

p6

Automate your workflow and make plans for that long-awaited vacation.

p16

Making a mistake on your taxes is not the end of the world.

p21

Hot Topic: Who signs the lease?

# RESIDENTIALResource



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



## Divide your maintenance team into "zones" based on geographic location.

During the winter months, it may be advisable to plan for the prolific summer projects. Assigning corrective maintenance, preventive maintenance, and minor construction to a team by geographical zone will save you time and money. **See page 32.**



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# IN THIS ISSUE March 2020

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

## FEATURE ARTICLES

### p6 Your Life Just Got Better: Workflow Automation

Nora Bohanon, NARPM® Member, found through her experience in residential sales and property management that many agents, herself included, spent too much time, resources and money on tasks that could be easily done through automation, freeing up time to focus on more important matters. Learn which tasks you may be able to automate and make plans for that vacation.

### p16 Did You Make a Mistake on Your Taxes?: Filing Amended Returns

Richard Hart, EA, CAA, President of Hart & Associates, a NARPM® Affiliate Member, provides advice on filing an amended tax return. From simple mistakes to more complicated errors, the explanation of changes should be short and sweet. The more you talk, the more you become suspect. Warning – If your amended return carries potential consequences beyond payment due, check with a tax professional before mailing it in.

### p32 Maintenance Plan for Summer Months: Geographical Zoning

Lacey Hofman, CMC Candidate, touts that using the slower winter months to get organized is critical for success in the busy summer months. Geographically zoning in-house maintenance technicians has proven to be beneficial for efficiency and profitability. See how it can save time to consolidate property visits.

**NEW!** Learn about the NARPM® Legislative Conference on page 12.



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**11**

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## MONTHLY COLUMNS

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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 email to: [publications@narpm.org](mailto:publications@narpm.org) and you will be advised if accepted. 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](http://www.managegroup.com)

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National Association of Residential Property Managers

# PRESIDENT'S Message

“In order for us to *Elevate the Vision*, we need to try something new, think outside the box, and do hard things. We also need engaged volunteers – volunteers who are looking to advance the organization with their new ideas.”



In January, I challenged you to join me in trying something new, be courageous and step out of your comfort zone. Have you had a chance to embrace this challenge? What makes your heart race, just thinking about doing it? As Steve Welty, NARPM® Member, said at the 2019 Broker/Owner Conference, “What scares you? Do that!”

In order for us to *Elevate the Vision*, we need to try something new, think outside the box, and do hard things. We also need engaged volunteers – volunteers who are looking to advance the organization with their new ideas. That’s where you come in! At NARPM®, we are always looking to introduce new or improved services in which the members will benefit. Sometimes it is an updated re-write on a property management course and sometimes it is booking that unique speaker for a conference. Stepping up as a volunteer to advance the NARPM® Vision of being the leading resource in residential property management may be the calling you are waiting for!

Right now, the volunteers who make up the Broker/Owner Conference & Expo Committee are working hard to put the final touches on this flagship event happening next month! Have you registered yet? It’s not too late to get your registration in, but you’d better hurry, as there are only a limited number of spaces. This conference and trade show is full of rich ideas and great conversations to help you move your company and business to an elevated

level. It might be in improving your company culture with Valerie Sargent, National Industry Speaker; implementing ancillary income with Todd Ortscheid, NARPM® Member; or understanding more about the moves you need to make to create long-term success with *Shark Tank’s* own Daymond John! There are endless opportunities with such a star-studded lineup of speakers and topics, as well as plenty of time for you to network with your colleagues. The Broker/Owner Conference & Expo is one of the two annual National NARPM® events. You don’t want to miss Hawaii!

The first quarter of the new decade is closing in and it has already been a whirlwind of a time serving as your 2020 NARPM® President. Three NARPM® State Conferences were held in February – Texas State, California State (CALNARPM), and North Carolina.

Each one of these Conferences focused on issues relevant to the state in which it was held, along with outstanding opportunities for learning more about improving your business. Whether it be trying out a brand new vendor, or putting a great new idea you heard about at lunch into play, or having one of the speaker topics hit the nail on the head and solve one of your pain points, you are bound to learn something valuable. If your local State Conference is coming up, and many are, it is worth taking a look at the opportunities and registering

for the event.

Each of the local chapters are in full swing with their 2020 meetings and making sure their members’ needs are being met.

Our Ad Hoc Committees are working to help advance two key areas of the strategic plan and have begun meeting. The first Ad Hoc Committee, chaired by Michael Krause, is charged with creating new ideas to build a leadership development program for NARPM®. The long-term vision is for NARPM® to offer a specialized, high-level program designed to develop leaders within the industry; and to offer a program for members who are interested and qualified to lead NARPM® to the next level.

The second Ad Hoc Committee, chaired by Trevor Garrett, RMP®, is working on evaluating NARPM®’s current efforts of collecting and using data metrics to inform and educate members. This is a direct result of NARPM® Members adopting the NARPM® Accounting Standards. By collecting the data and using those metrics, we can provide more value to your business.

With all of the improvements we are working on to *Elevate the Vision*, I am confident that when you engage and take that step towards the challenge, you will see the value of your membership continue to grow each month! 📈

**Kellie Tollifson, MPM® RMP®**  
2020 NARPM® President



**Nora Bohanon**, has been in the real estate business since 2003, and is a licensed REALTOR®. She became a NARPM® Member in 2011 and is the Founder and Owner of Rental Workflows, a company aimed at assisting property managers in implementing software to automate their systems and processes. Nora is also a member of the Chicago Association of REALTORS® (CAR), the Illinois REALTORS® (IAR), and the National Association of REALTORS® (NAR) and attends multiple conventions annually. She was a Top 20 Rental Agent with the Chicago Association of REALTORS® in 2011, 2012, and 2013. Nora is a graduate of the University of California – Davis, where she received a Bachelor of Science Degree in Managerial Economics. She currently lives in Chicago, Illinois.

**Whether you're a one-person operation or have several people working for you, organization and communication is essential.**

## Your Life Just Got Better!

# Workflow Automation

Property management has a lot of moving parts. You have tenants, owners, deadlines, contracts, marketing, prospecting, and much more. And, that's just your day job! Wouldn't it be nice to gain back time and still accomplish all the tasks that are needed to run a successful property management business? In fact, studies have shown that nearly 60% of professionals could save up to 30% of their time by automating the day-to-day, mundane tasks that don't need detailed human input.

So how can workflow automation help you as a property manager? Here are just a few examples:

### CLIENT COMMUNICATION

Whether you're reminding your tenants of an upcoming deadline or working with your property owners to approve and schedule repairs, chances are you are spending a lot of time sitting at your desk typing out emails. But with automation, there's no longer a need. Workflow automation is truly "set it and forget it."

Need to remind your tenant that their lease is up in 90 days? Not a problem. Workflow automation will automatically send an email or an SMS (Short Message Service) text to your tenant reminding them of the upcoming deadline and will then continue to send reminders however often you need. Once you input the details of a transaction, you can sit back and be confident that the follow up will be done.

Has a property owner approved a lease renewal? Workflow automation can automatically update the paperwork and send it to the interested parties for signature upon a given action and/or date.

We all know how important referrals are to the success of a property management business. It is key that communication to current clients is steady and ongoing. Workflow automation software can send out regular emails to your current client base giving you the ability to stay "top of mind," with very little effort on your part. And, let's face it, if a client is highly impressed with your communication and professionalism, they are much more likely to recommend you to family and friends.

### PAPERWORK

Ugh – paperwork! Does anyone really like doing it? Probably not. Filling out leases and documents is time

consuming, mindless work. You could hire assistants to take care of it for you, but then you have to pay for their time. That's money out of your pocket, when workflow automation could do it for little to no cost! With the proper set up, workflow automation can automatically create and update documents upon a preset date or action.

### EMAIL CAMPAIGNS

Like paperwork, email campaigns are time consuming. However, in today's digital age, many consumers expect and prefer virtual communication by email or SMS text. Virtual communication also helps save money, as it's almost free to send emails. No postage. No paper. No printing.

Do you have move-in and move-out information you provide to every tenant? By uploading the information into an automation program, it can be automatically sent when a lease is signed, or the tenant/owner indicates they no longer want to rent the property.

Not only is it important to manage and serve your current clients, it's also imperative to ensure your client pipeline is full. Otherwise, how will you build your business? So, on top of everything you do for your clients, you must also market to potential leads. How much time, effort, and money have you put into lead cultivation, only to find the lead grows cold? Not only that, but how often does lead generation get pushed to the back burner when things get busy? Be honest – we've all been there. Without too much effort and time from you, automation can do it for you, ensuring your marketing efforts are consistent and professional.

### ORGANIZATION AND INTERNAL COMMUNICATION

Whether you're a one-person operation or have several people working for you, organization and communication is essential. Confusion and the miscommunication of information leads to the appearance of unprofessionalism and lost time and money. As a result of automation, you'll be able to leave the office or go on vacation without worrying if things are being handled correctly or not. You will need to spend a little time researching the best hands-off approach for you and your company before saying, "bon voyage."

However, we admit, there is one drawback to workflow automation – figuring out what to do with all that extra time on your hands. 🏠

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We are a proud affiliate of the National Association of Residential Property Managers

# LEGISLATIVE Scoop

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



**Michael Hodges, MPM® RMP®**, has held a real estate license in the State of Florida since October 1988. He currently serves as President of FPM Properties and has more than 29 years of experience in residential property management. Michael is also a member of the National Association of REALTORS®, the Florida REALTORS®, the Northeast Florida Association of REALTORS®, the NARPM® Florida Chapter; and the Northeast Florida Association of Residential Property Managers (NEFARPM). Michael serves as the 2020 NARPM® Legislative Conference Chair, the 2020 NARPM® Governmental Affairs Committee Vice Chair, and is Co-Chair of Candidate Screening for the Northeast Florida Association of REALTORS®. He also serves as a key contact for Florida REALTORS®. On a local level, Michael has served as President of the Florida Association of Residential Property Managers (FARPM), as President and Treasurer for NEFARPM. He is active in the Chamber of Commerce, and Knights of Columbus, and enjoys Miami Hurricane football. He is the proud grandfather of Carolina Varela.

## Shape the Future of Residential Property Management

You have an opportunity to shape the future of the Residential Property Management Industry... will you TAKE it? Mark your calendars for May 18 and May 19, 2020, as we descend on Washington DC, not only to meet with our representatives, but to position you and our industry better for the new decade.

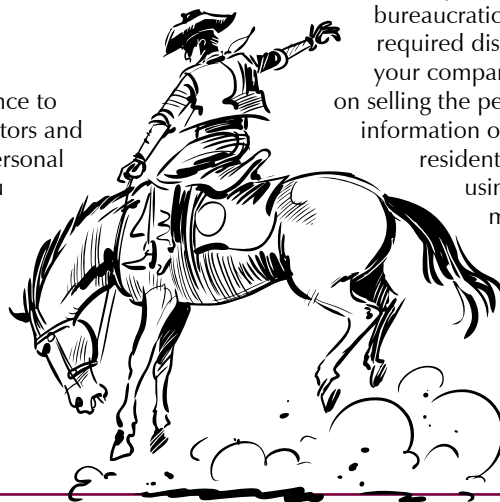
This will be our 6th Annual Legislative Conference (formerly NARPM® Day On The Hill), and it will be the largest attended to date. Registration is limited, but open to all.

### SO WHY SHOULD YOU PARTICIPATE?

Most importantly, you will have a chance to meet with your representatives and senators and their housing specialists to discuss the personal stories that have been a challenge as you practice your art of residential property management. For example, maybe you are concerned by the push on a national basis to make individuals with a felony or misdemeanor a protected class. This would be an opportune time to discuss with your lawmakers how this would affect our industry.

all households in the United States being rental properties, plus the shortage of housing, there will likely be efforts at all levels of government to impose new regulations on rental housing. Possibilities include things like a so-called “Tenant Bill of Rights,” which could contain items such as rent control, expansion of protected classes under the Fair Housing Act, and no evictions if someone loses their job for 90 days or more. Also, our industry will

face the possibility of additional bureaucratic policies, such as required disclosures regarding your company’s website policy on selling the personal contact information of your owners, residents, and vendors; using your social media; and having to periodically file a report on how you treat residents. Emotional support animals will again be a topic of



**This next decade will be the “Wild West” of the rental world as we know it! With almost 40% of all households in the United States being rental properties...**

NARPM® has momentum, as we have been successful in meetings with the United States Department of Housing and Urban Development (HUD), congressional offices, and other associations. HUD and your representatives are reaching out to NARPM® Members who attend the Legislative Conference for their opinion and advice when it comes to private property rights and residential leasing and management issues.

This next decade will be the “Wild West” of the rental world as we know it! With almost 40% of

discussion. Most of our representatives have no idea what our industry is going through, so, bring your personal stories!

Speaking of personal stories, here’s what one of our team members had to say about attending the Legislative Conference. “It was exceptionally educational and enlightening, as well as enjoyable. After attending as a “lay person” in the industry and having such an eye-opening experience, I can’t imagine why any property manager wouldn’t want

**Continued on page 12 “Legislative”**

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# CHAPTER Spotlight

GET TO KNOW THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES



**Luke Street, RMP®**, MPM® Candidate, began his real estate career in the third grade, handing out sales flyers with his Dad on the weekend. Earning his sales license right out of high school, he sold homes to pay for college. After college, he found himself working for several large investors and began focusing attention on investment properties and rental management. He has served as Broker and General Manager of Main Street Properties, in Pensacola, Florida, since 2011. Luke earned his RMP® in 2016 and was the 2019 President of the NARPM® Pensacola Chapter. He continues to serve in that position for 2020.

## Pensacola Chapter

Tucked away in the northwest tip of Florida, the only part of the state not on Eastern time zone, you'll find the not-so-little town of Pensacola. Referred to as the Cradle of Naval Aviation, home to the Blue Angels, and the country's most beautiful beaches – Pensacola is America's First Settlement (we're looking at you, St. Augustine) and boasts centuries of history and intrigue. For decades, Pensacola's claim to fame has been our beaches. With white sand dunes, turquoise waters, and nine months of beach season, tourism was the driving factor for growth in the area. Over the last 10 years, Pensacola has seen significant progress in health care, technology, and professional industries, and was just named America's 2019 Strongest Town. Combine the tourism, commercial growth, the six surrounding military bases, two colleges, and a relatively low cost of living, and you have the makings for a strong investment property market and a constant influx of new tenants. The median rent price in Pensacola for the year was \$1013 with a 12% increase in rental rates month-over-month from 2018.

the year, including classes on 1031 Exchange Properties, rental permitting, and a NARPM® education course.

One highlight of the year was our April Chapter event. If you've spent any time as a NARPM® Member, you've probably run across the name Harry Heist. Based out of Fort Myers, he and his firm, Heist, Weisse & Wolk, P.A., is Florida's largest landlord attorney and one of NARPM®'s most enthusiastic supporters. A popular presenter with both NARPM® and the Florida Apartment Association, Harry and his team were responsible for our most successful event of the year, a Property Management Class offering six hours of continuing education (CE) credits and an A-to-Z walk-through of Property Management for beginners and veteran property managers alike. With over 150 attendees, Harry put on a fantastic class and we were able sign up more than 15 new NARPM® Members from that class alone. The class was a major success for our chapter and helped get the ball rolling for the rest of the year. Thank you, Harry!

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**...if you are near the Florida, Alabama, Mississippi, or Louisiana Gulf Coast, and searching for a chapter to join, we encourage you to hang your hat with the NARPM® Pensacola Chapter...**

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Luckily, Pensacola is also home to an outstanding chapter of NARPM®. Founded in 1993, it's also one of the longest-running NARPM® Chapters. With our proximity to Alabama, Louisiana, Mississippi, and Georgia, plus the fact that the nearest other chapter is almost five hours away, we are in the unique position to see members from a large area of the southeast.

2019 was a year of change and growth for the NARPM® Pensacola Chapter, as we focused energy on growing our membership, while zeroing in on increasing member engagement and participation in chapter leadership. The end of 2018 saw the departure of several long-standing members of the leadership team due to retirement and relocation, but opened the door for a changing of the guard with several new members joining leadership to help the chapter keep moving forward. With some green leadership and committed Board Members, the chapter hosted several successful events throughout

With the success of the Heist event, other classes and a focus on personal touches to chapter visitors, the Pensacola Chapter was able to grow from 52 members to 70 members this year. 2019 saw three chapter members submitting applications to begin their RMP®/MPM® designations journey.

Another big success for our chapter was election of our 2020 Board of Directors. At the onset of 2019, our chapter goal was to increase engagement and participation of chapter leadership, using a concerted effort to ASK our members to participate. The 2020 Leadership Team and Board of Directors grew from seven to 15 volunteers. We are very excited to have several seasoned members staying on to help mentor, as well as many new members stepping in to bring new ideas and fresh energy to our chapter. We wrapped up the year with our holiday party, opening it up to members, affiliate

**Continued on page 12 "Pensacola"**

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National Association of Residential Property Managers

### Continued from page 8 “Legislative”

to attend. If I came away with anything, it's that NARPM® needs an ever-growing collective voice on the Hill. There is truly power in numbers.”

#### HERE'S WHAT YOU CAN LOOK FORWARD TO

- We will have lively discussions among the group that help shape our NARPM® Policies.
- You will meet new property managers and affiliates who will help us avoid any problems. In addition, you will expand your network.
- You will hear from HUD about Section 8, as seen from their perspective. They will even field a few questions.
- You will get tips on how to engage your local and state representatives. This is where it all starts; so, the stronger we are at this level the better we will be at the national level.
- You will get the do's and don'ts when visiting on the Hill, as well as what to expect and what not to expect! Anything can happen, such as an extra side benefit of taking the private underground subway between the House of Representatives offices and the Senate offices.
- You will meet with your representatives and senators from your state, their housing specialists, and staff. They want to see you, their constituents. This builds your relationships with your representatives and their staff. Without you, they have no rudder!

- Mix business with pleasure!

Monday, May 18, we will have a day of learning and fun that includes lunch. At the end of the day, we will go over our Hill visits and any last-minute revisions before enjoying a social hour with members and guests. Then Tuesday, May 19, we will break up into state and/or regional groups to meet with your representatives and their staffs.

#### HERE ARE A COUPLE OF QUICK TIPS WHEN ATTENDING THE NARPM® LEGISLATIVE CONFERENCE

- 1) Bring comfortable shoes. You will be doing a lot of walking. The upside is that you will get your steps in!
- 2) We will only have 10 to 15 minutes in each office, so stick to the NARPM® Talking Points.
- 3) If you do not know the answer, do not wing it! Refer them to our NARPM® Lobbyists Tyler Craddock and Samantha Kenny.

The bottom line is, we are the experts when it comes to residential property management issues, and so, let's act as ONE! As a group, we have the influence and expertise to assist our representatives with their decision making and votes on issues.

See you in Washington, DC, at the Washington Court Hotel for the NARPM® Legislative Conference. Register or view sponsorship opportunities at <https://www.narpm.org/legislative/register-for-narpm-legislative-conference/> 📄

### Continued from page 10 “Pensacola”

members, and guests alike. We welcomed new members, initiated our new Board Members, and enjoyed an evening of networking.

With 2020 upon us, the NARPM® Pensacola Chapter is looking forward to continuing our momentum and increasing our member engagement. Goals for the new year include offering a chapter event every month, hosting two charity volunteer opportunities, and working to create a successful affiliate

program to add new affiliate members, and open up more opportunities for presenters and classes through sponsorships. We encourage members to visit, but if you are near the Florida, Alabama, Mississippi, or Louisiana Gulf Coast, and searching for a chapter to join, we encourage you to hang your hat with the NARPM® Pensacola Chapter and help us make 2020 exciting! 📄

## Are you interested in joining us for the NARPM® Legislative Conference?

**May 18-19, 2020**

Washington Court Hotel  
525 New Jersey Ave NW  
Washington, DC 20001

Make contacts with key Members of Congress and their staffs and HUD on important residential property management issues such as emotional support animals, source of income, evictions, disparate impact, and others.

For hotel reservation information, registration, and sponsorship opportunities, visit:

**<https://www.narpm.org/legislative/register-for-narpm-legislative-conference>**



# Smart Home Property Automation



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First Choice Bank  
Forte Payment Systems  
Northwest Bank  
Opus Bank  
Residential Capital Partners, LLC  
Seacoast Commerce Bank  
The CFO Mission  
Trade Line Credit Solutions, LLC / DBA: CredHub

## **BUSINESS PRODUCTS AND SERVICES/OTHER**

American Contractors Organization  
DBA: Directory For Contractors  
American IRA, LLC  
Bank Shot, Inc.  
Berlin Precision Construction  
Business Owners Institute, LLC  
Buyers Access  
Bye Junk  
Centex House Leveling  
Certified Roofing and Construction, LLC  
Citizen Home Solutions, LLC  
Coastal Crossroads Consulting, Inc.  
Crown Investor Institute, LLC  
Elite Roofing  
EZ Repair Hotline, LLC  
First Alarm  
Frontline Technologies & Electrical  
FuseOn Connection, Inc.  
G.L. Hunt  
Foundation Repair  
Global Strategic Business Process Solutions, Inc.

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Hire Smart VAs  
Holly Receptionist  
iManageRent, Inc.  
Ingersoll Rand  
Interior Logic Group  
iPoint Technologies  
Keyrenter Franchise  
KIDDE  
Kimoby  
Landlord Coach, LLC  
Latchel, Inc.  
Legacy Home Improvements  
Leading Property Managers Association  
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Montgomery Pacific Corporation  
MyWalkThru.com  
Nonresident Tax Advisors, CPA  
OJO Bookkeeping  
On Sight PROS, LLC  
PalAmerican Security, Inc.  
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PlanOmatic  
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PM Made Easy  
PointCentral  
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Rent Bridge Group  
Renters Legal Liability  
RentFax, LLC  
Rently  
RentScale  
Roofstock  
Rytech, Inc.  
SavvyBiz  
Sage Financial Logistics, LLC  
Sears Hometown & Outlet  
Smart Business Consultants, Inc.  
Southwest Recovery Services

Steady Marketplace  
System Forward America  
TaskEasy, Inc.  
Tel-Us Call Center, Inc.  
The Advantage Program  
The Appliance Repair Men  
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Time Communications  
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## **INTERNET TOOLS/ MARKETING**

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Fourandhalf.com  
Geek Real Estate Marketing  
iManageRent, Inc.  
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Matterport, Inc.  
Podium  
Power Testimonial  
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Renter, Inc.  
RentPath  
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## **LEGAL SERVICES**

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Law Offices of Kimball, Tirey & St. John, LLP  
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- LegalShield Business Solutions  
The Gilroy Firm

## **MAINTENANCE**

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Advanced Pro Restoration  
Blue Chip Maintenance, LLC  
Bravo Restoration & Construction  
ClipCall, Inc.  
DBA: Home365  
Door and Window Guard Systems, Inc.  
Epiq Construction Company  
HomeSublime, LLC / DBA: Blindsgalore  
Jaguar Heating & Air, Inc.  
Keepe Up, LLC  
Kilmair Properties  
Lonestar Locks  
Lowe's ProServices  
McCarthy Roofing, Inc.  
Orkin, Inc.  
Paris Services  
Rainbow International of Richmond

Rainbow International Restoration  
Ready Roofing Company  
Second Nature (formerly FilterEasy)  
SERVPRO of Lake, Mendocino & Sonoma County NE  
SuperTenders, Inc.  
TemperaturePro Birmingham  
The Steam Team Restoration  
Xceptional Wildlife Removal

## **OTHER**

Arizona Association of REALTORS®  
CSS Services, Inc.  
Intellisys Technology, LLC

## **PROPERTY MANAGEMENT FRANCHISE CO.**

Scott Properties of the Midlands

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Breezeway  
Buildium  
Chapps  
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Diff.rent Inc.  
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HERO PM  
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HomeUnion  
HousingManager.com  
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LeadSimple  
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## NEW MEMBER RECRUITMENT Program

HELP NARPM® REACH ITS GOAL OF 7,500 MEMBERS BY REFERRING NEW MEMBERS



Help us reach 7,500 members by December 31, 2020 and see how you will benefit.

**NARPM® is pleased to continue its New Member Recruitment Program. For each new Professional Member you refer, you will receive a \$50 NARPM® Voucher (\$25 for each new Support Staff Member or Affiliate Member). The vouchers are valid for one year from date of issue and will be sent via email.**

- Excludes Company Membership applications and those receiving the dues discount for a Chapter Grant.
- Voucher can only be used towards Broker/Owner Registration, Convention Registration, and In-Classroom Courses.
- Applying member must list the name of referring member at the time of application.
- Vouchers can only be earned by non-affiliate members.

### NEW MEMBER REFERRALS • JANUARY 2020

<u>REFERRING MEMBER</u>	<u>NEW MEMBER</u>	<u>REFERRING MEMBER</u>	<u>NEW MEMBER</u>	<u>REFERRING MEMBER</u>	<u>NEW MEMBER</u>
Shelley Alterman, RMP®	Brian Alterman	Porsche Harvey, RMP®	Walter Wachter	Kimberly Miller	Robert Eyers
Marc Banner, MPM® RMP®	DaNay A. Salas	Lori Hendrix, MPM® RMP®	Gregory S. Bolzle	Duncan Murphy	Grace Pulliam
Robert Brister	David Karras	Carla Henry, RMP®	Jeri Timmons	Timothy Nelson	Carolyn Nelson
Shelby Challberg	Fred Fletcher	Steve Homer	Chris Homer	Rick Nicols	Doug Harris
Andrea Demello	Gaylene Tucker	Jack Hunter	Brant Abbitt	Nicole Pistone	Erik Fine
Heather Eshelby-Goade	Alyssa Goade-Munch	Debbie Jackson	Lexi Walker	Michael Ring	Laurine Huynh-Tran
Phillip Freed	Kelcie Miki	Aaaron Janus	Marie Martin	Danielle Sullivan	Aaron Emery
Antonio Gipson	Yvette Chavez	Kenneth Johnson	Cristen Tipton	Brian Tierney	Henri Kirsten
Antonio Gipson	Trenton Endicott	Brad Larsen	Brennan Titus	Misti Tyrin	Kristina Cabral
Kevin Gomez	Kimberly James	Jason Marcordes	Adam Wavrunek	Barb Vorhees	Craig Gordon
Lorena Gomez	Lorena Gomez	Andrea Mayer, MPM® RMP®	Melody Stark	Rita Weiss	Randi W. Harris

Each new Professional Member referral = a \$50 NARPM® voucher.

This return is for calendar year  2019  2018  2017  2016

Other year. Enter one: calendar year or fiscal year (month and year ended):

Your first name and middle initial

Last name

Your social security number

**Richard Hart, EA,**

**CAA**, earned a Degree in Accounting and has since acquired experience putting his knowledge to work in the construction, manufacturing, service, restaurant, banking, and real estate industries for more than 13 years. In 2006, Richard opened his own practice, Hart & Associates Tax Consulting and Preparation Services, to specialize in tax accounting and has earned the credentials of Enrolled Agent and Certified Acceptance Agent with the Internal Revenue Service. Hart & Associates now has offices in Las Vegas, Nevada, Manhattan, New York, and Beverly Hills, California. Richard has effectively helped hundreds of clients to successfully navigate U.S. tax law and preserve their wealth. Hart & Associates is a NARPM® Affiliate Member and Richard can be reached at: [Richard@hartassociate.com](mailto:Richard@hartassociate.com)

**Most of the time, you'll want to fix your own mistakes. But every now and again, it might make sense to let the IRS do it.**

# Did You Make a Mistake on Your Taxes? Filing Amended Returns

What happens if you discover a mistake on your tax return after you have filed it? Mistakes are totally fixable. Here's what you need to know:

## 1. THE INTERNAL REVENUE SERVICE MAY FIX THE MISTAKE FOR YOU.

Most of the time, you'll want to fix your own mistakes. But every now and again, it might make sense to let the IRS do it. The IRS will correct math errors. These are the sorts of relatively harmless errors that you can happily let the IRS correct for you. If the IRS does correct a mistake, you'll receive a letter explaining the adjustment and advising what steps, if any, you need to take.

## 2. YOU CAN FIX MOST MISTAKES BY FILING AN AMENDED RETURN.

If the IRS doesn't correct your mistake or if it's a huge mistake or if you forgot to report something important (like being married), you'll want to fix your own mistakes. You'll do this by amending your previously filed tax return with a federal form 1040X, Amended U.S. Individual Income Tax Return. You can use form 1040X to correct a previously filed form 1040, form 1040A, form 1040EZ, form 1040NR, form 1040NR-EZ, or to change amounts previously adjusted by the IRS.

## 3. PAY ATTENTION TO THE INSTRUCTIONS.

Form 1040X is short, but it can be confusing if you don't follow the instructions. Most important – Form 1040X is the ONLY tax form you'll use to correct your mistakes. You don't need to file another form 1040.

## 4. YOU'LL NEED A COPY OF YOUR PREVIOUSLY FILED RETURN.

On form 1040X, in Column A, you'll briefly summarize the items on your tax return as originally reported. In Column B, you'll indicate any adjustments for items of income, deductions, liabilities, and payments. In Column C, you'll report the correct amounts as they should have appeared on the original tax return. That means that Column A + or – Column B should equal Column C. Kapeesh?

## 5. REMEMBER THAT CHANGES TO ONE ITEM MAY HAVE OTHER CONSEQUENCES.

For example, if your adjusted gross income (AGI) changes, items which use your AGI may also change (such items include certain itemized deductions, tax credits, and taxable amount of Social Security benefits). The same goes for changing your filing status.

## 6. JUST BECAUSE A TAX BREAK HAS DISAPPEARED DOESN'T MEAN THAT YOU CAN'T CLAIM IT ON AN AMENDED RETURN.

The Tax Cuts and Jobs Acts (TCJA) changed a lot of tax items. However, so long as those tax breaks were still applicable for the tax year you are amending, you can still make the change.

## 7. EXPLAIN THE CHANGES.

You'll use the space at Part III at the top of the second page to explain why you are filing the amended return. However, do not spill your guts here. This isn't a confessional or an appeal. Be clear and concise and just state the facts of why the change was made. The looser your lips here, the worse off you will be.

## 8. THERE IS NO E-FILED OPTION FOR AMENDED RETURNS.

All 1040X forms must be mailed via snail mail to the IRS and someone must physically enter the data.

## 9. ATTACH THE RIGHT DOCUMENTATION.

You must attach copies of any forms or schedules affected by the change, including any forms W-2 or forms 1099 (the normal rules apply here), or specific schedules that you didn't attach previously. Don't confuse the IRS by adding other forms or papers. In the instructions, they specifically request that you "not attach items unless required to do so." Remember, less is more.

## 10. INCLUDE PAYMENT IF YOU OWE.

If your amended return now reflects a balance due, include payment with your return. There may be pen-

**Continued next page**

alty and interest due, but you can be sure that the IRS will let you know those numbers at a later date.

#### 11. YOU MIGHT BE DUE A REFUND.

If you're due a refund, you can choose to apply it to the next year's return or have a refund check mailed to you. To claim a refund, you typically must file your form 1040X within three years after the date you filed your original return or within two years after the date you paid the tax, whichever is later. If you file after the statute of limitations has run out, you may be out in the cold. In previous years, some tax professionals have suggested that if the statute of limitations has run out for a refund, there's no point in filing an amended return. However, if a change might result in a measurable benefit, even after the statute runs out, consider this:

- The IRS has been known to send an occasional refund outside of the refund window based on facts and circumstances;
- The IRS may credit an unpaid refund amount to a later (or earlier) tax year with a balance; or
- If the adjustment is in your favor – even if you don't get a refund – you've documented the adjustment. If the IRS were to examine your return at a later date and make an

adjustment which would have resulted in additional tax, those adjustments could offset.

#### 12. PAY ATTENTION TO THE STATUTE OF LIMITATIONS.

This means that filing an amended return does not extend the statute of limitations or extend the time to pay.

#### 13. THINK BIG PICTURE.

If you're making a change that is more than correcting a missed line item or righting a transposed number, think big picture. Merely filing an amended return may not be the best way to correct tax fraud or address a significant omission like a missed foreign compliance form (such as a Report of Foreign Bank and Financial Accounts (FBAR) or form 5471, Information Return of U.S. Persons With Respect To Certain Foreign Corporations). If your amended return carries potential consequences beyond payment due, check with a tax professional before mailing it in.

#### 14. TRACK THE PROGRESS OF YOUR RETURN ONLINE USING THE "WHERE'S MY AMENDED RETURN?" TOOL.

You'll need to provide your Tax ID number, your date of birth, and your zip code. Be patient: a federal form 1040X usually takes an additional 8 to 12 weeks to process (in some instances, IRS says it could take 16 weeks). Be aware that the return won't even show up in the system for about three weeks. 📧

**NARPM® designations are earned with a combination of property management experience, NARPM® and industry education, and service to the association through volunteer activities.**

**Be #NARPMSmart**

#### Save \$50 on Designation Application Fee

Now through March 31, 2020, Professional Members who apply for a designation will receive a \$50.00 discount on the application fee. This is the ideal time to ramp up your credibility and professional career.



**Designees approved at the January 2020 Professional Development Committee meeting:**

#### MPM®

Kent Barr, MPM® RMP®  
Michael Gonzales, MPM® RMP®

#### RMP®

Lydia Mathie, RMP®  
Pamela Greene, RMP®  
Danny Hardeman, RMP®  
Sondra Welsh, RMP®

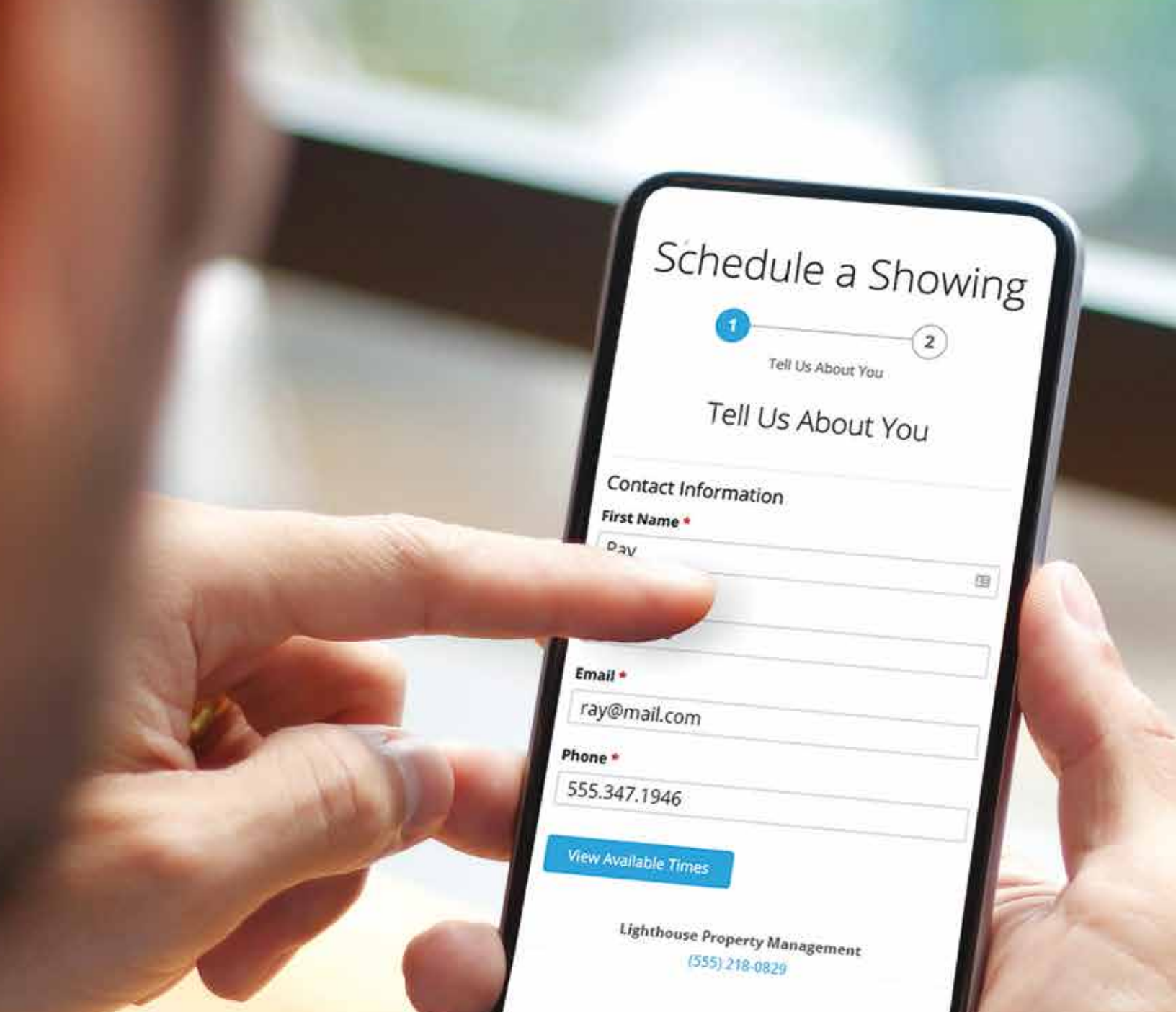
**The Professional Development Committee now approves Designation Packets monthly.**

- Please submit your packet by the **15th of each month** to be approved.
- Deadline to submit your packet to receive your award at the **2020 NARPM® Annual Convention is Friday, August 7, 2020.**

**You must be a Member of NARPM® National in order to be eligible to apply.**

\*\*\*There is a new upload system available to submit your designation / certification documents. To receive instructions to upload your documents to the new upload system, please email: [designationinfo@narpm.org](mailto:designationinfo@narpm.org)

**Join the other 1,000+ NARPM® Members who have earned their designations or certifications. Contact [designationinfo@narpm.org](mailto:designationinfo@narpm.org) for more information.**



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Alex B.  
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# DISCUSSION BOARD Hot Topics

WHAT HOT TOPICS ARE PROPERTY MANAGERS CURRENTLY TALKING ABOUT?

NARPM® maintains Discussion Boards for several specialties within the organization. These Discussion Boards enable members to stay in contact and to share questions and concerns as they arise. **If you would like to participate in one of these groups, visit [www.narpm.org/members/discussion-boards](http://www.narpm.org/members/discussion-boards) and follow the instructions. Member login is required.** NARPM® National approves all Discussion Board Members and the Discussion Boards are only available to Property

Managers who are Professional Members of NARPM®.

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

**Q** *Our policy is that everyone to occupy a property that is 18 or older, whether unemployed college student or 80-year-old retired grandmother completes an application and background check. BUT, is there any good reason that these folks, such as 19-year-old local student should sign the lease? The father is pushing back asking why his 19-year-old son should sign the lease and send a copy of his driver's license, when we are paying for the rent? I am going to insist on a clear copy of the driver's license. Any thoughts on employed or unemployed adult teenagers needing to sign a lease?*

**A** All adults are treated equally. Either you are a minor or an adult. 18+ is an adult in most states. If background and credit score qualify, then the 19-year-old should be on the lease, as would any other tenant, regardless of guarantor or other co-tenants. All qualifying adults should have some skin in the game when it comes to collections and court dates.

**Q** *That is what I am concerned about. He has no credit info or score, but no crime either. I am wondering in the case of an eviction, if he is not on the eviction notice could get the whole thing thrown out. By the same token on renewals, when the two 17-year-olds turn 18, I guess it would be wise to have them sign the lease as an addendum. Never had a family with so many old kids about to turn 18!*

**A** In Texas, they will charge an Eviction Filing Fee for each tenant, so if you have a husband, a wife, a 19-year-old student, and an 18 year-old student all listed as tenants, and your lease ends in eviction, you just cost the landlord four times (\$126 each) the eviction costs in most Justice of Peace (JP) Courts. We screen all occupants who are 18 or older. In this scenario, only mom and dad are tenants.

**A** Our attorney mentioned the same concern when it comes to evictions. We have all occupants who are over 18-years-old, and not being listed as a tenant, pass only a background criminal check. This is less cost and goes over well with applicants.

**A** I require anyone 18 and over to apply as well; however, in a family situation like this I'll list the adult son as an "other occupant" on my lease, which means the son would not be signing off on the lease nor have any financial responsibility, similar to a minor dependent living in the residence. I recommend talking to your attorney to get her/his take on this matter as things vary between states, so what may work in one state may not fly elsewhere.

**A** I recently had a minor "other occupant" for four years turn 18, so when it came time for the parents to sign the lease renewal, the newly-minted adult got a lesson on reading contracts and being responsible. The daughter has no credit history and the mother is a Japanese national with no credit history.

**A** If over 18, I run a credit/background check. Under or over 18 – could be listed as occupants, but not named tenants, and thus, not responsible for the financial terms of the lease. I have leased some properties with adult children who live with parent(s) or even elderly parent(s) who live with their adult children who are named as occupants, but not named as responsible parties. As long as the parent(s) who are so named as "tenants" have sufficient credit worthiness, I'm good with the above being named as occupants similar to minor children on the lease. When filing for eviction – here in JP Court in Texas – I must name those who are the responsible parties to the lease. I've never had a problem in JP Court with not listing the other occupants.

**Remember – everything you read on the Internet is not true. If necessary, you should seek legal counsel.**





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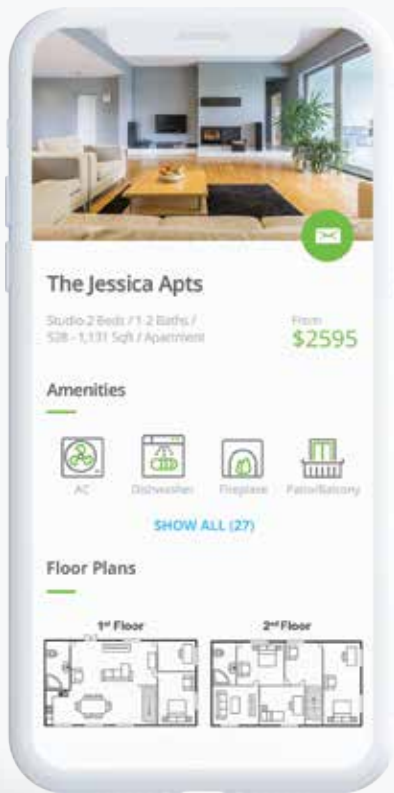
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# JOIN US AT THE 2020 NATIONAL CONVENTION TO SUPPORT OUR CHARITY

## THE 2020 PAST PRESIDENTS' CHARITY TOURNAMENT BENEFITS ALEXANDER HAMILTON SCHOLARS

**The Annual Past Presidents' Charity Golf Tournament is scheduled for Monday, October 19, 2020 at the Omni Amelia Island Plantation Resort Golf Course.**

Alexander Hamilton Scholars (AHS) focuses on closing the opportunity gap for young people like Alexander Hamilton. Each year, AHS selects 35 underserved high school juniors for their academic, personal, service, and entrepreneurial accomplishments, to participate in its no-cost, 5-year empowerment program. These students receive mentorship, practical guidance, and a comprehensive network of support, much like Hamilton did, so they, too, can leave a lasting legacy that will forever change their communities, our nation, and the world.

Provided at no cost to the student the program consists of individual support through phone calls, video conferencing, and emails with AHS staff members and an assigned peer Scholar mentor. Group support and learning is offered through conference calls and Leader Weeks. All curriculum is designed around our 5 Pillars of Success. After completion of the 5-year Empowerment Program, success is defined by all Scholars reaching the following benchmarks:

**TRANSITION:** Successful transition from high school to college, and college to career.

**HERITAGE:** Increased knowledge of how the history of the United States connects both with each Scholar's individual journey, and with the collective national experience. Increased civic engagement and participation in community governance.



**To register, visit [www.narpmconvention.com/past-presidents-charity-tournament](http://www.narpmconvention.com/past-presidents-charity-tournament)**



**EMPOWERMENT:** Establishment and fulfillment of the goals identified in the Personal Development Plan process in all 7 key areas – financial, career, educational, public service, family & friends, personal, spiritual. Goals correspond with Scholars' values and guiding principles.

**FINANCIAL LITERACY:** Scholars graduate college with manageable debt, and with a solid understanding of how to create and manage a budget, save money, and invest in their future financial health.

**LEADERSHIP:** Inspired by Alexander Hamilton's legacy of leadership through service, Scholars prioritize and value their responsibility to use their talents and skills to effect positive change in their communities, the nation, and the world, and have an overall understanding of the importance of social impact and legacy.

*Achieving these goals requires AHS staff to offer their full support and guidance to each Scholar while helping them access resources and opportunities. This relationship and the success of the program relies on reciprocity and a mutual commitment from both AHS staff and Scholars. Each curriculum year has corresponding assignments and conference calls that require Scholar time and attention, and prompt communication is essential.*

*All winners will have access to AHS internship programs and will join a distinguished cohort of peers from across the US. This unique Scholar community extends back through 12 years of cohorts and supports one another as they take steps together towards achieving a college education and a meaningful career.*



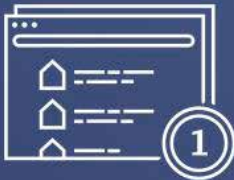
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# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



**Bryan Jenkins, MPM® RMP®**, is the Principal Broker of AHI Properties, which has offices in Birmingham, Huntsville, Mobile, and Montgomery, Alabama, as well as Oklahoma City, Oklahoma. He obtained his Alabama real estate license in 2005, his Alabama Broker's license in 2007 and his Georgia Broker's license in 2017. He has been a NARPM® Member since 2011. Bryan is currently serving as the NARPM® Southeast Regional Vice President and has previously served as the NARPM® National Member Services Committee Chairperson and is a Past President of the NARPM® Atlanta Chapter. Bryan is also a veteran of both the US Navy and the US Army. Bryan is married to Cheri and they have four children, ages 22-28. AHI Properties currently manages over 1,100 single-family homes, condos, and townhomes, as well as some light commercial property and company assets spanning six states. AHI Corporate Housing currently maintains and manages over 1,400 corporate apartments across seven states and 15 markets, and is managed by his wife, Cheri.

That's Regional  
Vice President

## The RVP Bulletin



It is hard to believe that it is 2020 and a brand new decade. I am excited for this new period to come and to be serving as the new Southeast Regional Vice President, serving along with two wonderful ambassadors, Dawn Ostovich, MPM® RMP®, from the NARPM® Orlando/Central Florida and Sarah Turocy, RMP®, from the NARPM® Charleston Chapter. Our region is made up of 1,331 members from our current national membership total of 6,304 members. We have 50 members who hold their MPM® designations, 99 members who hold their RMP® designations, and we are home to nine CRMC®-certified companies. Our region also has four chapters (Atlanta, Orlando/Central Florida, Tampa Bay, and Charleston) that were awarded Chapter Excellence in 2019. Of those chapters, the Atlanta Chapter was awarded Large Chapter of the Year. I am looking forward to working with our chapter leaders in 2020 as we continue to grow our region, improve our member engagement, and work to strengthen and develop our future leaders.

Our industry has gone through tremendous changes in the last decade. Most of those changes have helped improve and shape our industry, benefitting us as professional property managers, not only in the practice of our craft, but also in the development of new and improved systems. Our organization, along with our educational offerings, have allowed our members to truly become best-in-class operators. I believe that our industry is better for it and that the bar continues to be raised higher and higher.

The biggest transformation to my business came with an introduction to NARPM®. My NARPM® journey began in 2011 when I first

discovered our organization while searching for a new software solution for our business. After a decade of managing homes on server-based software, manual processes, and semi-skilled labor, our business needed to move forward toward systems and away from laborious manual processes. In attending my first convention in 2011, I was pleasantly surprised to hear the knowledge being shared by property managers and vendors in attendance. The information that was freely offered allowed our company to address the needs of our business, homeowners, and tenants. The educational classes that were offered were also very relevant and timely. I remember leaving the convention with energy in my step and a renewed sense of purpose. Of course, like all first-time attendees, I also left feeling like I had been drinking water from a fire hose.

It was during that convention that I first met several NARPM® Members who I am proud to call friends and mentors still today. It is through NARPM® and these friendships, along with a little hard work, that I have been able to build my business four-fold from 2011 until 2019, with anticipation of continued growth.

After returning from that convention with the plethora of information learned, I decided to seek out a chapter that would continue to propel me forward in my business and allow me to plug in and contribute. Since Alabama is a member-at-large state and has no chapters, I eagerly looked to the surrounding states and was immediately drawn to the NARPM® Atlanta Chapter. Even though the chapter was a three-hour drive away, I began attending meetings and social events to meet as many of my peers

“For the at-large members who make up roughly 16% of our membership, find a chapter that is worth the drive and time commitment, and join them.”

Continued next page

**Northwest:** Melissa Sharone, MPM® RMP®  
Alaska, Washington, Oregon, Idaho, Montana,  
Wyoming.

**Pacific:** Charlene Minor, MPM® RMP®  
California.

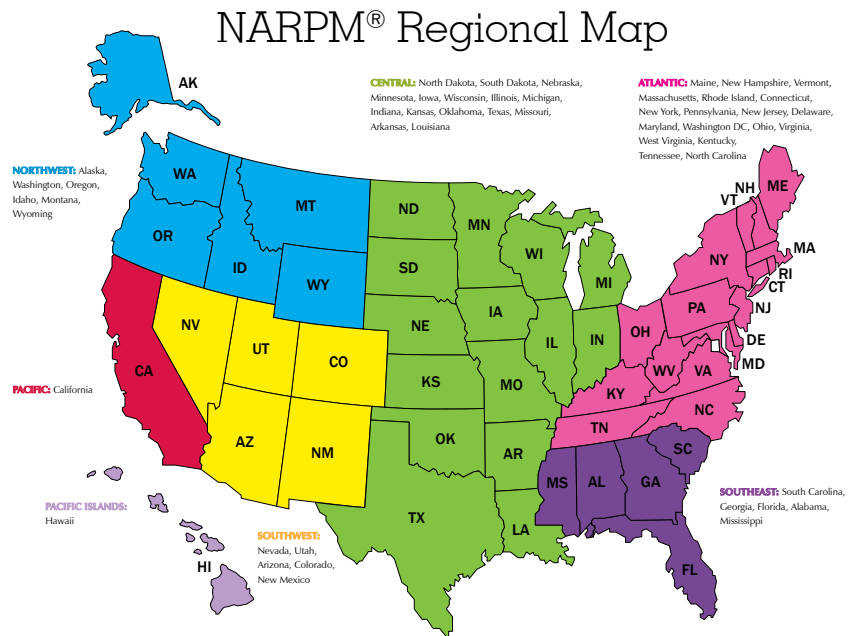
**Pacific Islands:** Charlene Minor, MPM® RMP®  
Hawaii.

**Southwest:** Liz Cleyman, MPM® RMP®  
Nevada, Utah, Arizona, Colorado, New Mexico.


**Central:** Pete Neubig, MPM® RMP®  
North Dakota, South Dakota, Nebraska, Minnesota,  
Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas,  
Oklahoma, Texas, Missouri, Arkansas, Louisiana.

**Atlantic:** AJ Shepard, RMP®  
Maine, New Hampshire, Vermont, Massachusetts,  
Rhode Island, Connecticut, New York, Pennsylvania,  
New Jersey, Delaware, Maryland, Washington DC,  
Virginia, North Carolina, Ohio, West Virginia,  
Kentucky, Tennessee.

**Southeast:** Bryan Jenkins, MPM® RMP®  
South Carolina, Georgia, Florida, Alabama,  
Mississippi.



in the industry as possible. I was amazed at the diversity of the membership, with members who managed twenty or fewer homes to those managing several thousand homes. I signed up for as many classes as I could and was very happy with what I had just discovered. I was trying to drink as much of the NARPM® Kool-Aid as I could take in.

During the summer of 2012, I was asked by the Atlanta Chapter President-Elect to serve as Legislative Chair for the chapter in the upcoming year. After some careful consideration, I accepted the invitation and have continued serving NARPM® and our members. My leadership journey has taken me from that initial committee chair position to the positions of 2017 Atlanta Chapter President, National Member Services Committee Chair, and to my current role as Southeast Regional Vice President. Like many leaders within NARPM®, all it took to get me engaged was for someone to ask me to serve. With a heart for our members, I am asking you, as a future leader, to begin your leadership journey by serving in 2020. You can begin by serving in your local chapter and on a National Committee. For the at-large members, who make up roughly 16% of our membership, find a chapter that is worth the drive and time commitment, and join them. You will grow professionally; your businesses will become more profitable and our membership will reap the benefits of your engagement. 



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# MEMBERSHIP Growth (Con't on pages 29-31)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JANUARY 1 – JANUARY 31, 2020

## PROFESSIONAL & ASSOCIATE MEMBERS

### ARKANSAS

Traci Allen  
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Management Hometown  
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Darwin Jones Property  
Management & Realty  
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Swipe Right Team  
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Jamie Wagner  
Home Again Arizona,  
Real Estate & Property  
Management  
Gilbert, AZ  
480-630-5000

Tracy Yahnke  
West USA Realty  
Phoenix, AZ  
602-942-4200

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Property Management  
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Real Property  
Management Valley Wide  
Merced, CA  
209-722-7761

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Sidekick Property  
Mangement  
Whittier, CA  
714-767-2094

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Rossmoyne Property  
Management  
Glendale, CA  
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HomeRiver Group  
Sacramento, CRMC®  
Sacramento, CA  
916-429-1205

Fred Fletcher  
SREM  
Rocklin, CA  
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John Gitlin  
Promise Property  
Management  
Oceanside, CA  
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HomeRiver Group  
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Sacramento, CA  
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Denise McCoy  
HomeRiver Group  
Sacramento, CRMC®  
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Rose Rentals  
Hollister, CA  
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### COLORADO

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Colorado Springs, CO  
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Loveland, CO  
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Blue Olive  
Properties, LLC  
Highlands Ranch, CO  
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OTG Realty, LLC /  
DBA: Corner Stone  
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Abigail Rael  
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Jane Sellers  
All County Colorado  
Springs Property  
Management  
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OTG Realty, LLC /  
DBA: Corner Stone  
Real Estate  
Colorado Springs, CO  
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Walter Wachter  
The Rawhide Company  
Colorado Springs, CO  
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Heidi Wallace  
Spectrum Land  
Company, LLC  
Westminster, CO  
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Beth Wolfe  
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Rental Guys  
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Judy Hagner  
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Company  
Lake Mary, FL  
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& Rentals  
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Citrus Property  
Management, LLC  
Orlando, FL  
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Darby Uhl  
Innovative Realty, LLC  
Winter Park, FL  
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Warner Robins, GA  
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Caitlin Whitaker  
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Kelcie Miki  
Resident Rentals, Inc.  
Kailua-Kona, HI  
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Gaylene Tucker  
Mary Love Realty  
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Scherry Webb, RA  
Webb Homes, LLC  
Honolulu, HI  
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Associates, CRMC®  
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Melody Stark  
Rainshadow Property  
Management  
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Brian Ward  
Black Diamond  
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Samantha Guevara  
jg Property  
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RE/MAX Traders  
Unlimited Property  
Management  
Peoria, IL  
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Cornerstone Property  
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Management Services  
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Services, LLC /  
DBA: Moon Ridge  
Property Management  
Havre De Grace, MD  
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# MEMBERSHIP Growth (Con't from page 29)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JANUARY 1 – JANUARY 31, 2020

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Butte, MT  
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Tophre Realty, LLC  
Helena, MT  
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Alona Ralph  
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Turnkey Services  
Papillion, NE  
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PMI Clark County  
Las Vegas, NV  
702-570-2910

Laurine Huynh-Tran  
Go Global Realty  
Las Vegas, NV  
702-778-1500

## NEW JERSEY

Peter Tverdov  
Tverdov Housing  
New Brunswick, NJ  
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## NEW YORK

Travis Myers  
Travis Myers  
Syracuse, NY  
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Michael Slusser  
Slusser Realty Group  
Rochester, NY  
585-287-6556

## NORTH CAROLINA

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Above All Property  
Management  
Cary, NC  
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Park Avenue  
Properties, LLC  
Cornelius, NC  
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Chris Hawkes  
West & Woodall  
Property Management  
Durham, NC  
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Fara Pourshariati  
Fonville Morisey  
Cary, NC  
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Amy Reynolds  
Ace Property  
Management  
Fayetteville, NC  
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Bert Woodall  
West & Woodall  
Property Management  
Durham, NC  
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## OREGON

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Chroma Property  
Management  
Portland, OR  
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## PENNSYLVANIA

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Pittsburgh, PA  
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New America  
Corporation  
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Henri Kirsten  
Miller Long Term Rentals  
Hilton Head, SC  
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Laura Wuller  
Coastal Long Term  
Rental Company, LLC  
Bluffton, SC  
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## TENNESSEE

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Consultants  
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Caleb Cooke  
Rollingwood  
Management, Inc.,  
CRMC®  
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Leslie Edwards  
Better Homes and  
Gardens Real Estate  
Edwards & Associates  
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Wendy Guinn  
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Management Group  
Datlington, TX  
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Blue Armadillo Property  
Management, LLC  
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Management  
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Chenoa Stark  
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Jeffrey Hickethier  
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Marie Martin  
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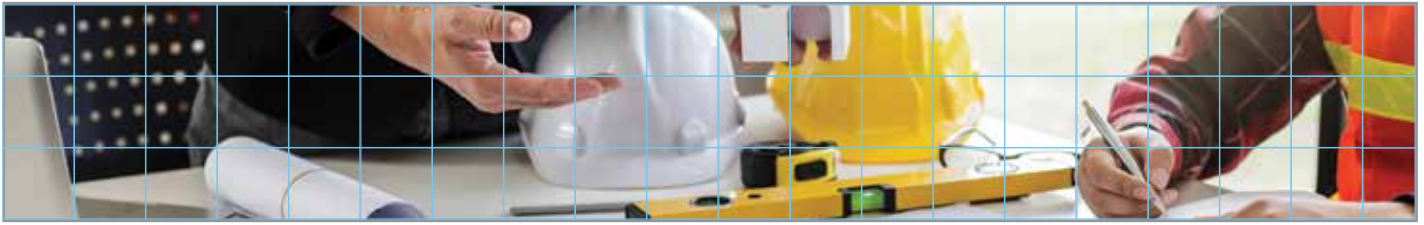
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**Lacey Hofman, CMC** Candidate, is the Maintenance Team leader at First Rate Property Management, CRMC® (FRPM), in Boise, Idaho. She has three years of property management experience and has been with FRPM for a year and a half. She truly enjoys making sure that our investors' properties are well cared for. She obtained her Criminal Justice Degree from ITT Tech in 2010 and is in her first year of NARPM® membership. Lacey has two daughters, ages 12 and 5. In her spare time, Lacey enjoys riding four wheelers and camping with her family.

**Geographical zoning also allows more specific scheduling with tenants. We have a better gauge on which tech will be there and when. Tenants will feel more secure with your company...**

## Maintenance Plan for Summer Months

# Geographical Zoning

Working in property management, in a city with all four seasons, can be challenging for all departments. Maintenance is one department, in particular, that has to utilize planning in order to optimize productivity. There are a few ways that this strategic preparation can make the maintenance department in your company more profitable. Using the slower winter months to get organized is critical for success in the busy summer months. Geographically zoning in-house maintenance technicians has proven to be beneficial for efficiency and profitability. Depending on how many properties your company manages and the distance technicians must travel for each work order, planning in advance can make every day more efficient for property turnovers.

It is impossible to predict everything that is going to happen in our industry. One thing that will save a lot of time is to already have a plan outlined for bigger projects that need to be completed in the warmer weather. By using the slow time to plan and coordinate with vendors, all of the small details will already be figured out when the time comes to execute the project. It is important to keep in mind that the summer months are hectic, so even though you have time to plan more than one project in the winter, it might not be reasonable to get all of the work done in the summer. You never want to overwork yourself, your staff, or your vendors by overcommitting to these projects. When you are planning, be sure you are thinking outside of the box. Research and find more resources that can help you achieve your summertime projects and goals. It could be as simple as running your idea by a vendor that you see frequently. They may have ideas on how to make the project less wasteful of time and money.

The summer season brings more turnovers, more work orders, and more expansive projects. It can be overwhelming to balance being organized, maintaining high quality, and increasing productivity. Geographical zoning has proven to successfully cut down on a lot of this chaos. If you have multiple coordinators and technicians working, it is important to know where your staff is out in the field. Tech A might be at one complex

on Monday and Tech B is at the same complex on Tuesday. Clearly, this is not most effective for the maintenance staff, the company, or the owner. Geographical zoning can be achieved by grouping your properties into smaller geographical areas. By separating the properties into zones, where Tech A works one zone and Tech B works another zone, we are able to minimize backtracking and optimize efficiency. Geographical zoning also allows more specific scheduling with tenants. We have a better gauge on which tech will be there and when. Tenants will feel more secure with your company because they will know whom to expect and when. This will set you apart from other property management companies.

Another way to make your summer a little more manageable is to make every day as productive as possible when handling turnovers. Typically, trying to schedule one vendor in a unit per day is ideal. During the summer, with multiple turnovers and move-in dates already scheduled, it might be worth having multiple vendors in a unit on the same day. Arranging for general cleaners in a morning and carpet cleaners in an afternoon would help to reduce vacancy for the owner, schedule an earlier move-in date for the tenant, and produce more work orders for the vendor.

Everyone has preferred vendors, but it is recommended to have a backup or two per trade to help out during the busier times. There is a strong possibility that your preferred vendor will be working with multiple clients and may not be available on the days you need them. By having a backup, you will not have to let the unit sit vacant an additional day while waiting on the vendor to get it on their schedule. This can aid in reducing some of the stress of the season. Every day that units are vacant, it is costing your owner money and your company management fees.

Summer is a better time for people to move, which means that it is going to be inherently busier. However, summer doesn't always have to be stressful. Work will increase during the summer months, but planning ahead and having your staff prepared can take the chaos out of the summer! 🏠



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## MARCH - APRIL 2020

### Advanced Risk Management - 6 hrs (9am - 4pm)

04/07/2020 Greater Portland Chapter TBD Vickie Gaskill, MPM® RMP®

### Developing Rewarding Owner Relationships - 6 hrs (9am - 4pm)

#### Finance: Cash Flow Analysis - 6 hrs (9am - 4pm)

03/26/2020 San Antonio Chapter 1883 Stone Oak Pkwy, San Antonio, TX 78258 Tom Sedlack, MPM® RMP®

### In-House Maintenance – Running a Profitable Operation - 6 hrs (9am - 4pm)

04/14/2020 Texas Hill Country Chapter Village Venue, 2032 Central Plaza, New Braunfels, TX 78130 Brian Birdy, MPM® RMP®

### Intro to Maintenance: Covering the Basics of Standards, Codes & Safety - 6 hrs (9am - 4pm)

03/25/2020 Charlotte Regional Chapter 10130 Mallard Creek Rd, Ste 300, Charlotte, NC 28262 Kit Garren, MPM® RMP®

04/16/2020 San Antonio Chapter 1883 Stone Oak Pkwy, San Antonio, TX 78258 Kit Garren, MPM® RMP®

### Maintenance: Beyond the Basics - 6 hrs (9am - 4pm)

03/18/2020 Santa Clara Chapter Aborn Properties, 2660 John Montgomery Dr. #1, San Jose, CA 95148 Dave Holt, MPM® RMP®

04/16/2020 District of Columbia Chapter TBD Scott Abernathy, MPM® RMP®

04/28/2020 Houston Chapter 15715 Tuckerton Road, Houston, TX 77095 James Alderson, MPM® RMP®

### Marketing for Residential Property Management - 6 hrs (9am - 4pm)

04/16/2020 Big Island West Chapter TBD Melissa Prandi, MPM® RMP®

04/23/2020 Broker/Owner Conference Turtle Bay Resort, 57-091 Kamehameha Highway, Kahuku, HI 96731 Dave Holt, MPM® RMP®

04/30/2020 Tampa Bay Chapter Berkshire Hathaway Home Services ,4950 W Kennedy Blvd #300, Tampa, FL 33609 Paul Arrington, MPM® RMP®

### NARPM® 101: Basics of Property Management - 6 hrs (9am - 4pm)

03/20/2020 Colorado Springs Symposium Hotel Elegante, 2886 S. Circle D., Colorado Springs, CO 80909 Bev Perina, MPM® RMP®

04/13/2020 Southern Nevada Chapter TBD James Alderson, MPM® RMP®

### Office Operations – Policy & Procedures - 6 hrs (9am - 4pm)

04/30/2020 Greater Dallas Chapter Texas Title, 19111 Dallas Parkway, Ste 120, Dallas, TX 75287 Bev Perina, MPM® RMP®

### Personnel Procedures Essentials – Hiring and Firing - 6 hrs (9am - 4pm)

04/23/2020 Broker/Owner Conference Turtle Bay Resort, 57-091 Kamehameha Highway, Kahuku, HI 96731 Vickie Gaskill, MPM® RMP®

### Profitability and Owner Relations (Former name: Mastering Owner-Client Relations) - 6 hrs (9am - 4pm)

03/17/2020 Orlando/Central Florida Chapter Dubsdread, 549 W. Par St. , Orlando, FL 32804 Fred Thompson, MPM® RMP®

### Risk Awareness - 6 hrs (9am - 4pm)

### Tenancy - 6 hrs (9am - 4pm)

### Ethics (Required for all members every four years.) - 3 hrs (Check online to see if the class is being held 9am - 12pm or 1pm - 4pm or other)

03/20/2020 Colorado Springs Symposium Hotel Elegante, 2886 S. Circle D., Colorado Springs, CO 80909 Rob Lynde, MPM® RMP®

**Online Registration** Click on the MEMBERS tab at: [www.narpm.org](http://www.narpm.org) and put in your Member ID or email and password. You will then have access to a dropdown, including **Register for Events / Pay Dues**. Click there, and follow the prompts to access the list of classes. It's faster and easier than filling out the registration form!

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## FEES PER COURSE

(subject to change)

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

3-Hour Ethics	Early Registration*	Registration
Member/IREM®	\$ 45	\$ 45
Non-member	\$ 95	\$ 95

\*To receive the early registration price, payment must be made online 30 days prior to the class.

## COURSE INFORMATION

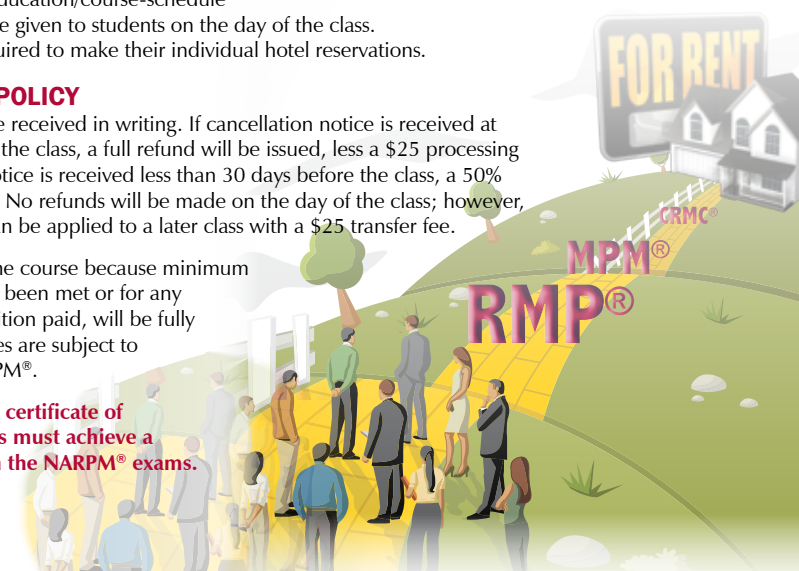
- Course flyers containing additional information may be downloaded from: [www.narpm.org/education/course-schedule](http://www.narpm.org/education/course-schedule)
- All materials will be given to students on the day of the class.
- Attendees are required to make their individual hotel reservations.

## 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.

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