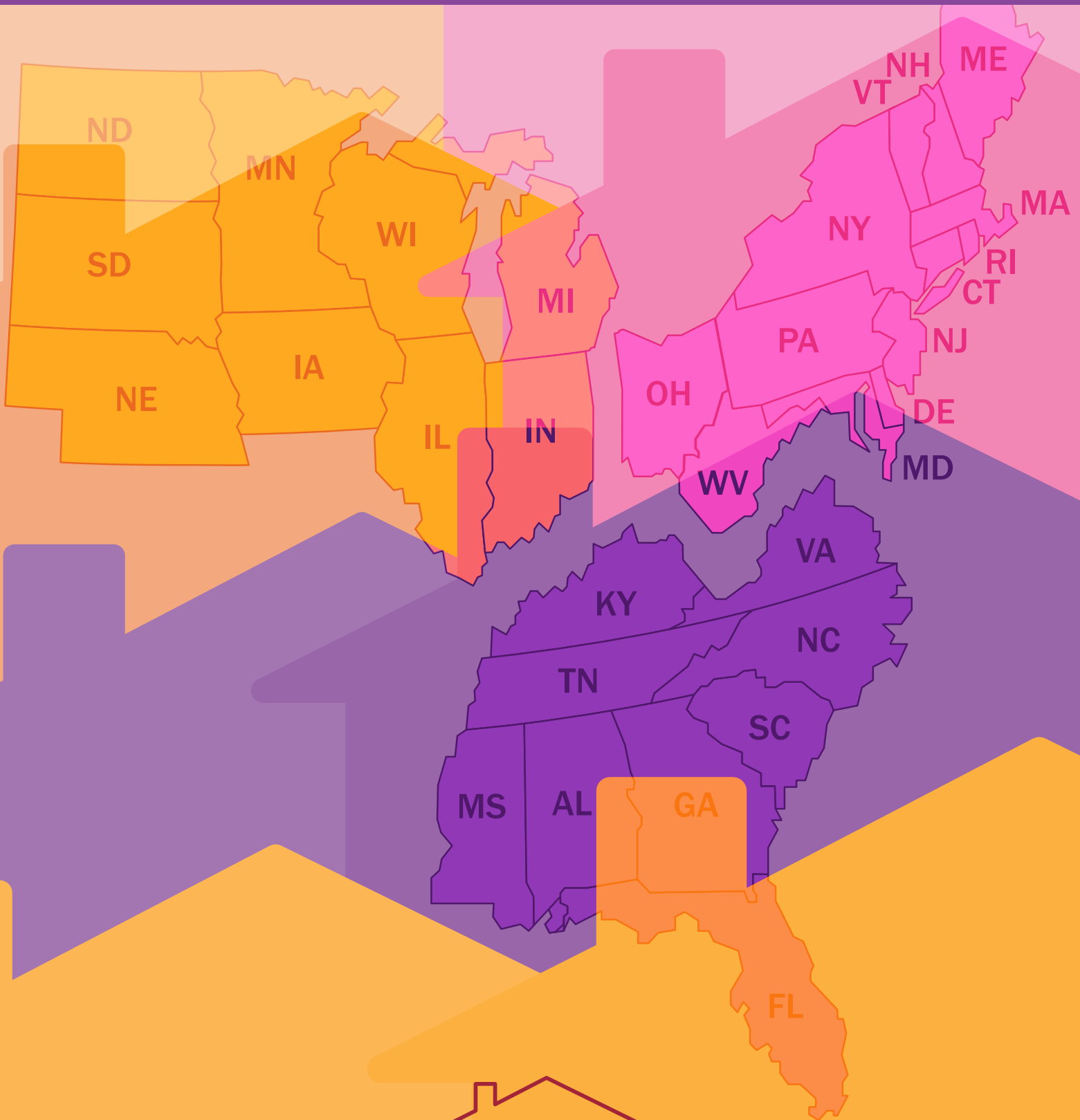


2012 REGIONAL CONFERENCE



National Association of Residential Property Managers

E A S T E R N R E G I O N

Eastern Regional Conference Education

Location: Sheraton Riverwalk Tampa Hotel, 200 North Ashley Drive, Tampa, FL 33602
Phone: 813.223.2222

SELECT COURSE(S)

- Habitability Standards & Maintenance** | Mar. 14, 2012 | 9 am – 4 pm | *Kit Garren, MPM® RMP®*
Course materials will cover specific information from the Uniform Housing Code concerning basic habitability standards that govern local codes, policies of insurance companies, and our own Standards of Professionalism. Participants will learn what to look at when taking properties into property management, and what questions to ask property owners about their buildings. Class participants will learn how to identify and differentiate the various kinds of molds, and what remediation steps need to be taken to protect residents and the property. Maintenance techniques regarding the handling of service requests, maintenance coordination, and implementing preventive and corrective maintenance will also be covered.
- Risk Management Advanced** | Mar. 14, 2012 | 9 am – 4 pm | *Robert Locke, MPM® RMP®*
A risk management course for business owners and CEOs that will provide managers and CEOs with advanced tools and theory of risk management. The key points to be covered will be insurance, liability/torts/negligence, company policies and procedures, anti-trust, and preparing for court.
- Ethics** | Mar. 15, 2012 | 9:00 am – Noon | *Brian Birdy, MPM® RMP*
(This three-hour course is required by NARPM® for all members every four years.) 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. The case study method makes an interesting course.
- Maintenance: Basics and Beyond** | Mar. 15, 2012 | 9:00 am – 4:00 pm | *Fred Thompson, MPM® RMP®*
Course materials will cover maintenance policies and procedures, rental and management agreement clauses, managing tenant and owner expectations, maintenance categories, understanding maintenance and staffing.

Contact: Gail Moncla, MPM® RMP®, gail@renthomefl.com or 407.261.5610

CLASS FEES	6-Hour Course		Ethics
	Before Feb 15	After Feb 15	-----
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	\$45
RMP®/MPM® Designee	\$100	\$150	\$45
Designee Candidate	\$180	\$250	\$45

CANCELLATION POLICY

Cancellations must be received in writing. If received by **February 15, 2012**, registrant will receive a full refund less a \$25.00 processing fee. If received **after February 15, 2012**, 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®.

REGISTRATION

Name _____
Company _____
Address _____
City/ST/Zip _____
Phone _____
Email _____

METHOD OF PAYMENT

Check enclosed for \$ _____ Chk # _____
 Charge my credit card \$ _____
 VISA MC AMEX Discover
Name on card _____
Signature _____
----- All information below this line will be shredded. -----
Card # _____ Exp Date _____

FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320
P: 800-782-3452 | F: 866-466-2776 | www.narpm.org



National Association of Residential Property Managers

NARPM® Eastern Regional Convention
March 15 & 16, 2012

**Separate registration and fees are required for these events
March 14, 2012*

Wednesday, Pre-Convention Schedule

- 9:00 – 4:00 **Habitability Standards and Maintenance**
Kit Garren, MPM® RMP®
- 9:00 – 4:00 **Risk Management Advanced**
Robert Locke, MPM®, RMP®

March 15, 2012

Thursday, Pre-Convention Schedule

- 9:00 – 4:00 **Maintenance: Basics and Beyond**
Brian Birdy, MPM® RMP®
- 9:00 – 12:00 **NARPM® Ethics**
Fred Thompson, MPM® RMP®

Thursday Convention Schedule

- 9:00 -12 **Chapter Leaders Training Session**
Chapter leaders join NARPM® President, President-Elect, RVP, and Executive Director as we participate in a Mock Board Meeting and learn from other chapter leaders on how to have a successful year!
- 1:00 **Registration Opens**
- 1:00 – 2:30 **Does your Chapter have a Governmental Committee?** Learn how to set one up- *Andrew Sinclair*
- 2:30 - 4:00 **Under 40- Get the most from your NARPM Membership.**
Tiea Vincent, Stephanie Christensen and Aaron Bosshardt
- 5:00 – 7:00 **Vendor Reception**
open to all registrants
- 8:00 – 12:00 **Totally NARPM® 80's!**
Looking back at the 80's and into the future! (80's Attire)

*Location: Sheraton Tampa Riverwalk Hotel
200 North Ashley Drive, Tampa, FL 33602
(813) 223-2222 and use group code "NARPM"*

NARPM® Eastern Regional Convention
March 15-16, 2012

Friday, Convention Schedule

- 7:30 AM **Continental Breakfast and Visit with Vendor**
- 8:00 - 9:00 **Opening Session**
Dr. Gary Romano is a psychologist and motivational speaker from Charlotte, North Carolina. He is a published author and is currently working on his book "Is the glass half full, is the glass half empty, or did someone just stop drinking?" Don't miss this funny, informative speaker!
- 9:05 -10:20 **Break-Out Sessions 1**
- Strategic Development – *Betsy Morgan, MPM®*
 - Taxes and Deductions - *Susan Poskus, CPA*
 - Social Media Tools
- 10:20 **Visit with Vendors**
- 10:45 - 12:00 **Break-Out Sessions 2**
- Lead Based Paint - *Lynn Tait*
 - Firm Expansion - *John Bradford, RMP®*
 - Rental Statistics - *Dave Bragg, Zelman & Associates*
- 12:00 **Lunch**
President Jayci Grana, MPM® RMP®
- 1:05–2:20 **Break-Out Sessions 3**
- Avoiding Litigation – *Robert Locke, MPM®RMP®*
 - Word of Mouth Marketing - *Tom Fleming, BNI*
 - IRS Foreign Investors - *Susan Poskus, Roberge*
- 2:20 **Visit with Vendors**
- 2:45 – 4:10 **Session 4**
- Safety tips – *Kathy Marlor*
 - Portfolio and Employees – *Panel Discussion*
 - Business Building – *Brian Birdy, MPM®RMP®*
- 4:15 **Door prize drawing in trade show**
- 4:40-5:15 **Closing Session:**
Great time to be in Property Management
- 5:30 **Night on your own**

Regional Convention & 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): CSSsm RMP[®] MPM[®] CRMC[®]

Designation candidate: CSSsm RMP[®] MPM[®] CRMC[®]

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

Are you attending Leadership Training? Yes No

2 SELECT A CONVENTION OR RETREAT

Northwest Regional

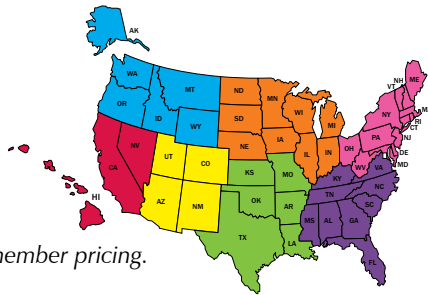
April 20–21
Boise, ID

South Central Regional

May 24–25
San Antonio, TX

Eastern Regional

March 15–16
Tampa Bay, FL



3 REGISTRATION FEES

IREM[®] members check here to receive NARPM[®] 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"/> Each Entire Convention	\$100	\$125	\$125	\$150
<input type="checkbox"/> Totally NARPM 80's	\$25	\$25	\$35	\$35

Special event ticket information will be e-mailed to all registrants for purchase prior to the event.

4 ARE YOU APPLYING FOR NARPM[®] MEMBERSHIP? Yes No Already a Member

5 TOTAL FEES \$ _____

6 METHOD OF PAYMENT

Check # _____, payable to NARPM[®], 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[®] 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[®] member?

Yes No

Is this your first NARPM[®] 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[®] 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.

CANCELLATION POLICIES

If this event 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 event, as approved by the NARPM[®] 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[®] 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 and login to the Internet Member Services (IMS) section.