



# 2012 BROKER/OWNER RETREAT

February 21 & 22, 2012  
The Orleans Hotel in Las Vegas, Nevada

## Tuesday:

- 8:30 – 9:00 am Continental breakfast and housekeeping
- 9:00 – 10:30 am **Microphone - Networking Session** | Bob Machado, MPM® RMP® CPM®, will host an “open floor” to see what people want to talk about.
- 10:45 am – 12:15 pm **Form Sharing Session** | Send forms in to National and they will be posted on the website for all attendees to download. Any forms from operating your business to applications, etc. will be accepted.
- 12:20 – 1:20 pm Lunch
- 1:30 – 3:00 pm **Marketing Your Company** | What works and case studies of how to market your company.
- 3:15 – 4:45 pm **Round Table Sessions** | Moderator Sessions taken from the Google Group discussions.
- 5:00 – 6:15 pm **Optional Break Outs** | How do you set up your company? (portfolio versus departmental). Succession Planning (learn from those who have been through it). Exit Strategy and determining company value and actual sales process.

## Wednesday:

- 8:30 – 9:00 am Continental breakfast and housekeeping
- 9:00 – 10:30 am **Employment Issues from an Attorney's Perspective**  
**How to Run a Low Effort, High Profit Owner-Operator Company**  
Strategies for the 1-3 person small office, husband/wife family, “small team” operators or burned out large operator thinking of downsizing. Topics will include how to streamline monthly tasks, create uniformity of operation, automate manual tasks, batch process recurring tasks, and act as an “Authorized Fiduciary” instead of a “Subordinate Functionary.”
- 10:45 am – 12:15 pm **Working Smarter with Technology** | Mobile technology; Google docs; Social Media – Facebook and Linked-In.
- 12:20 – 1:30 pm Lunch
- 1:30 – 3:15 pm **Managing the Management Company** | How to motivate your employees while growing your business. How to deal with staffing issues from a corporate perspective. How to streamline maintenance so you can handle the calls.
- 3:30 – 5:00 pm **Closing Event** | YELP – How to handle Internet Ratings
- 5:15 – 6:15 pm **Optional Break Outs** | Staffing issues can be a nightmare: How do you deal with them? How to evaluate and rank your employees and set up promotional opportunities in your company. How do you move your company to the next level?

Make your hotel reservations early by calling The Orleans Hotel at (800) 675-3267 and say you are with NARPM® or go online to [www.orleanscasino.com/groups](http://www.orleanscasino.com/groups) and use code: 2 NARC02. Reservations must be made by January 20, 2012 in order to receive special NARPM® rates.



National Association of Residential Property Managers

# Broker/Owner Retreat Registration

# 2012

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

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Address/P.O. Box: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

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

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

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

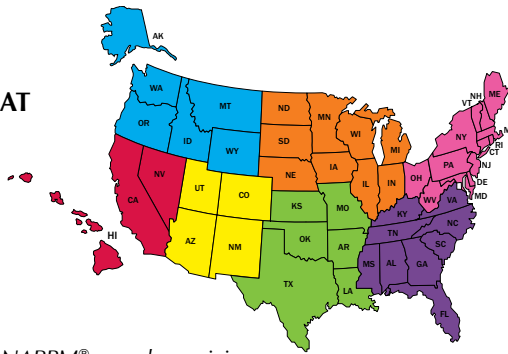
Are you attending Leadership Training?  Yes  No

## 2 SELECT BROKER/OWNER RETREAT

Broker/Owner Retreat

February 21-22

Las Vegas, NV



## 3 REGISTRATION FEES

IREM<sup>®</sup> members check here to receive NARPM<sup>®</sup> member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> Broker/Owner Retreat	\$100	\$125	\$125	\$150

4 ARE YOU APPLYING FOR NARPM<sup>®</sup> MEMBERSHIP?  Yes  No  Already a Member

5 TOTAL FEES \$ \_\_\_\_\_

## 6 METHOD OF PAYMENT

Check # \_\_\_\_\_, payable to NARPM<sup>®</sup>, enclosed for total fees amount listed above.

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

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

*I authorize NARPM<sup>®</sup> to charge my credit card.*

-----All information below will be shredded.-----

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



National Association of Residential Property Managers

Are you a current NARPM<sup>®</sup> member?

Yes  No

Is this your first NARPM<sup>®</sup> event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

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

\_\_\_\_\_

\_\_\_\_\_

## REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

## JOIN & REGISTER

Not yet a member? You can become a NARPM<sup>®</sup> member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## CANCELLATION POLICIES

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

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

## 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<sup>®</sup> 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.