

# Certificate of Compliance

This certifies that the

## Big Island Hawaii 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.

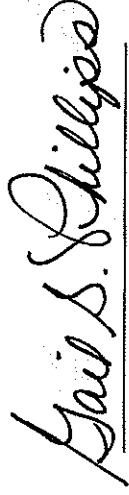
12/1/2009



2009 President



National Association of Residential Property Managers



Executive Director



National Association of Residential Property Managers

**Chapter Certificate of Compliance Checklist**  
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® Big Island Hawaii 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 (Must be submitted to reach chapter compliance)   |
| 2.                   | Have chapter bylaws changed this year? Y <input type="checkbox"/> N X<br>If yes, attach copy to this report and highlight changes. (Must be submitted to reach chapter compliance)   |
| 3.                   | Have chapter articles of incorporation changed this year? Y <input type="checkbox"/> N X If yes, attach copy to this report and highlight changes. (Must be submitted to reach chapter compliance)   |
| 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. (Must be submitted to reach chapter compliance) Jan. 21, Feb. 19, March 18, April 23, June 17, Aug. 19, 2009   |
| 5.                   | Chapter officers assume their respective offices: January 1 X Other: Specify   |
| 6.                   | Date of fiscal year: Calendar year January 1, 2010 to December 31, 2010  |
| 7.                   | The chapter maintains a minimum membership of seven (7) NARPM® Professional/Support Staff members.<br>Y X N (Must be maintained to reach chapter compliance)   |
| 8.                   | Does the chapter maintain a FDIC bank account in the chapter's corporate name Y X N <input type="checkbox"/> (Must be submitted to reach chapter compliance)<br>Name of Banking Institution: First Hawaiian Bank - Kona Branch   |
| 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 (Must be submitted to reach chapter compliance)<br>Y X N <input type="checkbox"/> If not required check here <input type="checkbox"/> Other reason: |
| 10.                  | Effective 2010, local/state chapter Presidents, or their designee, must participate in a minimum of three of the quarterly Regional conference calls. In 2009, did your chapter participate in these calls?<br>Y X N <input type="checkbox"/>  |

| CHAPTER FINANCIAL REPORTING |  |
|-----------------------------|--|
| 11.                         | Attach copy of financial statement for current year. (Must be submitted to reach chapter compliance)   |
| 12.                         | Attach copy of proposed annual budget for the following year. (Must be submitted to reach chapter compliance)  |
| 13.                         | Attach copy of federal tax return. (Must be submitted to reach chapter compliance)<br>If no return attached: Not required <input type="checkbox"/> Other reason  |
| 14.                         | 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 <a href="http://www.irs.gov/charities">www.irs.gov/charities</a> ). Did the chapter file notice? Y X N <input type="checkbox"/><br>If no, why not: |

| CHAPTER PLANNING |   |
|------------------|---|
| 15.              | Attach a copy of chapter's annual calendar of events for the following year.  |
| 16.              | The Chapter President-Elect attended the training sessions at the national leadership training session prior to taking office. Y X N <input type="checkbox"/><br>If no, state why not:  |
| 17.              | Did chapter communicate at least four times during the year with members? Y X N <input type="checkbox"/><br>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 X N <input type="checkbox"/> If no, state reason why not:  |
| 18.              | 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 X 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 X N <input type="checkbox"/><br>If no, state reason why not: |
| 19.              | The chapter is using the Chapter Leader section of NARPM.org( <a href="http://www.narpm.org/chapter-services/">http://www.narpm.org/chapter-services/</a> ) : Y X N <input type="checkbox"/> If no, why not:  |
| 20.              | The chapter website is kept up to date? Y X N <input type="checkbox"/><br>If no, when will it be updated?   |
| 21.              | The chapter is interested in looking at a website supported by NARPM®: Y X N <input type="checkbox"/><br>Contact persons name and number: LOY TODD  |
| 22.              | The chapter filed for the current year Chapter Grant: Y <input type="checkbox"/> N X<br>Check here if you would like more information on grants: X<br><i>The purpose of the grant is to strengthen and grow chapter membership through education and networking opportunities.</i>  |

**Other items:**

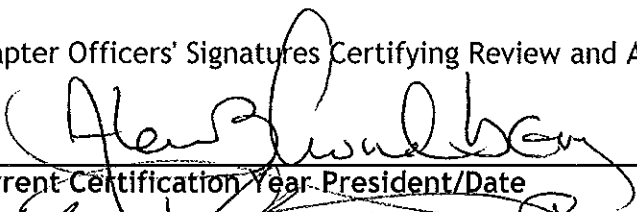
23. Rate the health of the chapter (1 - 10, 10 being highest) 9

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

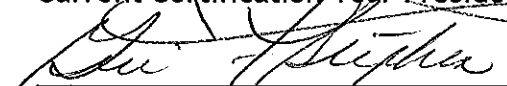
b. If answer is 7 or less, what resources would be helpful from national (i.e.: Speakers, mentoring, etc.)

c. If answer is 8 or above, what are the cool things the chapter is doing that other chapters might like to hear about? Keep in touch with all members, affiliates and general community.

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

  
\_\_\_\_\_  
Current Certification Year President/Date

02 DEC 09

  
\_\_\_\_\_  
Current Certification Year Incoming President/Date

12.5.2009

**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.



**National Association of Residential Property Managers**

Big Island Hawaii Chapter  
P.O. Box 4034, Kailua-Kona, Hawaii 96745

December 19 - Kona Strategic Planning 2010 Meeting of the 2010 Board of Directors; ATR Properties - Kopiko Plaza

Tentative Calendar for 2010: Monthly Membership Meeting/Luncheon

January 21 - Waimea Installation of new officers, Round Table discussion focusing on the Yearly goals for NARPM, Discussion; each member make effort to obtain one new affiliate member from vendor sources. Location TBD

February 17 - Kona Speaker: Hawaii Meth Project Location TBD

March 18 - Waimea Speaker Possibility: Credit Problems and Collections. Location TBD

April 22 - 23 Kona Fair Housing Month, Speaker Possibility: County Housing and Community Development, Location TBD.

Proposed Big Island Chapters Conference; location and firm dates TBD

May 21 Waimea Also, Kona Outdoor Circle Community Clean Up, NARPM members should volunteer in their communities. TBD

June 16 - Kona Speaker possibility: Mold Bio Hazard Clean Up, Location TBD

July 15 - Waimea Speaker possibility: Crimes are they on an up swing with the economy? And how we and our community dealing with it. Location TBD

|                              |   |
|------------------------------|---|
| <u>August 18 - Kona</u>      | Speaker possibility: Attorney to speak on Evictions, Illegal Activity, and Death on the Property. Location TBD  |
| <u>September 15 - Waimea</u> | National Convention - Speaker Possibility: Real Property Tax Office Rep and or County Building Division Representative or DCCA  |
| <u>October 20 - Kona</u>     | Speaker Possibility: County and State Representative, HAR state legislative chair - info on lobbying and committee positions. Nominations and volunteers requested for 2011 BOD positions. Location TBD |
| <u>November 18 - Waimea</u>  | Vote on 2011 BOD positions. Round table discussion, topics for next year's meetings. Location TBD   |
| <u>December - Kona</u>       | Meeting of 2011 Board of Directors. Location TBD. Christmas Gathering of Members & Affiliate.   |

**OTHER SPEAKER IDEAS:**

- Fire Marshall
- Association Manager: Certified Management
- Site Manager: Dene @ Alii Lani
- Pest Control
- Mold Remediation
- Civil Defense - Emergency Preparedness



National Association of Residential Property Managers

Big Island Hawaii Chapter  
P.O. Box 4304, Kailua-Kona, Hawaii 96745

*The undersigned Directors of the National Association of Residential Property Managers, Big Island of Hawaii Chapter, entitled to vote upon the actions indicated below hereby consent to the actions below:*

Regarding the matter Geri F. Stephens, as President, to the 2010 Board of Directors, effective January 1, 2010, it is;

Resolved that Geri F. Stephens is appointed as President to the 2010 Board of Directors

Regarding the matter of Brad Lusk, as President Elect, to the 2010 Board of Directors, effective January 1, 2010, it is;

Resolved that Brad Lusk is appointed as President Elect to the 2010 Board of Directors

Regarding the matter of Loy Todd as Vice President to the 2010 Board of Directors, effective January 1, 2010, it is;

Resolved that Loy Todd. is appointed as Vice President to the 2010 Board of Directors

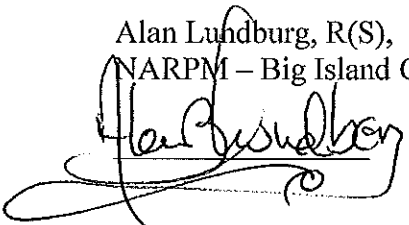
Regarding the matter of Lori Ann Zimmerman, as Secretary to the 2010 Board of Directors, effective January 1, 2010, it is;

Resolved that Lorrie Ann Zimmerman is appointed as Secretary to the 2010 Board of Directors

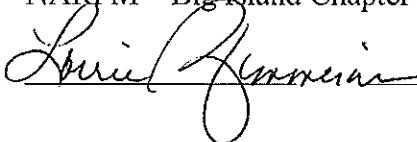
Regarding the matter of Melva R. Albone, as Treasurer to the 2010 Board of Directors, effective January 1, 2010, it is;

Resolved that Melva R. Albone is appointed as Treasurer to the 2010 Board of Directors

Alan Lundburg, R(S),  
NARPM – Big Island Chapter President 2009

 02 DEC 09 Date

Lorri Zimmerman, R(S)  
NARPM – Big Island Chapter Secretary 2009

 12/2/09 Date

**NARPM Big Island of Hawaii Chapter**  
Monthly Executive Meeting MINUTES  
January 21, 2009

Location: Kailua Kona - Blue Sky Cuisine

Members in Attendance: Linda Sasaki, President; Melva Albone, Treasurer;  
Alan Lundberg, President Elect; CJ Kenyon, Secretary; Geri Stephens, Past President,  
Brad Lusk: Vice President-Elect, Lorrie Zimmerman, Secretary-Elect

Recorder: Lorrie Zimmerman, Secretary

Meeting called to order at 10:30 by President Elect Alan Lundberg

Geri Stephens brought to our attention that until the new board has been sworn in that Linda Sasaki was technically still the President and Linda took over the meeting at this point.

The minutes of our strategic planning meeting held on December 6, 2008 were unanimously approved.

Melva Albone, Treasurer, gave her report stating that we presently had \$9366.59 in our Chapter Checking Account. Signature cards were signed by the new Secretary Lorrie Zimmerman and President Alan Lundberg.

Discussions on what speakers would be available and relevant to our business in this economy. Lawyer's such as Bob Triantos discussing Foreclosures. Paralegals might give us more candid answers. The importance of giving Speaker specific question to help them organize their thoughts and remain pertinent to our management issues as a whole.

Alan discussed the need to get the whole chapter involved in committees to spread the work load. The following are committees were defined:

Conference Committee: Chair Geri Stephens  
By-Law Committee: Co-Chair Mary Love and Helen Baptiste  
Affiliate Committee: Chair Linda Sasaki ✓  
Education: Chair Brad Lusk ✓

The conference for this year was discussed and Geri Stephens volunteered to chair the committee for the conference and with Melva Albone as her assistant. The conference will be in May. The theme will be "Today's Economy in our Real Estate World". One of the speakers to address this would be Paul Brubaker who has spoken at past conferences

It was decided that too many committees would be difficult to manage as the President needs to stay abreast of all the activities of each committee. At present the most important committee will be the conference committee. Brad Lusk offered to handle booking the restaurants in Kona, Alan Lundberg will be looking for alternative



restaurants in the Waikoloa Beach area and CJ Kimberly will continue to handle the restaurants in Waimea. It is important that each look for an assistant to train to take over the assignment in the near future.

The importance of getting speakers and luncheon flyers out to the membership was discussed. Flyers need to be out 14 days prior to the meeting. Speakers should be lined up months in advance. Linda has been responsible for News Releases regarding our monthly meetings and will continue in that capacity.

Certain months historically have 'Themes'. April is Fair Housing – HUD; so speakers should be relevant to the specified topic of each month. Sept – DCCA (JoAnn ??? has been a speaker on this subject in the past).

Condolences are usually sent out by the President of the Association.

Geri invited everyone to your Chinese New Years function on Jan 30 6:30pm. All who can make it are welcome.

The meeting Adjourned at 11:30am

## NARPM Big Island of Hawaii Chapter

Board Meeting

Feb 19, 2009

Location: Waimea - Daniel Thiebaut

**Members in Attendance:** Melva Albone, Treasurer; Alan Lundberg, President; Bradford Lusk, Vice President; Lorrie Zimmerman, secretary; Linda Sasaki past president

Recorder: Lorrie Zimmerman, Secretary

Meeting called to order at 10:30 by President Alan Lundberg

We discussed the chapter Name change and how to present the ballot. West HI Big Island Chapter and Kona-Kohala Coast Chapter were mentioned. YES or NO to Name Change and then (if yes, choose one). The decision must be completed by April. We need a report from Mary Love and Helen Baptiste regarding changes to the bylaws. Bylaw changes will require an attorney and the name change would be part of the change.

May Conference – Brad is looking for an education speaker. Needs forms and information regarding Airfares, lodging CE Qualified? HAR Approved? Possible CE Topics such as Fair Housing or ethics.

Day one of the convention will have Brubaker speak on the economy as well as other speakers. Some speakers they are considering are Kurt Caldwell a lender, someone from HAR, someone from the legislature such as the mayor? Josh Green? Speakers on Foreclosures and short sales?

Day two is usually the day for CE classes. Linda and Melva said that the contract has been signed with the Hilton and the menu set

Lorrie mentioned that owners are asking about their Property Assessments. How to lower them to reflect the decreased property values in 2009. Melva suggested speaking with Keith in the Real Estate Property Tax Offices in Hilo.

We will be having a round table discussion next meeting in March. Discussion topics to include: Name Change, Trade Show planning and Ideas, What does the membership want from the board, Education opportunities, Handling difficult tenants and owners.

Linda shared about a collection company that is used by Clark Realty. We discussed the need to ding credit of tenants who skip or owe monies and tighten up the industry. Lorrie offered to look into the costs.

Don Bidencamp's name was mentioned as a reliable person that can repair holes in carpets and other carpet repairs, his company also does installation.

We discussed giving the local food bank a donation of money from our Chapter. The amount was decided to be \$150.00.

The luncheon flyer for next month needs to remind everyone to bring canned goods to the meeting for the food drive.

Meeting adjourned 11:45

## NARPM Big Island of Hawaii Chapter

Board Meeting

Mar 18, 2009

Location: Kona - Blue Sky Cuisine

**Members in Attendance:** Melva Albone, Treasurer; Alan Lundberg, President; Bradford Lusk, Vice President; Lorrie Zimmerman, secretary; Linda Sasaki past president; Geri Stephens President elect.

Recorder: Lorrie Zimmerman, Secretary

Meeting called to order at 10:30 by Vice President Bradford Lusk

Minutes of the Feb Board meeting were approved as written. Melva gave a treasurers report stating that we have \$9246.29 in our bank.

A discussion on Affiliate members revealed that we have only one affiliate that has renewed for 2009. Linda will check the list and start working on bringing past affiliates back and bringing new affiliates into our group. The annual conference will hopefully produce some new affiliates for us.

Members need to be checked as to whether their dues are current and Geri will send us information on that.

May Conference – May 21, 2009 Big Island Annual NARPM Conference will be held at the Hilton Waikoloa in the Kohala Rooms. Cost of attendance as yet to be determined once all the costs have been compiled.

Tentative schedule:

Day One:

Blessing

2 speakers before lunch Paul Brubaker is now independent of the Bank and will charge for his time. Curtis Carlton. Speakers are not tied down yet.

Lunch – Speaker Robert Triantos?

After Lunch Fred Thompson NARPM National Vice President

Vendors will have time to introduce their services

Day two

CE classes in morning.

Lunch

Breakdown

The schedule is tentative and is subject to change. A mock trial could be the second day.

Hilton is offering a \$149.00 overnight rate for conference attendees.

An overhead projector for speaker presentation was discussed and Geri said she would purchase one on sale at Office Max for \$800.00. The Board approved the purchase and determined that Geri would be responsible for the storage and rental of the projector to NARPM members that needed it. It was felt that this will help all our members and luncheon presenters in the future.

We need easels for the conference and will ask the Hotel.

Meeting adjourned 11:45

## NARPM Big Island of Hawaii Chapter

Board Meeting

April 23, 2009

Location: Waimea – Daniel Theibaut

**Members in Attendance:** Melva Albone, Alan Lundberg, Bradford Lusk, Linda Sasaki

Recorder: Jenni Rhodes - KCPM

Meeting called to order at 10:30 by Bradford Lusk

Minutes of the March Board meeting were approved as written. Melva gave a treasurers report stating that we have \$8402.17 in our bank. The board has not received any more information regarding the Projector that we authorized Jerry Stevens to buy for our Chapter. We need to follow up with this at our next board meeting after the convention.

Our chapter donated 77 lbs. of food to the local food drive. Thanks to Melva for delivering the cans.

The board voted to send a donation in the amount of \$50.00 to Kona Hospice in the name of Chris and Gerald Zeigler. Gerald died the 20<sup>th</sup> of March after being diagnosed with in-operable cancer three weeks earlier.

The name change of our chapter was shelved until the bylaws have been reviewed.

Alan had asked Loy Todd to help create a chapter web site. He asked the board for permission and they agreed. There was a discussion about creating a web committee to help. Linda suggested that members use email to contact Loy as opposed to the telephone.

A discussion about whether we are following the proper procedures to run our chapter. What issues need to be approved by the National Chapter of NARPM and what issues should be decided by each local Chapter either in the executive committee or by the whole membership.

Discussed the NARPM flyer and volunteering time. Volunteer work vs. paying.

Brad asked about addressing the question of how the board is doing to the general membership. Linda thought the board was doing fine, however the notices could be out much earlier. The importance of having the schedule of

luncheon meetings in the memberships hands at least by the last week of the previous month.

Alan started a discussion on legal issues important to all members and guests such as fire codes, (who pays for what?) management etc. should be clearly written so every one has a copy. Linda asked Alan about Krueger (an Attorney) and when will come to a Kona Meeting. Brad suggested the June Meeting at U-Top-it.

Linda and Brad discussed following up on the excellence designation. The newsletter, etc. There is a check list of things required per NARPM. Chapter compliance is on national's website and in their booklet.

Linda said there are two new Affiliates that have joined our Chapter bringing our total to 4.

A discussion on 'What constitutes a Quorum' resulted in the following conclusion. A Quorum is the constituent majority of the executive committee and its officers attending the meetings. A Quoram is needed of the board members only for a name change. (page 7 subsection D)

The convention flyers for May have been sent out for printing.

Meeting adjourned 11:45

**NARPM Big Island of Hawaii Chapter**  
Monthly Executive Meeting MINUTES  
June 17, 2009

Location: Kailua Kona - U Top It

Members in Attendance: Alan Lundberg, Geri Stephens Brad Lusk, Lorrie Zimmerman,

Recorder: Lorrie Zimmerman, Secretary

Meeting called to order at 10:30 by Alan Lundberg

Discussed the convention. Geri was congratulated on the fine job she did organizing the convention. We discussed the need to train others to do what she did and that way she does not have to do everything. Reminder that old applications for NARPM need to be thrown out and all documentation needs to be current only.

The projector has not been purchased, however Geri did purchase a screen.

We asked for a bill for Work In Kind for the leis and flowers given out at the convention.

Geri informed us that Theresa and Dustie were no longer working for her and they were not active members.

Oahu is having their 1 day convention on August 11<sup>th</sup>. We were all encouraged to go and show support

We need to review the web site that we are creating for input to the designer Marie Loy.

Meeting adjourned 11:45



**NARPM Big Island of Hawaii Chapter**  
Monthly Executive Meeting MINUTES  
Aug 19, 2009

Location: Kailua Kona - U Top It

Members in Attendance: Alan Lundberg, Geri Stephens Brad Lusk, Lorrie Zimmerman, Melva Albone, Linda Sasaki

Recorder: Lorrie Zimmerman, Secretary

Meeting called to order at 10:30 by Alan Lundberg

Melva brought in the accounting for the convention. We brought in \$570 in new affiliates. The convention so far only made 53.53. The P&L for the year through 8/09 is a negative \$1040.27. Our total cash in the bank as of 8/18 is \$8303.22

Continuing Education: Core A continuing education is only be offered live in 2009. After that is will be online. So Alan is to announce this at the meeting.

Geri brought up cell phones and we decided as a group to fine any person whose cell phone goes off during our luncheon meetings. The fine was set a \$5.00.

We discussed as to how to improve the attendance at the conventions. Alan felt we should try to solicit the Mom and Pop management teams as they do in Oahu. Geri said that we do not have that many here on this Island we mostly have Real Estate or private persons that are not licensed doing property management and there is no incentive for them to come to our conventions as they are not following law in the first place. Geri talked about a mass mailing for a previous convention that went to every licensed Real Estate agent and we only received 3 responses.

Brad asked why we don't do two conferences. He didn't get an answer only several raised eyebrows.

Lorrie asked that if someone is trying to bring in a new member to be sure and let the secretary know so that they can be added to the mailing list and start receiving luncheon flyers.

The Real Estate Commission Trade show was discussed. A lack of communication seemed to be a problem. Brad showed up to help set up but no one was aware he was coming. Alan had the banner we needed and Lorrie got him to come down to Kona the night before to get it. Geri had a CE class and ended up taking care of everything. Lorrie offered to help albeit late and Geri said she had it under control. So we have work to do in organization and communication.

We discussed the Chapter of Excellence and the fact that we all need to understand how to get points so we can all be working on it through out the year. For example we will

get points for having a booth at last month's Real Estate Commission Trade Show. We discussed other projects that would help us with points for the Chapter of Excellence. Food Drive, Highway clean up. Geri suggests T-Shirts while we are working we all believe T-shirts are a good idea. Christmas Parade. Toys for Tots. 4<sup>th</sup> of July parade? Kona Coffee Festival is coming up.

Melva said she had a couple of ideas for a T-Shirt design.

We could sponsor a Pua Hana for the Realtor to introduce them to what we do as NARPM affiliated managers. Also, the Chamber of Commerce monthly meetings. We all feel the necessity for getting out within the community to let them know who we are.

We discussed possible speakers that we felt were timely for our business. Brad would like more from the Fair Housing Authority. More information on the CCIM from the government regarding tenants rights in the foreclosure process.

Meeting adjourned 11:45