



2012-2013 CALNARPM Board of Directors  
Deanna Hansen, RMP®, President  
Robert Thomas, RMP®, President-Elect  
Michelle Horneff-Cohen, MPM®, RMP®, Treasurer  
Carol Griggs, RMP®, Secretary  
Jennifer Newton, Director  
Roger Cornette, Director  
Ellen Purdy, Director  
Cristy Boucher, Director  
Debra Loffman, Director  
Alex Osenenko, Affiliate Director  
Keith T. Becker, RMP®, 2011-2012 Past President  
Maherah Silmi, Executive Director

Minutes  
Wednesday, October 24, 2012  
2012-2013 CALNARPM Board of Directors Meeting  
2:30 – 3:30 p.m.

Teleconference - Phone number: 605-475-4800 - Access code: 717633

I. **Call to Order/Introductions – Hansen**

*Present: D. Hansen, K. Becker, B. Thomas, C. Boucher, D. Loffman, E. Purdy, M. Horneff-Cohen, R. Cornette, A. Osenenko*  
*Not Present: J. Newton, C. Griggs*  
*Staff: M. Silmi*

II. **NARPM Code of Ethics – Hansen**

Article 8: Duty to Firm

8-1. The Property Manager shall have no undisclosed conflict of interest with their Employer/Broker and shall notify their Employer/Broker immediately if a conflict should arise.

8-2. The Property Manager shall receive no kickbacks, rebates, or any other benefits without full disclosure to Employer/Broker.

8-3. The Property Manager may not take or use any proprietary documentation or client/tenant lists during or after the relationship with Employer/Broker without express written consent from Employer/Broker.

III. **Secretary's Report – Griggs**

- September 2012 Minutes

MSC K. Becker/E. Purdy

8/0/0

To accept the minutes as presented by M. Silmi (C. Griggs submitted minutes but was not on call today)

IV. **Treasurer's Report – Horneff-Cohen**

- Financials ending September 2012
- ED stated that there are 300+ members on NARPM site that are not paid CALNARPM members. Approximately 150 have been sent invoices so far. Remainder to be sent.



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V. **Executive Director's Report – Silmi**  
Reported invoice status during Treasurers Report.

VI. **Committee Chairs**

Conference Chair – B. Thomas

Conference plans in progress for April 21-25, 2013 at Napa Valley Marriott. Classes to include Ethics and perhaps 2 other classes. Designation classes possibly on Wednesday, conference on Monday and Tuesday. Room rates are same as last year. Goal is to have contract signed by November 7 and committee call same week. Need to work on literature and graphics. This, along with vendors, can be focus after Thanksgiving. Contract is most important right now. Vendor feedback was positive at DC conference. Michelle has graphic designer we can use at low/discounted rates. She can work with Deanna on logo first then help design rest of materials needed.

Marketing & Membership – C. Griggs

Deanna is sending new members to Maherah as they are sent to her from NARPM. Maherah sending letters and invoices to join CALNARPM.

Affiliate – A. Osenenko

Alex inquired about Media Proposal. Deanna stated that she will follow up with him separately, by the following day. He stated that he has already changed the email template and can set up Facebook and Twitter at no cost.

Long Range Planning- Executive Committee

Next Executive Committee in person meeting is January 6, 2013. LRP will be on agenda.

Communication – C. Boucher

Cristy is working on newsletter. Will send out for review before November 1 so it can be sent out on/around the November 1, 2012. Roger has legislative articles that he will send to Cristy.

CALNARPM received Chapter Excellence at DC conference.

Education – E. Purdy

Ellen needs information from NARPM regarding conference class suggestions. Possibilities include Ethics, Maintenance, Personnel Essentials, Habitability, and an Intro class

Legislative – TBD

Roger has some to review. He will pick out pertinent ones and send to Cristy for newsletter.



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Minutes  
Wednesday, October 24, 2012  
2012-2013 CALNARPM Executive Committee Meeting  
1:00 p.m. - 2:00 p.m.

Teleconference - Phone number: 605-475-4800 - Access code: 717633

- I. **Call to Order/Introductions - Hansen**  
*Present: D. Hansen, B. Thomas, M. Horneff-Cohen (for few minutes only)*  
*Not Present: K. Becker, C. Griggs*  
*Staff: M. Silmi*
- II. **Secretary's Report - Silmi**
  - No quorum. Did not present or vote to approve October 6, 2012 Minutes
- III. **Treasurer's Report - Horneff-Cohen**
  - No quorum. Did not present or vote to approve financials ending September 2012
- IV. **Executive Director's Report - Silmi**
  - There are over 300 names on NARPM list that have not paid dues to CALNARPM this year. Sending invoices to all this month.
- V. **Committee Chairs:**  
Conference Chair - B. Thomas  
Conference plans in the works for April 21-25, 2013. Bob is working with Brad & Jeremy in Sales on contract. Need to confirm meeting space and number of break out rooms needed. Also need to determine which meals to include in contract. Deanna said to include lunch, break and vendor reception for Monday, lunch for Tuesday. There were many vendors at DC that were interested in conference. Maherah to send timeline to Bob & Deanna again.
- VI. **Old Business**
  - Media Proposal from Alex Osenenko
    - Deanna to talk to Alex about proposal. Chapter can not incur additional expenses right now. Maherah to draft email to send to Deanna.
  - Review BOD duties/responsibilities
    - Need to combine state and national duties together. Maherah/Deanna to work on together.
  - Carol Griggs
    - Done with audit but Deanna needs to check with her to see if she is ready to come back or stepping down permanently.

X. **Adjournment**

1:30 p.m.



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**Minutes**  
**Saturday, October 6, 2012**  
**2012-2013 CALNARPM Executive Committee Meeting**  
**10:00 a.m. to 1:00 p.m.**  
**Whistler Property Management**  
**1825 I Street**  
**Sacramento, CA 95814**

- I. **Call to Order/Introductions - Hansen** 10:16 a.m.  
*Present: D. Hansen, K. Becker, B. Thomas, M. Horneff- Cohen*  
*Guest: R. Winger*  
*Not Present: C. Griggs*  
*Staff: M. Silmi*

II. **NARPM Code of Ethics - Hansen**

**Article 6: Protection of Funds**

The Property Manager shall hold all funds received on behalf of others in compliance with state law with full disclosure to the Client and must never commingle the firm's or personal funds with those of the Client

- III. **Secretary's Report -**  
• **August 2012 Minutes**

*MSC Becker/Thomas*  
*To accept the minutes as presented*

**4/0/0**

- IV. **Treasurer's Report - Horneff-Cohen**
- Financial report not available. ED still cleaning conference numbers.
  - Approximately \$7000 in the bank.
  - ED needs to continue to send invoices to NARPM members that have not joined and CALNARPM members that have not renewed.
  - Need to focus on making money this conference.
  - Alameda chapter to send \$973 check from national to CALNARPM. M. Silmi to let Exec committee know when it is received.
  - NARPM has extensive list of members on CALNARPM page that have not paid dues
  - M. Silmi to check lists, send invoices to NARPM members that have not paid dues
  - D. Hansen to make sure all new officers are on NARPM site
  - D. Hansen to contact HeroPM-inquire about process of pulling names from NARPM



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V. **Executive Director's Report - Silmi**

- Dues continue to come in
- Will be sending out more invoices soon
- Need to revise membership letter to inform members they will be removed from CALNARPM page on NARPM site if they do not pay state dues
- Will also check website to update directors (done in July but they are not appearing anymore)

VI. **Committee Chairs:**

Conference Chair - B. Thomas

Hotel- Napa Valley Marriot, April 21-25, 2013. Room rate is \$119, \$17,000 food/beverage, no cost for meeting rooms, cost for a/v-media

Classes- Sunday- Wednesday. Ethics, Property Management 101 and suggestions from NARPM. Add break out rooms for more classes and maybe duplicate popular classes.

M. Silmi to send conference timeline to B. Thomas and vendor brochure to all committee members before first committee call.

M. Horneff-Cohen suggested that timeline is updated before first committee call, which should be in November.

M. Horneff-Cohen has new graphic designer since preference is to not use Spot Design again.

Need to look into saving money, perhaps with mailing costs. Also, possibly increase vendor costs. Conversations tabled.

B. Thomas to get contract from Brad give update at next teleconference.

Trade show to open Monday and vendor reception will be Monday night.

Affiliate - A. Osenenko

Media proposal presented. Exec team concerned about conflict of interest, board member profiting from organization. Can HeroPM update site, create Facebook, etc?

M. Horneff-Cohen- can we use/update current site instead of recreating new one?

D. Hansen to contact HeroPM about what they can do and discuss with Alex.

VII. **Old Business**

None

VII. **New Business**

- Constant Contact
  - Currently on month to month since 6 month plan expired
  - Do we want to renew and with what plan?
  - Can HeroPM send emails from website? D. Hansen to look into
  - Hold on paying CC
- Review BOD duties/responsibilities
  - M. Horneff-Cohen suggested everyone take time to review before next call
  - D. Hansen will add in CALNARPM bylaws



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**IX. Upcoming Meetings**

Executive Committee Teleconference- October 24, 2012 - 11:00 a.m.  
Full Board Conference Call - October 24, 2012 - 2:30 p.m.

Next in person- January 6, 2013 in Hayward

**X. Adjournment**

12:46 p.m.



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**Minutes**  
**Wednesday, August 22, 2012**  
**2012-2013 CALNARPM Board of Directors Meeting**  
**2:30 - 3:30 p.m.**

Teleconference - Phone number: 605-475-4800 - Access code: 717633

- I. **Call to Order/Introductions - Hansen** **2:35 p.m.**  
*Present: D. Hansen, B. Thomas, J. Newton, E. Purdy, C. Boucher, D. Loffman, A. Osenenko, K. Becker*  
*Not Present: M. Horneff-Cohen, C. Griggs, R. Cornette*  
*Staff: M. Silmi*

II. **NARPM Code of Ethics - Hansen**

Article 4: Duty to Tenants

The Property Manager shall treat all Tenants professionally when applying for, living in, and vacating a managed residence. The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property.

- III. **Secretary's Report - Griggs**
- *July 2012 Minutes*
  - *C. Griggs not on call. Minutes submitted by M. Silmi for review/vote*
  - *M/S/C K. Becker/D. Loffman* **7/0/0**
  - *To approve minutes as submitted*
- IV. **Treasurer's Report - Horneff-Cohen**
- *Financials ending July 2012 (fiscal year and as of July 31, 2012)*
  - *M. Horneff-Cohen not on call. D. Hansen confirmed that Board received and reviewed minutes; asked for questions, then vote.*
  - *M/S/C E. Purdy/J. Newton* **7/0/0**
  - *To approve financials as submitted*
- V. **Executive Director's Report - Silmi**
- *Dues- We have dues from 146 members, with deposits just under \$4400 to bank.*



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VI. Committee Chairs

Conference Chair - B. Thomas

*B. Thomas reviewed discussion Exec Comm had regarding conference. Concerns about so many other conferences and will members attend all. Also, should we do 1 day conference, focus on Webinars, etc? EC decided to send out Survey Monkey to see what membership wants. EC will review results and then decide how to move forward.*

Marketing & Membership - C. Griggs

Affiliate - A. Osenenko

Long Range Planning- Executive Committee

Communication - C. Boucher

Education - E. Purdy

Legislative - TBD

Nominating Committee - K. Becker

*D. Hansen announced that she is working on Chair duties and will review with each Chair individually soon. Does any one have anything to report?  
Nothing to report by Board.*

VII. New Business

- Website- Alex Osenenko presented proposal that was distributed via email. D. Hansen inquired about costs/budget. Response was that it depended on how Board wanted to move forward. Sponsorships would help offset costs. A. Osenenko went through proposal (website mock up, Facebook, Twitter, etc). Technology very important. Admin and everyone's input/support would be needed to maintain all aspects of new media plan. Proposal will be further worked on (Webinars looked into, etc) and Board will further discuss. D. Hansen stated that this is definitely the direction we need to go in.

IX. Upcoming Meetings

Full Board Conference Call - September 26, 2012 - 2:30 p.m.

Full Board Conference Call - October 24, 2012 - 2:30 p.m.

X. Adjournment

3:05 p.m.





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Alex Osenenko, Affiliate Director  
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Maherah Silmi, Executive Director

## Minutes

### Thursday, July 26, 2012

### 2012-2013 CALNARPM Board of Directors Meeting

### 2:30 - 3:30 p.m.

Teleconference - Phone number: 605-475-4800 - Access code: 717633

I. **Call to Order/Introductions - Hansen**

*Present: D. Hansen, M. Horneff-Cohen, D. Laffman, R. Cornette, C. Griggs, K. Becker, E. Purdy, C. Boucher, A. Osenenko*

*Not Present: J. Newton*

*Staff: M. Silmi*

II. **NARPM Code of Ethics - Hansen**

**Article 1: Duty to Protect the Public**

1-5. The Property Manager shall use reasonable efforts to be sure that information on their websites is current. If it becomes apparent that information on the website is not current, then the Property Manager shall promptly take corrective action.

III. **Secretary's Report - Thomas/Silmi**

- June 2012 Minutes were approved 9/0

IV. **Treasurer's Report - Horneff-Cohen**

- P&L and Balance sheet through June 2012 were presented
- We are in a good financial state

V. **Executive Director's Report - Silmi**

- We have received 103 dues to date
- Maherah will pull the entire list of NARPM members living in California from National. She will cross reference the list she has already sent and send out invoices to the balance.
- Maherah is working on the Chapter Grant. She has gotten the paperwork and working toward the deadline of 11/1/12
- Maherah is also working to help Deanna and Keith with the Chapter Excellence application.



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Maherah Silmi, Executive Director

VI. Committee Chairs : Deanna led a discussion to get leaders for the various committees which are as follows:

Conference Chair - B. Thomas  
Marketing & Membership - C. Griggs  
Affiliate -A. Osenenko  
Long Range Planning- The Executive Committee  
Communication - C Boucher  
History - Project complete so committee no longer needed  
Education - E. Purdy  
Legislative - R. Cornette  
Nominating Committee - K. Becker

**Committee Task Lists**

- Draft Committee Mission Statement
- Draft Job Description for Committee Chair with time commitment
- Draft Job Description for Committee Member with time commitment
- Draft possible budget requirements and/or fiscal impact on the CALNARPM
- Draft possible ED duties related to Committee with time commitment
- Brainstorm three (3) new member benefits generated by Committee
- Recruit three (3) Committee Members
- Draft Committee Report and submit to the CALNARPM Board of Directors on Committee Report Form Provided Bi-Monthly

VII. **New Business**

- Osenenko will provide a proposal for a website. He wants to include a revamp, marketing and membership information. His initial thoughts include making ours similar to the Florida State Website. Deanna and Keith will meet prior to provide any initial input.
- Keith mentioned that Conference Planning got a lot of volunteers based not only on their desire to help, but also their need for points. We should use those points to show potential volunteers what is in it for them.
- Deanna will mail out job descriptions for the committee chairs
- This year, the focus will be on Chapter strength with a key focus on the website.
- We discussed the 2013 conference. This year there will be a regional conference in Hawaii, a Broker Owner conference in Las Vegas and the National conference in San Diego. This may diminish the number of people who would attend our CA conference so we have agreed that a one day conference in the North Bay area is a better plan for this year. The difficulty per Bob is getting a location with a Ballroom and Break out rooms with out being able to offer any room nights to a hotel. They will be looking at the South San Francisco Conference Center and a location in Jack London Square. They expect to decide by 8/15.



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- Keith and Deanna met with the Sacramento Chapter to develop interest. We should always be looking for new leaders, not just at Nominating time.

IX. **Upcoming Meetings**

It was agreed by all that our meetings would be held the 4<sup>th</sup> Wednesday of each month at 2:30

X. **Adjournment 3:00 pm**



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Jennifer Newton, Director  
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Ellen Purdy, Director  
B. Ramer Spurr, Director  
Robert Goldman, Director  
Carol Griggs, Director  
Robert Winger, MPM®, RMP®, 2010-2011 Past President  
Maherah Silmi, Executive Director

**Minutes**  
**Wednesday, June 20, 2012**  
**2011-2012 CALNARPM Board of Directors Meeting**  
**2:30 - 3:30 p.m.**

Teleconference - Phone number: 605-475-4800 - Access code: 717633

- I. **Call to Order/Introductions - Becker** 2:30 p.m.  
*Present: K. Becker, D. Hansen, M. Horneff-Cohen, R. Winger, A. Osenenko, C. Griggs, R. Cornette, C. Boucher, R. Greenwood*  
*Not Present: R. Thomas, J. Newton, E. Purdy, B. Ramer Spurr, R. Goldman*  
*Staff: M. Silmi*
- II. **NARPM Code of Ethics - Becker**

**Article 9: Relations with Competitors**

9-1. The Property Manager shall treat all competitors in a fair and professional manner and shall not knowingly engage in any practice or take any action against a competitor in an unbusiness like manner.

9-2. The Property Manager shall not knowingly solicit competitor's clients. This does not preclude the Property Manager from making general announcements. For purpose of this code, a general announcement may be defined as a general telephone canvas or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group.

9-3. In the event of a controversy between Property Managers with different firms, the Property Managers shall submit the dispute to mediation rather than litigate the matter.

- III. **Secretary's Report - Thomas**  
• May 2012 Minutes  
*MSC: M. Horneff-Cohen/D.Hansen*  
*To accept minutes*

9/0



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Robert Winger, MPM®, RMP®, 2010-2011 Past President  
Maherah Silmi, Executive Director

**IV. Treasurer's Report - Horneff-Cohen**

- Financials ending May 2012
  - Submitted By M. Horneff-Cohen
  - QuickBooks had been cleaned up
  - Moving to fiscal year
  - Report is for July 1, 2011- May 31, 2012
  - Conference numbers will be cleaned up more to ensure 2011 is separate from 2012

**V. Executive Director's Report - Silmi**

- Dues
  - We have 222 paid members
  - M. Horneff-Cohen reported that with move to fiscal year, we will send out invoices July 1 for 2012-2013 year

**VI. Committee Chairs**

- No committee reports
  - K. Becker announced the following:
    - New committees will form when new Board of Directors begins in July.
    - Option of one day conference is being looked into
    - Organization as a whole is in better shape then it was a year ago

**VII. New Business**

*None*

**IX. Upcoming Meetings**

Incoming President Deanna Hansen requested that everyone email her their scheduling conflicts/preferences and she will send out meeting times.

**X. Adjournment**

2:50 p.m.



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B. Ramer Spurr, Director  
Robert Goldman, Director  
Carol Griggs, Director  
Robert Winger, MPM®, RMP®, 2010-2011 Past President  
Ramsey Maureau, Executive Director

**Minutes**  
**Wednesday, May 23, 2012**  
**2011-2012 CALNARPM Board of Directors Meeting**  
**2:30 - 3:30 p.m.**

Teleconference - Phone number: 605-475-4800 - Access code: 717633

**I. Call to Order/Introductions - Becker**

**Present:**

Keith Becker  
Robert Thomas  
Deanna Hansen  
Michelle Horneff-Cohen  
Ellen Prudy  
Carol Griggs  
Richard Greenwood

**Not Present:**

Robert Winger

**Staff:**

Maherah Silmi

**II. NARPM Code of Ethics - Becker**

**Article 8: Duty to Firm**

**8-1. The Property Manager shall have no undisclosed conflict of interest with their Employer/Broker and shall notify their Employer/Broker immediately if a conflict should arise.**

**8-2. The Property Manager shall receive no kickbacks, rebates, or any other benefits without full disclosure to Employer/Broker.**

**8-3. The Property Manager may not take or use any proprietary documentation or client/tenant lists during or after the relationship with Employer/Broker without express written consent from Employer/Broker.**



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Robert Goldman, Director  
Carol Griggs, Director  
Robert Winger, MPM®, RMP®, 2010-2011 Past President  
Ramsey Moureau, Executive Director

- III. **Secretary's Report - Thomas**
- April 2012 Minutes  
Approved by all members of the board
- IV. **Treasurer's Report - Horneff-Cohen**
- Financials ending April 2012  
The accounts are in the process of being reconciled.  
The Conference numbers are also being reconciled and will be available in June.  
Should be completed by the next meeting.
- V. **Executive Director's Report - Silmi**
- Dues  
No updates at this time. We are about 220 members at this time.  
No additional e-votes have been received since 5/19/2012.  
The ballot as offered has been accepted in its entirety. Voting will close at the end of the month
- VI. **Committee Chairs**
- Conference Chair - D. Hansen**  
There is no update at this time. Final numbers in June.
- Membership/Marketing - C. Griggs/J. Newton**  
There is no update at this time.
- Affiliate - B. Ramer Spurr**  
Alex (of Appfolio, past) will be taking over next year (2012-2013) and we are excited about everything he is going to bring to the table.
  - Affiliate and Move The News Advertising
- Long Range Planning - Executive Committee/R. Winger**  
No report
- Communication - R. Goldman/R. Greenwood**  
Richard has proposed changing the website to a Word Press process, using the Florida Chapter Website as an example.
  - Move The News
- History - M. Horneff-Cohen**
- Education - E. Purdy**  
Looking forward to next year, and wanting to get the information out earlier for next years conference.
- Nominating Committee - R. Winger**  
No report
- Legislative - R. Cornette, R. Winger**  
No report



**2011-2012 CALNARPM Board of Directors**

Keith T. Becker RMP®, President  
Deanna Hansen, RMP®, President-Elect  
Michelle Horneff-Cohen, MPM® RMP®, Treasurer  
Robert Thomas, RMP®, Secretary  
Richard Greenwood, Director  
Jennifer Newton, Director  
Roger Cornette, Director  
Ellen Purdy, Director  
B. Ramer Spurr, Director  
Robert Goldman, Director  
Carol Griggs, Director  
Robert Winger, MPM®, RMP®, 2010-2011 Past President  
Ramsey Moureau, Executive Director

**VII. New Business**

Discussion concerning the possibilities of having a one day conference vs. the traditional 2-3 day conference due to all the west coast events in 2013.

Next month will have election results

Final Financial Information

**VIII. Upcoming Meetings**

Full Board Conference Call - June 20, 2012 - 2:30 p.m.

**IX. Adjournment**

2:58pm by Keith Becker





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## Minutes

### California State Chapter Meeting

Napa Valley Marriott, Napa Valley, CA  
Wednesday, March 28, 2012, 1:00 p.m.

#### I. Call to Order/Introductions - *Becker*

#### II. Secretary's Report- *Thomas*

- **VOTING ACTION REQUIRED** - Approval of the Minutes from the March 23, 2011 State Chapter Meeting  
MSC          *D. Hansen/R. Thomas*  
*To approve Minutes from the March 23, 2011 State Chapter Meeting as presented. Approved*

#### III. Treasurer's Report - *Horneff-Cohen*

- **VOTING ACTION REQUIRED** - Approval of the January 1, 2011 through June 30, 2011 Financials  
MSC          *D. Hansen/R. Thomas*  
*To approve January 1, 2011 through June 30, 2011 Financials as presented. Approved*

#### IV. Old Business - *Becker*

- Seeking Committee Members at all levels - get involved  
*K. Becker spoke about the process of recertification of CALNARPM.*

#### VII. Adjournment