree in business management, speaking a foreign language, a master's degree in business administration, and a variety of real life experiences had prepared me for those tests, or so I thought. I did finally become licensed after three tries on my real estate exam and four tries on my broker's exam. So I learned that no matter what I knew, I really didn't know enough the first time (or the second, third or fourth time, in this case).


So now I sit at my desk, even further past midnight in the silence of a balmy tropical night, as a 50-something know-very-little, manifest by my inability to answer either of the two questions at the beginning of this article. But what little I know, I take comfort in sharing with each of you in three short lessons.

Lesson 1. Life is way too short to not say I'm sorry

now. I know as a residential property manager, in my heart I know I am right all the time, but I can lighten up now and then, and say I'm sorry even when I don't think I have to. That lesson works well in your personal life, too.

Lesson 2. Life is way too short not to listen when others are trying to communicate with me. It surprises even me, when I discover how my perspective changes when I walk in the shoes of the other guy, even if my shoes fit perfectly, and I'm happy with them just how they are. Also, residential property management is like a crying infant in that "the job isn't done, until the paperwork is done."

Lesson 3. Life is way too important to stop learning. I've learned that no matter what I've learned, there is always more to be learned. And no matter how many people I think I'm smarter than, there will always be one more person who is smarter than me; and although my tenants think that person is them, when I feel the urge to argue, I refer myself back to Lesson 1 above.

I suppose if you have made it to the end of this article and try hard enough, you will hopefully glean something from it which you can apply to your life or to your business. If you did, I am happy and hope that you came away a little better than when you started. If you didn't, then I will continue to search for answers well beyond midnight and into the silence of a balmy tropical night. 

COMING TO AN AREA NEAR YOU!

Regional Conventions

Personal, professional and company growth are direct results of NARPM® at the grassroots of our chapters. It's where the core energy of NARPM® resides. Each conference has its own theme and personality, focused on key issues specific to that area.

Southwest

February 17 & 18
Scottsdale, AZ

California State

March 21-24
San Jose, CA

Southeast

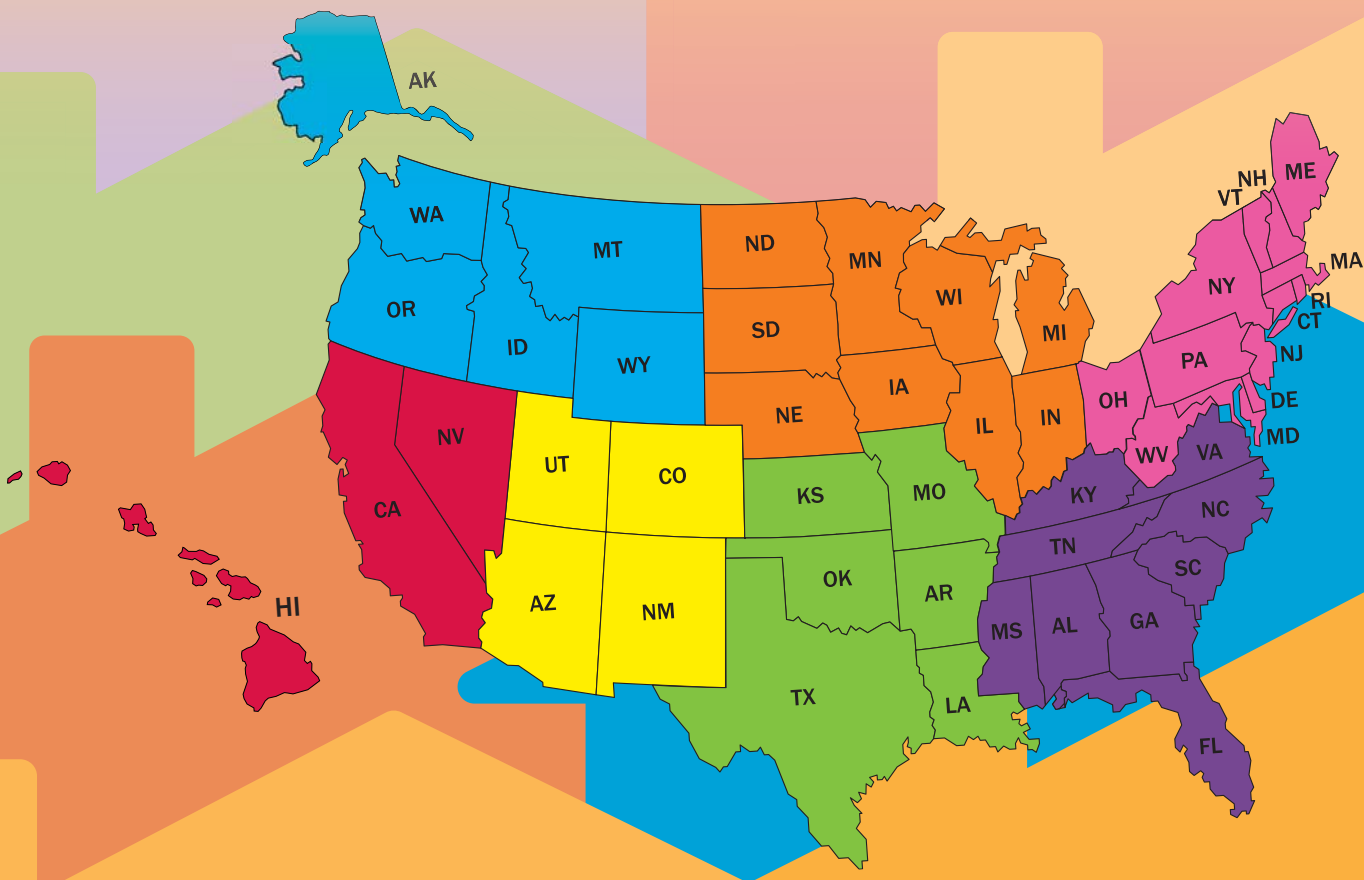
April 14 & 15
Virginia Beach, VA

South Central

April 29 & 30
Little Rock, AR

Northwest

May 20 & 21
Missoula, MT



National Association of Residential Property Managers

Continued from page 11 ("Chapter Spotlight").

every step of any business transaction. An example of this is the management of rental units. When the tenant pays their rent, a 4.5% tax is assessed on the gross amount collected. If you have the tenant pay the tax along with their rent, you pay a tax on the rent and the amount collected for tax. When you collect your management fee, a 4.5% tax is assessed on the management fee. When you pay a vendor for work completed, a 4.5% tax is assessed. When the vendor buys materials, a 4.5% tax is assessed. This continues down the line of purchases.

In order to assure our members are represented and kept informed, the chapter has a representative on the Hawaii Association of Realtors® Governmental Affairs Committee. Membership on this committee gives our chapter constant updated information on the activities in the Legislature and also the ability to actively participate in presenting our thoughts to the Legislature.

Our members also require their membership provide the recognition by the public necessary to assist in their business identity. Designations and membership of organizations, such as the Institute of Real Estate Management and its CPM® designation are well known in the industry and to clients as a sign of professionalism, knowledge and ethics, giving the designees an advantage in obtaining business.

In order to give our members the same advantage, our future clients, and the public in general, must know about NARPM® and what its members bring to the business. We have negotiated agreements with the local newspaper for ads, articles and a weekly column where various Chapter members answer the public's questions concerning residential property management.

Our public seminars, such as the "Mom and Pop" event also give the members additional exposure. The Chapter's charitable activities with the local homeless shelters and support of packages to our overseas military members provide more positive exposure.

At the leadership level, we are constantly working to increase participation by our members. Our designation mentors work to assist members in obtaining their designations, but also see that they participate in the operation of the Chapter as event committee members, sub-committee chairs and eventually executive committee members. Our Chapter leaders' travel for leadership training which is subsidized by the Chapter.

All of these activities require a great deal of dedication by our leadership and members. Without them, it would not be successful. Remember we live in paradise and it would seem easier to go surfing, fishing or sun bathing, but these individuals choose to work for the success of the Chapter. 🏠



Solutions for Key Management

Access at the door for people you trust



See Affinity Program for Special NARPM pricing



Call 800-547-0252 for info
Trusted by real estate agents since 1955

Continued from page 12 ("Cover Your Assets").

Fully documenting the condition of the premises as the tenant takes possession will help ensure that our assets remain protected, as our present tenant becomes a past tenant. Do a complete inventory list of appliances and furniture. Define damage vs. normal wear and tear. Take digital pictures or video to provide visual proof of the property condition at both the move in and then again at move out. Remember that a picture is worth a thousand words!

Every state has different timelines to follow in providing a disposition of the security deposit to the departing tenant. Be very familiar with the local laws and then follow them! Lack of familiarity with local laws and failure to follow them can be very costly. Document the reason for any amounts retained from the security deposit. This is where the time spent documenting the property condition prior to the tenant taking possession will pay off.

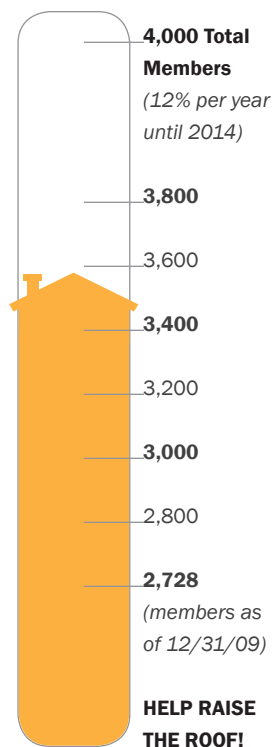
In most cases the complaints against a property manager filed with the DRE are from tenants who disagree with their security deposit refund. So, when a final settlement is agreed upon with the past tenant, document that with a Full and Final Settlement Agreement. Be sure to include the amount of the final settlement so any complaints already filed with the DRE or other authority will be dismissed, and there will be no new complaints filed. Then know and follow the laws regarding the length of time you are required to keep all transaction records.

You, too, can cover your assets with prospective, present and past tenants in three easy steps.

1. Review your current systems, forms and processes.
2. Implement any necessary changes.
3. Follow your written policies and procedures! 🏠

MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JANUARY 27 – MARCH 4.



Gail J. Dugas-Smith
Coldwell Banker Sunstar
Port Charlotte, FL
941-627-8131

June M. Vogt
Coastal Realty & Dev
Safety Harbor, FL
727-724-3600

James Anderson
Gables & Gates Property Mgmt
Knoxville, TN
865-777-9191

Ron Huckabee
Real Property Mgmt. Twin Citie
Edina, MN
952-831-5300

Patrick J. McCormick
At Home Property Management
Missoula, MT
406-240-7653

Tracye West
Specialized Property Mgmt., Inc.
Fort Worth, TX
817-732-1394

Matt Healy
San Angelo Homes
San Angelo, TX
325-223-2255

James E. Rock
Rock Team Realty
Friendswood, TX
281-557-1575

Francisco Adell
Adell Real Estate
San Antonio, TX
210-615-1667

Tim Hendricks
Hendricks Real Estate
Austin, TX
512-771-0188

Maureen Wade
Colorado Management Specialist
Aurora, CO
303-690-3932

Jeffrey L. Engelhardt
Allstart Properties Services, Inc.
Hailey, ID
208-578-4412

Mer Bilyeu
Real Property Management
Nampa, ID
208-475-2775

Kellee Newman
Residential Prop Mgmt of Idaho
Boise, ID
208-322-7979

Jennifer Heede
Jennifer Heede
Scottsdale, AZ
480-347-8804

Sarah Crippa
Savage-Walker & Assoc
Litchfield Park, AZ
623-547-0000

Keith Cobb
Cobb Realty
Tucson, AZ
520-204-5311

Hedy Toji
SCV Prop Management
Santa Clarita, CA
661-255-6576

Paul Russo
American Draperies & Blinds
Hayward, CA
510-489-4760

Sheila Sarsfield
Mike Segal Properties
Campbell, CA
408-379-9039

Sharon Brennfleck
Century 21 Fort Bragg Realty, Inc.
Fort Bragg, CA
707-964-7777

Barbara Burrows
Century 21 Fort Bragg Realty, Inc.
Fort Bragg, CA
707-964-7777

Crystallene K. Medeiros
Jordan Property Mgmt. & Sales
Hilo, HI
808-969-3940

Scott Shinsato
Tom Shinsato Realty, Inc.
Honolulu, HI
808-537-4981

Del Thompson
Windermere Real Estate
Lake Stevens, WA
425-377-8065

Arin Hayes
Realty World Cosser & Assoc.
Chehalis, WA
360-345-1006

Sarah Faiella
Bermuda Realty Company Limited
Hamilton, Bermuda, .
441-292-1793

Angela Hanwell
Bermuda Realty Company Limited
Hamilton, Bermuda, .
441-292-1793

Adrie Jones
Bermuda Realty Company Limited
Hamilton, Bermuda, .
441-292-1793

PROFESSIONAL MEMBERS

Marilyn Golden
International Golf Realty
St. Augustine, FL
904-940-9990

Sharon Parker-Page
PageQuest Realty
Pensacola, FL
850-492-8862

Lynne Brecken
Investorlando Realty
Longwood, FL
407-937-2200

Christine Redmond
Century 21 Capital Realty Group
Orlando, FL
407-207-5550

Paul Raczynski
Axon Realty
Orlando, FL
407-737-4700

SE Chib Anderson
Coldwell Banker So. TPA
Tampa, FL
813-625-6570

SUPPORT STAFF

Laura Castelli
NorthBay Property Management
Santa Rosa, CA
707-829-2231

AFFILIATES

Constance Lynch
SW Riverside County Assoc
Murrieta, CA
951-894-2571

Michelle Peters
Propertyware, Inc.
San Francisco, CA
415-455-2400

IN MEMORY

Darrell Muzquiz from the San Antonio Chapter passed away on Monday, February 21, 2011. He was a real estate agent for Remax and was a master mason. Darrell will be greatly missed by the San Antonio NARPM® Chapter. ❤️

NARPM® Affiliate Members

BUSINESS PRODUCTS AND SERVICES

ACN BC Communication
All County Franchise Corp.
American Draperies & Blinds
Appliance Warehouse of America
Armor Concepts, LLC
AZUMA Leasing
Blackledger
Carrington Property Services
Cbeyond, Inc.
Centex House Leveling
Coastal Reconstruction Group
Cook & Company Ltd.
CORT
CoSign My Lease
Defender Direct
Falcon Asset Management Group
First Amer. Ntl. Residential Rental Services
Global Real Estate Network
Hart and Associates
Health Advocate, Inc.
Heather Grimes R.E. School
IronStone Bank
JGS Insurance
LandlordSource
Lowen Sign Company
Merchants Information Solutions
Meternet
Michael S Marolt CPA PC
Mobile Insurance Agency
NCSPLUS, Inc.
New Empire Group
Northstar Moving Corp.
Nu-Set Lock
OPTIONS
Oracle Financial Services
PayLease, Inc.
Peachtree Business Products
Preferred Property Managers, LLC
Protect-A-Bed
PuroClean Property Restoration Specialists
QCI - Structural Solutions
Regal Restoration and Remodeling
Renters Legal Liability
Resolve Partners, LLC
Risk Assessment & Transfer International
Service Master Clean in Lemon Grove
Servpro of Campbell
Social Eyes Marketing
Southwest Recovery Services
Starker Services, Inc.
Supra
Synergetic Systems, LLC
TenantAccess, Inc.
The InfoTech Group LLC
United Refrigeration
US Window Fashion Supply
Venturi Clean
Victor O. Schinnerer & Company, Inc.
WeCosign, Inc.
World Connections Travel, Inc.

INTERNET TOOLS/MARKETING

All Property Management
AmericanRentals.biz
Apartmentratings
BG Wilson, LLC
DocuSign, Inc.
Epic River, LLC
FindaPropertyManager.com
FreeRentalSite.com
Grand Terra, LLC
HERO PM
HomeTownRent.com
Hotpads.com
Kwikrents.com
Landlord Solutions
Manage My Property
MOVE, Inc.
MySection8.com
Net Vendor, LLC
PlaceKey
Pointwide.com
Property Bridge, LLC
Property Management Profile, LLC
Property Management Quotes
Property Management Search, Inc.
Propertyware, Inc.

Providence Mgmt & Investments
RealRentals.com
Rent.com
Rent2Buy America, LLC
Rental Ads
Rental Source
Rentalhunt.com
Rentals.com
Rentbits Homes
RentMLS.com
Runzheimer International Ltd.
WalkThruInspections.com

LEGAL SERVICES

Boltz Law
Law Ofcs of Heist, Weisse & Davis, PA
Pre-Paid Legal Services, Inc and
GoSmallBiz.com
Privacy Solutions, Inc.
Provizer & Phillips PC

MAINTENANCE

Able Restoration
Alpha Pest Control, Inc.
American Home Shield
Archipelago Services, LLC
Artistic Solutions Landscaping
Bellor Property Restoration
Crime Clean of Texas, Inc.
Delta Mechanical, Inc.
DMC Construction
Earth's Best Natural Pest Mgmt.
Empire Today, LLC
Mr. Rekey Locksmith Services
Orkin, Inc.
PMX, Inc.
PREMIER Property Maintenance
RR Roofing
ServiceLive.com
SERVPRO of Hawaii
Sherwin-Williams Company
The Siding Specialists, Inc.
Western Mold Pro, Inc.

SOFTWARE

AppFolio, Inc.
BuildingLink.com, LLC
Buildium
DIY Real Estate Solutions
Hoamagement.com, Inc.
MYOWNREALESTATE.COM
PROMAS Landlord Software Center
Property Genie
Property Management, Inc.
PropertyBoss Solutions, LLC
Rent Manager
Rentec Direct, LLC
RentingSmart
RentJuice
TRexGlobal.com
Yardi Systems

TENANT SCREENING

ACRAnet
Alliance 2020
Background Info USA
Beacon Background Screening Services, LLC
Clear Screening
Contemporary Information Corp.
Credit Investigators, LLC
E-Renter USA
Kroll Factual Data
LexisNexis Resident Screening
Microbilt
MOCO, Inc.
MocoInc-The Information Source
National Tenant Network, Inc.
Rapid Credit Reports
Reliable Background Screening
Resolve Partners, LLC
SARMA
StarPoint Screening
Tenant Approve
Tenant Screening USA
The Background Agency, LLC
Trans Union Rental Screening Solutions
TVS Tenant Verification Service, Inc.

2011 Designation Candidates

(since 2010 convention)

RMP® CANDIDACY

Laurel Anderson
Karen Birdy
Russell Birdy
Jason Bostick
Celine Cantwell
Verna Eguire
Benjamin Farham
David Haas
Randy Halsne
Porsche Harvey
Claudia Host
George James
Jorgette Krsulic
Stephen Lankford
Donna Lasater
Melissa Lofton
Diane Marr
Charlene Minor
Todd Monohon
Brandi Oshiro
Benjamin Parham
Craig Richey
Matthew Ridings
Melissa Riqueres
Kevin Rose
Steve Schultz
Camille Sebring

Carrie Swafford
Robert Thomas
Sandra Thomas
James Turner

MPM® CANDIDACY

Riza Bell, RMP®
Gregg Birdy, RMP®
Hoppy Cantwell, RMP®
Christina Hogan, RMP®
Deborah Newell-Wagley, RMP®
Janelle Nord, RMP®
Troy Rappold, RMP®
Lynn Sedlack, RMP®
Shana Smith, RMP®
Marc Witmer, RMP®

CSSsm CANDIDACY

Tammy Allen
Rebecca Cruz
Jana Drudy
M. Patty Gonzalez
Sara Levens

CRMC® CANDIDACY

Jackson Group Prop. Mgmt.
Park Place Property Mgmt.
Birdy Properties, LLC

Start down the road to designation today!

Hear Ye! Hear Ye!

In accordance with NARPM® guidelines for approval of the Certified Residential Management Company (CRMC®) designation, notice is hereby posted that Brian Birdy, MPM® RMP®, with Birdy Properties, LLC of San Antonio, TX, have applied for the CRMC® designation.

If anyone knows of any reason why this company should not be eligible, please contact NARPM® National by phone at 800-782-3452 or by e-mail at info@narpm.org. Objections must be received by May 30, 2011.

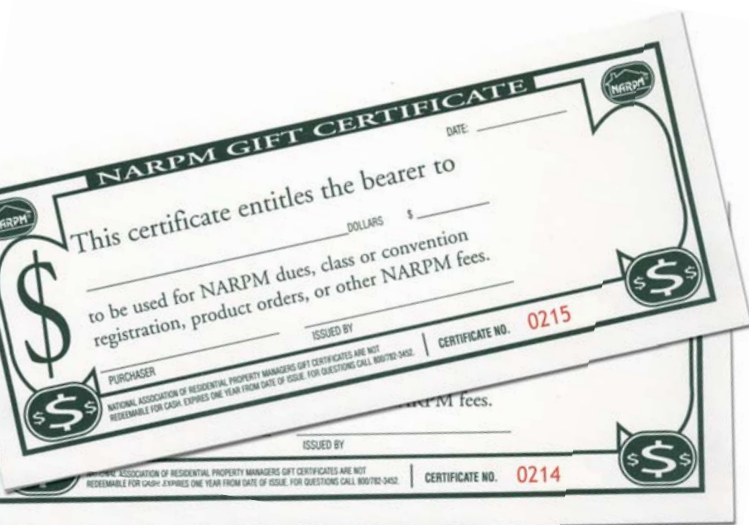
For more information, visit narpm.org/search/search-affiliates.html.

AMBASSADOR Program

EARN REWARDS AND ACHIEVE AMBASSADOR STATUS FOR REFERRING NEW NARPM® MEMBERS.

Who better to spread the word of the benefits of NARPM® than its members? To achieve Ambassador status, you must refer five new members in one year. You will then receive an award certificate and a \$200 NARPM® credit that can be used toward your annual dues, upcoming events, education classes, and more! You can earn **multiple award certificates** in a 12-month period, so be sure you **continue referring** new members even after you have achieved **Ambassador status**.

1. Contact NARPM® National for Membership Application brochures. Upon request, National can mail the application directly to the prospective member.
2. The 12-month period to obtain five new members starts the day the first application is processed.
3. When the fifth application is received, an award certificate and a recognition certificate will be issued and dated. A \$200 NARPM® credit will also be issued.



JANUARY 27, 2011 – MARCH 4, 2011

2011 AMBASSADORS

Dawn Crawford, MPM® RMP®	Judy Rose
Theo Montgomery	Brian Birdy, MPM® RMP®
Molly Anderson, RMP®	Chantal Bachar
Traci Lewis Vancamp, RMP®	Cherie Ruchty
Jayci Grana, MPM® RMP®	

**What Would YOU Do
with \$200 NARPM® Dollars?
Dues? Education Classes? Convention?**

NEW MEMBER

Christina Lucero
Richard Mirkes
Sonia R. Trevino
Jennifer Richardson
Arin Hayes
Jose M. Robles
Matt Healy
Brian Folden
John Yeung
Courtney Licht
Philip Crow
Angie Cundiff
Edward L. Lette
Maxine J. Robson
Ken Ashori
Tiea Vincent
Patti Robertson
Brian T. Tierney
Jana Pickett
Pat Cadena
Amy Johnson
Matt Leschber
John Hensley
Barbara Szumski
Kyra Johnson
Linda Johnson
Mary Marsy

REFERRING MEMBER

Marc Cunningham
Mark Kreditor
Brian Birdy
Brian Birdy
Todd Monohon
Brian Birdy
Brian Birdy
John Bowen
Geri Pentz
Judy Rose
Judy Rose
Judy Rose
Stephen Foster, MPM RMP
John Harris
Diane Blake
Jack McSwain
Thomas J Hubba
Henry Center
Diane Quigley
Brian Birdy
Stephen Foster, MPM RMP
Lisa Kisub
Judy Rose
Chantal Bachar
Jennifer Herman
Franceanne M. Campagna
Lee Shapiro

NEW MEMBER

Paul Gleger
Melissa N Kalauli
Virginia Norman
Emilie Quist
Kathy Shipley
Michelle Urlacher
Ray Morris
Blane Russell
Becky Daily
Monica Soto
Rachell A. Smith
Terri E. Brown
Reall Colbenson
Jane Whitman
Danny Radtke
Janet Duffy
Jeffrey Taphouse
J. Warren Sloane
Ray Morris
Sheila Sarsfield
Laura Castelli
Sharon Brennfleck
June M. Vogt
Tracye West
Marilyn Golden
Kellee Newman

REFERRING MEMBER

Jamie Clymer
Kevin Aoki
Gene Bennett
Cindy Hope
Cindy Hope
Cindy Hope
Mark Kreditor
Tony Drost, MPM RMP
Cherie Ruchty
Beverly Patterson
Andy Ritan
Wendell Davis
Mary Weiss
Derrick Gainey
Traci VanCamp
Cherie Ruchty
Traci VanCamp
Eric Wetherington
Mark Kreditor
Mike Segal
Susan Carrell
Barbara Clark
Paul Arrington
Melissa Shearer
Mo Hotchkiss
Brian Shaffer



Tenant**Approve**TM

Eliminate risk. Secure your investment.

“Nationwide Tenant Screening Consulting For Property Managers.”

Problem: Before contacting us our clients were:

- Overpaying for their tenant screening services.
- Purchasing hidden, costly & unnecessary components.
- Receiving weak credit, criminal and eviction data & coverage.
- Not being taught the truths & myths about the tenant screening industry.

Bigger Problem: They weren't aware of this!

THINK YOU'RE DIFFERENT?

Contact Tenant **Approve** TODAY at (972) 439-5771 or info@tenantapprove.com for a FREE in-depth report analysis.

Our consulting service is 100% free from beginning to end!
No gimmicks. No strings attached. GUARANTEED!



“We have managed thousands of apartments for close to 3 decades. Tenant Approve has saved us tons of money and shared information which no other company has even attempted to share.”



DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT.

Interested in Sponsoring?

Opportunities are available to chapters that would like to further member education and increase their chapter funds. However, it takes time to plan a class so give your chapter five to six month's lead-time if you wish to sponsor.

DATE	LOCATION	CLASS	INSTRUCTOR
April 13, 2011	Virginia Beach, VA	⑥ Office Operations	Betsy Morgan, MPM®
April 13, 2011	Virginia Beach, VA	⑥ Risk Management I	Kit Garren, MPM®
April 14, 2011	Virginia Beach, VA	③ Ethics	Dawn Crawford, MPM®
April 14, 2011	Virginia Beach, VA	⑥ Tenancy	Betsy Morgan, MPM®
April 14, 2011	Virginia Beach, VA	⑥ Risk Management II	Vickie Gaskill, MPM®
April 27, 2011	Little Rock, AR	⑥ Habitability Standards	Dave Holt, MPM®
April 27, 2011	Little Rock, AR	⑥ Personnel Procedures I	Betty Fletcher, MPM®
April 28, 2011	Little Rock, AR	⑥ NARPM® 101	Dave Holt, MPM®
April 28, 2011	Little Rock, AR	⑥ Personnel Procedures II	Betty Fletcher, MPM®
April 30, 2011	Little Rock, AR	③ Ethics	Brian Birdy, MPM®
May 19, 2011	Missoula, MT	⑥ Marketing	Tony Drost, MPM®
May 19, 2011	Missoula, MT	⑥ Office Operations	Suzanne Cameron, MPM®
May 20, 2011	Missoula, MT	③ Ethics	Bruno Friia, MPM®
May 20, 2011	Missoula, MT	⑥ Risk Management II	Vickie Gaskill, MPM®

Online Designation Courses are now available through OMG Distance Learning. For information and/or to enroll visit www.narpm.org/education.

- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
- 2. Fax** your form with credit card payment to 866-466-2776. Please do not mail the original.
- 3. Online** registration is also available through Internet Member Services at www.narpm.org.

FEES (subject to change)

⑥hour Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250
②hour Course		
Member	\$395	\$450
Non-member	\$495	\$550
Retake	\$150	\$300
RMP®/MPM®	\$200	\$350
Candidate	\$360	\$450
③hour Ethics		
Member	\$45	\$45
Non-member	\$95	\$95

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

COURSE INFORMATION

- Course flyers containing additional information may be downloaded from www.narpm.org/education/schedules.html.
- All materials will be given to students on the day of the class.
- Attendees required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

Name _____
 Company _____
 Address _____
 City/ST/Zip _____
 Phone _____ Fax _____
 E-mail _____

Register for Classes

Name of Class	Class Date	Cost
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
Total		\$ _____

Method of Payment

☐ I have enclosed a check for \$ _____ Check # _____

☐ Please charge my credit card in the amount of \$ _____

☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Card Number _____ Exp. Date _____

Name of Cardholder _____

Signature _____

I authorize NARPM® to charge my credit card.



SIGN MORE LEASES. ANYTIME, ANYWHERE.

Get Propertyware Mobile Leasing.

Want a mobile extension of your leasing office? Propertyware has the answer. The first of its kind for property managers, the new Mobile Leasing Agent app for the iPad is an extension of your leasing office. It provides leasing agents the freedom to work remotely and convert more prospects into customers instantly.

- **Instant Availability-** real-time listings at your fingertips
- **Rich Marketing Content-** online photos, 3D floor plans, virtual walk-throughs and more
- **Powerful Lead Capture Tools-** submit applications, guest cards and perform instant screening

Empower your leasing agents with the ultimate tool to increase productivity, convert more prospects, and grow profitability.



Call 800-624-4892 to learn more.

NARPM®
638 Independence Parkway, Suite 100
Chesapeake, VA 23320



DON'T TAKE OUR WORD FOR IT

See why NARPM leaders love using AppFolio's online property management software.



P = Past President L = Leader E = Educator

"We are saving 40 hours a month."

Chris Hermanski, Mainlander Property Management (OR)

"...helped us sign a new client with 100 units."

Ray Scarabosio, Jackson Group Property Management (CA)

"We recommend AppFolio whole heartedly to any property manager."

Mike Chamberlain, Chamberlain Property Management (CA)

"It's so easy even I can use it."

Robert Winger, Whisler Land Company (CA)

"...the future in property management software."

Tim Savin, McGrath Real Estate Services (VA)

"...allows us to significantly grow our portfolio."

Jennifer Newton, Walters Home Management (CA)

"...a 'life-changer' for my company."

Melissa Shearer, Specialized Property Management (TX)

"My staff loves AppFolio. I don't know how we functioned without it."

Robert M. Locke, Crown Realty & Management (GA)

"...support is the best I have ever seen!"

Tom Cowan, RE/MAX Center (GA)

"I am more than impressed with their response time and service."

Michelle McLinden, Real Estate Management Group (MT)

www.appfolio.com/narpm