

Certificate of Compliance

This certifies that the

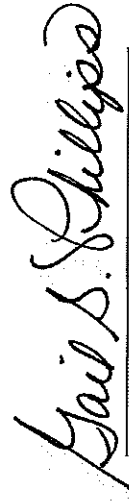
Phoenix Chapter

Has successfully met the requirements and is in full compliance
with standards set for a local chapter by the
National Association of Residential Property Managers.

12/1/2009



2009 President



Executive Director

National Association of Residential Property Managers



National Association of Residential Property Managers

Chapter Certificate of Compliance Due December 1, 2009

PURPOSE: NARPM® must ensure that chapters are viable entities, capable of delivering the services expected by members of the Association. Chapter leadership must be accountable for their fiduciary and legal duties. This form can be downloaded in form fill edition at <http://www.narpm.org/chapter-services/support-services.html> and click on 2009 Chapter Certificate of Compliance

The undersigned officers of the NARPM® Phoenix Chapter certify that the chapter completed this Certificate of Compliance and submitted the required documents as noted on this certificate.

GOVERNANCE REPORTING	
1.	Attach a list of the names and positions of the upcoming Board of Directors and committee chairs for the Chapter <u>Attached</u>
2.	Have chapter bylaws changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes.
3.	Have chapter articles of incorporation changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes.
4.	Attach copies of minutes for each Board of Directors meeting. Chapters are required to meet and maintain corporate minutes and other records as designated by state law and chapter bylaws. <u>Attached</u>
5.	Chapter officers assume their respective offices: January 1 <input checked="" type="checkbox"/> Other: Specify
6.	Date of fiscal year: Calendar year <input checked="" type="checkbox"/> Other: Specify
7.	The chapter maintains a minimum membership of seven (7) NARPM® Professional/Support Staff members. Y <input checked="" type="checkbox"/> N <input type="checkbox"/>
8.	Does the chapter maintain a FDIC bank account in the chapter's corporate name Y <input checked="" type="checkbox"/> N <input type="checkbox"/> Name of Banking Institution:
9.	The chapter has filed a Corporate Annual Registration Report/Renewal for the state in which it is registered for this calendar year? *Send NARPM® an up to date copy of corporate annual registration report/renewal Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If not required check here <input type="checkbox"/> Other reason:
CHAPTER FINANCIAL REPORTING	
10.	Attach copy of financial statement for current year.
11.	Attach copy of proposed annual budget for the following year.
12.	Attach copy of federal tax return. If no return attached: Not required <input type="checkbox"/> Other reason
13.	Beginning in 2008, small tax-exempt organizations that previously were not required to file returns risk losing their tax-exempt status if they do not file an annual electronic notice (e-Postcard) form 99-N. (more information can be found at www.irs.gov/charities). Did the chapter file notice? Y <input type="checkbox"/> N <input type="checkbox"/> If no, why not:

CHAPTER PLANNING	
14.	Attach a copy of chapter's annual calendar of events for the following year.
15.	The Chapter President-Elect attended the training sessions at the national leadership training session prior to taking office. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state why not: <i>Mike Mumford Done</i>
16.	Did chapter communicate at least four times during the year with members? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, attach one copy of the communications chapter had with the members. This can be electronic or printed. If the chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state reason why not: <i>Done</i>
17.	Did chapter sponsor/participate in effective educational programs for NARPM® members affiliated with the chapter during certification year. This can be designation class or local classes that have special speakers. For state/regional chapters, education can be part of their state/region convention. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, attach one copy of brochure or flier. If the chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, state reason why not:
18.	The chapter is using the Chapter Leader section of NARPM.org (http://www.narpm.org/chapter-services/) : Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, why not:
19.	The chapter website is kept up to date? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, when will it be updated? <i>Revised June 25TH</i>
20.	The chapter is interested in looking at a website supported by NARPM®: Y <input type="checkbox"/> N <input checked="" type="checkbox"/> Contact persons name and number:
21.	The chapter filed for the current year Chapter Grant: Y <input type="checkbox"/> N <input type="checkbox"/> Check here if you would like more information on grants: <input type="checkbox"/> <i>The purpose of the grant is to strengthen and grow chapter membership through education and networking opportunities.</i>

Other items:

23. Rate the health of the chapter (1 - 10, 10 being highest)

a. If answer is 7 or less, what barriers does the leadership face in getting the chapter going?

b. If answer is 7 or less, what resources would be helpful from national (i.e.: Speakers, mentoring, etc.)

c. If answer is 8 or above, what are the cool things the chapter is doing that other chapters might like to hear about?

*Phx NARPM Increased
Education - Membership - Vendor Involvement*

Chapter Officers' Signatures Certifying Review and Approval of Chapter Certification:

[Signature] 11/30/09
Current Certification Year President/Date

[Signature] 12-1-9
Current Certification Year Incoming President/Date

CHAPTER RE-CERTIFICATION REQUIREMENTS

The certification requirements were developed to maintain fair, specific procedural standards for the chapters and to protect the legal accountability of the national association. The NARPM® Board of Directors determines each chapter's recertification status after consideration of recommendations submitted by the Regional Vice President and the Membership Committee.

Submission Requirements

- Certificate of Compliance signed by the Chapter President and President-Elect/Vice President serving in Current Certification Year.
- Supporting materials as requested.

CHAPTER CERTIFICATE OF COMPLIANCE FOR YEAR ENDING 200

- 1) PROPOSED SLATE OF OFFICERS APPROVED *(Attachment)*
 Mike Mumford as President, Tammy Billington Past President, Ben Burklow President Elect, Erin Buchanan Secretary, Donna Erickson Treasurer
 Committee Chairs: Sue Flucke Legislative, Luana Peterson Education, Donna Alizio and Rose Mckinney in charge of Membership, Ellie Johnson in charge of Vendors
- 2) Chapter bylaws have not changed during 2009
- 3) Chapter articles of incorporation have not changed during year 2009
- 4) Copies of minutes attached *(Attachment)*
- 5) Chapter officers assume respective offices in January 1
- 6) Fiscal Year is a calendar year
- 7) Chapter maintains over 80 members during the year of 2009
- 8) Chapter maintains a FDIC with Wells Fargo
- 9) Corporate Annual Report and Renewal attached *(Attachment)*
- 10) Financial Statements attached 2009 *See mikes e mail (Attachment)*
- 11) Proposed annual budget for 2010
- 12) Federal Tax Return
- 13) Tax Exempt
- 14) Chapters Annual Calendar of events
- 15) Chapter President elect attended a training session at leadership training session Mike Mumford
- 16) Communicated at least four times a year. Yes at least once a month if not more attached
- 17) Education programs during the year Feb 26th ARMLS with Jo Teeter, March 11th Winter Conference at Prescott, April 23rd Crime Shield, June 25th Law Firm Combs on Current laws for Property Manager, July 23 Landlord Class by Tahan Law Firm, August 27th Arizona School of Real Estate and Business Broker Management Clinic *(Attachments)*
- 18) Using chapter Leader section of NARPM web site
- 19) Website was updated with a new release on June 25th
- 20) Chapter has a website supported by NARPM
- 21) Chapter Grant

Handwritten initials: H/4

MINUTES FOR MEETING JAN 22ND

LOCATION ; 333 N.DOBSON ROAD SUITE 5 CHANDLER, ARIZONA

TIME ; 1 TO 3 PM

SUBJECT; MARKETING

SPEAKER ; HOME RENTAL PROS

HOME RENTAL PROS HAD THE WHOLE MEETING HE ADVISED US STEP BY STEP HOW TO USE THE SYSTEM, WHY WE SHOULD BE USING THE SYSTEM AND THE FUTURE ABILITY IT WILL PROVIDE WITH PRESENTATIONS TO CLIENTS.

ATTACHED IS THE SIGN IN SHEET OF THOSE PRESENT.

OFFICERS AND MEMBERS AT LARGE PRESENT: DIANE ERICKSON, ANNA MACRAWLEY, MIKE MUMFORD, DONNA ANZOA , TAMMY BILLINGTON

Handwritten number: 301 477 29

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
SEVAR Mesa, AZ
February 26, 2009

Meeting called to order at 12:00pm by President Tammy Billington. Quorum present and represented by the following Board Members:

Tammy Billington – President
Mike Mumford – Present Elect, Treasurer
Erin Buchanan – Secretary

27 other members present

12:00 – 12:30

Promas user Group presented by Mike Mumford

- Various question and answer discussions

12:35 – 12:50

Designations presented by Tammy Billington and Steve Urie

- Requirements for RMP
- Application for candidacy
- AAR Winter Conference
- Standards of Professionalism Review (Articles 10-1, 10-2, 11-1, 11-2, 11-3, 11-4)

12:50 – 1:10

Vendors Presentations

- Redi Carpet – Christy Marlowe 602-317-5780 cmarlowe@redicarpet.com
- Arizona House Painters – David Baker 480-751-5240
www.arizonahousepainters.com

1:10 – 1:20

Short break

Lunch sponsored by Redi Carpet

1:20 – 2:50

Guest Speaker, Jo Ellen Teeter – ARMLS Training & Support Specialist

2:55

Meeting called to close

Post meeting round table discussion with Officers

Next Meeting – AAR Winter Conference

March 11 – 13 in Prescott, AZ

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
SEVAR Mesa, AZ
April 23, 2009

12:00 – 12:35

Promas user Group presented by Mike Mumford

- Various Q & A discussions
- Beta version now available on www.promas.com - several updates including emailable, user friendly PDF owner statements

12:35 – 12:45

Designations presented by Anne McCrawley

- Q & A RE: Requirements for RMP
- Application for candidacy available if needed
- Classes – List of available classes online www.NAPRM.com – Online classes are also available
- Committees – Ask where you are needed

12:45 – 1:00

Short Break & Lunch

1:00 – 1:05

Meeting called to order by Tammy Billington. Quorum present and represented by the following Board Members:

47 attendees in total

Minutes read aloud by Erin Buchanan and approved as read
Legislature Update given by Sue Flucke
Website Update given by Ben Burklow

1:05 – 1:15

Vendor Presentations introduced by Steve Billington

- Crim Shield – David Pickron
- Redi Carpet - Christy Marlowe

1:15 -

Guest Speaker Panel – Subject Crime Free Policies and Procedures

- Sam Cooper with AAA Landlord sam@crimshield.com
- Debra Fox with AAA Landlord www.askdebfox.com
- Denny Dobbins with Crim Shield denny@crimefreeplatinum.com
- David Pickron with AAA Landlord www.AAALandlord.com
- David Goodman – CapStone - capstoneinvestments@cox.net

FYI - Highlights

- Red Flag Legislation goes into effect May 1st, 2009 - You must know whom you are renting to. Refer to www.redflagrules.net for more information.
- www.azsexoffender.com
- Education is key

3:00

Meeting called to close

Post meeting round table discussion with Officers and Members

Next Meetings

- Crime Free Phase I Certification Seminar - 333 N. Dobson Rd Suite 5 Chandler, AZ 85224 8:00 am - 5:00 pm 3 CE Credit Hours Available
Breakfast and Lunch will be provided.
- May 28th, 2009 - SEVRAR 12:00 pm - 3:00 pm

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
SEVAR Mesa, AZ
May 28, 2009

12:00 – 12:35

Promas user group presented by Mike Mumford

- Various Q & A discussions
- Surprise Tax License change – each property must be licensed separately – this is free until July 1st, 2009 then \$100 per property per year

12:35 – 12:45 –

Designations presented and meeting called to order by Tammy Billington

- Applications distributed
- Classes – List of available classes online www.NAPRM.org – Online classes are also available. Start with RMP
- Conference in FL 10/21/09 – 10/23/09 Disney's Buena Vista Palace has rates \$205/nightly – possible travel discounts if traveling together
- 9/25/09 – Tucson Chapter offering RMP class

Quorum represented by the following board members in attendance and reflected via the sign in sheet and/or minutes:

- Tammy Billington, President
- Dianna Erickson, Member at Large
- Erin Buchanan, Secretary
- Steve Urie, Educational Coordinator
- Donna Alizio, Membership Coordinator
- Mike Mumford, President Elect

20 other attendees

12:45 – 1:00

Short Break & Vendor supported Lunch

Rent Marketer - Pizza

Radar Restoration and Built Rite – Drinks

1:00 – 1:05

Vendor Presentations

- Radar Restoration & Built Rite presentation
- Rent Marketer presentation

1:05 – 1:10

Ethics Review by Tammy Billington

- Sections 3 & 4

1:15 – 1:45

Guest Speaker - Rent Marketer

- Internet advertising trends – 8 tips/rules
- www.rentbits.com

1:55 - 2:55

Guest Speaker – AAR TM for Property Managers

- RonLaMee@AARonline.com for more information
- Demos available at www.AARonline.com/TM

3:00

Meeting called to close

Post meeting round table discussion with Officers and Members

Next Meetings

- June 25th 2009 - SEVRAR 12:00 pm – 4:00 pm Panel of Attorneys (new to our panel) discussing Landlord Tenant Law offering 3 CE hours

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
333 N. Dobson Rd Chandler, AZ 85224
August 27, 2009

Meeting called to order at 8:00am by President Tammy Billington. Quorum present and represented by the following Board Members:

Tammy Billington - President

Mike Mumford - Treasury

Erin Buchanan - Secretary

24 Attendees in total

8:00 - Mike Mumford - NARPM Polo Shirts available from Land's End
Group photo for attendees going to Orlando, FL

Broker Management Clinic CE hours presented by AZ School of Real Estate & Business, Instructor Tom Noble

Next Meeting to be September 24, 2009

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
RE/MAX Achievers
333 N. Dobson Rd Suite #1
Chandler, AZ
September 24, 2009

Meeting called to order at 12:00pm by President Elect Mike Mumford. Quorum present and represented by the following Board Members:

Tammy Billington - President
Mike Mumford - Present Elect, Treasurer
Erin Buchanan - Secretary
Anne McCawley -
Dianna Erickson
Charlie Brown - Past President

31 attendees in total present

12:00 - 12:40

Promas user Group presented by Mike Mumford

- Various question and answer discussions

12:45 - 1:00

Vendors Presentations

Lunch Provided by Landlord Lemon - www.lemonlandlord.com

Drinks provided by Be Greener Landscaping

Dessert provided by Budget Post & Handyman

1:00 - 1:20

"Leasing Essentials" 9/29 at SEVRAR taught by Carlton Caseler

Code of Ethics - Tammy Billington

Mike Mumford - Audit Class in Tucson attended by Tammy Billington & Mike Mumford

1:20 - 2:00

PM Policy & Procedures Manuals - Annie McCawley & Dianna Erickson

- www.landlordsource.com

2:10

Broker Talk

Members asking random questions to our members that are Brokers

- Audits
- Foreclosures
- Short Sales

Meeting called to close 2:50

Post meeting round table discussion with Officers

Next Meeting - October 22, 2009 at SEVRAR

Holiday party 12/4/09 in the evening... Location to be determined

National Association of Residential Property Managers
Phoenix Chapter Board of Directors Meeting Minutes
SEVAR Mesa, AZ
October 22, 2009

Meeting called to order at 1:00pm Steve Billington. Quorum present and represented by the following Board Members:

Charlie Brown – Past President
Erin Buchanan – Secretary

18 other members present

1:00 – 1:15

Vendor Presentations

** Blue Water Pool Chemical Co

** Alliance Flooring

1:15 – 2:45

Guest Speaker, Judy Lowe – Commissioner

2:45

Meeting called to close

Post meeting round table discussion

Next Meeting November 12, 2009 12:00 Noon