

NARPM – Meeting Minutes for January Board of Directors Meeting 1/16/2013

- Introductions
- Reading of the minutes from the December 2012 meeting.
- Treasurer's report.
- Minutes and Treasurer's report approved.
- Old business – Discussion about classes – NARPM Ethics class is now mandatory for all members, in order to keep membership active. Suggestion made to hold a NARPM Class with CE Credits in spring of 2013. Decided on Owner-Client Relations in May or June.
- Landlord & Property Owners Associations memberships for both Frederick and Washington Counties. Should we keep our membership (NARPM Local chapter) active in both communities? The general consensus was that we should keep the membership active in both.
- Motion was made to donate \$250.00 to Habitat for Humanity and get publicity.
- 2013 Calendar for meetings. Discussion around what time of day to have the meetings. It was decided that morning meetings were best. Speaker suggestions were: Scott Hall CPA for February 20th meeting. Home Warranty Service for Property Managers; Bedbug sniffing dog; Home Depot; E&O Insurance; Legislative update; Home Inspector, Military JAG Officer to discuss renting to military personnel; Tenant screening; Rent Control; Dangerous Dogs; Interest Rates on Security Deposits.
- Deb Newell, NARPM RVP was present and talked about new issues in NARPM National. The Maryland Real Estate Convention and co-sponsoring a NARPM Booth with the Baltimore Chapter to try to get new members. Also talked about the NGP New Generation Professional
- Suggestion was made to create a Chapter List Serve and share emails with members for questions.
- There is a regional NARPM conference being held in April in Baltimore. All are urged to attend. The chapter will be paying the registration fee for the local chapter President and President Elect to attend this conference.
- Glenn Lehman is on the Legislative Committee and needs a member in Maryland. Norm Walters volunteered.
- Deb Newell led the Installation of our new officers for the next two years:
President – Angela Brinkley Morris, RMP
Vice President/President Elect – Glenn Lehman
Secretary – Joan Lord
Treasurer – Cindy Van Mater, RMP, MPM
Immediate Past President – Susan Yinger
Directors: Harry Van Mater, RMP, MPM; Suleman Hooda; John Crum; Rick Humrichouse
- Meeting adjourned.

Respectfully submitted,
Cindy Van Mater, RMP, MPM, Treasurer



National Association of Residential Property Managers

M A R Y L A N D S U B U R B A N C H A P T E R

SLATE OF OFFICERS

2013 – 2015

All offices shall be for the term of two years

PRESIDENT: Angela Brinkley-Morris, RMP®

The President shall be the Chief Executive Officer of the Chapter and Chairperson of the Corporation; preside at all meetings of the Chapter; sign all legal documents; and serve a term of two years as President-Elect prior to accession to the office of President and two years as Director subsequent to vacating the office.

PRESIDENT ELECT AND FIRST VICE PRESIDENT: Glenn Lehman

The President-Elect shall fill the responsibilities of the President during that officer's absence; replace the President at the end of the fiscal term; serve as a Director of the Corporation; and serve two years as President-Elect, two years as President and two years as Director subsequent to vacating the Presidency.

The First Vice President shall act as the Chapter's Publications Officer; notify all Chapter Members of upcoming meetings; report said activities to the Residential Resource.

SECRETARY: Joan Lord

The Secretary shall keep a book of minutes of all meetings of the Board of Directors and the Chapter meetings; see that all notices are duly given in accordance with the provisions of the Bylaws; be custodian of the records and the Seal of the Corporation and affix the Seal; keep a membership book containing the names and addresses of each and every member.

TREASURER: Cindy Van Mater, MPM®, RMP®

The Treasurer shall have charge and custody of and be responsible for all funds and securities of the Corporation; deposit all such funds in the name of the Corporation; receive, and give receipt for, monies due and payable to the Corporation from any source whatsoever; disburse, or cause to be disbursed, the funds of the Corporation taking proper vouchers for such disbursement; keep and maintain adequate and correct accounts of the Corporation's property and business transactions, including accounts of its assets, liabilities, receipts, disbursements, gains and losses; prepare and submit an end-of-year report to the Treasurer of the National Association, and file such tax and other financial reports with the appropriate government activities as may be required by law or regulation.

DIRECTOR: (IMMEDIATE PAST PRESIDENT): Susan Yinger

The Immediate Past President shall serve on the Executive Committee of the Chapter and undertake responsibility for such activities as deemed appropriate by the Committee; and shall serve as chairman of the Nominating Committee.

DIRECTOR: Suleman Hooda, John Crum, Rick Humrichouse, Harry Van Mater, MPM®, RMP®

These Directors shall serve on the Executive Committee and undertake responsibility for such other activities as deemed appropriate by the Committee.

Maryland Suburban Chapter Board of Director's Meeting March 20, 2013

Meeting was held at Mimi's Café' in Frederick at 9:00 AM. Called to order by President, Angela Brinkley-Morris, RMP with 8 attendees.

We had sort of a Round Table discussion current issues that we're having problems with. Talked about an email list, similar to the List Serve, to share among our members for local problems and issues, such as Rent Control, Dangerous Dogs, Interest rates on Security Deposits, written policy and procedures, especially regarding criminal records, be consistent.

The Real Estate Commission is still contemplating a Property Manager's license. We will check with Marla Johnson, Commissioner about a possible update.

Deb Newell wants us to volunteer help with the NARPM Booth at the MAR Convention to help the Baltimore/Washington Chapter. The consensus of the members is that this will not help our chapter gain any members, but we will try to help to promote NARPM in general. Motion was made and carried that, if the Baltimore Chapter asks for financial help with the Booth, we would give them \$75.00 plus \$10.00 for every new member that signs up for our chapter.

It was moved to donate \$250.00 to Habitat for Humanity.

Talked about the NARPM Class – Owner/Client Relations to be held in September if we can get an instructor.

Tentative meeting schedule for the year:

April 17th – Speaker Meeting – Glenn Lehman – Latest Technology
May 15th – Board of Directors
June 12th – Vendor Panel (Home Warranty Company for PM, Home Depot and The Flood Dept.)
July 17th – Board of Directors
August 21st – Legislative Update or Real Estate Commission
September 9 – 11 – MAR Convention
September 18th – Board of Directors
September 25 or 26? – NARPM Class
October 16 – 18 – NARPM Convention
November 20th – Home Inspector
December 18th - Holiday Project

Glenn is on the Legislative Committee for NARPM. Norm Walters will help.

Meeting adjourned at 10:30 AM.

Respectfully submitted, Cindy Van Mater, MPM, Treasurer, Acting Secretary

Maryland Suburban Chapter NARPM Meeting – April 17, 2013

Meeting was called to order at 9:00 AM at Mimi's Café' in Frederick by President Angela Brinkley-Morris, RMP with 9 attendees – 8 members and one guest.

Pledge of Allegiance

Teresa Dove, Flood Department joined as an affiliate member.

A few announcements were made re future meetings. June's meeting will be a panel discussion with a representative from Home Depot, new affiliate member, Teresa Dove with The Flood Department and a Home Warranty company that specializes in rental properties.

Speaker was introduced – Glenn Lehman, President of Lehman Property Management and First Vice President of our chapter. Glenn is up on all the latest technology that is particularly useful in the Property Management business. He also announced the most of these ideas are ones he has gotten at the trade shows of the conventions.

Critical items: How to pick Property Management Software

1. Communication with owners
2. Interface for Listing
3. Accounting

Domain name – can be purchased.

“Property Management Websites” – design websites.

Search – If competitors aren't advertising there, don't advertise there. 3rd place is fine – people will pick all three. “All Property Management” – pay for leads. Respond rapidly. Remove zip codes you don't want to manage in.

Set up a new Domain name/website page for specific area. Ie. “Frederick Property Management.com” or “Rent Frederick.com” or “Rent Middletown/Myersville.com”

“Free Rental sites.com”.

“Whois.com” to find out the owner of a Domain name.

Ask Facebook Friends what they think about video listings.

“fourandhalf.com” – Alex, Social Media content. - \$90.00/Month

Monitor local newspapers. Diversity of items.

“Let's Talk Property Management” – Electronic Newsletter.

Blog – link back to your website. “Blogspot”, “Blogger.com”, “Wordpress”

Get a Utube channel. Saw equipment for videos at convention – light for one smart phone or one Pad (any phone or tablet will do). Walk property, turn on all lights. Video outside property.

Video vacant units for web showings. State name and address of property. Shoot panoramic. Talk about the house as if to a friend. Leave phone in car. Then shoot separate video for any maintenance. Link video tour to Listing on website.

Use videos for renewals and inspections. Record date. Video tape property and maintenance issues once a year. Rate cleanliness. Do Move-in and Move-out videos and photos (for court). Document all problems with video.

In house Maintenance company - Make Ready Estimates: Walk entire property and talk about all that needs to be done. Video important areas. Send to owner for approval. Owner's biggest concern is that the Maintenance company will find unnecessary work to be done.

Target – 10 days for Make Readys. Document what owner and contractor doesn't do.

Utube – Private, Public, Unlisted – must have a link. Check out Glenn's videos on Utube.

“QR Code” Generator – put on signs.

Angela asked for volunteers to man the NARPM Booth at the MAR Convention. Cindy and Harry Van Mater and Faye and Ralph Brown are going and also Glenn Lehman attend the convention on Tuesday.

The next meeting will be a Board of Directors Meeting on May 20th, 2013

Respectfully submitted,

Cindy Van Mater, MPM, Treasurer
Acting Secretary

NARPM Chapter meeting 5-16-2013

BOD meeting

Mandated by President to get people to commit to the MD Real Estate convention. September 9th – 11th. Fae & Ralph Brown and Harry & Cindy Van Mater will attend.

Vendor Panel for June meeting. June 12th. Home Depot rebate for owners. Home Warranty for rentals. Flood Department.

Meeting dates

July 3rd BOD

August ?

September – class – no date scheduled

October is the National Convention

November

Possible speakers

Have Marla Johnson to discuss licensing of property managers

Have a company to discuss social media.

Have someone show and explain how to take YouTube videos for move-in move-out cleans. Upload them as unlisted and sent link to tenant.

Other revenue streams & dealing with maintenance issues.

How do we alleviate owners concerns that we are charging and performing unnecessary maintenance.

Setting up payment plans to help tenants that are behind. Late fees & court costs are not incurred as long as they keep to the payment plan.

Discussed different tenant letters.

Discussed if the condo common area is not maintained. Will Section 8 approve?

Discussed foreclosure stories.

Promote NARPM to owners to encourage membership.

Motion on floor – if you are not a dues paying member of the chapter (or a national officer), you may not attend the BOD meetings.

Meeting adjourned

Respectfully submitted

Joan Lord

Secretary



National Association of Residential Property Managers

MARYLAND SUBURBAN CHAPTER

NARPM® NEWS SEPTEMBER/OCTOBER 2013

This is just a Note to let those of you who were not at the last meeting what is happening with the Chapter.

We had a really good meeting on August 21, 2013 with Kathy Afzali, one of our State Delegates in Annapolis. She clarified several of the new laws that were passed by the Legislature this year.

On September 4th, the Chapter sponsored a NARPM Course "Owner/Client Essentials" for which all attendees received 6 hours of continuing education credit. Betsy Morgan, MPM, RMP, and National Board of Directors member taught the class, and we had 16 attendees. It was a great success.

On September 9-11, three chapter members attended the Maryland Association of REALTORS Convention in Ocean City and helped the Baltimore Chapter with the NARPM Booth at the Trade Show, hoping to get new members. It was a very good show and we also got to get some more CE.

October 15th to 18th is the NARPM National Convention in San Diego, CA. Several members are planning to attend that. Please see mailed flyer or on NARPM.org for details. Therefore, there is no meeting in September or October.

We have a General Meeting planned for November 20th at Mimi's. We do not have a speaker at this time. If anyone has any ideas or suggestions, please let us know. If we don't get a speaker, we will have a General Members Meeting with Round Table Discussion on all topics and problems of interest to property management.

There will be a Board of Directors meeting and Holiday get-together on December 18, 2013 to plan the coming year's schedule.

Stuff to Think About: "You can get anything in your life you want if you will just help enough other people get what they want."
Zig Ziglar

Cindy Van Mater, RMP®, MPM®, Treasurer
Maryland Suburban Chapter NARPM®