

**p12** Who's your BFF?  
You may find that  
it's a REALTOR®.

**p14** Does your company  
offer a great digital  
customer experience?

**p20** Protect the interest of your clients.  
Learn the basic rules of real estate  
rentals in self-directed IRAs.

# RESIDENTIALResource

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



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**See page 13.**

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# IN THIS ISSUE April 2022

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

## FEATURE ARTICLES

**p12 Looking For More Contacts: Collaborate with REALTORS®**  
Melissa Hargreaves, RMP® candidate, looks at various strategies we use to make these connections with clients. The one thing some property managers (PMs) miss out on is REALTORS®! Like it or not, property management is a relationship business. Have you considered the relationships you are building (or not building) with the real estate community around you?

**p13 Establish a Digital Paper Trail: Document Exterior Surveys**  
Jim Sharone, RMP®, stresses the importance of getting eyes on the property. Consistently and regularly visiting the exteriors of all your clients' units will often be a major differentiator for you in your market. Advertising this to your existing and/or prospective clients is a key part of this process. Executing, documenting, communicating, and addressing found issues is the most challenging part of the process. Also, the most important! How can you best maintain these records?

**p14 The Future of Property Management: Automation**  
Christina Robbins, Director of Strategic Communications at Digitech Systems, LLC, offers some ways to efficiently manage and retrieve your information. Ask yourself, "What is a digital customer experience in my company's world of property management?"

**p20 Real Estate Rentals: Self-Directed IRAs**  
Richard Hart, EA, CAA, President of Hart & Associates, a NARPM® Affiliate Member, asks if you manage a property that is owned by an IRA? Just knowing the basic rules makes you a valuable partner for your owner. You will find that some owners may unintentionally want to make a decision that will totally cancel out their IRA structure, but if you know the basic rules, you can protect their interests.

**p22 FOCAL Point: Elevating Professionalism**  
Kathleen Richards, MPM® RMP®, owner of PM Made Easy and The Property Management Coach, shows that individual investors owned nearly 14.3 million rental properties. Of those individual investors, only 29% use professional property management. Kathleen shares some ways to capture this opportunity and grow your business.

**p25 2022 Past Presidents' Charity Fundraiser**  
2022 NARPM® President Liz Cleyman, MPM® RMP®, selected the 2022 charity, Make-A-Wish Foundation. Join NARPM® as we bring hope to children living with critical illnesses and help grant wishes! Learn how easy it is to contribute to NARPM®'s \$50,000 goal.



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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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National Association of Residential Property Managers

From the  
**DESK** of the  
*Chief Executive Officer*



Gail S. Phillips, CAE

The first concern that was addressed deals with supporting the chapters. NARPM® budgeted this year to hire Virtual Assistants for all chapters.

Spring is here and we just closed out a great Broker/Owner Conference & Expo. More than 550 decision makers were present and heard many great presentations. Thank you to Cassandra Swanson, MPM® RMP®, and her committee for doing an outstanding job of putting together the program.

The greatest asset of NARPM® is you, the member. It is exciting to see how members help each other and carry each other through the hard times. You are colleagues that are in the business of putting a roof over people's heads. On the national news, they are talking about how it is so difficult for first-time buyers to find affordable housing and, therefore, they are turning to rentals to take care of their families. This is where you come in. It is not just millennials who can't find housing, it is seniors and families on fixed incomes. You deal with each of them and understand the true needs of the residential property management industry. Keep up the great work.

NARPM® is listening to you, as many shared their concerns through interviews and focus groups for the Strategic Plan. You were very candid, detailing the changes you see coming to the property management industry in the future and how NARPM® needs to be more strategic in addressing concerns.

The first concern that was addressed deals with supporting the chapters. NARPM® budgeted this year to hire Virtual Assistants for all chapters. We kicked off this initiative at the end of March with 11 chapters. We will be adding more once we make sure this program is effective in offering support. The Virtual Assistants are here to perform a great deal of the administrative work, taking that off of the volunteers so they can concentrate on their personal businesses. NARPM® heard you loud and clear in asking for support and the leaders agreed to fund it. We know once this program gets off the ground, chapters will be thrilled with the support National is giving them.

The first of several task forces have been put together to address many of the issues in the Strategic Plan. One task force deals with the election process. Past President Eric Wetherington, MPM® RMP®, is chairing this group and he has already begun to give his group homework

assignments, so they understand how associations hold their nomination process. We look forward to seeing what comes out of this task force.

Another group that will be put together shortly will be looking at how the Convention and Broker/Owner events are handled. Currently, NARPM® has policies that the members put together several years ago. According to the Strategic Plan, it is time to revisit those policies. We have some great leaders who will help with this task. Any recommendations that come from this task force will not take effect until 2023, as Gina Miller and her committee have already started on the 2022 Convention programming in Las Vegas.

Also, looking at more member benefits, have you checked out the new Member Discounts portal at [https://www.perksmarketplace.com/end\\_users/login/narpm?](https://www.perksmarketplace.com/end_users/login/narpm?) If you are a first-time visitor to Perks Marketplace (previously known as NARPM® Member Discounts), you must first register. Once logged in, go to the Benefits tab to see the many savings NARPM® is bringing to members. The existing Affinity programs (Member Discounts) have been moved to this site, along with travel packages, shows/activities, and sports/concerts, just to name a few. We are also looking at adding a NARPM® Branded Store where you can order NARPM® gear. Watch for details as this store is unveiled.

Finally, members are the heart of NARPM®. Have you seen the new video that was produced by the Diversity Task Force? Go to the home page of NARPM.org and you will see the "We are NARPM® Members" video. These are great testimonials from proud NARPM® members that share the benefits they receive from the organization and how each member is different. Thanks to the leadership of DD Lee, MPM® RMP®, and her team, the Diversity Task Force brought us a great product.

Again, thank you for all you do to support the industry and watch for changes coming out this fall! 🍂

Gail S. Phillips, CAE  
NARPM® Chief Executive Officer



**Christine (Malpica) Bennett** is a seasoned property management professional with over 10 years experience. She started her real estate career in 2008 and quickly gravitated toward identifying, analyzing, and rehabbing distressed investment properties for investors. Christine worked short sale negotiations and bank-owned properties. Through a small investment company she founded, Christine began investing in real estate. This led to extensive training in property management. Christine's constant effort on improving her business has led to her becoming the Co-Owner of Revolution Rental Management, in Orlando, Florida, a full-service property management company. She is also dedicated to strengthening our communities through smart investment strategies, which is why she was the NARPM® Atlanta 2020 Community Awareness Chairperson. She also volunteers at her local real estate board, Orlando Regional REALTORS® Association. Christine feels that her most important role, is being the mother of her young daughter.

## Choice in Affordable Housing Act

What if legislators tried to make it so that the business community wanted to do the right thing, rather than spending so much of their time trying to think of ways to force them to do what they consider to be the right thing? What if the focus was improving the process in which the resources are obtained? Rather than imposition, the aid was sought after because it's beneficial to the community and investor. Would that not be a fresher, better way of approaching the development of public policy? Would it not be characteristic of the type of approach that, as businessmen and businesswomen, we could embrace?

Now, I know what you're thinking. You are sitting there thinking to yourself, "This really doesn't happen." Well, I am here to tell you that at least in one instance, there are House and Senate members in Washington, DC who have decided to try to take this very approach with regard to the Housing Choice Voucher Program (HCV).

Last year Senator Chris Coons, a Democrat from Delaware, and Senator Kevin Kramer, a Republican from North Dakota, introduced the Choice in Affordable Housing Act. Just a few weeks ago, practically identical legislation was introduced in

straightjacket approach.

A bill like this also focuses on making the recourses more easily accessible to investors and housing management professionals. Also, under certain circumstances, if authorized by the Public Housing Agency (PHA), a family may use its voucher to purchase a modest home. This makes the bill incredibly attractive for landlords in tertiary markets or markets in need of gentrification.

Indeed, this proposal starts from the perspective of, "What are some of the easy pain points we can all agree on addressing so that more housing providers will want to participate in the program?"

Here is what is in the bill:

- **Provides \$500 million to create the Herschel Lashkowitz Housing Partnership Fund.** Named after the longtime Fargo, North Dakota Mayor, who was an advocate for affordable housing, the funds would be distributed for:

- 1) PHAs to offer a signing bonus to a landlord with a unit in a low-poverty area;
- 2) PHAs to provide security deposit assistance, so that tenants can better afford to meet required deposits and landlords are assured greater protection against damages;

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### What are some of the easy pain points we can all agree on addressing so that more housing providers will want to participate in the program?

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the House by Representative Emanuel Cleaver, a Democrat from Missouri, and Representative John Katko, a Republican from New York.

As we have seen on the federal level and at the state and local level, so many policy makers have tried to think of ways to force property owners into participating in the Housing Choice Voucher program. And as we know, a number of property managers have concerns about how the program is operated. The really neat thing about this legislation is that in order to get more participation in the program, it does not take that mandated,

- 3) HUD to provide a financial bonus to PHAs that retain a dedicated landlord liaison on staff;
- 4) Other uses determined by the PHA and approved by the Department of Housing and Urban Development (HUD) to recruit and retain landlords.

- **Uses neighborhood-specific data to set rents fairly.** The bill would require HUD to expand its 2016 rule requiring the use of Small Area Fair Market Rents (SAFMRs) in certain metro areas.

**Continued on page 8 "Choice"**

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**Continued from page 6 “Choice”**

- **Reduces inspection delays.** Units in buildings financed by other federal housing programs would meet the voucher inspection if the unit has been inspected in the past year. New landlords could also request a pre-inspection of their unit from a PHA prior to selecting a voucher-holder.
- **Refocuses HUD’s evaluation of housing agencies.** The bill would encourage HUD to reform its evaluation of PHAs to promote an increase in the diversity of neighborhoods where vouchers are used. The bill also requires HUD to report to Congress annually on the effects of the bill.

Not bad, right? This could be the bipartisan approach to housing that we need. It is certainly a first step. Now is the

time we need your help to move this commonsense legislation forward. Here is how you can help:

Go to the NARPM® Action Center at <https://www.narpm.org/legislative/narpm-legislative-action-center/>, and participate in the call to action we have active in support of this bill. It will only take you a few seconds to let your elected officials know you support this legislation.

Second, please plan to join us at the NARPM® Legislative and Educational Conference in June, in Washington, DC. You can sign up online at <https://www.narpm.org/legislative/narpm-legislative-and-educational-conference/>. This will be one of the issues we will likely be discussing with House and Senate members.

Good bills can only go forward if we push them. I hope you will join me in supporting the Choice in Affordable Housing Act. 🏠

## Register Now!

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# CHAPTER Spotlight

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



**Kyle Lehning** serves as the Senior Vice President of Operations for The Property Management Connection, in Nashville, Tennessee. He oversees day-to-day operations of the business by managing the departments of owner relations, tenant relations, leasing, and maintenance. He currently holds the role of President of the NARPM® Nashville Chapter. A licensed REALTOR® since 2016, Lehning has served in several roles during his five years with the company, which includes playing an integral lead role in the initial development of PMC's maintenance department. The Nashville-native attended the University of Tennessee, where he graduated with a Bachelor's Degree in Business Management. He attended high school locally at Lipscomb Academy.

## Nashville Chapter

What makes the NARPM® Nashville Chapter so great? Maybe it is the “Nashville Hot Chicken” that has dominated southern cuisine and potentially made its way onto a local menu somewhere in Colorado, but those involved in our local chapter can give you many more reasons. If not for the people, you can count on the abundance of knowledge one can learn in such a short amount of time. There have been many in my role before me, and I am excited for the year ahead to serve as President in 2022.

Nashville spent some time known as the “It City,” but in property management you could just as easily hang a name like “It Continues to Grow City.” Right as the pandemic hit in 2019, estimates were that 100 people moved to the Greater Nashville area each day. Through the pandemic, the city continued to show resilience with one big question in mind; how do we keep up?

As we pivot into 2022, I believe we would all agree that COVID would have been a thing of the past, but it continues to creep back into our lives.

a true rhythm. The one consistent with our Nashville Chapter has been the presence and commitment to provide answers to our most difficult questions surrounding the property management industry. With the help of the NARPM® Community, we are able to create the path to change in our industry through our monthly chapter meetings.

So where are we now? As a chapter, Nashville is getting back to in-person meetings over lunch, allowing for more time to connect and share experiences with one another. We have a star-studded slate of speakers lined up for all of our members in 2022. Nashville members will be hearing from fair housing experts, technology gurus, and other people who are better at property management than all of us. As I write this, we have finished up our January chapter meeting that featured Andrew Smallwood, Director of Sales with Second Nature (NARPM® Affiliate). Andrew stopped in to discuss the Resident Benefit Package offered by Second Nature. For February, we had “The” Todd Ortscheid to discuss the topic of Fee Maximizing

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**As a chapter, Nashville is getting back to in-person meetings over lunch, allowing for more time to connect and share experiences with one another.**

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For Nashville, change is everywhere and property managers are being forced into being creative in process automation, screening of tenants, and finding new ways to help investors who see the Nashville area as an investment opportunity. And while this may have been expedited by COVID, I am a believer that this change was nearer to the present than we all might have thought. Technology is proving to be a game-changer for those who seek better communication. The NARPM® Community is helping us all discuss new ways to perform daily tasks such as lead generation, communication with owners and tenants, and a standardization of processes that sets expectations for all parties. Much like everyone reading this, we have gone through two consecutive years (2020-2021) jumping back and forth between virtual meetings and in-person meetings, never finding

Your Business. We are grateful to have such great connections within the NARPM® National brand that allows us to bring knowledge to our state from different areas of expertise and backgrounds.

To sum up our last two to three years, we are extremely thankful for the opportunities that have presented themselves by way of speakers who have made time to interact with our chapter. Zoom allowed us to have a further reach of speakers (think Marc Cunningham, RMP®, from his YouTube studio) and opened our eyes to new possibilities as a chapter. We continue to explore new ideas and never settle on one way of doing. In a state dominated by Dolly Parton lore, the southern hospitality is a real thing down here. So if you happen to run into any Nashville members at a conference, set aside some time. We talk a little slower. 🍷

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**Melissa Hargreaves**, RMP® candidate, is the owner of Peace of Mind Property Management, based in Howard County, Maryland. Melissa and her team manage just over 200 units and have been in the property management business for eight years. Melissa has also been a licensed REALTOR® since 2014 and an active member of the Howard County Association of REALTORS® (HCAR) during this time.

**We work to build strong relationships with our landlords and tenants, but have you considered the relationships you are building (or not building!) with the real estate community around you?**

## Looking For More Contacts? Collaborate with REALTORS®

Ask any owner of a property management company what their goals are, and chances are good, you're going to hear something about growth. We all desire to grow our business, increase our number of doors, and meet more landlords! There are various strategies we use to make these connections. There is direct mail, cold calling, online ads; and many more. The one thing some property managers (PMs) miss out on is REALTORS®! Like it or not, property management is a relationship business. We work to build strong relationships with our landlords and tenants, but have you considered the relationships you are building (or not building) with the real estate community around you?

As a REALTOR® for the past eight years, I can tell you with certainty that the real estate community is a tight-knit one. REALTORS® love to collaborate so that they can share ideas and network to establish referral partners. Forming one or two strong relationships with local REALTORS® can lead to an endless stream of business.

So how can you do this? Below are my top five tips on how to meet and start relationships with local REALTORS®:

- 1. Join your local Board of REALTORS® as an affiliate member.**
  - a. As an affiliate with your local Board of REALTORS®, you will get the opportunity to network with REALTORS® at social and educational events. Take it a step further and volunteer to serve on a committee! This will get you face-to-face time with REALTORS® on a more personal basis. When you are working together to achieve a common goal, you are going to earn their trust and respect.
- 2. Offer to sponsor Continuing Education Classes.**
  - a. REALTORS® need to complete a certain number of continuing education classes to renew their Real Estate license. Sponsoring a breakfast or lunch gives you face time with a room full of (hungry) agents who will be very appreciative of the meal you have provided. Check with the instructor, but many will allow you to raffle off something to give you the ability to capture the contact information of the attendees.
- 3. Join your local Real Producers or similar industry specific groups.**

- a. Look into local publications directed at REALTORS® that you can advertise in (like Real Producers). However, buying some ad space may not be enough. Use the relationship with the publication to sponsor in-person events or meetings that they will host. It's all about getting face-to-face time and building a relationship with the agents. They may not remember your print ad, but they will remember the conversation they had with you!

#### **4. Join networking groups or local chambers of commerce that REALTORS® are a part of (or just visit)**

- a. Networking groups, like Business Network International (BNI), are very popular among REALTORS®. This spot is usually coveted and filled quickly when a REALTOR® leaves. Your local Chamber of Commerce is also a great place to meet REALTORS®. They will host networking events for members, which will give you a chance to get some face-to-face time. Joining these groups can help you build a relationship with the agent, as well as other vendors who work with REALTORS® and landlords.

#### **5. Form relationships with the people close to REALTORS®: Title agents, lenders, home warranty companies, junk hauling**

- a. Ask your vendors for referrals to not only landlords, but also to REALTORS® they work with frequently. Sometimes we forget to just ASK for the business, and also for the referrals.

Something important to keep in mind when joining different groups is how you can also contribute. Don't think of it just as a way to get something in return. It's about building relationships and credibility! Do more than just sign up as a member. Volunteer to serve on the board, or on a committee, and actually get involved! You will get more one-on-one time with members as you work together to achieve a common goal. This will also help to establish your credibility as they will get to see you in action. They will also get to see how much you care and know hard you're willing to work. If you are working this hard for a volunteer

**Continued on page 15 "REALTORS®"**



# Establish a Digital Paper Trail Document Exterior Surveys

We often think about ways to earn and keep our clients' trust in this industry. In that evaluation process, many property management tasks come to mind, and they all play an integral part of the trust factor. One of those processes that might not be emphasized as much as it should be is getting eyes on the property.

This process goes by many names, such as Drive-Bys, Exterior Surveys, Exterior Inspections, and the list goes on. However, no matter what you call them, you must call them important! Consistently and regularly getting eyes on the exteriors of all your clients' units will often be a major differentiator for you in your market. Advertising this to your existing and/or prospective clients is a key part of this process, however, this is the easy part. Executing, documenting, communicating, and addressing found issues is the challenging but most important part!

This first step in executing this process is to maximize efficiency by utilizing a route planning app to plot and map all your units. Once all your units are input, you can have the application optimize your units into one big route. You will then be able to split up this one big route into smaller bite-sized and efficient routes. We would recommend only about three to four hours worth of physical inspections to include drive time per route. This allows your inspector to have enough time left in their day for proper follow-up and follow-through.

Now that you have your routes planned, you will need a way to consistently execute and document your inspections. Creating a new inspection template using your existing move-out inspection software should be an easy option. Most management software will have a customizable inspection template, or you could use a standalone inspection. Check out NARPM's affiliates for inspection apps. These apps allow the inspector to enter text and pictures as needed to properly document the condition of the exterior to include needed maintenance or tenant lease violations. On a side note, your inspector will often notice items that warrant an interior inspection. A few examples would be bent up blinds,

unauthorized pet evidence, and unauthorized tenants to name a few.

The next step would be to complete the Drive-By Route. It is important that your inspector does not actually just complete a "Drive-By." They must physically get out of the vehicle and walk around and look at all items on the template. A few examples of what we look at to limit damage and liability would be trip hazards like concrete grinding/replacement or roof replacement and exterior repaint. Each stop should take approximately ten minutes depending on property.

Once your inspector completes their route, they can sit down in front of a computer and analyze the reports to determine what is tenant related, what is owner related, and what to keep an eye on during future inspections. Your inspector will then address all tenant lease violations and send the inspection reports with recommendations to owners. This will provide a huge boost to your owners' level of satisfaction and trust! Owners will receive a property report with pictures approximately every month. Most owners do not go by their units very often, if at all. Many owners are not even local. Another inadvertent thing that these reports accomplish is a paper trail of tenant violations and/or deferred maintenance by the owner.

While this process is labor intensive, we feel it is worth the investment! It will result in happier owners and will improve the exterior and even interior condition of your units. The positive owner feedback has been tremendous as we continue to make this a high priority in our company. Understandably, investors need the proof to provide them peace of mind when it comes to their rental properties. Many property managers will not have the staff for this. As with most anything in property management, you can hire more staff to do all this in-house or you can utilize a vendor service, like the service that some of our affiliates offers. While we can all agree we are living in an age of streamlining, self-service, and atomization, there is still a time and place in our evolving industry for hands-on hard work! 🛠️



**Jim Sharone, RMP®**, is the Vice President and co-owner of First Rate Property Management, CRMC®, in Boise, Idaho. Jim has served on the board for the past four years and is currently the Past President of the NARPM® Southwest Idaho Chapter. Jim was the recipient of NARPM's prestigious Rocky Maxwell Award in 2018 recognizing his dedication and service in this industry. Jim grew up in Montana and graduated in 2004 from Montana State University. Jim enjoys home improvement projects and coaching his son's flag football team. Jim and his wife are investors in multi-family units, and they have three children ages 15, 7, & 4. They enjoy spending time at their family cabin in McCall, Idaho and attending Boise State Football games.

**Another inadvertent thing that these reports accomplish is a paper trail of tenant violations and/or deferred maintenance by the owner.**



**Christina Robbins** is Director of Strategic Communications at Digitech Systems, LLC with more than twenty years of information management marketing leadership experience. Digitech Systems enables businesses of any size to more effectively and securely manage, retrieve and store information of any kind using either PaperVision Enterprise content management (ECM) software or the world's most trusted cloud-based ECM service, ImageSilo.

# The Future for Property Management Automation

It's been about a year since the COVID-19 pandemic changed our work and home lives almost overnight, but the effects are likely to linger for years to come.

Managing properties has always been a complex business. Often each property comes with unique concerns and each owner demands customized services. In addition, every property, owner, renter, utility provider, etc. generates documents by the dozens over the term of a contract, and each must be carefully maintained, securely stored, and capably accessed when needed. When COVID-19 hit, property management became more complex than ever before. The pandemic shifted your customer's preferences and concerns, and your business needs to shift to remain relevant in the future.

of property management? You're likely already maintaining property listings on your website so potential renters can find you. But, a digital property management business requires more than this. Ask yourself the following question to assess your readiness to switch to electronic processes and automation:

- Can potential renters review properties and contracts online?
- Do you still email documents back and forth or use online file sharing applications (i.e. Google Drive, Dropbox) to exchange sensitive financial information and contracts with owners, renters, and others?
- Are you able to setup new owners and properties quickly and without requiring a face-to-face meeting?

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**Psychologists warn that the emotional effects of the pandemic may linger for years to come, resulting in a general reluctance to engage in face-to-face encounters when digital options are available.**

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## THE PANDEMIC SHIFTED HOW WE DO BUSINESS

Though they argue over which changes will be temporary and which represent a fundamental shift for humanity, mental health experts virtually all agree that this pandemic will have far-reaching consequences. Psychologists warn that the emotional effects of the pandemic may linger for years to come, resulting in a general reluctance to engage in face-to-face encounters when digital options are available.

After months of masks, sanitizers, social distancing, and relative isolation, we now prefer to maintain some distance between ourselves and others whenever possible – especially when doing business. Between the pandemic, lifestyle habits and the ability for consumers to “shop” for their next residence online, there's more pressure on owners and property managers to provide customers with digital experiences.

What is a digital customer experience in the world

- Can your office staff find any document within seconds, rather than spending minutes or hours searching through filing cabinets?
- Can your customers securely complete forms online without requiring documents to be emailed back and forth?
- Are owners, renters, service providers, etc. able to sign documents digitally?
- Are you being automatically notified when a new document is received or an owner or renter packet completed?

## DIGITIZATION AND AUTOMATION DON'T HAVE TO BE HARD

You may have been scared away from digitization in the past, because it seemed complex, tough to get started, or you worried about the need to engage multiple technology providers to build a digital business. If you've struggled to complete

**Continued on next page**

business tasks during the pandemic, because owners, renters, or staff were reluctant to meet in person, you should know that the digital climate will continue. Your business must shift in order to stay relevant in the years to come. Here are some guidelines and definitions to help you understand what technologies and features you need to create a digital experience for your customers.

### **YOU CAN'T AUTOMATE PAPER DOCUMENTS**

If you're still managing business information in paper files and filing cabinets, you already know how tough it is to keep this information secure and to locate what you need when you need it. These records must be converted to digital formats in order to be securely protected, readily available, and to move through processes automatically. Look for: scanning/imaging applications that work with scanners or multi-function devices (MFDs) you already own. The best systems will categorize the documents by type and extract important data automatically, so you don't waste time sorting or typing.

### **SECURE, COMPLIANT STORAGE IS CRITICAL**

Different types of documents have different security concerns and should be stored for different lengths of time. Work with an information management system, often called Enterprise Content Management (ECM), that lets you customize who can access information, maintains records in a structure you understand and feel comfortable with, and that helps you manage record retention time frames automatically. These systems are available in the cloud or as on-premise software, so you can choose what best suits your business. Finally, ensure the option you select allows you to create custom online forms (eforms) that maintain tight security but give your clients the flexibility of completing paperwork online rather than in your offices.

### **INTEGRATED PROCESS AUTOMATION STREAMLINES EVERYTHING**

Many of these ECM systems include process automation, also called workflow, so it is easy to begin to move information automatically through your business processes. Workflow applications can be configured to ensure a file is complete or an action finished before moving on to the next step, to enable secure digital review and approval of documents, and to accept digital signatures to complete files.

### **BRINGING IT ALL TOGETHER WITH AN EXAMPLE: REAL PROPERTY MANAGEMENT VANCOUVER**

Real Property Management Vancouver (RPMV) manages more than 330 residential and commercial properties in the Vancouver, Washington area. As a full-service provider, they oversee the listings for rental properties, vet potential tenants, and negotiate leases for the owners. Each of their owner packets includes dozens of pages of information such as the property management contracts with RPMV, rental agreements for each tenant at every property, and in some cases marketing, utilities, and property maintenance information. Before digitization, owners came into the RPMV offices to complete owner packets that included nine different forms.

After scanning their paper files, RPMV setup the required security protections and retention schedules to automatically comply with regulations. Next, they created eforms for each of the documents in the new owner packets, so their clients could complete their paperwork online. Finally, they established the automatic workflow steps that notify their staff when an owner packet has been completed online, that streamlines digital review and approval from any location, and that enables digital signatures for everyone involved. Their system even routes the completed packets to a Designated Broker in compliance with state law.

Overall, the system reduced the time required to setup new properties from 3-4 hours to just 30 minutes, which saves RPMV more than \$100,000 every year. Automated processes have enabled staff to work from home (WFH) and have improved efficiencies across the board. They have grown the number of properties they manage by more than 300% since going digital, but have not had to hire new staff to manage the additional paperwork. During COVID-19, RPMV has maintained compliance with state orders to stay at home. Their cloud-based information management service offers secure remote access no matter where employees are located. "Business is operating at normal speed. It hasn't hindered our processes in any way to have people working remotely," explained Bob Butterfield, Owner.

Over the last year, we've become so comfortable with our remote work arrangements, that experts predict more than 40% of the workforce will never return to full time, on-site employment. In addition, the pandemic has permanently shifted customer demand toward a preference for digital interactions whenever possible. As a property management professional, you can give them what they want! Converting to a digital business doesn't have to be complex or hard, and you may just grow your customer base and revenues along the way. 🏡

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### **Continued from page 12 "REALTOR®"**

organization, they will assume you're going to work this hard to take care of their clients.

The next step, and probably most important, is to follow up! You're going to work hard building up a database of REALTOR® contacts, so it's important to stay in touch. You don't want them to forget about you when they're on that appointment and their clients mention maybe renting out their house instead of selling. The easiest way to do this would be to set up a monthly or quarterly email blast to the database you build.

To ensure the referrals continue, make sure to reward the behavior, not the outcome. What this means is; when you get a referral, immediately reach out and acknowledge it. I would suggest a quick handwritten note and a small gift card. This shows that you appreciate them thinking of you!

The time spent marketing to and building relationships with local REALTORS® can give you a great return on your investment. Take great care of their clients and they'll remember you the next time they have a client who needs your expertise! 🏡



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— Mike Catalano  
General Partner and Co-Founder  
PURE Property Management

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PROPERTY MANAGEMENT

# 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 [community.narpm.org](https://community.narpm.org) and look for **Communities**. Member login is required. Discussion Boards are only available to NARPM® members.

*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** Does anyone use 360 cameras for pictures? There's a lot out there and they range from hundreds of dollars to thousands. Which one is the best option between affordable and ease of use?

**A** If using a 360 camera make sure you have plenty of light for picture and video quality. When you take pictures in darker spaces, the image quality drops quite a bit. That's to be expected but technology is constantly improving and the newer cameras may be better. One thing to watch out for: stability. You typically want the camera at eye level when filming. I use a bipod, which is really tall and skinny. It blows over in the slightest breeze, so my camera crashed quite a few times before we learned our lesson and started setting a weight on the base of the bipod to hold it.

**A** We opted for a 360 camera a few years ago, before the pandemic, that also allowed for 3D scans of the property to accommodate virtual tours. We lucked out with how useful and valuable it was during the pandemic. The 360 degree scans allow us to capture stills that we use for high res marketing images. We take things one step further by also creating floor plans of each vacancy. We supplement this with video walkthroughs of the property with upbeat background music (not narrated) and charge a price per square foot for a package of these digital assets. We bought a drone with a two-axis gimbal to do ariel shots to add to the video walkthrough.

You may wonder why we do all of this and it's because:

1. It adds an additional revenue stream;
2. Helps compress the vacancy rate by marketing the property as soon as a notice to vacate is received;
3. Allows for those (out of region, out of state, and out of country) to virtually view a property and still apply and sign a lease without having to set foot in the property;
4. Differentiation... Creates a level of professionalism that is a step above the average property management company.

**Q** On average how long does it take to capture all the photos of a house? And is the process to get it on your website time-consuming?

**A** It literally takes just a couple minutes to arrange the photos, add some music, and share.

**A** As for inspections, I take a 360 photo of each room. Sometimes I'll take several for a room (e.g. kitchen with cabinets open and closed). This enables me to quickly capture the entire property in a matter of a few minutes. Then I'll go back and finish the inspection with more detailed photos using my mobile device camera.

**A** I have my leasing agents perform the 3D scans as it is their responsibility for marketing. It ensures they really understand every inch of the property when marketing it online. I would say it takes on average of about an hour of time for a one bedroom and then add on 15 minutes for each additional bedroom and 10 minutes for each additional bathroom. I have my leasing agents also document the move-in assessment at this time as well as baseline our semi-annual assessment. We ensure all turnkey is completed and it is in move-in ready condition, hence the ability to perform those other two activities.

**A** When choosing our camera, our most-considered factor was devices that were compatible with the software we are using. It should also be stated that we tried out a few different tripod options, ultimately settling on a 60-inch extendable tripod which you can find online for reasonable prices. We had a shorter version, but found counter height and other obstructions were a problem so the extra height was helpful. So what was the impact of all this? Well, I will say our clients and tenants have both given very positive feedback, more from clients since we have more direct contact with them and it was within the context of providing inspections.

**Q** So you primarily use the 360 cameras to conduct your inspections. Do you use them to market your listings once the unit is ready? Thanks for the advice on the tripod height.

**A** Our primary use as of now for the 360 photos is for inspection. However, we are going to start using the 360 photos to market the listings. Some software allows you to "stitch" them together to create a walkthrough, and also allows you to take room measurements and include that information as well, which is helpful for renters. I could use

**A** Many use them for marketing purposes for videos and pictures, including to send via email to prospects. You could always get a demo to see which makes the most sense (and is most affordable).

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

See the entire discussion here: <https://community.narpm.org/communities/community-home/digestviewer/viewthread?GroupId=133&MessageKey=38ba4bb1-0825-4924-ae36-3c026277fa23&CommunityKey=970d25c5-1011-40b0-8e4f-ddca25532e94&ReturnUrl=%2fcommunities%2fcommunity-home%2fdigestviewer%3fcommunitykey%3d970d25c5-1011-40b0-8e4f-ddca25532e94>

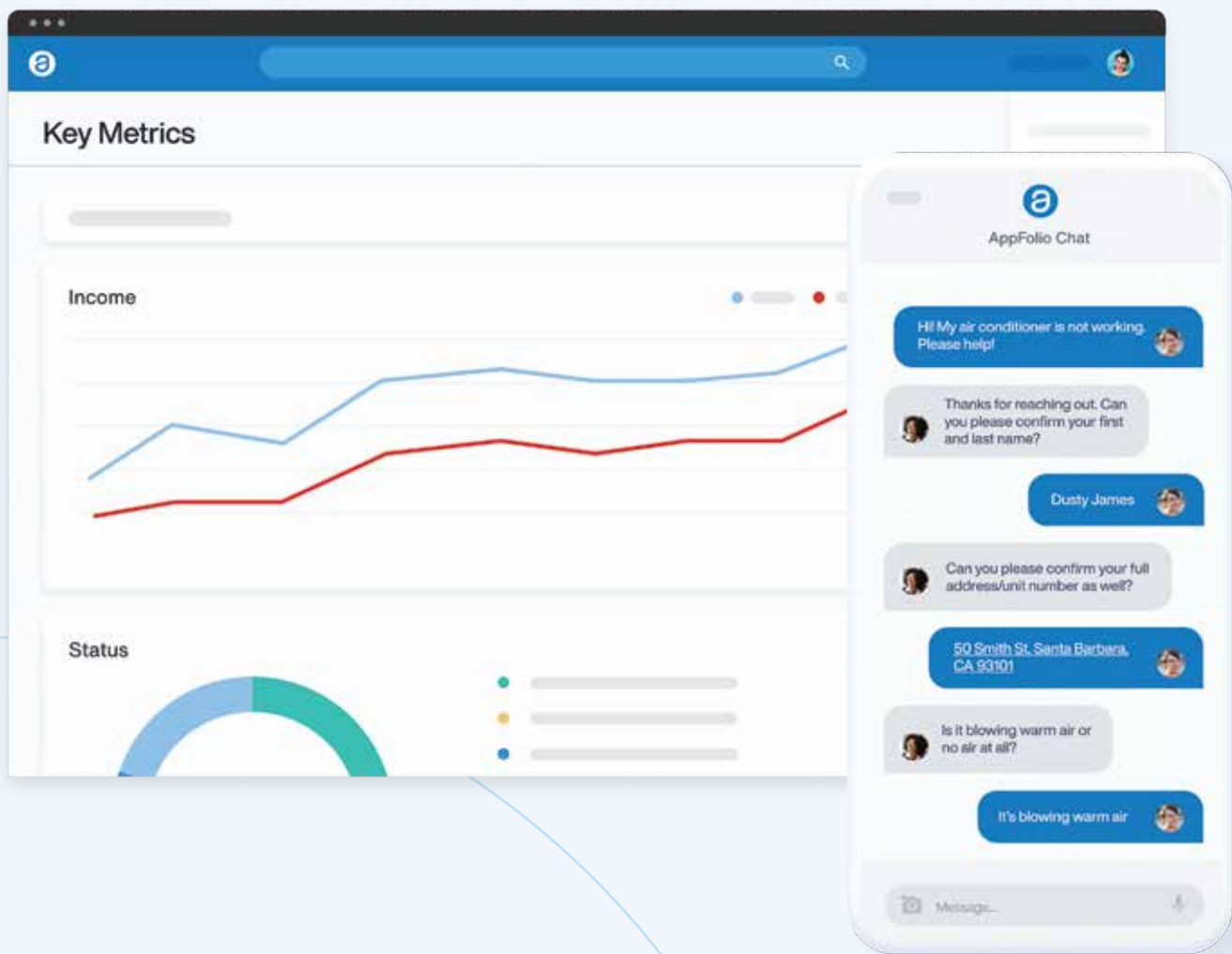


Wonder if I should use a 360 camera for inspections?

Oh my!

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**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

**What if you have an owner that wants to use an IRA to purchase real estate that they currently own. Is that possible? No.**

## Real Estate Rentals **Self-Directed IRAs**

Do you manage a property that is owned by an IRA? If not, would you like to, but are just not sure how? As a property manager, just knowing the basic rules makes you a valuable partner for your owner. You will find that some owners may unintentionally want to make a decision that will totally cancel out their IRA structure, but if you know the basic rules, you can protect their interests.

All management contracts, deeds, and legal documents must be in the name of the IRA and not the IRA owner's name. When applicable, documents may be in the name of an IRA/LLC.

For the purposes of determining prohibited transactions through a self-directed IRA, the following people are considered disqualified persons:

- You and your spouse
- Your employer
- Your lineal ascendants and descendants, as well as their spouses (children, parents, etc.)
- Any person providing plan-related services (custodians, advisors, fiduciaries, administrators, etc.)
- Any entity (business, corporation, partnership, etc.) of which you are at least 50 percent owner, whether directly or indirectly

The IRA owner and certain family members (disqualified persons) may not reside or personally benefit from the real estate. That means the owner or family members can never stay at the property nor can you lease to a disqualified person. The real estate must be held for investment. The IRA owners and other disqualified persons may not receive a commission or other personal financial compensation for the IRA's purchase, management, or sale of real estate.

The IRA owner and disqualified persons may oversee and direct repairs or management of the property through their IRA (or IRA/LLC as applicable), but the IRA owner and disqualified persons are prohibited from physically working on the property.

What if you have an owner that wants to use an IRA to purchase real estate that they currently own. Is that possible? No. This is considered a prohibited transaction (see IRC 4975). You may not purchase a property, or interest in a property, that's currently owned by a disqualified person. You also cannot use an IRA to purchase real estate that is owned by a corporation, partnership or LLC in which you are a member or owner.

OK, so you have a basic understanding of the rules of an IRA. But, how do you pay the rental income into an

owner's account if they cannot have any receipt of the funds? Rental payments are usually sent to the custodian of the IRA, for the benefit of (FBO) the owner's IRA. The checks or money orders should be made payable to: "{Company Custodian} FBO [Owner Name] IRA #xxxxx."

All income generated by an IRA-owned property must return to the IRA. This ensures that a tax-deferred or tax-free status of the investment is retained.

Let's say you have an owner that wants to renovate their rental. Where do the funds come from? Before any renovations/improvements are planned, the owner needs to make sure that they have enough funds in their rental account or their IRA to cover the expense. The owner cannot contribute funds from their personal accounts ever. If they do, the whole IRA structure collapses.

What about 1099-MISC reporting for a Self-Directed IRA LLC? Is a single-member Self-Directed IRA LLC required to file a federal income tax return? No, a single member LLC is treated as a disregarded entity for federal income tax purposes and thus no federal income tax return is required to be filed. Since the member/owner of the LLC is liable for any tax on the profits generated by the LLC, the member/owner, not the LLC is responsible for reporting the income. In the case of a single-member LLC owned by an individual, the individual would be required to report the LLC income on his or her federal income tax return (i.e. Schedule C or Schedule E). However, since an IRA is exempt from tax pursuant to IRC 408, an IRA is not required to file a federal income tax return. Hence, a single-member LLC owned by an IRA will have no federal income tax return filing requirements. For tax reporting purposes, you do not have to issue a 1099-MISC to the IRA. However, you do need to have the owner complete a W-9 Form. On the W-9 Form, in box 3, you would have single-member LLC checked and most important, in box 4, the exemption code would be 1. This exemption is what notifies you that they are exempt from 1099-MISC reporting, so it is very important to have this on file.

So, there you have it in a nutshell. Obviously, we are talking about tax law here, so there are myriads of rules and regulations that the owner should follow on their end, but at least you now know the basics and can confidently manage a self-directed IRA owned property! 🏠

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**Kathleen Richards, MPM® RMP®** was Broker/Owner of a successful management company with a CRMC® certification. With a Master of Science degree in Management, she knows firsthand the highs and lows of being a business owner. She is a nationally recognized coach, speaker, instructor, author, and thought leader, and for the last 30 years has focused on business, leadership, and specifically, the field of property management. She owns *PM Made Easy*, which provides customizable products to streamline operations and founded *The Property Management Coach*. She can be reached at 800-475-3084 or [Kathleen@ThePropertyManagementCoach.com](mailto:Kathleen@ThePropertyManagementCoach.com)

**You are the expert in property management and should be proactive with clients to have a plan for their property.**

## *Elevating Professionalism*

The Census Bureau counted nearly 20 million rental properties, with 48.2 million individual units, in its 2018 Rental Housing Finance Survey, the most recent one conducted. Individual investors owned nearly 14.3 million of those properties (71.6%), comprising almost 19.9 million units (41.2%). Of those individual investors, 71% self-manage and 29% use professional property management. This tells me there is great opportunity for growth in the professional property management area. So how do we capture the opportunity and grow our business?

### **1. BECOME AN ADVISOR NOT A PAPER SHUFFLER**

Many in property management don't understand what their role is as a professional property manager and how to run a business. They believe their role is to be a call taker and paper shuffler for the owner or tenant. Instead, elevate what—you offer to an advisor role. You are the expert in property management and should be proactive with clients to have a plan for their property. Depending upon where in the country you are managing, one rental could be worth one million or more. You are an asset manager. Professional property managers get higher rents, lower maintenance expenses, lease properties quicker, and manage the risk for clients better than the landlord who does it themselves.

### **2. DEVELOP A BUSINESS MINDSET**

If you don't value what you do, how can you expect your clients to value you? The words you use are powerful and convey your experience and confidence in what you are providing. For example, maintenance manager vs handyman, portfolio of properties vs doors. Elevate the words you use.

Many property managers are fearful of raising their rates or offering additional services because they aren't confident in what they are doing and don't know how to respond to the owner when they have questions. They are afraid of losing clients or they feel they are nickel-and-diming them if they offer additional services with fees attached. I know from experience that my clients never felt nicked-and-dimed. They saw the value in what they were paying for, and the services provided.

Why would someone put their largest asset both financially and possibly emotionally (if it was grandma's house) in your hands if you can't confidently

speak to their needs and how you serve them?

It is important to not only see yourself as a professional but to show up and act as a professional. The best place to start is get educated. This will give you the confidence to grow in your profession.

### **3. GET EDUCATED**

Property management is a field that is constantly changing, not only with the tools available to streamline operations, but with regulatory compliance and Federal, State, and Local laws. Associations, such as NARPM®, advocates that you get involved in local chapters, take classes, work toward designations, network with others, and attend conferences to stay on top of the industry and best practices. Listen to podcasts by industry experts who share their experience and knowledge. This sharing of information is what will keep you going when the going gets tough. You aren't alone. When educated you gain confidence which allows you to make decisions without second guessing yourself. It sets you up as the expert.

### **4. BE A PROFESSIONAL**

Whatever your career path is, be a professional at it. Take what you do seriously. If you are just working for the paycheck, then you have a job not a career. I am often astounded at how many property managers don't return calls from prospects. The Yelp reviews are horrendous with no response to the feedback good or bad. Being a professional means being active in your field. Be proactive in how you do business. Don't just react to everything coming your way. Have a plan to implement best practices to be more effective, streamlined, and able to consistently offer excellent service. Being a professional also means sharing what you have learned with others – the good, the bad, and the ugly. It is about elevating the profession from being a responder to being a professional who leads others and is an advisor.

### **IN SUMMARY**

Elevate what it means to be a professional property manager by becoming an advisor to clients, having a business mindset about what you offer, and how you deliver your services. Get educated and contribute to your field and as you grow in your confidence, expertise, and leadership skills you will look in the mirror one day and see a professional property manager that is at the top of their game. 🏠

# NARPM® Community

AN ONLINE COLLABORATIVE TOOL DESIGNED EXCLUSIVELY FOR NARPM MEMBERS

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We're pretty proud of the fact that NARPM® Community works on any device, at any time. Have you checked out our mobile app? It has great features that make browsing the community even easier on a phone.

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Select NARPM as your Community. You'll only need to login once and the NARPM® Community will remain at your fingertips.



## NARPM COMMUNITY TIP: HOW DO I SEE A LISTING OF ALL THE POSTS TO A SPECIFIC COMMUNITY?

Locate the Community you are interested in viewing from the appropriate Communities page. Click through the Community's landing page, then click on the "Discussions" tab. If you see a post you're interested in, click the subject line which will take you to the entire thread. "Show Original Message" at the bottom of all of the posts in a thread will display the original message that started that discussion.

See you around the NARPM® Community! [Community.NARPM.org](https://Community.NARPM.org)



- Get this and so much more by browsing and participating in the NARPM® Community.
- If you need assistance, read the FAQ page located under the Participate menu on the NARPM® Community website at <https://community.narpm.org>.
- Feel free to email [info@narpm.org](mailto:info@narpm.org) or call us at **800-782-3452** with any questions you may have.

## CHECK OUT THE NARPM COMMUNITY STATS:

Agreed to Terms: 2,071  
Connections Made: 2,244  
Content Contributions: 6,533  
People with >2 Friends: 325  
Profiles with Pictures: 653

## Engagement Factors:

Messages Sent: 433,797 points  
Messages Received: 144,599 points  
Discussion – replies to group: 26,552 points  
Discussion – new threads started: 7,640 points  
Library Entries Viewed – 10,590 points  
Library Entries Posted – 3,136 points  
Recommended Content – 792 points  
Best Answer – 110 points

## CONGRATULATIONS TO OUR TOP DECEMBER CONTRIBUTORS!

Discussion New Threads –  
Nataliya Matejka with 3  
Discussion Replies –  
Beth Nathanson with 11  
Recommended Content –  
None in February –  
mark an answer "Best Answer"  
Library Contributor –  
Andie Stephenson with 2



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# HAVE YOU HELPED MAKE A WISH COME TRUE YET?

THE 2022 PAST PRESIDENTS' CHARITY BENEFITS MAKE-A-WISH® AMERICA



## About Make-A-Wish Foundation

Together, we create life-changing wishes for children with critical illnesses. A wish experience can be a game-changer for a child with a critical illness. This one belief guides us in everything we do at Make-A-Wish®. It inspires us to grant life-changing wishes for children going through so much. It compels us to be creative in exceeding the expectations of every wish kid. It drives us to make our donated resources go as far as possible. Most of all, it's the founding principle of our vision to grant the wish of every eligible child.

Wishes are more than just a nice thing. And they are far more than gifts, or singular events in time. Wishes impact everyone involved – wish kids, volunteers, donors, sponsors, medical professionals and communities. For wish kids, just the act of making their wish come true can give them the courage to comply with their medical treatments. Parents might finally feel like they can be optimistic. And still others might realize all they have to offer the world through volunteer work or philanthropy.



2022 NARPM® President Liz Cleyman, MPM® RMP®, selected the 2022 charity, Make-A-Wish® Foundation. Join NARPM® as we bring hope to children living with critical illnesses and help grant wishes! Make-A-Wish® Foundation makes thousands of wishes come true every year. Every \$10,000 donated by NARPM® members will be adding to those thousands of wishes.

As we collect and hit the goal of \$10,000 for each child, we will make the donation. As Make-A-Wish® grants a child's wish with our donations, they will send us the sweet story of the child's life we touched. Our goal, as a group, will be to grant five wishes, which is a total of \$50,000. This is completely doable. With a membership of 6,000 that would only be \$8.33 per person. Completely doable!



**To Donate:**  
It's easy.  
No paper forms to fill out.

**Just click on the Donate Now button from the website below or scan the QR code.**



## Join us for the Topgolf Experience

So what is Topgolf? In short, we're a sports entertainment complex that features an inclusive, high-tech golf game that everyone can enjoy. Paired with climate-controlled hitting bays and music, every Topgolf has an energetic hum that you can feel right when you walk through the door. Do you have to be good at golf to have fun? Heck no! Topgolf is a game that anyone can play and enjoy, even if you're getting more hole-in-nones than hole-in-ones. **Registration information coming soon!**



Visit [www.narpmconvention.com/narpm-past-presidents-charity-fundraiser/](http://www.narpmconvention.com/narpm-past-presidents-charity-fundraiser/)



# NARPM® AFFILIATE Members

PROVIDING AN EXTENSIVE RANGE OF SERVICES FOR PROPERTY MANAGEMENT COMPANY NEEDS

## **ADVERTISING**

Fourandhalf.com

## **BANKING AND**

### **FINANCIAL**

Aurora Payments  
Axos Bank  
BankUnited  
First Choice Bank  
Enterprise Bank & Trust  
(formerly Seacoast  
Commerce Bank)  
GBP Financial  
Solutions, LLC  
Lima One Capital  
NorthOne, Inc.  
Paypadz, Inc.  
Residential Capital  
Partners, LLC  
Simmons Bank  
The CFO Mission  
Trade Line Credit Solutions,  
LLC / DBA: CredHub

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

ABT Water Management  
Affirm Data, LLC  
Anequim  
Aptly  
Aqua Savers  
Business Owners  
Institute, LLC  
Buildium  
Bye Junk  
Centex House Leveling  
Citizen Home  
Solutions, LLC  
Coastline Environmental  
Solutions, Inc.  
CodeBox, Inc.  
Crown Investor  
Institute, LLC  
EA Consulting  
Elite Roofing  
EZ Repair Hotline, LLC  
Findigs  
Foxy Interiors Home  
Staging & Photography  
Full Circle Accounting

Global Strategic Business  
Process Solutions, Inc.  
Hart and Associates  
HelloPromana  
HiCentral MLS, Ltd.  
HireSmart  
Virtual Employees  
HomeVault Academy  
Icon Insurance  
Programs, LLC  
iManageRent, Inc.  
Latchel, Inc.  
Leading Property Managers  
Association  
M&S Investments 101, LLC  
Montgomery Pacific  
Corporation  
Movinghub  
Nonresident Tax  
Advisors, CPA  
Nonresident Tax  
Advisors, CPA  
Northstar Moving Corp.  
NOWi Sensors, LLC  
Obligo

OJO Bookkeeping  
PayLease  
PayProp  
Pest Share  
Play & Park Structures  
PM Made Easy  
Podium  
PointCentral  
ProfitCoach  
Proper Planning, LLC  
Property Inspect  
PropertyManagerAssistant.com  
Property Meld  
Radar Mortgage, LLC  
Real Estate Independence  
Real-Time Consulting  
Services  
Realty Cyber  
Rent Bridge Group  
Renters Legal Liability  
Rently  
Rent Manager  
RentScale  
RM Interiors  
Rytech, Inc.

Sage Financial  
Logistics, LLC  
Sears Hometown & Outlet  
Smart Business  
Consultants, Inc.  
SMS Assist, Inc.  
Snappt  
Southwest Recovery  
Services  
Steady Marketplace  
Summit VA Solutions  
Sunroom Rentals  
Tel-Us Call Center, Inc.  
The Appliance Repair Men  
The Master Lock Company  
The Property  
Management Coach  
Tiles in Style, LLC  
DBA: Taza Supplies  
Time Communications  
Top Choice Property  
Reports  
TransUnion  
Utah Chapter of NARPM®  
VPM Solutions  
Weatherguard  
Construction  
Company, Inc.  
yesVIRTUAL  
Zumper.com

## **INSURANCE**

Acuity Insurance  
Core Home Insurance  
CP Insurance Associates  
DFI – DiGerolamo Family  
Insurance Services, LLC  
Disaster Recovery  
Adjusters, LLC  
InsureOne  
Insurance Services  
Lipscomb & Pitts  
Insurance  
Methven Business Agency  
- LegalShield Business  
Solutions  
Noel Selewski Agency, Inc.  
Peninsula Public Adjusters  
Reliable Risk Management  
Rent Rescue

Residence Insurance  
Solutions  
Stahl & Associates  
Insurance  
SureVestor, Inc.  
Thimble  
Insurance Services  
USI Insurance Services, Inc.  
US Liability Insurance  
Company

## **INSPECTIONS**

Rent Ready Inspection  
Services, LLC

## **INTERNET TOOLS/ MARKETING**

Aftertec Advanced Imaging  
Agile Digital Marketing  
ApartmentRatings &  
SatisFacts  
CoStar Group  
Doorsteps  
DoorGrow  
Geek Real Estate  
Marketing  
iManageRent, Inc.  
Inspect and Cloud  
KwikRents  
Matterport, Inc.  
Power Testimonial  
Providence Management  
& Investments  
RentalSource.com  
RentPath, LLC  
Showdigs  
ShowingHero  
Tenant Turner  
Zillow, Inc.

## **LEGAL SERVICES**

Law Offices of Heist,  
Weisse & Wolk, P.A.  
The Gilroy Firm

## **MAINTENANCE**

Abodea  
Advantage Alliance  
Program  
Bayside Landscaping

Blue Chip  
Maintenance, LLC  
Bravo Restoration &  
Construction  
Core Group  
Restaurations, Inc.  
Door and Window Guard  
Systems, Inc.  
FilterSnap  
Goodrich Plumbing LLC  
HomeSublime, LLC /  
DBA: Blindsgalore  
Jaguar Heating & Air, Inc.  
J Paul Roofing &  
Construction Inc.  
Keeps Up, LLC  
Kilmair Properties  
Lonestar Locks  
Lowe's ProServices  
McCarthy Roofing, Inc.  
NRG Restore  
Orkin, Inc.  
Paris Services  
Rainbow International of  
Richmond  
Second Nature  
(formerly FilterEasy)  
Sherwin Williams  
SuperTenders, Inc.  
TemperaturePro  
Birmingham  
The Home Depot  
US Inspect Group  
Veterans Restorations, LLC

## **OTHER**

Arizona Association  
of REALTORS®  
CSS Services, Inc.  
Tenant Boost  
Sonoma County  
Community  
Development  
Commission

## **SOFTWARE**

APM Help  
ButterflyMX  
AppFolio, Inc.  
BlueInk  
Breezeway

Buildium  
Concierge Plus  
HERO PM  
HomeUnion  
Inosio  
Landlord Studio Limited  
LeadSimple  
ManageCasa, Inc.  
Manifestly  
Net Vendor, LLC  
OnSight Pros  
Prepoint, Inc.  
PROMAS Landlord  
Software Center  
Property Manager  
Websites  
PropertyBoss  
Propertyware,  
A RealPage Co.  
Qwkin, LLC  
RentCheck  
Rent Manager  
Rentec Direct, LLC  
Rentvine  
ShowMojo, LLC  
Smart Entry Systems, LLC  
Tenant Ledger  
TREXGlobal.com  
TrustHab  
United Screening  
Services Corp.  
Yardi Systems  
zInspector

## **TENANT SCREENING**

ACRAnet  
ACUTRAQ  
Alliance 2020  
Insight Reporting  
LandLord Verification™  
MOCO, Inc.  
Pet Screening, LLC  
Rapid Credit Reports, Inc.  
Reliable Background  
Screening  
Rentify  
Resident Research  
StarPoint Screening  
TenantReports.com, LLC  
TVS Tenant Verification  
Service, Inc.  
Western Reporting, Inc.



# NEW MEMBER RECRUITMENT Program

HELP NARPM® REACH AS MANY PROPERTY MANAGERS AS YOU CAN BY REFERRING NEW MEMBERS

Refer a new member 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.

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

## NEW MEMBER REFERRALS • FEBRUARY 2022

REFERRING MEMBER	NEW MEMBER	REFERRING MEMBER	NEW MEMBER
Debbie Baxter	Jan Germain	Jesus Johnson	Khrystle Zap
Norman Block	Brandon Negron	Marco Montes	Kristine Barbanica
Robert Boot	Penni Boot	Pete Neubig, MPM® RMP®	Zach Maurais
Kathy Christmas	Lauren Castro	Adriana Orlando	Irene Woods
Kristen Correa, RMP®	Emma Wright	Scott Porter, MPM® RMP®	David Porter
Justin Dean	Paula Casella	Rachel Shaffer, RMP®	Karen J. Wade
Justin Dean	Sharon Konrad	Tami Shaul	Sheila Sio
Paulette Fairfax	Kevin Fairfax	Joe Villalva	Laura K. Baker
John Fleckenstein	Marva Siegel	Sylvia White, MPM® RMP®	Angela Harmsen
Melissa Griffeth	Delanie Pruitt	Keith Wood	Amanda S. Walker

Please note that some of these classes are being held virtually. Check online for details.

# DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT

## APRIL - JUNE 2022

<b>Advanced Risk Management - 6 hrs total</b>				
04/27-28/2022	Orlando/Central Florida		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Paul Arrington, MPM® RMP®
<b>Developing Rewarding Owner Relationships - 6 hrs total</b>				
05/23/2022	Washington State Conference (9am - 4pm)	Mountain	Boise Centre, 850 W Front Street, Boise, ID 83702	Kellie Tollifson, MPM® RMP®
06/21/2022	Southern States Conference (9am - 4pm)	Eastern	Hyatt Regency Greenville, 220 N. Main Street, Greenville, SC 29601	Brian Birdy, MPM® RMP®
<b>Finance: Cash Flow Analysis - 6 hrs total</b>				
04/21/2022	Greater Dallas (9am - 4pm)	Central	The Clubs of Prestonwood, 15909 Preston Rd, Dallas, TX 75248	Mike Nelson, MPM® RMP®
<b>In-House Maintenance – Running a Profitable Operation - 6 hrs total</b>				
06/08-09/2022	Nevada State Chapter		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Kit Garren, MPM® RMP®
<b>Intro to Maintenance: Covering the Basics of Standards, Codes &amp; Safety - 6 hrs total</b>				
04/20/2022	CALNARPM Conference (9am - 4pm)	Pacific	Marriott Napa Valley Hotel, 3425 Solano Ave., Napa, CA 94558	Steve Schultz, MPM® RMP®
<b>Maintenance: Beyond the Basics - 6 hrs total</b>				
04/20-21/2022	Greater Richmond		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Kit Garren, MPM® RMP®
<b>Marketing for Residential Property Management - 6 hrs total</b>				
06/29-30/2022	Orlando/Central Florida		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Michael McCreary, MPM® RMP®
<b>NARPM® 101: Basics of Property Management - 6 hrs total</b>				
<b>Office Operations – Policy &amp; Procedures - 6 hrs total</b>				
05/18-19/2022	Tampa Bay		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Paul Arrington, MPM® RMP®
<b>Personnel Procedures Essentials – Hiring and Firing - 6 hrs total</b>				
06/21/2022	Southern States Conference (9am - 4pm)	Eastern	Hyatt Regency Greenville, 220 N. Main Street, Greenville, SC 29601	Steve Schultz, MPM® RMP®
<b>Personnel Procedures Advanced - 6 hrs total</b>				
04/20/2022	CALNARPM Conference (9am - 4pm)	Pacific	Marriott Napa Valley Hotel, 3425 Solano Ave., Napa, CA 94558	Kellie Tollifson, MPM® RMP®
05/25-26/2022	San Antonio Metro		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Steve Schultz, MPM® RMP®
<b>Profitability &amp; Client Relations - 6 hrs total</b>				
04/21/2022	Sarasota/Bradenton (9am - 4pm)	Eastern	Hyatt Place Lakewood Ranch, 6021 Exchange Way, Bradenton, FL 34202	Michael McCreary, MPM® RMP®
06/28/2022	Tampa Bay (9am - 4pm)	Eastern	Berkshire Hathaway-Tampa, 4950 W Kennedy Blvd. # 300 Tampa, FL 33609	Scott Abernathy, MPM® RMP®
<b>Risk Awareness - 6 hrs total</b>				
<b>Tenancy - 6 hrs total</b>				
06/22-23/2022	Orlando/Central Florida Chapter		Virtual - Parts 1&2 (12pm - 3pm each day) Eastern	Michael McCreary, MPM® RMP®
<b>Ethics - 3 hrs</b>				

**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!

**NARPM® Full Course Schedule Listings** can be found at: [www.narpm.org/education/course-schedule](http://www.narpm.org/education/course-schedule)

**NARPM® Full Course Descriptions** can be found at: [www.narpm.org/education/course-descriptions](http://www.narpm.org/education/course-descriptions)

**NARPM® Online Courses** are now available through OMG Distance Learning. For information and/or to enroll, visit: [www.narpm.org/education/online-courses](http://www.narpm.org/education/online-courses)

**State-Approved Continuing Education (CE) Online Courses** are now available in partnership with Mbition Learn Real Estate.

For information and/or to enroll, visit: [www.narpm.org/education/mbition-learn-real-estate/](http://www.narpm.org/education/mbition-learn-real-estate/)

Fee per Course	Classroom 6-Hour Course		Virtual 6-Hour Course	*Ethics
	30 or more days before	Less than 30 days before		*5% discount does not apply
Member/ IREM® Member	\$195	\$250	\$165	\$45
Non-member	\$295	\$350	\$265	\$95
Retake	\$75	\$150	\$75	
RMP®/MPM® Designee	\$100	\$150	\$100	
Designee Candidate*	\$180	\$250	\$165	

### 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®.

### COURSE INFORMATION

- All materials will be given to students on the day of the class.
- Attendees are required to make their individual hotel reservations.

**In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.**

The Zillow Rentals logo, featuring a stylized house icon followed by the text "Zillow® Rentals".

**Zillow® Rentals**

**Be seen by more renters  
than any other network  
with Zillow Rentals.\***

Logos for Zillow, Trulia, and HotPads. Zillow is on the left, Trulia is in the middle, and HotPads is on the right.

**Zillow® trulia hotpads.**

\*Comscore Media Metrix® Multi-Platform, Unique Visitors, Custom-defined list including: Zillow Group Rentals, Apartments.com Network, RentPath Network, Total Audience, September 2019, U.S. Zillow Group Rentals is the deduplicated reach of Zillow.com Rentals, Trulia.com Rentals and HotPads.com.

# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME

That's Regional  
Vice President



**Misty Berger, MPM® RMP®**, is the Property Manager/Owner of A Cut Above Property Management, Inc., in Colorado Springs, Colorado. She served on the 2013 Governmental Affairs Committee, the 2014 Member Services Committee, spent two years coordinating vendors for the Southwest Regional's 2014 and 2015 Conferences, the 2018 Member Services and Retention Calling Subcommittee, and the 2020 Broker/Owner Planning Committee. Locally, Misty was the 2013 NARPM® Colorado Springs Chapter Treasurer, 2014 President-Elect, 2015 President, 2016 Past-President, and 2019-2020 Mentor Coordinator. Before becoming the Atlantic RVP, Misty was the Southwest Colorado Springs Symposium - State Chapter Conference Committee for the past three years. Misty feels that NARPM® has given so much to her in education and leadership that it is time to give back.

## The RVP Bulletin

When I was asked last year to finish out 2022 as RVP in the Atlantic Region, I really had to think about it. I live in Colorado and was finishing up as RVP in the Southwest Region. My initial thought was, "I don't know anything about the Atlantic Region. How am I going to do this?"

What I came to realize is that it's not about where the region is. Location is irrelevant. It's about the great people we have in this industry and using the tools National provides.

I have two great Ambassadors. Steve Pardon, RMP®, with JMAX Property Management in Salem, Virginia and Jeff Wright, RMP®, with Foundation First Property Group in Hanover, Pennsylvania, immediately stepped up to help me. They understood my lack of knowledge of the area and helped me decide which chapters each of us would oversee. Traci Lewis VanCamp, MPM® RMP®, with RE/MAX Alliance, in Virginia Beach, Virginia, who filled in for the last half of 2021 in the Atlantic Region, stepped in to help me get familiar with the different chapters, and she is definitely the social network queen that I'm not. She continues to help the region because she has invested a lot of time and effort to see the chapters achieve their goals and wants nothing more than to see their successes.

Tim Wehner, MPM® RMP®, our current NARPM® President-Elect, and Scott Abernathy, MPM® RMP®, our NARPM® Past President, immediately stepped in with Ambassador options and

offered to help in any way they could since they both have knowledge of the area and the chapters. Gail Phillips, CAE, NARPM® Chief Executive Officer and Rebecca Woodring, CAE, NARPM® Deputy Executive Director, and the rest of the staff at National are invaluable tools for anyone in the NARPM® community. I could not do my job without their assistance.

The Atlantic Region has 13 chapters that spread over 17 states. Of the 13 chapters, Pennsylvania is a State Chapter in Formation (CIF) and Virginia

also has a State Chapter. Several of the 17 states have not initiated their own chapter yet but are looking at possibly doing a networking group first. Many other individuals in this region get their information about NARPM® from the Pennsylvania CIF or stay as a member-at-large in the region.

At the end of the day, it is not about region, but about relationships. I have been given the opportunity to meet and work with 12 new Boards for 2022. Already the Pennsylvania CIF would like to know more about

how legalizing marijuana affects the rental market. This is knowledge I can bring to the table while Pennsylvania and other chapters teach me about their areas of the country and the struggles they are facing. This is what makes NARPM® great.

I look forward to this year, serving in the Atlantic Region and, at the end of this journey, I will be excited to report all the great things this region has accomplished. 🏠

“What I came to realize is that it's not about where the region is. Location is irrelevant. It's about the great people we have in this industry and using the tools National provides.”

**Northwest:** Jennifer Stoops, MPM® RMP®  
Alaska, Washington, Oregon, Idaho, Montana,  
Wyoming.

**Pacific:** AJ Shepard, MPM® RMP®  
California.

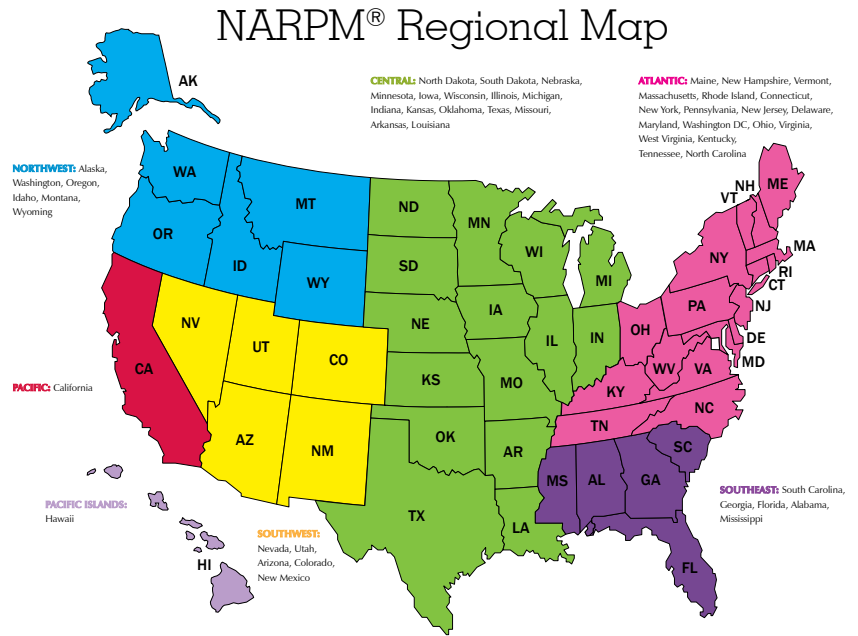
**Pacific Islands:** AJ Shepard, MPM® RMP®  
Hawaii.

**Southwest:** Bob Preston, MPM® RMP®  
Nevada, Utah, Arizona, Colorado, New Mexico.

**Central:** Amy Karns Hanson, RMP®  
North Dakota, South Dakota, Nebraska, Minnesota,  
Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas,  
Oklahoma, Texas, Missouri, Arkansas, Louisiana.

**Atlantic:** Misty Berger, MPM® 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:** DD Lee, MPM® RMP®  
South Carolina, Georgia, Florida, Alabama,  
Mississippi.



2022

## What can you do to help your region in 2022? Volunteer!

You'll be jumping for joy when you earn your designation.

# Be #NARPMSmart



**Designees approved at the February 2022 Professional Development Committee meeting:**

**MPM®**  
Amy Karns, MPM® RMP®  
Cheryl Muzinich, MPM® RMP®

**RMP®**  
Janie Diggs, 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 **2022 NARPM® Annual Convention** is **Friday, August 5, 2022.**

**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.**

# MEMBERSHIP Growth (Continued on pages 33 & 34)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM FEBRUARY 1 – FEBRUARY 28, 2022

## PROFESSIONAL & ASSOCIATE MEMBERS

### ALABAMA

Anthony Carbone  
Valley Homes Realty &  
Property Management  
Huntsville, AL  
256-665-9996

### ARKANSAS

Victoria Holland  
New Horizon  
Properties, LLC  
Little Rock, AR  
501-244-2195

### ARIZONA

Angela Harmsen  
Elite Impact Realty &  
Property Management  
Tucson, AZ  
520-975-5661

Tyson Hill  
Hometrend Property  
Management and Real  
Estate, Inc.  
Mesa, AZ  
480-650-4173

Robert Kline  
Arizona Elite Properties  
Chandler, AZ  
480-899-9010

Khrystle Zap  
Vail Property  
Management  
Vail, AZ  
520-445-7134

### CALIFORNIA

Lionel Akpovi  
Countryside Property  
Management  
Modesto, CA  
209-566-1800

Lauren Castro  
Castro Group Real Estate  
San Diego, CA  
858-602-8100

Amy DePrez  
DePrez & Son, Inc.  
Riverside, CA  
951-784-2770

Jeffery DePrez  
DePrez & Son, Inc.  
Riverside, CA  
951-784-2770

Tina Farley  
Berro Property  
Management  
Long Beach, CA  
562-432-3444

Kari Johnson  
Rent Source Corp.  
Palmdale, CA  
661-341-3606

Krystle Karimian  
Krystle Properties  
Vallejo, CA  
707-554-6697

Dawn Knowles  
Life's A Beach  
Property Management  
Ventura, CA  
805-703-9284

Matthew Meyers  
Bailey Property  
Management  
Aptos, CA  
831-685-8588

Annette Short  
Rent Source Corp.  
Palmdale, CA  
661-341-3606

Melinda Trier  
Rent Source Corp.  
Palmdale, CA  
661-341-3606

Karen Wade  
Bailey Property  
Management  
Aptos, CA  
831-685-8588

Christy Ward  
Crestmont Property  
Management, Inc.  
Coronado, CA  
619-522-0377

Rob Ward  
Crestmont Property  
Management, Inc.  
Coronado, CA  
619-522-0377

Irene Woods  
At Home  
Real Estate Group  
Tracy, CA  
209-321-1834

### COLORADO

Sophie Deines  
Keyrenter Property  
Management Denver  
Denver, CO  
720-739-3000

Melissa Kaplan  
Real Property  
Management of  
the Rockies  
Fort Collins, CO  
970-658-0410

Lukas Krause  
SkyRun Vacation Rentals  
Broomfield, CO  
970-660-4422

Alexis Martinez  
Keyrenter Property  
Management Denver  
Denver, CO  
720-739-3000

Emily Walters  
Walters and Company  
Denver, CO  
720-357-6655

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Lance Macon  
Metro DC Home  
Management, LLC  
Washington, DC  
571-480-6878

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Zinah Almeran  
Moon & Stars Property  
Management, LLC  
Winter Garden, FL  
404-735-8445

Albert Carioti  
Century 21 Carioti  
Orlando, FL  
407-354-0074

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813-864-9515

Donna Collins  
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Specialists  
Spring Hill, FL  
352-686-0540

Alex Ismail  
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Jillian Kirkland  
First Story Property  
Management, LLC  
Tallahassee, FL  
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Sharon Konrad  
Dean & DeWitt  
Property Management  
St. Petersburg, FL  
727-820-0352

Audrey Lackie  
The Legends East Coast  
Property Management  
Jacksonville Beach, FL  
904-595-5959

James McPeak  
McPeak Realty  
Group, Inc.  
Apollo Beach, FL  
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James Mitchell  
Seminole Tribe of Florida  
Clewiston, FL  
863-805-2940

David Porter  
ERA Old South Properties  
Pensacola, FL  
850-478-8845

Rebecca Pizzo  
Coldwell Banker Realty  
St. Pete Beach, FL  
727-360-6927

Nicole Ravesi  
Dean & DeWitt  
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St. Petersburg, FL  
727-820-0352

Amanda Walker  
Elevation Realty, Inc.  
Niceville, FL  
850-805-4663

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Cara Cragin  
Rent Appeal, Inc.  
Atlanta, GA  
404-901-1170

Jan-Marie Elder  
Dyanamic Realty  
Solutions, LLC  
Powder Springs, GA  
470-250-0869

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Dale Bordner  
Hawaii Resource Realty  
Honolulu, HI  
808-973-0839

Neal Fineman  
Neal Fineman  
Property Management  
Honolulu, HI  
808-753-3399

Adelle Johiro, R  
Hawaii Resource Realty  
Honolulu, HI  
808-973-0839

Tracy Leverone  
Kona Beach  
Properties, LLC  
Kailua-Kona, HI  
808-464-1149

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Tami Masuda  
Oahu Realty  
Honolulu, HI  
808-955-5700

Greg Natori  
Hawaii Resource Realty  
Honolulu, HI  
808-973-0839

Nancy Yamachi, R  
Hawaii Resource Realty  
Honolulu, HI  
808-973-0839

#### **IDAHO**

Sheila Sio  
Boises Best  
Property Managers  
Meridian, ID  
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Abigail Rodman  
Rodman Properties, LLC  
Olive Branch, MS  
662-469-6365

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Savannah Gilbert  
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Management, Inc.  
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All County® NEO  
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Management  
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Services, LLC  
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White Flowers  
Investments, Inc.  
Moore, OK  
405-923-1926

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Skyworks Property  
Management Group  
Portland, OR  
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Dan Fangmeier  
Centro Management  
Portland, OR  
503-297-2575

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Marguerite Brown  
Golden 60  
Columbia, SC  
803-234-7106

Christina Smith  
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The Property  
Management  
Connection  
Nashville, TN  
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Penni Boot  
Boot Team Realty  
Property Management  
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Exquisite Properties  
San Antonio, TX  
210-494-0100

Tim Crow  
Key Properties  
Fort Worth, TX  
817-263-7866

Selene Landros  
Key Properties  
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Benjamin Nguyen  
Real Property  
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Houston, TX  
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210-853-2533

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Anzen Homes, Inc.  
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as of March 31, 2022:**

**6,013**



Jan Germain  
Healthy Homes  
Property Management  
Nokesville, VA  
703-898-0863

Jake Johnson  
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Michael Johnson  
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Josh Scott  
Windermere Real Estate  
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##### **CALIFORNIA**

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562-981-2636  
*Business Products and  
Services*

Jessica Pope  
ApartmentRatings &  
SatisFacts  
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*Internet Tools and  
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Full Circle Accounting  
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Staging & Photography  
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Qwkin, LLC  
Miami, FL  
888-223-1883  
*Software*

**Continued next page**

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A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM FEBRUARY 1 – FEBRUARY 28, 2022

## GEORGIA

Carolina Hazard  
Orkin, Inc.  
Suwanee, GA  
770-220-6162  
*Maintenance*

Myles Salley-Holland  
Orkin, Inc.  
Suwanee GA  
770-220-6162  
*Maintenance*

## TEXAS

Zach Maurais  
Sunroom Rentals  
Austin, TX  
603-235-8468  
*Business Products and Services*

Michael Withers  
Sunroom Rentals  
Austin, TX  
603-235-8468  
*Business Products and Services*

Tim Wallace  
Tenant Turner  
Richmond, VA  
888-976-4638  
*Internet Tools and Marketing*

## SUPPORT STAFF MEMBERS

## CALIFORNIA

Claudia Flores  
DePrez & Son, Inc.  
Riverside, CA  
951-784-2770

Jeremiah Flores  
DePrez & Son, Inc.  
Riverside, CA  
951-784-2770

## COLORADO

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Real Property  
Management of the Rockies  
Fort Collins, CO  
970-658-0410

Delanie Pruitt  
Alliance Property  
Management  
Colorado Springs, CO  
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## FLORIDA

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Dean & DeWitt  
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St. Petersburg, FL  
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## ILLINOIS

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Grand Realty Group, Inc.  
Lake Villa, IL  
847-223-0505

## NORTH CAROLINA

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Durham, NC  
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## TEXAS

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Boot Team Realty  
Property Management  
Burleson, TX  
682-472-3244

Savannah Crosby  
Helotes Property  
Management  
Helotes, TX  
210-853-2533

Matthew Doerbaum  
Lone Star Realty &  
Property Management  
Killeen, TX  
245-699-7003

Marissa Garcia  
Helotes Property  
Management  
Helotes, TX  
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Emma Wright  
Reedy Creek  
Management  
Services, LLC  
Grapevine, TX  
817-756-8091

## UTAH

Terah Bromley  
Property  
Management, Inc.  
Lehi, UT  
801-407-1301

## VIRGINIA

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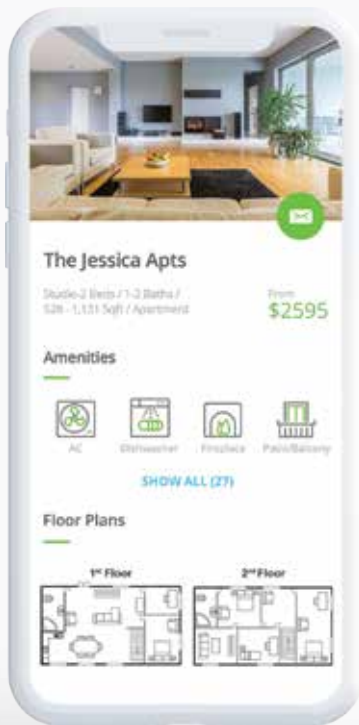
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