

2012 REGIONAL CONFERENCE



National Association of Residential Property Managers
N O R T H W E S T R E G I O N

Northwest NARPM® Regional Conference

April 20 & 21, 2012

Powerful Past, Fearless Future

The Grove Hotel

Friday, April 20th

- 9:00-12:00 Leadership Training Session Aspen
Chapter leaders join NARPM® President, President-Elect, RVP, and Executive Director as we participate in a Mock Board Meeting and learn from other chapter leaders on how to have a successful year! Jayci Grana, MPM® RMP®, James Emory Tungsvik, MPM® RMP®, Leeann Ghiglione, MPM® RMP®, Steve Foster, MPM® RMP®, Gail Phillips, CAE, along with all chapter leaders.
- 1:00 Registration Opens 3rd Floor Landing
- 1:00-2:30 Does your Chapter have a Governmental Committee? – *Andrew Sinclair, Governmental Affairs Director* Aspen
Learn how to form a grass roots program in your chapter.
- 2:30-4:00 Roundtable Discussions Aspen
A chance to discuss Hot Topics pulled from the NARPM® List Serve.
- 5:00-7:00 Vendor Reception Evergreen
Open to all Registrants
- 8:00-12:00 Night on your Own

Saturday, April 21st

- 7:30 Continental Breakfast and Visit with Vendors Evergreen
- 8:00-9:00 Opening Session *with Beverly Kuykendall, FCCi Corporation* Aspen/Cedar
- 9:05-10:20 Break-Out Sessions 1**
- How to do Business with HUD or Feds – *Beverly Kuykendall* River Fork
Learn how to do business with HUD.
 - Be a Professional – *Bart Sturzl, MPM® RMP®* Rapids
Become passionate about being a professional. Learn how to connect and communicate with your owners and tenants. The skills learned in this workshop will help you increase your inventory and raise your tenant retention rates at the same time.
 - Legal and Legislative Trends in Tenant Screening – *Paul Prudente, Moco Inc.* White Water
What you don't know may hurt you!
- 10:20-10:40 Visit with Vendors Evergreen
- 10:45-12:00 Break-Out Sessions 2**
- Marketing your Company – *Andrew Propst, MPM® RMP®* River Fork
Learn some outstanding tips on how to effectively market your company and how to develop a marketing plan that will carry you into the future.
 - Tactical Communications – *Terry Shaffer, Ada County Juvenile Court* Rapids
10 Laws of Winning Communication – How to create a win/win situation in 9 out of 10 of our interactions with people who approach us in a negative manner or what may seem negative at the time.

- EPA Issues – *Mary Sturman, U.S. Environmental Protection Agency* White Water
Mary will give an overview of EPA issues such as seller and lessor responsibilities, purchaser and renter rights and the 1018 Disclosure Rule.

- 12:00-1:00 Lunch Aspen/Cedar
President Jayci Grana, MPM® RMP®

- 1:05-2:20 Break-Out Sessions 3**
 - How to Grow your Business NOW! – *Brian Birdy, MPM® RMP®* River Fork
Looks into the most effective ways to grow your property management company, how to prepare for growth, how to spark growth and give you the FASTEST way to grow your company NOW!!
 - High Tech, High Impact Technology Tools – *Erik Mall, Propertyware Inc.* Rapids
Mobile technology is very hot, but not often discussed in such detail. A number of free or low cost third party apps will be reviewed that can greatly impact marketing, costs and time savings for property managers. The topic of technology adoption is often overlooked and is a critical part of ensuring success for any new technology implementation, whether it is across three offices or just one.
 - Current Fair Housing Issues – *Richard Mabbutt, Intermountain Fair Housing Council* White Water
This session will cover Fair Housing training basics for new/intermediate property managers. Richard Mabbutt will discuss the basic fair housing protections, prohibited actions, terms conditions, denial, statements and advertising. He will also cover the "Best Practice" for applications/in tenure treatment and termination. Then talk about issues such as national origin, familial statues and reasonable accommodations.

- 2:20-2:45 Visit with Vendors Evergreen

- 2:45-4:00 Break-Out Sessions 4**
 - List Serve Live – *Panel Discussion* River Fork
Please join us for an informative discussion on the hottest List Serve topics. No topic is off limits...unless it violates anti-trust laws. Bring your questions and ideas for this lively and enlightening session. Jayci Grana, MPM® RMP®, will be moderating the workshop and Stephen Foster, MPM® RMP®, Leeann Ghiglione, MPM® RMP®, and James Tungsvick, MPM® RMP®, are the experts with almost all of the answers.
 - Fair Housing – *Richard Mabbutt, Intermountain Fair Housing Council* Rapids
Richard Mabbutt will discuss reasonable accommodations/modification issues under the Fair Housing Act. He will cover issues such as disability definitions, nature of the reasonable accommodation modifications, policy/practice regarding reasonable accommodations and service/support animals.
 - Marketing & Growing your Business through Technology & Out-of-the-Box Marketing White Water
Ideas on a Budget – John Bradford, RMP®
Get creative marketing ideas and concepts on a budget. Use technology to create additional opportunities for your firm.

- 4:15-4:40 Door prize and 50/50 drawing in trade show Evergreen

- 5:45 A Night at the Museum – *Meet in lobby*

***Please note that River Fork, Rapids and White Water are on the Third Floor*

We look forward to seeing you at the National Convention and Trade Show to be held in Arlington, Virginia right outside of Washington, DC on October 17-20, 2012. For more information go to <http://www.narpm.org/conferences/annual-convention-trade-show/index.htm>

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