

# 2013 REGIONAL CONFERENCE



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

# Northwest Regional Conference Education

Location: La Quinta Inn & Suites, 1425 E. 27th Street, Tacoma, WA 98421  
 Location Phone Number: 253.383.0146

## SELECT COURSE(S)

- Habitability Standards & Maintenance | Apr. 18, 2013 | 9:00 am – 4:00 pm | Tony Drost, MPM® RMP®**  
 Course materials will cover specific information from the Uniform Housing Code concerning basic habitability standards that govern local codes, policies of insurance companies, and our own Standards of Professionalism. Participants will learn what to look at when taking properties into property management and what questions to ask property owners about their buildings. Class participants will learn how to identify and differentiate the various kinds of molds, and what remediation steps need to be taken to protect residents and the property. Maintenance techniques regarding the handling of service requests, maintenance coordination, and implementing preventive and corrective maintenance will also be covered.
- Tenancy | Apr. 18, 2013 | 9:00 am – 4:00 pm | Vickie Gaskill, MPM® RMP®**  
 The objective of this course is to look at and understand the elements of a Management Agreement, learn about developing policies and procedures for your company, discuss how to handle conflicts and understand the owner/broker risk.
- Ethics | Apr. 19, 2013 | 1:00 pm – 4:00 pm | Tony Drost, MPM® RMP®**  
 (Required for all members every four years.) Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course.
- In House Maintenance | Apr. 19, 2013 | 9:00 am – 4:00 pm | Sylvia Hill, MPM® RMP®**  
 The objective of this course is to provide the property management professional with a background of information necessary to operate a maintenance company. While the course is no substitute for experience, the material will provide additional tools and techniques to help operate maintenance companies more efficiently and effectively.



### Washington State Clock Hours available for an additional fee at our Northwest Regional Conference for the following classes:

1. Habitability Standards & Maintenance - C7000, 6 clock hours for \$40.00
2. Tenancy - C8357, 6 clock hours for \$40.00

3. In House Maintenance - C7913, 6 clock hours for \$40.00
4. NARPM Ethics - C6669, 3 clock hours for \$25

Cash or check must be paid at the door to Cascade Real Estate School, Inc.

CLASS FEES	6-Hour Course		Ethics	NARPM® 101
	Before Mar 29	After Mar 29		
Member	\$195	\$250	\$45	\$99
Non-member	\$295	\$350	\$95	\$99
Retake	\$75	\$150	\$45	\$99
RMP®/MPM® Designee	\$100	\$150	\$45	\$99
Designee Candidate	\$180	\$250	\$45	\$99

### CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 29, 2013**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 29, 2013**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge.

**If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

## REGISTRATION

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/ST/Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

## METHOD OF PAYMENT

Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
 Charge my credit card \$ \_\_\_\_\_  
 VISA     MC     AMEX     Discover  
 Name on card \_\_\_\_\_  
 Signature \_\_\_\_\_  
 ----- All information below this line will be shredded. -----  
 Card # \_\_\_\_\_ Exp Date \_\_\_\_\_

## FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320  
 P: 800-782-3452 | F: 866-466-2776 | [www.narpm.org](http://www.narpm.org)



National Association of Residential Property Managers

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

**Conference Schedule**

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**Day 1**

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

**DAY 2**

- |              |                                       |                  |
|--------------|---------------------------------------|------------------|
| 7:00-7:55 AM | <b>Breakfast with the Vendors</b>     | <i>Cedar</i>     |
| 8:00-9:00 AM | <b>Guest Speaker – Tony Ventrella</b> | <i>Evergreen</i> |

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  | <b>Breakout Session #1</b>   |                  |
|             | <ul style="list-style-type: none"> <li>• <b>Strategic Planning for Business - Adapting to a Changing Economy/ Short &amp; Long Term Planning</b> - <i>Andrew Propst, MPM® RMP®</i> <span style="float: right;"><i>Pine</i></span></li> <li>• <b>Move-In/Move-Out &amp; Periodic Inspections</b> - <i>Brian Birdy, MPM® RMP® CPM®</i> <span style="float: right;"><i>Fir</i></span></li> <li>• <b>The NARPM® Way - Standards, Tools &amp; Resources found in NARPM®</b> <span style="float: right;"><i>Oak</i></span><br/> <i>Leeann Ghiglione, MPM® RMP® and Gail Phillips, CAE</i><br/> 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!</li> </ul>  |                  |
| 10:05-10:30 | <b>Break/Visit with Vendors</b>  |                  |
| 10:35-11:35 | <b>Breakout Session #2</b>   |                  |
|             | <ul style="list-style-type: none"> <li>• <b>Property Management Profit Centers</b> <span style="float: right;"><i>Oak</i></span><br/> <i>Tony Drost, MPM® RMP® &amp; Dorothy Zarelli, MPM® RMP®</i><br/> 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.</li> <li>• <b>Tactical Communications - Diffusing Conflict I</b> - <i>Terry Shaffer</i> <span style="float: right;"><i>Fir</i></span><br/> 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.</li> </ul> |                  |
| 11:35-Noon  | <b>Visit with Vendors</b>  |                  |
| Noon-1:00   | <b>Lunch</b>   | <i>Evergreen</i> |
|             | With remarks by <b>Northwest RVP</b> <i>Leeann Ghiglione, MPM® RMP®</i> and <b>NARPM® President</b> <i>James Emory Tungsvik, MPM® RMP®</i>   |                  |

**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**



# Regional Convention & Retreat Registration 2013

## 1 REGISTRATION INFORMATION *(please type or print)*

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address/P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Check your designation(s):  CSS®  RMP®  MPM®  CRMC®

Designation candidate:  CSS®  RMP®  MPM®  CRMC®

Are you a chapter leader?  Yes  No If yes, what position? \_\_\_\_\_

Are you attending Leadership Training?  Yes  No

Are you a current NARPM® member?

Yes  No

Is this your first NARPM® event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

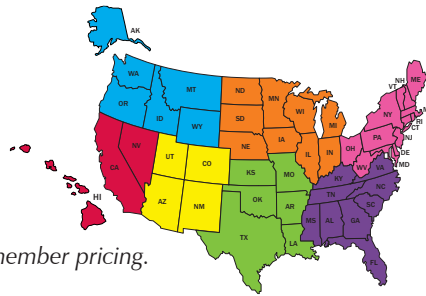
Specify: \_\_\_\_\_

## 2 SELECT A CONVENTION OR RETREAT

Northwest Regional

April 19–20

Tacoma, WA



## 3 REGISTRATION FEES

IREM® members check here to receive NARPM® member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> Each Entire Convention	\$100	\$125	\$150	\$175
<input type="checkbox"/> Northwest Regional Off-site Event - Car Museum	\$ 65	\$ 65	\$ 65	\$ 65

**Special event ticket information will be e-mailed to all registrants for purchase prior to the event.**

4 EDUCATION CLASSES Do you plan to take any education classes?  Yes  No

Have you submitted separate EDUCATION REGISTRATION FORM?  Yes  No

5 ARE YOU APPLYING FOR NARPM® MEMBERSHIP?  Yes  No  Already a Member

6 TOTAL FEES \$ \_\_\_\_\_

## 7 METHOD OF PAYMENT

Check # \_\_\_\_\_, payable to NARPM®, enclosed for total fees amount listed above.

Please charge my  Visa  MasterCard  Discover  American Express for total amount above.

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*I authorize NARPM® to charge my credit card.*

-----All information below will be shredded.-----

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_



National Association of Residential Property Managers

## REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

## JOIN & REGISTER

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM® to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM® Board, does not constitute a cancellation.

Event cancellations must be received in writing. If cancellation is received 30 days prior to the event, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to the event, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to the event.**

## MONETARY POLICIES

A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

## EASY WAYS TO REGISTER

**MAIL** - Send your form with payment to: NARPM® National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

**FAX** - Send your signed form with payment to 866-466-2776. Please do not mail the original.

**ONLINE** - Visit [www.narpm.org](http://www.narpm.org) and login to the Internet Member Services (IMS) section.