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It's never too late to hone your skills, even if you have to wear an uncomfortable hat.

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Your participation in NARPM® can also be rewarding for your family.

p14

Have you explored energy saving initiatives from the power industry?

RESIDENTIALResource



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



For those trying to stay cool—without breaking records on their power bill—the high temps can make it a real challenge.

Learn about the Green Button Initiative and other power industry cool tips. **PAGE 14**

PROSPECTS WILL HAVE YOU RIGHT WHERE THEY WANT YOU



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Now, prospects can access your listings virtually anywhere, with **Rentals.com Mobile Apps**. This free iPhone® or Android® app delivers your listings right to their smartphones, adding more convenience than ever. And when you want to target prospects with a special offer or test different incentives to determine which ones work best, use our **LeadMail Program**. Simply choose your e-mail template, give us your information, and we'll design a hard-hitting piece that goes right to your prospects' inboxes. These two services provide you with easy-to-use tools that fill vacancies.

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FORE! REGISTER FOR THE PAST PRESIDENTS' GOLF TOURNAMENT

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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.

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.

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PRESIDENT'S Message

"If NARPM® had a stronger presence, we would have had the opportunity to provide them with our position, thus impacting the outcome for the betterment of the industry."

LEADERSHIP
BY *example*



Envision a day when NARPM® is contacted by major media outlets and governmental officials seeking input on legislation to discuss how it affects the property management industry. NARPM® would be at the forefront for property management, just as NAR (National Association of REALTORS®) is for real estate sales. The big question is, "How do we get to that point?"

In May, I had the pleasure of attending Day on the Hill in Washington, DC with Deb Newell, MPM® RMP®. It was an eye-opening experience, and I encourage everyone to participate in this event even if it is on a local level. The Senators, Representatives, and/or their staff were inquisitive and asked many questions about how we felt about certain issues. They wanted to learn more about our association. The one thing we were told over and over was, "I wish I had spoken with you a week ago to discuss the FHFA REO Initiative." By the time they met with us, the legislation had already passed. It was upsetting to hear them say this. If NARPM® had a stronger presence, we would have had the opportunity to provide them with our position, thus

impacting the outcome for the betterment of the industry.

If you are unfamiliar with REOs, here is a brief explanation. REO (Real Estate Owned) is a class of property owned by a lender—typically a bank, government agency, or government loan insurer—after an unsuccessful sale at a foreclosure auction. Pre-qualified investors are allowed to purchase pools of foreclosed property with a requirement to rent the properties for a specified number of years. The objective of the program is to address current and future levels of REO inventory and help stabilize the housing markets and minimize the impact of foreclosed properties. It is unclear what effect this program will have on rental markets in the targeted areas.

NARPM® currently has a Governmental Affairs Committee, chaired by Deb Newell, MPM® RMP®. Over the last couple of years, the committee has substantially grown. This reflects the membership's desire to become more involved in federal, state, and local legislative issues.

The Governmental Affairs Committee is looking into the impact that a Political

Action Committee (PAC) would have on NARPM®. PACs are viewed as an investment to further the issues important to the applicable industry (property management). In a sense it is your best insurance against poorly designed small business, real estate, and property management legislation. If you are knowledgeable in this area or have an opinion either way, I urge you to contact our Governmental Affairs Chair or National.

If you are interested in being on the Governmental Affairs Committee, there are positions open. You do not need to have extensive knowledge about legislation or politics. All you need is to be passionate about the property management industry and understand the importance of educating our government about what we do and need. Please feel free to contact Deb Newell, MPM® RMP®, directly or contact National to inquire about becoming a committee member. Maybe the vision will become a reality someday.

Jayci Grana, MPM® RMP®
2012 NARPM® President

NARPM®'S FINEST *by President Grana*

This month I would like to recognize Carrie Fjeld, MPM® RMP® ARM®. She has been a member since 2003 and works for Bell-Anderson and Associates, CRMC® in

Kent, WA. Many may know her as the 2011 Convention Committee Chair where her professionalism and dynamic leadership skills were evident by the success of the convention. She currently serves as Vice Chair of the Member Services Committee. In the

past, she has served on several National Committees in addition to being a Chapter Leader. A big thank you goes to Carrie for all of her hard work, time, and dedication to the association.

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



Gail S. Phillips, CAE

Talk about experiences, one of the break outs will be funny stories that happen in Property Management by Robert Lynde. This session should make you chuckle and realize you are not the only one these strange things happen to!

The final regional conference (South Central) wrapped up in May and it was also a great success. Thanks to the outstanding efforts of Leesa Harper Rispoli, Conference Chair; Bart Sturzl, MPM® RMP® and South Central RVP; and the rest of the conference planning group. Everyone learned a great deal and had an outstanding time seeing San Antonio sites. The conference took place at the Riverwalk in San Antonio. It was delightful to see everything the Riverwalk has to offer, thanks to the outstanding tour guide, Steve Foster, MPM® RMP®. If you have never been to Texas, contact one of the many Texas members and plan a visit. Make sure to attend one of their chapter meetings. You will have a great time because things are always bigger in Texas!



During this regional, the volunteers celebrated the birthday of NARPM® President Jayci Grana, MPM® RMP®. During the sold out vendor reception a mariachi band serenaded attendees and sang a Spanish version of Happy Birthday. Thanks to everyone who planned the numerous surprises for President Grana as she enjoyed every moment of it.

We are coming up on the National Convention that will be held at the Hyatt Regency Crystal City in Arlington, Virginia. I know some of you are extending

your visit so you can spend time visiting our nation's capital. Washington, DC is an awesome city with the majority of their museums having no admission charges. You can see the White House and the legislative branches in action. Just hop on the Metro and you can explore the area. There is even a large outlet mall in the area if you'd like to take the time and go shop.

The convention is packed with great educational offerings that focus on available technology and how to use it. NARPM® is such a great organization because of you, the members, who are so willing to share personal knowledge and experiences. Talk about experiences, one of the break outs will be funny stories that happen in Property Management by Robert Lynde. This session should make you chuckle and realize you are not the only one these strange things happen to!

Remember, let me know if there is anything NARPM® can do to help you. Are you signed up for the list serves yet? If not, check them out under the members only section on www.NARPM.org and go to the Help Line tab. Sign up and you will be glad you did!

Well another month comes to an end. I am flying back from San Diego where we previewed the hotel and site. 2013 will bring the members of NARPM® another great convention! President-Elect James Emory Tungsvik, MPM® RMP®, has chosen his President's Celebration site, and it will be an absolutely fantastic event. By the way, we checked out the golf course for the Past Presidents Golf Outing, and the site is fantastic with spectacular views.

See you next month! 📅

Gail S. Phillips

Gail S. Phillips, CAE
NARPM® Executive Director



For Some Things, It Is Not Too Late Wear The Bookkeeping Hat

One thing that I take pride in is that I constantly strive to make improvements in myself and my business. I take a long hard look at whatever burdensome task is at hand (like meeting tenants at 6 pm on a Friday evening to collect rent) and ask myself what can be done to make it better. And so, long before ACH ((Automated Clearing House) was common practice, I was collecting all of my rents through that venue and continue to do so to this day. Being the one-man show that I am, with a very small portfolio of properties to manage, I not only wear many hats, I wear all the hats! It is not just a matter of pride that I continually make improvements, it is a matter of success and survival.

That unstylish and cumbersome Bookkeeping Hat that I have to wear often envelops my time and sanity like a huge black hole. Now don't get me wrong, I can reconcile my bank statements, no problem. It just seems that if I make a mistake entering a charge, credit, or the like, I just compound the problem in my attempt to fix it. I thought that a fancy property management software would be all I needed (It does help!), but the blunt reality was that if I was going to continue to grow professionally in property management, I needed to learn at least some basic accounting skills.

On several occasions, when I was struggling with something frustratingly accounting-like, I reminded myself of an advisement meeting during my junior year of high school with my math teacher, Mrs. Rebecca Yawn. I still remember sitting next to Mrs. Yawn with my class registration card in hand for her to sign off on. She assiduously tried to get me to sign up for accounting my senior year, recounting the multitude of benefits that would not only prepare me for college, but for the whole future life that lay ahead of me (I couldn't fathom). Perhaps if she had planned on staying on the next year and had been my teacher, I might have agreed. But she was moving home and another teacher, one that I didn't learn from as easily, would be teaching the class. I argued that I had taken all the math requirements needed to graduate high school and didn't need math in college since I had already been accepted to study ballet, pending a successful audition. It's a wonder she

didn't laugh in my face. Reluctantly, she signed off on my registration card, releasing me to the fun (i.e., non-challenging) senior year that I had hoped for.

I did go on to college, and graduated (eventually) but not in ballet (probably had something to do with that pending audition), and not with a single accounting credit in my degree. With resolve some 30 years later, I decided the time had come to accept the fact that I do need this knowledge after all and set forth in finding ways to obtain it. Surprisingly, there were no three-hour continuing education courses to be found in bookkeeping or accounting anywhere! Even though it was the education I was looking for and not the credit, I had to settle on a full-fledged college course online as the available options were so limited. Several weeks into Accounting 101, things started clicking. I was wowed at the marvel of making it all this way in life and my career without ever having had it before. I decided that I needed to let Mrs. Yawn know that she had been right and I was wrong.

It only took one quick Google search to locate her; the email contact information followed by ".edu" confirmed I had found the right person.

I wrote: "You were right... Please take my lesson learned to your other students," and I told her my story. Her reply was as warm and heartfelt as I remembered her: "Your email came at a very appropriate time for me. Making the decision to really retire was difficult and I've felt a little down—feeling like I haven't accomplished very much in over 34 years. But, hearing from you made me realize that maybe I did influence at least a few students along the way..."

As far as I know, Mrs. Yawn did retire, and if I hadn't reached out to her when I did, the opportunity might have been lost forever. To this day, I still consider her one of the best teachers I've ever had, and certainly one of my favorites. While writing this, it dawned on me that Mrs. Yawn also constantly looked at ways to improve her skills, a trait I hadn't realized until now. Thank goodness that for some things it is not too late, like saying, "You were right" and taking that much needed class. 📚



Angelia T. Lauster, RMP®
candidate and Broker/Owner of Principle Properties, Inc. in Dacula, GA, has passionately invested in real estate since 1994, the same year she obtained a real estate license. Angelia has been a NARPM® member since 2004, serving as a board member / Director for the Atlanta Chapter for most of those years. She served as Treasurer in 2007 and has also served as Affiliate Chair and Membership Chair. This year she graduated from the Auburn (GA) Citizen's Police Academy and is currently working on certification as a Master Gardener.



Scott Abernathy, RMP®, graduated from Middle Tennessee State University with a minor in real estate. He began his career managing his own rental properties in 1989. In 1995 he started managing properties for clients. He never had an owner get foreclosed on until the real estate crash in 2007 and now he has lived through several and suspects he may have more to come.

Protecting Tenants at Foreclosure Act (PTFA)

If you have done any volume of business over the last half decade, you may have experienced an owner going into foreclosure. Prior to the real estate crash in 2007, a landlord of a professionally managed single family home going into foreclosure was almost unheard of. Therefore, this is a very new experience for most of us. Many of us simply did not know what to do when this happened.

Whether we liked it or not, the government stepped in to help. There is still little or no guidance on what to do about your client relationship or who is responsible for maintenance, but we do now have rules to protect tenants when a landlord's house is foreclosed on. Congress passed the Helping Families Save Their Homes Act of 2009. Part of this bill was the Protecting Tenants at Foreclosure Act (PTFA).

The origins of the PTFA began in 2007 when foreclosures began to skyrocket. When it was determined that approximately twenty percent of the foreclosures were impacting tenants, Congress began to act. In most states, tenants had little or no rights. In some cases, they had as little as three days to remove themselves and their belongings from the premises.

The PTFA, which went into effect on May 20, 2009, gives tenants rights when the bank comes knocking. Basically the PTFA forces the successor in interest (purchaser of the property at the foreclosure sale) to honor a "bona fide" lease. The exception to this is if the successor in interest intends to occupy the property themselves. Then they must give the tenant ninety days notice of their intentions. If the lease is "at will", month-to-month or terminates within the next ninety days, the successor in interest still must give the tenant ninety days notice to move. This period of time can be much longer than three months if you are in a state with the "right of redemption" (a period of time after a foreclosure sale when the former owner can pay off the debt and keep the house). The buyer of the property does not become the successor in interest until after the redemption period is over.

Because the PTFA was an amendment to another bill, it was never discussed in Congressional conference committees. Therefore, the only direction we receive from Congress comes from floor statements on the bill, which has left the PTFA somewhat vague.


It is not meant to replace state laws, only to offer tenants more security when foreclosure happens. The PTFA does not address procedural details in the act. You must still refer to your state laws to ensure that you take the proper procedures (i.e. How a notice is to be given). Furthermore, if your state law gives greater protection to the tenants, you must follow it. If you feel the laws conflict with each other, the one that offers the greatest protection rules.

Now let's discuss what a "bona fide" lease is. For tenants of professionally managed property this will not be hard to prove because they have a third party that can show evidence of the transaction. To be "bona fide" the lease must comply with the following three rules

1. The lessee cannot be a child, spouse or parent of the person being foreclosed on;
2. The lease must be an "arms-length" transaction;
3. The lease must not be substantially less than fair market value.

As you all know, tenants are our customers. Without good tenants, we would all be out of business. I believe the PTFA is a good step towards protecting tenants when they become victimized by foreclosure. However, originally this act was set to sunset (expire without action) on December 31, 2012. Later that date was extended by two years to December 31, 2014 in The Dodd-Frank Wall Street Reform and Consumer Protections Act. As of this writing I am unaware of any more extensions or efforts to make the PTFA permanent. Your Governmental Affairs committee will keep an eye on this and let you know of any news.

Obviously, as with any act of Congress, I have not covered every detail in this column. If you have an owner that gets foreclosed on please seek the advice of the appropriate legal professional.

Finally, if you would like more information on the PTFA and other governmental affairs actions affecting your association, click the Legislative tab/Issues at www.NARPM.org. You can also listen to a short recorded discussion from the Center for Housing Policy and the National Housing Law Project there. Also, be sure to let us know what you think of this or any other government action involving property management you may be concerned about. 

The PTFA, which went into effect on May 20, 2009, gives tenants rights when the bank comes knocking.

LEADERSHIP
BY *example*

NARPM® 2012 24th Annual Convention and Trade Show

October 17 - 19, 2012
Hyatt Regency Crystal City
Arlington, VA

Join with our 2012 industry partners for this fabulous event. You can't afford to miss this opportunity for learning, networking and just plain fun.

You do not have to be a NARPM® member to attend, but you must register. Registration is available at <http://www.narpm.org/conferences/annual-convention-trade-show/index.htm> or call 800-782-3452 for more information. Sign up today!

Tell your friends about NARPM®. They can join by filling out the online membership application at <http://www.internetmember-services.com/NARP/APPLICATIONS/join.html>

THE CONVENTION FEATURES:

- President's Celebration at the National Zoo;
- Education Classes;
- Workshops;
- Internationally Renowned Speakers;
- 3rd Annual Charity Golf Tournament;
- Gala Celebrated with an 80's Party;
- Visit Historic Attractions on Your Own;
- Network with Other Property Managers;
- Trade Show with Exhibitors.



National Association of Residential Property Managers



National Association of Residential Property Managers

24TH ANNUAL CONVENTION REGISTRATION • OCTOBER 17–19, 2012 • ARLINGTON, VA

❶ REGISTRATION INFORMATION *(please type or print - one registration form per person)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Is this your first NARPM® convention? ☐ Yes ☐ No

Are you a current NARPM® member? ☐ Yes ☐ No

SPECIAL ASSISTANCE

☐ I will require special assistance.

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

Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on September 17, 2012. After September 17, 2012, send the higher fee shown. **Do not** send registration to National after September 28, 2012. Instead, register on-site at the convention.

*TEAM DISCOUNT

When two or more NARPM® members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations.

Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online**.

EASY WAYS TO REGISTER

MAIL - Send your form with payment to: NARPM® National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

FAX - Send your signed form with payment to 866-466-2776. Please do not mail the original.

ONLINE - Visit www.narpm.org and log in to the Internet Member Services (IMS) section.

See POLICIES on page 24.

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

	Members	Members	Non-members	Non-members
	Early Bird Discount Postmarked by 9/17	No Discount After 9/17	Early Bird Discount Postmarked by 9/17	No Discount After 9/17
<input type="checkbox"/> Entire Convention	\$395	\$465	\$500	\$600
<i>(President's Celebration & Gala not included. See Optional Events below.)</i>				
Single Day Registration <i>(Includes full day's events with meals.)</i>				
<input type="checkbox"/> Wednesday	\$100	\$200	\$170	\$270
<input type="checkbox"/> Thursday	\$200	\$270	\$300	\$370
<input type="checkbox"/> Friday	\$200	\$270	\$300	\$370
OPTIONAL EVENTS <i>(Not included in registration fee.)</i>				
<input type="checkbox"/> Business Development Training	\$99	\$150	\$300	\$400
<input type="checkbox"/> President's Celebration	\$95	\$110	\$125	\$140
<input type="checkbox"/> Trade Show ONLY	\$50	\$50	\$50	\$50
<i>(AM or PM Thursday or Friday admission. Does not include meals.)</i>				
<input type="checkbox"/> Friday Gala	\$75	\$95	\$95	\$125
<input type="checkbox"/> Team Discount*	- \$50	- \$50		

(See separate education registration form for 6-hour class registration!)

Registration Fees SUBTOTAL \$ _____

❸ EXTRA GUEST TICKETS *Available only with accompanying Entire Convention registration.*

(Note: One ticket is included in Entire Convention registration.)

	Member	Non-member
Wed. Reception & Trade Show _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Thursday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Thursday Lunch _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Friday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Friday Lunch _____ (# of tickets) x	\$50 = \$ _____	\$70 = \$ _____

Extra Guest Tickets SUBTOTAL \$ _____

❹ **CONVENTION PIN** _____ (# of pins) x \$5 = \$ _____ **Pin SUBTOTAL \$** _____

❺ **TOTAL FEES** \$ _____

❻ METHOD OF PAYMENT

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

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

Cardholder Name: _____ Signature: _____

I authorize NARPM® to charge my credit card.

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

Card Number: _____ Exp. Date: _____ Security Code: _____



Volunteering for NARPM® Not So Hard On The Family

This year when the Board of Directors met at the 2013 Convention hotel site in San Diego, I took my family, as I have done in most of my NARPM® travels. As usual, I arrived early and stayed late to explore and take advantage of what the location had to offer. As has happened in the past, while I attended NARPM® meetings and events, my family was out exploring on their own. Because of school, my older daughters have only been able to attend some of the NARPM® events, but this year I was fortunate to have one of them with me in San Diego.



My youngest, Blake, grew up in NARPM® and has traveled the nation with me. It was on this recent trip to San Diego that someone mentioned how lucky he was to have traveled to so many places at the young age of five. Over the years, many members have asked my wife and I about this so I sat down and wrote this article to share some of the memories to show that volunteering for NARPM® doesn't have to be hard on the family. The fact is, it has not only been rewarding for my family, but has very much been so for myself and my business. Sure, there is an added cost when you choose to bring your family and stay longer, but as I explain later on, the benefits to my business far exceed that expense and the memories are priceless.

Despite the concerns that a few will read this as a Facebook post to show off my family travels, the actual intent of this article is to encourage members, like yourself, to volunteer within our great association. Although I focus on my personal experience, it is my hope that you can envision your own future experiences as a NARPM® volunteer and dispel any

concerns of your time away from the office and family. It doesn't have to be that way.

Volunteering on a NARPM® Committee or the Board of Directors does take a lot of work and can consume a good deal of your time. Directors and Officers are reimbursed for most of their expenses when traveling for the organization, which of course does not include any expense related to bringing your family or staying longer. So traveling with your family does add costs, but I assure you that being a little more involved with NARPM® has provided me opportunities to be repeatedly exposed to the best residential property managers and affiliates within the nation. Remember, service to others is certainly service to yourself. When traveling, I almost always visited other member's offices, which gave me some real one-on-one time to really understand and implement what I had learned. As a Regional Vice President, I visited many chapters and sat in on their chapter board meetings where I learned great things to share with my own chapter. And many times, I spent days with some of our National Affiliates learning and implementing great tools to streamline my office and improve the service I provide. Over the past eight years as a volunteer, the list of opportunities is grand and as a result, I have become more



efficient, make fewer mistakes, and improved the bottom line. If you have had the desire to serve, but also had reservations, I encourage you to speak to current and past volunteers about their experience. I would think, most would agree, it's one of the best decisions they have ever made and could be one your greatest decisions as well. 🏠



Tony A. Drost, MPM®
RMP®, NARPM® Past

President, started First Rate Property Management, Inc. (FRPM) in 1995. FRPM currently manages over 900 units. He has a B.A. in Operations Management, which gave him the tools to be an effective manager. However, Tony credits his involvement with NARPM® for the real financial success and streamlining of his company. Over the years, Tony has applied what he has learned from NARPM® and its members, and has delegated the day-to-day operations to staff members. He focuses on strategic planning for the company and is constantly seeking out new ways to become more efficient. Tony learns something new at every NARPM® event and looks forward to networking with you.

JOIN US ON THE FAIRWAY AT THE 2012 NATIONAL CONVENTION

THE 2012 GOLF TOURNAMENT BENEFITS THE ALS ASSOCIATION AND THE CORPORATE ANGEL NETWORK



**Rose Thomas, MPM®
RMP®**



Kit Garren, MPM® RMP®

GREETINGS FELLOW NARPM® MEMBERS!

Start your 2012 NARPM® National Convention in Arlington, Virginia... close to the Nation's Capital, by participating in the 3rd Annual Past Presidents' Golf Tournament on Tuesday, October 16, 2012.

This is a tremendous networking opportunity which will allow you to spend a fun and relaxing day with your NARPM® peers and our affiliates. Old Hickory Golf Club in nearby Woodbridge, Virginia is the venue of this year's event. This premier, upscale par-72 championship golf course has been described as "one of the must play courses of the Middle Atlantic" (*Golf Styles Magazine*) and as having "The most visually exciting Par 3's you will ever play" (*Washington Diplomat Magazine*). Whether you are a golf enthusiast, sponsor or spectator, don't miss this chance to experience a memorable outing amidst the fall splendor of the oaks, maples, and hickories lining this stunning course.

WE WELCOME MORE PLAYERS!

While the dog days of summer are still upon us, it's time to think about where you will be on October 16th. We HOPE you will be joining us at the beautiful Old Hickory Golf Club in Woodbridge, Virginia for the 3rd Annual Past Presidents' Charity Golf outing! If you have not yet signed up, it's not too late to do so (but it IS getting close, so don't delay!) For this event to be successful, we really need your participation – it doesn't matter if you golf for sport or if you've never golfed – it's about enjoying a fun day with your colleagues all while helping two very worthy charities. Please sign up today! See attached registration form or go to www.narpm.org for more information. **Deadline to register - September 8th.**

WE WELCOME MORE SPONSORS!

We also need chapter support – if your chapter is not already sponsoring a hole, please consider donating a prize or two. Some ideas would be an iPod, a Kindle or other equally desirable techie gadget, but we're open to your ideas and creativity! Great giveaways will help to draw more players. Please contact Rose Thomas at rose.thomas@pmpbiz.com or Kitt Garren at Kgarren@ipmhoa.com to pledge your donation. To those chapters and vendors who have already donated money, prizes or goodies – THANK YOU for your generosity! Wishing you all a wonderful summer's end – we'll see you on the links! 🏌️

*Thank
You!*
(in advance)

DON'T WAIT TO REGISTER! ➡

The past presidents of NARPM® invite you to join them at their annual Golf Tournament to benefit local charities of their choice. This year's event will take place on October 16, 2012.

Fore!

SPONSORSHIPS

Thank you to our golf tournament sponsor for their support!



DONATIONS

☐ Friend of the ALS Association

Help us help the ALS Association with a suggested donation of \$100 or a \$_____ donation of your choosing.

☐ Friend of the Corporate Angel Network

Help us help the Corporate Angel Network with a suggested donation of \$100 or a \$_____ donation of your choosing.

GOLFERS

Help us reach our goal of 100 golfers to participate in this exciting event! Don't be shy—all skill levels are welcome. Just come on out to the green for a great time with your fellow NARPM® members and support this year's charities.

NARPM® 24TH ANNUAL CONVENTION PAST PRESIDENTS' GOLF TOURNAMENT OLD HICKORY GOLF CLUB, 11921 CHANCEFORD DRIVE, WOODBRIDGE, VA

In the interest of networking and fellowship, the tournament director will place all players on a team based on their ability. Please note that the Old Hickory Golf Club does have a dress code and no jeans are allowed.

EVENT REGISTRATION

Deadline is September 8, 2012

Name _____

Company _____

Address _____

City/ST/Zip _____

Phone _____ E-mail: _____

LEVEL HANDICAP

☐ A) 0-10 ☐ B) 11-18 ☐ C) 19-28 ☐ D) 29+

COST & PAYMENT \$150 per golfer

☐ Club rentals available at \$30 per person. _____ sets needed.

☐ Male -or- ☐ Female ☐ Right-handed -or- ☐ Left-handed

☐ Check# _____ enclosed for \$_____ payable to NARPM®.

☐ Please charge \$_____ to my ☐ VISA ☐ MC ☐ AMEX ☐ Discover.

Card # _____ Exp. Date _____

Security Code _____ Cardholder _____

Signature _____
I authorize NARPM® to charge my credit card.

Send registrations to play golf by mail to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320; by fax 866-466-2776; or by email info@narpm.org.

THIS YEAR'S CHARITIES



Tournament Chairs Rose Thomas, MPM® RMP®, and Kit Carren, MPM® RMP®, have chosen two equally worthy organizations.



Rose selected the ALS Association - DC/MDVA Chapter in honor of her brother Tony, who has been bravely battling amyotrophic lateral sclerosis (ALS - also known as Lou Gehrig's disease) since 2008. Tournament proceeds will be used to establish a fund in Tony's name which will provide financial assistance to patients for expenses not covered by insurance, such as special equipment and modifications to their homes.

The Corporate Angel Network is Kit's charity of choice. This non-profit organization's sole mission is to help cancer patients access the best possible treatment by arranging free travel on corporate jets to transport patients to specialized treatment facilities across the country. The assistance provided not only improves patients' chances of survival but also reduces the emotional stress, physical discomfort and financial burden faced by the patients and their families. Kit and his wife Marilyn lost their daughter Jessie to a rare form of cancer in 2008, but experienced firsthand the life-extending services of the Corporate Angel Network and their caring network of volunteers.



National Association of Residential Property Managers



Richard S. Tempchin,
is Executive Director, Retail
Energy Services, at EEI
(Edison Electric Institute).
Mr. Tempchin joined EEI
in 1987. He is a founding
board member of the Asso-
ciation of Energy Services
Professionals and a board
alternate and member of the
strategic planning and policy
board committees of the Alli-
ance to Save Energy, as well
as a board alternate for the
Electric Drive Transportation
Association in Washington.

Power Industry Offers Cool Tips **Green Button Initiative**

Summer 2012 has been off to a hot start, which is great news for those heading to the beach or the pool. But for those trying to stay cool—without breaking records on their power bill—the high temps can make it a real challenge.

Almost two-thirds of the electric bill between June and September goes toward staying cool and comfortable, according to Edison Electric Institute, the national association of electric utility companies. Fortunately, consumers have many simple, no- and low-cost steps they can take to stay cool and save money all summer long, including:

- Keep the thermostat at 78 degrees when the house is occupied, and at 85 degrees when vacant (save 1 – 2 percent on cooling costs for each degree you can raise the thermostat setting). A programmable or “set-back” thermostat can make these changes automatically. Ask at your local hardware or home center. Many are available for under \$50, and the money it will save you on your cooling bills will pay you back!
- If you have ceiling fans, be sure to turn them on—a fan will allow you to raise the thermostat setting

3. Free, online home energy audits.

More and more electric utilities also now are using a high-tech tool to help them and their customers get more value from their electricity bill—the “smart” electric meter. Almost one-in-three homes now have a digital meter, according to the Institute for Electric Efficiency (IEE). That’s up from one-in-four last September. By mid-decade, IEE projects that more than half of all homes will have a smart meter.

The new smart meters are already benefitting consumers. For example, if a home equipped with a smart meter should lose power, the utility is instantly alerted—the consumer doesn’t have to call to report a power outage—a big benefit if the household is away on vacation.


And smart meters are now beginning to return energy-saving benefits to consumers. In parts of California and in Texas, for example, homeowners can go online to see how much electricity their home used the day before. And just by becoming aware of how much electricity their home is using, consumers tend to take steps to conserve. Some utilities, like NV Energy

The White House’s Green Button initiative helps consumers use their smart meter data to save energy as well.

about 4 degrees and still feel cool. Make sure they are turning in a counterclockwise direction (you should feel a cool breeze standing directly under the fan). Also, turn off the fan if no one is in the room.

- Close the curtains or shades on any south- or west-facing windows during afternoon hours (and save 2 – 4 percent on cooling costs).
- Consumers also have an ally in their electricity provider. By contacting their electric utility, consumers may qualify for assistance that can include:
 1. Bill discounts for lowering demand during peak periods.
 2. Cash rebates on energy-efficient appliances.

in Nevada, also are giving consumers easy-to-use tools, powered by smart meter data, to help them set usage or dollar amount thresholds and be notified when their account exceeds the thresholds.

The White House’s Green Button Initiative helps consumers use their smart meter data to save energy as well. Twenty-one electric utilities and electricity suppliers have now committed to giving their customers easy-to-understand information about their home’s energy use through a ‘green button’ on their websites. Today, about 10 million homes and businesses have access to the Green Button format. By the end of year, we expect 30 million will. 



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PROMAS SOLUTIONS

TRADITIONAL ON PREMISES

With PROMAS you can run the program on-premises, to have complete control of your database consisting of client information and client data transactions.

HOSTED CLOUD

Your database can be in the cloud by having it hosted. You have access to the information from anywhere using a remote desktop service. You purchase a license, which allows you to move to the cloud service provider of your choice. We refer to this as the Hosted Cloud solution.

FLEXIBLE SAAS

With PROMAS Professional Landlord you can get a Software as a Service (subscription) contract that gives you access using remote desktop services over the internet, powered by Veddio. This provides all the advantages of SaaS competition plus the ability to purchase a license at any time for full control of your database. We refer to this as the Flexible SaaS solution. It will debut January 2012.

USE PROMAS CENTRAL TO CREATE THE HYBRID CLOUD

No matter which hosting solution you choose, you can add **PROMAS Central** to give your owners and tenants a portal to view their activity, statements, documents and make payments online. PROMAS partners with HeroPM to provide this unique service. We refer to this as the **Hybrid Cloud** solution. All critical accounting data is under your control and access to activity and statements is available to owners, tenants.

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CHAPTER Spotlight

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



Cindy D. Rampley, RMP® CCIM CIPS GRI GREEN, has been in the real estate business since 1976 and is the Broker and Owner of Tri-City Realty Services. A native of Atlanta, her market includes single family homes on the outlying "Southern Crescent." She currently serves as the President for the Georgia Chapter of NARPM®.

Atlanta

As 2012 President of the Atlanta Chapter, I follow a legacy of great leadership dating back to our Chapter formation in 1991. When I was asked to serve, I hesitated because I knew that it was a huge commitment. I finally accepted because I felt like it was my turn to give back to an organization that has contributed so much to my business growth. What a great time to be in the property management business and in leadership for NARPM®!

Our Chapter membership stands at 184 and we also have local affiliate members. Some of our members drive three to four hours to get to our bi-monthly luncheon meetings! That is a testament to both the value of sharing time with other property management professionals and our educational offerings. At each meeting, we have roundtable discussions on various topics of common concern such as government regulations, appreciation ideas for our owners and tenants, and the emerging trends in our business. We usually have a speaker as well. To grow our Chapter we invite property managers to our luncheons for the first time at no cost.

After each meeting, we have a three hour class which provides continuing education credits approved by the Georgia Real Estate Commission. We have chosen to make these affordable at a cost of \$25-\$35 to our members. Non-members pay \$10 more. The classes have been taught by local instructors on subjects like technology, contracts and fair housing. Georgia is fortunate to have some NARPM® members who are also excellent instructors. Mike Nelson, MPM® RMP®, and Robert Locke, MPM® RMP®, are both nationally recognized instructors and they continue to be very active locally. In addition to the local three hour classes, we host national designation classes every year.

Last year, our Chapter began a scholarship program to encourage members to pursue their designations. At each of our monthly meetings, we collect business cards of all of the property managers in attendance and then have a drawing. Two winners are drawn and awarded a \$200 scholarship that can be used for a designation class or for registration fees at a Regional conference or National NARPM® convention.

We were well represented at both the Regional meeting in Tampa and at the Broker/Owner Retreat in Las Vegas. We all came home recharged and more excited about growing our businesses and our Chapter.

Here's a recap of some of our activities:

- The under 40 members, lead by Stephanie Christensen, are organizing a local Young Professionals Network.
- Dan Wilhelm, RMP®, has organized a large Legislative Committee and written an Official Position Paper on legislative issues which have been adopted by our membership.
- A committee of Rachell Runion, Tonya O'Dell, Charlene Minor and Rhett Harmon is organizing a Vendor Appreciation Showcase that promises to add a fun twist to the traditional trade shows.
- Robert Gilstrap is organizing our members to staff a booth at the Atlanta Board of REALTORS® trade show and he will apply for a grant from National.

The synergy in our Chapter makes the Presidency such a pleasure and is the root of our success. Something else that has made my year easier are the resources from National. RVP John Bradford's, RMP®, passion for NARPM® is contagious. He drove from Charlotte, NC to Atlanta, GA (a long drive!) to attend our Chapter meeting and speak about the many benefits of membership. We dubbed our March meeting "Membership Month" and recognized our professional and affiliate members. We ordered NARPM® lapel pins and presented them to our property managers and encouraged our members to wear them.

www.narpm.org is a wealth of information and I have learned to go there often to stay informed and to get ideas. The Chapter email feature is great and so easy to use to communicate with our members. We also converted our website, www.atlanta.narpm.org, to the NARPM® template this year. It looks so professional! To market ourselves to the 20,000 REALTORS® in the state, we placed a half-page ad from the NARPM® "Why Be One" campaign in the *Georgia REALTOR®* magazine.

We have attained the Chapter of Excellence award for several years and been named Chapter of the Year twice. The requirements for these awards are a guideline to success for a local Chapter so encourage your leaders to follow them!

In Georgia, we are excited about being the leaders for NARPM® - the professional, educational, and ethical leader for the residential property management industry.

See you in Crystal City in October! 

The synergy in our Chapter makes the Presidency such a pleasure and is the root of our success.

NARPM® Affiliate Members

ADVERTISING

Trulia.com

Mobile Insurance Agency

Unitrin Direct Preferred Insurance

BANKING AND FINANCIAL

California Bank & Trust

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Seacoast Commerce Bank

OTHER BUSINESS PRODUCTS AND SERVICES

All County Franchise Corp

AMRE Solutions

Avenue West Global Franchise

Biocide Systems

Brilliant! Decor

Burns Pest Elimination

Ceyond, Inc.

Centex House Leveling

CORT

DocuSign Inc.

East Coast Public Adjuster TX

First American Home Buyers Protection

Floor Coverings International

Frontline Processing Corporation

Future Focus Utilities

Global Grid Marketing -

Essential Service Providers

Hart and Associates

Karmaboxx, LLC

LandlordSource

Mutual of Omaha Bank

New Empire Group

OPTIONS

PayLease, Inc.

PayNearMe

Peachtree Business Products

Property Management Inc.

PropertyManagementPros.com

RentPayment

Resident Research

Resolve Partners, LLC

Restoration Industry Association

Rubbish Works

Scent Tek

Social Eyes Marketing

Southwest Recovery Services

Supra

U. S. Liability Insurance Co.

Utah Apartment Association

Venturi Clean

Zelman & Associates

INSURANCE

Aon Rent Protect

First American RMS

JGS Insurance

Johnson Agency

INTERNET TOOLS/ MARKETING

All Property Management

Apartmentratings

Business Rating and Reviews

CheckYourLandlord.com

DocuSign Inc.

Fourandhalf.com

FreeRentalSite.com

HERO PM

HomeTownRent.com

Hotpads.com

Manage My Property

MMM Limited

MYOWNREALESTATE.COM

Planet Synergy, Inc.

Pointwide.com

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Property Management Traffic

Propertyware, Inc.

Providence Mgmt & Investments

RealRentals.com

Rent.com

Rent2Buy America, LLC

Rental Source

RentalHomesPlus

Rentalhunt.com

Rentals.com

Rentbits Homes

Rentfeeder Inc

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WalkThruInspections.com

Xpress-pay.com

Zillow, Inc

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Boltz Law

Community Association

Law Group

Law Offices of

Heist, Weisse & Davis, PA

Law Office of Daniela Pavone

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U S Collections, West, Inc

MAINTENANCE

Alpha Pest Control Inc.

Crime Clean of Texas, Inc.

Empire Today LLC

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Management

Inspection Experts, Inc. (IEI)

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Management Corporation

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Quanex Building Products

Corporation

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Boost PM Inc

BuildingLink.com, LLC

Buildium

Happy Inspector, Inc.

HERO PM

Hoamanagement.com Inc.

In The Field Technologies

MYOWNREALESTATE.COM

National Real Estate Education, LLC

Planet Synergy, Inc.

PROMAS Landlord Software

Center

Property Management Inc.

PropertyBoss Solutions, LLC

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Rent Manager

Rental Property Acct Services

Rentec Direct LLC

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TReXGlobal.com

Yardi Systems

TENANT SCREENING

ACRAnet

ACUTRAQ

Alliance 2020

Background Info USA

Beacon Background

Screening Services, LLC

NARPM® APPRECIATION

FILLING OUT THE SURVEY

Congratulations to Tommy Clark, the winner of the \$200 NARPM® gift certificate for filling out the NARPM® full member survey. We thank you for taking the time to complete the survey and this is our way of expressing the appreciation of NARPM®.

Certified Tenant Screening

Choice Data, Inc.

Clear Screening

Contemporary Information Corp.

CoreLogic SafeRent

Credit Investigators,, INC

Data Verification Services, Inc.

Landlorstation.com

LexisNexis Resident Screening

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MOCO, Inc.

National Tenant Network, Inc.

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Reliable Background Screening

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

Finding Balance

We search for balance in our daily lives, whether it be work vs. family, project A vs. project B, or healthy vs. delicious. Choosing a software product is no different. As a consumer you must look at the trade-offs of various offerings, their features and their shortfalls. One way to dive a little deeper into this balance is to understand what trade-offs the developers wrestle with in creating the product. This understanding can better help you recognize the intent and positioning of the product and evaluate the software relative to your company's goals.

When developing commercial software, there are a multitude of trade-offs among the needs and expectations of the customer. The challenge is to balance these requirements in the creation process. It is seldom all black or white. A grey area does exist, but we will get to that later.

SIMPLICITY VS. FUNCTIONALITY

Many consumers evaluate a product by what it can do for them as well as its ease of use. Unfortunately, these requirements are often at odds with each other. Ease of use is a primary design goal of any commercial software development team. A good applications team as well as a strong customer support system helps back up this effort. Creating a powerful product that is

sales members, clients, and prospects for more functionality, more options, and more flexibility. As I will explain, sometimes more isn't better. Instead, it leads to more requirements for documentation, training, and testing which reduces the goal of simplicity.

In addition, a more customizable and flexible system requires more expertise and time to setup. Flexibility means that choices must be made between option A or B or C or... Not only do these selections need to be made within the software but all users must now be trained in the various options they have. The defaults can be set for the business processes of a specific customer, but what are the chances that your business operates that way?

So far it sounds like you are stuck in a corner and you have to make the choice. Will you search for a product that will fulfill your need for a customized solution or will you be on the lookout for something that is easy to use? The good news is that it doesn't have to be a black or white decision.

There is some grey area if you would like more functionality along with a reasonable degree of simplicity. You will still have to decide which is more important to you because as we mentioned earlier, there is always a trade-off.

Don't make the common mistake of choosing what

Don't make the common mistake of choosing what appears to be the simplest product to use. Often, new products to the market will appear simple because they haven't been around long enough to have the varied set of options and features that customers have requested over time.

simple and easy to use is not as straight-forward as one may think.

But you might ask, "Why couldn't your product be both simple and feature rich?" The problem arises that as more capability is included in the system the number of options and hence the complexity of the system correspondingly increases. As software developers we hear a constant drum beat of requests from

appears to be the simplest product to use. Often, new products to the market will appear simple because they haven't been around long enough to include the varied set of options and features that customers have requested over time. While initially the product may be simple for you to implement, it can quickly run out of steam as you realize your need for the functionality and options it doesn't have.



CUTTING-EDGE VS. STABILITY

As stated, newer products are more likely to have fewer features but may be more on the cutting-edge of technology. A new entrant is not encumbered with maintaining compatibility with legacy clients since they don't have any. They start with a clean slate and typically focus on a core set of features to get to market quickly. They also may not have sufficient experience to know what additional functionality is required.

Established players must balance the change resistant orientation of their existing clients with the "latest and greatest" appetite of their new clients. The traditional clients have an investment in training and time-honored procedures that need to be redone if the software is significantly altered. Therefore, these providers must move more slowly to embrace the latest technology while maintaining their legacy base.

One aspect that impedes more-developed software offerings from being on the cutting-edge is the time and effort it takes to test a more robust, integrated set of features. Testing the various permutations of features grows exponentially with the growth of options and features.

In general, mature products tend to be more stable as they have been in use for years giving them the ability to be truly time-tested and streamlined. These established companies pride themselves on the stability of their products which also tends to push them away from the newest advancements as they cannot conduct as much testing as they would prefer.

The more cutting-edge your product is, the more likely you are to encounter problems. Software products are made up of many different components from a variety of sources, including, but not limited to, the operating system, video drivers, printer drivers, PDF viewers, image handlers, and so on. The quality of the resulting software is dependent on the quality and stability of each of these components. Problems that occur on a customer's computer may be because their older computer does not have an updated version of a required component or may simply not be powerful enough to handle the software load.

Charles Fiori, a CFA, brings an interesting perspective to light about his view of the current state of software: "Developments in property management software tend to be of the methodical variety rather than a 'Big Bang' which would allow property managers to better understand what new features can mean to them and what it is that they really need vs. scrambling to catch up and maybe adding a program or two that they don't

need at all."

This perspective aligns with the "stable" argument and even brings up the question; although the newest technology is neat and seems wonderful, is it really the best fit for your company? Longer integration periods allow consumers to gain more knowledge about the newer features and how they may be best used to benefit their companies. A company who waits a bit longer to introduce those features into their product is also saving themselves (and ultimately their customers) time and money by investing in only those ideas that will truly be beneficial.

IN CONCLUSION

It is human nature to want the latest and greatest, just look at the rush that occurs every time a new Apple product is released. That's a great approach when you have the money to spend, it's a toy, and it's not your company's financial performance at stake.

Just like life, software selection is a balancing act. To make sure you are purchasing the right software for your company do your research and evaluate the company. Property management software is an investment, and a long-term one. Spend the appropriate amount of time to evaluate whether the software has the right balance of features, technology, and capability for your situation both now and in the future. Evaluate not only the software as it stands right now, but the company's objectives for where it is heading in comparison to your company goals and objectives.

Whether simple or flexible, cutting-edge or stable, a good fit should stand the test of time and bring you plenty of satisfaction and comfort. 🏠

Established players must balance the change resistant orientation of their existing clients with the "latest and greatest" appetite of their new clients.



Scan this code with your smartphone to access additional resources.



John R. Bradford, III, RMP®, started Park Avenue Properties on a part-time basis with two other partners as a real estate development firm. In early 2007, John became the firm's sole owner, moved the office to its current location and re-invented the firm into a real estate and property management firm. John is a past president and vice president of the Charlotte Regional Chapter. He has also served as a national vice-chair on the Member Services Committee, as well as a member of the Long Range Planning Committee.

The RVP Bulletin

I am in my sixth month serving as an elected official. I am serving a two (2) year term as a Town Commissioner. I love it. I can make this same statement even after long nights serving at Town Hall that become even longer with required closed door sessions led by our Town's attorney. I think I am hooked on politics.

I just returned from a recent visit to the North Carolina capital in Raleigh as part of Town Hall Day. This day is designed for the local municipality government leaders such as Mayors and Town Council/Commissioners to meet with their respective legislators. I had the opportunity to sit in on two short sessions of the North Carolina General Assembly and watch as bills were discussed on the respective floors. As I sat in each room of the House and Senate, I marveled at this democratic process and

cussed policy and explained how the House and Senate pass legislation by often negotiating with one another by compromising. This reminds me of leading my office.

Proudly displayed under the glass at each chair at the Speaker's conference room table were six (6) executed veto overrides. These were on display like trophies representing instances where the Senate passed a bill, the Governor vetoed the bill and then the House voted to override the Governor's veto and it eventually became law. I had never seen one of these before and it really hit a chord with me. It reminded me that what the government consists of is checks and balances. All things in life are truly political. All things change, for the good and bad, with time. People and alliances change. This reminds me of my life.

We are not crazy (maybe a little) for wanting to serve as the Property Manager between tenants and owners. There are two sides to every story and they crave expertise and leadership to negotiate in the middle.

witnessed government truly at work. It is political. It is bureaucratic. This reminds me of my office.

These legislators are lobbying for their constituents all the time. They are professional, but spirited towards one another as they debate their positions. When it is not their turn they do not appear to be paying attention. This reminds me of my office.

I had the great fortune of spending some one-on-one time with the Speaker of the House of Representatives. He is a Republican conservative leading the House with a majority caucus. The Senate majority is also Republican. The North Carolina Governor, though, is a Democrat. He dis-

My visit to Raleigh touched me in a positive way. Most people, I believe, would find government boring. I was intrigued to see it first hand and it made me want to do more with my life. It was a friendly reminder that everything we do in life at home, work, social circles, etc. is political. We are not crazy (maybe a little) for wanting to serve as the Property Manager between tenants and owners. Metaphorically, they are the House and Senate. There are two sides to every story and they crave expertise and leadership to negotiate in the middle. Welcome, my friends, to politics via the avenue of property management. 🏠

Northwest: Leeann Ghiglione, MPM® RMP®
Alaska, Washington, Oregon, Idaho, Montana,
Wyoming.

Pacific: Richard Vierra, RMP®
California, Nevada, Hawaii.

Southwest: Barney Christiansen, 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: Bart Sturzl, MPM® RMP®
Kansas, Oklahoma, Texas, Missouri, Arkansas,
Louisiana.

Southeast: John R. Bradford, III, RMP®
Virginia, North Carolina, South Carolina, Georgia,
Florida, Kentucky, Tennessee, Alabama, Mississippi.



2012

2012 Designation Candidates

(Since 2011 Convention)

RMP® CANDIDACY

Robert Abbott
Annette Anderson
Daniel Anderson
Merlyn Banks
Joe Berger
Scott Bloom
Matthew Borries
David Burton
William Butler
Danyel Brooks
Stephanie Christensen
Clint Collins
Nicholas Cook
Jim Derkacz
William Daimon Elliott
Sarah Faiella
Lisa Fore

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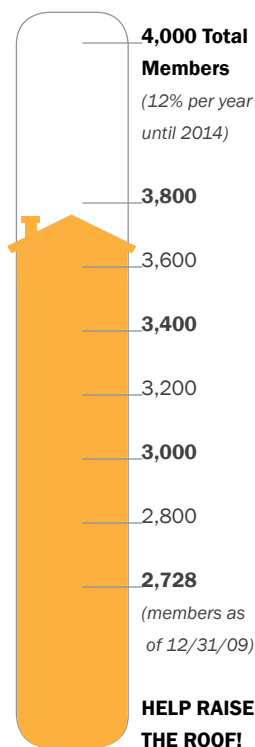
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National Association of Residential Property Managers

24TH ANNUAL CONVENTION REGISTRATION • OCTOBER 17–19, 2012 • ARLINGTON, VA

POLICIES *Continued from page 10*

INTERESTED IN JOINING?

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Applications can be found online at www.narpm.org/join.

See separate education registration form online for 6-HOUR CLASS registration!

CANCELLATION POLICIES

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

Convention cancellations must be received in writing. If cancellation is received 30 days prior to October 17, 2012, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to October 17, 2012, there will be a 50% refund. **There is NO refund 1-14 days prior to October 17, 2012.**

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A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

EASY WAYS TO REGISTER

MAIL - Send your form with payment to: NARPM® National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

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ONLINE - Visit www.narpm.org and login to the Internet Member Services (IMS) section.



National Association of Residential Property Managers

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DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT.

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Opportunities are available to chapters that would like to further educate their members 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
8/10/12	San Jose, CA	Habitability Standards & Maintenance	Vickie Gaskill, MPM® RMP®
8/28/12	Nashville, TN	Maintenance: Basics and Beyond	Kit Garren, MPM® RMP®
8/29/12	Nashville, TN	Operating an In House Maintenance Co.	Kit Garren, MPM® RMP®
9/22/12	Orlando, FL	Owner/Client Relations Essentials	Betsy Morgan, MPM® RMP®
10/15/12	Arlington, VA	Office Operations	Dave Holt, MPM® RMP®
10/15/12	Arlington, VA	Tenancy	Betsy Morgan, MPM® RMP®
10/15/12	Arlington, VA	Personnel Procedures Essentials	Vickie Gaskill, MPM® RMP®
10/16/12	Arlington, VA	Marketing	Robert Locke, MPM® RMP®
10/16/12	Arlington, VA	Personnel Procedures Advanced	Vickie Gaskill, MPM® RMP®
10/17/12	Arlington, VA	2012 Ethics	Fred Thompson, MPM® RMP®

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FEES (subject to change)

6-hour Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250

3-hour Ethics

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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.

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MAY 10 - JUNE 24, 2012

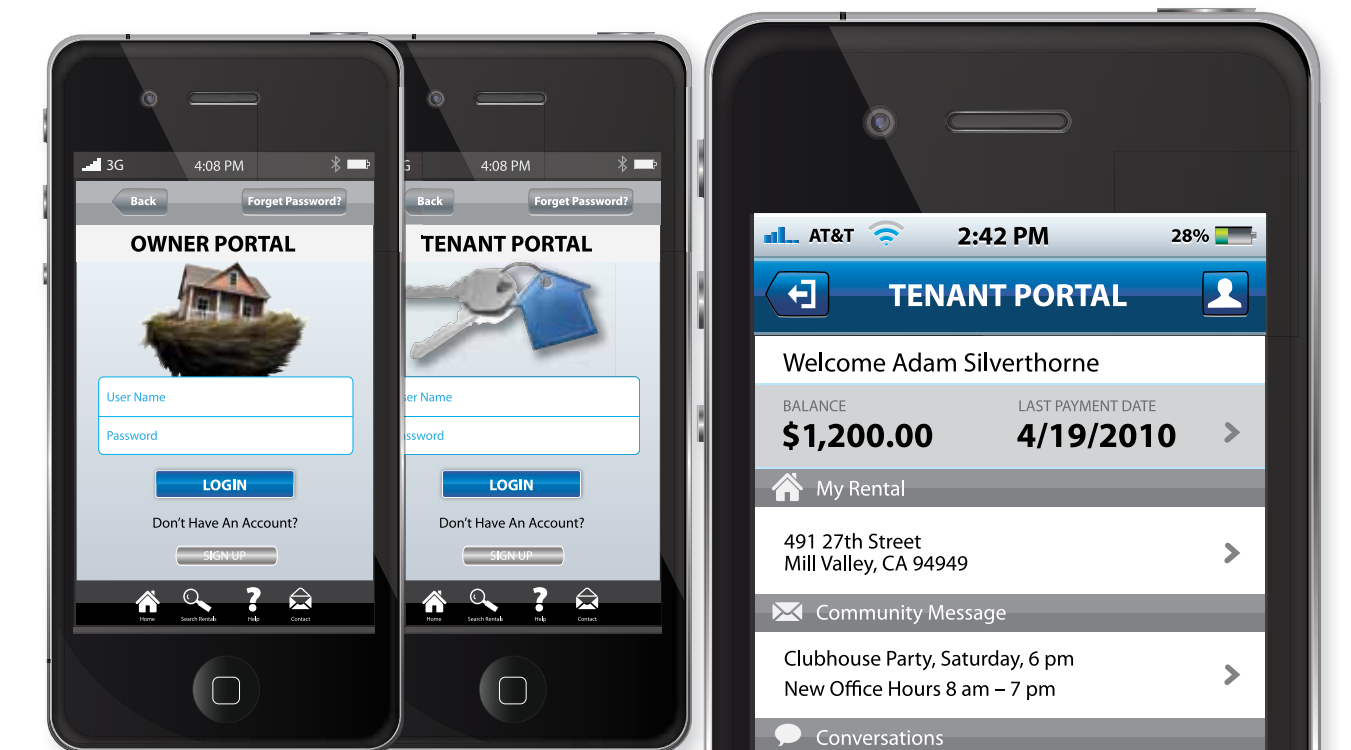
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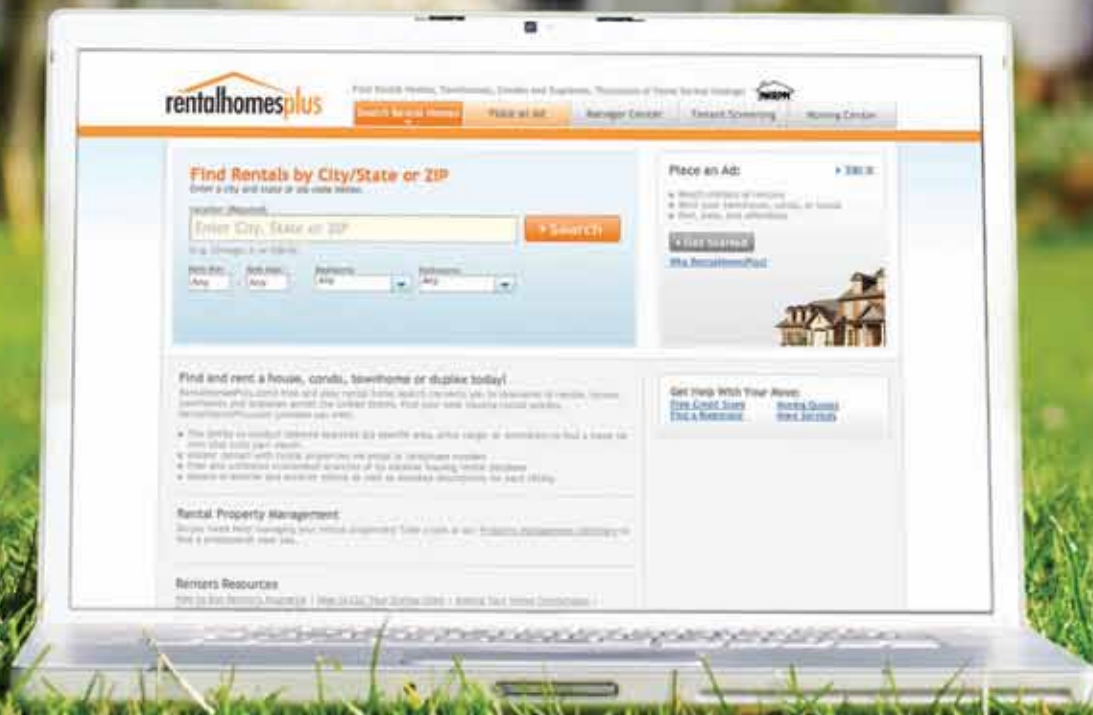
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