

2013 REGIONAL CONFERENCE



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

NARPM® NorthwestRegional
April 19 - 20, 2013
“The Keys to Excellence”

Conference Schedule

Day 1

- 1:00-4:30 PM Registration Opens – Vendors check in
- 1:30-4:30 PM **Leadership Tool Box** – All Chapter Leaders are invited *Pine*
- 4:30-6:30 PM **Vendor Reception** *Evergreen*
 Cash Bar with light finger foods and networking
- 6:45 PM **User Groups** – Meet in groups of 8-10 and decide topics *Pine*

DAY 2

- 7:00-7:55 AM **Breakfast with the Vendors** *Cedar*
- 8:00-9:00 AM **Guest Speaker – Tony Ventrella** *Evergreen*

With introduction by Leeann Ghiglione, MPM® RMP®. Tony's Big 5 for 2013 - Tony will start you off with a smile at our meeting, and then take you through the rest of the week, the month, the year, your lifetime. On the journey you'll learn the riches you already possess, the importance of laughter and how to take control of your life and steer it anywhere you want to go. You'll have a lot of fun and come away with some valuable ideas and fun memories

- 9:05-10:05 **Breakout Session #1**
- **Strategic Planning for Business - Adapting to a Changing Economy/ Short & Long Term Planning** - *Andrew Propst, MPM® RMP®* *Pine*
 - **Move-In/Move-Out & Periodic Inspections** - *Brian Birdy, MPM® RMP® CPM®* *Fir*
 - **The NARPM® Way - Standards, Tools & Resources found in NARPM®** *Oak*
Leeann Ghiglione, MPM® RMP® and Gail Phillips, CAE
 Attendees will be provided the ins and outs of how to get the most out of the NARPM website and teach you how to operate the NARPM way!
- 10:05-10:30 **Break/Visit with Vendors**
- 10:35-11:35 **Breakout Session #2**
- **Property Management Profit Centers** *Oak*
Tony Drost, MPM® RMP® & Dorothy Zarelli, MPM® RMP®
 More than Management Fees – Gain perspective from the larger and smaller property management company leaders. Learn some of the areas you may already be servicing and could be gaining additional profit.
 - **Tactical Communications - Diffusing Conflict I** - *Terry Shaffer* *Fir*
 Back this year due to popular demand, Terry will teach us 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.
- 11:35-Noon **Visit with Vendors**
- Noon-1:00 **Lunch** *Evergreen*
 With remarks by **Northwest RVP Leeann Ghiglione, MPM® RMP®** and
NARPM® President James Emory Tungsvik, MPM® RMP®

1:05-2:05 Breakout Session #3

- **Training New Property Managers-PM Boot Camp** - *Chrysztyna Perry, RMP®* **Oak**
- **Tactical Communications-Diffusing Conflict PART II** - *Terry Shaffer* **Fir**
PART II of Tactical Communications—You do not need to attend Part I to benefit from the session. Back this year due to popular demand Terry will teach us 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.
- **Internet Habits of the North American Landlord** - *Alex Osenenko, Fourandhalf.com* **Pine**
Learn how Landlords and Investors behave online and what to do to attract their attention. Alex Osenenko is the President and Chief Strategist at Fourandhalf.com – an internet marketing and social media agency working exclusively with property management companies. A part of the early Appfolio team, Alex has spent the last 4 years in property management offices and drawing on that experience, Alex authors a weekly Property Management Technology Blog at Fourandhalf.com.

2:05-2:30 Break/Visit with Vendors

2:30-3:30 Breakout Session #4

- **Internal Business Controls-Internal Affairs - Making Sure your client' \$\$ is secure –** **Oak**
Anne McCawley, MPM® RMP®
- **Q & A Session with 4 Experienced PMs** - *Chris Benis, Attorney at Law* **Fir**
and one property manager from each state
Join leading Landlord-Tenant Attorney, Chris Benis, while he facilitates this dynamic Q & A with one PM from each state present: Washington, Oregon, Idaho and Montana. Come and stump the panel with your best and most common Property Management questions.
- **Tips that Property Managers can do themselves to help grow their business.** **Pine**
Dave Borden

3:35-4:30 Closing Session - 50/50 and door prizes **Evergreen**

4:30-5:00 Transport to Car Museum

5:00 *Offsite event - - Car Museum

2702 East D. Street, Tacoma, WA 98421

5:00-6:00 Cash Bar - view Museum exhibits

6:00-7:00 Dinner with Speaker, Curator of the Museum and former race car driver, Dominic Dobson

7:30-10:00 Photos, slotcar and NASCAR races in the Museum



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