



2014

BROKER/OWNER RETREAT

ONSITE PROGRAM

The NARPM® Broker/Owner Retreat is for designated brokers, company owners, regional managers, and major decision makers.
Only these members are entitled to attend the Broker/Owner Retreat.

February 24-26, 2014
Bellagio Las Vegas



National Association of Residential Property Managers

Monday, February 24, 2014

Masters of Ceremony - Chrysztyna Perry, MPM® RMP®, and Brian Birdy, MPM® RMP®

AM Sessions are geared to New Property Management Company Owners, but all are welcome.

- Breakfast on your own
- 8:45 AM Housekeeping / Announcements
- 9:00 AM **General Session: Welcome and Talk About Session to New Property Management Company Owners (Tower 1-2-4)**
Chrysztyna Perry, MPM® RMP® and Brian Birdy, MPM® RMP®
- 10:30 AM Break
- 10:45 AM **General Session (For New Company Owners): “Boot Camp for New Company Owners” (Tower 1-2-4)**
Chrysztyna Perry, MPM® RMP®
- 12:00 PM NETWORKING Lunch on your own
- 1:30 PM **Opening Session for Full Retreat**
Building a Service Culture in Today’s On-Demand World (Tower 1-2-4)
Michael Dominguez, Senior VP, Corporate Sales for MGM Resorts International
- 2:30 PM Break – With soft drinks
- 3:00 PM **General Session Topic: Company Analysis (Tower 1-2-4)**
Large Companies – *Mike Mumford, MPM® RMP®, Bennett Property Management*
Medium Companies – *Vickie Gaskill, MPM® RMP®, Bell Anderson*
Small Companies – *Matt Williams, Bison Properties*
- 3:50 PM Break to change sessions
- 4:00 PM **3 Breakouts from Topics at General Session**
Large Companies – *Mike Mumford, MPM® RMP®, Bennett Property Management (Tower 6-7)*
Medium Companies – *Vickie Gaskill, MPM® RMP®, Bell Anderson (DaVinci 1-2)*
Small Companies – *Matt Williams, Bison Properties (DaVinci 3-4)*
- 5:15 PM Break to change sessions
- 5:20 PM **Breakout Sessions**
Me, My Brother Daryl, and My Other Brother Daryl:
What We Did to Ruin our Rental Property Business – *Mobile Insurance (Tower 6-7)*
- Tips Geared for Company Owners Who Have Someone Else**
Balance Their Bank Statement – *Mike Mumford, MPM® RMP® (DaVinci 1-2)*
- Market it! Business!** – *Gail Moncla, MPM® RMP® (DaVinci 3-4)*
- 6:15 PM **Adjourn for the Day and AppoTini Networking Reception (Tower 3-5-8)**
Sponsored by AppFolio



Tuesday, February 25, 2014

Masters of Ceremony - Dave Holt, MPM® RMP®, and Kit Garren, MPM® RMP®

Breakfast on your own

8:45 AM Housekeeping / Announcements

9:00 AM **General Session Topic: Creating Systems and Streamlining the Office (Tower 1-2-4)**
Large Companies – Bob Machado, MPM® RMP®
Medium Companies – Dave Holt, MPM® RMP®
Small Companies – Jean Storms, MPM® RMP®

9:50 AM Break

10:15 AM **Breakout Sessions**
Large Companies – Moderator Bob Machado, MPM® RMP® (Tower 6-7)
Medium Companies – Moderator Dave Holt, MPM® RMP® (DaVinci 1-2)
Small Companies – Moderator Jean Storms, MPM® RMP® (DaVinci 3-4)

11:30 PM Lunch (Tower 1-2-4)

12:45 PM **Breakout Sessions**
Exit Strategies – Do You Sell Your Company or Buy Others? (Tower 6-7)
Susan Albern, MPM® RMP®, Sylvia Hill, MPM® RMP®
Legacy Planning for Family-Owned Businesses (DaVinci 1-2)
Large Companies – Rick Ebert, MPM® RMP®, Mike Ebert, RMP®
Medium Companies – Debbie Deckard, Eric Pesek, RMP®, Sean Kerr, MPM® RMP®
Small Companies – Darryl Kazen, MPM® RMP®, Rob Kazen

**Engaging Your Employees to Get Engagement:
Methods for Happy, Productive, and Long-term Employees (DaVinci 3-4)**
Andrew Propst, MPM® RMP®

2:00 PM Break

2:30 PM **General Session Topic: HR “Back by Popular Demand” (Tower 1-2-4)**
Human Resource Panel Discussion – Members who do it well, how do they do it
Using a Generalist – Chris Hermanski, MPM® RMP®
HR Hiring and Firing – James Wagley
HR Essentials – Regardless the size, what you need to know – Suzanne Cameron, MPM® RMP®

3:15 PM Break With soft drinks

3:45 PM **General Session Topic: HR, Systems, Marketing, and Operations / Q & A (Tower 1-2-4)**
Outsourcing Your HR Needs – Chris Hermanski, MPM® RMP®
HR Policies – James Wagley
Difference Between Independent Contractor and Employee – Suzanne Cameron, MPM® RMP®

5:00 PM Break to attend next session

5:10 PM **Breakout Sessions**
Outsourcing – The Future has Arrived – Todd Breen and Kevin Knight, MPM® RMP® (Tower 1-2-4)
Nonresident Tax Advising – Christopher J. Picciurro, CPA, MBA, PFS, AR, Brent Green, CPA, and Bobby Samborsky (Tower 6-7)
Family Business Session – Melissa Prandi, MPM® RMP®; Matt Borries, RMP®; Kim Meredith-Hampton, RMP®; and Scott Hampton (DaVinci 1-2)
The Customer Experience – Duke Dodson, MPM® RMP® (DaVinci 3-4)

6:00 PM **End of the Day and Networking Reception (Tower 3-5-8)**
Sponsored by Propertyware



Wednesday, February 26, 2014

Masters of Ceremony - Andy Propst, MPM® RMP®, and John Bradford, MPM® RMP®

Breakfast on your own

8:45 AM Housekeeping / Announcements

9:00 AM **General Session – Innovative Financial Metrics (Tower 1-2-4)**
Mark Kreditor, MPM® RMP®

9:50 AM Break with coffee

10:20 AM **General Session: Apps for the Property Managers (Tower 1-2-4)**
Maintenance/Inspector Apps – James Wagley
General Apps – Tracey Norris, MPM® RMP®
Productivity Apps – Eric Pesek, RMP®

11:35 AM Lunch (Tower 1-2-4)

1:00 PM **Breakout Sessions**
Maintenance/Inspector Apps – Moderator James Wagley (DaVinci 1-2)
General Apps – Moderator Tracey Norris, MPM® RMP® (DaVinci 3-4)
Productivity Apps – Moderator Eric Pesek, RMP® (Tower 6-7)

2:00 PM Break

2:30 PM **General Session: Measuring Your Business Performance (Tower 1-2-4)**
Mike Nelson, MPM® RMP®, Robb Baer, Eric Wetherington

3:30 PM Short Break

3:50 PM **Money Makers & Business Breakers (Tower 1-2-4)**
John R. Bradford, III, MPM® RMP®

4:40 PM End of the day

6:30 PM **Opening of Vendor Trade Show (Tower 3-5-8)**

Save the date...

THE
FOUNDATION
OF PROPERTY MANAGEMENT

26TH ANNUAL CONVENTION
MINNEAPOLIS, MN

OCTOBER 22-24,
2014