

A tropical sunset scene with palm trees, birds, and a banner. The background features a warm sunset with rays of light. Several palm trees of varying heights are silhouetted against the sky. Three birds are shown in flight. A large banner with a scalloped edge is draped across the middle of the image.

# HAWAII

20th Annual Convention

## Registration

September 24-28, 2008 ✪ Kauai Marriott Resort ✪ Lihue, Hawaii



# WELCOME

## From the National President...

Join your fellow property management ohana (family and friends) from across the country in Kauai, Hawaii for the 20th Annual Convention and Trade Show. Bring your family and wrap a vacation around this annual educational and networking event. Get your calendars marked for September 23-26.

There are "Endless Possibilities" for fun in the sun and tropical adventure at both of our convention resort hotels. Since the room block is filled at the Kauai Marriott Resort & Beach Club, we booked additional rooms at the Hilton Kauai Beach Resort. Overlooking Kalapaki Bay, the Marriott boasts the largest pool in Hawaii and also offers a private cove for snorkeling, surfing and sailing activities. The Hilton is a deluxe 5-story resort just north of the Lihue airport. Sitting on 25 lushly landscaped oceanfront acres, the Hilton boasts the longest exploring and strolling beach on Kauai. Reservations at either resort will offer you affordable luxury in this tropical paradise!

The annual convention and tradeshow is built to fulfill the NARPM® mission "to support the professional and ethical practices of rental home management through networking, education and designation." The Convention Committee, chaired by Cathy Matthews of the Oahu, HI Chapter, has been busy building a convention schedule that will knock your socks off! You can pack lighter this year, as there are no socks, ties or pantyhose allowed in Hawaii. The dress for all sessions will be business or resort casual.

This will be my tenth annual NARPM® convention and I cannot imagine missing one. The education is beyond comparison. You will experience excellent education from each of the designation classes. This year, you can choose between RMP® Operations, RMP® Marketing, or the MPM® Operating a



Maintenance Company. There will be a record number of members receiving recognition this year for earning their CSS<sup>sm</sup>, RMP®, MPM® and CRMC® designations. Will you be one of them? If you have not yet done so, there is still time to get your packet submitted.

Possibly the best information learned will be from networking with your NARPM® colleagues at the breakfast table, in the buffet line or even around the pool. So join in! Sit with someone new and be open to the "Endless Possibilities" of making new friends! Your active participation at this convention will ensure that the return will far outweigh your investment of time and money.

This year, we have arranged discounts for you for several tourist activities and tours. This will help you stretch your dollars and enjoy more of the unique Aloha spirit of the islands. In addition:

- Take note golfers—there are nine majestic courses on Kauai. Reserve your tee time early to play courses that take you through ancient lava formations while offering stunning views of white sand beaches, waterfalls and tropical jungles.

- Not into golf? Then you might consider attending a slack key guitar concert on the north end of the island by local recording artists Doug & Sandy McMaster. Every Sunday afternoon they offer a program of traditional Hawaiian slack key guitar and its history.
- Not musical? A trip to the Kauai Museum in Lihue will offer an opportunity to view Hawaiian quilted textile arts. The exhibit includes traditional and non-traditional pieces from the community.
- Are you a romantic? What could be more romantic than to exchange or renew your wedding vows on the beach or at the Fern Grotto? Carl Frazier from the Oahu Chapter is a licensed minister and has offered to perform this ceremony for you. Contact him directly to arrange your romantic memory!

The special events this year start with the President's Tour on Tuesday afternoon. We will be watching the sun sink into the horizon as we cruise past secluded beaches and 4000-foot cliffs that are virtually inaccessible except by helicopter or boat. There are a limited seats available so register early!

The convention will wrap up with the Island Breeze Luau on Friday night, offering you a feast of traditional Hawaiian dishes. Be adventurous and try some of everything. The colorful and exciting entertainment will showcase the various ethnic groups that have come to call Hawaii home.

Mahalo for all you do to increase the "Endless Possibilities" NARPM® makes available to each of us. See you in Hawaii!

*Betty Fletcher*

Betty Fletcher, MPM® RMP®  
2008 NARPM® President



Hawaii

I invite you to join us for the 2008 National Convention on the breathtaking island of Kauai for five days of education and networking with our vendors and members.

Our program committee has worked hard to put together a variety of workshop sessions which we hope will appeal to you! Workshops include Tony Drost, MPM® RMP®, who will help each of us to “Get a Life” and Derek Kalles, who will give each of us insight in “Multigenerational Businesses.” Our national speakers, Lee Phillips “Protecting Assets” and Donna Hartley “Fire Up Your Life” will be dynamic, motivational and entertaining as they provide information to help us in our business.

In these difficult economic times, it is more important than ever to gain new ideas and insights on ways to remain and even increase our profitability as we serve our clients’ best interests. The national convention is a fantastic way to achieve these goals. The networking with colleagues from around the globe is invaluable, not to mention great fun! Learning and laughing, sharing and storytelling; evenings poolside relaxing and recapping the days events—all of this awaits you on a small island in the Pacific Ocean. The information that you obtain will serve you well in your business, and the friendships that you build will serve you well in all aspects of your life.

Kauai has so much to offer: snorkeling, sunset cruises, horseback riding to secluded waterfalls, hiking, kayaking, fern grottos, zip lining, rafting, swimming, relaxing in the sun, and quiet walks along beaches that look like heaven on earth. We encourage you to bring your family and stay for a while in paradise.

Please join us for the “Endless Possibilities” that wait for you on beautiful Kauai!

Warmest Aloha,

*Cathy Matthews*

Cathy Matthews, GRI  
2008 Convention Chair



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# INFO EVENTS

## Convention Dress

Appropriate dress for all parts of the NARPM® Convention in Hawaii is island casual. Remember, hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly—layers are good. Evenings in Hawaii are usually very pleasant but can be cool, so a sweater or light jacket is helpful.

## Location

Our 2008 Annual Convention and Trade Show will be at the Kauai Marriott Resort, 3610 Rice Street, Kalapaki Beach, Lihue, Hawaii 96766. The hotel is conveniently located one mile from the Lihue Airport. It is a destination-resort encompassing a world class hotel adjacent to Kauai Lagoons Golf Club. It provides complimentary transportation to and from the airport, has retail shops on property and four restaurants and lounges.

Regarded as Kauai's loveliest and most swimmable sandy beach, Kalapaki Beach forms its own cove inside of Nawiliwili Bay. The hotel is oriented around this beach. There is a 1,400 foot beach promenade walk leading from one end of the beach to the other. The Marriott Resort features one of the largest swimming pools in Hawaii with 26,000 square feet of water surface and a diameter of 210 feet.

The convention hotel is sold out so if you have not yet made reservations contact NARPM® National for additional possibilities. You can call the hotel directly at 808-245-5050 to get on a waiting list; tell the reservation agent you are with the National Association of Residential Property Managers.

## Overflow Hotel

The Hilton Kauai Beach Resort is a deluxe five-story oceanfront resort situated on 25 lushly landscaped acres of Kauai's longest exploring and strolling beach. And, it is only four miles from the Marriott Resort. The Hilton is surrounded by exotic lagoons, cascading waterfalls and lush tropical settings. It has a convenient location close to the airport, shopping, championship golf and all of Kauai's great activities and adventures.

Room rates range from \$185 to \$245 per night depending on the view. You can get a look at the hotel by going to [www.hilton.com](http://www.hilton.com) and selecting Kauai, Hawaii. To make reservations, call 888-805-3843 and tell them you are with NARPM®.

## Travel Information

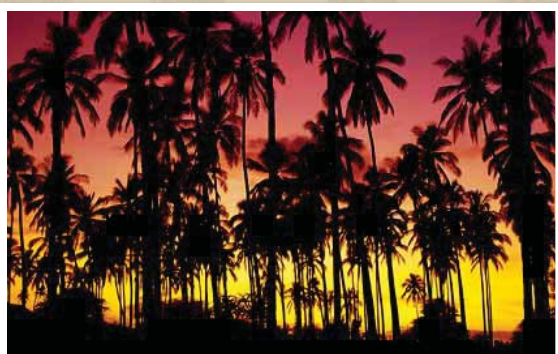
Continental Airlines is pleased to offer discounted airfares to many of the NARPM® convention cities—5% off the lowest applicable fare, 10% off the Y8-H8 refundable fares, and an additional 5% discount when ticketed 60 days prior to travel. Call Continental Airlines Meeting Works Department at 800/468-7022, book online at [www.continental.com](http://www.continental.com), or contact your local travel agent and give them the agreement code D6H487 and Z code ZDT6.

NARPM® has also made arrangements with Avis Worldwide to offer discounted rental car fares at the airport as well as other downtown locations. You can call Avis directly at 1-800-331-1600 and give the reservation agent the AWD code number J994701.

These discounts are available for several days before and after the event. Advance reservations are strongly encouraged as availability is on a first-come, first-serve basis. You can also check to see what discounts are available through the NARPM® Affinity Partners by visiting <http://www.narpm.org/about/affinityprograms.html>. We will continue to bring special programs or discounts to you as we get closer to the convention so keep an eye on the website for additional details.







### **Tuesday President Sunset Cruise**

Prior to the opening of the convention, attendees are invited to join 2008 NARPM® National President Betty Fletcher, MPM® RMP®, on a fun and relaxing sunset cruise of the Cliffs of the NaPali Coast. It is a dramatic way to start the convention. This is a ticketed event and spots are limited so register now. The ticket price of \$75 per person includes transportation to/from the hotel to the cruise and dinner. Event begins at 2:00 pm. We are sure you'll agree this event is not to be missed!



### **Wednesday Exhibit Hall Grand Opening and Reception**

Our grand opening of the exhibits and opening reception will be held on Wednesday, September 24, from 6:30 – 8:30 p.m. The ribbon cutting for the trade show will be preformed by the 2008 NARPM® President and the 2007 Co-Affiliate Members of the Year, PROMAS Landlord Software Center and HomeRentals.net.



### **Island Breeze Luau**

Friday evening convention attendees will gather on the beach at the hotel from 6:00 to 10:00 p.m. for a relaxing evening of fun and networking while enjoying a traditional luau feast. There will be a cash bar reception and a dinner with great entertainment. You will be there when the 2008 Board of Directors are sworn in. There is an additional fee for this optional event but at only \$60 for the early bird price, we're sure you'll agree it is a bargain. Register now!

### **NARPM® Store**

Show off your NARPM® pride! Stop by the NARPM® Store at this year's convention and pickup your 2008 Convention t-shirt and commemorative pin. T-shirts are only \$15 and the pins are \$5. The store will also be selling other apparel, marketing brochures, pins, stickers, photo frames, key chains, pen/pencil holders and more—all virtually! Our staff will be happy to assist you with these additional purchases with our online system. The best part about these virtual transactions is that your purchases will be shipped directly to your home or office address; that way, you don't have to carry it around and try to make it fit in your suitcase with all of your other Hawaii souvenirs!

### **First-Timer Breakfast**

Make the most out of your first convention experience by attending the First-Timer Breakfast on Thursday morning 7 – 8 am. You will meet the Board of Directors and get great advice about what to see, what to do, and how to be sure this convention is valuable to you and your business.



# SPEAKERS

## General Sessions Featuring...



### **Donna Hartley**

Donna Hartley is an inspirational, entertaining and high content speaker. She is a member of the National Speakers Association and the owner and founder of Hartley International. She is a graduate of the University of Hawaii and former Miss Hawaii.

Donna has been featured on PBS, NBC, ABC and in The New York Times. She is the author of *Fire Up Your Life!*

Learn life changing strategies from Donna's own spiritual journey of surviving a DC-10 plane crash, beating Melanoma and overcoming heart surgery. She teaches how to change, heal and empower your life!



### **Lee Phillips**

Attorney Lee R. Phillips, will teach you how to reposition yourself in the law so that you can go out and make more money than you ever thought possible. Yes, a good knowledge of the law will actually let you make more money. In today's lawsuit happy society, making it isn't enough. You also have to know how to protect your wealth, or someone will take it away from you. It might be your tenants, the IRS, the government regulations (like lead paint) or some greedy lawyer. Unless you are shielded, everything you have can be lost.

Lee is a counselor to the United States Supreme Court and an engaging speaker. He will walk you through how to make it and how to keep it using the tools of wealth. Nobody ever gets rich without an understanding of the tools that create wealth and protect it. Lee has used the tools of wealth and "done very well." His primary residence is on Siesta Key in the Blue Gulf of Mexico, but he grows fruit trees and a big vegetable garden in the Wasatch Mountains of Utah. Lee has many lives.



### **Paul Brewbaker, Ph.D.**

Paul H. Brewbaker is senior vice president and chief economist with Bank of Hawaii, where his responsibilities include research on financial and economic risk and working in the bank's Treasury. He received his Bachelor's Degree in Economics from Stanford University and his Doctorate in economics from the University of Hawaii. Paul did graduate work and lectured both at the University of Wisconsin and at the University of Hawaii. He began doing research in The International Banking Division at Bank of Hawaii as a student in 1981 and joined the bank's economics department as an economist in 1985. He is a director of the Hawaii Economic Association, a member of the American Economic Association, and Chair of the Hawaii Council on Revenues. His session "Do You Know How the Changing Economy Will Impact Your Business? You Should!" is full of important information that you won't want to miss.



# EDUCATION



## Monday, September 22

8:00 am – 3:00 pm

**RMP® Office Operations**

**Instructor: Dave Holt, MPM® RMP®**

This course provides an understanding of office structure. Learn how to write a policy and procedure manual, discover the importance of implementing an effective office system, set office goals and be prepared for change.

1:00 – 7:00 pm

**MPM® Operating a Maintenance Company (Part I)**

**Instructor: Ray Scarabosio, MPM® RMP®**

This two-day course provides an in-depth study of business skills and procedures necessary to operate a maintenance company. Learn about starting, operating, evaluating and controlling the business. Accounting, record keeping and inventory will also be discussed.



## Tuesday, September 23

7:30 am – 2:00 pm

**MPM® Operating a Maintenance Company (Part II)**

**Instructor: Ray Scarabosio, MPM® RMP®**

7:30 am – 2:00 pm

**RMP® Marketing**

**Instructor: Dave Holt, MPM® RMP®**

This course covers marketing techniques such as making presentations to owners, prospecting new contacts and closings. Marketing principles specific to residential property management will also be presented.



## Thursday, September 27

3:00 – 6:00 pm

**Ethics**

**Instructor: Darryl Kazen, MPM® RMP®**

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed, as well as the entire grievance process. This course is required by NARPM® for all RMP® designees.

# SESSIONS

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## Opening Session

### Fire Up Your Life!

**Speaker: Donna Hartley**

Fasten your seatbelts! You are boarding a flight you will never forget. Donna Hartley's life changed in seconds when she was the last survivor in her section in a Continental DC-10 plane crash. Donna impacts lives, delivers insights and captivates her audience with straight-talk and vision. She proved one woman can walk through fire and deliver a message powerful enough to impact millions of lives. Don't miss this entertaining and informative session!

## General Sessions

### Accumulation and Preservation of Wealth

**Speaker: Lee Phillips**

This session will take you by the hand and show you step-by-step how the rich use the law to make money. There are two sets of laws—one rich people use and one everybody else uses. If you are going to be rich you have to learn the insider secrets of how the law makes you money. In this session you will learn how to save thousands in legal fees and fully protect yourself, your family and your business. Only a small number of people—the smart people—ever learn the secrets to shield their assets from attack. In today's litigious society, you could lose everything you have worked your whole life for because of something your kid, your parent or your tenant does.

### CEO Roundtable

Join this group of prominent NARPM® CEO's while they discuss and debate the hot topics that are impacting the residential property management industry today.

### Fair Housing: Do You Know the Law?

**Speaker: Jelani Madaraka**

You know that Federal Fair Housing Laws prohibit discrimination on the basis of the protected classes in the sale or rental of dwellings. Are you sure you know what all the protected classes are? How about the allowed exemptions to the laws or what is expected

of you to accommodate these classes? Not knowing these things can be costly—you could even lose your job or your business. Jelani Madaraka, Lead Civil Rights Analyst for the United States Department of Housing and Urban Development's Honolulu Fair Housing and Equal Opportunity Field Office, will share with you some of the ins and outs of the law that you may not be aware of and provide you with ways to ensure that your company is operating lawfully and fairly.

### Do You Know How the Changing Economy Will Impact Your Business? You Should!

**Speaker: Paul H. Brewbaker, Ph.D., Senior Vice President and Chief Economist, Bank of Hawaii**

These are challenging economic times for our country and our businesses. One way to help protect your assets is to learn as much as possible about the current economic environment and what the experts expect for the next year or so. Expert opinion is key to sound financial decisions!

## Workshop 1

### Fire Up Your Speaking

**Speaker: Donna Hartley**

Increase your success with persuasive presentations. Learn dynamic delivery using impact words and expressive body language. In this session, using interactive hands-on training, you will learn powerful techniques for opening statements and how to develop compelling closing affirmations that will influence your clients. Speaking persuasively and effectively is the key to growing your business.

## Workshop 2

### Foreclosures: What You Need to Know to Protect Your Company

**Panel Featuring Sylvia Hill, MPM® RMP®**

Learn from this panel of experts and your colleagues what you need to do to protect your company against client foreclosures and the potential for new investments. This is a volatile time in the real estate market and it is imperative that you and your company know how to navigate.







### Workshop 3

#### How to Make Section 8 Work for You

**Speaker: Chuck Goss**

In this session, a Section 8 expert will discuss the facts and myths about the Housing Choice Voucher Assistance Program, otherwise known as Section 8. The Section 8 program has gained national attention recently with some states attempting to change the way the program is administered, so don't miss this session.

### Workshop 4

#### More Accumulation and Preservation of Wealth

**Speaker: Lee Phillips**

In today's society, unless you do something offensively to use the law and protect your assets, somebody is going to take them away from you. You have a better chance today of losing money in a legal or financial attack than you do to a common thief. Learn more about the ways to use the law to protect your assets from lawsuits, business deals gone bad, tenants, rest homes, the IRS and other financial attacks.

### Workshop 5

#### Generations in Property Management

**Speakers: Derek Kalles, Leland Banner and P.J. Chapman, RMP®**

This panel of property managers will discuss their experiences operating companies with family, buying a company from family, and buying other companies with family. They will provide approaches on how to successfully manage the family dynamic in your organization.

### Workshop 6

#### Useful Internet Tools You Can Use Today

**Speaker: Albert Oaten, Appfolio**

Learn how to set up and share online calendar schedules and spreadsheets that everyone in your company can see and use. You don't need special hardware or complicated software to network your company with tools and allow people to work together and be more efficient and productive. Best of all, these systems can be set up in less than 30 minutes.

### Workshop 7

#### Get A Life! Increase Income and Delegate

**Speaker: Tony Drost, MPM® RMP®**

Growth, Delegation, Planning—all three are important to running a successful business. However, it is important to keep in mind that growing the business may not increase profit or reduce your workload. Learn over 30 ways to increase income and how to delegate, plan and take time off. Maybe most importantly, learn how to remove yourself from the daily grind yet remain in-touch with your company's employees and activities.

### Workshop 8

#### Insurance: Do You Know What You and Your Owner Needs?

**Speaker: Sue Savio, Insurance Associates Inc.**

Do you know what your insurance needs as a property manager really are? Can you and should you insist your renter has personal insurance? How do the insurance needs of condos differ from single-family homes? In this session, Sue will delve into the ins and outs of all these issues and discuss what happens when a claim is placed. She will cover how policies interact, such as a master fire and liability policy, and renters insurance. Participants will walk through the actual claim process and find out how to keep their company and owners from being under-insured.

### Workshop 9

#### Protect Your Business: Establish A Residential Acceptance Policy

**Speaker: Rebekah Near, ORCA Information, Inc.**

Do you need help being politically correct when applicants apply for rentals? Define your target-market, then create the most powerful management tool for the rental application process. Learn how you can minimize fair-housing issues, streamline pre-screening processes and standardize your company acceptance policies with this clear and concise process.



# PROGRAM

## Check out this year's lineup...

### Monday, September 22, 2008

RMP® Office Operations	9 am - 3 pm
MPM® Operating a Maintenance Company (Part I)	1 - 7 pm

### Tuesday, September 23, 2008

Registration Open (education only)	7 - 9 am
Board Meeting (open to all members)	7:30 am - 2 pm
MPM® Operating a Maintenance Company (Part II)	7:30 am - 2 pm
RMP® Marketing	7:30 am - 2 pm
Registration Open (everyone)	10 am - 1:30 pm
<b>President's Sunset Cruise</b> (additional cost)	<b>2 pm</b>

### Wednesday, September 24, 2008

Board Meeting (open to all members)	7:30 am - 2 pm
Registration Open (exhibitors only)	8 - 11 am
Committee Meetings	8:30 - 11 am
Registration Open (everyone)	11 am - 6:30 pm
Committee Meetings	12:30 - 3 pm
Virtual NARPM® Store Open	1 - 6:30 pm
Welcome and Opening General Session	4 - 5:30 pm
NARPM® Designation Ceremony	5:30 - 6:30 pm
Opening Reception	6:30 - 8:30 pm
Grand Opening of Trade Show	

### Thursday, September 25, 2008

<b>First-Timer Breakfast</b>	<b>7 - 8 am</b>
Virtual NARPM® Store Open	7:30 am - 12:30 pm
Registration Open (everyone)	7:30 am - 2 pm
<b>General Session - Wealth</b>	<b>8 - 9 am</b>
Visit with Exhibitors	9 - 9:30 am
Workshop Sessions 1-3	9:30 - 10:45 am
Workshop Sessions 4-6	11 am - 12:15 pm
Lunch Buffet	12:30 - 1:30 pm
<b>General Session - CEO Roundtable</b>	<b>1:30 - 2:45 pm</b>
Ethics	3 - 6 pm
Visit with Vendors	3 - 6 pm
How to Get a Designation	3:30 - 4:30 pm

### Friday, September 26, 2008

Committee and State Chapter Meetings	7 - 8 am
Visit with Vendors	7 - 8 am
Registration/Virtual NARPM® Store	7:30 am - 2 pm
<b>General Session - Fair Housing</b>	<b>8 - 9 am</b>
Workshop Sessions 7-9	9:15 - 10:30 am
<b>General Session - Economic Forecast</b>	<b>10:45 am - Noon</b>
Lunch Buffet	Noon - 1 pm
Visit with Vendors	Noon - 2 pm
<b>Membership Programming</b>	<b>1:15 - 3 pm</b>
Annual Business Meeting, Membership Awards, 50/50 Raffle, Affiliate of the Year Award, Exhibitor Door Prizes	
<b>Island Breeze Luau</b> (additional fee)	<b>6 - 10 pm</b>





# ACTIVITIES

There is no end of great family activities you can get into on the beautiful island of Kauai. Water is everywhere on the island. From the miles of beach to walk at Lydgate State Park, to snorkeling at Koloa Landing on the South Shore, to cruising on the Wailua River to the Fern Grotto, paddling a kayak up the Hule'ia River, fishing or surfing—you can always find a great outdoor activity. If you prefer great heights you can book one of the many helicopter tours and get a real bird's eye view of the island. Rather stay on land? Koke State Park has a misty forest with 40 miles of footpaths or try the 20 square-mile highland bog known as the Alaka'i Swamp. Of course, you can always grab a bike and explore or enjoy a great day of golf at one of nine spectacular golf courses on the island.

For those of you who prefer to stick close to the hotel and relax while the kids have fun, the Marriott Resort has the Kalapaki Kids Club for kid's ages 5 -12 years. You can choose between full-day, half-day or evening sessions. Activities focus on the uniqueness of Hawaii and include treasure hunts, cultural activities, beach games and pool sports. Contact the hotel directly for more information about this program.

This year we have a special treat! NARPM® member Carl Frazier of Cornerstone Properties is a licensed minister and loves to perform marriage ceremonies or vow renewals. How romantic! You can contact him directly at [hawaiicarl@aol.com](mailto:hawaiicarl@aol.com) to talk to him about details.

As an added bonus, the 24th Annual Kauai Mokihana Festival will be taking place the week of September 21-27, 2008. This is an island-wide festival with events featuring a dancing competition for men and women, a composers' contest, crafts, festivals, lectures and workshops. Call 808-822-2166 or visit their website at [www.mokihana.kauai.net](http://www.mokihana.kauai.net) for more information.

Here are some additional websites you may want to explore to prepare for your trip:

[www.airkauai.com](http://www.airkauai.com)  
[www.islandhelicopters.com](http://www.islandhelicopters.com)  
[www.kauaiboats.com](http://www.kauaiboats.com)  
[www.hawaiiisurfingadventures.com](http://www.hawaiiisurfingadventures.com)  
[www.kauaiexplorer.com](http://www.kauaiexplorer.com)  
[www.kauaimagazine.com](http://www.kauaimagazine.com)

NARPM® has also identified a local tour group that will provide you with discounts to a variety of activities.

## **Aloha Adventure Activities, LLC**

From Activity Agent Pamella DeFrancis  
[pamellahd@yahoo.com](mailto:pamellahd@yahoo.com); 808-639-2900 HST  
Please put NARPM® in the e-mail subject line to receive the 10% discount.

Aloha! Welcome to Kauai, the Garden Isle. The lush beauty of this Pacific Ocean pebble is often heralded as magical. We are temperate year round and enjoy every climate from semi-arid to the wettest place in the world not to mention geography unique to the world—all on an island only 53 miles across as the crow flies. It is easy to be overwhelmed by the many things to do and places to see. I suggest you narrow your activities outside the convention to those that pique your curiosity the most or are within your favorites list of outdoor fun. I can almost guarantee you will savor your time with us and want to return to do more.

Because most of our wonders are on private property, a tour is usually the best way to experience the island "Kauai Style." Popular activities like the zip lines and tubing frequently book three days in advance in the fall months. Plan your time before you arrive to secure your best choices. Aloha Adventure Activities books all licensed activities that meet minimum insurance standards for their industry and have a proven tour industry track record. We also will assist with information on some popular activities that are not tours, such as the The Kauai Museum and National Botanical Garden.

The Kauai Marriott is centrally located in the county seat, Lihue. Most activities will require that you go to their check-in point using your own transportation. There are very few exceptions. The Kauai bus does not have a convenient stop near the hotel. At the present time, there is a free shuttle to one of the shopping malls, Coconut Market Place in Kapaa. The schedule changes monthly, but at present (May 2008) it runs Saturday, Sunday and Monday. There is also a shuttle service to the South and West sides of the island that charges \$15 per person each way. The most convenient way to get to an activity is by private car. You should plan on a rental car or sharing one. Taxis are available but are expensive. They should also be booked in advance. Limousines are also available.



# ACTIVITIES



## The Fern Grotto Riverboat

Listen to the songs of Hawaii sung by the Smith family and friends while you ride up the Wailua River to a natural amphitheater lush with ferns. Listen to a short performance and enjoy the serene ride back.

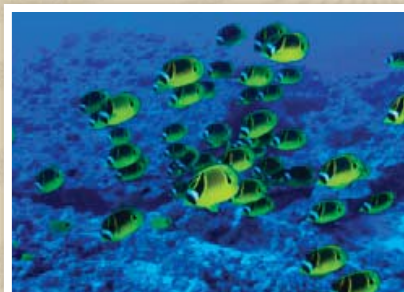


## Ride the Plantation Train

Kilohana Plantation, the most grand of the Kauai Plantations, has re-built a cog rail train like the ones used to transport sugar cane to the mill. The charming depot is your start and end with a fun ride for children and adults to tour the grounds. All ages will enjoy this one.

## Zip Kauai

Soar like a bird over lush tropical forests, zipping from one landing pad to the next down a valley. There are baby zips in small ranges or zips in the back mountain ranges. Ages 9+, 70 to 270 pounds welcome.



## Tubing

Drift along the mountain ridges and through tunnels originally built to transport goods from one side of the island to the other. This is a fabulous way to see the interior of Kauai without an advanced level hike. Minimum 5 years of age, 43" high.



## Plant Refuge Helicopter Ride

The Robinson family, famous for their private island Niihau, are making efforts to save endangered plants. This is a great way to whisk over beautiful sights on the South end of the island and land in the interior for a close-up view.

## Jungle Waterfalls

A swim in the natural waterfall pond and a picnic lunch give you a refreshing break and time to reflect on the island's beauty. Ages 5+ and able to hike uneven ground and cross streams. The kayak is the easy part.



## Fly with the Birds

Get a bird's eye view of the Garden Isle by ultra glide or by winged flight. Either way, you will have a new perspective on paradise.

## Bicycle

Guided tours of West Kauai and some back roads are a fun family outing.





### Movie Tours

Venture onto the sets of familiar and classic movies. There is a coastal or back country tour. You'll be surprised at what you see!



### Helicopter the Sights

Another way to see Na Pali and many other natural wonders on Kauai, including the wettest place on Earth, weather permitting. There are also waterfall tours and limited trips to the Forbidden Island of Niihau.

### Trek or 4x4

If you want to see it up close and personal, there are guided hikes, nature walks into wondrous valleys and mountains or 4x4 tours of back country locations.

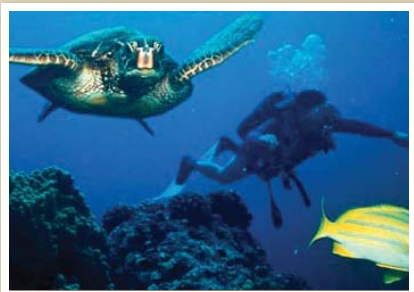


### Ranch Land Beauty

By horseback or ATV, you can take in gorgeous country views. Sometimes there's even a cattle drive happening. No need for prior experience—if you can sit or drive, we can take you there. Just bring a camera!

### Scuba or Snuba

Certified boat dives, refresher courses or beginner classes are all available. Don't feel safe? Snuba is also available.



### Tour the Island

Limousine or bus tours of the island highlights happen every day. There are also day flights and tours to Oahu for those who want to see Iolani Palace and Pearl Harbor.

### Cruise the Rivers

Kayak tours are a relaxing way to enjoy the day, have a picnic and swim in a waterfall pool. There are also combination tours that include a hike and/or baby zip. Or, get a group of six together to canoe up the historic Hanalei River. Your Hawaiian guide will "talk story" and share his outrigger with you. If you paddle really hard he might even take you out into Hanalei Bay. Want to be on your own? Kayak rentals are available for the Wailua and Hanalei Rivers.

*When inquiring please provide the number, ages, weight and height of those in your party as well as the days and times you are available. Reservations are held by credit card only with the balance paid at the time of the activity. Most cancellation policies are 24 hours in advance (a few are 48 hours). If you are interested in a timeshare tour, or are booking more than three major activities, additional discounts are available.*





National Association of Residential Property Managers

## 20th Annual Convention & Trade Show

Kauai Marriott Resort, 3610 Rice Street, Lihue, HI 96766

### RMP® Office Operations | September 22 | 8 am - 3 pm

Provides an understanding of office structure. Learn how to write a policy and procedure manual, discover the importance of implementing an effective office systems, set office goals and be prepared for change. *Instructor: Dave Holt, MPM® RMP®*

### RMP® Marketing | September 23 | 7:30 am - 2 pm

Marketing techniques such as making presentations to owners, prospecting new contacts and closing will be discussed. Marketing principles specific to residential property management will also be presented. *Instructor: Dave Holt, MPM® RMP®*

### MPM® Operating a Maintenance Company | September 22 | 1 pm - 7 pm | September 23 | 7:30 am - 2 pm

In-depth study of business skills and procedures necessary to operate a maintenance company. Learn about starting, operating, evaluating and controlling the business. Accounting, record keeping, and inventory will also be discussed. *Instructor: Ray Scarabosio, MPM® RMP®*

### Ethics | September 25 | 3 pm - 6 pm

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. *Instructor: Darryl Kazen, MPM® RMP®*



### REGISTRATION

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/ST/Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

### METHOD OF PAYMENT

☐ Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
☐ Charge my credit card \$ \_\_\_\_\_  
☐ VISA ☐ MC ☐ AMEX ☐ Discover  
Card # \_\_\_\_\_ Exp Date \_\_\_\_\_  
Name on card \_\_\_\_\_  
Signature \_\_\_\_\_

CLASS FEES	RMP® Course		MPM® Course		Ethics
	Before August 22	After August 22	Before August 22	After August 22	
Member	\$195	\$225	\$395	\$450	\$45
Non-member	\$295	\$325	\$495	\$550	\$95
Retake Fee	\$100	\$130	\$300	\$355	-----
RMP®/MPM® Designation Fee	\$97.50	\$127.50	\$197.50	\$252.50	-----

### CANCELLATION POLICY

Cancellations must be received in writing. If received by **August 22, 2008**, registrant will receive a full refund less a \$25.00 processing fee. If received **after August 22, 2008**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge.

**If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

### FAX or MAIL REGISTRATION FORM TO:

NARPM®, 638 Independence Parkway, #100, Chesapeake, VA 23320 | P: 800-782-3452 | F: 866-466-2776 | [www.narpm.org](http://www.narpm.org)



# National Association of Residential Property Managers

20th Annual Convention Registration • September 24-26, 2008 • Kauai, HI

## 1. REGISTRATION INFORMATION *(please type or print)*

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Check your designation(s): ☐ RMP® ☐ MPM® ☐ CRMC® ☐ CSS<sup>sm</sup>

Designation candidate: ☐ RMP® ☐ MPM® ☐ CRMC® ☐ CSS<sup>sm</sup>

Are you a chapter leader? ☐ Yes ☐ No If yes, what position? \_\_\_\_\_

Are you a current NARPM® member?

☐ Yes ☐ No

Is this your first NARPM® convention?

☐ Yes ☐ No

## SPECIAL ASSISTANCE

☐ I will require special assistance

☐ I have special dietary needs

Specify: \_\_\_\_\_

## 2. REGISTRATION FEES

	Members Early Bird Discount Postmarked by 8/21	Nonmembers Early Bird Discount Postmarked by 8/21	Members After 8/21	Nonmembers After 8/21
<b>Entire Convention</b> <i>(Tour &amp; Luau separate)</i>	\$395	\$500	\$465	\$570
<b>Single Day Registration</b> <i>(includes full day's events)</i>				
Wednesday	\$200	\$300	\$270	\$370
Thursday	\$200	\$300	\$270	\$370
Friday	\$200	\$300	\$270	\$370
<b>* Join NARPM® &amp; Register</b>	\$245			
<i>(Add on this fee; membership application must accompany registration)</i>				
<input type="checkbox"/> Professional Member <i>(Please include copy of real estate license, if applicable)</i>				
<input type="checkbox"/> Affiliate Member				
<b>** Team Discount</b>	- \$50		- \$50	
<i>(NARPM® members only; online registration unavailable)</i>				
Tuesday President's Cruise	\$75	\$75	\$75	\$75
Friday Island Breeze Luau	\$60	\$80	\$80	\$100

## 3. SUBTOTAL OF REGISTRATION FEES

\$ \_\_\_\_\_

## 4. EXTRA GUEST TICKETS

Tuesday President's Cruise	_____ # of tickets x \$75 =	\$ _____
Wednesday Reception and Trade Show	_____ # of tickets x \$45 =	\$ _____
Thursday Lunch	_____ # of tickets x \$45 =	\$ _____
Friday Lunch	_____ # of tickets x \$45 =	\$ _____
Friday Island Breeze Luau	_____ # of tickets x \$__ =	\$ _____
<b>Subtotal Extras:</b>		\$ _____

## 5. CONVENTION COMMEMORATIVE ITEMS

T-shirt Sizes: <input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> XXL	_____ # of t-shirts x \$15 =	\$ _____
Pin	_____ # of pins x \$5 =	\$ _____
<b>Subtotal Items:</b>		\$ _____

## 6. TOTAL FEES

\$ \_\_\_\_\_

## 7. METHOD OF PAYMENT

☐ I have enclosed check # \_\_\_\_\_ for total amount above.

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

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*I authorize NARPM® to charge my credit card.*

Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on August 21, 2008. After August 21, send the higher fee shown in second column. **Do not** send registration to National after September 7, 2008. Instead, register on-site at the convention.

**\* Join & Register** - Not yet a member? For an additional \$245, you can become a NARPM® member and register for the convention at the reduced member rate. Check the "Join NARPM® & Register" option at left and submit the appropriate professional or affiliate membership application with this form.

**\*\* Team Discount** - When two or more NARPM® members from one office register for the **full convention**, the **second and each additional** registrant receive a \$50 discount for their **full convention** registrations. Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online**.

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

## CANCELLATION POLICIES

Convention cancellations must be received in writing. If cancellation is received 30 days prior to September 24, 2008, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to September 24, 2008, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to September 24, 2008.**

## MONETARY POLICIES

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

## EASY WAYS TO REGISTER

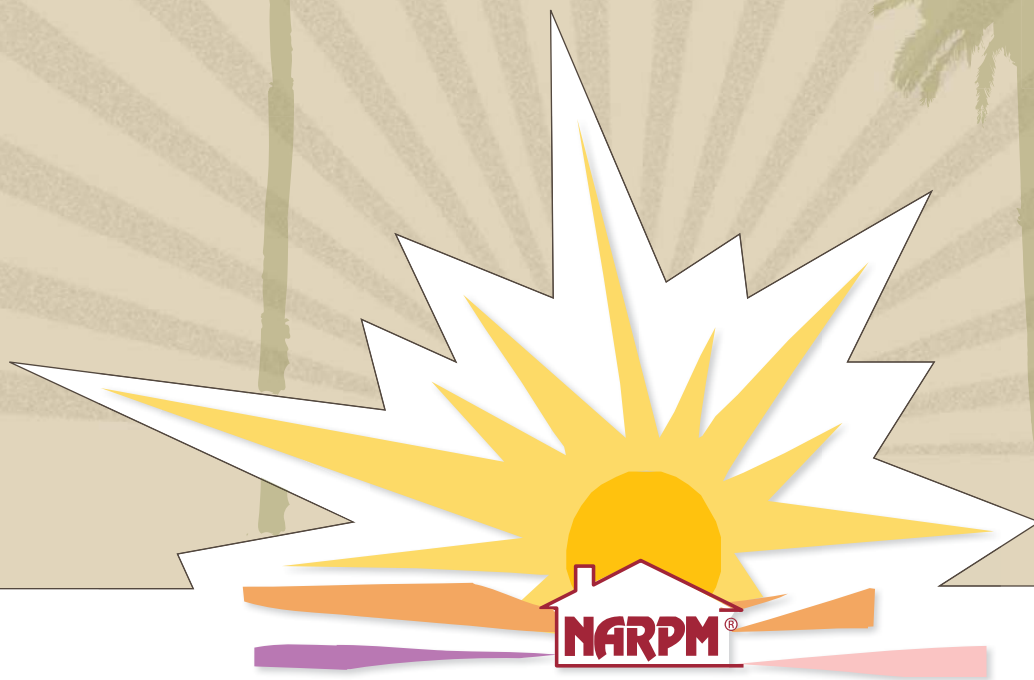
**MAIL** - Send your form with payment to: NARPM® National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

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

**ONLINE** - Visit [www.narpm.org](http://www.narpm.org) and login to the Internet Member Services (IMS) section.

**The NARPM® Mission is to support the professional and ethical practices of rental home management through networking, education and designation.**

NARPM® is an association designed for real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM® offers an effective, professional learning environment for owners of property management companies, property managers and their office staff.



NARPM®  
638 Independence Parkway, Suite 100  
Chesapeake, VA 23320  
[www.narpm.org](http://www.narpm.org)

First Class PRSRT  
U.S. Postage  
PAID  
Documentation

# ALOHA

**Register now for the 20th Annual Convention in HI!**

Mail or fax the form enclosed, or register  
online through Internet Member Services.