
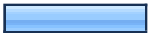







1. How long have you been a member of NARPM®?

		Response Percent	Response Count
Less than one year		22.0%	112
1 to 2 years		21.0%	107
3 to 5 years		21.8%	111
6 to 10 years		14.3%	73
11 to 15 years		8.8%	45
16 to 20 years		10.4%	53
21 years or more		1.8%	9
		<b>answered question</b>	<b>510</b>
		<b>skipped question</b>	<b>0</b>





## 2. How long have you been in residential property management?

		Response Percent	Response Count
Less than one year		2.2%	11
1 to 2 years		6.7%	34
3 to 5 years		15.7%	80
<b>6 to 10 years</b>		<b>19.8%</b>	<b>101</b>
11 to 15 years		12.2%	62
16 to 20 years		12.2%	62
21 to 25 years		12.5%	64
26 or more years		18.8%	96
<b>answered question</b>			<b>510</b>
<b>skipped question</b>			<b>0</b>


## 3. Education (choose highest level)

		Response Percent	Response Count
High School/GED		6.2%	31
Some College		36.0%	181
Associate's Degree		9.9%	50
<b>Bachelor's Degree</b>		<b>39.0%</b>	<b>196</b>
Master's Degree		8.7%	44
PhD		0.2%	1
Other (please specify)			17
<b>answered question</b>			<b>503</b>
<b>skipped question</b>			<b>7</b>



#### 4. Languages spoken (choose all that apply):

		Response Percent	Response Count
English		99.8%	507
French		2.4%	12
Spanish		6.7%	34
French		0.6%	3
German		3.0%	15
Russian		0.6%	3
	Other (please specify)		36
<b>answered question</b>			<b>508</b>
<b>skipped question</b>			<b>2</b>







## 5. Ethnicity

		Response Percent	Response Count
Native American		2.0%	10
Asian		2.4%	12
African American		1.6%	8
Hispanic		2.6%	13
<b>White</b>		<b>87.6%</b>	<b>440</b>
Other		1.4%	7
Do not wish to disclose		4.6%	23
	Other (please specify)		12
<b>answered question</b>			<b>502</b>
<b>skipped question</b>			<b>8</b>




## 6. Gender:

		Response Percent	Response Count
Male		48.9%	245
<b>Female</b>		<b>51.1%</b>	<b>256</b>
<b>answered question</b>			<b>501</b>
<b>skipped question</b>			<b>9</b>

## 7. Age:

		Response Percent	Response Count
18-24		0.2%	1
25-29		4.0%	20
30-39		13.1%	66
40-49		25.7%	130
<b>50-59</b>		<b>30.9%</b>	<b>156</b>
60+		26.1%	132
<b>answered question</b>			<b>505</b>
<b>skipped question</b>			<b>5</b>



## 8. Marital Status

		Response Percent	Response Count
<b>Married</b>		<b>77.2%</b>	<b>380</b>
Single		11.4%	56
Divorced		11.4%	56
Other (please specify)			12
<b>answered question</b>			<b>492</b>
<b>skipped question</b>			<b>18</b>



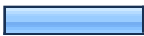

**9. Excluding Association management, how many units, doors, or properties of the following types does your company or local office/branch manage?**

	< 50	50-99	100-249	250-499	500 +	None	Response Count
Long-term, single family	21.0% (106)	16.8% (85)	<b>30.1%</b> <b>(152)</b>	19.2% (97)	11.7% (59)	1.2% (6)	505
Short-term, seasonal, vacation, or resort	29.5% (77)	2.3% (6)	1.5% (4)	0.8% (2)	0.4% (1)	<b>65.5%</b> <b>(171)</b>	261
Apartments or multi-family	<b>50.1%</b> <b>(177)</b>	12.2% (43)	11.0% (39)	4.0% (14)	2.5% (9)	20.1% (71)	353
Condo/townhouses	<b>58.6%</b> <b>(215)</b>	16.1% (59)	11.7% (43)	5.2% (19)	1.1% (4)	7.4% (27)	367
Commercial or retail	<b>56.3%</b> <b>(170)</b>	3.0% (9)	0.3% (1)	0.0% (0)	0.3% (1)	40.1% (121)	302
Industrial	16.6% (40)	0.4% (1)	0.0% (0)	0.0% (0)	0.0% (0)	<b>83.0%</b> <b>(200)</b>	241
<b>answered question</b>							<b>508</b>
<b>skipped question</b>							<b>2</b>

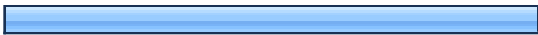

**10. Does your company handle Home Owners/Property Owners Association management?**

		Response Percent	Response Count
Yes		21.0%	106
No		<b>79.0%</b>	<b>399</b>
If yes, how many?			78
<b>answered question</b>			<b>505</b>
<b>skipped question</b>			<b>5</b>


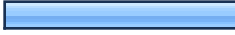
### 11. What is your position in the company?

		Response Percent	Response Count
Owner		64.9%	324
Broker		12.4%	62
Property Manager or Portfolio Manager		20.6%	103
Support Staff/Admin		2.0%	10
Other (please specify)			57
		<b>answered question</b>	<b>499</b>
		<b>skipped question</b>	<b>11</b>

### 12. Are you the company decision maker?

		Response Percent	Response Count
Yes		80.3%	403
No		19.7%	99
		<b>answered question</b>	<b>502</b>
		<b>skipped question</b>	<b>8</b>

### 13. Is the company you are affiliated with a family owned business?

		Response Percent	Response Count
Yes		65.1%	327
No		34.9%	175
		<b>answered question</b>	<b>502</b>
		<b>skipped question</b>	<b>8</b>

**14. If yes, and you are the broker or owner, do you have the following family members working in your office?**

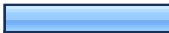



		Response Percent	Response Count
Spouse		67.0%	150
Mother		11.2%	25
Father		6.3%	14
Children		39.7%	89
Grandchildren		1.8%	4
<b>answered question</b>			<b>224</b>
<b>skipped question</b>			<b>286</b>

**15. Does your business plan include handing the business off to your children at some point?**





		Response Percent	Response Count
Yes		17.2%	70
No		48.5%	197
Considering it		32.8%	133
Have already passed it on		1.5%	6
<b>answered question</b>			<b>406</b>
<b>skipped question</b>			<b>104</b>



**16. If you are a child in a family business, do you plan on taking over the business when your parents retire?**

		Response Percent	Response Count
Yes		24.5%	25
No		37.3%	38
Unsure		14.7%	15
Have already taken it over		23.5%	24
<b>answered question</b>			<b>102</b>
<b>skipped question</b>			<b>408</b>







**17. If yes, do you plan on making significant changes in how the business operates?**

		Response Percent	Response Count
Yes		13.3%	13
No		41.8%	41
Unsure		17.3%	17
Already working on changes		27.6%	27
<b>answered question</b>			<b>98</b>
<b>skipped question</b>			<b>412</b>

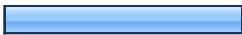


**18. If yes, or already working on changes, please share some examples of these changes**

	Response Count
	33
<b>answered question</b>	<b>33</b>
<b>skipped question</b>	<b>477</b>

## 19. What types of social media do you use to market your business?

		Response Percent	Response Count
Facebook		61.4%	291
Twitter		23.8%	113
LinkedIn		49.4%	234
Quora		0.4%	2
Pinterest		4.2%	20
None		30.0%	142
	Other (please specify)		43
<b>answered question</b>			<b>474</b>
<b>skipped question</b>			<b>36</b>



## 20. Do you feel these media types enhance your business?

		Response Percent	Response Count
Yes		35.4%	160
No		20.1%	91
Unsure		44.5%	201
<b>answered question</b>			<b>452</b>
<b>skipped question</b>			<b>58</b>

### 21. If yes, how do you feel it is enhanced?

	Response Count
	121
answered question	121
skipped question	389









### 22. Do you blog about your business?

		Response Percent	Response Count
Yes		21.2%	103
No		78.8%	383
	answered question		486
	skipped question		24






### 23. If yes, what platform do you use?

	Response Count
	82
answered question	82
skipped question	428

## 24. How did you learn about NARPM?

		Response Percent	Response Count
NARPM member		71.6%	322
Industry Trade Show		5.8%	26
Publication		6.0%	27
NARPM Event		6.2%	28
Website		13.1%	59
Facebook		0.2%	1
Mail		1.8%	8
Vendor		4.4%	20
	Other (please specify)		62
		<b>answered question</b>	<b>450</b>
		<b>skipped question</b>	<b>60</b>

**25. Overall, how satisfied are you with your membership? Would you say you are ...**

		Response Percent	Response Count
Very satisfied		59.2%	295
Somewhat satisfied		26.9%	134
Neither satisfied nor dissatisfied		10.8%	54
Somewhat dissatisfied		2.8%	14
Very dissatisfied		0.2%	1
Other (please specify)			13
answered question			498
skipped question			12



**26. What is the main reason you chose the above rating for your membership in NARPM®?**

	Response Count
	381
answered question	381
skipped question	129

**27. Please briefly let us know how NARPM has enhanced your business.**

	Response Count
	349
answered question	349
skipped question	161

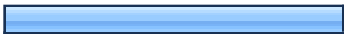

**28. Do you have any suggestions on how NARPM could improve?**

		Response Percent	Response Count
Yes		40.8%	166
No		59.2%	241
If yes, please specify:			170
answered question			407
skipped question			103


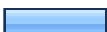
## 29. Please rank the benefits below that provide value as a NARPM® member

	Provides Great Value	Provides Some Value	Provides No Value	Not Aware of Benefit	Rating Average	Response Count
Membership plaque/Identity with professional organization	34.6% (168)	<b>49.5% (240)</b>	10.5% (51)	5.4% (26)	1.75	485
Monthly newsletter	42.9% (210)	<b>50.1% (245)</b>	3.9% (19)	3.1% (15)	1.60	489
Member's only area on Association's website	30.6% (144)	<b>51.5% (242)</b>	7.4% (35)	10.4% (49)	1.74	470
Networking	<b>69.5% (341)</b>	23.8% (117)	3.7% (18)	3.1% (15)	1.32	491
Conventions	<b>58.4% (277)</b>	30.2% (143)	5.1% (24)	6.3% (30)	1.43	474
Education	<b>74.3% (362)</b>	21.4% (104)	1.8% (9)	2.5% (12)	1.26	487
Professional designations	<b>47.7% (225)</b>	37.5% (177)	9.5% (45)	5.3% (25)	1.60	472
Member rates on conferences & education classes	37.8% (179)	<b>48.7% (231)</b>	6.3% (30)	7.2% (34)	1.66	474
Legislative or lobbying efforts	39.7% (188)	<b>43.8% (207)</b>	5.5% (26)	11.0% (52)	1.62	473
List serve for Property Manager	<b>42.6% (194)</b>	31.6% (144)	2.9% (13)	22.9% (104)	1.48	455
List serve for Broker/Owners	<b>42.4% (191)</b>	31.8% (143)	2.2% (10)	23.6% (106)	1.47	450
Affinity Partnership with vendors	25.6% (119)	<b>50.3% (234)</b>	12.5% (58)	11.6% (54)	1.85	465
Personal listing on www.NARPM.org	27.4% (127)	<b>45.1% (209)</b>	9.7% (45)	17.7% (82)	1.78	463
Referral Listing on www.NARPM.org	27.8% (128)	<b>42.1% (194)</b>	10.6% (49)	19.5% (90)	1.79	461
Regional Conferences	<b>44.2% (205)</b>	40.3% (187)	7.1% (33)	8.4% (39)	1.60	464
Broker/Owner Retreat	<b>45.5% (197)</b>	22.6% (98)	10.6% (46)	21.2% (92)	1.56	433
<b>answered question</b>						<b>498</b>
<b>skipped question</b>						<b>12</b>

### 30. Have you ever attended a NARPM® National Convention?





		Response Percent	Response Count
Yes		50.8%	256
No		49.2%	248
If no, why not?			172
answered question			504
skipped question			6

### 31. Have you ever taken a NARPM® education class or seminar?

		Response Percent	Response Count
Yes		84.9%	428
No		15.1%	76
If no, why not?			51
answered question			504
skipped question			6



**32. If you answer yes, how satisfied are you with the education you have received from NARPM®?**

		Response Percent	Response Count
Very satisfied		66.7%	285
Somewhat satisfied		26.0%	111
Neither satisfied nor dissatisfied		4.9%	21
Somewhat dissatisfied		2.3%	10
Very dissatisfied		0.0%	0






If you answered dissatisfied, please explain why? 34

answered question	427
skipped question	83




**33. Are there any education classes you would like to see offered by NARPM®?**

	Response Count
	131
answered question	131
skipped question	379









### 34. Which, if any, NARPM® designations do you have?

		Response Percent	Response Count
RMP® [CONTINUE]		26.5%	124
MPM® [CONTINUE]		15.6%	73
CSS® [CONTINUE]		0.4%	2
CRMC®		7.9%	37
<b>None [Skip next question]</b>		<b>71.4%</b>	<b>334</b>
<b>answered question</b>			<b>468</b>
<b>skipped question</b>			<b>42</b>

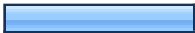


### 35. Do you feel NARPM® individual designations (RMP®, MPM®, CSS®) should require periodic continuing education with specific criteria for renewal?

		Response Percent	Response Count
Yes		37.5%	117
<b>No</b>		<b>39.1%</b>	<b>122</b>
Don't know		23.4%	73
<b>answered question</b>			<b>312</b>
<b>skipped question</b>			<b>198</b>





### 36. If you do not have a designation, which of the following are reasons why?

		Response Percent	Response Count
Cost of classes is too expensive		23.0%	70
Locations for classes are not convenient		27.5%	84
Classes don't have information of value for me		5.2%	16
NARPM® designations are not perceived as valuable in the industry		13.4%	41
Classes I need are not offered on-line		8.9%	27
Not convenient time		11.1%	34
I just don't have the time		27.9%	85
<b>In process of getting designation</b>		<b>31.8%</b>	<b>97</b>
	Other (please specify)		106
	<b>answered question</b>		<b>305</b>
	<b>skipped question</b>		<b>205</b>








**37. Have you taken any NARPM® education classes online (<http://www.narpm.org/education/online.htm>)?**

		Response Percent	Response Count
Yes		28.4%	142
No		63.0%	315
Did not know they were available		8.6%	43
<b>answered question</b>			<b>500</b>
<b>skipped question</b>			<b>10</b>

**38. How do you think NARPM® is perceived by other members of the real estate industry?**

		Response Percent	Response Count
Very positively		25.7%	129
<b>Somewhat positively</b>		37.7%	189
Neither positively nor negatively		35.9%	180
Somewhat negatively		0.6%	3
Very negatively		0.0%	0
<b>answered question</b>			<b>501</b>
<b>skipped question</b>			<b>9</b>

### 39. How many people are employed in your company or local office?

		Response Percent	Response Count
One		11.0%	55
<b>2 to 4</b>		<b>33.6%</b>	<b>168</b>
5 to 9		31.0%	155
10 to 24		16.8%	84
25 to 49		4.2%	21
50 to 99		1.8%	9
100 or more		1.6%	8
<b>answered question</b>			<b>500</b>
<b>skipped question</b>			<b>10</b>

**40. In which of the following categories does your company's or local office's average annual gross income from all residential property management fall?**

		Response Percent	Response Count
Under \$100,000		24.5%	109
\$100,000 to less than \$150,000		12.4%	55
\$150,000 to less than \$200,000		9.5%	42
\$200,000 to less than \$300,000		10.8%	48
\$300,000 to less than \$400,000		9.0%	40
\$400,000 to less than \$500,000		6.5%	29
\$500,000 to less than \$750,000		9.2%	41
\$750,000 to less than \$1 million		8.1%	36
\$1 million or above		9.9%	44
<b>answered question</b>			<b>444</b>
<b>skipped question</b>			<b>66</b>

**41. What is the top issue facing you as a property manager where NARPM may be able to assist you?**

	Response Count
	279
<b>answered question</b>	<b>279</b>
<b>skipped question</b>	<b>231</b>

Question #5: Other Ethnicity

Italian  
Asian American  
American Indian  
Basque  
American  
Caucasian "white" is a poor descriptor.  
Pacific Islander

Question #8: Other Marital Status

widowed  
engaged  
Widowed  
widow  
What does this have to do with anything???  
Separated  
live with partner  
Gay and partnered  
widow

Question #10: How many HOA's do you manage

2 neighborhoods  
27 individual HOAs  
10  
1  
2 associations  
3000  
3  
4  
10  
3 very small Associations  
1  
Approx. 1500 doors  
3 HOA's  
25  
9  
3,200 units  
About 10 - I think  
72  
1  
1  
28  
6  
2  
82  
1  
over 200  
One complex at the moment  
Approx 3 different HOAs  
6  
1  
20  
5  
3  
Approx 200  
31 associations

2  
3  
3  
1- 16 units  
30 units  
one 13 units  
1  
5 hoa  
20 associations  
40  
75  
22  
1100  
20  
2 homeowner associations  
7  
34 HOA's; 3200 doors  
17  
10  
7  
55  
1  
2 neighborhoods 550 units  
one association  
30 associations; 1200 units  
1  
6  
We manage 25 Associations  
Approx 800 +  
15 - we spun HOA mgmt off into a separate company.  
3  
25  
33 units in 1 HOA  
200  
60

#### Question #11: Other position with company

Self employed REALTOR  
Associate Broker  
co-owner also  
also the Broker  
Property Manager & Bookkeeper - Rental Div.  
Realtor  
Realtor Associate  
President  
Owner & Broker  
President  
business development  
Broker Associate and Bookkeeper  
Broker, Co-Owner and Property manager  
REALTOR/AGENT  
Broker  
Owner and Broker  
Broker/Owner  
Owner/Broker  
Director Property Management, Associate Broker



Broker's Assistant  
1099 employee  
Co own with my wife who is a broker as well  
CEO  
Owner as well as broker  
Director of PM, I oversee 4 offices in two States  
I also Manage Properties  
V. President  
Also a Broker  
Owner and Broker  
owner/broker  
All the above  
office/maintenance manager  
Both Owner and Broker  
and Broker  
Owner  
Owner/Broker  
Owner/Broker  
Accounts owner  
son of Broker/owner  
and Broker  
Broker/Owner  
also Broker  
Manager, Property Management  
General Manager  
Associate Broker/Bookkeeping  
Property Operations Manager and partner  
Owner and Broker  
Principal Broker  
landlord services manager  
All of the above  
Owner/Broker/Manager  
And Managing Broker  
CHIEF OPERATING OFFICER  
Owner of both the PM and HOA mgmt companies.  
and co-owner  
Owner/Broker

**Question #18: Please share some examples of these changes within your company**

fee structure. realtor referral program  
Update computer program # of Employees Location of office  
Going completely paperless, New computer software, Electronic Funds Transfers, Written procedural manual  
We have transitioned from 50% private money mortgage brokerage and 50% property management to 100% property management. This transition started in 2007. I have significantly increased our marketing in an effort to grow the management portfolio. My father has been transitioning out the last several years but remains the broker and owner while not very active in the day to day operations or decision making regarding such. My wife came to work for the company 3 years ago.  
Heavier and heavier dependency on technology  
Paperless. Online payments. New software  
Agreements  
Use technology better, bring the company up to speed on the technology available.  
Employee handbooks Company Policies Growing business We were mostly focused on seasonal rentals but I have tripled our long term residential leasing side since I took over in 2006 and that along with our brokerage side I am focusing on growing.  
More up to date with Technology  
more marketing efforts - changing internal structure  
Designed a promotional power point presentation on our services that we offer to clients. We customize our tenant

reference letter for each tenant who leaves the property in excellent condition. We send a welcome card to all our tenants who have just moved one of our homes We have a live person who answer our phones. No phone trees are permissible.

Hiring more employees and expanding business

Upgrading automation, including accounting and physical tech equipment. Some staff changes and changes in procedures.

Better use of technology - mobile office and / or paperless office Reduce costs of office space

I feel you constantly need to work on updating, changing, improving the business whether or not you are taking over from someone.

Moving up the uses of new technology.

New computer software More service Better PM Planning

Bonus structure for managers; implement new plans like eviction protection

We have basically gone from old school non technical operations to tech savvy systems and procedures.

Cloud for owners to see all activities on their accounts, tighter inspection system, management agreement improvements.

Technology and the ability to work more mobile.

Upgrade software to Appfolio, built website, improving processes & procedures.

Automating, streamlining and standardizing.

We are moving to more electronic(less paper) as well as embracing new technology like moving to cloud based software etc.

hire employees and increase size

My family owns about 30 small units in Houston that I hope to update.

Need education. Am planning on continuing our rapid growth, and going into Association Management. Condo and single family HOA. Joined the Apartment Association last Dec.' Did I mention, education is needed?

#### Question 19: Other Social Media (please specify)

Company website

getting ready to do an overhaul on website and join social media

just dabbling w/ Facebook and LinkedIn.....

signs, ads for rental properties available on 100 websites, yellow pages

Blog

Facebook sort of, not experienced enough yet.

other internet websites

Web page

HERO PM

company page, hotpads +23 others

Blog post, newsletter

Craigslist,

YouTube

Zillow, Trulia

Internet & Reputation and Realtor Referrals

YouTube

Numerous web-sites, we are also a real estate company.

Yodle

I use a SEO company to ensure hits from these media to my website.

Word of mouth

Craig's list.Truila, Google, Hot Pads, word of mouth in our community

WordPres Blog

Blog, Newsletters through Constant Contact, company website website

Just starting to work with the above selected social media

website and internet advertising

Thinking of creating a Facebook and LinkedIn business site

Foursquare, Yelp

Business web site

YouTube

Blog

Just getting started

YouTube; Flickr

Planning on using social media when college age grandson comes into the business

The Honolulu Star Advertiser, also Homes and Land

YouTube, Blogger

Blog

Business is rapidly growing without that arena. We are VERY BUSY!

text marketing, QR codes, mobile website, text contests etc

web site

MLS, zillow, trulia, AHRN

Internet

rent.com

#### Question 21: How do you feel social media enhances your business?

It provides exposure to almost anyone as our lives revolve around social media & technology. It allows a wide range of people to see what we have to offer.

Recognition

Simply a way to get the word out

Neighbors call on signs for PM, Homeowners call on ads in internet & in yellow pages

Social Media is changing the way we communicate, both professionally and personally. A large majority of our customers utilize social media daily and it allows us to get our messages out to them.

More and more people comments on our postings. Activity is good

The blog keeps everyone up to date on the market and how quickly it is changing.

Informative info to others

Additional marketing/branding is always helpful.

increased activity (leads) from those sources

more exposure

putting my company out there to get noticed

Exposure of marketing listings

Exposure

more exposure.

Great way to reach many people at one time and very good way to get out information

Not sure it does.

Exposure, increased web traffic.

exposure

More Exposure

we are able to touch the consumer (owner or tenant prospect) from multi- locations for min. cost

It give us immediate exposure to the public and friends

Connectivity

Since we are a marketing company, any marketing/brand recognition is helpful in creating more exposure for our business and therefore more users and customers.

I am more knowledgeable.

Exposure

More traffic to our website, thus more SEO

Generates many calls on available properties.

Exposure

More exposure

there is more exposure for our Company

More exposure to different types of people than traditional marketing reaches

More exposure for listings.

keeps us as update as many of our clients You have to be where they are.

exposure; reaching various demographics

More exposure

SEO

Gives me a good reputation in the community

Virtually none of my competitors are utilizing YouTube, so that is where I can dominate.

Credibility.

Technology leader in the eyes of customers

Creates a neighborhood of people that refer business to you.

Exposure

better reach into the community - shows that we are up-to-date with technology

It's where the marketplace is moving to and if we're not there we miss a large portion of the market.

We are growing at a rapid rate

Everyone always is seeing our name pop up everywhere and that is the response we get when people come in our office. Just May 2012 alone we have 11 Move ins and it is only the 3rd of the month.

Company recognition.

Linked In particularly helps get a professional image out there for us personally and the business. We do Facebook too because it is just part of the total marketing/branding that we feel is needed at this moment in time.

Branding

More exposure

it is one more way of getting our name out into our clients and potential clients minds, they connect, use our website and we meet

I believe it enhances our image as being with the times! The amount of increased business is not significant

More exposure, especially vacation rentals

exposure

I am close to silicon valley so I attract higher quality tenants and owners who are into high tech marketing and tools.

more advertising and anything on the internet is more visibility.

more exposure

Exposure

Setting the business up for the future

Connecting with the public anyway we can is helpful

reach a broader audience

very wide exposure

Social media touches so many more people than traditional advertising.

Improved Tenant Relations and communication

many of our people follow us on these sites

Puts you in contact with more customers

Better distribution

Exposure and connection with those I know and with those I do not but can who might need my company's services. Also, potential clients look to these sources for information on the company and for validation of it.

we use them to market ourselves in a different way-- by getting information out/ showing pictures of fun events etc- but not by posting listings

More exposure

Getting introduced to the benefits now.

I have received one rental unit from Facebook, other than that we have yet to get a bunch of tenants or owners on our page to effectively communicate to them

More exposure, building reputation as expert in the business

Increased exposure for our vacant properties. It is also a great lead generation tool for new business.

Exposure, gets your name out there in front of people.

Gets the company name out.

Marginally improves SEO for our web site.

Unsure with Facebook however LinkedIn has already produced leads.

Reach

We have spread to a different generation of property owners.

Exposure

I think it helps just get the name out and remind people what we do.

Added Exposure at Low Cost

Exposure. Keeping up with younger, internet savvy customers/clients.

area coverage

Gets the word out to many more people in a quick and cost effective manner.

More visibility

We get more reviews on are website because of these medias

Market presence

It gets the word out about what we are doing and helps our clients learn more about being a landlord. It helps

advertise our properties to a whole new pool of people(ones who are not looking currently but know someone who is).  
Offers free exposure, and a way to interact with customers that usually isn't available.  
Getting it out on the Internet .. local Realtors  
Everyone and their sister has a these social media sites and nothing else better to do so placing information on there about your company good or bad adds to name recognition.  
exposure and brand recognition  
Increases our SEO & overall web presence  
referrals  
Exposure/SEO ranking  
more market awareness  
easy communication with clients  
Haven't started yet, but know that is the trend in the industry.  
Credibility  
It reaches more people, it reaches them on a regular basis, and it provides additional credibility for the company.  
Makes us visible to this group  
These media types enhance my business because of my reputation.  
All things are moving towards the Internet and the trend is growing towards generational marketing.  
It reaches a different demographic than much of our other online marketing.  
Image/Presence  
It provides an additional outlet for keeping in touch with clients and keeping them informed. It also serves as somewhat of an educational tool.  
Gets your company in front of the public even more since these are such highly used forms of media  
More hits on our website  
local exposure, referrals  
Generates web traffic which becomes leads.  
I get leads from it  
people like using these mediums.  
more exposure to younger people renting and buying  
Everyone sees all postings on daily basis  
More exposure  
The younger crowds as well as savvy owners all expect you to have social media. It doesn't mean you necessarily get business FROM it but I think it will eventually be the case  
Maintains my standing as an "expert" in the property management field. Several referrals have come from social media connections.  
more exposure to a larger group of potential customers.

Question 23: What other platform do you use to blog?

website blog  
Wordpress  
gmail  
Wordpress  
my website  
Facebook business  
I blog from my web site  
Don't know  
Unknown, we outsource our blog.  
Wordpress  
wordpress  
blogger.com  
our website  
WordPress  
active rain and website  
Propertyware  
Wordpress  
Its built within my website  
Wordpress  
company web site

Tumblr  
Active rain  
Blogger  
WordPress I think  
we bought our own blog site  
wordpress  
Active Rain  
Wordpress  
our own website  
Company Website, LinkedIn, Twitter  
Word Press web site  
wordpress  
Active rain RE/MAX network  
active rain  
Blogger  
web  
My company's website.  
Video  
Wordpress  
Wordpress  
Blogger. Out of all social media, this absolutely provides me good business.  
blogger  
joomla  
ActiveRain  
Our website, Active Rain  
Google  
Wordpress  
word press document  
Wordpress  
Active Rain for practice, looking at expanding to others.  
Word Press  
wordpress  
Wordpress  
website  
active rain  
Active rain  
I am behind on blogging, but we have an area to blog on our website  
wordpress  
Company websites sponsored by our website provider.  
Wordpress  
Wordpress  
Wordpress  
Blogger  
Windows  
Wordpress  
my own website  
Facebook  
Blogspot  
My own website  
Wordpress  
website  
We are just starting this!  
Self-hosted WordPress  
WordPress  
wordpress

#### Question 24: Other ways you learned of NARPM®

word of mouth

Local contacts

Used to be a member a long time ago.

FARPM

Real Estate Class at the same location NARPM event was going on

Known about it for years

LinkedIN

Former NARPM member

As a CPM, I've always known about NARPM

Google

class I took

computer search

googled residential property management

San Fernando Association of Realtors

Harry Heist

Vendor paid my first year dues

Visit for National Leader - Chapter in Formation

Association meeting

referred by Military Housing Manager

RPM software

Used be a member a long time ago

Looking for Single Family Residential Association

Looked for it

Parents, Peers

Fellow Member

I think it was Ralph Tutor

Mun Han at Quality Painting Service

parents

search for it online

Father has been a member for about 10+ years

I used to be a member some years ago.

Our local pm association was affiliated - but no longer

internet search

former coworker

Search Engine

online

1989 in the beginning

email from rentals.com sponsoring the narpm membership

Father original chapter member

I heard about it from Susan Gordon - one of the founders.

HOA manager in the area

Ralph Tutor Seminar in 1992

Broker/Owner

parents

Local member contacts

My son was a founder and former President of the Northern Virginia chapter

first employer in North Carolina

business partner

search on internet

Ralph with RPM

Searched On-Line

Random web surfing

Newspaper meeting announcement (1996)

suggested by another member of narpm

Former Broker

SCCAOR Class  
Melissa Prandi & Andrea Caldwell  
Friend of Ralph Tutor called me.  
other property managers

Question 25: Other satisfaction reasons (please specify)

Too new to know  
Too soon to tell  
just joined  
satisfied  
Just started yesterday  
just joined within a few weeks  
It has taken to long to get online courses for rpm & MPM  
too early to tell, looks good  
Am new, so have not learned of my benefits from joining  
Too new to rate.  
Fantastic would be a better description  
Just joined so no opinion yet

Question 26: main reason for rating for your membership in NARPM® in question 25?

I'm still new  
I chose NARPM because CAR & NAR do not provide enough support for property managers.  
NARPM offers further education continuously and works hard to be constantly improving their services and to provide for members.  
I haven't been involved in meetings consistently  
Well run meetings, always with a stated agenda  
It seems to be more of a social club than a true business development association.  
Because as it stated .....not all phases are 100%.....somewhat lacking personal touch  
I appreciate the education and support.  
I really wanted to be a member since no one else on this island is a member and I have a lot of designations and just trying to up the quality of business here  
The peer to peer learning and industry specific education is amazing  
New membership  
education, networking  
1) Helpful with lower costs of some services in community 2) Learning how others are doing the same business  
Fantastic education and conference experiences. Networking w/ other NARPM members locally.....able to brainstorm w/ my peers.  
Needed more info provided. Examples of PM manuals, examples of procedures, examples of forms. etc,  
Education  
Classes are very helpful.  
Industry Leader  
Sharing within membership by NARPM members  
I have not been able to dedicate tie to attend the meetings this past year.  
haven't made good use yet; no local chapter  
It's seems to be a challenge getting valuable monthly training  
Source of Education & referrals  
credibility  
Very active and enthusiastic membership here. Sharing lots of good ideas  
Quality of chapter and work of chapter members to educate in improve our industry.  
Too short time as member to evaluate  
I am still new and learning much about the organization.  
I love the opportunities for networking and education that NARPM offers.  
I am new to the Association....but have heard a lot about the Association  
sharing of information-cutting edge education  
I do not manage that many properties. It appears that this organization is geared to 50 or more properties. I do this as supplemental income. I am a one man operation.  
Educational Opportunities



They keep me informed, quick to respond to questions and provide information that is needed.

I am very satisfied.

Information, mandatory ethics class, webinars

Distance I have to drive to monthly meetings

All the speakers are really uplifting to listen to and motivating.

I just joined and don't really know a good answer. They sent me a certificate with my name spelled wrong though. Not to impressive.

I would like to see more helpful tips on how to grow the business to the next level for someone that is a smaller company such as myself.

I've made some connections and gained a few leads

Very open and friendly people willing to share their experiences in the business with folks just starting out.

The classes they have and being able to have resources when I have questions.

I am very satisfied, Chapters, State Chapter, Regional Shows and National shows

Can see that National is trying to make a quality experience for membership

NARPM gave us the networking and education that we had been looking for in developing our property management business.

Always learn something at conventions or meetings.

Expert support

I do not get to take advantage of all that is offered, having a small company and two 11 years slows down on what I can do in many instances. Which is ok my profession allows more family time.

I like the local involvement but don't see that the national helps directly.

NARPM keeps me informed about our industry.

Education, Networking, Industry enhancement, Prestige of Membership

lots of good information

Because of the resources

I have generated some quality management leads from being listed as a NARPM member.

I just joined a few months ago.

Activity level of myself, not enough knowledge of local chapter to rate

Were it not for our membership in NARPM, I sincerely doubt we would still even be in business as a property management company. I have suffered through a number of serious health issues, including nine back surgeries resulting in twelve levels of my spine being fused. I have received great support from my NARPM friends, and my wife has been able to step in and take over the business when necessary Largely because of what she has learned about property management from NARPM.

I am not sure my membership is seen as valuable to my customers.

Conventions with appropriate classes and workshops. Knowledge sharing with other members, owners.

Conferences and online education.

Former CPM member....found that NARPM caters to our true needs

some fellow members are competing with us, and attacking our business, having clients let us go, and join them.

Could use more information sharing and educational topics.

Networking and Education, conference and conventions

update on the business

NARPM is a good association that looks toward new technology and other enhancement for our businesses.

I like education that is offered and a great connection with peers at the conventions

it is a great organization, it helps I so many areas

Being a part of NARPM has helped me to learn about my industry on another level.

As a member at large there are missed opportunities

Have not heard anything negative yet.

Point of it is to learn, I feel I learn new stuff at every seminar, class etc.

Always enjoy the regional and national meetings and take away good information that can be used in our business

Great opportunity to talk with peers about the industry, trends, etc.

I enjoy going to the conferences and networking with other property managers and learning new ideas/methods.

I would like more time to participate, without feeling like I'm going to be sucked onto something or have to pay for something. I would like a better understanding of how the system works. it is really my lack of communication - not the org.

Have not been a member long enough to gain an appreciation for all you have to offer

Keep updated on PM

I imagine you are quite beneficial, but it is difficult to make time to take advantage of any of the benefits.

Very informative

I believe it is a good organization in which to join and get others input as to situational issues. I do not feel the organization has or does follow up well. I have yet to hear from my sponsor for my studies for RPM

I think the update on rules and information on changes helps me keep informed.

I like what it does for the professionalism of the industry

Very organized and professional

wanted to get to know other management companies and their agents

Just joined 1 month ago.

Networking, education

Just joined

There is a lack of involvement in the area by other property managers.

Hard to really meet people at the luncheons but it's better than nothing.

The distance the organization has come and what it has accomplished NARPM has in so many ways enhanced my business but also given me some wonderful personal relationships and I have to say that that is just about as important as the business issues.

I have not been around long enough to know.

I find that most NARPM events are geared toward very large companies. I can't always relate to some of the classroom subject material.

tons of good information

Have not been a member very long

Education and communication with other Property Managers

I am kept aware of new items

I have received valuable information from NARPM and the other members.

It has been a big benefit both with marketing and local event networking opportunities.

My Clients require that I broaden my Property Management Education

The events are always productive in some way for learning or applying what we have already learned.

I'm transition from part-time to full-time in real estate. I just haven't had time to explore the value of NARPM.

Always learning new ideas from others

You asked-I told.

Constantly working on improvements

Magazine is interesting

It has gotten better and better over the years!

Convention, education, people

Outstanding knowledge of residential property management

education and sharing of knowledge and ideas

NARPM has been very informative for me.

The overall structure of the organization, the knowledge, helpfulness and friendliness of all involved

opportunities for continuing ed and networking

The sharing of knowledge

Education provided by our local chapter, programs at meetings, webinars, forums, and conferences help makes us the professionals we are.

Conventions, Magazine, Education, Networking

I do not know if I would still be in the business without NARPM

Just got started and really do know all that you have to offer

Have no chapter close to me & due to some health issues have not been as active as I would like. Too far to travel.

education, affiliation, networking

training, conferences and support from other PMs

I've tried to get on List Serve and haven't gotten that accomplished for some reason. I've asked sent a couple of questions on email and haven't gotten a response. One was about the ethics course. I paid for it, but then didn't take it because I thought I was going to a regional event, then didn't. So wanted to know if I could still take it with the credit I had from paying for the online class. I have to take it this month, so desperately need to know that.

It is extremely valuable to learn what other members are doing especially when they share documents.

Good info

Fellowship and ideas.

Good networking and education

Find the Website difficult to use. Events and classes are priced too high to attract new members. Long-term, satisfied member, except for above.

I have school aged children which makes it difficult to make the early morning meetings my chapter holds.

## Forums

educational and sharing opportunities

Because of the networking that the formation of our chapter enabled and of the education gained because of that and the classes NARPM offers.

I really enjoy NARPM and being a part of our local chapter

Mandatory ethics course. Free seminars. Networking

The friendships and relations that we have made over the years have been invaluable in determining the best ways to operate the business and as sounding boards for ideas we come up with.

It has given me much insight and learning from classes, trade shows and conventions.

While the conventions are a great learning platform, I feel overall they are quite cliquish, and too much emphasis is put on officer members. NARPM wants to grow, and perhaps the emphasis and praise and recognition should go to brand new members and officers should be reaching out to them and bringing them into the fold.

value of colleague excellence, mentorship and support

The NARPM designation courses are extremely expensive.

Education, relationships, affiliations and current information on the industry.

I put a lot in and therefore get a lot out.

Keeping me up to date on information, training, and laws that impacts me directly.

Education received

Amount of support and cooperation from members. Overall experience has been superb!

The tremendous wealth of information gained has greatly improved my business.

I just joined two weeks prior to the Feb Vegas Broker/Owner retreat and Pacific Regional and I also attended the CalNARPM and Northwest Regional conferences as well. I have much appreciated the quality of education, the people I have met and how friendly they are, and the amount of advice and ideas they are willing to share. It is all so very refreshing.

I have been in NARPM for long enough to have heard almost everything that they teach or present. New people are catered to and us "oldies" are not a center of focus.

I value the information that is shared with the members

It is the only platform for membership for third residential property management

I'm too new of a member to have experienced many of the benefits.

I like the organization and the networking it has made possible.

Lack of Email Communication and Website Updates/Communication of Meetings/Events

Great for education and networking

Education, certification, networking

NARPM provides the much needed support that our industry needs and has come to rely upon.

Education and networking

Great network and great education

the fellowship with other NARPM members - we learn a lot every month

Always room for improvement. Overall pretty satisfied however.

Great organization and great resources but I just don't have time to take advantage of them.

Great networking organization

My experience as a local chapter member as well as a local chapter leader & the contact I've had with National.

Too busy to go to NARPM meetings, don't like the fact that the other owner can't go to the meetings. Website not helpful

I feel that when you come to the meetings you are on your own. It would be nice to see a greeter at the front door to acknowledge when you arrive. Especially if you are a visitor thinking about joining. Having the President of the chapter go around and greet their members. The guest speakers need improving. I come there to gain knowledge and I have been disappointed in the guest speakers.

The yahoo list of all managers talking & sharing info...

Still new in the organization.

Local chapter does a lot to educate its members. National conventions lack in some ways doing in dept session speakers.

Informative, up to date with issues that affect the business

Have had good experiences with webinars, conferences, etc.

Helpful with setting up my business, a source to keep it growing and very supportive with new ideas.

The many ways to glean great information from members.

I enjoy the meetings and learn from them.

not enough time to take advantage of everything

the one area moved from very satisfied, to satisfied is in the classes. they are very expensive and most of the times

are far away and therefore hard to take. or they are at the conventions, and I can't take that much time off work to attend. the process for earning a designation seems daunting.

I am most likely not fully engaged as I do not have an interest in conventions or costly designations.

The networking and unfettered assistance from members surpasses any organization I have joined in the past we have a great group in Jax that will help each other with any issues

The information presented gets pretty redundant over time and it is somewhat expensive to attend the conventions and classes.

Local Chapter

Would be more satisfied if NARPM encouraged chapters in smaller markets.

conferences, residential resource, attentive executive office staff

Needs more significant speakers that have to do with our industry.

Appfolio was heavily advertised with NARPM - I am very unhappy with their customer services. Their response: sorry you're not happy, you can terminate if you like...REALLY?! That's not how we do business and I would like to say that's true of most NARPM members. Also, please stop giving my email address out to any vendor that pays you money - I do not wish to be spammed. I go to conferences to learn more about contractors, that's enough for me.

If I was not very satisfied, why would I be a member?

Education

We are generally pleased about our membership. Although recently I see a disconnect between the leadership and the members in terms of communications about many issues

still not sure

I am disappointed that no recognition is ever given for length of membership or accomplishments with in NARPM. It has gotten to very POLITICAL and if you are not in the few ELITE groups, you are no one and nothing. There is no appreciation and value put on the Volunteer work that is put into NARPM. The sharing and caring that used to be such a great part of this organization.

The sharing of information and experiences is awesome and unique to our field. The broker/owner retreat was an absolutely necessary gathering, which I hope to see next year. I can't say enough good about all of the members that I have had the pleasure of meeting since joining. Most of all, I appreciate the learning and sharing sessions being given by one of our own and NOT from a person outside the trench standing before the group only because they are selling something to us.

the meetings are very informative. I always learn something new when I go to a meeting.

Hard on the pocketbook to have multiple numbers of brokers having to pay when you are a small business.

Sharing problems with other members, forms

The local members are very helpful and encouraging

NARPM is an excellent organization and has been an excellent source of education, networking, and friendships.

Professional fellowship and learning.

training

good networking and info on current events

Been too busy lately to participate regularly

I have not been a NARPM member long enough to give a true answer.

It has provided me with a good network for necessities pertaining to my rental business.

The information & camaraderie is great but the recognition of NARPM in this market is almost non-existent

Networking with other property managers.

Education, networking, friendship

Education and Networking

starting a new business

Love the networking and the list serve. Also, really appreciate the education classes.

Sometimes it takes NARPM a long time to realize that something is not working. For example, for years, members told NARPM that they wanted the Vendors to be separated from the presenters. We did not want to go to a session that was supposed to educate us and be sold something. That went on for way too long before NARPM finally got the vendors out of the sessions.

Joined for networking and education - many opportunities for that

Education and sharing trade tips.

Cost and not sure what I actually get out of it.

I attended the Broker conference and learned quite a few things but other than that, I don't really participate in the events as they are FOUR hours long on a week day (too difficult for me to get to).

I'm still deciding what benefits I derive from membership

Thankful to have others to go to regarding PM

Because if you are not satisfied You need to step up to the plate to make improvements instead of just complaining.

I have tried to do that to use my experience with other real estate related associations to help improve out local

chapter.

contacts that I have made

I learn cutting edge techniques and ideas. Networking

I think there is always room for improvement

I get a chance once a month to connect with peers in the industry.

feel meetings should be at GLVAR - free of charge also, need to screen associate memberships given

Info is fair and balanced

The list serve and training classes

I feel the time spent once a month at the meetings provides valuable industry information to help protect and educate myself and my business. It also provides a source of networking and of finding new vendors with which to work.

NARPM(R) has its good days and bad - too much politics to be able to make a difference

I get even more out of it than I originally anticipated. I expected to get a lot out of it on the national level, but I have been surprised at how much I have got out of it on the local level too.

NARPM has been a very positive influence on my business and my life. Great group of people doing great things

Good referral base

Education/ sharing with other members/ sharing what works

Great organization with good members and good information.

I feel NARPM is one of the best associations I have worked with. Very sharing & caring

Narpm has completely helped change our business. I put in a lot of effort into NARPM and it repays me 10 fold.

Los Angeles/Pasadena does not have a local chapter.

I just joined last week and are very satisfied

Seems to be geared toward business owners...rather than employees

Have only been a member for a very short time.

NARPM has a lot to offer and is so helpful. I have met great people and that helped me realize that I am not alone and others face the same questions and problems that I do. I wish though that live training and some of the events were closer so I could be more involved.

Great education and information

After the years of membership I find that NARPM has become a little stale. I love the networking however and that keeps me coming back.

Excellent local chapter very supportive of each other

Haven't been member long...less than 30 days

we just started our membership less than a year ago

No big impact as of yet...

relationships made very helpful to my business

Attended the National Conference as was pleased with the amount of sharing and support from the other members.

There is a strong feeling of camaraderie that was unexpected but quite welcomed.

I think the organization could do more to improve our industry and demand for the services of a professional manager, but has not pursued those opportunities.

I went to the Las Vegas convention and found it to be incredibly valuable.

I would not be in the business if it weren't for NARPM. I would have sold and run away if it weren't for what I have learned from NARPM

I think it's too expensive for the small business person.

The information and networking is priceless

the amount of information received through the local chapter and national

Education on how to run a profitable business.

education NARPM provides & networking with other members

Online Groups via Yahoo and Google.

NARPM members help each other, readily share information, and are a community. NARPM offers wonderful continuing education classes and constantly makes me better at what I do.

I have learned more pertaining to my job from NARPM than any other organization.

Education

Everyone in NARPM is willing to help and advice.

The education I have gained over the years is priceless. I could not have the successful business I have if it were not for NARPM.

Knowledge, friendships and

Really enjoy the classes and the regional and national meetings. There is so much good info I need help in the implementation of all the good ideas.

Network with other members with common challenges.

I am a better manager today than I feel I would be without NARPM

I have been provided with a great amount of education and knowledge

I am not making use of your blog/website where others are giving input....don't know where it is on the web. I want to be able to communicate with other professionals

Networking is awesome. It is great to be able to gather information from other members.

Narpm has saved my ass-ets every month since I have been a member (not to be offensive-just blunt).

I have learned so much from the members that has enhanced my whole operation and to make it the success it is today.

Educational opportunities and List Serve

I get a lot out of the local chapter meetings. Do not get much out of anything above that

I am impressed with the organization and amount of education provided to members.

Willingness of other members to share information/advice

Although NARPM is not a huge organization, it is clear that it is filling an important niche in property management.

Let's face it, there are some really stupid realtors out there and, as more of them look to management as a possible income stream, it is important to have a resource to turn to, from mentorship/guidance from more experienced members, to access to information in a central location.

We are very rural and it keeps us up the latest news and trends.

I feel that it is 'a good ol boys' get together, with a definitive in-crowd and no one to welcome new or even renewing members

it's been very helpful

As I have always stated, this is the first national organization where little old me can have a direct impact on decisions and direction of the group.

Great programs and educational offerings.

I think that NARPM is very good for our industry, builds people & professionalism. Disappointed that Houston has never been able to have a strong chapter, had two national presidents but never can get a strong chapter function.

It has added business to my bottom line

New mandatory ethics course. I've got enough mandatory courses from my local board. The board is mandatory, NARPM is not. Our region has 136 people that have not taken the course. That is the same number of people in the San Antonio chapter or more than the number of people in the Austin and Fort Worth chapters put together. If you lose half of these people you've done something wrong. I've been told the leaders of NARPM have decided this was a good idea. It's more important to be a representative in a voluntary organization than a leader as you can't be a leader if no one is following.

The people that make up NARPM are very eager to share ideas amongst other members. I always learn something when I network with fellow NARPM members.

The willingness of other members to share experience, systems and forms. The education and networking is superior!

I have not had a chance really to experience everything it has to offer.

It's hard for property managers to network as we are all in direct competition, especially in local markets. Thus almost meaningless. The designation is the most value. Meeting vendors is second.

Relationships with other property managers.. info .. sharing ideas/attending conventions, seminars, getting more education ..

Having difficulty finding enough time to run my business and learn more about NARPM to find how I can best be involved and have a positive contribution to NARPM

I have been a member for less than 30 days.

New to business Partner had me join.

Because extremely satisfied was not a selection. Duh! I like the people who attend the events. I also like those people who teach classes.

Most of NARPM is total Property Management and you do not address the Real Estate Company that also performs property management

Because it is an organization offering the latest in support and information for property managers

Have grown business and made a lot of positive changes from NARPM workshops and networking.

Monthly meetings are not conveniently located.

Love the education

NARPM needs to be staying up to date with their classes. They really are behind and the quality is low. They need to be out selling NARPM to the Banks and Servicers to use us for their property management. This segment appears to be huge.

I have learned more from NARPM that I could ever have learned from any other venue. I have also created a lot of valued friendships.

Member support and community

We do not seem to get much support from national. Conventions are not as good as they used to be. There is one

affiliate I know of that has horrible customer service but somehow are being called affiliate of the year - that would be Appfolio; I am very unhappy with this company, but it was so incredibly difficult to switch from our last software, that I do not have the desire to go through that again (anytime soon). Appfolio seems to know this and does not wish to help us with our issues. I have been told more than once: I'm sorry you're unhappy, you're welcome to cancel your services. Also, their stock answer for everything is for us to "make a suggestion" online...well, NOTHING ever happens when you do this; it's just a way for them to get their customers off the phone. We are only asking for basic and very important things from their program - such as: crediting back an owner when a charge is incorrect; CAN'T DO IT - why? I asked for someone at NARPM to let them know that we and others are very unhappy with them, but that is not going to happen apparently.

Overall industry knowledge and activity information

Great education and training

The connections and experience of others to help increase business practices

reputation

I have really enjoyed being a member and definitely enjoy many of the classes, however some of the classes could use improvement.

I am new to the organization.

Too new to make a decision.

networking with others in our industry; educational opportunities

I would prefer a different meeting time than morning because I have kids to put on a school bus. Makes it hard to make the local meetings. I'd like a forum where we can post challenges and help each other.

Networking with other NARPM members

I am been impressed with the online classes thus far and I am looking forward to learning more and getting to know others.

The main reason is the people that I have met because of NARPM. NARPM and its members have provided me with unbelievable education and networking opportunities.

Focus has been too much on membership and not education or work enrichment.

The collaboration atmosphere from the members.

I find the meetings very informative.

The professional and helpful members. Having been in the business for many years and making and hopefully learning from mistakes, it was wonderful to find a group from which we could learn so much. Benefit from the experience of others.

Education

Other than the discussion boards I see no benefit.

Too new to rate.

Professionalism

Excellent networking and information exchange. Valuable relationships with others in the trade.

Chapter Involvement with others

Although I feel I have gotten much out of membership in the past and am grateful for it, there is room for improvement.

Enjoyed Regional Conference

The ability to network and talk with others in our profession is possible because of this organization.

Was part of local REALTOR association, never got anything out of it.

I am still a new member and am so far satisfied. I am hoping to see what I learn this year, and am very interested in industry specific clock hour classes.

I wanted to get a designation and was given a mentor who would not help and I felt alone till another member who was given the same mentor offered to help me. Other than that I love this group.

National membership is required in order to belong to our local chapter. It is intrusive and burdensome.

referrals from other members

It most accurately reflects how I feel.

gain knowledge from other property managers

I just joined

I can't seem to get onto List Serve and other members say they use it all the time.

education, non-competitive friendly association

Education

contact and association with other managers, especially local competitors.

Am not getting enough out of the organization at this time. Have I mentioned education. Not just nice meeting with a speaker, but real educational opportunities. More than in the past. Albeit, some things have been of real benefit.

I have not been that active due to the growth of our business.

the relationships I can form with other property mgt companies  
I think there is a great amount of opportunity to learn from others and grow my business and people seem to be OK sharing info even though we are competitors.  
valuable resources as a property manager  
the knowledge I have received from all of the other members!!  
support  
I get a lot out of the local Chapter meetings and list serve  
Broker recommended.  
Education  
It is a very supportive group.  
I feel it is the best source for SFH specific property management education  
List Serves, Broker/Owner conference.  
Local chapter has good programs and good classes and is great group of people  
The education and class offerings are excellent. The meetings at 3 Flames Restaurant is too early in the morning for me to attend since I live out of town.  
Educational offerings, collaboration with other managers, Common interests of managers  
I get a lot of good information from attending meetings and of course, lunch! I like the networking aspect also.  
NARPM provides a platform to develop my professional growth in the residential pm business like no other organization.  
sharing information with other members  
It is very motivating and I learn something new every time I attend a meeting. Wonderful speakers always  
I am not completely convinced it drives my business however I am at fault primarily due to the fact I do not utilize it to its full potential.  
I do not see any referrals from the NARPM website and it is Usually NOT correct  
National NARPM tends to put all chapters in one box with a one size fits all guidelines. I don't think members should be required to take classes to maintain membership in a trade organization like they were the dept of RE. Taking an ethics class, or teaching an ethics class for that matter, does not make you an ethical property manager. Over the last year the chapter leadership has changed dramatically, not near the quality of leadership as we've had in the past. I don't think the ethics class helped.  
The camaraderie helps when tackling tough issues and the info is invaluable.  
education, camaraderie  
Education  
Distance to Chapter  
EDUCATIONS  
The training/education and networking it offers.  
I am not jumping up and down with joy, but I continue to belong and help lead our local chapter.  
Attitude of sharing and mutual support  
NARPM is not only the leading association of the residential rental industry, it is the only one that truly supports my business.  
Only place to get the training and information for my niche in the market  
NARPM has helped me to grow and expand in my business over the years.  
There are many perks offered by NARPM - you just need to utilize them! The contacts are priceless  
Networking - the list serves are the best!  
The information gained through networking.  
Knowledge  
I have learned so much.  
I enjoy the education, networking, conferences, convention and energy of the members.  
I don't believe that the organization is keeping up with what is relevant and using those topics to drive education. The courses are not beneficial and are targeted only to someone who has never done property management before. If I can easily find on the internet more information than what is being taught why would I pay for membership?  
For the first few years I was overwhelmed with information and is now benefitting more from the expertise and willingness to assist exhibited by other NARPM members. I decided recently to start my RPM designation.  
NARPM has been a great resource, as well as a great selling tool that allows us to stand above the competition.  
Very professional designation education

**Question 27: Please briefly let us know how NARPM has enhanced your business.**

Still working on that.

It's given me an edge over other Real estate Companies by being able to show that I'm striving to further educate



myself and to obtain a higher level of service.

Networking with the major property managers

I have met some members that truly do understand the business and have a sincere desire to help others. They have made my time and money worth it.

Looking forward to advertising that I am a member.....etc

same answer as 26.

Nothing much - I really liked the discussion groups and questions... But I don't get them anymore. Can someone tell me why - that is what I really liked about it =(

Has helped us become the expert in our field that we present to our clients. Leading edge technology and superior education, both presented to us through our involvement with NARPM have allowed us to master our industry.

Same as above

Exposure to new ideas/products learned from other NARPM members/ conference information

Education

I can learn about all aspects of property management.

Make sure I am performing to the highest standards.

NARPM has helped us to comply with regulations to be sure we are doing things by the book. More confident about do's and don'ts.

Private owners like to know that their management company belongs to a professional organization.

Moderately.

Designations; opened opportunities not available to others; affiliates provided tools to keep company on leading edge

I have received one referral.

Good ideas have been passed along

Cooperation and assistance between members to improve the quality of my business and the industry. Quality and ethical members set the standards by their actions. It's not just talk it is their actions.

I have been in touch with other NARPM members and they have willingly shared business ideas/guidelines with me as well as helped me with answers to difficult questions.

I have learned much by networking with other NARPM members. I have had a busy 2 years since buying this business. I am very much looking forward to being able to devote more time to the education opportunities for designations, the conferences, etc in the near future.

Keep us informed of all the changes, laws, and management issues and how they can help us be professionals in our line of work.

We have a beautiful website and Tony Drost and his company were very helpful. We have wonderful forms from taking the classes. We share experiences at conventions & conferences.

the education applies whether you are a big or small company

I am a new member, so ask me again in a few months.

I am a new member and have not used many of the services so I am not sure at this time.

Innovative ideas from other members, forms, designations, etc.

I have learned so much, a lot of the stuff I have learned has been implemented into the business. I feel I can email a NARPM member for their opinion or assistance on a matter that I am not familiar with and they can provide advice.

Picked up many good ideas for our business.

Living and working in the boonies, I don't think it has enhanced my volume of business. It is enhancing my knowledge. And, if I know of someone moving and looking for a rental, I would like to direct them to a member in the area they are moving to.

The sharing from others has enabled me to implement new procedures, policies, etc....

We have encountered really honest and outstanding vendors thru this business that we can count on and are very reliable.

education

I have attended one local and one national conference and they have both given me additional insights on how to enhance my business as well as streamline some processes that I had in place.

It has helped me learn about the business and how to be willing to move forward in my marketing. As I grow in the business it will only help me succeed.

Same as above and being listed as a NARPM member (and the only one in town) is great advertising.

Made me more aware of the benefits of collaboration.

Through NARPM's conventions and conferences, we have been able to improve our business efficiency and profitability, such that our business is now more than 3 times the size it was at the time we joined. While growth was never our goal, being more effective in taking care of business has enabled the company to handle the growth. From ideas and concepts passed on by other property managers, to products and services developed for management companies, NARPM is the resource that has enabled our success.

Great way to share ideas and forms.

Lot of good advice and have made lifelong friends that I can rely on for support.

It hasn't.

NARPM has not only been a resource of knowledge, but also a source of referrals for new business from other NARPM members.

Networking with other NARPM members, education classes and seminars being a member has helped referrals and provides a professional network.

It has made me a better and ethical manager

Knowledge from training classes & leads from being listed as a member on the NARPM website.

see above

Networking, being a member has brought in business

Education about the profession, Broker Owners retreat

We have learned how to manage more properties, more efficiently and more effectively. We have been taught how to make more money from the properties we manage, take better care of the properties we manage, provide more and better services to our property owner clients and thereby retain them longer, make our residents happier and keep them in our properties longer, and, in general, be happier, less stressed out and more successful in this business...all from NARPM.

It has enhanced my commitment to focus on my business as well as provided meaningful direction in terms of my business model and size.

Made me an "expert". Education and information sharing are incredible.

Just the fact we belong to ARPM sends a message to our clients.

made new friends. learned more ideas. received more education. learned of new tools etc.

Networking with other property managers.

I keep on learning from others and love being on the cutting edge and the affiliates also help with this.

I have gotten several customers and have been able to share and network.

Education

Networking, education, designations.

Conventions, retreats, forms, Google group

Just joined so I cannot truthfully tell yet.

I love the pointers I learn at classes and I love staying up to date with issues in the area and being a property manager.

I don't know about enhanced but the list serve always has good information and everyone on it is always willing to share. The regional and national conferences always have good information that you can take back to your business and implement.

NARPM has helped us to provide better, more consistent service through knowledge transfer with other property managers.

Great advice and suggestions

Continuing education and knowledge in the industry. Helps keep us updated.

The members of NARPM are so willing to share idea and solutions

I think the affiliation adds some assurance to our clients. I have not taken full advantage of my membership.

Have had a call or two simply by being a member

Being associated to the organization shows potential clients we care and are receiving additional education in our field

Owners like that I have the NARPM Designation plus others. Belonging to NARPM sets us apart from those who do not belong.

I am learned from others in the business (relationships), the designations (MPM, RMP, CRMC) etcetera. There is no way to fully tell how much NARPM means to our company's development and professionalism.

Updates are crucial and they are up to date on new legislative matters affecting our business.

great one-on-one info sharing

networking opportunity

Too soon to tell.

Networking with other property managers and vendors who I would not have encountered on my own.

It hasn't yet.

Too numerous to count; little processes that make the business smooth.

Provided me with contacts for my website and accounting software. Both have assisted my staff and I when marketing our services. NARPM members are constantly sharing their best practices, helping me to avoid costly mistakes. I have forms and business designs that I wouldn't have know about if it weren't for my contact with NARPM and its members. NARPM makes me accountable to my industry.

Has not yet.

My local chapter has been very helpful in staying current with changing laws and easier ways of doing business.

recognition, networking, knowledge, exposure, education...

This year's Owner/Broker Retreat was the best - I received so much input and new ideas to implement and improve our business. It is wonderful to have the opportunity to discuss challenges with other members.

Just became a member last week

Education, focus on application of ideas.

NARPM has defined single family property management as a profession, with professional standards, ethics, designations and respect. This is extremely valuable when marketing - both to owners and tenants. Learning about new industry trends and products helps keep us on top too.

Nothing yet.

Credibility

Educational opportunities and Conventions where I can meet vendors, take classes, and talk with others in the business.

Education

Not sure it has.

Become more professional, profitable and stable. NARPM has made our company one of the best

Education, affiliation with professional peers, sharing experiences

I work less and make more than I ever thought. Looking forward to retirement.

Very informative.

It gives me the edge in my presentations.

Good designation to legitimize business, continuing ed, networking, discussion between members of industry topics

It has facilitated my growth in every possible way.

New ideas have helped keep my business growing and update.

networking and chapter meetings

Have received referrals as the only NARPM listed agent. Have received great education at the retreat I attended.

Received a lead from website

networking with PMs and vendors, referring properties to out of area PMs

Keep us to date on legal update

I've gotten two referrals from being in the NARPM directory!! I like the interaction at our local chapter and like having someone to bounce questions and ideas off of. Love the magazine and when I have time, love to surf the web site for info. I'm going to the national convention in October and can't wait for that.

We have a new vendor agreement and we have added some charges to tenants due to NARPM.

Policies and procedures. Ideas

Kept me out of court. I promote NARPM, and my involvement in it, as a credential in owner presentations. A marketing differentiator.

By forming friendships that allow us to share and learn. Great classes and designations

Classes, Certification and networking at Conventions - ideas for forms, etc. from other members has greatly improved our systems and efficiency over the years, enabling us to grow, almost to the point where we want to be.

Reading how other's handle business in other parts of the contract

education

It has allowed me to see, learn and implement ideas gained from the various products, methods, and skill sets that other property managers use in their businesses.

Living in a small town (5,500) virtually in the boonies, I can't actually see any changes in my business

What I put in 26 above and through the educational opportunities.

Certifications and information received from NARPM and other members.

The listserv and networking with others

Standards are consistently high, exposure to colleagues and vendors, and the yahoo group forum has been a lifesaver.

It's a professional organization that promotes high ethical standards, and working together with competitors to make our industry better for all.

People I have met at the conventions..the information exchanged. products presented by the exhibitors, education from the classes I have taken.

Professionalism, profitability, forms, formulas, relationships with out of area managers in a non threatening way.

Regionals have taught me how to grow and operate effectively, I love them!

Keeping me updated with laws

Sharing of ideas, forms, advice on problems/difficult situations, etc.

I have learned most of my policies and procedures from discussing specific situations with other members and from the education classes NARPM offers. I have also grown my inventory through referrals from other members.

Well I am a new member but I have already started implemented new policies and procedures that I have learned about from speaking with other members or from classes I have attended as well the access to vendors that I am

excited to work with.

I have had many great ideas from other members. It has been a great place to talk over ideas and see if they are worth trying.

Networking

I've learned a lot from both classes and networking.

To Be Determined

Source of industry knowledge, education, growth strategies

It proves we know what we know and that we follow a higher standard of professionalism than the folks with Real Estate Licenses who think they can do property management.

NARPM has provided the above stated support and adds professional credibility to our business.

Opened our eyes to new ideas

I like to share with prospects that you want to find someone affiliated with Narpm.

good connection with members and vendors, and the expertise we acquire from monthly meetings and conventions

I have gotten much better at doing the things that must be done by seeing how others do them.

This organization brings out the best in our profession. I network with all the chapters in Washington State. What a great group of folks.

A NARPM member and with ALL of the certifications you can obtain from NARPM it gives me and my company extra credibility when soliciting new business and provides our clients with added confidence regarding our ability while we are managing their properties.

None

I have learned what others are doing and implement some of their procedures in ours.

Well, being a member for just under a year I only received one referral - I thought there may be more than that, but I have implemented the technological suggestions and found them to be very useful.

The knowledge/ideas that you get from other members, the education you get in meetings and conventions.

Have learned a lot from NARPM members. They are willing to share & helped me start & continue to improve my business. I enjoy the webinars & conferences. I love the magazine. I get lots of good information from the articles.

The San Antonio Chapter helped me by provide tenant and owner manuals, forms recommending vendors and marketing. Kevin Knight invited me to a meeting when we meet at a GRI class and Kevin and other chapter members have always made time to answer question and make recommendations. They have been a great source to me and anyone that is interested in property management.

Not only the obvious by learning of revenue streams used by other pm but also just having a sounding board to bounce ideas to when you wonder if you are headed in the right direction. Cannot even begin to put into words how much NARPM has helped my business.

Attorneys panels are great, get to know local vendors, great to hear challenges and issues with other companies - how these were solved

we have learned a lot from our other property managers, from the classes at the conventions, from the vendors in our meetings. I think the interaction of the other property managers with us and the narpm classes and webinars have aided us in gaining properties and in operating efficiencies.

Through education on management related issues, technology enhancements, networking.

credibility

Love the networking and hearing how others "do" property management. Also really liked the broker/owner conference.

Support of local colleagues

Referrals

Through networking, conferences, classes and workshops, vendor interaction at conferences have all had direct input on the programs I offer clients, the procedures I use in my business, employee development, software tools, and sharing of ideas. Keeps me motivated and excited about being in this business.

Knowledge and cooperation of NARPM members is great.

Originally I got a lot of benefit from the national conferences. Now I get way more from my local chapter, talking about what issues are going on and meeting good contractors. Also, getting fellow member's advice.

Networking!!!!!!

When Duke and I first joined it was a three man shop. We went to a regional conference and learned so much, Duke totally changed our business. We now have 6 property managers and manage almost 700 units and we're growing the right way. We owe a lot of that to NARPM.

don't know that it has,

Education and sharing of methods of work between members.

Unknown

That it is the ONLY Organization with Property Management designation. I compete with other Property managers that are not NARPM members and I use that against them and use it to my benefit.

I have benefited immensely from the gatherings, either convention, retreat, or the local monthly meetings by listening

and sharing experiences that someone else has gone thru or has familiarity with. As a result, our growth and change has been more manageable than having others experiences to pool from rather than making those mistakes and learning the long, hard and expensive way. We (NARPM) seem to grow as a group with knowledge, skill, and experience which, in the end, strengthens our skill and professionalism as a whole and not an individual only.

Helps a small office keep up on new technology, laws, and quicker, easier ways of making monies.

Professionalism, education, problem solving

The education opportunities, and the networking!

Sharing of ideas and information. when I have a question about a problem or process to use, many others share from their own experiences.

NARPM originally allowed me to validate that what I was doing was a good way, and that the business plan I had in place could work. Since then NARPM has allowed me to be more professional and saved me from making more mistakes that I would without NARPM. It has also given me many ideas on how to change or add procedures, marketing, risk management , etc. in order to grow and keep my business to make us a much better company.

Made me a smarter, more qualified property manager.

reducing risk, increase profits

Gives me new ideas , checks and balances

Credibility

It has kept me informed on changing rental environment, changing legislation, given me good contacts/network, and provided continuing education support.

It has created a better working relationship with colleagues in this marketplace-- referrals, conversation, problem solving.

Made me more knowledgeable and professional.

Risk management, increased profit, more efficient business practices

The networking between NARPM colleagues has brought business to us as well as we have driven business to other members.

Designations are helpful in marketing our company as better than some of our competitors that do not have these designations.

It has given me opportunities to find solutions to problems by networking with other managers.

The sharing of idea, forms, networking - all have helped streamline and increase income

Enjoy the monthly meetings, good to hear from fellow managers on current events etc

Made me buckle down on procedures and keep owners and tenants from crossing boundaries, helps my sanity!

Nothing yet

A lot of the items that I learned at the broker conference as well as the chapter conference in Tucson gave me a different perspective on the business. I tend to get so wrapped up in the day to day of the business that I neglect the overall business and marketing plans. Both of those helped me take a step back to look at the big picture again.

To this point it hasn't.

It has been a valuable source of learning from others in the business and that are concerned about the overall performance of our responsibility.

I have gotten to know other Property managers and employees and it makes working with them in the community so much easier after building that relationship.

Professionalism

education that I can take back to my staff

Not sure if it has

Increased profits, more growth, superior vendors, cutting edge education

good for networking and passing by an issue to another member for their input

Knowing that there are thousands who do what I do and face the same things every day. Not having to "re invent" anything, someone has already done it!

The difference topics discussed each month help us refine policies and procedures so we can operate more efficiently.

Helps to keep us up to date with important issues

Access to new ideas, new forms, info, and other companies. Helps me keep up with industry.

Better forms, practices and knowledge. Also more \$

Awareness of what is happening in the industry, legal updates, suggestions as how to enhance and build my business, ways to protect the structure and longevity of my company, focus on standards and ethics, sharing of ideas with others in the same industry and of how to handle certain situations and clients.

By the friendships created - and learning from others in the group

risk reduction, enhanced revenues, education on property management itself, expense reduction through technology, processes and systems learned through NARPM and its members, referrals, etc.

NARPM has given me great networking / friends / ideas/ education/ designations specific to single family management

Magazine has good articles about changes and help. Free classes  
It has brought me owners that are familiar with the organization and wanted someone who was a member of NARPM to handle their property.  
Exposure to the industry, laws, marketing, do's & don'ts. Our interaction with other local PM's has been very enlightening.  
Better Policy and Procedures, better educations, certifications, networking, friends in the business, larger profit margins, safer risk management.  
Networking at conferences.  
Attaining my MPM gives me credential for new clients  
It has brought me in contact with people that are facing similar situations that I face and help in finding solutions to those problems or road blocks. It has helped me open up to new ideas in which may benefit my business and productivity.  
elevated my professionalism  
Networking is the biggest benefit that NARPM gives me.  
yes  
Haven't been member long...less than 30 days  
Calls/leads from being listed on registry? Reputation.  
know how  
The ideas we received from other members has encouraged us to change some of our processes to streamline our management better. We have received some referrals by realtors or clients looking for NARPM members. Also by attending the conference, we have made new contacts with property managers across the U.S. that we can brainstorm (and commiserate) with.  
Designations.  
Connections and ideas that I hadn't thought of. It's great to have a problem, ask NARPM members how they have handled similar situations in the past, and then to have the ability to try new ways of approaching issues.  
Educational opportunities and networking with like-minded professionals.  
Income, streamlining, procedures, forms, a shoulder to cry on  
My certification helps I believe.  
I get to discuss issues with other owners all over the country. The information and networking are the real value. I have learned so much from my fellow NARPM members that has helped me to run my business. The sharing of forms, ideas (good & bad) and the support offered is extremely valuable.  
good local educational programs  
The wealth of knowledge I've obtained via the Lesser has greatly strengthened my business model and operations. The educational opportunities offered are top-notch, so I am constantly improving my company's practices and procedures. We are constantly becoming better at what we do through education. I have received referrals from other members, which has helped me to grow. The vendors that I work with through NARPM are the best in the industry and truly understand how to work with the Manager, Tenants, and Owners.  
We feel that what we learn thru NARPM has enhanced our business because we are always striving to learn the latest and greatest to be able to truly call ourselves professionals in the Industry.  
After joining NARPM and developing a web site, my business doubled.  
Gave me the tools to be more productive and do things the right way.  
Everything, from policies and procedures, form development, screening practices, and business practices, have been developed from the information I have received from attending NARPM meetings and conferences.  
Through implementation of policies, procedures and products introduced to me through NARPM and the vendors affiliated with NARPM, I have more time, less crisis's, less stress, more friends and associates I can confer with when issues arise. My affiliation has lead to increased profits and professionalism of my business. .  
Made life easier, work smarter instead of harder.  
Helping not "reinvent the wheel".  
I work less, make more money, and have a network of friend to get help and advice from.  
Added professionalism  
I like the conventions, the classes...education. I like being able to meet other professionals in the business. Just being able to get advice or share ideas is worth the membership. The list serve groups are probably the best resources available from my membership. I've learned a better way to doing a lot basic tasks. I've received many new ideas that I've been able to put into practice.  
networking, made lots of friends (who enjoy talking about this as much as me), benefits like form sharing and experience on handling issues.  
It has taught me how to make more money, avoid mistakes others have made, pick good software, market my business, etc. I LOVE NARPM!  
helped with local market issues (landlord tenant)

Very new members so still learning more about NARPM. However, we are taking educational classes and have thus far been impressed.

The knowledge shared by other members is very enlightening.

I just joined in March but the main benefits I hope to realize through management are access to networking opportunities and information on details of my management business that I have overlooked or that need to be optimized for efficiency.

See above.

helps keep me aware of new laws and good education programs

Finding out how others handle the same issues.

referrals, stature in the business community, has opened doors to additional platforms such as teaching and writing.

Being a member is great for our professional image

Allowed me to look at my business in different ways, helped me establish business practices that builds success.

The monthly meeting and conferences are great The national conferences are at the wrong time of year for me it was better in September

It's kept me up to date on new legislation. Let's face it the money making tips and tricks I had learned within a year of signing up. The same tips are still circulating now. It is the legislative updates that keep me operating within the law that are the most helpful. TAR has really stepped up and is now beginning to fill this roll for me. If NARPM is going to require more of my time and money as it becomes less valuable to me I may drop it.

NARPM has enhanced our business by giving ideas on how to set up, operate and be successful in the property management industry.

I can't say it has enhanced my business.

The education classes

Good education and keeping up with things

Knowledge. Opportunities for learning and networking.

I have an edge in business because of the ideas share at NARPM events that were put into action at my company. I learned what works and what doesn't.

What are the drawbacks of Real Estate Services handling property management. Should there be a separate company for each. How should we handle business?

See above.

too early to tell, look forward to convention

EDUCATION

It hasn't so far

Education, networking, product knowledge, p&p, etc.

There are a lot of "experts" doing property management. I feel being a part of NARPM separates me from the crowd.

I have the education benefit that NARPM offers along with my designation that confirms I am the expert in my field.

We get a tremendous benefit from our local chapter member's input.

Education, industry lobby, solid seat of the pants S/F portfolio experience exchange

gave us procedures

NARPM has helped "raised the bar" for everything we do. We have developed Policies because of relationships within NARPM and suggestions from others. Also learning from others "mistakes or successes" has been invaluable.

new member

I have become a better business owner and property manager through the education, and learned from many of the other members by networking.

I am hoping that NARPM will help me improve what I do through better education setting myself apart from the competition.

has given the company a more professional outlook

Using the local vendor/affiliate list.

Learned from others about the business

I am very new, but I am working hard to get thru all the requirements to get the designation RMP. Once I achieve that I believe I will start noticing some changes.

When I went to my first NARPM event (Southeast Regional, Atlanta 2010), it completely transformed my business. I was a 3-person company that managed 150 units, and I didn't know what I was doing. Two years later, we are a 14-person company that manages 700 units. We have a clear vision of how we are going to go from 700 units to 10,000. I may have eventually had this success without NARPM, but it would have taken me twice as long.

Originally, I was very satisfied for NARPM membership and attended a couple of conventions. I enjoyed attending and sharing background and experiences with other members while at the same time picking up a some tips on office management and marketing.

Attending the educational events as well as meeting and talking with other members on how the operate and manage their businesses.

Education and members helping members.

Membership has brought us business by our listing in our market areas , as well as from many referrals from members.

thru opportunities in networking.

networking & education.

Training and Information; great vendor partners, willingness to share without reservation.

Broker/Owner retreat showed me lots of new ideas to implement or to check out.

Too new to rate.

Clients find me on the NARPM website. I have exchanged referrals with fellow members. There is a lot of valuable information at the monthly meetings. I have relationships with several other professionals that are happy to give advice.

Sense of belonging that I never got with sales Realtors. Ability to increase bottom line such as keeping late fees Most importantly by contacts(both property managers and vendors) through the local chapter many ideas have been exchanged and policies improved as a result. Also, NARPM membership generally brings a certain level of comfort to prospects.

Get Courses

I enjoy the ability to network and discuss our industry with other professionals in our field. It has been most helpful in learning how to grow business. The education and ability to earn designations makes us very credible to our clients and keeps us current with new changes within our industry.

Keeping up to day on laws, practices, vendors and how to grow my business.

Great place to get up to date information regarding my profession.

Membership in our local chapter has always been and continues to be an informative and rewarding experience, as recently as today's monthly meeting. I get nothing from nation other than list serve membership and an annual invoice.

It's made me more knowledgeable and connected me with resources and information about which I would otherwise be unaware.

more resources

Nothing yet

I've received business because clients found me on the web site.

I feel more qualified as a property manager because I have a NARPM designation. The information gleaned from the list serve is priceless.

Networking

knowledge, especially about operations of the business.

Has added credibility to it. Helps prospects believe we may be more professional, and capable than other competitors. Prospects may even think we are more educated as a result of being in NARPM. Actually, that is true.

Have I mentioned, I would really like more educational classes to become available LOCALLY, OR AT LEAST CLOSE BY? By the way, I am in Jacksonville, FL. And yes, we do have a very good chapter!!! I just want more of a certain something.

Providing the opportunity to meet and talk with members at the luncheon meetings.

it hasn't yet

The courses have taught me ways to become more profitable and just basic education on what is the right and wrong way to do things. Networking with other managers I get to see how others have done it and that way I'm not always blazing my own trail.

Just joined with in the last two weeks.

revenue enhancement!!!

support when I need it.

I have made friends in the business and we help each other.

Networking

NARPM holds their members to a higher standard. I believe our clients like to know that.

It has increase our profit margin substantially

Educating me through the experiences of others.

Lots of referrals and new vendors

By attending educational seminars and classes.

Improved operational abilities, provided education for Licensing requirements.

It has helped me identify areas where I need to make changes to avoid doing something that can get me into trouble.

Not sure that it has, but that is not necessarily the fault of NARPM

NARPM allows me to develop myself as a leader within the industry. NARPM provides courses to educate myself and the staff in my office about the pm industry. NARPM networking and "sharing" has impacted the growth and success of my business the most.

knowledge referrals increased revenue



Thru advertising to other companies

Information should be more current.

Developing relationships with some of our affiliates and members has been quite helpful with daily operation.

Information when tackling 'gray' issues or difficult issues.

Through the education offered and the willingness of other member to mentor/share their knowledge and experience, my company has grown from 350 to 2200 doors. It has also taught me how to manage my property managers and give them the tools to succeed within our business.

So far it has not

## EDUCATION AND THE LOCAL CONNECTIONS

Training/networking.

Networking is the main benefit for my business.

Taught me property management through classes and observing other NARPM members

Networking - the ideas and feedback, as well as, support from other members is incredible. Education - top notch and extremely industry-specific Professionalism - polished our presence in the market

support and education

Provided training/education for my agents. Ideas that grow my business profitability. Provides long term friendships with my peers. Wonderful opportunities to give back in the industry, expand my skills, and have fun while doing it.

Offers a professional environment and allows our firm to stand apart from some of the others. Networking opportunities have been terrific.

Referring business

We offer lots of classes and Property Management issues at our local chapter meetings each month. This helps tremendously as the Laws change and all the issues that can arise in this business. Also, reading about other experiences in the Resource is very helpful

The designations are one of the best enhancements and List Serve is right up there as well

Sharing information with others who do exactly what I do on a day-to-day basis.

The information gained through networking. Free education we provide to National members.

interaction

Email mailing lists

I have really learned a lot from the other members of my local chapter and the list serve

I find that NARPM brings legal updates, forms and ideas to our business as well as allows us to learn more from other members and their concerns, problems and ideas via networking, conference attendance and participation.

networking

Lead generation, clarity on goal and purpose, ground rules for conducting business, healthy business boundaries.

It gives us a "leg up", since there are no other management companies in this market that are members.

Thru the directory I have received leads Recognition of my designation Learned more here more than anywhere else.

list serve

## Question 28: Suggestion on how NARPM® Could improve

Better organization of meetings

Lobby for a separate leasing business track and require appropriate continuing education

NARPM needs to understand more than property management to be a great value. Providing members with just content does not get the job done. The educators need to be better prepared and more interested in serving versus being served. When this happens, the quality will rise on its own.

A strong platform to have prospective owners ask for a quote.....I would be willing to pay extra for this service

Easier to navigate website

Combine regional conferences/ the Owner/Broker retreat in Feb was fabulous.....would like to see more focused conferences in the future.

Provide examples of forms, procedures, manuals, software comparisons, etc. Training in everyday duties.

Virtual office for those who cannot attend the actual meetings.

Improvement is tough. Resources are limited due to budget constraints. Most trying to do more with less saves dollars, but does not necessarily deliver the best product

Provide more tools.

Update and stream line their national criteria for chapter compliance and excellent. Get a qualified web designer to improve the web site in content and the ability to find information. It is a jungle and I am tired of error 44 or something like that which says what you should be linked to can't be found.

I wish there were a "Chapter" closer to this area. I am in Western NC and the closest chapter in Charlotte which is over 2 hrs from my office.

help the little guys as well

Some of the chapters are struggling and on the right track. Most all of the education needs to be updated and re-vamped

I run a very busy office. I would love it, if the meeting spot could alternate between Ft. Collins and Greeley, so that I do not spend so much time driving to the meeting.

Have size specific seminars - seemed like most of the seminars were for either really small or really large companies when I was at the national seminar.

I feel getting your designations should be a little different. I believe in more education than giving of time. Just because you donate time to items doesn't mean you know how to run an effective management company.

Better communication

The website is still very difficult to navigate.

I know that a bunch of money was spent on the website, but it still is not the easiest to navigate.

Do not give/sell members names to vendors. I get 3-4 calls/e-mails a day, it is time out of my day that they try to get to me. Does NARPM need the money that bad that they sell its membership list.

1. Provide better training which is more accessible to chapter leaders. I think many members step into a position of chapter leadership with no experience and little instruction to begin with. Others refuse to be involved in chapter leadership for precisely the same reason: they have no experience in such a position and are reluctant to place themselves in a position where they don't know what they are doing. I think NARPM should produce a DVD which outlines in depth, for every position of leadership, exactly what is expected, and gives examples of how to go about accomplishing what is expected. NARPM could then cheaply make a bunch of copies so that each new person receives one. NARPM could also publish, on the website, a simple list of the duties and responsibilities for EVERY position of leadership, from local committee chair through Chapter President and on up through national committee chairs and even national officers, so everyone would have a more comprehensive, much better idea of what is expected and required before volunteering for a position.

Help local chapters with trainings and membership building.

lower the prices for some of the courses.

Local education classes.

Make it easier to teach. I think the hurdles that were put up are unreasonable. Your policies expect me to create and deliver my own material in order to qualify to deliver your material.

More retreats, last owner retreat provided a lot of info-the best ideas from this retreat should be expanded with specific follow up retreats, improve content in the classes offered.

Add a class to cover options for efficiently operating a property management business (e.g. portfolio vs. departmental approach, options for outsourcing, etc.).

SCREEN your Members FAR more carefully. I know of at least 2 members of NARPM who are unethical, unqualified to be performing the work they perform, and are in no way upstanding property management or contractors. I would also suggest working with NAR and State Real Estate Commissions toward licensing/membership guidelines that must be met for property managers. Such as: The property manager must have certain schooling or experience to be licensed or a member of NARPM, or to manage anything including HOA's. I know of several where it is a sales person who starts a company - knows nothing of management - and hires people off the street to manage, while promoting themselves as exceptionally experienced. These types of "managers" destroy property values and the quality of life for way too many and take business away from those of us who respect the trade.

Make management and chapter leaders more accountable.

In the Residential Magazine I would like to see more rules/law update, and changes in the Rental Laws.

More local training (meaning Virginia Peninsula -- is it very inconvenient to travel to Virginia Beach/Chesapeake and Richmond for training).

but I am working on eventually getting a chapter in PA

Other than the list serves, provide a place on the NARPM website that one can go to look for specific forms, contracts, and agreements. This would be a great benefit to the membership.

I took one webinar online and found it not very informative. I would love to see some more opportunities to grow in the industry but have not seen anything close to my location yet.

There should be a course offered on new and or changing Texas law as regards to leasing homes in Texas. I would also like to see a course on what happens to the tenant when the property is foreclosed without notice given to the tenant or the property manager. What are the tenants' rights etc.

It would be good if the classes could be used toward continuing education certification for the various state requirements

work more on a referral network for property managers in other market areas, and increase membership in the central/NE part of the US.

Have a MLS type system for members only, for rentals.

More education on high tech and how this industry is changing and what is expected in the future.

Online classes. It is hard to attend conventions and take all the "players" out of their jobs for 3-4 days.

The magazine needs help. While it has gotten better, most times the information has little to help in daily operation for older more established firms

continue to keep OMG for strong leadership and growth of our association.

Keep growing.

I don't get as much out of the newsletter. I would like to see more technology reviews. Actually rate and review different products, digital cameras, companies that provide QR codes, how to better use Facebook and other products.

Need more state meeting to let us know what is going on in our state. California is one of the states that always having changes.

charge lower dues allow guests to come at the same price as members to entice them to join

Response.

Documentation and distribution of the ideas shared at meetings. When I was at ERA real estate we had Top 50 Meetings were owners would share in a somewhat intimate setting what they were doing to increase their revenues, profits, how they hire etc. A document was created from all the ideas shared and distributed to the attendees.

Have submitted a concept, which is being considered, for the Distinguished Master Property Manager Designation.

Members teaching members. Not speakers selling cd's

I'm an old member and property manager in the business a long time. Sometimes I think too much change is not a good thing. It seems that with every new Board, they want to make a lot of changes. We are growing and, I think, we are offering our members lots of benefits. "If it ain't broke, it doesn't need fixed"

Offer a members forum. Offer more local training. Offer varied meeting options.

Continue to work on trying to establish a working relationship with NAR.

See answer to 26

Offer anonymous support forum for PMs in need of guidance on touchy issues, or confidential support on business matters.

1. Have more reasonably priced training for designations. Rather than explaining why it's so expensive, get prices down by finding a way. Everyone would benefit, and the organization would flourish. 2. Advocate that states have a mandatory license to practice property management, including currently licensed sales agents. The exam should be based on NARPM generated courses.

More continuing ed on line courses.

New members are lost, they do not know what to expect and how things work, this took me over a year to figure out since there was not mentoring or printed material. All I could do was join, pay and hang around to find out who it all worked. This area needs a lot of improvement for Vendors and Members.

I believe we (as an industry) need to define a good value proposition. I believe that the NARPM membership can put their heads together to determine this. Feel free to contact me for clarification.

Focus on us "old guys".

Marketing to make the public aware of NARPM members as professionals in the business. Are you using a NARPM member? Why not?

Chapter Communication to members

More Online Classes, I still plan on attending national events, but with time and sometimes money restrictions I cannot make them all.

Offer more classes regionally that are not specifically located @ the conventions.

Combine nw and sw regional conferences into one. Host it in a sunny location such as Scottsdale or Las Vegas each year.

With the addition of the Owner / Office Manager conference that are starting up there's an opportunity to provide detailed education on taxes, types of business ownerships, office structures, etc. This venue allows for owners to share what has made them successful to other owners, etc.

Embrace the National Association of Realtors to form an association on a national level. The state and local boards follow what NAR does and they are hesitant to establish a full partnership in many business opportunities.

Improve website to make it user friendly, so we can look up questions we have rather than asking our lawyer. Let employees or other owners of NARPM members go to the meetings for members.

Having a board member, even the President be a greeter while people are arriving to the meeting. Know your members and what they do! People love to feel special. Involve members to become part of the NARPM team by giving announcements of where assistance may be needed. Setting the table in a different format so that it is more personable and people can network with each other and give more space to move around. Suggestion: Round tables of eight. Encourage people to sit with different members each time so they can get to know one another. Attract better guest speakers by sending out a survey to the chapter members to give their feedback on what topics they would like to hear about. Then find a QUALIFIED speaker!

My husband & I both took classes at convention in Dallas, Oct. 2011. We both felt the classes were overpriced & dragged out repeating a lot of information that could have easily be condensed into 1 day classes instead of two days or 2 part classes. Didn't feel good value for the money.

see the note in #26, that would be the area of improvement, more less expensive classes.

Make member access to website recognition by email address.

website- I have called 2x to have my listing changed with new address and broker name and it is not updated yet.

Needs to be larger and better known to maximize value

More classes and training on how to grow our business by getting more accounts and higher fees

Continue to offer pertinent class, workshops, designations. I really love the specific broker conference and would like to see that offered at not only regional conferences but the national one as well.

Stop trying to make people who have successfully been in business for more than 30 years take an "Ethics Course"...

You either have ethics or you don't and it is insulting to us who have practiced our profession with the highest of ethics to imply we need an ethics course. And who, exactly, would be qualified to teach an ethics course to

someone who has ethically practiced real estate for more than 30 years????? Also, the directory needs to be categorized by state members as well as by their names. It is difficult to find a member in another state without that information.

Stop trying so hard to get new members and become more active with the ones you have. I do not like feeling like a number to the organization. I would rather not have our dues going to any political action committee or for any political activism unless a majority of the members vote for it. Please get better writers for the monthly magazine or consider only sending them every other month. I already get 3 magazines monthly from Realtor associations. Also, I would love to have my staff as members but the cost is way to high compared to the benefit. Please make a nominal charge so that entire office can join. Thank you!

How about getting a person that works on member benefits ....with this many PM why don't we have a group insurance plan?

I think each Chapter should have a Mentor to keep their hands on them and help them. I think that Chapters are started and then they are not kept track of and helped long enough with support. That is why they fall down. Why don't the State Chapters stay more involved with each Chapter and do Education events with them and support them. There should also be more Financial support for each Chapter with the amount of monies paid into the Organization .

I really don't know

I feel that we are going in the right direction as a membership.

no not yet. I am just getting a feel for the group.

The Broker Owner retreat was better than any convention I have attended. I would love to see more meaningful out break sessions for owners/brokers.

Communications from National to members could use improvement. Also, technology needs updating.

Add another professional designation bigger than the MPM.

Better Speakers...please.

National needs to provide more support at the Chapter level in regard to record keeping and secretarial services.

Just keep staying current with the times the hard issues is to not allow our organization to become so set in our ways that we become stale.

Make convention more affordable so more can come.

Not sure yet, I'm to new

Breakout sessions based upon needs and/or experience level. Seemed like we either had people that were brand new to the business or been in the business 20-30 years. With my being in the business only 10 years, and just getting the business to the point of where we are growing to 200 homes, I could use some help in getting over the hurdle there.

It would be nice to have a larger, printable document other than a sticker that or membership card that shows NARPM logo, a tad about NARPM and displays current member.

Only frustration is submitting For award of excellence. Seems like there would be a lot easier way such as Drop box Or other methods of application/verification.

better communication especially to a new member

see above

More grassroots level how to: i.e.: Question: How many home units can one manager handle?

From my standpoint, NARPM is doing a great job.....as time goes on, I would be glad to re-think this question and perhaps have more input for you later.

I think it would be nice if all the tracks in the conferences were videotaped and made available to attendees after the conferences

More classes, more places.

Schedule a conference in the Los Angeles area.

I recently attended the Ownership seminar in Vegas. This was what NARPM used to be like. New materials, lots of networking and new faces. I know that we still need to offer the basics for new members but we need something that will attract the more experienced managers.

I would like to see some sort of database of NARPM members for comparable market rents of properties (similar to a multiple listing service). This would be very helpful in my business.

Do more publicity in the Los Angeles area to attract more members. AND offer a mentor program other than the list

serve.

more user friendly web site

Capture true market data and become the voice for this industry. All we have now is compiled anecdotal data.

Lobby for fair housing laws to apply to all landlords including non-licensed owners with 3 or fewer units.

More and better classes

Owner retreat in Hawaii

Offer better classes at conventions.

Just keep heading down the same track! NARPM is the best resource for our profession.

I really enjoyed the owner retreat in Las Vegas. I have found the national and regional conferences too demanding on time and resources to be worthwhile for me and my family. Whereas a short Las Vegas trip is always fun.

NARPM should try to create membership requirements with local and state realtor boards. For example to be a member of my local board I have to be a member of NAR. I think if a realtor does any property management then the local board should require them to be members of NARPM.

There is always room for improvement. Maybe a little less emphasis on how many doors/how big one's company is. As our numbers continue to grow, I would love to see us try to get some affordable group insurance - health insurance and E & O.

need to market the designations more. NO one in the real estate community understands what a "RMP" or "MPM" is. If someone says they have an MBA or are a CPA, we understand-adds value. Not so with MPM or RMP.

Move forum service from Yahoo, to a better platform. Establish an affinity partnership for merchant payment services. Again, I am new, but I think that as the market changes we will see the growth of a lot of medium sized management companies. As realtors who jumped into management to dodge the income roller coaster of commission-only brokerage begin to return to sales in an improving market, it is important to those of us who will remain that we are able to avoid growing pains while picking up the pieces. So I would like to see some information regarding the mechanics and logistics of serious growth in a small-medium management business. If I go from 100 units this year to 300 units next year, there is a huge amount of mechanics and logistics and compartmentalization that need to be considered, budgeted, and implemented.

Drop the idea that you will have required classes. Drop the idea that there should be a separate real estate license for property management. I heard about an idea for a PAC yesterday and I don't care for that either.

Agendas for conferences and meetings need to be scheduled and published farther in advance so that those visiting can make travel arrangements and plan to attend all relevant events.

National Convention last year was kind of crazy. I felt that the afternoon sessions were not well organized, overcrowded and some of the presenters pushed their companies really hard. I also felt the round tables were fairly unorganized, they really need someone to lead them, otherwise it is just a bunch of people venting their personal stories about situations. Overall I enjoyed it but it could be improved.

More vendor expos.

Quarterly conferences More interaction, more vendors

Work with the not full time property managers to assist in providing excellence service for the tenant.

Promote the Brand

Well not really a suggestion for improvement but what about offering a few classes about succession. I think it's important so the older folks have a plan toward retirement and the new folks can successfully transition. I think that's why so many don't retire, they don't know how to let go. Just a suggestion anyway. I haven't heard anyone talk about it.

More support from national - I sometimes feel that I am simply a number; a way to increase the coffers. I do not appreciate the spam "affiliate" emails from vendors I have no interest in using. Please do not give my email address to these companies. Also, the magazine articles are often uninformative - stating obvious things. Please do not send a magazine just because everyone else does. If you don't have anything good to write, don't send it - I receive 3 Realtor magazines and a NARPM magazine every month. How about you send them quarterly; anyone that wants this more often perhaps can read online.

Continue doing what you are doing and as we grow in membership, consider full time staff dedicated to promoting NARPM, even if it is with the management company.

Get more feedback from members about what classes they would like to see.

I have found most of my clients have never heard of NARPM. I believe NARPM is a good organization however more should be done to be recognized by the public like NAR has done.

In Virginia real estate we have a Virginia hot line where real estate brokers can call in with questions. I would love a source, either on line or phone that I could receive answers to relevant property management questions. OR tell me where to find the information.

Encourage the participation of all ages and don't separate the groups to under 40 and over

Provide an on-line forum where we can help each other with challenges, post scenarios, etc. Offer more localized training.

Additional Education Classes Additional Designations - Dangle the Carrot Train the trainers courses Designation for Instructors More emphasis on Political Action and push to get designations at the State Level for managing

properties

At a conference, we should have a class that discusses the buying and selling of PM companies. It should be taught by someone who has a strong finance background and has also been involved in several of these transactions.

In my Opinion, NARPM has been too focused on Membership and not focused on educational matters that might help in my business i.e. sharing stories and methods from other managers concerning, office management, marketing, etc. Sharing case studies of specific issues dealing with tenants, pets, property damage, security deposits, etc.

We need to increase the level of education classes. I've recently joined IREM and they have financial and HR classes which would be a big benefit to NARPM members

Chairperson/Leadership emphasize to speaker to ALWAYS, ALWAYS, repeat the question posed by the audience. I spend valuable time in coming to listen to the speaker. Speaker carries on a dialog with the questionnaire leaving the rest of us straining to listen to the issue. How frustrating!!

I don't know enough yet.

Facilitate, enhance, and encourage, mentor relationships by identifying experienced, SMEs who are willing to help other people. Create an up-to-date, state-specific online forms library.

Education courses away from regional conferences.

I would prefer the educational requirements be of more substance than an ethics class. Although a valuable class, it really doesn't provide a significant minimum quality level of service and competence in our field. The extension of its deadline was discouraging as well given it was simple and of minimal time expense. RHPros is also very sluggish, buggy, and lacks many features the HeroPM competition provides. With local property managers split between which to use, you pretty much have to waste money on both platforms if you want a comprehensive look at what things are actually renting for. I've been particularly impressed with the quality of articles in the Residential Resource recently and hope we continue to see more articles regarding the valuation of our business, developing system efficiencies, and some of the articles that have us looking at future issues, like bedbugs, that everyone should be establishing policies for now.

Conferences should offer an all inclusive registration fee as well as an a la carte.

Consider lowering the designation standards to include the small property management companies that are independent brokers.

Give your mentors a check up and offer them help to advance those wanting a designation. Remove those from the list who are not up to date with their designees or that don't want to help.

Have a customer service department to answer questions.

I would like to see more mentoring of the newer members.

See last sentence above.

More meetings.

Be open to different type of leasing activity. i.e.; master leases, performance leases, fixed lease, options. These would be in place between the owner and master tenant (me) with the right to sublease.

develop a lead generation system that members can buy leads. it would become a huge revenue source for narpm

The trade pub magazine needs to get more informative and professional.

more classes and classes on how to make changes.

at trade shows, let vendors have more time to visit with us. I tend to go to ALL of the classes and workshops so have LIMITED time to visit with vendors.

Only a small percentage of members are on the List Serves. Increasing that number would increase the education value. Also, offering more CE Credit classes at reasonable rates would be nice.

Drop the class requirement. I believe you will lose many good, long-term members.

More money making classes and legal classes, plus I would like to see a class on vacation rentals or corporate rentals. I would also like to see a class on HOA and Comm Rentals.

More Chapters, more members although I don't have a great suggestion on how to achieve this.

make NARPM and their designations a household name among investors

More local education opportunities.

Stay focused on Single Family Residential Properties and the management of the same. There are already other organizations for home owner associations, apartments and commercial and industrial rentals. Let's be distinct and specific. Need to offer more Educational classes CE credit within the states. A committee needs to work on this in each area. Improve our presence within the Realtor communities and the Legislative community

More guidance to and support of local chapters.

More local service providers, vetted by NARPM management

Our local chapter is definitely a good old boys club and even though I have been a member for many years most of them don't even know I exist. They certainly aren't warm and friendly to newcomers, especially women.

We can talk at the Board meetings! :)

See above comment.

As the organization grows, it will be more difficult to have a one-size-fits-all strategy. It may be interesting to start investigating ways to create sub-membership groups or support based on size, motivation, growth rate, etc in addition

to the geographic scope of chapters

There aren't enough NARPM events in the Midwest. We're located in Wisconsin, and it would be great to have a conference in Chicago.

More personal interaction with NARPM LEADERS

#### Question 31: if no why not attended Convention

I'm still new

Just joined

just joined

too far

Have not been a member that long

couldn't afford it but going this year

Support staff

There seem to be so many different conferences, webinars and they are all great. Picking and choosing is difficult.

No money or time.

just joined

Haven't been a member long enough.

Just bought this business July 2010 and my schedule has not allowed. But, I definitely plan to in the future.

Just joined

A caregiver in the past and family support for grandchildren.

Just became a member.

I have only been a member for 5 months.

Not practical with a 1.5 person home office.

Too busy

wasn't aware

too far to travel

Price of travel (hotel, airfare, convention...) and leaving the office for that period of time.

Money and time

Not had an opportunity to attend yet!

Not convenient

New member

cost and availability

cannot afford to

Was not a member during the laser national convention

Lazy

Have planned to attend but other obligations have fallen on the event dates.

I have not been a member long enough.

Planning and distance/office issues

cost, time

Did not know about them...to new to NARPM

Just joined

not had the opportunity

Just joined

Have not yet had the opportunity. I have attended a regional convention.

Logistics and time but I plan on attending the next convention

New member

Cost/distance

No time nor money

I have not been a member long enough

Cannot afford the time away.

just joined

It is typically held at the same time as my franchise convention.

See you in Oct 8)

Too far,

Has not happened yet.

I attended a regional convention in Dallas last Oct.

not yet

Too busy

I have only been a member a month.

Hadn't realized the value - plan to attend this year.

Conflicts

First opportunity is this year. I may attend, not sure.

Not affordable We are a small company

Fairly new to NARPM and haven't had a chance. Plan on going next year.

Only 2-person business, hard to get away. Plan to get to one.

I usually attend the Northwest conference. I love the area and it is easily accessible. I plan to go to a National convention

just signed up

could not go due to health issue that came up after I became a member. When it is under control plan on being very active!

costly

The cost

This year is my first.

was not a member for the last one.

I'm in several franchise Brands Who each hold a required convention I just can't fit another in.

expense

Not practical for a 1.5 person home office

just joined

unable to afford travel and time away from office

Cost.

TO new to NARPM

Conflicting time frame

Only one since I've joined and I could not afford it.

Mostly timing issues so far- but I plan on going to one in the next 3 years!

Just joined this year I have not had the opportunity yet. I will be attending this year's convention.

Lack of funds, ability to be away from the company.

Cost

Too Busy during the time of year it came up.

haven't had a chance to yet

Just joined yesterday

time constraints

Distance and cost

Will be in the future

Do not have the time to fit it in - wish I could

not enough time to get away

too far and our smaller growing business does not allow us to leave for that long.

not interested

Didn't join in time

expenses

Don't believe its worth the time and cost

Not enough time in schedule.

Attending this year, but have attended regional conference last 3 years, got so much out of that, I didn't need to go to the national that was much further away.

I attended regional. I can't do both

Can't afford to travel.

time, distance, money

I am new to NARPM

Timing and costs

Cost of travel/hotel

still new, will try

Not a member long enough

Have not been able to schedule; traveling to mainland from Hawaii is an obstacle.

new membership; new business



too far from home

Just joined

I actively work my business every day and don't have a large enough staff to leave for a convention.

Too busy

have not been able to go to date

Didn't have a chance to this year. will attend next year.

too busy

Have been to many meetings as a visitor and just joined as a member recently. Plan on attending a convention eventually. Have heard good things about the conventions.

I am a one person company and cannot afford to be away. Local conventions I attend

not in my area

Just Joined

Too far away.

Time mostly --

Haven't been member long...less than 30 days

Cost, dates, and not sure that they pertain to my side of the business since I handle apartments.

No yet.

too busy and my broker would make me pay too much of the cost

No time to get away. Family obligations with small children. I'd love to go, though.

Cost is high, and difficult to get away. However, will be going in the future.

1. It was at the same time as WRC convention when I was an officer 2. overall cost involved in this economy. I'm still growing

New members

New to NARPM

Just joined

Timing and would not be comfortable

Did not fit schedule this year.

Schedule Conflicts

Not enough information to get involved. appears that only a select group can attend

just joined

Can't afford it and a Regional

no money

going this year

Just joined. Plan to attend.

I'm in three different franchise brands and am required to attend those conventions. I just get conventioned out.

Have to have some time at home to run my business!

I am new, but will hopefully attend two this summer/fall.

I will this year!

Timing has not been right but I will asap

It's too expensive for me.

not yet, new member

new member

Just joined

I don't have the time.

The cost: benefit ratio didn't seem worth it as significant travel is required, and I could better spend time developing relationships within the local community.

Just joined

Financial

Haven't been a member when there was one. I am attending the regional coming up and plan on the National 2013.

My band had an out of town engagement during the Baltimore convention. There haven't been any close enough since.

Scheduling

the current economy has affected my income therefore no money budgeted to travel elsewhere to attend

just joined

I'm going in October

Timing and locale, so far. Have not been a member but a couple of years.

I'm a new member but I am attending the national in VA

very expensive and hard to get away for that long

Distance and cost.

Too expensive.

It conflicted with other commitments or was out of town.

waiting for one to get closer that is not Las Vegas :)

I can't get away to travel out of state.

Time management has not allowed for it.

Usually too expensive

But I've been to a Regional & Leadership conference.

Cost and distance

Too much time and money away from my business.

Just joined

Locations and price.

I've been a member for <24 hrs!

Too expensive.

As the owner-operator of this business, I am not able to get away for the convention.

### Question 32: If you answered dissatisfied, please explain why?

It seems most classes at events are either disorganized or an advertisement for someone to sell me something.

the last instructor that came here to Hawaii was out of touch as to how we do business here.

We don't have enough variety in the classes and they constantly need to be updated

The quality of instruction makes a huge difference in quality of the course. Most are very good, but a few are not.

would like to see larger selection of classes

Didn't realize when I joined that I also had to join the local level separately. Also, I don't get any credit hours because I'm not a local member (which I didn't know about until last month). I think it's stupid to require an Ethics class if I have already taken one with NAR. Why both????

would like more if it

At times the content seems too basic, not enough meat.

mark kreditor class - he rocks!

I found it to be way too technical and not enough information to show how to get the best out of media.

Love the webinars!!

Very lengthy

Classes dragged on, 2 day classes could have been condensed into 1 day classes. High price for the information.

I have never took a class

Would like to be able to print materials to share with employees

not all classes are good

Marketing course In Napa was not presented very well.

Some teachers are excellent, some are not.

There always seems to be one class I really want to attend and it ends up being full when I arrive.

That is a broad question, of course there is benefit. I think the costs of the designation classes are not in proportion to the amount of education received.

A good percentage of the classes I've taken at conventions were poorly organized or late in starting or interrupted by seating issues etc. One class I took had everyone pass because the lecture didn't match the test. We couldn't take the prepared test which was for an older class. Last convention one class didn't quite finish because time was wasted removing tables from the room so more people could be in the room.

Very out dated and to elementary

All older courses BEFORE the rewrites. National needs to have the courses on a rotation of review and updated at least every 3 years to keep current.

I took the on-line ethics class after receiving the e-mail of the requirement. It was really buggy. I think I must have been the first person to test it. there should be a testing committee to work out the bugs before tools are released. I'm happy to serve on this committee if one is formed. Patti Robertson 757-472-2547

Cost is prohibative.

Teaching is an art and some people are really good at it and there have been some that probably shouldn't be teaching or at least not a full course.

My classes I took were very vague and offered no new news and the cost is very high in comparison to my local BOR classes.

waste of time for me

Too expensive for the value received, other than the ability to meet the designation requirements.

The speaker for the Ethics class did not appear to be prepared.  
Speaker was not familiar with our state laws and rules.  
The information seemed too basic.  
I took the ethics course. Very slow and dry.  
Some were well done, others mediocre

**Question #33: Are there any education classes you would like to see offered by NARPM®?**

Internal controls, specifically handling of escrows.  
Advertising and Marketing,  
More information on how to value your business and succession planning.  
Real Estate  
Marketing your business, training your property managers, options for setting your business/property managers.  
Portfolio Management vs Departmental and also Buying Accounts vs Organically Grown  
More info on HUD, Law changes, etc.  
Day to day operations  
More on HOA and Landlord tenant act...better forms  
How to operate a maintenance company  
Operations  
A class on inspections and handling security deposit claims.  
Will have employees take classes  
what to do when a tenant dies.  
Legal information on security deposits and their pitfalls.  
More eviction classes to avoid them, more background screening training classes.  
Add a class to cover options for efficiently operating a property management business (e.g. portfolio vs. departmental approach, options for outsourcing, etc.).  
How to manage an escrow account  
social networking  
I would like to know more about the type of different fees that can be charged an owner aside from the monthly mgmt fee & late charges.  
See previous comment. There should be intensive property management courses in ethics, basic standards, etc. that are mandatory. The same should go for education and testing of contractor knowledge in whatever trade they are in.  
M&A  
Local Property Management Boot Camp.  
Classes on Human Resource issues and classes on Financial issues that face the professional property manager.  
I haven't looked closely at what all is on there but would love to see anything that enhances my daily business. Social Media - Internet - How to handle clients, etc.  
Course covering issues with foreclosures as relates to tenants and property mgt. Update on any new Texas laws regarding changes in property management requirements.  
Can the offer a class of the legal requirements or how to determine the legal requirement for each jurisdiction - register the property with the local, register with MDE, get a U & O, ...  
How to set up and organize a small office.  
high tech new trends  
More financial and business education classes  
Online classes with very specific topics and the ability for live idea sharing.  
How to get more business. Holding firm on your pricing model.  
day to day operations for growing companies; how to grow beyond 300 properties; staffing levels  
Marketing my business Social Media as it evolves for property management  
Doing great just like it is.  
Employee relations, strategic planning for your business  
A class on the processes needed to set up satellite offices.  
Energy conserving, green  
Social media marketing  
Nuts and bolts of running a PM office, from a business management standpoint.  
Training on property management accounting software!  
Insurance, what is required, what are the differences  
more classes focused on scenarios faced in the business  
Social Media, business marketing, etc.

Risk Management with Error's and Omissions insurance companies

A course on how to establish an exit plan once you're ready to leave the business.

Social media & more technology stuff

Options and avenues to acquiring real estate for personal portfolio

More legal and accounting classes for California

pre move out walk thru process and laws and the whole security deposit law and process

How to grow our business by getting more accounts and higher fees, sales and prospecting skills for the same

Specific courses for Broker/Owners: assessing risk, employee development, accounting tips, business planning etc

We have a lot of legal issue classes with tenants. Are there any significant legal issues with owners? Would be nice to have a seminar in regards to that, especially things that have to do with insurance.

How about classes for PM (employees) to help them be better at detail oriented work.

I know there are already two maintenance classes, but even more maintenance classes. Also, shorter classes on specifics like Lead Based Paint, smoke detector laws things like that. Also, a good class would be a leadership/management of employees class (might already be offered?)

Photography course to present a better listing. Self defense course or safety course for agents.

Executive training. How to lead people, how to attract and or train successful employees, Business training for the small business owner

How to run a Chapter and keep it going.

The growth and peripheral type of business classes are useful, such as how to operate a maintenance company and the office operations. Those could be expanded somewhat.

Buying and selling management companies

HR

Any property management classes that would qualify for CE credits

any relative to technology for our business

Time management and beating the stress of the biz.

Classes geared to Broker/owners To keep in compliance with Audits, tax filing etc

probably, but can't think of them now Forms and systems, maybe

Up to date laws and legislation

The art of negotiation; key thoughts on how to set up a management business; to incorporate: yes or no?; A class for just Q&A's from members on such subjects as forms, suggested wording on forms, requirements from the DRE, audits, trust accounts, denial of tenant applicants, and so on.....

How to run a property management business

more classes for the advanced manager

Overall Business management. Everything from mission statements, budgets, advertising, day to day operations, staffing etc.

How to decrease deposit accounting disputes from prior tenants (who do the damage but don't want to take responsibility for it!) Collections Marketing with Social Media How to use blogs in PM businesses

Bring back a technology class that is updated every year. Create a Forms & Checklists class or resource that members can adopt to improve their operation.

accounting

company profitability studies

Customer Service - Dealing with Difficult People

More education for office staff.

How to buy accounts.

More technology class ie beginners, intermediate, & advanced levels. A class on how to implement changes and grow effectively.

Up to date marketing course that focuses on internet marketing. Social media to include registering and interfacing with yelp, facebook, google places.

maintenance 101

Exit strategy

Would like to see more classes to used for CE credit with state.

Doing a great job!!

Yes. I would like to see more on technology available to make job easier or improve service to customers

Just update the ones you have the topics are good.

Oops, per above, I'd like to see some succession classes and how you transition

More legal classes - not sure if this would work as many states have different laws.

More Broker/Owner oriented education

More Advanced classes.

Please see list developed by NGP committee in Tampa.

Fair Housing update

Setting Expectations for tenant responsibilities Inspecting a residential Property accounting?

as mentioned above, I'd love to see a good class taught dealing with the buying and selling of PM companies Financial and HR,

Updated information on any changes to the law, rules or regulations for property managers

Understanding all the different insurances that management companies must carry, what they truly cover and what is not covered and how to have the best coverage.

As many industry specific clock hour courses as possible!

I guess more state/local specific classes that can relate to local area laws.

How to run a maintenance company

structuring leases that allow you to earn ownership in the property.

More things on growing your business or off-shoot businesses or additional revenue streams.

management classes how to manage the office make changes for the better

More on Insurance, estate planning for business owners,

Accounting

Any classes with CE Credit. Any webinars relating to management, biz ops, one-person operations, tips & techniques.

Actual "how to" classes. How to do inspection, how to advertise, how handle complaints, etc.

More designation classes.

Accounting, business training ( operation & profit making) Real leadership training, (not how to use our web site), Professional presentations.

I would like to have a class about becoming a NARPM leader.

More classes on the legal changes as they are updated and the ramifications as it pertains to our areas directly.

Classes specific to California

Collecting unpaid rent after tenant leaves.

The path to becoming a CRMC - and why do it.

Yes, but can't think right off the cuff

I would like there to be a class regarding social media and review sites such as yelp, citisearch, etc. and what are the best ways to use these to your benefit as a business. I would like a class about Small Claims Court do's and don'ts.

Integrating the use of technology into our companies, internal workflow, and external communications to enhance what we can do for our clients and help our own lives to be more productive

#### Question 36: Other reasons don't have designation

Would like to get around to it.

I am currently involved taking another organization to a new level. I will wait until I have the time to focus and become more involved with this organization. I believe I can help bring NARPM to a much higher level.

just joined

not made a priority to complete just taken a few classes

Getting closer to taking the plunge. I believe I have had all of the required classes, and probably meet most of the other criteria, I just haven't focused on it!

Support staff

Plan to get CSS within next year

I need to look for the on line classes and then better evaluate. For the most part classes have been good.

Not of value to me at this time in my life

Just joined

I am trying to get my RMP designation. Hope in 2012

dont know what these designations mean and the public does not know either.

I am a new member and have not started the process but I would like to.

It appears that all my class needs are met by general continuing education classes.

Would like to start this process

Just joined

I don't have the time to vol. for getting all the points needed.

At one time 2000 I had completed all requirements from my RMP. I did not forward the paperwork (twins born Jan of 2011). I just never followed up and when I did I was told my time had expired. Thus I did not want to start over. I still got the more important aspects..the education than letters aftermy name

All of the above

plan on working towards designations

I am a CPM

Lazy, but will start

Plan to sign up for RMP designation.

Haven't made the time.

I did not feel that I could accomplish any designation within the time constraints of any of them within the NARPM time guidelines.

The process seems overwhelming.

Was not aware of your designations

I am a vendor

the cost & time vs value of the designations are not a priority for me.

this was why I joined. . . to start designation

Am currently working on getting my brokers license

we don't manage enough property to obtain a designation

My time is split between property management and residential sales.

I just finish my annual CE so I should have some time now

Only seem important to those in NARPM not the the public.

I am a new member - have not had time yet.

I just don't see getting any of these designations as necessary at this point in my property management career.

Cost of classes themselves is not bad - but traveling costs increase the cost substantially. I would like to take them on line.

new member

Would love to see online courses

Haven't gotten around to it yet. Spend most of my time working in my business.

I highly recommend for those starting in the business. I was well established in my business when I joined and did not feel I needed the designation but I have taken most of the classes. In a larger market it can help someone stand out.

Plan to do so when I can squeeze the time in

Raises cost of Eand O insurance.

Time is very short right now due to health issue.

will take classes

have been focusing on licensing requirements

All classes I need I generally taken for continuing education to continue my real estate license.

just joined

would need all classes online

I'm in Savannah and belong to the Atlanta Chapter....OnLine classes, etc. are the most convenient for me. I oversee a department and traveling out of town is just very inconvenient.

Do not meet minimum requirements

I just joined by I plan to pursue them

Time required to volunteer at events, etc. We don't have a local chapter so volunteering would require travel time, etc.

Do not meet unit requirements.

Just joined yesterday

I am currently studying to become a Real Estate Broker. Once I reach my goal then I will be attending classes and obtain other certificates

Our business is fairly new and I work 6-7 days a week. At a future time I will take advantage of all that is offered.

Most Realtors and/or the general public have never heard of NARPM.

I have just never taken the time

I had the classes, but didn't finish in the time allowed

Not enough properties managed to qualify!

Was trying to get designation at prior company but did not find the help at that time that I needed to finish it. requirements of # managed properties not yet met.

to busy to hold offices or committee positions

The perceived hassle of putting it together...keep putting it off. Some of the point getters have probably expired at this point if the candidacy is even valid at this point (3 years?)

To soon to tell just joined

I have a lot of designations for the sales side and believe you can never be over educated. Do like taking the online classes that DO NOT ALLOW YOU TO PRINT MATERIALS. Wish more of the classes offered for property management and association management, real estate would be included to get NARPM designation. For instance classes I took for CRS designation should count for some credit for NARPM.

NARPM® designations are not perceived as valuable by the property owners

I have been a CPM since June 1993.

Just joined

I am considering it but need to get other licensing requirements under my belt first.

Plan on obtaining in the future

Haven't been member long...less than 30 days

also- frankly, I am just not that committed to being a property manager - if I didn't have to do it on top of an already overbooked schedule I would

I would love to have all the classes offered locally, on a regular basis.

I got started with FARPM and got my PRM, and almost done with the PRE. Now it looks like that has no value and cannot finish the PRE. So I am starting all over again with RMP being first on my list. It's a little frustrating.

am not qualified, don't manage enough doors.

While the education offered in classes is vital to me, I am not too worried about the actual designation. I feel like track record, capability, and salesmanship are what secure contracts rather than the alphabet soup hanging off the end of my name.

I don't understand the importance of the designations outside NARPM

The time of the national events needs to go back to September

I have never since I've started property management been asked if I have a designation.

I have not had a chance to do the research on what is needed, or sign up for classes.

Daughter runs the pm business .. has the RMP, MPM designations (GRI) also .. She is vice chairman of the TAR PM committee.. getting brokers license ..

I haven't been in the business long enough to get a designation.

Have RMP and working on MPM

also I read that unless you have over 25 or more doors you can not go to class.

have CCIM and CPM

Almost no one (other than property managers) know what NARPM is...I feel that a designation is a waste of time.

Have FARPM designations, there was no Florida Chapter

goal is to have the designation would like to start asap.

Just joined. Plan to attain.

I'd like more information on what the designations are. I'm fairly new to NARPM.

Not sure which one I should start with

Just joined

Fairly new member

I had all the classes but did not complete rest of paperwork due to time constraints.

Don't meet qualifications

I was sidelined when I asked my mentor for help and didn't get any. I just put the idea of the designation away for awhile, until a fellow broker I know told me how he got his and offered to help me. (he was given my same mentor and knew my frustration)

just joined

have not made it a priority, though I see the value and am working on a schedule to get designated.

Am just beginning to determine what all I will have to do to realize one or more designations.

I don't gain anything from having them behind my name except more money for the cost of typesetting them correctly behind my name. For me it's a look at me I am not big on that.

IREM designation of CPM

It's a pain to put the book together and yes I realize its available on line now

I would love to pursue a designation, but for me, the requirement to attend conventions, etc. is not a possibility.

#### Question #39: Why not taken Education Course

Not had the opportunity yet.

just made aware of this

not yet - plan on taking them

Ethics

Time. Again - definitely plan to in the future.

Just became a member

I have only been a member 5 months.

too busy

wasnt aware

Currently working on designation so I will start class soon.  
Haven't needed one until the Ethics class on Friday, June 1,2012.  
Lazy, but will begin this year  
CPM designation was costly and brutal - ruins your appetite for any more tests :)  
Was unaware of them.  
time. . . i have no excuse  
New member  
do not manage enough property to obtain a designation  
No time nor money  
We aren't property managers, we are marketing for property managers.  
just joined  
I did not see the value in the course for myself.  
I did take a webinar.  
I have only been a member a month, I plan to take some soon.  
Time  
Ethics will be my first.  
New and have been focusing on licensing requirements  
no time  
Just joined yesterday  
Haven't heard any announcements about classes or seminars  
Too expensive, and I also like in class courses  
just joined  
new membership; new business  
I liked it  
Haven't had the chance yet.  
Haven't been member long...less than 30 days  
Just joined  
Don't feel i'd learn enough to warrant time.  
Plan to in future  
just joined  
Cost  
new memeber  
Just joined. Plan to attend.  
not yet, new member  
Just joined  
I don't see the return.  
I have no interest in them.  
ethics  
Too expensive.  
Just joined  
Not sure.

**Question #41: What is the top issue facing you as a property manager where NARPM may be able to assist you?**

Regulation creep  
Education and legal issues  
Unable to keep track of maintenance issues and action  
Owners going into foreclosure??  
keep the educastin coming  
Just the discussion groups would be nice  
Technology and software  
Legal issues pertaining to recovering lost revenues.  
Follow up  
Education  
Staying up to date on changing laws and regulations  
Time management Maintenance management.  
Finding qualified/experienced employees  
Legal issues.



Streamline the property owner report process. Streamline the tenant/repair process  
Better recognition of importance to be heard politically and acknowledged as a professional property manager not just someone doing "property management".  
Tenant-Lanlord Code issues  
Growing our business and selecting self-motivated agents.  
Help us bring down our Errors & Omissions Insurance market  
Growing the management portfolio.  
Employee concerns....maybe NARPM could sponsor experts in their field willing to hire out on certain aspects of the business. In other words, like consultants.....  
Collections of unpaid rent or damages without hiring an attorney.  
Finding qualified help  
How to better communicate with tenants and owners. Maybe a class offered, agents are so busy everyday, they do now have time to answer all questions and show all properties requested.  
None.  
Guidance through the designation process  
Since we are a new company, being able to assist us in growing the business.  
Realty companies not following State Property Management guidelines and popping up everywhere. Anyone thinking they can do property management. Also, scams on rentals (ie stealing listings and collecting money with no interest in the house).  
Realtors running property management under the table  
Legislative Issues  
Most of our problems this past year or two have been related to personnel issues.  
Unsure, with the swamp of NEW managers entering the field it seems to be a bit more competitive and I have to re-invent what I do do after 32 years.  
Keeping us with changing laws.  
Systems, software, marketing and social networking  
eviction laws  
Landlord tenant issues  
None  
Government regulation creep on all levels.  
Licensing of PMs in our state. Its not a NARPM issue but they could promote to public the importance of hiring members and not the unemployed real estate agents who just get in the business and leave. Show the importance of NARPM.  
to keep structure with portfolio managers or go back to just staff/employee  
Maintenance Help. Managing the business.  
contracts,evictions,collections,addendums  
Convincing competitors of the value of their services, so they will stop cutting their rates to get new business!  
Maintenance, operations, law updates  
The importance of hiring a NARPM member as a property manager over some other person/company.  
Education of employees!!  
time management  
Taking over properties that were previously owner managed.  
Keeping up with Technology and laws  
technology  
none  
Not sure if I already completed this survey or not.  
Communication with owners  
improving operations with tech tools, ideas and procedures  
How to get qualified tenants in your property with credit scores continuing to slide due to increased debt problems.  
More awareness to people on scams by people pretending to be home owners and renting a vacant foreclosure home out and just collecting the money. Their needs to be more laws governing home owners and wanting to rent out their home. A regular home owner shouldn't be able to rent their own home out unless using an attorney to write up their lease, it would help stop anyone being able to use any kind of lease and rent anything out. It should be a controlled system and governed more.  
Need to know (knowledge and best practices).  
How to grow and keep profitable  
Sales Agents and Offices are starting to get into the leasing biz. to compensate for sales shortfalls; I need the edge in

working with them, creating a plan to pay them and opening my mind to their value.

Time Management

Legal information

tenant deposit disputes; what is the "standard life" of carpet, paint, appliances, etc.

See above comments

Franchise Tax withholding on all out of state owners

Keeping up with changes

I don't know - When an issue does crop up, I know the people in NARPM I can call to get an answer.

The lack of Broker understanding of this industry, and how complex and important it is to be experienced and educated in property management and not just any old sales Agent.

leads

Company structure

Lack of local involvement.

Time

Professionalism in the industry

Time management/Handling day to day business with clients

Keeping current on changes in the Texas law and dealing with the foreclosure issues as regards to the tenants.

Linking me with quality affiliates

Keeping abreast of legal issues, tax issues, marketing

The Change From mainly selling REO units to managing them for my major clients

keeping up with new technology/software with specific tools for our market

Organization of all the technology.

More information on surviving the first year as a new entity.

Managing growth and providing customer satisfaction

Training

Transition to part time or retirement

legislative issues

Dealing with property owners and finding more property owners.

Managing growth Add more properties than are lost due to foreclosure, sale, etc.

Sales agents with no experience in property management encroaching into our business offering lower priced services. I'd really like to see a separate licensure for property managers. It is so different from sales and needs better education before brokers are allowed to participate.

Only issue I can think of is the fact that my area does not have a local chapter and I am not sure how to get one started!

Strategies for adding more inventory.

I have no issues that NARPM hasn't either already addressed or helped with. Keep it going!

lobbying

Education of property managers. I would love to be able to attend the educational classes. Need to lobby for required education for all property managers.

systems

growing pains; when to add more staff; budgeting; cutting hours worked

Need to know the latest and greatest trends in the property management business.

How to grow my business.

Legislative issues support.

Technology

Marketing

marketing and growing the company, social media issues

Office organization

Collection agency. All I have contacted require a court document. If I evict a renter to get the court document, I will pay more in attorney's fees than in what I am able to collect, if I collect.

Grow my business

managing time and workflow to ensure consistent compliance with standards and regulations

As my company grows, how should my business model change? How do the bigger boys and girls do it? Does it pay to bring maintenance in-house? etc.

Property Management software training. It could be held by the software companies adjacent to the conventions, regional or national.

Be recognized like the National Association of Realtors, including discounts to MLS

Foreclosures

Gaining new owner/clients

Investor tax deductions.

risk management and business growth

competent employees

education

Lobbying.

liabilities

Different dialogue to clients and customers

education is the best tool for us

Promotion of my company, seo boost on google, bing, etc. Help give a competitive edge over non-narpm companies when competing for new accounts. Helping to grow business.

keeping leases, management agreements and other forms up to date

Broker - Owner specific topics

Employee leasing and/or medical coverage for Owners & employees/independent contractors.

The top issue was the marijuana issue and we have now gotten more educated and that sort of activity has been reduced by implementing new procedures. Maintenance! tracking on our properties and accounting. We need to upgrade our software and have a maintenance module integrated with the software

Referrals from my area

Aspects of selling a company.

Keeping abreast of the legal issues in Texas facing property managers.

Handling growth successfully. Staying abreast of all the multitude of laws that change almost daily it seems.

Hiring good employees, too much red tape - ridiculous laws, environmental regulations, high taxes in Cali.. not a business friendly state

education

keeping us current on the laws, DRE requirements for property managers so that we are aware of the right way to run our business

getting owners- inspections

Federal, State and Local lobbying efforts

Securing new property owners as customers

Growing my business by getting more accounts without discounting my fees. Check darrin hunter in australia

How to turn over a property QUICKLY.

getting property managers to pay more attention to detail

I just took over a management position of other property managers and I'm having trouble getting them out of their routines and into our proven routines.

More local events featuring education that complies with local and state continuing education requirements

Having the Insurance coverage so I dont have to work 2 jobs!

Don'r know

New business in new area of Colorado. Not well known here. Need clients.

Selling my company

Perception of the public

Lead generation for new owners.

Risk Management

Legislative support.

reorganizing

Understanding process for handling owners foreclosures so to not violate Trust account and make it as fair to tenant as possible

Obtaining quality tenants, marketing for new rental properties

Keep me informed on legislation which could affect my business.

I think the lobbying efforts must continue to allow the states to pass laws that are fair & equitable to both landlords & tenants.

Legislation

Owners who have no money and are micro managing everything you are doing to maintain their properties.

creating exit strategy

Bed Bugs Screening applicants and new credit consumer laws

Time management and how to discern urgent for silly in maintenance and email response.

What I'm doing wrong....

Forms! Seems like each time I update a form, something else happens with our tenants or owners where I need another update. Standardized NARPM forms would be a huge asset.

How to maintain and continue to grow my business

Forms

As a new owner of an existing Company it would be helpful To have learned about state compliance laws like trust account requirements, red flag rules, setting up files, different software programs, tax strategies for corporation.

unknowledgeable agents managing properties

risk issues/changing laws

profitability

legal

keeping current with legislation

How does Property Boss stack up with other PM software?

Anytime I have an issue, I just ask the list serve. Problem solved!

Legal updates, DRE requirements, tenant/landlord laws, new property regulations and requirements.

Regulatory/Legislative Issues

Would like to add another person to my company to do a little of everything. Realtor

Marketing new owners

How to advertise

Risk Management

Maintenance

Growth, it has been difficult for me grow and market to continue that growth. I started this by myself and am so used to being and doing everything that it is difficult for me to figure out how to grow and bring on new people. I would like to eventually be able to work on the business and growth but I am always so busy working in it.

procuring new business / marketing

Legislative issues, cost of running a business, tax issues, habitability, tenant issues, Laws that protect the Owner instead of the Tenant, liability, exit plans!

Haven't been member long...less than 30 days

better business bureau ratings. property mgmt companies have a terrible rapport with the BBB. we are automatically casted as bad in their eyes.

Just hired our first employee.

Accurate market data.

The ability to connect with other PMs that have had similar problems.

Office management and efficiency

forms, forms, forms

As a self-employed person with health conditions, I am ineligible for health insurance benefits. Can NARPM members band together for group health insurance?

Time Management

Laws and regulations

keeping informed of trends in residential property management: laws, technology, etc

Technology, and general processes & procedures implementations.

REO property that could turn into rental property.

internet marketing. SEO.

How to get more inventory. We have 80 units, 10 of which are seasonal rentals. All 70 annuals are rented, and 70% of seasonal are booked for 2013!

growing by business

Marketing my business

educating real estate community of requirements to manage property(licensing, legal, etc). Too much competition from unlicensed or unethical people=whether licensed or not.

Education, and Development of Good Business Partices

Education regarding management and organization in a fast-growing management firm.

Organization, follow-thru

Business process sharing

I'm good right now.

Properties that are being foreclosed

Keeping up with new legislation.

Capitalizing on growth opportunities in this market.

Owners who have become landlords because of the economy, who are not prepared to be nor do they want to be, but have no choice. They are difficult to deal with, and are upset easily.

Help us connect to larger clients like banking institutions, financial networks and nation investor associations.

top issues.. education!!

Systems for successfully operating a PM business, how many units should one licensed agent be able to handle, on average.

Having established procedures for all things.

None yet

Training my people. I should be able to register my office as a NARPM member and have the on-line classes available to everyone who works for me and not have to have them getting a designation that they don't want to pay for. Not everyone can be Mickey Mouse but all know about Disneyland

More basic education

Owners with financial problems. NARPM does help with the List Serv.

Legal compliance and increased education of public of values a property manager offer

Keeping up with state specific laws.

Fair Housing

New Growth

can't just think of one

Some of my employees could use more training that I am unable to provide - I wish that NARPM would charge a low "office rate" so that I can send them to NARPM classes. I cannot afford to pay for their annual dues and neither can they.

EPA rules and other federal regulations; keeping up with technology;

finding new clients to manage

to stay updated and ahead of education and always be informed

Education about best practices.

Property management is so fragmented and the way business is done is all over the board. NARPM can be a tool not only for bringing property management to a new level of professionalism, it should also become the first stop a property owner goes to learn about property management services and to look for a property manager.

Providing information on property management subjects

Building our business

continued education and networking

More training in bookkeeping and office management.

Other than education classes, keeping membership updated on legislative issues pertaining to the industry and on other timely issues.

new member

How to grow your business properly

Legal, compliance.

To much govt. intervention at all levels of govt.

Updating to modern technology

Rising advertising costs.

Growing the business

Growing my business with limited funds

I wanted technology information and don't want to be in a cloud. I thought I could find good programs, but that has been trying too.

Attracting new clients. I really don't see how you can help me with that.

Risk management

Bad legislation, bad judges. Not sure NARPM can do anything. It's a local issue.

legal information

To many to list

Require separate State Licensing for PM's

association with members in the business longer, allowing me to draw on their experience and knowledge.

Would like additional classes on various subjects to be available.

Providing me a babysitter for the mornings. I only work from 1:30 pm till about 6:30 pm when I do work.

i need a legal council that will be available to ans my questions without waiting 3 days to get a return call and i need a lawyer who wont bill be by the minute every time e call

Growing my business!

how to manage the office better

Price war for services with owners only hiring the bottom prices and not caring about anything else.

The California State Franchise Tax Board

Keeping with new regulations

Growing my business while so many companies/people are getting into the business.  
All residential property management related issues.  
Law and regulation changes which are increasingly restrictive  
Helping me to stay ahead of legal concerns and topics.  
Better networking opportunities within the State.  
Just getting the PM office properly setup and running efficiently. SOP's, advice on software, etc.  
Growing the business  
Relevant education  
Government regulations  
Communication techniques/office efficiency procedures.  
Create a national portal (like realtor.com) for rental properties.  
Help to get a State education class for property managers.  
time management  
Networking with other property managers and learning from them  
State Specific forms already reviewed by legal. I use the C.A.R. forms and call their attorney's on issues...but I would love to use NARPM forms and call a NARPM attorney who would have knowledge of property management as opposed to sales.  
Education is the most important to me.  
More referrals for new managements in my area.  
Legislative Issues  
Marketing  
Legal updates!  
Having a very clear focus on what the top things our clients want and how to be excellent in delivering that.  
**GETTING MORE LISTINGS HELP ME TO LEAD A CHAPTER AS AN OFFICER.**