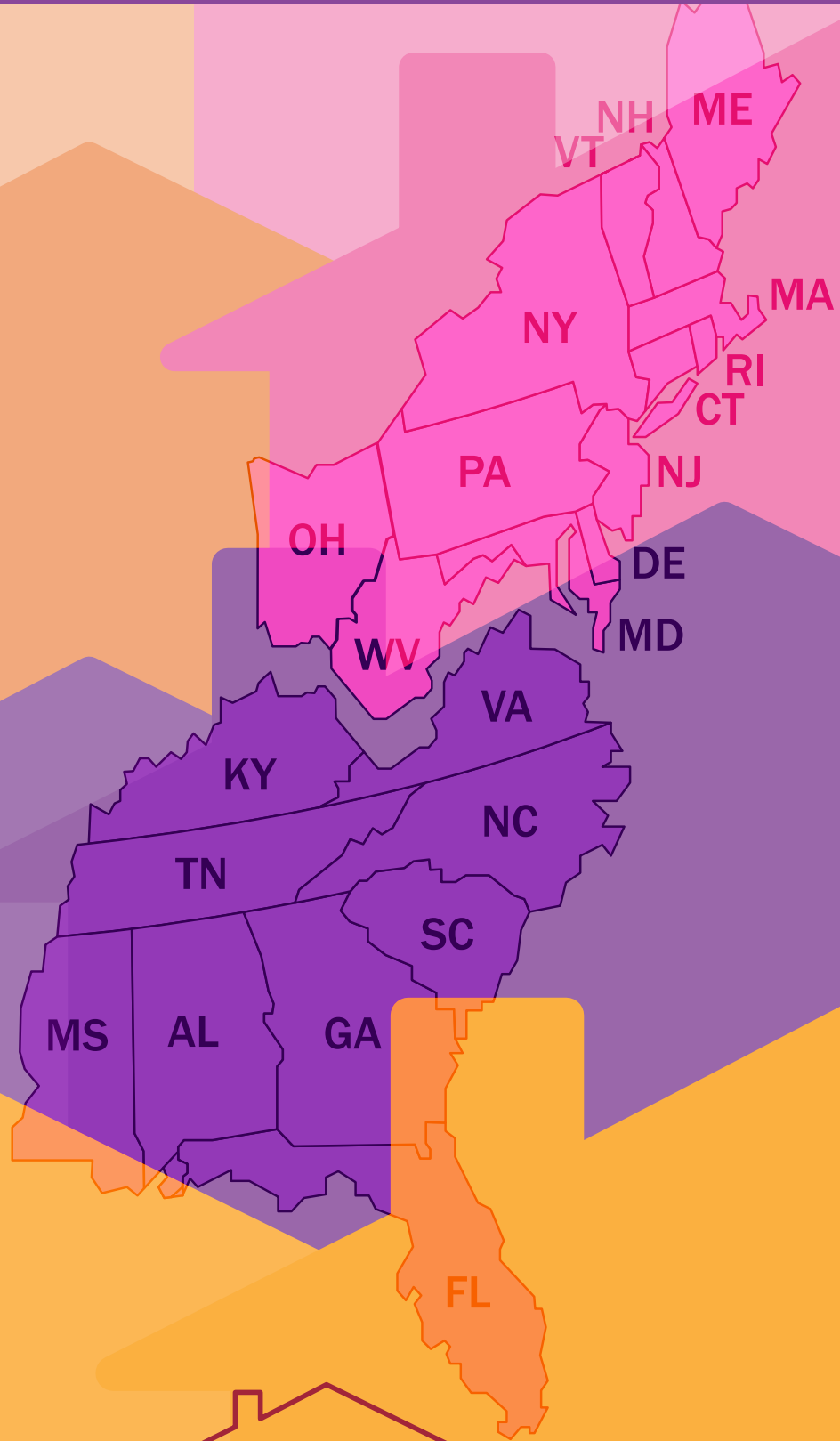


2014 REGIONAL CONFERENCE



National Association of Residential Property Managers

E A S T E R N R E G I O N

NARPM® Eastern Regional
April 24-25, 2014
“The Foundation of Property Management”

Conference Schedule

Day 1 – April 24, 2014

- Noon** **Registration Opens** – Vendors check in
- 12:00-1:00** **State Chapter Meetings**
Florida State Chapter
Virginia State Chapter
- 1:30-4:30** **Leadership Tool Box** – All Chapter Leaders are invited
Chapter leaders join NARPM® President, President-Elect, RVPs, and Executive Director as we have discussion on how to operate as an effective board of directors and learn from other chapter leaders on how to have a successful year! Also, learn the tricks on using the NARPM.org chapter leaders’ section to help organize your chapter.
- 4:30 – 6:30** **Vendor Reception**
Cash Bar with light finger foods and networking
- 7:00-10:00** **Off-Site Event #1: Howl at the Moon at Power Plant Live!**
Sponsored by PayNearMe and Renters Legal Liability

Day 2 – April 25, 2014

- 7:30 AM** **Registration Opens** – visit with vendors
- 8:00 – 9:00** **Breakfast with Guest Speaker Ty Howard**
- 9:00 – 10:00** **Break-outs #1**
- **Smart SEO for Smart Property Managers** – David Borden
 - **International Investor Compliance 101 - From Sales Support to Property Management Compliance and Beyond!** – Bobby Samborsky
 - **How to Select a Qualified Renter** – Russell Smith
- 10:00 – 10:30** **Break/Visit with Vendors**
- 10:30 – 11:30** **Break outs #2**
- **Online Marketing - Protecting your Brand** – Aaron Marshall
 - **Grow Income through Client IRA's** – Bill Gulas
 - **Use a Visual Listing Presentation** – Scott Abernathy, MPM® RMP®
- 11:45 – 1:00** **Lunch**
NARPM® President Stephen D. Foster, MPM® RMP® CCIM®, will be our featured speaker during lunch. Join Steve as he talks about “The Foundation of Property Management” and NARPM®’s Future.
- 1:00– 2:00** **Break outs #3**
- **Changes in Internet for 2014** – Mike Anderson
 - **Taking the Trouble out of Security Deposit Disputes** – Kellie Tollifson, MPM® RMP®
 - **Picking the Correct Property Management Software** – Glenn Lehman
- 2:00 – 2:15** **Break/Visit with Vendors**
- 2:15- 3:15** **Break outs #4**
- **How Are our Clients Changing and How Will We Serve them?** – Jennifer S. Ruelens
 - **Lead-Based Paint Compliance** – Paul Arrington, MPM® RMP®
 - **Combining your CRM, Property Management, and Workflow Management Software into a Single Solution** – Patrick O’Hearn
- 3:15-3:30** **Break**
- 3:30 – 4:15** **Closing Session** – Tickets of Opportunity and door prizes
- 7:05** **Off-Site Event #2: Baltimore Orioles vs. Kansas City Royals** *Sponsored by PayNearMe*

Eastern Regional Conference Education

Location: Holiday Inn Baltimore, 301 W Lombard Street, Baltimore, MD 21201
 Location Phone: 877.834.3613

SELECT COURSE(S)

- Marketing | Apr 23, 2014 | 9:00 am – 4:00 pm | Betty Fletcher, MPM® RMP®**
 This course provides an overview of the process necessary to market your management business. Marketing techniques such as making presentations to owners, prospecting new contacts, and closing will be discussed. Marketing principles specific to residential property management will also be presented.
- Operating an In-House Maintenance Company | Apr 23, 2014 | 9:00 am – 4:00 pm | Kitt Garren, 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.
- Ethics | Apr 24, 2014 | 9:00 am – 12:00 pm | Brian Birdy, MPM® RMP®**
 (This three-hour course is required by NARPM® 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.



Contact: Glenn Lehman, glenn@rentcentralpa.com or 717.652.4434

CLASS FEES	6-Hour Course		Ethics
	Before Mar 23	After Mar 23	-----
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	\$45
RMP®/MPM® Designee	\$100	\$150	\$45
Designee Candidate	\$180	\$250	\$45

CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 23, 2014**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 23, 2014**, 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



National Association of Residential Property Managers

Regional Conference Registration

2014

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: _____

Are you a Vendor/Affiliate? Yes No *You cannot attend unless you are exhibiting.

Do you have a real estate license? Yes No If yes, please attach a copy.

Are you a Broker/Owner? Yes No

Are you a Chapter Leader? Yes No If yes, what position? _____

Are you attending Leadership Training? Yes No

2 SELECT CONFERENCE(S)

Northwest Regional **Pacific Southwest Regional**

May 16-17
Portland, OR

February 27
Las Vegas, NV

Central Regional

February 6-7
Austin, TX

Eastern Regional

April 24-25
Baltimore, MD



3 REGISTRATION FEES

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

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration
<input type="checkbox"/> Each Conference	\$100	\$125	\$150	\$125	\$150	\$200	\$150	\$200	\$250
<input type="checkbox"/> East Offsite - 4/24 Power Plant Live!	\$ 20	\$ 30	\$ 30	\$ 20	\$ 30	\$ 30	\$ 20	\$ 30	\$ 30
<input type="checkbox"/> East Offsite - 4/25 Baltimore Orioles	\$ 50	\$ 60	\$ 60	\$ 50	\$ 60	\$ 60	\$ 50	\$ 60	\$ 60
<input type="checkbox"/> East Offsite Combo	\$ 65	\$ 85	\$ 85	\$ 65	\$ 85	\$ 85	\$ 65	\$ 85	\$ 85
<input type="checkbox"/> NW Offsite - 5/17 Punch Bowl Social	\$ 75	\$ 75	\$ 75	\$ 75	\$ 75	\$ 75	\$ 75	\$ 75	\$ 75

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

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: _____

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.

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 and login to the Internet Member Services (IMS) section.