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One chapter shares its "secrets of success" for building volunteer leadership.

p12

What better way to support worthy charities than by playing golf?

p18

Should your clients be saving for AC replacement as the EPA phases out R-22?

RESIDENTIALResource



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

HOW WILL THE BAN ON PRODUCTION AND IMPORTS OF OZONE-DEPLETING REFRIGERANTS

AFFECT YOU?

.....
PAGE 18

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IN THIS ISSUE May 2012

The mission of the National Association of Residential Property Managers is to be the professional, educational, and ethical leader for the residential property management industry.

FEATURE ARTICLES

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Kathryn MacGeraghty, MPM® RMP®, shares some of the secrets that have made the Denver Chapter successful. Would an annual retreat (AKA “pajama party”) work for your chapter?

p12 **3rd Annual Past Presidents’ Golf Tournament**
This year’s tournament is being chaired by NARPM®’s Past Presidents, Rose Thomas, MPM® RMP®, and Kit Garren, MPM® RMP®. Join them at Old Hickory Golf Club in support of their charities.

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Darryl Kazen, MPM® RMP®, alerts you to the phaseout of the currently used air conditioning refrigerant (R-22) and how this may affect your bottom line.



**JOIN US ON THE FAIRWAY AT
THE 2012 NATIONAL CONVENTION**

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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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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

Jayci Grana, MPM® RMP®
President
president@narpm.org
941-955-8200

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

James Emory Tungsvik, MPM® RMP®
President-Elect
presidentelect@narpm.org
253-852-3000

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

REGIONAL VICE PRESIDENTS

Leeann Ghiglione, MPM® RMP®
northwestrvp@narpm.org
206-286-1100

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

Richard Vierra, RMP®
pacificrvp@narpm.org
808-293-6436

Bart Sturzl, MPM® RMP®
southcentralrvp@narpm.org
512-693-4772

Barney Christiansen, MPM® RMP®
southwestrvp@narpm.org
801-566-9339

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

COMMITTEE CHAIRS

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

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

P.J. Chapman, MPM® RMP®
Member Services
memberserviceschair@narpm.org
208-336-5111

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

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

Tony A. Drost, MPM® RMP®
Nominating
pastpresident@narpm.org
208-321-1900

NARPM® NATIONAL

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

Patricia Hartline
Communications, Graphic Designer
publications@narpm.org

Cher Leadbeater
Administrative Assistant
adminassist@narpm.org

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

Cathy Spruiell
Chapter Support
chaptersupport@narpm.org

PRESIDENT'S Message

“NARPM® provides its members with the resources to become leading experts in the residential property management field. Being a NARPM® member alone is just a start on the path to success.”

LEADERSHIP
BY *example*



Networking and education have always been noted as the top two benefits of being a NARPM® member. Over the last few years NARPM® has dramatically increased the amount of educational opportunities. I encourage everyone to explore the various courses and workshops offered at chapter, regional, and national events as well as the online courses offered.

Typically, local chapters meet on a monthly or bimonthly basis, bringing in local or national speakers to educate the members on various topics. If your chapter is struggling to find quality speakers, contact your Regional Vice President. He/she will be able to provide you with ideas and a list of speakers that have proven to be informative.

The Regional Conferences have proven to be a great success. These conferences started a few years ago and continue to grow. Keynote speakers, break-out sessions, roundtable discussions, and designation courses are offered

at all Regional Conferences and focus on the needs of each particular region.

The national annual convention remains the most attended event offered by NARPM®. Hundreds of our members and some non-members attend the convention each year, increasing their ability to learn through networking. Discovering the successes and pitfalls of others is invaluable. It always amazes me how much our members are willing to share their experiences by teaching each other how to be the best in our field. That is the heart of NARPM® and is such a unique aspect of the association.

The courses offered online continue to increase as demand grows. There are multiple courses available including topics such as Facebook, Blogging, Internet Marketing, Fair Housing, and much more. This is in addition to the designation courses that are now available online. If there are courses that you would like to take that are not available online

please notify National with your suggestion. The Professional Development Committee is always working on improving and adding new courses.

NARPM® provides its members with the resources to become leading experts in the residential property management field. Being a NARPM® member alone is just a start on the path to success. Obtaining your designations will bring you to the next level. A designation shows the public and others in the field that you are a professional with the knowledge and experience of providing quality service and dedication to the industry. There are four designations offered through NARPM®. Please contact National or visit www.narpm.org for details about each designation.

A handwritten signature in black ink that reads "Jayci Grana".

Jayci Grana, MPM® RMP®
2012 NARPM® President

NARPM®'S FINEST by President Grana

I would like to take a moment to recognize Vickie Gaskill, MPM® RMP® CPM® ARM®. Vickie has been a NARPM® member

since 1994. She has served on many standing committees as well as ad hoc committees. She was also a National board member for five years and was an effectively strong national President in 2010. Using the theme,

Dare to Soar, she inspired all of us to do just that. Her experience and knowledge is endless. She is always eager to assist without being asked. We are grateful to have her as a resource and friend.

From the
DESK of the
Executive Director



Gail S. Phillips, CAE



NARPM® is in
good hands
because
everyone is
working together
to make the
Property
Management
industry
stronger for all
generations!

As I write my May Executive Director message, I realize this is the last month for the 2012 NARPM® Regional Conferences. I want to personally thank the many volunteers who made these events successful. While they were branded and seen as NARPM® events, each regional had its own personality. The Pacific Southwest Regional ran right after the highly successful Broker/Owner Retreat and allowed participants the opportunity to enjoy Las Vegas. Members were able to spend the evening taking in all the entertainment Las Vegas had to offer. The Eastern Regional had an outstanding Totally 80's Party that made me realize that many of our members were in high school during that time. The Northwest Regional held "A Night at the Museum" in Boise



where members shared a great evening of food and festivities at a western saloon. The South Central is May 24-25 and members will be given ample time to enjoy the Riverwalk in San Antonio, Texas. This will be a great venue and we hope to see you there. Each event was special in its own way thanks to the regional volunteers.

As the regionals wrap up, it is time for you to think about attending the Convention being held in October in Arlington (Crystal City), Virginia. Thanks to sponsors Propertyware and RentalHomesPlus, President Grana will host her Presidents Celebration at the National Zoo. Members of NARPM® will be able to visit the zoo and see the exhibits while sharing the festivities with wild birds. We were able to tour the zoo last year and know you will enjoy this venue, especially if you have never been to the National Zoo.

Our business development speaker, Kivi Bernhard, is originally from South Africa. Described by a leading international speaker bureau as "one of the most promising and talented speakers in the world today" Kivi is a riveting and captivating speaker and is renowned for his platform excellence. As the author of the internationally acclaimed business book *Leopardology™ – The Hunt For Profit In A Tough Global Economy*, he will bring the wilds of Africa to Crystal City. You too can learn from predators how to hunt for new business, while setting standards for personal success. His creative thinking will help you learn how to be a leader within your company and industry. He will explain the corporate mission statement of the African bush, Hunt or Be Hunted. Kivi will also bring some fun into his presentation, so make sure you register for this separate event.

Continued on page 24



Building Your Volunteer Leadership Secrets Of Our Success

Here are some of the “secrets of our success” that have proven to help build our chapter. Perhaps your chapter can “borrow” some of the ideas that have proven successful for us. The sharing of information is one of the paramount benefits of NARPM® membership, so be sure to take advantage of it.

Every January, the Denver Chapter of NARPM® has a board member retreat. The purpose is to plan the budget and events for the year. In addition, its purpose is to get to know each other better. Each year, I tell my family that I’m off to a “pajama party,” since our retreat includes a sleep over at a bed and breakfast. I must admit, it’s a perk which we’ve gotten very used to. Getting away to Highland Haven, a rustic setting along Bear Creek in the mountains of Evergreen, Colorado, helps us to clear our minds and focus on the upcoming year. A large conference room manages to fit us all.

thinking what your response might be.

To continue the camaraderie, we are then off to dinner at the local steakhouse. With 18 attendees, we were definitely noticeable and shut the place down. 8:00 am the next morning happened all too soon, as we gathered in the dining room, waking up to fresh coffee and a homemade breakfast buffet.

At 8:30 am we start our meeting. All officers and chairs reported on their vision for the next year. The budget was noted throughout and modified as necessary. One of the highlights of planning for this year was our change in luncheon venues. We are now going to rent a large hall and hire a caterer. Many folks knew about this caterer from previous experiences and voiced their approbation. Another “secret of our success” is to listen to the voice of chapter members. They are often familiar with resources in the community. By 4:00 pm we are done and ready



Kathryn MacGeraghty, MPM® RMP®, has been managing properties in Colorado since 2001. She is currently serving as the Marketing Chair of the Denver Chapter of NARPM®. She has received the MPM®, RMP®, MRE, GRI, and CNE designations. Kathryn received a Master’s degree in Operations Research from UC Berkeley. In the corporate world, her analytic expertise was focused on economics and direct marketing. Kathryn lives with her family and a menagerie of animals.

**This annual retreat is one “secret of our success.”
Another is the long-term tenure of our board.**

The board has grown from a minimal core of officers to a full board and eleven chair people, including Education, Certification, Membership, Luncheons, Regional Conference, Special Events, Vendors, Political Liaison, Website, Marketing, and Meeting Setup (AV). We encourage doubling up on board duties as a way to mentor the position and ensure continuity. Our mentoring program is part of our success. Committee chairs are invited to participate in the retreat.

Arriving at about 4:00 pm, we bring potluck goodies and drinks. The president has historically come up with a getting-to-know-you game. This year we each wrote down an item on our “bucket list.” We then passed them out and read them aloud at random and then guessed who wrote what. It was a great conversation starter and an idea that any team building session can use. I’m sure you are already

to drive back down the mountain to our homes.

This annual retreat is just one “secret of our success.” Another is the long-term tenure of our board. We get along remarkably well, even if we might disagree on a particular issue. Several years ago I joined a different board, having to do with a sailing program, but I didn’t stay long because several of the members clearly let me know that I wasn’t part of their crowd. After 11 years, I guess I’m the old guard at the Denver NARPM® chapter. I’ve never felt that I didn’t belong, even when I was only six weeks into my little business. We often speak of needing “fresh blood,” which we do cultivate, but still retain the continuity and wisdom of our long-term board members. Hopefully, your chapter can use some of our “secrets.”

Does your chapter have any “secrets of success”? Send them to publications@narpm.org. 📧

LEGISLATIVE Scoop

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



Deb Newell, MPM® RMP®, has been a real estate investor and property manager for over nine years, and is sole owner of Real-Time Leasing in Burnsville, Minnesota. She received her Bachelor's degree in Political Science from the University of Colorado at Denver where she also taught first year Political Science courses. Deb has possessed a life-long passion for governmental affairs and participates in a variety of auxiliaries, such as NARPM®, dedicated toward encouraging local and national citizenship participation.

Legislative Committees serve a number of important roles in our organization and aid our Board of Directors.

Does Your Chapter Have A Legislative Chair?

I majored in Political Science with a minor that concentrated on Intentional Communities. What I learned from my studies, from my politically active father (who is a retired Army Colonel), and from my own active involvement in my community has helped me in both my personal and professional lives.

In studying Intentional Communities I learned the value of working as a team and how the community comes together for a common cause and supports each other when issues arise. It was fascinating to see how well this system worked. It was "grass roots" at its core.

When I became involved with NARPM® I quickly joined the Governmental Affairs (GA) Committee wanting to be a part of a group that made a difference. I saw the potential that this committee offers our members and knew that we were heading in a positive direction, especially as our organization grew. As our National GA Committee grows, we have seen the need for our individual chapters to aide us with the knowledge that originates from around the country. However, not every chapter has established a Legislative Chair.

We have all heard the saying "strength in numbers." I see this more with legislative issues and policies than in any other area. A local Chapter Legislative Chair helps serve as the conduit through which the Chapter Board receives "grass root" information and upcoming legislative issues (both locally for the city or state). They also serve as the "spokesperson" on specific issues the chapter may support or wants to bring to light. It is important to note that the entire chapter must support the "cause" that has been brought up. The Chapter Board may collectively work with other state chapters or organizations in submitting a letter or taking a stand for or against a policy.

Your local Chapter Legislative Chair will serve as the vehicle to help facilitate actions that need to occur. As well, this helps enhance the effectiveness of your chapter locally by providing information about NARPM® and the organization and what we as an organization stand for and the ethics we value as a group. Your local Chair is the instrument that can help drive policy in your state.

Ideally each chapter should have a Legislative Chair and up to two committee members. While this is not

always possible with every chapter, it is important to have a Chair assigned. Your local Chair will also communicate with NARPM® National GA on policy changes locally. From there we can help by posting topics to the website that may assist other members. There are issues that happen in one state that also occur in another. By learning from each other on how something was stopped legislatively or managed locally, we continue to build strong relationships of trust with our local and national government on residential property management issues.

Locally, you are the link between your state chapter and local issues to our National Committee. You help us enhance the effectiveness of the Board of Directors by helping to provide the research and advice needed for policy decisions. The involvement starts locally and with you.

As Property Managers we are all naturally involved in some shape or form with the rules/regulations surrounding our profession. Some of us are active with NAR (National Association of REALTORS®), NAA (National Apartment Association), IREM® (Institute of Real Estate Management) or our local real estate associations to bring us knowledge for our business. Some of us are new to the game and are still learning the ropes and learning from others. Joining a committee is easy, joining a governmentally minded committee is also easy, but requires involvement.

One of the smartest business decisions I have made was becoming involved locally. Selfishly, it has improved my business. By becoming vocal and active, I have met key players in the industry. Now, they come to me for information, like assisting a city write rental ordinances that were impacted or teaching classes on Ethical Property Management.

Legislative Committees serve a number of important roles in our organization and aide our Board of Directors. Our committee members help everyone stay informed. Please consider participating in your chapter as either the Legislative Chair or committee member (both locally and nationally).

In closing, I'm here to help you! As your Governmental Affairs Chair I want to continue to grow our committee and organization. If you have any questions or concerns feel free to contact me anytime. NARPM®'s success begins with you. 🏠



2012 NATIONAL | REGIONAL CONFERENCES

Annual Convention & Trade Show

Leadership by Example

October 17–19

Crystal City, VA

Regional Conferences (See next page for registration.)

South Central Regional

May 24–25

San Antonio, TX

LEADERSHIP
BY *example*

For registration information and more details on these and other upcoming association events, check out the NARPM® website at www.narpm.org/conferences/

Join the conversation!



National Association of Residential Property Managers

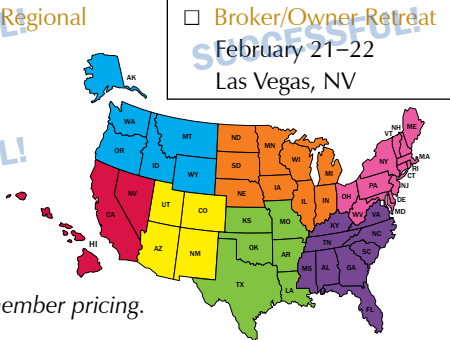
Regional Convention & Retreat Registration 2012

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____
 Company Name: _____ Title: _____
 Address/P.O. Box: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Fax: _____ E-mail: _____

Check your designation(s): CSS® RMP® MPM® CRMC®
 Designation candidate: CSS® RMP® MPM® CRMC®
 Are you a chapter leader? Yes No If yes, what position? _____
 Are you attending Leadership Training? Yes No

2 SELECT A CONVENTION OR RETREAT

- Northwest Regional
April 20-21
Boise, ID
- Pacific Southwest Regional
February 23-24
Las Vegas, NV
- Broker/Owner Retreat
February 21-22
Las Vegas, NV
- South Central Regional
May 24-25
San Antonio, TX
- Eastern Regional
March 15-16
Tampa Bay, FL
- 

3 REGISTRATION FEES

IREM® members check here to receive NARPM® member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> Each Entire Convention	\$100	\$125	\$125	\$150

Check each conference online to see if there are off-site events at an additional cost.

Special event ticket information will be e-mailed to all registrants for purchase prior to the event.

4 ARE YOU APPLYING FOR NARPM® MEMBERSHIP? Yes No Already a Member

5 TOTAL FEES \$ _____

6 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.

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National Association of Residential Property Managers

Are you a current NARPM® member?
 Yes No

Is this your first NARPM® event?
 Yes No

SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: _____

REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

JOIN & REGISTER

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at www.narpm.org/join.

CANCELLATION POLICIES

If this event 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 event, as approved by the NARPM® Board, does not constitute a cancellation.

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

MONETARY POLICIES

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.

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

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



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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®

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.

This year's tournament is being chaired by two of NARPM®'s Past Presidents, Rose Thomas, MPM® RMP®, (2006) and Kit Garren, MPM® RMP®, (1994-95). Rose and Kit have each identified a worthy organization that will receive 50% of the total raised.

Rose selected the ALS Association - DC/MD/VA Chapter as her charity. Amyotrophic lateral sclerosis, or ALS, is a disease of the nerve cells in the brain and spinal cord that control voluntary muscle movement. ALS is also known as Lou Gehrig's disease. Rose will establish a patients' assistance fund in honor of her brother, Tony Geger, who was diagnosed with ALS in 2008. The fund will provide

financial assistance to individuals for expenses not covered by insurance, such as modifications to their home. During the past three-plus years, Rose has personally witnessed how seemingly small little items like a ramp, chair, or even a modified toilet, make a massive improvement in an ALS patient's life.

Kit has selected the Corporate Angel Network as his recipient. The Corporate Angel Network is the only charitable organization in the United States whose sole mission is to help cancer patients access the best possible treatment for their specific type of cancer by arranging free travel to treatment facilities across the country by using empty seats on corporate jets. This not only improves the patients' chances of survival but also reduces the emotional stress, physical discomfort and financial burden. The charity currently arranges around 2,500 flights per year and has provided nearly 27,000 flights since its founding in 1981. 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.

NARPM®'s past participants, 207 sponsors, and countless volunteers all came together to raise \$78,450 over the past two tournaments – a real testament to the generosity and kind-hearted spirit of our NARPM® family. Once again we are seeking your participation in this worthwhile event so we can continue the successful tradition of graciously helping others.

Sponsorship opportunities are available and your company can register for those by completing the form at http://www.narpm.org/user_docs/12golfsponsor_reg.pdf. If you would like to register to play, please complete the form at right. Thanks for your support and we look forward to a fantastic golf outing on October 16, 2012. 



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

If your company is interested in sponsoring the tournament, please view the opportunities available at http://www.narpm.org/user_docs/12golfsponsor_reg.pdf

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 first-year 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 _____
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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.



National Association of Residential Property Managers

THIS YEAR'S CHARITIES



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

Rose selected the ALS Association - DC/MD/VA 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.



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.

When Technology Fails Us

When applied properly, technology can significantly improve the functioning of our businesses. Unfortunately, we all have stories about the terrible results when the opposite is true. This article is a personal example of one such tale.

THE SITUATION

Many of our clients elect our cloud platform and these clients can select from different plans for paying their hosting fees. We also allow self-hosted/on-premise clients to pay their annual support fees in quarterly installments. Clients benefit by saving the costs associated with processing an invoice, printing a check, and mailing it. We save the cost of preparing an invoice, sending it, and processing the payment.

We send a reminder email message to each person designated by the client prior to charging their account. This practice alerts the client to the pending transaction and prompts them to notify us if there is a change in their form of payment. Because email by its very nature is not a very secure environment, the email we deliver does not have any personal or financial data that would be harmful if it were intercepted.

Our technical group had upgraded the server that hosts the custom application that sends these email messages. Part of the upgrade was a new mail server. Our billing person was growing increasingly nervous as the next scheduled client payment date was approaching and our technical group had not completed the upgrade. One ill fated afternoon, I offered to pitch in and help since they were busy working on client projects and “the interface was very similar to the old mail server.” It wasn’t until late that evening that I had time to make the change. I used two different accounts to test the modifications and thought this was too easy.

Unfortunately, I was right. Within seconds of initiating a small batch of about 200 email messages, a flood of returned messages began appearing in the inbox. I immediately realized what was happening. A single email for a company was being sent to multiple users of different companies. I wanted to reach out and retract all of the replicated messages, but it was too late.

The old mail server reset itself after each message

was sent, whereas the new mail server added each new address to the send list each time a message was sent unless it is reset first. This problem resulted in the first email address receiving all 200 messages. The 100th address received 100 messages and mercifully the last person received only their message. What a mess! I could not sleep that night as I anticipated the excitement the next day would bring.

THE REACTION

As expected, we received a number of calls the next morning. They ranged from the informational (“did you know that this happened”) to outrage. I felt that since the “offense” was via email that an email response was inappropriate. I decided to place a personal call to each of our affected clients. It soon became clear that I needed help and assembled a group of volunteers to divide the task. I took the calls of those most concerned by the incident. I was pleasantly surprised to find that even the most vocal critics were very supportive after I was able to explain what had taken place. In fact, to my amazement, every person that we connected with was very supportive.

The email chatter was another story. A flood of traffic emerged rivaling the barrage that I sent the previous evening resulting from recipients engaging in a group discussion using the “Reply All” function. The initial messages were ugly ranging from expressions of irritation to requests for financial remuneration. By midday the tide began to turn with moderates asking the posters to direct their energies to more important matters and asking them to stop using the “Reply All” function. Later in the afternoon, supporters joined in putting an end to the discourse with their kind words of encouragement.

LESSONS LEARNED

We (re)learned a number of lessons from this experience.

- **Haste makes waste –**

The approaching deadline prompted bad decisions. Don’t take shortcuts only to expend more effort than originally “saved.”



- **Stick to your strengths –**

I was playing out of position and my area of expertise. Keep the job with the pros who do the work every day.

- **Trust your instincts –**

Before I pushed that fateful button I had an inkling that something wasn't quite right. Had I listened to that internal voice, I wouldn't have found myself in this situation.

- **Avoid critical tasks when you are tired –**

Never work on critical tasks late in the evening. Save significant projects for when you are fresh. Next time I'll go to bed.

- **Leverage others –**

Don't work alone; engage others for that second look. They can help you see the blind spots.

- **Test, Test, Test –**

Although I had conducted a pilot test, I should have started with a much smaller production test group of five or ten. It is also a good idea to have a person other than the creator perform the testing (see Leverage Others).

- **Internal projects are also important –**

Maintenance projects are often prioritized behind mainstream projects related to our product or clients. These orphans can often (as this one did) directly affect clients. Many of the above items are codified in our quality assurance process for our product, but not always followed (until now) on internal projects.

- **Have a crisis plan –**

While it's difficult to plan for these types of events, a generic standard 'How to Handle a Crisis' procedure that outlines general "what to do" and "what not to do" steps would help. Additional resources are available at propertyboss.com/narpm or by scanning the QR code at right.

- **Admit your mistakes –**

Everyone and every company makes mistakes. Most people and most customers are understanding of

your predicament if you admit responsibility and try to make amends.

- **Email is a poor method of communication –**

People are willing to say things in an email that they would never say in person. How often have you read an email with an ugly sentiment and then talked to the person and they were as nice as they could be. Email is great for fast notes or for explaining the details of a situation. It is a bad mechanism for building relationships or for communicating an apology.

- **Never forget the importance of the personal touch –**

As a company we pride ourselves on building a relationship with our customers. It never hurts to pick up the phone and talk with the customer. The relationship you build on the phone establishes trust and understanding when problems do occur.

IN CLOSING

When technology fails us, it is seldom the fault of the technology. Instead it is often the fault of the person using it. It is certainly true in the case of this unfortunate event. When a mistake is made, acknowledge it immediately. Nothing is more frustrating than an unacknowledged problem. No acknowledgement leaves the user in a continuing search for the source of the issue. If the culprit does not accept responsibility and does not provide a resolution the user is left with the quandary of whether the offender is ignorant or in denial.

Learning these lessons can be painful, but if handled correctly can lead to stronger relationships with your customers and a better company. 🏠

When technology fails us, it is seldom the fault of the technology. Instead it is often the fault of the person using it.



CHAPTER Spotlight

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



Merrilee Christiansen, MPM® RMP®, is a managing partner in Safeguard Property Management, LLC, in Sandy, Utah. Merrilee was busy managing a home and family of eight children when she stepped in for her husband, Barney Christiansen, MPM® RMP®, during recuperation from surgery. She covered the office for him as best she could and they agreed it would be wise for her to get her real estate license and learn the property management business. Merrilee found she enjoyed property management and she currently serves as Membership Chair for the Utah Chapter.

Utah

If at first you don't succeed...try, try, again – that is what happened with the Utah Chapter!

When you are a brand new NARPM® member and you attend your first convention, it is such an amazing experience! I remember the first National Convention I went to, in San Diego back in 1995. My husband, Barney, was a new member of NARPM® and wanted me to come to the convention with him, but I went as his spouse, not as a member of NARPM®. Since I was helping my husband with his property management company at the time, I was interested in going to the whole convention, not just the evening events. I remember sitting in the classes and taking so many notes and being so impressed with the instructors who knew so much about property management. This was the best property management education I had ever received at one time – it was great!

Then I noticed at the end of the classes, the instructors passed out forms for me to take home and use in our company. I could not believe how many new ideas I was receiving, and how much sharing was taking place. Each time I sat at lunch or a round table discussion, ideas were shared. Then members gave me their business cards and told me that I could call them if I had a question or if I needed a form. Everyone was so friendly and open! I was so impressed that before I left the convention, I went to the newly installed President at the convention, Donna Brandsey, MPM® RMP®, and told her that I wanted to become her first new member.

By the time our first national convention experience was over, Barney and I were so excited and so impressed with NARPM® that we decided we wanted to get a NARPM® chapter going in Utah. We had no idea how difficult it would prove to be! We formed our little chapter with Barney as the President and me as the Secretary/Treasurer, and we received great support from NARPM® National in our efforts. Many hundreds of invitations were sent out to property managers throughout Utah and we held numerous luncheons, breakfasts and dinners. Many wonderful NARPM® speakers came to town to help us.

But we were still only able to recruit a few other

members. Melissa Prandi, MPM® RMP®, Steve Urie, MPM® RMP®, Betty Fletcher, MPM® RMP®, and others came to Salt Lake and tried to help. Eventually they said, "Maybe the timing just isn't right yet." We kept trying, all the while hoping that some other Utah property managers who felt the same excitement and love for NARPM® that we had, would join. But eventually, our members in Utah became so few, that our struggling little chapter had to be decertified.

Then just a couple of years ago, the timing in Utah was finally right. Some terrific new members who also saw the vision joined NARPM® and got to work. NARPM® Utah was finally ready to grow, and grow it has, thanks largely to great new members who are doing an excellent job such as Tiffany Sleater, RMP®, Chad Collins, Joe Berger, Steve Randall, and others. Our new Utah Chapter President, Chad Collins, said, "I was first attracted to the Utah Chapter of NARPM® before it was formed, when it was mentioned in Seattle at a National Conference I was attending. I had already experienced the great value of NARPM® on a national level and just knew that if a local chapter was going to be formed, that it was something I needed to be involved in. We have already had some great events and education, but my favorite thing about the local chapter is becoming friends with the other great property managers in my area. It is really nice to have a close network of professionals that I can call on anytime regarding any issue, but especially local issues that we might be dealing with. What an amazing resource!"

I am so grateful to Carolyn Rogers, MPM® RMP®, our RVP for the past two years, and all the new NARPM® property managers who went to the National Convention in Seattle 2010 and finally started to see the vision of a local chapter here in Utah with all its benefits. It has been a little over a year now since our new Utah Chapter was formed. We may be young, but it is a great feeling to finally be part of an active and growing local chapter. If your area has not formed a chapter yet, try getting some members to go to a Regional Conference or National Convention – it works!! 🏠

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Business Rating and Reviews
CheckYourLandlord.com
Community Buying Group
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FreeRentalSite.com
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Law Ofcs of Heist, Weisse & Davis, PA
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SOFTWARE

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CoreLogic SafeRent
Credit Investigators,, INC
E-Renter USA
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Microbilt
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Rapid Credit Reports
Rate Tenants.com
Reliable Background Screening
Resident Research
Resolve Partners, LLC
SARMA
StarPoint Screening
Tenant Screening USA
Trans Union Rental Screening Solutions
TVS Tenant Verification Service, Inc



Darryl Kazen, MPM® RMP®, broker and owner of 1st Choice Property Management is retired from the U.S. Air Force, where he was the Administrative Superintendent for Carswell Air Force Base in Fort Worth, TX. In 1994, Darryl entered real estate and in 1996 obtained his Broker's License. In 2002, he stopped selling real estate and began managing properties full time. Darryl is an active member of the Fort Worth/Mid Cities Chapter and has also served as the Chair of the Professional Standards (Ethics) and Professional Development Committees. He has served as a NARPM® National Instructor since 2007.

EPA Phaseout of Hydrochlorofluorocarbons Refrigerants R-22 vs R-410A

HCFC-22 (also known as R-22) has been the refrigerant of choice for residential heat pump and air conditioning systems for more than four decades. Basically, what is happening is that the EPA is not allowing any more R-22 units to be built. As of January 1, 2012, there was a 45% reduction in the production of R-22 refrigerant, and it is only going to get worse. In conjunction with this, the cost of R-22 has increased 450% in the last two years. The AC company that we use is now charging us +/- \$65 a pound. As this refrigerant becomes scarcer, that cost will only continue to rise. As an example, units hold 7 to 11 pounds of refrigerant, and it will cost \$450 to \$700 just to add refrigerant. To top this off, effective January 2015, the EPA will not be allowing AC companies to put new refrigerant (R-22) into units that were built prior to 2010.

In accordance with the phaseout, the next thing that will be happening (in 2020) is that the R-22 will no longer be available and you will have to replace your complete air conditioning system with the new R-410A compatible equipment. On average, this cost will run about \$4,000 for a small 1000 square foot home.

I'm sorry to be the bearer of bad news, but feel that you must know about this so you can be prepared. To verify this information, talk with the AC company that you use locally when you do have an air conditioning problem at your rental home.

Following is general information available from the EPA. You may access the full text at <http://www.epa.gov/ozone/title6/phaseout/22phaseout.html>

BACKGROUND: BAN ON PRODUCTION AND IMPORTS OF OZONE-DEPLETING REFRIGERANTS

In 1987, the Montreal Protocol, an international environmental agreement, established requirements that began the worldwide phaseout of ozone-depleting CFCs (chlorofluorocarbons). These requirements were later modified, leading to the phaseout in 1996 of CFC production in all developed nations. In 1992 the Montreal Protocol was amended to establish a schedule for the phaseout of HCFCs (hydrochlorofluorocarbons). HCFCs are less damaging to the ozone layer than CFCs, but still contain ozone-destroying chlorine. The Montreal Protocol as amended is carried out in the U.S. through Title VI of the Clean Air Act, which is implemented by EPA.

As stated above, R-22 has been the refrigerant of

choice for residential heat pump and air conditioning systems for more than four decades. Unfortunately for the environment, releases of R-22 contribute to ozone depletion. In addition, R-22 is a greenhouse gas and the manufacture of R-22 results in a by-product (HFC-23) that contributes significantly to global warming. As the manufacture of R-22 is phased out over the coming years as part of the agreement to end production of HCFCs, manufacturers of residential air conditioning systems are offering equipment that uses ozone-friendly refrigerants. Many homeowners may be misinformed about how much longer R-22 will be available to service their central A/C systems and heat pumps. See below for information about the transition away from R-22, the future availability of R-22, and the new refrigerants that are replacing R-22. This information is intended to assist consumers in deciding what to consider when purchasing a new AC system or heat pump, or when having an existing system repaired.

PHASEOUT SCHEDULE FOR HCFCs INCLUDING R-22

Under the terms of the Montreal Protocol, the U.S. agreed to meet certain obligations by specific dates that will affect the residential heat pump and air conditioning industry.

- **January 1, 2004:** The Montreal Protocol required the U.S. to reduce its consumption of HCFCs by 35% below the U.S. baseline cap. As of January 1, 2003, the EPA banned production and import of HCFC-141b, the most ozone-destructive HCFC. This action allowed the United States to meet its obligations under the Montreal Protocol. The EPA was able to issue 100% of company baseline allowances for production and import of HCFC-22 and HCFC-142b.
- **January 1, 2010:** The Montreal Protocol requires the U.S. to reduce its consumption of HCFCs by 75% below the U.S. baseline. Allowance holders may only produce or import HCFC-22 to service existing equipment. Virgin R-22 may not be used in new equipment. As a result, heating, ventilation and air conditioning (HVAC) system manufacturers may not produce new air conditioners and heat pumps containing R-22.
- **January 1, 2015:** The Montreal Protocol requires the U.S. to reduce its consumption of HCFCs by 90% below the U.S. baseline.
- **January 1, 2020:** The Montreal Protocol requires the

U.S. to reduce its consumption of HCFCs by 99.5% below the U.S. baseline. Refrigerant that has been recovered and recycled/reclaimed will be allowed beyond 2020 to service existing systems, but chemical manufacturers will no longer be able to produce R-22 to service existing air conditioners and heat pumps.

WHAT DOES THE HCFC-22 PHASEOUT MEAN FOR CONSUMERS?

- **Availability of R-22:** The Clean Air Act does not allow any refrigerant to be vented into the atmosphere during installation, service, or retirement of equipment. Therefore, R-22 must be recovered and recycled (for reuse in the same system), reclaimed (reprocessed to the same purity standard as new R-22), or destroyed. After 2020, the servicing of R-22-based systems will rely solely on recycled or reclaimed refrigerants. It is expected that reclamation and recycling will ensure that existing supplies of R-22 will last longer and be available to service a greater number of systems. As noted above, chemical manufacturers will no longer be able to produce, and companies will no longer be able to import, R-22 for use in new AC equipment after 2010, but they can continue production and import of R-22 until 2020 for use in servicing existing equipment. Given this schedule, which was established in 1993, the transition away from R-22 to the use of ozone-friendly refrigerants should be smooth. For the next 10 years or more, R-22 should continue to be available for all systems that require R-22 for servicing.
- **Alternatives to R-22 in Residential Air Conditioning:** As R-22 is gradually phased out, non-ozone-depleting alternative refrigerants are being introduced. Under the Clean Air Act, EPA reviews alternatives to ozone-depleting substances to evaluate their effects on human health and the environment. EPA has reviewed several alternatives to R-22 for household and light commercial air conditioning and has compiled a list of substitutes that EPA has determined are acceptable. One of these substitutes is R-410A, a blend of hydrofluorocarbons (HFCs) that does not contribute to depletion of the ozone layer, but, like R-22, contributes to global warming. R-410A is manufactured and sold under various trade names, including GENETRON AZ-20®, SUVA 410A®, Forane® 410A, and Puron®. EPA will continue to review new non-ozone-depleting refrigerants as they are developed.
- **Servicing existing units:** Existing units using R-22 can continue to be serviced with R-22. There is no EPA requirement to change or convert R-22 units for use with a non-ozone-depleting substitute refrigerant. Such changes, called “retrofits,” are allowed if the alternative has been found acceptable for that type of use. R-410A is not allowed in retrofits due to its higher working pressures. In addition, the new substitute refrigerants would not work well without making some changes to system components. As a result, service technicians who repair leaks to the system will most often continue to charge R-22 into the system as part of that repair.
- **Installing new units:** The transition away from ozone-depleting R-22 to systems that rely on replacement refrigerants like R-410A has required redesign of heat

pump and air conditioning systems. New systems incorporate compressors and other components specifically designed for use with specific replacement refrigerants. For instance, if a new outdoor unit (typically called a “condensing unit,” containing the condenser and compressor) is installed, it is likely that a new indoor unit (typically called an “evaporator”) will also be required. With these significant product and production process changes, testing and training must also change. Consumers should be aware that dealers of systems that use substitute refrigerants should be schooled in installation and service techniques required for use of that substitute refrigerant.

A COMMON SENSE APPROACH TO SERVICING YOUR SYSTEM

Along with prohibiting the production of ozone-depleting refrigerants, the Clean Air Act also mandates the use of common sense in handling refrigerants. By containing and using refrigerants responsibly – that is, by recovering, recycling, and reclaiming, and by reducing leaks – their ozone depletion and global warming consequences are reduced. The Clean Air Act outlines specific refrigerant containment and management practices for HVAC manufacturers, distributors, dealers and technicians. Properly installed home comfort systems rarely develop major refrigerant leaks, and with proper servicing, a system using R-22, R-410A, or another refrigerant will reduce its impact on the environment. While EPA does not mandate repairing or replacing small systems because of leaks, system leaks can not only harm the environment, but also result in increased operation and maintenance costs.

One important thing a homeowner can do for the environment, regardless of the refrigerant used, is to select a reputable dealer that employs service technicians who are EPA-certified to handle refrigerants. Technicians often call this certification “Section 608 certification,” referring to the part of the Clean Air Act that requires minimizing releases of ozone-depleting chemicals from HVAC equipment.

A COMMON SENSE APPROACH TO PURCHASING NEW SYSTEMS

Another important thing a homeowner can do for the environment is to purchase a highly energy-efficient system. Energy-efficient systems result in cost savings for the homeowner. Today’s best air conditioners use much less energy to produce the same amount of cooling as air conditioners made in the mid-1970s. Even if your air conditioner is only 10 years old, you may save significantly on your cooling energy costs by replacing it with a newer, more efficient model. Products with EPA’s Energy Star® label can save homeowners 10% to 40% on their heating and cooling bills every year. These products are made by most major manufacturers and have the same features as standard products but also incorporate energy saving technology. Both R-22 and R-410A systems may have the Energy Star® label. Equipment that displays the Energy Star® label must have a minimum seasonal energy efficiency ratio (SEER). The higher the SEER specification, the more efficient the equipment. You should consider energy efficiency, along with performance, reliability, and cost, in making your decision. 🏠

I’m sorry to be the bearer of bad news, but feel that you must know about this so you can be prepared.

REGIONAL Communications

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



Barney Christiansen, MPM® RMP®, is a REALTOR® and the Principal Broker and Senior Managing Partner of Safeguard Property Management, LLC, which is accredited and rated A+ by the Better Business Bureau in Sandy, UT. He received his Business Management education at the University of Utah, where he met his wife, Merrilee. Barney and Merrilee have ten grandchildren, with two more on the way. They are most proud of their happy, close and successful family. All eight of their children, including six sons and two daughters, have excelled scholastically and artistically, with all eight having received major college scholarships along with many individual awards.

The RVP Bulletin

An RVP is one of six stalwart NARPM® members who work energetically behind the scenes and volunteer their services in the position of Regional Vice President and member of NARPM®'s National Board of Directors. This month, we welcome the insight of Barney Christiansen, MPM® RMP®, who began serving his term as our new Southwest Regional Vice President in January 2012.

Residential Resource: Thank you, Barney, for taking time out to share your NARPM® experiences with us.

Barney: Oh, my pleasure! I love NARPM® and it was very easy to fit you into my schedule.

Residential Resource: Let's see...how did your

property management?

Barney: After college, in the late 70s, I got my real estate license and found I really enjoyed listing and selling houses, and even won a couple of regional Century 21 contests. I began to purchase and manage small residential rental properties with my dad. With help from my brother-in-law, I founded Safeguard Property Management, LLC in 1984, and made the fortuitous decision to specialize in full-service management of single-family rental homes. One of the best things I ever did was to join NARPM®. I first heard about it while attending a computer software seminar in El Paso, TX in 1990, taught by the founder of NARPM®, Ralph Tutor. Joining NARPM® saved my

NARPM® is also about people. Human beings who get to know each other and truly want to help each other.

career begin? Did you go to college to learn about business?

Barney: Oh my, no. I was originally pursuing a theater scholarship in college. One day, I was snoozing through an acting theory class, when the professor suddenly said, "Look. Here's the deal: All you theater-majors in here...either you really think you are talented enough to justify moving to New York or Hollywood and put off having a family and immerse yourself in acting classes and wait tables or flip burgers to survive for ten years or more while you wait for your big break...or you want to become a high school drama teacher." I suddenly realized, I didn't want to be a high school drama teacher! So I immediately went to the Registrar's Office to see this pretty girl I knew named Merrilee, and asked her to change all my theater classes to business classes. Yes, this was back in the olden-days, before personal computers. Fortunately, she liked me enough that she did it.

Residential Resource: How did you first get into

business...and my life.

Residential Resource: Really? How do you mean that?

Barney: My company is successful, and we make a nice living expertly managing our clients' properties, but we don't have dozens of employees or manage thousands of doors like some NARPM® leaders. We have a few wonderful employees, all of whom are extended family members. They help us skillfully manage several hundred carefully-chosen, higher-quality homes near our office. We turned away or referred out more new business in the past year than we accepted. That business model wouldn't work for everyone, but it works for us.

Residential Resource: OK, but what about the 'saved my life' part?

Barney: Well...back in the early 90s, shortly after joining NARPM®, I was busy building our property management business while my wife, Merrilee, was busy raising our large family and taking care of our home. Merrilee would come into the office a couple

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

times a week to help with bookkeeping. The pain in my back, which had gradually been getting worse, increased to the point where I needed surgery. While I was recuperating, Merrilee filled in for me at the office. Once I recovered, we agreed she should get her real estate license and learn how to be a property manager, just in case she needed to fill in for me. That's where our membership in NARPM® really started to become invaluable. Merrilee and I signed up for every designation class available and began attending every convention we could. In fact, we nearly completed all the requirements to receive our RMP® designations three times before finally receiving them. We would get close, and then I would have to undergo another back surgery (nine in total). Nearly all our time was spent recovering from surgery and maintaining our business. By then our education credits would become too old and we would have to start all over. Nine different surgeries have left me with twelve fused vertebral levels in my spine, more than thirty titanium screws plus various rods, brackets and cages holding everything together.

Residential Resource: Really? Do you set off alarms in airports?

Barney: Of course! The discs I have left continue to deteriorate and I have no idea when the next surgery may become necessary. However, I am grateful that I can still walk, drive, work a little, and I can still hold my grandchildren in my lap. My main point here is this: we still have a business, which we simply would not have, were it not for all the help, and instruction, and sharing, and great examples we have received from our many wonderful NARPM® friends and mentors. Without their faith and prayers for me while we were attending a great convention in Hawaii....well, those who were involved know what I mean and know that I might not still be here without them.

Residential Resource: It sounds like NARPM® is very important to you.

Barney: That is an understatement. You see, NARPM® is about more than just education and ethics and service and professionalism. As important as all those things are, NARPM® is also about people. Human beings who get to know each other and truly want to help each other. People like Carolyn Rogers, MPM® RMP®, who has served so admirably in this RVP position for the past two years. Like Past President Tony Drost, MPM® RMP®, who taught us to *Protect and Serve*, and President Jayci Grana, MPM® RMP®, who is showing us *Leadership by Example*. And many others, too numerous to list here.

Residential Resource: Is that why you became an officer?

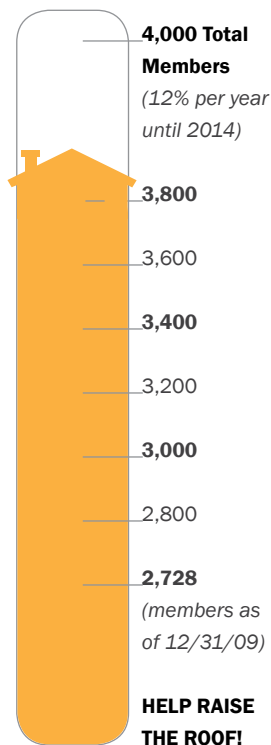
Barney: Yes. As I said before, I am not the CEO of some huge financial empire. I am simply a partner in a terrific little family business. But I suspect there are many NARPM® members out there (and many more property managers who should be members) who are a little like me. For many years, we were in a forced survival mode, and the principles and practices I learned from NARPM® saved us from extinction. I have a lot of empathy for the small practitioners in our business, and what they go through as they build and strive and are tested while they search for success. I volunteered to serve in this position with only one thought: so I could help as many of them as possible to effectively handle their problems and challenges, and to hang in there and not give up, while they create their future and construct their dreams, the way others in NARPM® have done for me.

Residential Resource: Good Luck!

Barney: Thank you. 🏠

MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM FEBRUARY 21 - MARCH 15, 2012.



Sean Bell
Bell Properties
Peoria, AZ
602-616-5321

Daniel Belveal
Belveal Properties
San Jose, CA
408-297-7900

Matthew Boudreau
Summit Property
Management
Missoula, MT
406-549-3929

Joe Brannon
Peoples Real Estate, Inc.
Kent, WA
425-442-9941

Jonathan Brown
Solutions Property
Management
Allen, TX
214-206-8585

Earlene Burley
North Woods Realty, Inc.
Crescent City, CA
707-464-7355

Eric Campbell
Guard Dog Property
Management
Cedar Park, TX
512-663-8828

Elizabeth Cane
Dodson Property
Management
Richmond, VA
804-355-7368

Barbara Cohen
Illustrated Properties
Rentals & PM
Palm Beach Gardens, FL
561-776-4452

Danielle Cooney
FirstService Residential
Realty, Inc.
Altamonte Springs, FL
407-644-4500 x7214

Matt Couch
Realty Management
Advisors
Bluffton, SC
843-684-3456

Wendi Dana
Dana Realty Group
Henderson, NV
702-275-6482

Constance Devich
Courtney & Courtney
Colorado Springs CO
719-260-8216 x210

Calley Dittmer
All County CFL
Winter Springs FL
407-802-2379 x7

Marita Dorr
Virginia Properties and
Management Services, LLC
Colonial Heights, VA
804-307-8200

Michael Edgar
Rent, LLC
Meridian, ID
208-955-6813

Yolande Eld
San Diego Rental
Properties, Inc.
San Diego, CA
858-243-3431

Ricardo Figueroa
Advanced Management
Specialist
Kissimmee, FL
407-483-1013

Chester Fisher
Dodson Property
Management
Richmond, VA
804-355-7368

Ricky Flores
Coldwell Banker
Premier Realty
Las Vegas, NV
702-877-6200

Ben Fox
Harris McHaney
Property Management
Rogers, AR
479-696-0711

David Gape
Coldwell Banker Residential
Real Estate
Bradenton, FL
239-394-8121

Vickie Gleason
Watson Realty Property
Management CRMC®
Longwood, FL
407-629-6643

Leon Green
Green Residential Group
Houston, TX
713-701-7719

Marci Greenberg Cox
West USA Realty
Peoria, AZ
623-487-5096

Dwayne Hicks
Metro West Realty
Carrollton, GA
770-836-0042

Barbara Highfield
Tombstone Real Estate
Tombstone, AZ
520-457-3322

Suleman Hooda
Real Property
Management Capital
Rockville, MD
301-869-5001

Gabe Kachuba
Dodson Property
Management
Richmond, VA
804-355-7368

Robert Karp
Karp Properties, LLC
Hereford, AZ
520-803-1110

Danielle Kenny
Wind Chime Properties
Glen Allen, VA
804-451-5601

Nina Kestner Mclver
Coldwell Banker Barnes
Franklin, TN
615-465-3700

William Lanfer
Solutions Property
Management
Austin, TX
512-535-4472

Robert Leary
EJF Real Estate Services
Washington, DC
202-756-4013

Maria Machin
The Regatta Group, LLC
Miami Lakes, FL
305-759-8090

David Maldonado
Home Team of America
San Antonio, TX
210-690-4991

Clayton Maloy
Lifestyle Real Estate, Inc.
Jacksonville, FL
904-634-8838

Sara Marr
Summit Property
Management
Missoula, MT
406-549-3929

Reynold Massenat
Green Tree Realty, Inc.
Stockbridge, GA
678-304-6473

Yvonne McAnally
American Northwest
Realty
Craig, CO
970-824-3445

Megan McCawley
Bennett Property
Management CRMC®
Mesa, AZ
480-969-1818

Stacey McKay
Rental Home
Management Services
Altamonte Springs, FL
407-261-5610

Bridget Mosallimy
Infinity PM, LP
Plano, TX
469-429-4949 x203

Robin Myers
Memorial Property
Management
Houston, TX
713-973-1001

Phoebe Nason
City Scape Real Estate, LLC
Denver, CO
303-725-2564

Mark Nation
Cornerstone Property
Management
Arlington, TX
817-584-1518

Olatokunbo Oni
Realvestor Group
Richmond, VA
804-269-0255

PROFESSIONAL MEMBERS

Michelle Ali
Coldwell Banker
Orlando, FL
407-841-6060

Yvonne Arntson
John L. Scott Property
Management/
Emanar, Inc
Seattle, WA
206-621-9840

Monica Averitte
Real Property
Management Platinum
Scottsdale, AZ
480-306-7300

Justin Bajema
Access Property
Management Group
Allendale, MI
616-301-9450

Kathryn Banks
A-1 Home
Management, LLC
Colorado Springs, CO
719-573-5575

Larry Paisley
Residential Rentals
Garner NC
919-55,2-5512

Carl Panebianco
KCP & Associates, LLC
Midlothian, VA
804-928-7368

Stephanie Pena
Complete Rental
Management
Pueblo, CO
719-553-5860

Randy Pereira
T2M Real Estate
Helotes, TX
210-442-9178

Patricia Perkins
Perkins Realty
Fleming Island, FL
904-278-7779

Donald Persohn
All County Piedmont
Charlotte, NC
980-263-2900

Lee Porter
Birch Management, Inc.
Greensboro, NC
336-288-6997

Kristi Pritchett
Coldwell Banker
Premier Realty
Las Vegas, NV
702-877-6200

Dian Radloff
Mountain-N-Plains. INC
Fort Collins, CO
970-221-2323 x107

Debbie Roberts
Town & Country
Diversified Realty, LLC
Albuquerque, NM
505-503-8199

Andrew Salas
EJF Real Estate Services
Washington, DC
202-756-4013 x226

Sheilla Saldana
EJF Real Estate Services
Washington, DC
202-756-4013 x233

Diane Sarrocco
Jade Property
Management
Summerville, SC
843-871-0042

Jason Saunders
The Property Shop, LLC
Richmond, VA
804-767-1829

Enid Schenk
Innovate Real Estate
Services, LLC
Fort Collins, CO
970-377-3500

Paloma Semper
Semper Realty &
Management
Bedford, TX
682-225-4490

Melissa Smith
Homes For Rent
Realty, LLC
Phoenix, AZ
602-708-6413

Brian Strzyz
Gulf Coast Realty &
Investment
Cape Coral, FL
239-218-8124

Josafina Stubbs
Coldwell Banker
Residential Real Estate
Sarasota, FL
941-487-1410

Jennifer Terella
Big Bear Resort Management
Big Bear Lake, CA
909-866-5195

Ian Thomas
Genesis Real Estate &
Management
Tucson, AZ
520-370-7662

Jeffrey Vail
WA Krauss & Co.
Sunnyvale, CA
408-737-2300

David Valentine
Dodson Property
Management
Richmond, VA
804-355-7368

John Vashon
Iron Oak Properties
San Francisco, CA
925-640-7121

Sandra Walsh
Rental Homes, Inc.
Naperville, IL
630-420-2051

Smith Washington
Cross Country Management
Lake Charles, LA
337-474-0000

Jeremy Wharton
Revolution Real Estate, LLC
St. Petersburg FL
813-407-8439

Jay Wilson
Pacific Sun Property
Management
Santa Cruz, CA
831-471-2424 x109

Tammy Woodward
Windermere PM
South Sound
Tacoma, WA
253-445-0166

JUNIOR MEMBERS

Guillermo Castillo
Urban Pioneer Property
Management, Inc
San Francisco, CA
415-814-2357 x112

Stephanie Jarrett
MANAGAErenthouses.com
Houston, TX
713-528-5311

Kristen Saari
Kimberly Howell
Properties
San Antonio, TX
210-319-5009

AFFILIATE MEMBERS

Biocide Systems
Spencer Blua
Los Angeles, CA
310-902-9353

Certified Tenant
Screening
Joseph Kereta
Ontario, CA
800-769-7615 x215

Choice Data, Inc.
Brian Grant
Knoxville, TN
865-544-1204

Global Grid Marketing-
Essential Service Providers
Robb Edwards
Highlands Ranch, CO
720-260-8386

Rate Tenants.com
Mark Downey
Pensacola, FL
850-393-2336

trulia.com
Pierre Calzadilla
San Francisco, CA
415-400-7260

SUPPORT STAFF

Welch Amy
Chattanooga Property
Management, LLC
Chattanooga, TN
423-208-9444

2012 Designation Candidates

(Since 2011 Convention)

RMP® CANDIDACY

Robert Abbott
Annette Anderson
Daniel Anderson
Merlyn Banks
Joe Berger
Scott Bloom
Matthew Borries
William Butler
Danyel Brooks
Stephanie Christensen
Clint Collins
Jim Derkacz
Sarah Faiella
Lisa Fore
Carl Frazier, Jr
Kathleen Gaspari
Leslie Geuvara
Robert Gilstrap
Ramon Gonzalez
Angela Hanwell
Danny Hardeman
Dwain Henson
Lori Hermansen
Joe Inge
Lyn Ivans
Barry Mathis
Trista McPherson

Bryan Miles
Addie Morgan
George Morrissey
Janelle Nielsen
Krystal Perkins
Jonathan Perry
Khoa (Paul) Pham
Barbara Polk
Larry Porter
Cindy Rampley
Cameron Dale Riegel
Austin Sparks
Corey VanDyke
John Vashon
Vince Thai
Don Wilson
Clara Yokoyama

MPM® CANDIDACY

Wayne Guthals, RMP®
Leslie Lathan, RMP®
Ari Lund, RMP®
Paul Matthews, RMP®
Dan Scott, RMP®
George Trombley, RMP®

CSSSM CANDIDACY

Tawny Worth

**Did you know? You can earn 15 points
toward your designation by submitting and having
your article published in Residential Resource.
Submit your articles to publications@narpmp.org**

Continued from page 6 “From the Desk of the Executive Director”

The Closing Gala will be an 80's Party. To those of you who were like me and thought what was so great about the 80's, it was a fun time to be a teenager as you can see from



the pictures in this article. There will be lots of time to share with your friends, have your pictures taken, sing karaoke, and dance the night away. Watch as details unfold on this wonderful evening as you say goodbye to your



fellow NARPM® members. Hope to see all of you at the annual convention. Details can be found at www.NARPM.org under the Conferences tab.



In 2012 President Grana reformed the Next Generation Professional (Under 40's) Advisory Board. This group made a presentation at the Eastern Regional about getting involved in NARPM® and how involvement makes a difference in their business. I have heard many of the over 40's who were at this event say that the future of NARPM® is in good hands with the younger generation of members. We see this as true on all levels of the organization and we encourage everyone to work together as we find each generation can learn from the other. The experiences one generation has learned in building their businesses can be shared with the newer generation and vice versa. The new technology that the younger generation is using can help other generations operate more effectively. So yes, NARPM® is in good hands because everyone is working together to make the Property Management industry stronger for all generations!

Another month comes to an end. Feel free to send me an email if there is anything I can help you with, ExecutiveDirector@narpm.org. If I missed you at a regional conference I will see you at the Convention in October. 📧

Gail S. Phillips

Gail S. Phillips, CAE
NARPM® Executive Director

**In Loving Memory Of
Thais R. Soler**

August 22, 1947 – March 9, 2012

Thais R. Soler passed away on Friday, March 9, 2012, after a lengthy illness with cancer. Born August 22, 1947 in Havana Cuba, Thais' family migrated to the United States in 1956. Thais eventually moved to Orlando, FL in 1980 with her husband and two daughters, and Orlando became home. In addition to being the owner of Soler Realty and being active in Central Florida real estate, Thais served as president of the Orlando/Central Florida Chapter of the National Association of Residential Property Managers. Her dedication to our association helped raise awareness to our industry and she will be missed greatly by her local, state and national colleagues and friends. Donations may be made to: Hospice of the Comforter in Altamonte Springs, FL (<http://www.hospiceofthecomforter.org/en/page/giving-hospice>) or Moffitt Cancer Center in Tampa, FL (<http://www.moffitt.org/giving>).

**In Loving Memory Of
Robert Gaudette, RMP®**

May 21, 1942 – March 10, 2012

The Southern Arizona Chapter is saddened to announce the passing of Robert Gaudette, RMP®, who was one of the founding members of the original Tucson Chapter. Robert died of complications from pancreatic cancer. He is survived by his wife of 48 years Vicky Gaudette, RMP®, and five sons.

He served his country in the U.S. Navy. His passion in life was his family, square dancing with Vicky, country music, and raising and showing Irish Wolfhounds. His friends remembered him as a man of character, honesty and integrity whose word was his bond, and who was a friend and counselor to those in need. He is missed by all who knew him.

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 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
5/8/12	Arlington, TX	Ethics	Darryl Kazen, MPM® RMP®
5/14/12	Honolulu, HI	Risk Management Essentials	Vickie Gaskill, MPM® RMP®
5/23/12	San Antonio, TX	Marketing	Betty Fletcher, MPM® RMP®
5/23/12	San Antonio, TX	Tenancy	Darryl Kazen, MPM® RMP®
5/24/12	San Antonio, TX	NARPM® 101: Basics of Property Mgmt	Betty Fletcher, MPM® RMP®
5/24/12	San Antonio, TX	2011 Ethics	Brian Birdy, MPM® RMP®

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)

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

ⓐhour 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

Name of Cardholder _____

Signature _____

I authorize NARPM® to charge my credit card.

All information below this line will be shredded

Card Number _____ Exp. Date _____

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.

2012 AMBASSADORS

Robert Locke, MPM® RMP®
Kevin Martin, RMP®
Harry Heist

Christina Hogan, MPM® RMP®
Bradley Isa, RA
Chantal Bachar

Karlus Henry
Lisa Saunders
Dawn Crawford

Peter Meer, MPM® RMP®
Beverly Perina, MPM® RMP®
Taylor Lembi

FEBRUARY 21 - MARCH 19, 2012

REFERRING MEMBER

Sue Flucke
Lisa Williamson
Wilson "Hoppie" Cantwell, MPM® RMP®
Gail Moncla, MPM® RMP®
Ron Herdt
Hans Kautz, RMP®
Carla Clark, RMP®
Duke Dodson, RMP®
Duke Dodson, RMP®
Duke Dodson, RMP®
Lisa Williamson
Lisa Williamson
Bev Perina, MPM® RMP®
Bev Perina, MPM® RMP®
Hensley Scott
Dave Pruitt
Debra DeRosa
Riana King
Taylor Lembi
Bev Perina, MPM® RMP®
Michele Rozinek
Tina Bradley, RMP®
Duke Dodson, RMP®

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Carl Panebianco
David Richard Maldonado
Stacey McKay
Phoebe Nason
Mark Nation
Connie Devich
Gabe Kachuba
Elizabeth Cane
David Valentine
Olatokunbo Oni
Wendi Dana
Dian Radloff
Enid Schenk
Larry Paisley
Marc Greenberg Cox
Barbara Highfield
Monica Averitte
Guillermo Castillo
Yvonne McAnally
Yvonne Arntson
Marita Dorr
Chet Fisher, III

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Michele Brassard, RMP®
Gilbert Moses
Julie Potts, MPM® RMP®
Bill Lanfer
Aaron Bosshardt
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Leesa Rispoli
Judy Cook
Chantal Bachar
Chantal Bachar
Mike Mumford, RMP®
Brian Birdy, MPM® RMP®
Rhett Harmon
Aaron Gingerelli
Aaron Gingerelli
Jennifer Vail
Beth Ann Salmon
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Robert Locke, MPM® RMP®
Kym Ottaviani

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Michelle Ali
Megan McCawley
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Tammy Woodard
Esther E. Burley
Paul Diana
Jeremy Wharton

HOW CAN 5=200?



All information you need is at <http://www.narpm.org/join/> or you can scan the QR code at right with your smartphone or tablet using a QR code reader app.

WHO SAYS YOU CAN'T BE EVERYWHERE AT ONCE?



2012 Official
National NARPM Partner

2011 Affiliate of the Year

With Rentals.com, you won't miss a single sales opportunity—even when prospects are out and about. **Rentals.com Mobile Apps** deliver your listings to smartphones via a free app (iPhone® or Android®). When you have a specific sales message or want to test different incentives to determine which ones work best, our new **LeadMail Program** is the perfect solution. Simply choose one of our templates and give us the information. We'll design your e-mail and deliver it right to your prospects' inboxes. It's targeted, effective, and affordable. ***Delivering greater value for greater results.***



What Do the Most
Successful NARPM
Property Managers
Have in Common?

The Answer is Propertyware.



Don't just take our word for it. Find out why Propertyware is
the proven solution for managing and growing your business.



"The leasing and business
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more productive thanks to
the mobile iPad app from
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Melissa Prandi, MPM®, RMP®, PRANDI
Property Management, Inc., CRMC®,
PropertyADVANTAGE



"Propertyware provides
exceptional features that
save time and makes us
look like heroes in the
eyes of our tenants
and owners."

Betsy Morgan, MPM®, RMP®, PTM™,
Prudential Tropical Realty



"What cemented our decision
was Propertyware's ability
to track, measure, analyze
and report on our overall
effectiveness."

Kit Garren, CPM®, MPM®, IPM Corp



"Since updating our web site
with Propertyware's Web
Site solutions, we have more
than doubled the number of
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Deb Newell, RMP®, Real-Time Leasing

Join the ranks of successful NARPM
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Propertyware, the complete solution
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