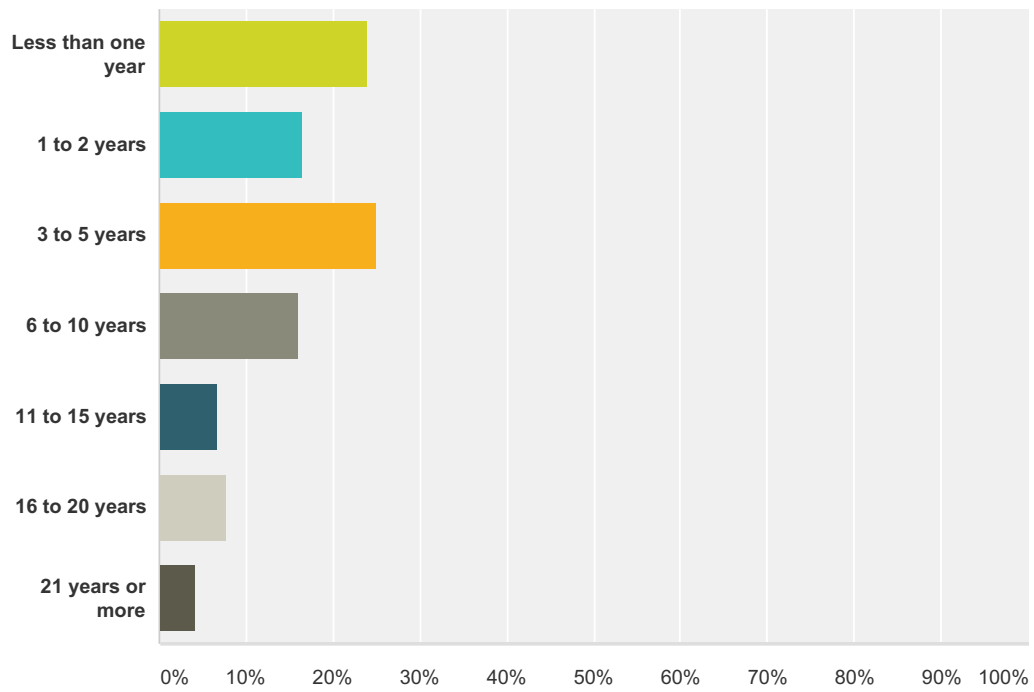


Q1 How long have you been a member of NARPM®?

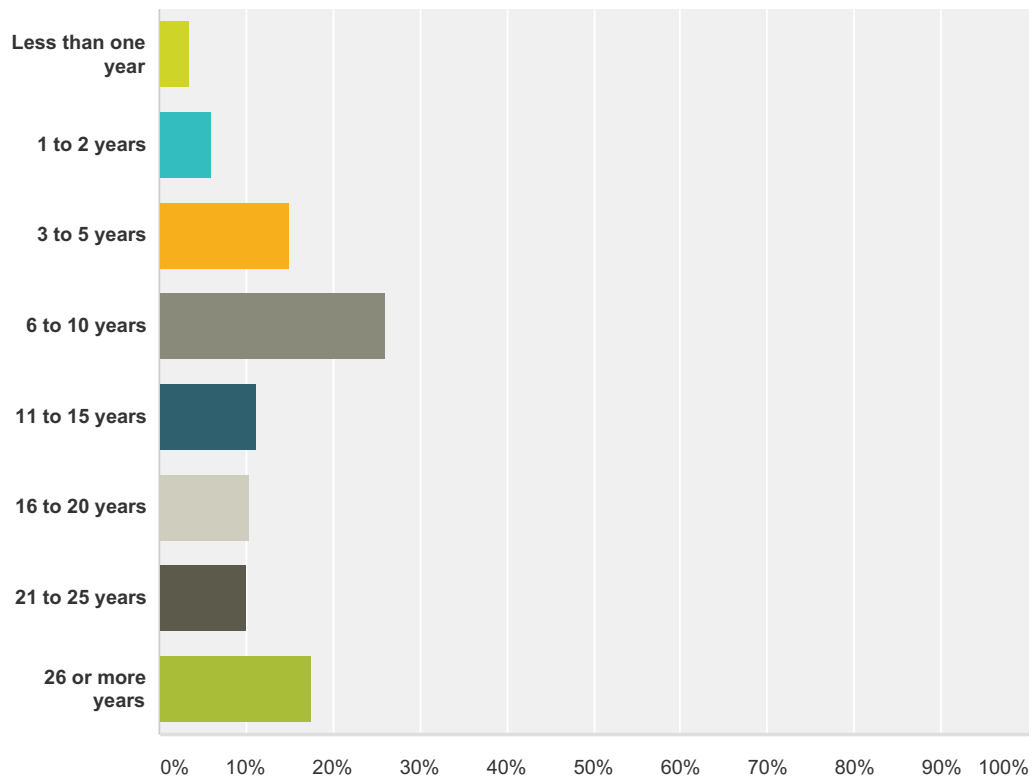
Answered: 605 Skipped: 0



Answer Choices	Responses	Count
Less than one year	23.97%	145
1 to 2 years	16.53%	100
3 to 5 years	24.96%	151
6 to 10 years	16.03%	97
11 to 15 years	6.61%	40
16 to 20 years	7.77%	47
21 years or more	4.13%	25
Total		605

Q2 How long have you been in residential property management?

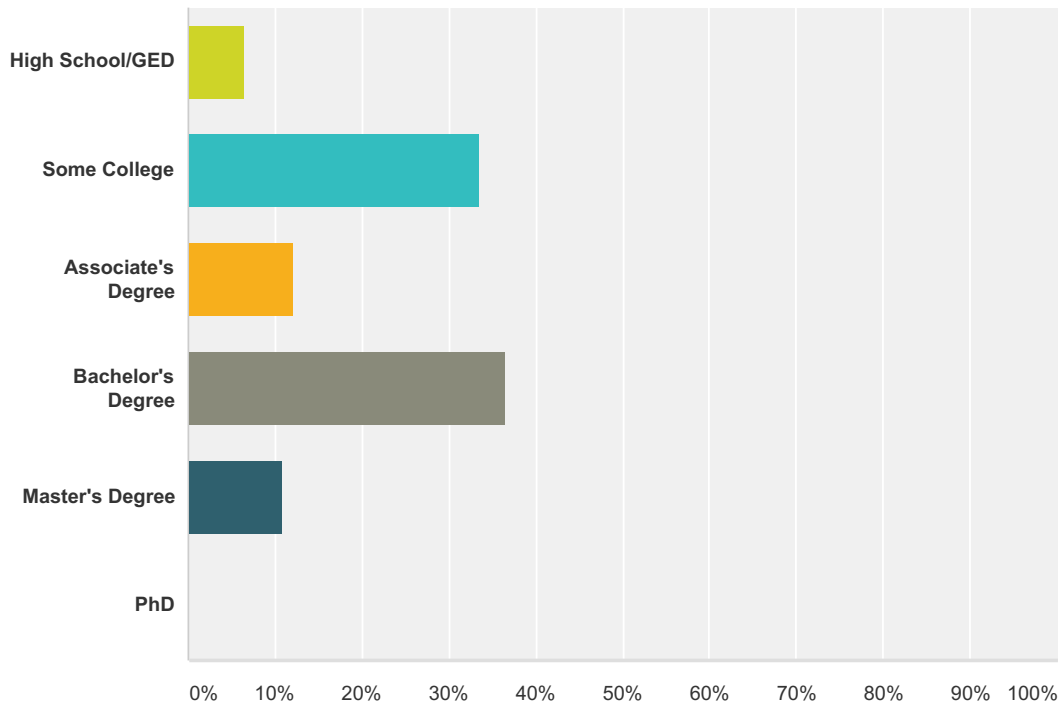
Answered: 605 Skipped: 0



Answer Choices	Responses
Less than one year	3.47% 21
1 to 2 years	6.12% 37
3 to 5 years	15.04% 91
6 to 10 years	26.12% 158
11 to 15 years	11.24% 68
16 to 20 years	10.41% 63
21 to 25 years	10.08% 61
26 or more years	17.52% 106
Total	605

Q3 Education (choose highest level)

Answered: 595 Skipped: 10



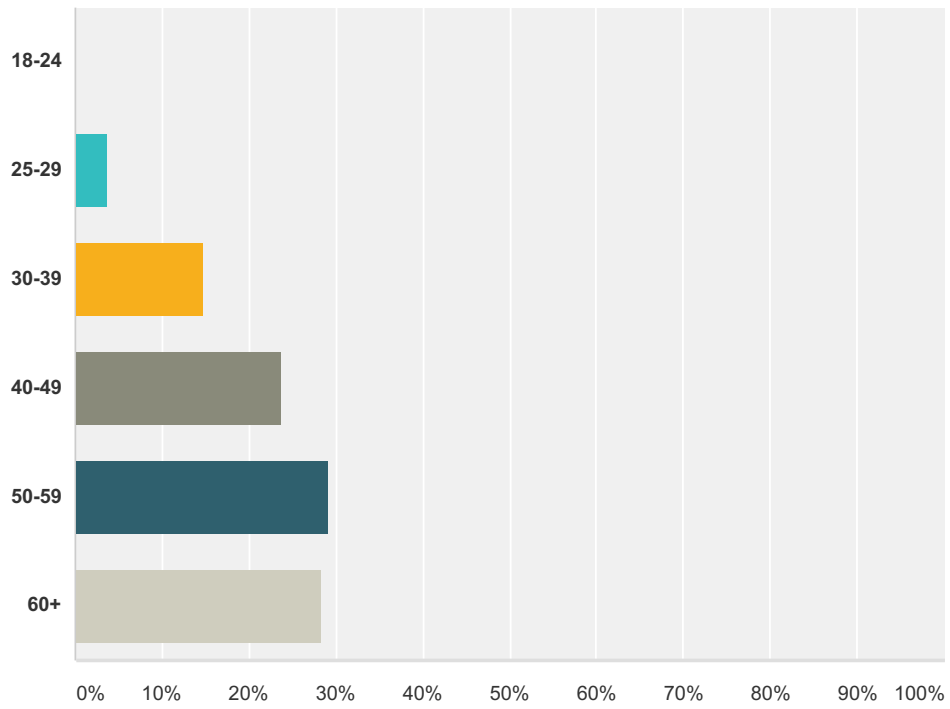
Answer Choices	Responses
High School/GED	6.55% 39
Some College	33.61% 200
Associate's Degree	12.10% 72
Bachelor's Degree	36.64% 218
Master's Degree	10.92% 65
PhD	0.17% 1
Total	595

#	Other (please specify)	Date
1	Technical Degree	8/28/2014 11:13 AM
2	various classes through real estate	8/28/2014 10:28 AM
3	Trade school	8/28/2014 9:40 AM
4	REALTOR	8/27/2014 10:57 PM
5	rent.com,	8/27/2014 9:42 PM
6	Graduate Realtors Institute GRI Designation	8/27/2014 9:12 PM
7	Currently working on MBA.	8/27/2014 6:00 PM
8	Technical Degree	8/27/2014 5:31 PM

9	many real estate related certifications	8/27/2014 5:06 PM
10	J.D.	8/27/2014 4:58 PM
11	Two Bachelor's Degrees	8/18/2014 2:09 PM
12	Alabama real estate license instructor	8/15/2014 11:00 PM
13	One year of law school	8/14/2014 10:31 PM
14	100+ hours	8/14/2014 2:56 PM
15	JurisDoctor	8/14/2014 1:20 PM
16	Real Estate Broker License	8/14/2014 1:11 PM
17	LLB	7/18/2014 4:06 PM
18	planning & public administration (two)	7/18/2014 3:20 PM
19	law degree	7/18/2014 2:03 PM
20	JD	7/18/2014 2:01 PM
21	Real Estate	7/18/2014 1:56 PM

Q4 Age:

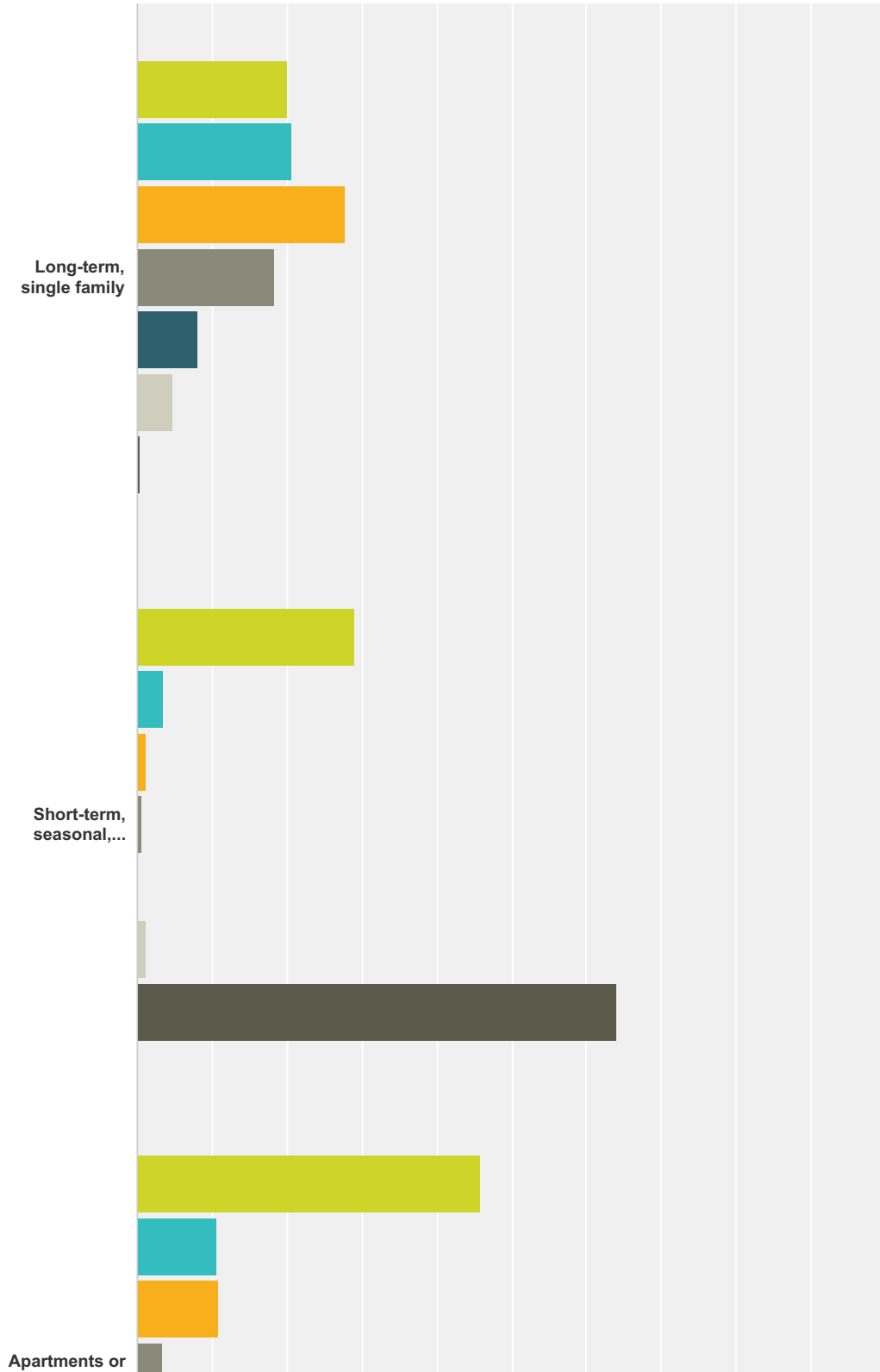
Answered: 603 Skipped: 2

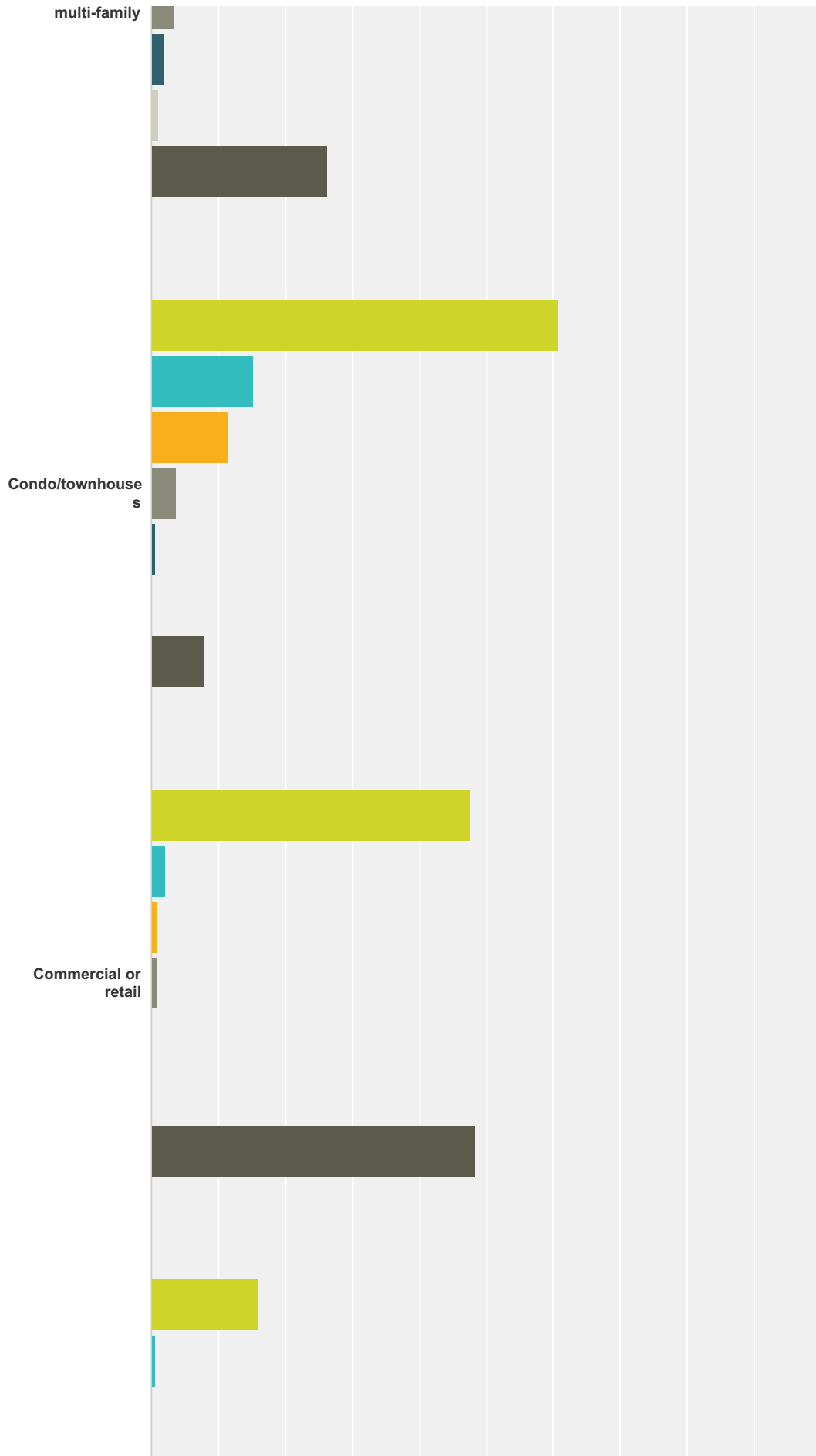


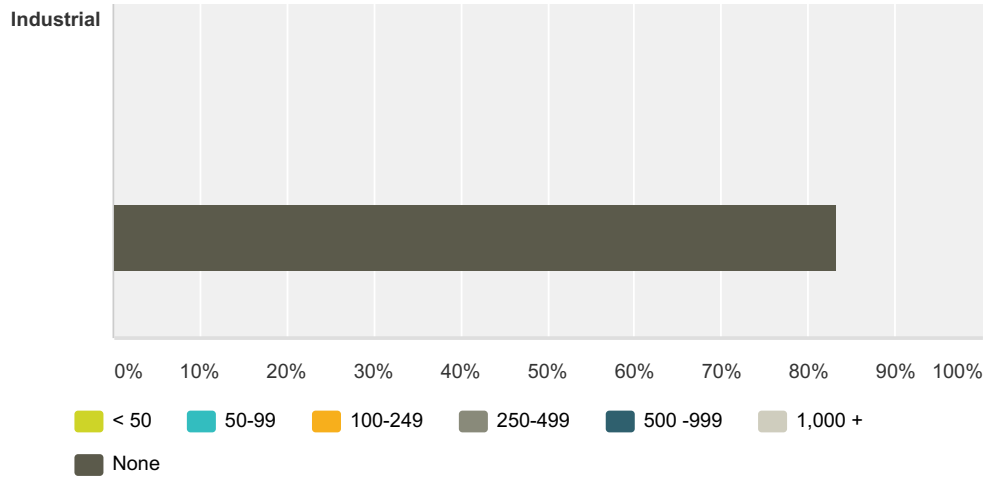
Answer Choices	Responses
18-24	0.00% 0
25-29	3.81% 23
30-39	14.93% 90
40-49	23.71% 143
50-59	29.19% 176
60+	28.36% 171
Total	603

Q5 Excluding Association management, how many units, doors, or properties of the following types does your company or local office/branch manage?

Answered: 604 Skipped: 1



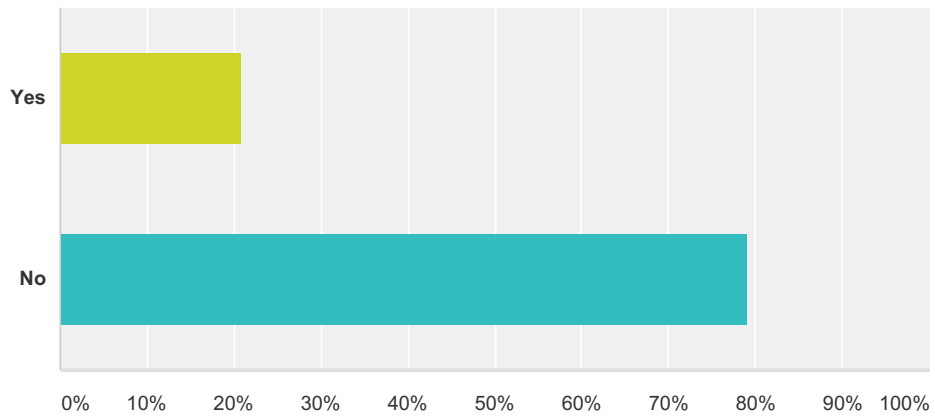




	< 50	50-99	100-249	250-499	500 -999	1,000 +	None	Total
Long-term, single family	20.13% 120	20.64% 123	27.68% 165	18.29% 109	8.05% 48	4.70% 28	0.50% 3	596
Short-term, seasonal, vacation, or resort	28.99% 89	3.58% 11	1.30% 4	0.65% 2	0.00% 0	1.30% 4	64.17% 197	307
Apartments or multi-family	45.87% 189	10.68% 44	10.92% 45	3.40% 14	1.94% 8	0.97% 4	26.21% 108	412
Condo/townhouses	60.76% 271	15.25% 68	11.43% 51	3.81% 17	0.67% 3	0.22% 1	7.85% 35	446
Commercial or retail	47.51% 162	2.05% 7	0.88% 3	0.88% 3	0.00% 0	0.29% 1	48.39% 165	341
Industrial	16.01% 45	0.71% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	83.27% 234	281

Q6 Does your company handle Home Owners/Property Owners Association management?

Answered: 596 Skipped: 9



Answer Choices	Responses
Yes	20.97% 125
No	79.03% 471
Total	596

#	If yes, how many?	Date
1	21 complexes	8/28/2014 1:18 PM
2	1	8/28/2014 10:39 AM
3	Less than 20	8/28/2014 9:50 AM
4	A lot I don't manage associations anymore but we have a lot units	8/28/2014 3:12 AM
5	13	8/28/2014 12:24 AM
6	50	8/27/2014 9:18 PM
7	Just one 8 unit commercial association	8/27/2014 7:27 PM
8	56	8/27/2014 7:25 PM
9	15	8/27/2014 6:55 PM
10	One	8/27/2014 6:29 PM
11	1	8/27/2014 6:09 PM
12	2	8/27/2014 6:00 PM
13	1	8/27/2014 5:53 PM
14	40	8/27/2014 5:49 PM
15	36	8/27/2014 5:41 PM
16	64	8/27/2014 5:35 PM
17	2	8/27/2014 5:30 PM

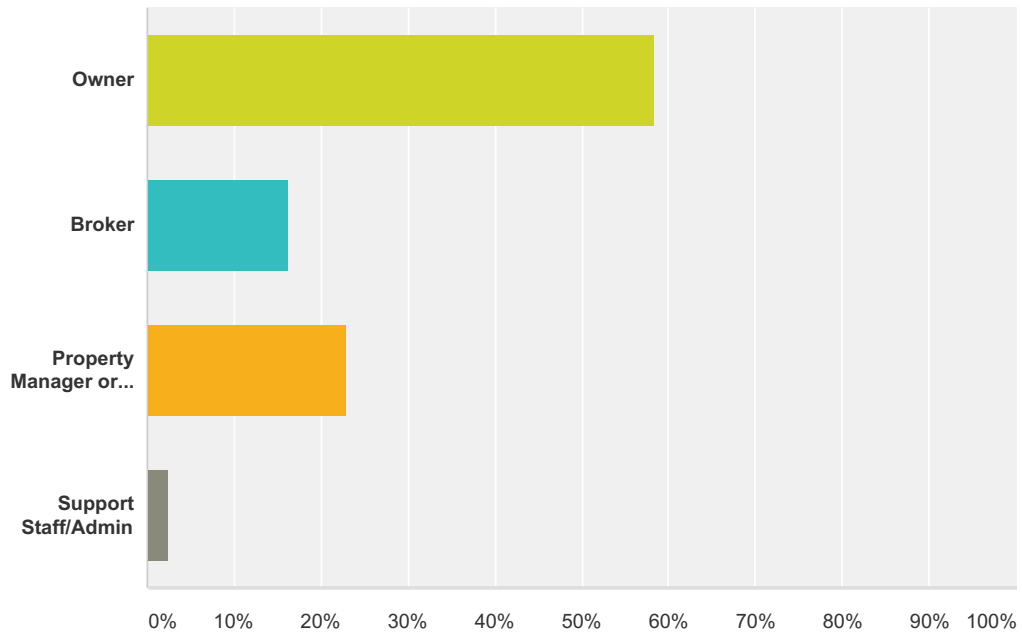
18	Seven	8/27/2014 5:24 PM
19	3	8/27/2014 5:19 PM
20	Very interested in this	8/27/2014 5:16 PM
21	4	8/27/2014 5:07 PM
22	2	8/27/2014 4:58 PM
23	10	8/27/2014 4:57 PM
24	1	8/27/2014 4:54 PM
25	10	8/24/2014 1:24 PM
26	none at present	8/22/2014 12:13 PM
27	0 now	8/19/2014 4:26 PM
28	7	8/16/2014 12:24 PM
29	5	8/15/2014 3:51 PM
30	3	8/15/2014 2:38 PM
31	500	8/15/2014 8:31 AM
32	1HOA	8/14/2014 9:49 PM
33	50	8/14/2014 7:03 PM
34	Under 50 units currently	8/14/2014 6:35 PM
35	3	8/14/2014 6:16 PM
36	5000 doors	8/14/2014 5:10 PM
37	3	8/14/2014 4:50 PM
38	one	8/14/2014 4:42 PM
39	12 units which is too many	8/14/2014 4:14 PM
40	38 Communities	8/14/2014 3:51 PM
41	1	8/14/2014 3:37 PM
42	3	8/14/2014 3:32 PM
43	42 Community Associations / 3807 Doors	8/14/2014 3:21 PM
44	19	8/14/2014 2:59 PM
45	35	8/14/2014 2:53 PM
46	1100	8/14/2014 2:39 PM
47	41 HOAs - 12,000+ doors	8/14/2014 2:39 PM
48	500	8/14/2014 1:51 PM
49	1	8/14/2014 1:49 PM
50	60	8/14/2014 1:29 PM
51	1	8/14/2014 1:27 PM
52	70 associations, 4000 units	8/14/2014 1:26 PM
53	5	8/14/2014 1:24 PM
54	3	8/14/2014 1:18 PM
55	2	8/14/2014 1:15 PM

56	6 HOA's -- 150 units	8/14/2014 1:06 PM
57	4	8/14/2014 12:55 PM
58	2	8/14/2014 12:55 PM
59	8 HOAs - 359 doors	8/14/2014 12:49 PM
60	3200 Units	8/5/2014 6:15 PM
61	1	7/31/2014 3:20 PM
62	not sure what this means	7/29/2014 3:20 PM
63	2	7/24/2014 2:35 PM
64	5	7/24/2014 12:43 PM
65	110 associations	7/23/2014 10:58 AM
66	none at this time but we can do it	7/22/2014 12:48 PM
67	280	7/21/2014 4:19 PM
68	170 units	7/21/2014 11:31 AM
69	several	7/21/2014 10:49 AM
70	35	7/21/2014 10:25 AM
71	2	7/21/2014 10:05 AM
72	34	7/21/2014 8:27 AM
73	2	7/20/2014 7:03 PM
74	2	7/20/2014 12:03 AM
75	2	7/19/2014 2:09 PM
76	None currently.	7/19/2014 10:41 AM
77	84 assoications 6800 doors	7/19/2014 10:36 AM
78	1	7/19/2014 6:52 AM
79	none at this time	7/18/2014 5:20 PM
80	i have no idea; it's a different department	7/18/2014 4:41 PM
81	5	7/18/2014 4:24 PM
82	8 HOAs	7/18/2014 4:10 PM
83	unk	7/18/2014 4:05 PM
84	25	7/18/2014 4:00 PM
85	9	7/18/2014 3:25 PM
86	35 Associations	7/18/2014 3:22 PM
87	2 HOAs	7/18/2014 2:49 PM
88	5	7/18/2014 2:42 PM
89	4	7/18/2014 2:37 PM
90	50	7/18/2014 2:31 PM
91	60	7/18/2014 2:11 PM
92	5	7/18/2014 2:10 PM
93	2	7/18/2014 2:05 PM

94	Three	7/18/2014 2:05 PM
95	9	7/18/2014 2:03 PM
96	1500	7/18/2014 2:00 PM
97	<5	7/18/2014 1:58 PM
98	3 sets	7/18/2014 1:58 PM
99	22	7/18/2014 1:53 PM

Q7 What is your position in the company?

Answered: 573 Skipped: 32



Answer Choices	Responses
Owner	58.46% 335
Broker	16.23% 93
Property Manager or Portfolio Manager	22.86% 131
Support Staff/Admin	2.44% 14
Total	573

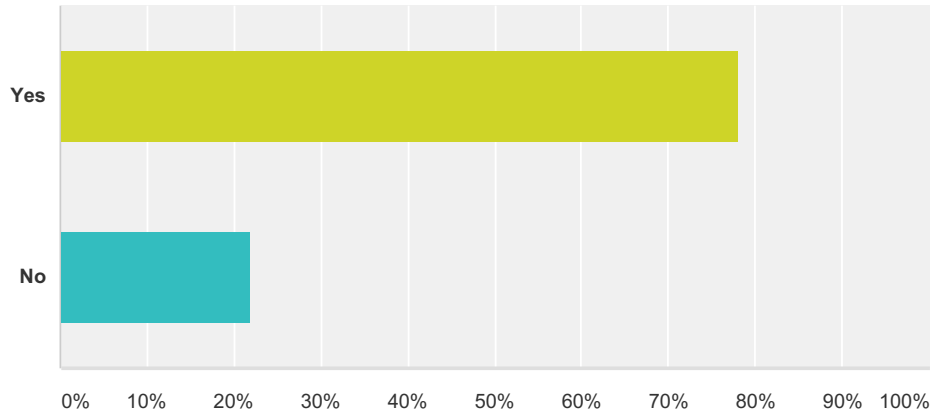
#	Other (please specify)	Date
1	Director/CFO	8/31/2014 11:37 AM
2	Broker/CEO/Owner	8/29/2014 5:12 PM
3	Business Development	8/28/2014 11:01 AM
4	Co-Owner	8/28/2014 10:32 AM
5	Director of Operations	8/28/2014 10:18 AM
6	REALTOR-LEASING AGENT/BUYERS REP	8/27/2014 10:57 PM
7	Owner/Broker	8/27/2014 9:38 PM
8	I am a RE Broker	8/27/2014 9:12 PM
9	sales mgr	8/27/2014 8:08 PM
10	Bookkeeping	8/27/2014 6:13 PM
11	Soon to be owner/broker	8/27/2014 6:07 PM
12	Broker/Owner	8/27/2014 5:46 PM

13	Vice President	8/27/2014 5:41 PM
14	Development	8/27/2014 5:40 PM
15	Director of Residential Management Division	8/27/2014 5:31 PM
16	Office Manager	8/27/2014 5:19 PM
17	VP Rental Management CB Howard Perry & Walston Realty	8/27/2014 5:16 PM
18	Director	8/27/2014 5:06 PM
19	Office Manager	8/27/2014 5:04 PM
20	Vice President	8/27/2014 5:03 PM
21	Broker	8/18/2014 2:09 PM
22	Quality Assurance Mgr.	8/18/2014 11:55 AM
23	Departmanet Manager	8/17/2014 10:38 AM
24	all of the above!	8/15/2014 3:51 PM
25	Office Manager	8/14/2014 9:55 PM
26	Property Management Assistant	8/14/2014 9:26 PM
27	Associate Broker/Senior Property Manager	8/14/2014 7:03 PM
28	Broker and Owner	8/14/2014 3:59 PM
29	I also work as a community manager and property manager	8/14/2014 3:51 PM
30	President / Designated Broker / Portfolio Manager	8/14/2014 3:21 PM
31	Also Broker	8/14/2014 3:19 PM
32	Vice President and Property Manager	8/14/2014 2:53 PM
33	Owner and Broker and Property Manager	8/14/2014 2:12 PM
34	Realtor	8/14/2014 2:09 PM
35	Vice President/Associate Broker	8/14/2014 2:05 PM
36	and Broker	8/14/2014 2:03 PM
37	Owner and Broker	8/14/2014 1:18 PM
38	General Manager	8/14/2014 1:17 PM
39	Director Property Manager Department	8/14/2014 1:11 PM
40	Bookkeeper	8/14/2014 1:10 PM
41	Director/Vice President	8/14/2014 1:04 PM
42	Regional Director soon to be Broker too	8/14/2014 12:58 PM
43	and owner	8/14/2014 12:55 PM
44	compliance administrator	8/14/2014 12:53 PM
45	Annual Rentals & HOA department manager	8/14/2014 12:49 PM
46	Associate Broker/Senior Property Manager	8/4/2014 11:09 AM
47	also owner	7/31/2014 7:56 PM
48	Owner-Broker-Property Manager	7/23/2014 1:59 AM
49	VP	7/22/2014 6:22 PM
50	Florida licensed Realtor	7/22/2014 12:04 PM

51	Director	7/21/2014 1:45 PM
52	Broker, Owner	7/21/2014 11:31 AM
53	Broker and Owner	7/21/2014 12:06 AM
54	I manage 85 by myself with great Sub-Contractors and a part-time bookkeeper	7/19/2014 9:11 PM
55	President/Owner/Managing Broker/Sales/Property Manager	7/19/2014 12:40 PM
56	I am also the Broker and I do property management	7/18/2014 11:12 PM
57	Associate Broker/Operations Mgr.	7/18/2014 6:04 PM
58	Business Development	7/18/2014 4:13 PM
59	Broker/Owner	7/18/2014 4:08 PM
60	Office Manager	7/18/2014 4:05 PM
61	Accounts ownerr	7/18/2014 3:41 PM
62	Senior Property Manager	7/18/2014 3:25 PM
63	Broker/Owner	7/18/2014 3:20 PM
64	Owner/Broker/Manager	7/18/2014 2:31 PM
65	GM	7/18/2014 2:01 PM
66	Owner and Broker	7/18/2014 1:53 PM
67	Broker/Owner & PM	7/18/2014 1:51 PM

Q8 Are you the company decision maker?

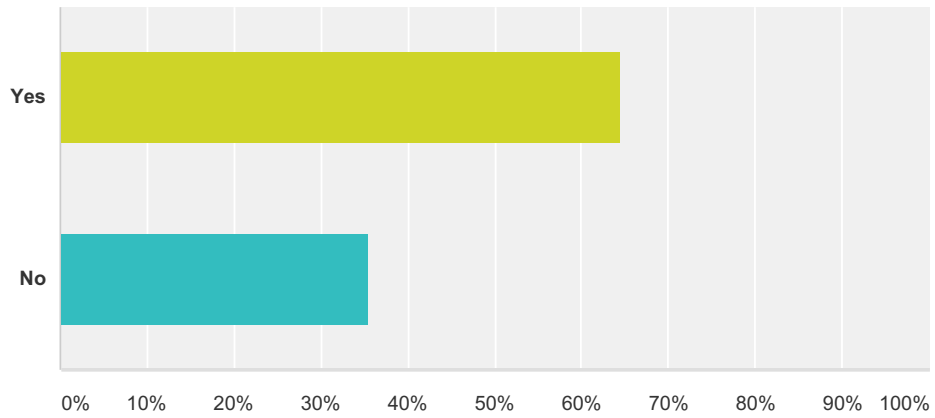
Answered: 594 Skipped: 11



Answer Choices	Responses	
Yes	78.11%	464
No	21.89%	130
Total		594

Q9 Is the company you are affiliated with a family owned business?

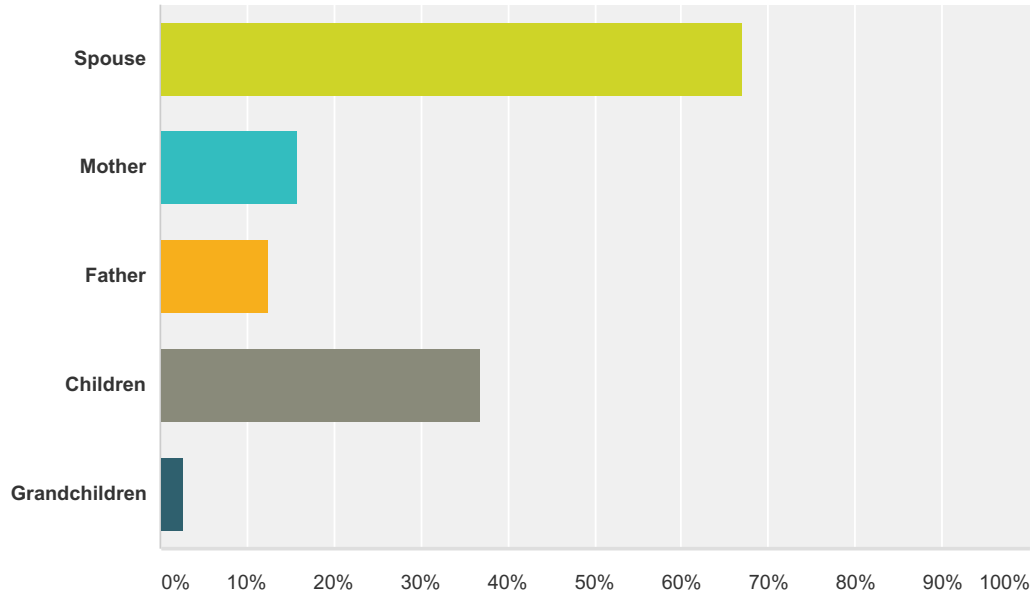
Answered: 599 Skipped: 6



Answer Choices	Responses
Yes	64.61% 387
No	35.39% 212
Total	599

Q10 If yes, and you are the broker or owner, do you have the following family members working in your office?

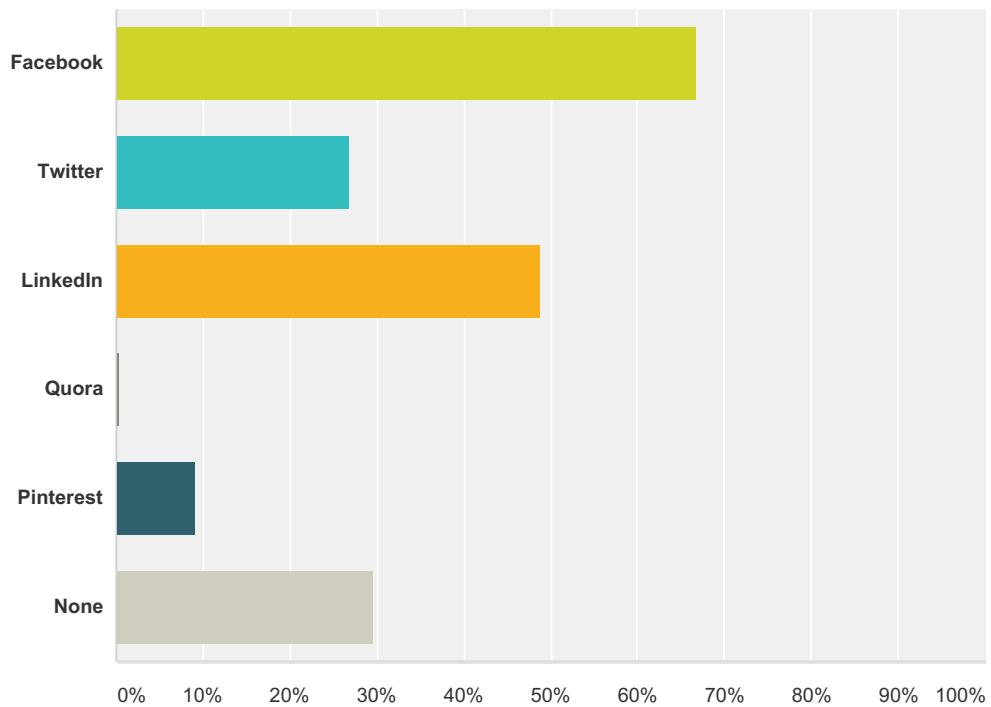
Answered: 257 Skipped: 348



Answer Choices	Responses	Count
Spouse	66.93%	172
Mother	15.95%	41
Father	12.45%	32
Children	36.96%	95
Grandchildren	2.72%	7
Total Respondents: 257		

Q11 What types of social media do you use to market your business?

Answered: 581 Skipped: 24



Answer Choices	Responses
Facebook	66.78% 388
Twitter	26.85% 156
LinkedIn	48.88% 284
Quora	0.34% 2
Pinterest	9.12% 53
None	29.60% 172
Total Respondents: 581	

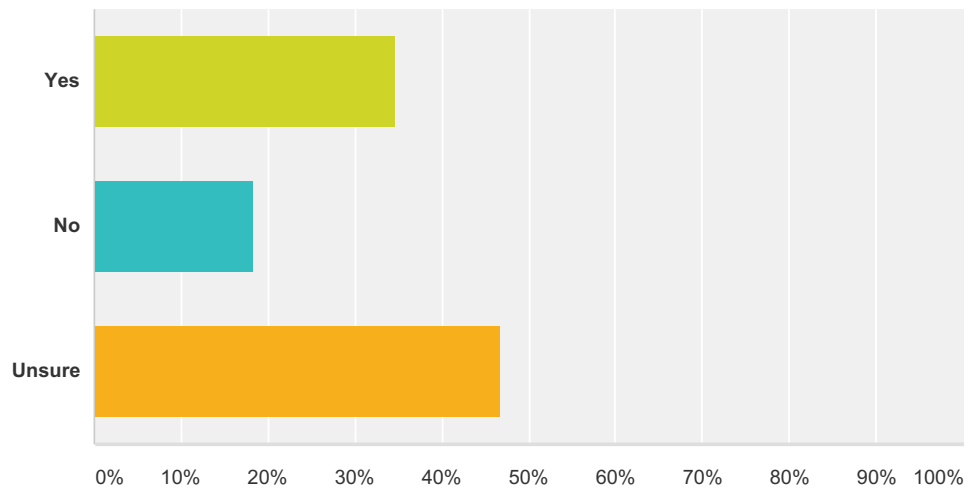
#	Other (please specify)	Date
1	Instagram	8/29/2014 5:12 PM
2	Google	8/28/2014 11:58 AM
3	Many rental sites	8/28/2014 11:01 AM
4	Webpages, theaters	8/28/2014 10:28 AM
5	Craigslist, rentalhomesplus, our own web site, some others also. I do not do the ads we have an administrative assistant who handles the web sites and advertising	8/28/2014 3:12 AM
6	website	8/28/2014 1:42 AM
7	Reverb Nation You tube	8/27/2014 10:57 PM

8	company website, newspaper	8/27/2014 9:42 PM
9	Zillow, Trulia	8/27/2014 9:12 PM
10	Visual Tour, You Tube, Google	8/27/2014 8:08 PM
11	Google+ Thumbtack.com YELP	8/27/2014 7:56 PM
12	Post lets, Craigslist, hotpad, AHRN military site,	8/27/2014 6:31 PM
13	google+	8/27/2014 5:40 PM
14	REIN	8/27/2014 5:36 PM
15	Postlets, AHRN.com	8/27/2014 5:34 PM
16	We have a web page	8/27/2014 5:31 PM
17	website	8/27/2014 5:30 PM
18	YouTube, Instagram	8/27/2014 5:18 PM
19	Will be added with upcoming web site revisions	8/27/2014 5:12 PM
20	Multiple Listing Service, website, trulia, zillow	8/27/2014 5:03 PM
21	Google+	8/27/2014 5:00 PM
22	Active Rain Blogger	8/18/2014 2:58 PM
23	Very little.	8/17/2014 12:21 AM
24	Craigs List, and Postlets. Postlets then puts the information out to 8 other websites. Also my website	8/16/2014 11:01 AM
25	List hub	8/15/2014 11:00 PM
26	Yelp, Google+	8/15/2014 6:15 PM
27	web sight	8/15/2014 2:06 PM
28	Google	8/14/2014 9:30 PM
29	BYU-Hawaii University website Laie Shopping Center bulletin	8/14/2014 9:26 PM
30	Over 500 internet sights.	8/14/2014 9:22 PM
31	craigslist	8/14/2014 4:59 PM
32	Instagram	8/14/2014 4:46 PM
33	Blogging/Active Rain	8/14/2014 4:30 PM
34	craigslist, ahrn, realtor.com, board of realtors	8/14/2014 4:11 PM
35	MLS, our web page	8/14/2014 2:53 PM
36	Referrals	8/14/2014 2:52 PM
37	MLS, company website	8/14/2014 1:27 PM
38	Web site	8/14/2014 1:26 PM
39	Craigslist, zillow	8/14/2014 1:24 PM
40	youtube	8/14/2014 1:17 PM
41	Google +, YouTube	8/14/2014 1:12 PM
42	Local MLS, National Franchise Site, Etc.	8/14/2014 1:11 PM
43	Google+	8/14/2014 12:59 PM
44	Instagram	7/28/2014 9:23 PM
45	Google Plus (just about to start this one)	7/24/2014 12:43 PM

46	Brokers Website	7/21/2014 4:19 PM
47	YouTube	7/21/2014 10:25 AM
48	Google Plus	7/21/2014 12:06 AM
49	We work off referrals and still turn away business.	7/20/2014 12:03 AM
50	Craigslist and most important, my Residents	7/19/2014 9:11 PM
51	Google plus	7/19/2014 3:54 PM
52	Google	7/19/2014 10:41 AM
53	Yelp blogs	7/19/2014 3:58 AM
54	Yelp, Angie's List	7/18/2014 6:55 PM
55	my website	7/18/2014 3:52 PM
56	Local MLS, realtor.com, trulia.com, Zillow.com, and military housing.	7/18/2014 3:42 PM
57	Websites	7/18/2014 3:37 PM
58	Website.	7/18/2014 2:00 PM
59	Google+ Reddit, Tumbler	7/18/2014 1:58 PM
60	yelp, craigslist etc	7/18/2014 1:51 PM

Q12 Do you feel these media types enhance your business?

Answered: 570 Skipped: 35



Answer Choices	Responses
Yes	34.74% 198
No	18.42% 105
Unsure	46.84% 267
Total	570

Q13 If yes, how do you feel it is enhanced?

Answered: 153 Skipped: 452

#	Responses	Date
1	We do receive PMA's, Buyers and tenants from Facebook.	8/31/2014 11:37 AM
2	In more ways than one.	8/30/2014 9:30 PM
3	Facebook gives me TONS of referrals and establishes me as a local industry expert. People want to do business with me who I've met only a few times or haven't seen in 10 years or more. It establishes trust, knowledge and enhances relationships if the profile/posts are done right.	8/29/2014 5:12 PM
4	Better Google score	8/28/2014 4:46 PM
5	I haven't used them for very long but I feel that while it may not yet bring me new business it will increase my visibility on the web and enhance my legitimacy.	8/28/2014 12:16 PM
6	It allows us to promote our our service models, dedication to the industry and our management coverage areas AND we can also show our community involvement and support as we participate in local activities and sponsorships.	8/28/2014 11:58 AM
7	Only that you have it for search optimization and Owner inquiries..	8/28/2014 11:54 AM
8	We are able to reach other networks that we can not reach by traditional listing techniques.	8/28/2014 11:13 AM
9	More eyes on vacant units and better name recognition	8/28/2014 11:01 AM
10	It gives me name reconigtion	8/28/2014 10:28 AM
11	More business presence	8/28/2014 9:50 AM
12	Outreach for my business has grown through it	8/28/2014 9:40 AM
13	Very little time to get vacancies filled. I had a home on. Craigslist and in 20 minutes. I had 6 people lined up to see it and first people applied. House was leased within hours.	8/28/2014 3:12 AM
14	Get leads	8/27/2014 11:51 PM
15	reaches more folks quicker	8/27/2014 10:57 PM
16	Tenants share amongst one another and friends of friends / children etc.	8/27/2014 10:10 PM
17	Expose to potential customers	8/27/2014 9:42 PM
18	More cohesive presence	8/27/2014 9:38 PM
19	Connections	8/27/2014 8:59 PM
20	95% of tenants find homes online.	8/27/2014 8:08 PM
21	broad exposure to directories used by different people. If they don't use FB maybe they use G+ if they don't use G+ maybe they use LinkedIn etc.	8/27/2014 7:56 PM
22	we have received lead and business from social media	8/27/2014 7:53 PM
23	Exposure Another mode of communication	8/27/2014 7:27 PM
24	Keeping our name and company in front of others so they think of us for referrals	8/27/2014 7:22 PM
25	Visibility	8/27/2014 6:55 PM
26	We get a lot of hits immediately upon posting ads	8/27/2014 6:31 PM
27	Extra exposure.	8/27/2014 6:31 PM
28	Media for better or for worse is like a marriage: a partnership for public eyes.	8/27/2014 6:29 PM

29	Property owners/landlords are able to see detailed information, like a resume, about my work history, education, professional designations, organizations,hobbies, etc.	8/27/2014 6:17 PM
30	Free marketing	8/27/2014 6:00 PM
31	Create traffic and give information to our owners, tenants and board of directors.	8/27/2014 5:49 PM
32	Our Facebook wall gives prospective owners a glimpse of the types of houses we lease and how long the process takes to lease them, which is very quickly in most cases. If inventory is low on our website, it's helpful for prospects to see our track record. Otherwise it may appear from an empty website that we have nothing going on when the opposite is true.	8/27/2014 5:48 PM
33	exposure	8/27/2014 5:40 PM
34	exposure	8/27/2014 5:36 PM
35	Additional traffic	8/27/2014 5:31 PM
36	better exposure	8/27/2014 5:30 PM
37	Exposer	8/27/2014 5:27 PM
38	Facebook mostly - helps w/ name recognition	8/27/2014 5:23 PM
39	Gets our business out to more people	8/27/2014 5:19 PM
40	We are to be where tenants are searching. It also represents free advertising. Also helps with SEO.	8/27/2014 5:18 PM
41	gets our company name out in the public	8/27/2014 5:15 PM
42	Facebook has given us a ton of exposure	8/27/2014 5:14 PM
43	Wider exposure, particularly to younger clientele; "on-the-go" connection when people are out looking at homes	8/27/2014 5:12 PM
44	Keep my name out in front of others	8/27/2014 5:10 PM
45	greater exposure	8/27/2014 5:09 PM
46	It gives my business more exposure to the public and to professionals	8/27/2014 5:08 PM
47	low cost exposure and marketing	8/27/2014 5:06 PM
48	Word of mouth	8/27/2014 5:06 PM
49	Exposure	8/27/2014 5:05 PM
50	More exposure	8/27/2014 5:04 PM
51	We get many enquiries to lease	8/27/2014 5:03 PM
52	Awareness	8/27/2014 5:00 PM
53	Getting in Front of prospects	8/23/2014 3:44 PM
54	perception of professionalism	8/22/2014 1:30 PM
55	more exposure	8/22/2014 12:13 PM
56	Seems to be more expected. It provides new ways to communicate.	8/20/2014 4:03 PM
57	I post very little via Facebook and Twitter so as to not inundate my friends, but I do let them know I love my job! I receive a lot of cold calls from Active Rain Blog.	8/18/2014 2:58 PM
58	we have had clients confirm they found us on facebook through mutual acquaintances	8/18/2014 11:05 AM
59	more exposure and education for the public	8/17/2014 3:30 AM
60	Credability	8/16/2014 4:53 PM
61	Keeping your name in the public eye and generating leads	8/16/2014 11:45 AM
62	I don't have to do any paid advertising to rent the properties	8/16/2014 11:01 AM
63	Feed out to other websites	8/15/2014 11:00 PM

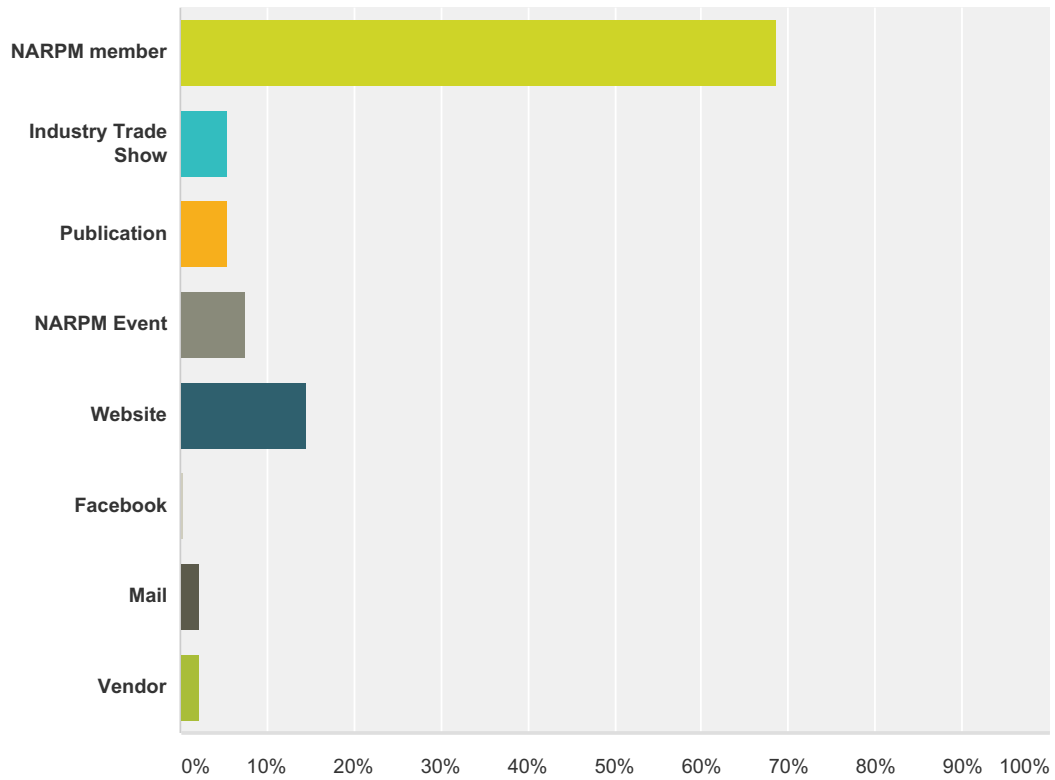
64	Gives property owners a sense that we're more connected and can market their properties better.	8/15/2014 6:15 PM
65	it provides us more exposure and we can advertise properties to more people.	8/15/2014 1:43 PM
66	Awareness and visibility.	8/15/2014 1:31 PM
67	I think it would enhance it, but I'm not sure how to go about it.	8/15/2014 12:39 PM
68	The business exposure is enhanced exponentially over traditional advertising. Social media keeps you front and center of your sphere of influence.	8/15/2014 11:14 AM
69	Engaging Being in or on their mind	8/15/2014 10:23 AM
70	Great resource for Millennial's	8/15/2014 12:17 AM
71	The BYU-Hawaii University provides mediation between landlord and student tenant and debt collection assistance as needed.	8/14/2014 9:26 PM
72	National exposure.	8/14/2014 9:22 PM
73	Expanded presence	8/14/2014 7:16 PM
74	Being seen on a consistent basis so agents remember to refer business to us.	8/14/2014 7:13 PM
75	Exposure to people whether they are clients, tenants or potential clients and tenants.	8/14/2014 6:35 PM
76	Potential tenants check it frequently.	8/14/2014 5:25 PM
77	Company branding	8/14/2014 5:10 PM
78	Less expensive than print media and more exposure	8/14/2014 4:52 PM
79	Exposure	8/14/2014 4:50 PM
80	Additional exposure in different ways to reach those who routinely use social media more than standard internet in their lives.	8/14/2014 4:46 PM
81	I receive calls from the presence of the ads on Facebook	8/14/2014 4:45 PM
82	Shows a diversified breadth of experience and activities we are involved in with business, pleasure and community.	8/14/2014 4:30 PM
83	Exposure	8/14/2014 4:28 PM
84	More exposure to give education.	8/14/2014 4:14 PM
85	Puts us out on the web.	8/14/2014 4:02 PM
86	Multiple facets of advertisement is very important for business and for my property owners. This creates more visibility for listed properties to have success in renting, or selling.	8/14/2014 3:59 PM
87	Branding	8/14/2014 3:51 PM
88	Media is not electronic and not paper	8/14/2014 2:53 PM
89	More exposure	8/14/2014 2:53 PM
90	Instantaneous word of mouth free advertising.	8/14/2014 2:49 PM
91	Simply, reminding people what we do.	8/14/2014 2:39 PM
92	Company name in the public, upgrading our SEO	8/14/2014 1:29 PM
93	Lots of exposure on MLS	8/14/2014 1:27 PM
94	Increases online prescence & traffic to our website and ranking.	8/14/2014 1:26 PM
95	get the information out.	8/14/2014 1:26 PM
96	These media types are how we advertise our vacancies.	8/14/2014 1:24 PM
97	This is my frist year and I plan to do more media marketing....	8/14/2014 1:21 PM
98	It showsand tells prospective landlords more about us and confirms that we really are in the business.	8/14/2014 1:20 PM

99	Exposure through the contacts in our network	8/14/2014 1:20 PM
100	Leads	8/14/2014 1:12 PM
101	Provides exposure.	8/14/2014 1:03 PM
102	Shows the personal side of our company. Gets owners/tenants to see us as people and not just a lifeless company.	8/14/2014 1:01 PM
103	We are getting more exposure for our properties and company	8/14/2014 12:56 PM
104	exposure	8/14/2014 12:51 PM
105	We are able to connect with our clients and customers on a personal level. Other than just e-commerce or business relationship.	8/14/2014 12:49 PM
106	exposure; getting in touch with people in places they visit already (twitter, facebook, etc.)	8/14/2014 12:48 PM
107	More exposure.	8/14/2014 12:47 PM
108	We are easily able to make announcements and spout our accomplishments not only to the world but to our customers and clients.	8/5/2014 6:15 PM
109	Brand Awareness, Advertising, Emphasises we are current with Industry Trends	8/4/2014 10:17 PM
110	Facebook puts our company in front of them where they hang out, not really a professional hub. Unlike LinkedIn; is more of a site to host a more professional appearance and network hub.	7/31/2014 10:04 PM
111	Brand recognition	7/30/2014 9:25 AM
112	More exposure to investors	7/28/2014 8:41 AM
113	Great resource to show your human side of a company. Also great place to repost blogs etc	7/24/2014 12:43 PM
114	People know me and trust me and see from my posts that I am actively working in the field	7/23/2014 1:59 AM
115	You need a way to get your Blog posts viewed.	7/22/2014 3:19 PM
116	It is mainly tenant marketing at this point, but I like to think that our clients and potential clients are watching what we are doing as well and gaining trust that we are the only rental experts that can handle their portfolio.	7/22/2014 12:48 PM
117	Provides forum/communication with peers, and potential owners/residents	7/22/2014 12:34 PM
118	Exposure when owners and residents are looking on line.	7/21/2014 8:35 PM
119	Engaging customers, networking, broadcasting information an advertising.	7/21/2014 4:04 PM
120	All part of SEO and creating an image for the company.	7/21/2014 10:25 AM
121	Public and top-of-mind awareness.	7/20/2014 4:42 PM
122	Looking to become heavily involved in social media in last quarter of the year	7/20/2014 3:26 PM
123	Friends and clients refer renters and home owners to us.	7/20/2014 2:47 PM
124	More exposure	7/20/2014 2:29 PM
125	Media does help to some extent, but over 30 years I have found that the most important form of advertising is my residents and the Owners of Properties. It not just about filling a home with bodies (residents) there is a lot more to leasing a piece of property. I have seen in my years renting to parents and now their children and selling them their 1st home.....it is a wonderful business that will take care of you, if you take care of the residents.	7/19/2014 9:11 PM
126	We have received customers from being active on the community pAges.	7/19/2014 3:54 PM
127	More customers	7/19/2014 10:47 AM
128	Networking	7/19/2014 10:41 AM
129	Drives web traffic	7/19/2014 9:45 AM
130	Possibly more history, more information is always better.	7/19/2014 3:58 AM
131	Facebook ads are the most beneficial. Little return aside from branding from Twitter/LinkedIn	7/18/2014 8:30 PM

132	Branding/Credibility	7/18/2014 7:44 PM
133	It allows us to get our new listings out to more people who are able to share or send our link to other people that we might not know about.	7/18/2014 7:37 PM
134	Networking, Exposure, Word of Mouth	7/18/2014 6:55 PM
135	Increased exposure	7/18/2014 5:31 PM
136	More exposure and name recognition	7/18/2014 4:06 PM
137	exposure and brand awareness	7/18/2014 4:00 PM
138	the chamber of commerce keeps my website in front of the local public	7/18/2014 3:52 PM
139	It reaches many interested potential tenants.	7/18/2014 3:42 PM
140	Reputation and referrals as people know who I am and what we do and where we do it.	7/18/2014 3:37 PM
141	it's important to have a social media aspect today and to also help our SEO	7/18/2014 3:25 PM
142	More exposure	7/18/2014 3:16 PM
143	I post my listings there and it helps get them rented	7/18/2014 2:53 PM
144	"Long-tail" SEO for brand recognition; client/customer engagement; recognition of professional expertise; reputation management; low cost-to-ROI lead generation	7/18/2014 2:25 PM
145	expanding the market and visabilitiy	7/18/2014 2:17 PM
146	both professional and non-professional referrals, staying connected with guests	7/18/2014 2:17 PM
147	exposure	7/18/2014 2:12 PM
148	They provide additional exposure.	7/18/2014 2:07 PM
149	mass	7/18/2014 2:04 PM
150	Better exposure	7/18/2014 2:03 PM
151	More communication and exposure on vacancies and owners are more apt to run across marketing for their homes. Also we get many questions from networking individuals and build reputation for knowledge.	7/18/2014 1:58 PM
152	greater exposure	7/18/2014 1:51 PM
153	making us more personable to clients	7/18/2014 1:51 PM

Q14 How did you learn about NARPM?

Answered: 539 Skipped: 66



Answer Choices	Responses
NARPM member	68.65% 370
Industry Trade Show	5.38% 29
Publication	5.38% 29
NARPM Event	7.42% 40
Website	14.66% 79
Facebook	0.37% 2
Mail	2.23% 12
Vendor	2.23% 12
Total Respondents: 539	

#	Other (please specify)	Date
1	Licensing class	8/29/2014 7:27 PM
2	Signed up for a local event and found out that NARPM members got a price break. Researched NARPM and then joined.	8/28/2014 11:58 AM
3	Business partner long time member	8/28/2014 10:32 AM
4	FARPM	8/28/2014 9:40 AM

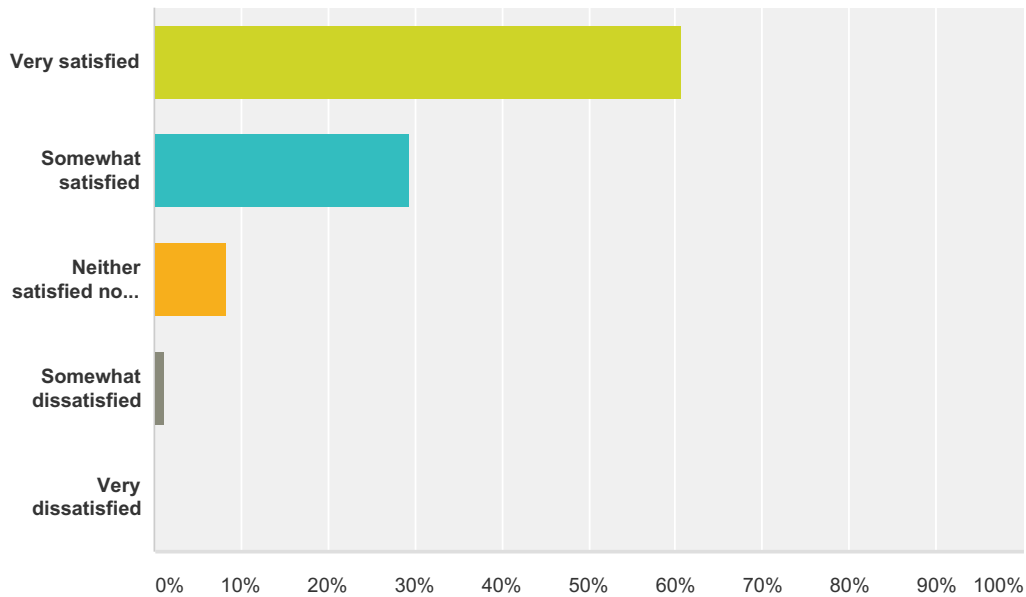
5	Word of mouth way back when	8/28/2014 3:12 AM
6	former chapter president	8/27/2014 9:42 PM
7	Northeast Florida Association of Realtors	8/27/2014 9:18 PM
8	I am one of the first members in Sacramento; i don't remember how I first learned about NARPM	8/27/2014 9:12 PM
9	INTERNET	8/27/2014 7:51 PM
10	Was member many years ago	8/27/2014 6:34 PM
11	Previous Member years ago	8/27/2014 6:29 PM
12	Local FARPM meeting many years ago	8/27/2014 6:17 PM
13	my boss	8/27/2014 6:13 PM
14	My employer/broker	8/27/2014 5:24 PM
15	RealPage RealWorld Conference	8/27/2014 5:23 PM
16	FARPM	8/27/2014 5:22 PM
17	glvar	8/27/2014 5:15 PM
18	Robert Locke referred me to NARPM	8/27/2014 5:10 PM
19	Harry Heist	8/27/2014 5:06 PM
20	Previous member and web search	8/27/2014 4:55 PM
21	word of mouth, while taking a class in PM	8/26/2014 4:53 PM
22	was a member of FARPM until NARPM took over	8/15/2014 2:06 PM
23	VAR	8/15/2014 1:14 PM
24	Fax message years ago	8/15/2014 12:39 PM
25	broker owner retreat	8/14/2014 9:42 PM
26	Do not remember	8/14/2014 9:27 PM
27	My company.	8/14/2014 9:22 PM
28	My daughter was President of local chapter.	8/14/2014 9:15 PM
29	Have been looking at joining for years and finally did.	8/14/2014 6:35 PM
30	A friend	8/14/2014 4:52 PM
31	Local Sunday newspaper - real estate section	8/14/2014 4:48 PM
32	other office employees	8/14/2014 4:41 PM
33	Attorney teaching CE class	8/14/2014 3:37 PM
34	Attend a property managers group where NARPM was discussed and marketing material was passed out	8/14/2014 3:21 PM
35	Helped to form chapter	8/14/2014 3:19 PM
36	austin board of REALTOR	8/14/2014 3:12 PM
37	ad in the local paper/employee	8/14/2014 3:05 PM
38	National Assoc of Realtors	8/14/2014 2:52 PM
39	SABOR	8/14/2014 2:11 PM
40	I can't remember	8/14/2014 2:07 PM
41	Broker	8/14/2014 1:27 PM
42	I worked with Jan Leasure for 14 years	8/14/2014 1:21 PM

43	google search for associations in PM	8/14/2014 1:20 PM
44	John Mangham	8/14/2014 1:15 PM
45	My employer	8/14/2014 1:14 PM
46	Too long ago?	8/14/2014 1:12 PM
47	previous member when I was with a different company	8/14/2014 1:06 PM
48	realtor	8/14/2014 1:01 PM
49	David Tilney Recommend it!	8/14/2014 12:59 PM
50	Company	8/14/2014 12:58 PM
51	Can't remember	8/14/2014 12:55 PM
52	Prop mgmt class	8/4/2014 11:43 PM
53	Eddie Davis, Father-in-law	7/31/2014 4:56 PM
54	eric evans with EZkeys	7/29/2014 3:20 PM
55	Designated Broker	7/28/2014 11:05 PM
56	I am a founding member	7/28/2014 8:41 AM
57	former FARPM member	7/22/2014 12:04 PM
58	Rentals.com sponsored national membership.	7/21/2014 7:30 PM
59	Been too long ago to remember for sure	7/21/2014 10:25 AM
60	Held hostage by Melissa Prandi and Peter Meer in 1997	7/21/2014 9:52 AM
61	Previous Member and Online Research	7/21/2014 8:00 AM
62	From a member of IREM	7/20/2014 3:26 PM
63	internet search	7/20/2014 2:37 PM
64	orginal member	7/20/2014 6:57 AM
65	resesarch internet for association associated with property managment	7/19/2014 12:40 PM
66	through a fellow P.M.	7/18/2014 6:23 PM
67	SEVRAR	7/18/2014 3:37 PM
68	Florida Association of Residential Property Managers before a branch was started in this state.	7/18/2014 3:16 PM
69	Ralph Tudor	7/18/2014 3:09 PM
70	Ralph Tudor	7/18/2014 2:31 PM
71	Melissa Prandi, one of the original - and still best - NARPM evangelists, was a charter member of our local chapter. That's all it took.	7/18/2014 2:25 PM
72	Former member	7/18/2014 2:25 PM
73	Charter member	7/18/2014 2:22 PM
74	Charter Member	7/18/2014 2:00 PM
75	class	7/18/2014 1:51 PM

Q15 Overall, how satisfied are you with your membership? Would you say you are

...

Answered: 594 Skipped: 11



Answer Choices	Responses
Very satisfied	60.77% 361
Somewhat satisfied	29.46% 175
Neither satisfied nor dissatisfied	8.25% 49
Somewhat dissatisfied	1.35% 8
Very dissatisfied	0.17% 1
Total	594

#	Other (please specify)	Date
1	recently joined	8/29/2014 11:22 AM
2	Just joined so I have not yet formed an opinion, although I do like the new membership packet I received.	8/28/2014 3:32 PM
3	Not sure, I have only been a member for a week.	8/28/2014 2:51 PM
4	Have not utilized benefits yet	8/27/2014 8:08 PM
5	Too early to tell	8/26/2014 4:27 PM
6	new member - not much done yet!	8/24/2014 10:24 AM
7	Unknown since it is still early.	8/14/2014 5:56 PM
8	I am unable to attend as many meetings as I would like.	8/14/2014 3:51 PM
9	But it can improve	8/14/2014 3:30 PM
10	NEW MEMBER	8/14/2014 1:27 PM

11	I just joined so I don't know yet	8/14/2014 12:56 PM
12	I like the people who are the leaders; they give more, the non leaders are more takers and out for themselves.	7/31/2014 10:04 PM
13	New member	7/19/2014 1:15 PM
14	I was very satisfied in the past but less satisfied now	7/18/2014 2:46 PM

Q16 What is the main reason you chose the above rating for your membership in NARPM®?

Answered: 472 Skipped: 133

#	Responses	Date
1	Education and the lifelong friendships that I have made thru this organization.	8/31/2014 11:37 AM
2	Just started. Haven't fully got the benefits of the association	8/29/2014 7:27 PM
3	The recent earthquake assistance has been unbelievable. The education and knowledge/experience shared between members is like no other organization i've ever been a part of.	8/29/2014 5:12 PM
4	I have learned a different perspective on running my business. Not just this is what my Dad did so this is how we must keep doing it.	8/29/2014 4:32 PM
5	Going for my designation	8/29/2014 5:00 AM
6	The information is great, but I'm also looking for other classes. There isn't enough participation in my local chapter.	8/28/2014 11:49 PM
7	I like the education/designation opportunities.	8/28/2014 5:10 PM
8	Very helpful info	8/28/2014 4:46 PM
9	Haven't participated in much yet.	8/28/2014 4:18 PM
10	See other above	8/28/2014 3:32 PM
11	Time frame and lack of reference to services	8/28/2014 2:51 PM
12	NARPM does an excellent job keeping me abreast of changes in the laws of our business. The educational classes are very beneficial. Our company is in Steamboat Springs, CO. We do not have a local chapter, however, I network with the Denver Chapter who have been ever so helpful. As I am near retirement, I am encouraging my daughter and her husband who will be taking over the company to start a local chapter.	8/28/2014 1:18 PM
13	With experience, the need for education and networking is reduced so the value is reduced.	8/28/2014 12:47 PM
14	Education available	8/28/2014 12:33 PM
15	The knowledge I've received from being a member and the wonderful sharing of the members	8/28/2014 12:16 PM
16	NARPM has made my firm what it is today.	8/28/2014 12:04 PM
17	Because I don't have as much time to participate in events as I would like. Once I can do more, I know I will change the status to Very satisfied. One more hire in the office and I will have more flexibility with my time.	8/28/2014 11:58 AM
18	Education and the sharing or downright plagiarism!!!	8/28/2014 11:54 AM
19	I am new to NARPM and have only experienced nothing but great things. As I read more into NARPM I have pleased to see that I am able to expand my knowledge while being apart of a team.	8/28/2014 11:13 AM
20	The support I get from other NARPM members is invaluable.	8/28/2014 11:09 AM
21	New member. Concerns that NARPM isn't addressing some of the most important issues being thrown at property managers at this time, nationally. And locally... well I will just leave that alone.	8/28/2014 11:03 AM
22	I have been in other industry associates and just feel that the nature of NARPM is much better. I love the sharing and learning that exists.	8/28/2014 11:01 AM
23	Classes, conferences, education material have helped me learn more about the industry	8/28/2014 10:32 AM
24	NARPM events are too expensive for the small startup person to go to such as conventions etc. to come and the cost of the registrations for the events are getting very high.	8/28/2014 10:28 AM
25	There is always room for improvement in everything	8/28/2014 10:18 AM

26	Not involved enough	8/28/2014 9:56 AM
27	Learn so much from NARPM and Members	8/28/2014 9:53 AM
28	NARPM is a great tool for resources and education.	8/28/2014 9:50 AM
29	Great organization for property managers.	8/28/2014 9:46 AM
30	Just not plugged in enough.	8/28/2014 9:42 AM
31	If in a major city, this program is a benefit but in more rural areas...the outreach all property managers or just members is selective and extremely little	8/28/2014 9:40 AM
32	The education and networking is very beneficial	8/28/2014 9:33 AM
33	Education and interaction with fellow members	8/28/2014 9:28 AM
34	Meetings and conferences are very informative. Networking.	8/28/2014 8:58 AM
35	Networking	8/28/2014 8:30 AM
36	Education , designations , traveling and online	8/28/2014 7:02 AM
37	I have not been actively involved. I am finishing a commitment to GAR and CAR at the end of the year and then plan to be more involved.	8/28/2014 6:13 AM
38	I have learned so much over the years. When I started PM there was no where to turn for information. I also appreciate the fact we can become accredited on a National level. This gives me resources to refer clients to for relocation purposes. NARPM adds credibility to our profession and offers education to serious PM's. Sets us apart from other property managers.	8/28/2014 3:12 AM
39	My NARPM membership helps keep me up to date on the daily operations and best practices. I would like to have more exposure to industry trends, Real Estate trends and business practices.	8/28/2014 12:24 AM
40	Learned alot and great to have referrals all over the world	8/27/2014 11:51 PM
41	I can't attend events because of other commitments I have made. I hope I can attend next year or the year after.	8/27/2014 11:48 PM
42	It's a good thing	8/27/2014 10:57 PM
43	Information to hand and might score higher once I attend a convention.	8/27/2014 10:10 PM
44	new to the organization	8/27/2014 9:55 PM
45	I haven't been a member long enough to have an opinion.	8/27/2014 9:51 PM
46	Sometimes I feel that many cannot afford to join due to fees, Also cannot afford to attend out of state meetings.	8/27/2014 9:42 PM
47	I have benefited from the education.	8/27/2014 9:38 PM
48	Just Joined have been too busy to explore the membership.	8/27/2014 9:18 PM
49	The education I am receiving is invaluable.	8/27/2014 9:18 PM
50	I think it is important to have the NARPM Affiliation and be associated with a prestigious group that adheres to professionalism and a code of ethics.	8/27/2014 9:12 PM
51	Have received valuable information.	8/27/2014 8:59 PM
52	Great education opportunities, nice members and fun referral source.	8/27/2014 8:39 PM
53	NARPM is the best place to be educated in PM and to learn from other PM's.	8/27/2014 8:23 PM
54	I have not yet used any resources.	8/27/2014 8:08 PM
55	What I've learned from NARPM, it totally changed my business in a positive way.	8/27/2014 8:03 PM
56	Need help with acquiring mgmts	8/27/2014 7:59 PM
57	training opportunities	8/27/2014 7:56 PM
58	It is a great resource for property management	8/27/2014 7:53 PM
59	THE EXCHANGE OF IDEAS THROUGH CLASSES & OTHER PROPERTY MANAGERS	8/27/2014 7:51 PM

60	All the help members have given me and my family business over the years. Also the opportunity to give back had been great too.	8/27/2014 7:27 PM
61	I learned so many rules and regulation to operate my business.	8/27/2014 7:25 PM
62	Support and education to better our profession	8/27/2014 7:22 PM
63	I couldn't do this without NARPM.	8/27/2014 7:14 PM
64	I wish the meetings were closer to my office. It's hard to get to Seattle with traffic and time of day.	8/27/2014 7:12 PM
65	new member	8/27/2014 7:01 PM
66	Finally there will be a chapter in my area. The Phoenix Chapter meets 60 miles from my home. Hardly worth a days ride to get there and back for a meeting.	8/27/2014 6:55 PM
67	Always room for imorovement	8/27/2014 6:55 PM
68	Reason I joined is for information and education. I'm getting information along with webinars	8/27/2014 6:34 PM
69	As a one person company, I appreciate the ability to consult other, more experienced members.	8/27/2014 6:31 PM
70	I started a chapter because I believed in the education and professionalism that it gives to a business	8/27/2014 6:31 PM
71	meet others in the business from all over Learn from others	8/27/2014 6:30 PM
72	Constant information exclusive to property management for owners, brokers and staff.	8/27/2014 6:29 PM
73	The services	8/27/2014 6:29 PM
74	Appreciate the monthly local NARPM meetings that bring education and speakers specific to our industry. Have only been able to attend 3 National Conventions, but they were fantastic!	8/27/2014 6:17 PM
75	Good trade magazine, Good conventions, networking, education, ethics, OK web site	8/27/2014 6:10 PM
76	My NARPM chapter is like a second family, and are always there when I need them.	8/27/2014 6:07 PM
77	I used to never miss a meeting but since Dec the speakers haven't pertained to anything that deals with what I do. So I quit going	8/27/2014 6:06 PM
78	Keeps me abreast of my industry specific news and updates	8/27/2014 6:01 PM
79	NARPM seems to be a well-organized group of people who are eager to share information and collaborate on issues faced in the industry.	8/27/2014 6:00 PM
80	I enjoy being able to fellowship with other property managers, the advice, feedback and information I receive from others is great.	8/27/2014 5:55 PM
81	Have received the benefit of cross training	8/27/2014 5:53 PM
82	Have not been a member very long but so far so good.	8/27/2014 5:52 PM
83	I love the information I receive and the education. It fits exactly with what I do.	8/27/2014 5:49 PM
84	I'm very satisfied with my membership and the education provided.	8/27/2014 5:48 PM
85	I believe it is an organization that promotes its members with knowledge and common interests. Sharing like problems and solutions.	8/27/2014 5:44 PM
86	Networking & Vendors	8/27/2014 5:41 PM
87	courses available and resources.	8/27/2014 5:40 PM
88	information	8/27/2014 5:36 PM
89	Meeting members and the knowledge that I gain from other members and classes I take.	8/27/2014 5:35 PM
90	I benefit from the articles and the local meetings.	8/27/2014 5:32 PM
91	I've learned a lot and being a member has increased my efficiency and profit margins.	8/27/2014 5:31 PM
92	Think the group information is great.	8/27/2014 5:31 PM
93	Southern AZ chapter is lacking	8/27/2014 5:31 PM

94	I feel the classes should be accredited for education in our state. We have to double up on everything it seems.	8/27/2014 5:30 PM
95	I appreciate the organization as a whole however my spouse is in charge of our property management department, is more engaged in the day to day property management activities and would probably offer a higher rating.	8/27/2014 5:27 PM
96	There seems to be a lot of resources available although I have not had much time to explore them yet.	8/27/2014 5:24 PM
97	too new to really have an opinion but I have received one referral from another property manager in the 3 months I've been a member	8/27/2014 5:23 PM
98	Timely information and updates about industry and training opportunities	8/27/2014 5:22 PM
99	I like the content in the meetings, the comradorie with the other pm's and it's nice to be around other people doing the same things without feeling like we're trying to steal eachother's business	8/27/2014 5:21 PM
100	Great people and networking.	8/27/2014 5:19 PM
101	Level of classes and educational opportunities.	8/27/2014 5:18 PM
102	Have not taken advantage of NARPM benefits. Started this business from scratch about 2.5 years ago and have been too busy working	8/27/2014 5:16 PM
103	Networking, education and interaction.	8/27/2014 5:14 PM
104	Learn lots from the listserv and networking with others at our local chapter	8/27/2014 5:14 PM
105	love a local chapter	8/27/2014 5:12 PM
106	Unique professional organization, in that members are very willing to share information and experiences, and cooperate really well with other property managers. Very professional leadership. I've been impressed!	8/27/2014 5:12 PM
107	Great organization, great education and all members are extremely helpful	8/27/2014 5:10 PM
108	NARPM provides the tools needed to become an expert and a professional in the property management industry.	8/27/2014 5:08 PM
109	The education at conventions and networking are the primary benefits for me.	8/27/2014 5:07 PM
110	I believe that National expects the Local Chapters to grow but yet do not profit share back to the local chapters.	8/27/2014 5:07 PM
111	Have found many ways to improve our office by networking with some of the members.	8/27/2014 5:07 PM
112	I think the membership has been great but think there is some room for improvement. It has been worth the investment so far. Would love to see more educational opportunities.	8/27/2014 5:07 PM
113	Would like to see more usable form and notice templates and sample agreements.	8/27/2014 5:07 PM
114	resources, education, networking	8/27/2014 5:06 PM
115	Education	8/27/2014 5:06 PM
116	Monthly Meetings are helpful.	8/27/2014 5:05 PM
117	Great group of people with a lot of support avenues	8/27/2014 5:04 PM
118	I've learned a lot from NARPM and from fellow members over the years.	8/27/2014 5:04 PM
119	The rule excluding Property Managers like myself who manage less than 25 doors; we are not allowed Certification. So, you force us to become certified by other organizations.	8/27/2014 5:03 PM
120	great magazine and conference cover usable material	8/27/2014 4:58 PM
121	I am not as involved as I should be.	8/27/2014 4:58 PM
122	The fabulous people I meet and the ongoing education.	8/27/2014 4:57 PM
123	Forums, networking with other members across the country, tools and services I've been pleaseed with. Have not had an opportunity to attend larger meetings, further training yet.	8/27/2014 4:55 PM
124	I live in a rural area and the meetings are an hour away.	8/27/2014 12:26 PM
125	I haven't become involved yet. When things slow down I will participate more in our local chapter.	8/26/2014 8:27 PM
126	Education, fraternity	8/26/2014 4:53 PM

127	not located in Atlanta and most of their programs are not accessible on weekdays	8/24/2014 1:24 PM
128	I'm a new member	8/24/2014 10:24 AM
129	Great people, lots of amazing learning, I really want to stop, start and continue doing thing the best and correct way !!	8/23/2014 3:44 PM
130	I attend meetings for information and making contacts.	8/22/2014 11:27 PM
131	education, networking and access to vendors	8/22/2014 1:30 PM
132	Quality... information...	8/22/2014 12:13 PM
133	I contacted NARPM for a contact referral or a form and I was sent to a link that didn't have the form, I emailed back and never got a response.	8/22/2014 9:45 AM
134	Great value for the \$	8/20/2014 4:03 PM
135	I appreciate the knowledge that is gained about this ever changing industry from those who are actually involved in property management.	8/20/2014 12:14 PM
136	Members are generally more helpful.	8/20/2014 4:35 AM
137	I like the educational classes they have	8/20/2014 12:56 AM
138	Lots of help....	8/19/2014 4:26 PM
139	Sharing of ideas from fellow members	8/19/2014 9:57 AM
140	I just joined, so I hope membership will help me.	8/19/2014 8:51 AM
141	Overall very satisfied. However, would like more detailed classes. While general classes are beneficial, I think a fuller "advanced" level is needed.	8/18/2014 5:58 PM
142	Not sure it is helping me	8/18/2014 2:58 PM
143	positive influence	8/18/2014 11:55 AM
144	I have had a little difficulty with members contacting me back when I email them for advise or help	8/18/2014 11:05 AM
145	Still learning	8/17/2014 10:28 PM
146	have not made the most of NARPA but starting to...	8/17/2014 10:36 AM
147	sometimes the competition among members is not good	8/17/2014 3:30 AM
148	Listserve and Broker/Owner retreat in Vegas.	8/17/2014 12:21 AM
149	New to NARPM, too busy recently to attend local events	8/16/2014 12:36 PM
150	Network, education workshops certification brokers owners convention	8/16/2014 12:24 PM
151	The education is superior. The sharing nature of the people involved and the networking	8/16/2014 11:45 AM
152	Because I have only been a member for a couple of months.	8/16/2014 11:01 AM
153	NARPM is constantly offer training and education opportunities to help improve our services to clients.	8/16/2014 8:59 AM
154	Never had as positive experience (state convention) with like minded people. All willing to share & help each other.	8/15/2014 11:43 PM
155	I was signed up and that was it.	8/15/2014 11:07 PM
156	Very helpful members	8/15/2014 11:00 PM
157	enjoy the meetings -- always learn a little something	8/15/2014 8:45 PM
158	I have been receiving good education	8/15/2014 5:30 PM
159	As a Volunteer Board member, I feel that we have Alot of extra reporting to do. Chapter Excellence, Annual chapter report. It's complicated. e.e.g	8/15/2014 3:51 PM
160	My knowledge of not only management, but how to run a successful business can be attributed to NARPM	8/15/2014 2:38 PM

161	I get a great deal of information from your webinars and printed information.	8/15/2014 1:43 PM
162	I gain some new piece of insight whenever I associate with other members.	8/15/2014 1:31 PM
163	Email contact	8/15/2014 1:23 PM
164	You are there with information to help me.	8/15/2014 1:14 PM
165	Overall, I learn something new almost daily.	8/15/2014 12:39 PM
166	Solid and informed association.	8/15/2014 11:14 AM
167	I am a sole proprietor and using NARPM gives me access to the same knowledge base as a large firm.	8/15/2014 11:13 AM
168	We have come a long way since I joined Keeping up with the times Laws and more	8/15/2014 10:23 AM
169	In DC. Don't like chapter in Baltimore.	8/15/2014 8:31 AM
170	Education, Broker/Manager Forum, Industry news & info, and referral network	8/15/2014 6:34 AM
171	Mentorship	8/15/2014 12:17 AM
172	The organization is well-organized and provides a steady stream of valuable information.	8/14/2014 11:48 PM
173	I appreciate belonging to a group of professionals, networking with this group and having the members to consult when I have an issue.	8/14/2014 10:36 PM
174	Education and referrals	8/14/2014 10:31 PM
175	I love the way NARPM members help each other rather than treating other property managers as rivals like you often see in real estate. The sharing of information is wonderful!	8/14/2014 10:18 PM
176	Very active members, education opportunity, helpful website, etc	8/14/2014 9:55 PM
177	Not really involved	8/14/2014 9:49 PM
178	I have learned a lot from the conventions and classes.	8/14/2014 9:42 PM
179	Like the educational classes/seminars - especially enjoy the owner/broker retreat each year in February.	8/14/2014 9:30 PM
180	Learning from other members	8/14/2014 9:27 PM
181	NARPM has been in touch with current legislative bills and continue to make sure brokers, property managers and support/ admin are equip with do's and don'ts. Monthly luncheons and seminars provide helpful education and reminders.	8/14/2014 9:26 PM
182	I do not have time to find out what you have to offer.	8/14/2014 9:22 PM
183	People, education, networking, conferences....	8/14/2014 8:26 PM
184	NARPM has built a great foundation to showcase a professional property manager	8/14/2014 7:37 PM
185	Information from networking opportunities	8/14/2014 7:16 PM
186	We did not have a local chapter till recently. Getting the chapter off the ground has been very time consuming. I'm hoping once we are fully up and running, the benefits will fall into place.	8/14/2014 7:13 PM
187	I have enjoyed everything thus far	8/14/2014 7:03 PM
188	I don't have any complaints, just not gotten any real useful information or help as of yet.	8/14/2014 6:49 PM
189	New member and have learned a lot and look forward to more,	8/14/2014 6:44 PM
190	The people I have met and information that is made available through NARPM.	8/14/2014 6:35 PM
191	There is not a chapter close to my office.	8/14/2014 6:16 PM
192	I have not had enough time in the organization to be sure of the actual performance.	8/14/2014 5:56 PM
193	Ability to talk to other PM's and bounce scenarios off them. Sharing.	8/14/2014 5:37 PM
194	I've learned quite a lot through NARPM, however, the local chapter could be more helpful.	8/14/2014 5:25 PM
195	Awesome education and networking	8/14/2014 5:10 PM

196	I think things could be better in some ways, but am overall satisfied.	8/14/2014 4:59 PM
197	I've found very little follow up. I tried to get a mentor but there has been no contact. Generally the organization seems to lack organization	8/14/2014 4:52 PM
198	Was there in the beginning and it has only become better	8/14/2014 4:50 PM
199	Would like to see better seminars at the conference that are geared towards number of homes managed. A lot of repeat seminars at different conferences.	8/14/2014 4:46 PM
200	I have just started with the membership, but to this point i have been happy with the e-mails I have received, the information I have received.	8/14/2014 4:45 PM
201	Informative conferences like the broker owner conference where I can exchange ideas and information with other owners and brokers and pick up great information from the speakers and sessions	8/14/2014 4:42 PM
202	networking	8/14/2014 4:36 PM
203	It has helped me a lot in getting better at my business by being a part of NARPM.	8/14/2014 4:31 PM
204	Still think there is a somewhat closed attitude by a lot of the long term members, and there is not good access or advertising about committees or other activities needed for certifications. If you don't "know somebody" you are not getting on one of the better national committees. There is no continuity or call for volunteers that I am aware of. Not sure how they are put together.	8/14/2014 4:30 PM
205	Education	8/14/2014 4:28 PM
206	Need to learn how to maximize the membership.	8/14/2014 4:25 PM
207	Education at events and networking with the big guys.	8/14/2014 4:14 PM
208	provide more knowledge, good turn out, lots of communication and good speakers and presentations.	8/14/2014 4:11 PM
209	Very easy to use, benefits.	8/14/2014 4:02 PM
210	no local chapter so not really an enhancement and there is nothing ever done to reach the folks in areas with no chapters	8/14/2014 3:56 PM
211	I learn something new at every event.	8/14/2014 3:52 PM
212	I believe that NARPM is a huge asset to my industry. Unfortunately i am unable to take advantage of all that you have to offer because of time constraints.	8/14/2014 3:51 PM
213	I am not actively involved	8/14/2014 3:32 PM
214	Because I am always learning ways to improve professionally and my business as well as the many great friends I have in the organization.	8/14/2014 3:21 PM
215	Expense in addition to NAR,TAR, and GFWAR membership dues as well as location of local chapter meetings.	8/14/2014 3:19 PM
216	Time consuming for the benefits we get at times.	8/14/2014 3:15 PM
217	The networking and educational classes that are offered have helped be greatly in my business.	8/14/2014 3:12 PM
218	Professionalism	8/14/2014 3:12 PM
219	need more clock hour classes in local chapters	8/14/2014 3:05 PM
220	comradery, education, professionalism	8/14/2014 2:56 PM
221	NARPM is a way to associate with other property managers and not worry about who is going to take what from you instead what they will give you to enhance your business.	8/14/2014 2:53 PM
222	Because of the on going training and association with other members	8/14/2014 2:53 PM
223	Keeps me up to date on changes in PM.	8/14/2014 2:52 PM
224	Property management training	8/14/2014 2:52 PM
225	Great support from other NARPM members and NARPM administrators. Great education at each event.	8/14/2014 2:49 PM
226	I would most likely say "very satisfied" if I had the time to take advantage of all the local chapter has to offer.	8/14/2014 2:41 PM

227	Very few useable benefits, classes are very expensive to obtain designations.	8/14/2014 2:39 PM
228	I feel that NARPM really focuses on the issues relevant to property management including associated vendors, programs, websites and other resources.	8/14/2014 2:38 PM
229	It has been a great resource as we have grown our company	8/14/2014 2:36 PM
230	Owner leads received through Narpm membership listing. Info sharing from listserve	8/14/2014 2:36 PM
231	Coming into the business I knew I wanted to join an organization that focused on Property Management issues and learn from those that have been doing it a lot longer than me.	8/14/2014 2:27 PM
232	I've been to only one seminar. We'll see.	8/14/2014 2:25 PM
233	Excellent education and industry sharing opportunities	8/14/2014 2:19 PM
234	I attend National events but have never really participate locally. When I first joined I tried to reach out to the local chapter but never got communication back. Since then, I know the leadership and the local website has changed.	8/14/2014 2:19 PM
235	Since we have a very unique market - NARPM(R) can really serve the needs specifically here for us in San Francisco - with that said, the networking and sharing of forms and education are wonderful	8/14/2014 2:12 PM
236	NARPM Members are some of the most wise people in the industry. I choose to walk among wise people.	8/14/2014 2:11 PM
237	Lots of education and knowledge	8/14/2014 2:09 PM
238	Value of membership is for promotional purposes and networking only, actual value = 0.	8/14/2014 2:07 PM
239	NARPM is the single-most important association that understands and supports the residential fee-management industry.	8/14/2014 2:03 PM
240	To learn and hear news about our industry.	8/14/2014 1:58 PM
241	A great source of information from fellow managers that have similar experiences.	8/14/2014 1:57 PM
242	education, conferences	8/14/2014 1:49 PM
243	Isn't that self explanatory? I answered that I am very satisfied because I am very satisfied.	8/14/2014 1:47 PM
244	find using website difficult to answer questions	8/14/2014 1:45 PM
245	we don't have a chapter near us, going to Orlando for classes is not an option.	8/14/2014 1:38 PM
246	I have learned so much from attending NARPM as a new Property Manager, but still continue to learn more at every meeting	8/14/2014 1:37 PM
247	List serve and conventions	8/14/2014 1:31 PM
248	I use to see monthly get togethers and meetings	8/14/2014 1:30 PM
249	Just recently joined. Haven't had much experience with NARPM yet.	8/14/2014 1:30 PM
250	Education	8/14/2014 1:29 PM
251	Been very happy with the educational opportunities that NARPM has presented.	8/14/2014 1:28 PM
252	There is no local affiliate, so I feel pretty disconnected. I would have to travel 150 miles to the closest meetings. I have not yet had the time to make such a trip for the express purpose of attending a NARPM event or meeting.	8/14/2014 1:27 PM
253	I just joined	8/14/2014 1:27 PM
254	Great conventions and members.	8/14/2014 1:26 PM
255	...new member	8/14/2014 1:22 PM
256	I rely on NARPM to keep up to date on California laws and I enjoy and take confidence in the ability to contact other members with questions or concerns.	8/14/2014 1:21 PM
257	I believe they are a good resource	8/14/2014 1:21 PM
258	Knowledge and education	8/14/2014 1:20 PM
259	Very informative programs and presentations at local meetings.	8/14/2014 1:20 PM

260	I am a new member, but am pleased with the amount of information I can gain from NARPM	8/14/2014 1:18 PM
261	So far, I have seen some valuable information from NARPM and struggle to find the time to take advantage of everything, so don't know everything I need to know to properly answer this.	8/14/2014 1:18 PM
262	Im not involved in the chapter, cant complain if your not involved.	8/14/2014 1:17 PM
263	I like that I can contact any NARPM member for any questions that I may have.	8/14/2014 1:14 PM
264	Narpm has given us so much valuable information and resources and has paid for itself 10 times over!	8/14/2014 1:12 PM
265	Articles	8/14/2014 1:12 PM
266	Education from other members.	8/14/2014 1:12 PM
267	I am not a very active member of NARPM and mostly joined to go to conferences and classes.	8/14/2014 1:10 PM
268	Education Opportunities	8/14/2014 1:09 PM
269	The knowledge that can be obtained by being a member.	8/14/2014 1:06 PM
270	Lots of education and professional resources.	8/14/2014 1:06 PM
271	The classes that are given	8/14/2014 1:06 PM
272	Education	8/14/2014 1:04 PM
273	Educational opportunities and networking.	8/14/2014 1:04 PM
274	I love the "family" atmosphere, friendships I have made thru NARPM and all the education I have gained since joining.	8/14/2014 1:04 PM
275	Information	8/14/2014 1:03 PM
276	Education! I have learned so much about how to run a property management business.	8/14/2014 1:01 PM
277	It's helped me be a better manager.	8/14/2014 1:01 PM
278	Difficulties in gaining access to discussion groups.	8/14/2014 12:59 PM
279	I truly feel that being a member of NARPM has helped me grow with my business.	8/14/2014 12:59 PM
280	I had an owner find my on the NARPM site and I picked up 35 houses that day.	8/14/2014 12:59 PM
281	Business verification; Educational opportunity; help form other members;	8/14/2014 12:59 PM
282	the education offered that is specific to property managment & the networking with other members	8/14/2014 12:58 PM
283	I haven't really had a change to divulge into the membership but I am sure when I do I will be very satisfied.	8/14/2014 12:58 PM
284	It keeps up with all the latest news, trends, laws etc	8/14/2014 12:57 PM
285	The improvement of my knowledge on how to run my business better is 100 percent contributed to my membership and involvement	8/14/2014 12:57 PM
286	getting tired of all the politics	8/14/2014 12:55 PM
287	I have really enjoyed the people I have met and the valuable things I have learned. I do believe the classes offered are due to be reviewed and updated.	8/14/2014 12:55 PM
288	Attitude of sharing among members	8/14/2014 12:55 PM
289	Excellent source of relevant information	8/14/2014 12:55 PM
290	Very happy with the information and networking opportunities provided by NARPM.	8/14/2014 12:54 PM
291	I feel a little detached. I only attend local chapter meeting 1-2 times per year due to distance/meeting location	8/14/2014 12:54 PM
292	the whole organization feels like such a good old boys club. when I became chapter president I tried to be a change for good, but it is hard to change old tricks. I appreciate the education that NARPM brings to its members though and that is why I come back.	8/14/2014 12:53 PM
293	Very disorganized chapter, never got a name tag, left off the mailing list, have to ask for information, maybe NOT going to renew!	8/14/2014 12:51 PM

294	NARPM has been a valuable tool for my company in helping or organize, grow and implement best practices.	8/14/2014 12:49 PM
295	great relationships with other property managers	8/14/2014 12:48 PM
296	Its early in the process.	8/14/2014 12:47 PM
297	All the great stuff I have learned and the great friends	8/13/2014 5:30 PM
298	What I have learned by attending NARPM functions as well as the friends I have made is invaluable. You can't look around my company and not see the NARPM influence.	8/5/2014 6:15 PM
299	Haven't used it to it's full potential.	8/4/2014 11:43 PM
300	I have not been to any chapter functions or classes and I would like to.	8/4/2014 10:17 PM
301	Would like to receive more information upfront on what everything entails. I felt like I got bits and pieces and needed to ask others.	8/4/2014 11:09 AM
302	Networking, education.	8/1/2014 5:43 PM
303	For the ones who follow through with their word, I am happy with a few of the people, where as the others -they say one thing, yet do another. Events: the prices are rather high. I compare them to SAR which are much lower. Again, about the people, they make me feel like I am not good enough, as if there is a click! One used the word, pigeon holed because I worked for a certain company in the past; weird. As if I wasn't good enough for them.	7/31/2014 10:04 PM
304	I would like to see the chapters strengthened and more resources accorded to the grass roots member through the chapters.	7/31/2014 8:46 PM
305	I learn so much from what others in the industry are successfully doing. NARPM supports sharing this information with us which only gives the industry a better name and professional profile	7/31/2014 7:56 PM
306	The networking and education I have received and continue to receive.	7/31/2014 3:32 PM
307	I use NARPM as a resource.	7/31/2014 3:20 PM
308	NAR	7/30/2014 9:25 AM
309	Have learned many things over the years in order to work smarter and grow my business.	7/29/2014 6:08 PM
310	everyone is very helpful and nice. Having just started property management I could use help.	7/29/2014 3:20 PM
311	Plethora of information available, and I've already met other members.	7/28/2014 11:05 PM
312	I originally joined NARPM to increase my knowledge of the industry and continue to learn and grow, mostly because of my affiliation as a NARPM member and because of my involvement in my local chapter in San Diego	7/28/2014 9:23 PM
313	It does what it is supposed to do, promote our industry, educate the membership, and bring items impacting our industry to the podium for discussion	7/28/2014 8:41 AM
314	Great resource as we learn the business.	7/25/2014 11:48 AM
315	I just started. Not familiar enough to judge properly.	7/25/2014 11:12 AM
316	The networking	7/24/2014 6:30 PM
317	Networking & info sharing with other NARPM members	7/24/2014 2:35 PM
318	NARPM has helped me grow myself and business	7/24/2014 12:43 PM
319	Learning a lot and lots of resources provided.	7/23/2014 5:11 PM
320	the learning opportunities provided by members, the chapter, classes, magazine, webinar	7/23/2014 4:14 PM
321	The dedication of the board and members to assist all members in improving their business.	7/23/2014 3:43 PM
322	It is due to the knowledge and friends that I have gained.	7/23/2014 2:53 PM
323	It has been very educational and the networking with peers in the same industry has been priceless.	7/23/2014 10:58 AM
324	I am happy to be part of this membership, but I have not gone to any events yet or used any of its tools	7/23/2014 1:59 AM
325	It has helped me in the industry. I love being with other property managers and vendors to help in the business.	7/22/2014 1:21 PM
326	I believe that NARPM is always striving to teach and show me how to be the best PM I can be	7/22/2014 1:07 PM

327	For some reason, we used to have monthly meetings in Jacksonville, and now all I see are webinars.	7/22/2014 12:58 PM
328	Education and support from NARPM plus respect from the public	7/22/2014 12:34 PM
329	I would have liked for my credentials and designation to have carried over to the National level without having to travel to National convention in order to attain my designation with NARPM	7/22/2014 12:04 PM
330	Education,	7/22/2014 11:11 AM
331	Some of the affiliate members offer useful services/products. A couple have been costly with no benefit to my business.	7/22/2014 9:20 AM
332	I wish we had more educational (CE) opportunities for our members. our local RE Board doesn't offer much.	7/21/2014 10:29 PM
333	Website is not very good & designation paperwork to file is unclear.	7/21/2014 9:58 PM
334	professional information	7/21/2014 9:33 PM
335	Would like the classes to be held more often.	7/21/2014 8:35 PM
336	interaction and knowledge swap with other members.	7/21/2014 7:30 PM
337	New business ideas and forms.	7/21/2014 5:13 PM
338	NARPM has a lot of good information.	7/21/2014 4:19 PM
339	The learning opportunities and career enhancement aquired.	7/21/2014 4:04 PM
340	I enjoy the training classes available	7/21/2014 1:45 PM
341	The ability to network and problem solve with other professional property managers	7/21/2014 12:27 PM
342	Affiliation from my perspective gives me the opportunity for education and staying on top of my field. However, I have not found in my experience the professionalism from other members as I had hoped especially when it comes to referrals etc.	7/21/2014 11:31 AM
343	Overall value / educational offerings / conventions	7/21/2014 11:18 AM
344	Single-Family portfolio specific information, education, legislative lobby, etc.	7/21/2014 10:25 AM
345	Business success	7/21/2014 9:52 AM
346	No local chapter, haven't had the opportunity to engage as much as I would like to yet so hard to rate something that I have limited experience with. Been impressed with what I've seen so far.	7/21/2014 8:00 AM
347	Wish there was more local NARPM activity in my area.	7/21/2014 12:06 AM
348	The sharing spirit within NARPM, excellent leadership and great educational and networking opportunities.	7/20/2014 4:42 PM
349	I would never have learned they information from conferences and trade shows n my own.	7/20/2014 3:26 PM
350	Networking and Education	7/20/2014 2:47 PM
351	Consistent improvement in my business as a direct result of knowledge gained through NARPM	7/20/2014 2:29 PM
352	Need more info on local meetings/events, possibly more on designation programs.	7/20/2014 10:04 AM
353	The learning is unparalleled.	7/20/2014 1:41 AM
354	I'm not sure who my contact person is for my area.	7/20/2014 12:03 AM
355	So far I have no complaints. My time is very valuable, so to take off a couple of hours to go to a function, I want to walk away with knowledge about something current in the industry. Or maybe a law has changed or maybe a local license is now different. We have so many facets that we have to follow. A lot to keep up with.....	7/19/2014 9:11 PM
356	Lots of information regarding the management of single family homes. Most other professional real estate management groups concentrate on apartments or HOAs.	7/19/2014 5:58 PM
357	All the great educational opportunities both on line and classes held in my local area.	7/19/2014 4:16 PM
358	It is a valuable membership and a great group of people.	7/19/2014 3:54 PM
359	The education at monthly meetings and conferences	7/19/2014 2:46 PM

360	I only just joined and I am not completely familiar with the Member Benefits	7/19/2014 2:09 PM
361	I wish there was a local chapter.	7/19/2014 12:40 PM
362	I'm extremely disappointed in not having a Chicago chapter	7/19/2014 12:08 PM
363	I do not have much time to complete classes currently until the summer months are over so I can fully appreciate my membership.	7/19/2014 10:41 AM
364	I see the value, I am also a board member. I like that I can pick up the phone and call one of my fellow NARPM members and either ask a question or get info on properties and not get the run around I get with non members. We are all like family.	7/19/2014 10:36 AM
365	The website is hard to navigate. Takes too much time to get to what I'm after. I usually just move on to google. I feel the website could be such a powerhouse of knowledge if re-done and re-worked to be more intuitive and user friendly.	7/19/2014 10:26 AM
366	Things can always be better	7/19/2014 9:45 AM
367	Too new yet....	7/19/2014 3:58 AM
368	Its has gotten to be a very Political oriented organization and by that I mean, if you are not in the "Click" and in good favor with certain people its not good. The Organization does not give any credit to those that work hard to lift the Organization and bring new members in.	7/18/2014 11:12 PM
369	Lots of good information.	7/18/2014 10:24 PM
370	NARPM provides value to me professionally.	7/18/2014 10:23 PM
371	Conventions and List Serve.	7/18/2014 8:54 PM
372	Education-	7/18/2014 8:42 PM
373	Because NARPM's intent is to add to the professionalism of the industry.	7/18/2014 8:30 PM
374	I began getting landlord referrals right away.	7/18/2014 7:44 PM
375	The additional knowledge NARPM has provided has been very valuable. We also have joined a local chapter and meeting with other management companies and learning from them has improved our company and staff.	7/18/2014 7:37 PM
376	educational	7/18/2014 7:24 PM
377	networking and education	7/18/2014 7:11 PM
378	Nationwide reputation/networking/exposure/education	7/18/2014 6:55 PM
379	It was through NARPM that I learned how to grow and learn my profession.	7/18/2014 6:23 PM
380	NARPM is a great place to learn, teach, and share. Learned many things from other members making membership more than worth it.	7/18/2014 6:04 PM
381	Great info	7/18/2014 5:46 PM
382	Networking and education	7/18/2014 5:40 PM
383	Same content becomes stale quick. same big name speakers same content at all meetings.	7/18/2014 5:40 PM
384	The contacts that I have made through NARPM are invaluable.	7/18/2014 5:31 PM
385	Education and resources	7/18/2014 5:31 PM
386	NARPM always goes the extra step.	7/18/2014 5:20 PM
387	NARPM has changed my business for the better in virtually every way.	7/18/2014 5:16 PM
388	Because I have learned so much from other members	7/18/2014 5:15 PM
389	Classes, friends, listserve, support	7/18/2014 4:43 PM
390	Our chapter is new and small. I wish i belonged to a more established group.	7/18/2014 4:41 PM

391	I like the overall purpose of the association but I think there needs to be more educational offerings at the local level. Our local chapter is good, but doesn't offer classes or anything outside of the monthly meetings. I really like the CalNARPM annual conferences. I look forward to attending one of the regional conferences. The national conference is too expensive.	7/18/2014 4:33 PM
392	I'm new to NARPM and haven't had an opportunity to get connected yet.	7/18/2014 4:14 PM
393	I see the value in my membership	7/18/2014 4:13 PM
394	Communication with other property managers.	7/18/2014 4:10 PM
395	The Members support one another both with advice and guidance. The Leaders are very helpful with sharing their knowledge in the industry with other members.	7/18/2014 4:08 PM
396	It's an incredible organization.	7/18/2014 4:06 PM
397	Gives me credibility with clients and helps get new business.	7/18/2014 4:06 PM
398	The programs they offer.	7/18/2014 4:05 PM
399	local membership chapter is not as active	7/18/2014 4:00 PM
400	dont use them very much	7/18/2014 3:52 PM
401	Their is always room for improvement, right!	7/18/2014 3:42 PM
402	I learn something at the meetings I attend as well as I get referral from members.	7/18/2014 3:41 PM
403	Continuing education and Sharing with fellow members	7/18/2014 3:41 PM
404	motivational monthly meetings w/ relative topics and speakers	7/18/2014 3:40 PM
405	I like the meetings and the classes.	7/18/2014 3:37 PM
406	The knowledge, networking, CE Classes, forms--all have increased my expertise and own experience.	7/18/2014 3:37 PM
407	NARPM is less fulfilling as you become more experienced - great for the novice property managers, but our chapter currently lack a cohesive community that is compelling for attendance and overall participation. It is stale.	7/18/2014 3:31 PM
408	because I am very satisfied.	7/18/2014 3:31 PM
409	Love our Leader, Lisa!	7/18/2014 3:25 PM
410	I find the monthly meetings and national events valuable for sharing best practices	7/18/2014 3:25 PM
411	Early development of policies and procedures.	7/18/2014 3:25 PM
412	I feel I have an edge over competition because of all the property management specific learning I get.	7/18/2014 3:24 PM
413	It's one of the more organized and professional organizations I've ever been associated with. Good Job. I especially like the sharing and non competitive attitude.	7/18/2014 3:20 PM
414	I went to my very first NARPM convention and it was AWESOME!	7/18/2014 3:17 PM
415	Past history of help etc.	7/18/2014 3:16 PM
416	Remain aware of issues in the industry.	7/18/2014 3:15 PM
417	TOO many meetings. Not enough workshops at meetnngs	7/18/2014 3:09 PM
418	Great conventions, sharing, classes	7/18/2014 3:07 PM
419	NARPM has allowed me to bring a high level of professionalism to my business that has paid dividends to my tenants and owners	7/18/2014 3:04 PM
420	Hoping for an increased presence/ local chapter, in our market.	7/18/2014 2:58 PM
421	I have always found value in our monthly meetings and the convetions I have attended. It is nice to be able to call up a fellow member to see how they have handled similar situations.	7/18/2014 2:56 PM
422	I think there is alway relevant information given at the meetings.	7/18/2014 2:53 PM
423	The wealth of information put out by NARPM	7/18/2014 2:49 PM

424	The focus of the organization seems to have shifted. Perhaps I have just heard most of what is taught or discussed.	7/18/2014 2:46 PM
425	Sharing and getting to know other members	7/18/2014 2:45 PM
426	Networking to share common interest and problem solving. Education	7/18/2014 2:42 PM
427	Would like to see more education for support staff, heard about a bookkeeper certification but haven't seen it yet, Maintenance certification is good but maybe more	7/18/2014 2:37 PM
428	Continuing Education offerings, especially the online classes. Also the member chat on googlegroups has been very helpful.	7/18/2014 2:33 PM
429	Networking	7/18/2014 2:31 PM
430	I'm rarely "very satisfied"	7/18/2014 2:30 PM
431	Education classes & professional designations	7/18/2014 2:26 PM
432	I've said it repeatedly - the measure of my professional success is directly related to the benefits I've received from NARPM, both directly from the organization, but also, more frequently and importantly, from other NARPM members and their extraordinary willingness to share EVERYTHING.	7/18/2014 2:25 PM
433	Some good info. Lots of news about meetings and gatherings and things I don't have time or inclination for.	7/18/2014 2:25 PM
434	Learning from my peers and having them available to advise/teach me.	7/18/2014 2:24 PM
435	Conferences that provide education and trade show.	7/18/2014 2:20 PM
436	I have learned more from NARPM events and member than the local association	7/18/2014 2:17 PM
437	I have been heavily involved with my chapter for the past two years and have attended the last 3 annual conventions and broker/owner retreat. The resources and info are endless, refreshing and extremely helpful.	7/18/2014 2:17 PM
438	EDUCATION I AM REALLY BIG INTO EDUCATION	7/18/2014 2:12 PM
439	I learn so much from my fellow Chapter Members	7/18/2014 2:12 PM
440	I don't utilize all the resources available.	7/18/2014 2:11 PM
441	the contacts I've made have helped my business & life	7/18/2014 2:10 PM
442	Education and information	7/18/2014 2:07 PM
443	Communication from our local chapter has decreased lately&/or they are less active than last year.	7/18/2014 2:07 PM
444	I have learned a lot being a member!	7/18/2014 2:06 PM
445	I gain a lot of insight and education through the organization which is valuable to me.	7/18/2014 2:05 PM
446	List serve is a great benefit. Monthly newsletter is not very informative - seems like people just write articles because they need to for designation-qualification; not very value-added.	7/18/2014 2:05 PM
447	The exchange of information between members.	7/18/2014 2:05 PM
448	all good experiences	7/18/2014 2:04 PM
449	Good sources of education opportunities.	7/18/2014 2:03 PM
450	increased profitability	7/18/2014 2:03 PM
451	List serve is helpful. I also like the owners retreat	7/18/2014 2:03 PM
452	I'd rather not say	7/18/2014 2:03 PM
453	net working	7/18/2014 2:01 PM
454	When we first joined NARPM in 1996, it was through a friend who was a member and invited us to join. We had to drop out because of financial difficulties in 2007 (long, long story)	7/18/2014 2:00 PM
455	The information I have learned and contacts I have made have contributed significantly to my professional growth in the property management field	7/18/2014 2:00 PM
456	Networking and Education with industry leaders.	7/18/2014 2:00 PM

457	Everything in Membership is to far for me to become more involved	7/18/2014 2:00 PM
458	the knowledge I have gained over the years through this organization. The networking that I still have and the friends I have made.	7/18/2014 2:00 PM
459	We have enjoyed the process so far, and appreciate a way to get the certifications in an industry that Idaho doesn't license	7/18/2014 1:58 PM
460	All of our continuing education is included in membership.	7/18/2014 1:58 PM
461	Our chapter (Snohomish County, WA state) is still small and growing. Would like more info on Laws and changes.	7/18/2014 1:56 PM
462	NARPM has done nothing but help me reach my goals and become a real professional.	7/18/2014 1:56 PM
463	NARPM is the best source of knowledge available on Property Management	7/18/2014 1:55 PM
464	Great source of information for property management	7/18/2014 1:55 PM
465	NARPM is a family.	7/18/2014 1:54 PM
466	I learn and network with NARPM and it is key to my business growth.	7/18/2014 1:53 PM
467	Good resources and education.	7/18/2014 1:53 PM
468	resources	7/18/2014 1:52 PM
469	New to NARPM and still learning what it has to offer	7/18/2014 1:51 PM
470	still new, havent done much yet	7/18/2014 1:51 PM
471	I love NARPM!	7/18/2014 1:51 PM
472	Have not been able to attend a meeting yet.	7/18/2014 1:50 PM

Q17 Please briefly let us know how NARPM has enhanced your business.

Answered: 416 Skipped: 189

#	Responses	Date
1	I feel that the Education and knowledge that I have gained thru NARPM has made me a better Director, Property Manager and a better leader and allowed me to enhance my staff to make us all better at what we do in the office and start to grow our business.	8/31/2014 11:37 AM
2	Being a member of a Professional Property Mgr organization helps boosts my credentials that I am bound by professional standards and code of ethics.	8/30/2014 9:30 PM
3	Mainly education through the webinars and forums.	8/29/2014 7:27 PM
4	Sharing of knowledge, education, ideas	8/29/2014 5:12 PM
5	Increase in revenue. Forms, ability to ask questions and get answers from other owners and property managers.	8/29/2014 4:32 PM
6	My business itself, it really hasn't yet. Personally it has made me more confident in what I do.	8/28/2014 11:49 PM
7	As a new member it is mostly networking with other PMs and vendors/contractors. Some education in the local meetings and an informative regional conference. Looking to get the RMP.	8/28/2014 5:10 PM
8	See #15	8/28/2014 3:32 PM
9	I have enjoyed having the opportunity to take my staff to local and state conferences. In addition, because the classes are tailored to our business, I have had unlicensed staff take them as well so they have a better understanding of the work we do.,	8/28/2014 1:18 PM
10	Great education and networking.	8/28/2014 12:47 PM
11	New member, so I do not have an answer.	8/28/2014 12:33 PM
12	I have implemented new procedures to safeguard the company, build business, enhance income streams and stay motivated!	8/28/2014 12:16 PM
13	It has enhanced my business in almost every aspect. We are a totally different company than 10 years ago.	8/28/2014 12:04 PM
14	I've enjoyed the Professional side of the organization and how it has helped me associate with other local management companies. The seminars are good as well.	8/28/2014 11:58 AM
15	Forms, what to do and not to do, liability, procedures and someone to call when a new "challenge" comes up. Ideas for systems to use.	8/28/2014 11:54 AM
16	So far I can not explain in too much detail how it has affected my business. The company I work for has told me nothing but great things about NARPM so I am looking forward to seeing how we all grow as we participate in NARPM.	8/28/2014 11:13 AM
17	The education and guidance I get from other members has played a significant role in influencing my approach to building my business. While I still make learning mistakes from time to time, it's extremely helpful to have experienced property managers who freely share advise on how to deal with issues and make changes needed to avoid them in the future. Without the NARPM support group, I probably would have left the business after one year.	8/28/2014 11:09 AM
18	Helped us stay current with legal aspects of the business. Classes have helped our staff and us be a better informed, better qualified team	8/28/2014 10:32 AM
19	NARPM has given me the knowledge to run my property management and it also allows me to meet other property managers across the country to network and to get ideas of how other managers are handling certain situations.	8/28/2014 10:28 AM
20	Consumers are very informed today and they research things such as a PM's education, certifications, memberships etc. I get many referrals that come to me simply because they know I am with NARPM and they know I have an RMP and they know that shows professionalism in my field.	8/28/2014 10:18 AM

21	Be able to work smarter and use better tools. Also learn new ideas from other members	8/28/2014 9:53 AM
22	Currently, NARPM has provided us with a number of qualified vendors.	8/28/2014 9:50 AM
23	Education and association with NARPM	8/28/2014 9:46 AM
24	Nothing to report at this time.	8/28/2014 9:42 AM
25	Classes, education and the people you meet	8/28/2014 9:40 AM
26	When I meet with potential new clients, they are impressed that I am a NARPM member. Also, between the conferences, the education classes and the information shared on google groups I have learned so much from other property managers.	8/28/2014 9:33 AM
27	Helped me stay current with trends, laws, regulations	8/28/2014 9:28 AM
28	Networking, Classes/Education, New Ideas, Contacts	8/28/2014 8:30 AM
29	I have become more effective and efficient .	8/28/2014 7:02 AM
30	One property referral and the Lowe's discount.	8/28/2014 6:13 AM
31	I was able to earn the CRMC for our office. Being able to display the NARPM annual sticker in our window gives us something to be proud of when clients visit our office or if they see my lapel pins and inquire about them. I also use the logo in my management presentations. I love the fact that NARPM offers ongoing education, socializing with other members both on a local and. National level. I can't say enough good things about the organization.	8/28/2014 3:12 AM
32	Sharing best practices and keeping up to date with industry regulations have been huge benefits for my business.	8/28/2014 12:24 AM
33	Growth, professionalism	8/27/2014 11:51 PM
34	I think it makes a positive impression on future clients. I do appreciate your webinars.	8/27/2014 11:48 PM
35	Contacts, informative, fun, advertizing.	8/27/2014 10:57 PM
36	Provides us with additional knowledge which is always beneficial in this business.	8/27/2014 10:10 PM
37	I have hopes that it will.	8/27/2014 9:55 PM
38	I feel that I am a professional with a professional designation thru NARPM and am recognized for that. I have received referrals from other NARPM members.	8/27/2014 9:42 PM
39	I feel more confident renting and securing property for rent from owners.	8/27/2014 9:18 PM
40	It gives a professional image that other companies may not have	8/27/2014 9:12 PM
41	The last breakfast was very informative to hear from a judge's perspective	8/27/2014 8:59 PM
42	Education & referrals.	8/27/2014 8:39 PM
43	NARPM has taught me how to grow my business, protect myself from liabilities. Designations have helped me be seen as the expert in PM in my area.	8/27/2014 8:23 PM
44	It hasn't yet	8/27/2014 8:08 PM
45	Keeps me on the cutting edge of technology for our industry, I can ask peers questions, keeps me informed on the ever changing laws.	8/27/2014 8:03 PM
46	meet other people out of my market where we can brain storm. Training opportunities and opportunities to consider vendors that serve our trade.	8/27/2014 7:56 PM
47	The listserv provides us with a group of people doing the same job to utilize as a resource to improve our business. Generally in every situation someone else has been through it and are always willing to help or offer advise and assistance. The training programs are also very helpful	8/27/2014 7:53 PM
48	New procedures, tips, ideas, etc.	8/27/2014 7:51 PM
49	Systems Education Networking Vendor Choices	8/27/2014 7:27 PM

50	I feel more secure attending to this meeting, I feel more responsible but in the other hand, I know exactly what to do and what not to do, thanks to NARPM and its programs, I feel more professional now. I am not that scared anymore, NARPM show me what can get me in trouble.	8/27/2014 7:25 PM
51	Providing education so that we do the best we possibly can.	8/27/2014 7:22 PM
52	When I started my business 9 years ago I had zero experience in property management. The courses, meetings, and friends on the listserv have been a lifeline for me.	8/27/2014 7:14 PM
53	I appreciate the education and the webinars.	8/27/2014 7:12 PM
54	network has given me one unit to manage	8/27/2014 7:01 PM
55	Adds to my reputation as a property manager.	8/27/2014 6:55 PM
56	The educational and net working are fantastic.	8/27/2014 6:55 PM
57	Networking, referrals, information	8/27/2014 6:48 PM
58	As I tiny home office can't say it actually did. Most articles raise the awareness of issues, such as July issue 'Before the Storm'.	8/27/2014 6:34 PM
59	It has allowed me to add value to my business.	8/27/2014 6:31 PM
60	I have received calls for new accounts from the national website	8/27/2014 6:31 PM
61	learn learn learn What other have done and get best practises from other and give to others what works for me to become a professional	8/27/2014 6:30 PM
62	We feel more connected to other property management brokerages. Sales brokerages and property management brokerages are very different.	8/27/2014 6:29 PM
63	We are new to narpm	8/27/2014 6:29 PM
64	I use NARPM ideas, software, services and vendors to improve our professionalism in the business.	8/27/2014 6:17 PM
65	Good referral vehicle	8/27/2014 6:13 PM
66	See above	8/27/2014 6:10 PM
67	Education, networking	8/27/2014 6:07 PM
68	Ability to	8/27/2014 6:01 PM
69	It has opened my eyes to the fact that there are many other companies in this country that experience issues that aren't just unique to my company. That makes me/us feel human and it makes it easier to collaborate with other members, knowing that someone may have already dealt with a similar issue before.	8/27/2014 6:00 PM
70	Too numerous to list. Particularly seminars with Heist.	8/27/2014 5:48 PM
71	The knowledge that is gained by sharing and the growth of interest in my business comes from educating potential clients with the positive experience of property ownership through investing both with their own portfolios and a professional to guide them with this experience for their future. Adding NARPM to my educational portfolio adds value to my growing business.	8/27/2014 5:44 PM
72	Designations & Education/Networking relationships with others in the industry - learning equals growing!	8/27/2014 5:41 PM
73	The most useful part has been the resources available through other members.	8/27/2014 5:40 PM
74	information	8/27/2014 5:36 PM
75	Information from classes, vendors, and other members.	8/27/2014 5:35 PM
76	Provided us ideas of whys to improve the business by added services.	8/27/2014 5:32 PM
77	Being a member has helped me to better fine-tune our systems and procedures. It has also (again) greatly improved our profit margins. Additionally, vendors that we have met through NARPM such as Appfolio - have provided us with amazing and cutting edge services.	8/27/2014 5:31 PM
78	Informative	8/27/2014 5:31 PM
79	National website	8/27/2014 5:31 PM

80	None	8/27/2014 5:30 PM
81	I have gotten a few clients through NARPM.	8/27/2014 5:28 PM
82	The conventions has given us excellent education, insight and new income revenue sources.	8/27/2014 5:27 PM
83	None yet, I'm looking at ways to enhance this.	8/27/2014 5:23 PM
84	Membership in industry national organization provides credibility.	8/27/2014 5:22 PM
85	legal updates, referrals from other narpm members	8/27/2014 5:21 PM
86	It lets people know we are professionals in our business and are committed to learning how we can better help our customers.	8/27/2014 5:19 PM
87	Training as well as the opportunity to converse with colleagues and better understand the "standard of the industry."	8/27/2014 5:18 PM
88	It make me more aware of the legal environment as well as trends in the industry, and what other PMs are doing.	8/27/2014 5:14 PM
89	Policies and procedures, solving problems, networking and referrals	8/27/2014 5:14 PM
90	vendors	8/27/2014 5:12 PM
91	Though many in the general public don't recognize the organization, they are very impressedf when introduced to ou affiliation with NARPM and its goal. I believe it enhances the reputation we've worked to establish of integrity and honesty.	8/27/2014 5:12 PM
92	Feedback from others, the Listserv is a huge benefit	8/27/2014 5:10 PM
93	NARPM has contributed to my continuing education as a property manager and has allowed me and my business to be held to a higher professional standard.	8/27/2014 5:08 PM
94	I have benefited from the relationships in NARPM to improve my leadership skills and management of the company	8/27/2014 5:07 PM
95	The networking and education that is brought in locally is 2nd to none. I really like the Owner's Retreat and I hope that National makes sure it stays focused and ONLY allows those in an ownership or operational position to continue to come.	8/27/2014 5:07 PM
96	Have found vendors, members and other networking opportunities great to learn how others are doing their business.	8/27/2014 5:07 PM
97	The relationships made with other property managers has been invaluable. The conventions and other opportunities where companies from outside my city have been a great opportunity to ask other people how they run their business or what has been successful for them.	8/27/2014 5:07 PM
98	Securing new business via leads from other members	8/27/2014 5:07 PM
99	The classes were invaluable and excellent in education the high standard of management. The resources and networking are a great opportunity to learn and practice the highest of standards. Sharing insight to coordinate positive relationships with the landlords and tenants, protecting the investment and provide outstanding service and communications to the tenants.	8/27/2014 5:06 PM
100	Knowledge and networking with other agents	8/27/2014 5:06 PM
101	Monthly Meetings.	8/27/2014 5:05 PM
102	As a member of NARPM I've been able to meet many seasoned PM's and have learned a tremendous amount about the industry.	8/27/2014 5:04 PM
103	improved professionalism, networking, sharing of ideas	8/27/2014 5:04 PM
104	Gaining and sharing knowledge	8/27/2014 5:03 PM
105	By networking with other property managers, getting legal updates.	8/27/2014 5:03 PM
106	I have been contacted by potential clients who found me on NARPM's website.	8/27/2014 5:00 PM
107	Help with legislation awareness and best practices	8/27/2014 5:00 PM
108	i've gotten several good ideas from other property managers that i have im using at this time.	8/27/2014 4:58 PM

109	Networking	8/27/2014 4:58 PM
110	By being a better Property Manager due to the people I meet and the education I receive.	8/27/2014 4:57 PM
111	See #16	8/27/2014 4:55 PM
112	Education, education, education	8/27/2014 12:26 PM
113	Education, certs, professionalism	8/26/2014 4:53 PM
114	ideas from list serve have provoked internal decisions/discussion	8/24/2014 1:24 PM
115	nothing yet - too new!	8/24/2014 10:24 AM
116	Education and networking has been top notch	8/23/2014 3:44 PM
117	Pertinent information.	8/22/2014 11:27 PM
118	better organized, enhanced marketing, profitability ideas	8/22/2014 1:30 PM
119	NARPM has given my company credibility. We stand out from the crowd.	8/22/2014 12:13 PM
120	Education..both formal and the forums	8/20/2014 4:03 PM
121	It has kept us aware of changes that have allowed our business to avoid certain pitfalls and has offered very helpful information which has made us more efficient in how we do business.	8/20/2014 12:14 PM
122	NARPM has enhanced my business by providing an avenue for referrals and networking.	8/20/2014 4:35 AM
123	I have found the information and the education to be invaluable.	8/20/2014 12:56 AM
124	Helped find solutions to business problems.	8/19/2014 9:57 AM
125	It's nice to get training each month and talk to other property managers. I've learned some helpful things.	8/19/2014 8:51 AM
126	I have not really done anything with NARPM yet , but it is mainly due to my lack of knowing what to do!	8/18/2014 2:58 PM
127	Exposure to new vendors	8/18/2014 11:55 AM
128	I have found quite a few vendors through NARPM and some of the classes have been helpful	8/18/2014 11:05 AM
129	not yet	8/17/2014 10:28 PM
130	Information mainly	8/17/2014 10:36 AM
131	education, making friends, contacts, getting to know vendors, learning about services, ideas. helping clients see us as professional vs the competition	8/17/2014 3:30 AM
132	Learning, learning, learning!	8/17/2014 12:21 AM
133	We have expanded our maintenance department to a separate company, we have come across very good vendors.	8/16/2014 4:53 PM
134	Certification	8/16/2014 12:24 PM
135	I have learned best practices to better serve my clients. I have taken educational courses that have helped me CYA. I have participated in events that have helped me to grow socially. I have written articles that have provided a deep sense of satisfaction. I have learned the very nature of sharing and caring	8/16/2014 11:45 AM
136	Just being associated with "professionals" is helpful. I breakfast once a month with a small group & share ideas & issues.	8/15/2014 11:43 PM
137	Atr this point it has not.	8/15/2014 11:07 PM
138	Education Information New friends	8/15/2014 11:00 PM
139	reassures property owners when you are invested in your business	8/15/2014 8:45 PM
140	The affiliation gives our business more credibility, much like the BBB.	8/15/2014 6:15 PM
141	It has let our owners and tenants know that we are a professional staffed business	8/15/2014 5:30 PM
142	I feel knowledgeable and professional. I can refer to our organization as a professional reference. It's a location to communicate with like minded people. It's a place to share similar concerns and problems.	8/15/2014 3:51 PM

143	NARPM has given me the tools to grow my business, resources for everything I need to run my business and mentors to go to for advice.	8/15/2014 2:38 PM
144	Keeps me update with changes to PM laws and property code information	8/15/2014 1:43 PM
145	I've added better business practices and avoided	8/15/2014 1:31 PM
146	Professional association	8/15/2014 1:23 PM
147	Referrals	8/15/2014 1:14 PM
148	The listserv is so beneficial. The NARPM events remind me we're all in this together.	8/15/2014 12:39 PM
149	Have only been a member for a few months but look forward to many of the benefits.	8/15/2014 11:14 AM
150	Made aware of vendors that have made me more efficient, access to solutions from people who have had the same issues, gives me a forum to speak with people doing the same thing, having the same frustrations, want to talk about PM	8/15/2014 11:13 AM
151	The willingness of others to share Successes Failures with lessons New ideas	8/15/2014 10:23 AM
152	Some of the webinars have been very informative.	8/15/2014 6:34 AM
153	A NARPM member just recently mentored us with an acquisition of a PM contract purchase.	8/15/2014 12:17 AM
154	The ability to network with other brokers and to hear via conventions how others run their businesses is invaluable.	8/14/2014 11:48 PM
155	I appreciate belonging to a group of professionals, networking with this group and having the members to consult when I have an issue.	8/14/2014 10:36 PM
156	Benefited by attending annual meeting and taking a class.	8/14/2014 10:31 PM
157	Keeps me educated and up to date on how to best handle day to day operation of the office and good policies and procedures to follow.	8/14/2014 10:18 PM
158	As a second generation family business. I was stuck with "this is how we have always done it". Meeting other owners and attending classes has help me grow.	8/14/2014 9:42 PM
159	Education. Information.	8/14/2014 9:30 PM
160	When in doubt our creditable resource are very knowledgeable that we can count on when we seek for answer(s) or/and assist on how to defuse a situation. With this said our client(s) are confident with our results too. This reputation separates us from our competitors.	8/14/2014 9:26 PM
161	On the National level, it brings me education about trends in the industry as well as federal legislation. On the local level it brings me updates on local laws, problems and other on-site issues and ways to resolve them.	8/14/2014 8:26 PM
162	the education and ability to network and share experiences, learning from each other	8/14/2014 7:37 PM
163	Reminds us of good practises, new law and concerns, revenue opportunities.	8/14/2014 7:16 PM
164	It's been great networking with other property managers!	8/14/2014 7:13 PM
165	It has helped me make connections with other managers that have really helped me!	8/14/2014 7:03 PM
166	It hasn't as of yet. I thought that the forms that were discussed at the Las Vegas Convention would help but I have not seen them posted yet. I checked about two months after convention and they were not posted then--- they might be now.	8/14/2014 6:49 PM
167	Just being a member I have had outside calls.	8/14/2014 6:44 PM
168	NARPM has helped confirm many of the changes we have made and struggles we have gone through are common and in line with the industry, and has also given me insight to make changes of things that we were doing that wasn't as good as other ways I discovered of doing them through other NARPM members.	8/14/2014 6:35 PM
169	TBD	8/14/2014 5:56 PM
170	The education and knowledge acquired gave me the confidence I needed to work with anyone.	8/14/2014 5:37 PM
171	Membership lends credibility to my reputation. Plus, I really enjoy and learn from the webinars.	8/14/2014 5:25 PM
172	Gave me additional tools and education to take my business to the next level.	8/14/2014 5:10 PM

173	Staying current with new laws, trends, and technology . Training employees	8/14/2014 5:08 PM
174	I would not actually say that I can see any specific enhancements to my business from being a member of NARPM though I do enjoy going to conferences and meeting other property managers and sharing ideas and such.	8/14/2014 4:59 PM
175	Good publications, I attended the Baltimor show and met some interesting people	8/14/2014 4:52 PM
176	National exposure, networking, referrals, business practices.	8/14/2014 4:50 PM
177	The listserv and CE (put on by local NARPM) have been AMAZING help.	8/14/2014 4:46 PM
178	I have just started with NARPM so I'm not sure how it will enhance my business but I am hopeful.	8/14/2014 4:45 PM
179	I can better market my company by letting owners know of my affiliation with NARPM as well as use the NARPM directory to make referrals to qualified property managers for some of my owners who have properties outside of my market area	8/14/2014 4:42 PM
180	it gives us new ideas when it comes to finding new owners, and how to handle certain business situations	8/14/2014 4:41 PM
181	saves me money, time, and keeps me out of trouble	8/14/2014 4:36 PM
182	By helping me understand what is important. Giving me forms and answers to questions.	8/14/2014 4:31 PM
183	Got the RMP and started putting it out there. Seems to impress some people that we have actually taken some training courses.	8/14/2014 4:30 PM
184	Education and through other members.	8/14/2014 4:28 PM
185	Without NARPM, I wouldn't have a good background/credit check business, education to help grow my business, and education to help tenants/owners.	8/14/2014 4:14 PM
186	how to handle tenants, legal issues and bringing members up-to-date on new laws and new forms that can enhance our business.	8/14/2014 4:11 PM
187	Benefits.	8/14/2014 4:02 PM
188	Just joined...	8/14/2014 3:59 PM
189	Stream lined my business. Made it more professional. Gained great literature for marketing, key exchanges, owner meetings etc	8/14/2014 3:52 PM
190	It is my observation that most of the agents that have succeeded in this industry are leaders. And most of those leaders are affiliated with NARPM	8/14/2014 3:51 PM
191	I use it as a resource	8/14/2014 3:32 PM
192	Improved our systems, technology, HR issues, training, supervising, and coaching staff. Keeping up on new laws and government issues relating to the residential property management industry. Leadership training has improved me personally so I am a better leader.	8/14/2014 3:21 PM
193	Helped to enhance professionalism and provided a network of other like-minded managers and Owners.	8/14/2014 3:19 PM
194	Stay on top of commission rules and laws in Colorado, have access to more vendors and keeps me compliant with up to date products and services.	8/14/2014 3:15 PM
195	Some clients have been impressed upon learning what my MPM and RMP designations stand for. The monthly meetings almost always have good topics that help me learn about upcoming law changes, etc. that will affect my business as well as clients.	8/14/2014 3:12 PM
196	Interaction, information, education.	8/14/2014 3:12 PM
197	good to be affiliated with a professional organization related to my business; get occasional references from members	8/14/2014 3:05 PM
198	Better educated	8/14/2014 3:04 PM
199	There is not enough room to tell you how NARPM has enhanced my business. I went from 30 class c homes to 300 class A homes	8/14/2014 2:56 PM
200	We have over the years traded information amongst each other that would assist in how you operate and how you deal with personnel.	8/14/2014 2:53 PM

201	Makes me more impressive to have on my business cards. Gives me more knowledge of the industry to share with my clients & future clients.	8/14/2014 2:52 PM
202	Good training	8/14/2014 2:52 PM
203	I've met numerous other property managers who have directed my path to increasing understanding of the business as well as given me great contacts to propel the company forward.	8/14/2014 2:49 PM
204	Through classes and networking I've learned how others run their business which has made me much better at what I do.	8/14/2014 2:41 PM
205	Very motivating and educational for members.	8/14/2014 2:39 PM
206	networking with other property managers. It gives me a resource to "ask questions" from more experienced managers.	8/14/2014 2:39 PM
207	Just being introduced to Heist and some of the processes they recommend and we now use.	8/14/2014 2:38 PM
208	It has been helpful to hear how other companies handle their businesses	8/14/2014 2:36 PM
209	I've been able to pick up many tips from the Broker/Owner retreat, the National Convention, local meetings, and the listserv.	8/14/2014 2:27 PM
210	Enhanced professionalism	8/14/2014 2:19 PM
211	My trips to annual conferences and Broker Owner conference gives me back way more than the cost of my annual dues. They are invaluable to my business.	8/14/2014 2:19 PM
212	Designations - more credibility as a younger woman property manager when I started out. Forms/Office Procedures Networking - friendships	8/14/2014 2:12 PM
213	I have great confidence in how I manage rental homes because I am exposed to and take advantage of top-tier education and advice from the very best industry professionals. Through NARPM I have a country-wide network of referral sources for both management leads and affiliates. The affiliates that we work with who are NARPM members are normally quite good as well.	8/14/2014 2:11 PM
214	Because of the above I can better do my job.	8/14/2014 2:09 PM
215	It's just another icon on our home page that prospective clients can click on and think it means something.	8/14/2014 2:07 PM
216	KNOWLEDGE gained through being involved... networking, designation classes, convention/ conference workshops, user group. We volunteer on many levels for NARPM because it gives so much back to us.	8/14/2014 2:03 PM
217	Just exchanging information is helping a lot.	8/14/2014 1:58 PM
218	It is nice to be able to call a fellow NARPM member to discuss situations that they have experienced.	8/14/2014 1:57 PM
219	Meeting other management professional from other states is the major benefit to me from NARPM. Most important is the Trade shows that NARPM has with it's conferences.	8/14/2014 1:47 PM
220	we would like to be able to take classes locally	8/14/2014 1:38 PM
221	It has made me more confident in myself with the knowledge I have gained so that I know that what I am telling prospective and current tenants is correct.	8/14/2014 1:37 PM
222	More income from increased services, better contracts, better processes	8/14/2014 1:31 PM
223	None yet.	8/14/2014 1:30 PM
224	Education, Referrals & Advertising membership to provide confidence	8/14/2014 1:29 PM
225	The very core of what NARPM stands for has given me a slight advantage in my area and I am the only RMP in the area.	8/14/2014 1:28 PM
226	Potential owners have found us on NARPM.org. Listserve has helped us avoid potential problems and refine processes.	8/14/2014 1:26 PM
227	New ideas, support from new friends,	8/14/2014 1:24 PM
228	I would say at this time, it enhances my company with the boost in my confidence to know that I have a major resource in NARPM.	8/14/2014 1:21 PM
229	I am not sure how to use the resource	8/14/2014 1:21 PM

230	I know that I'm the expert because of all that I've learned through NARPM.	8/14/2014 1:20 PM
231	Good education	8/14/2014 1:20 PM
232	It has not yet. I just joined this Spring at the owners retreat.	8/14/2014 1:18 PM
233	Contacts at the monthly local meetings have been helpful, went to my first conference in Las Vegas and good information was presented, plus it's comforting to know there is a group I can reach out to if needed.	8/14/2014 1:18 PM
234	Staying on top of legal changes at the state level	8/14/2014 1:17 PM
235	networking with other Property Managers and the Education NARPM offers.	8/14/2014 1:15 PM
236	Because we are members of NARPM I think that new clients see that and are interested in our business.	8/14/2014 1:14 PM
237	education, resources, networking	8/14/2014 1:12 PM
238	Professional knowledge	8/14/2014 1:12 PM
239	Professional credibility.	8/14/2014 1:12 PM
240	It has given me further property management education and networking opportunities with fellow property management companies.	8/14/2014 1:10 PM
241	Learning more about the business - best practices from others in the business	8/14/2014 1:09 PM
242	More competent management services and professional credentials that differentiate our company from others.	8/14/2014 1:04 PM
243	I feel that since becoming a part of NARPM the education available to me is like no other for our ever changing field. It has made me a better property manager and therefore allowed me to grow the business.	8/14/2014 1:04 PM
244	It lead me to AppFolio.	8/14/2014 1:03 PM
245	NARPM has enhanced my business by 1. Helping me set up our organizational chart 2. Helping me with job descriptions 3. Helping me put systems in place 4. Finding vendors - property management software, virtual assistant 5. Grow the business	8/14/2014 1:01 PM
246	I get to interact with other people in my industry.	8/14/2014 1:01 PM
247	By having a great group of members to use as a resource I have been able to grow with confidence in what I am doing.	8/14/2014 12:59 PM
248	monthly meetings were more informative about specific subjects vs sale pitch to get new members.	8/14/2014 12:59 PM
249	NARPM members have been helpful with every request.	8/14/2014 12:59 PM
250	Through the advice & networking with other members, I have been able to fine tune my procedures. I have not had to reinvent the wheel, NARPM members are always there willing to share their experiences, forms & advice on any situation that comes up.	8/14/2014 12:58 PM
251	In my region I have not seen an enhancement but it is helping our other regions.	8/14/2014 12:58 PM
252	Same as above	8/14/2014 12:57 PM
253	Mainly from what I learn from other. The classes both at the conventions and online. I can also say becoming friends with other members has helped me stay sane.	8/14/2014 12:57 PM
254	learned about other ways to do things that are more cost efficient and effective as well as ways to make more money	8/14/2014 12:55 PM
255	I have learned a great deal from the people I have met through the organization, not so much the classes offered for designations but I have found value in the other classes taught at conventions by some of the members.	8/14/2014 12:55 PM
256	Taught me the property management business	8/14/2014 12:55 PM
257	I found excellent vendors through NARPM I got new accounts as a result of my membership in NARPM	8/14/2014 12:55 PM
258	As a new property manager/broker, the conventions and networking opportunities have been priceless.	8/14/2014 12:54 PM
259	Great connection and public opinion of the association	8/14/2014 12:54 PM

260	I made good contacts with other property managers in my area.	8/14/2014 12:53 PM
261	Had not	8/14/2014 12:51 PM
262	NARPM helped us realize industry best practices that we were able to implement and recreate the foundation of our business model.	8/14/2014 12:49 PM
263	education	8/14/2014 12:48 PM
264	Made us more professional and made it easier for people to find us. Really helped on the marketing side.	8/13/2014 5:30 PM
265	I have top of the line accounting software. I have made friends with NARPM members who have come into my operation and audited it so that I can make things better than they already are. I probably wouldn't have a formal Policies and Procedures Manual if it had not been for my applying for the CRMC certification. The documents that I use to conduct business have been greatly enhanced by my relationship with fellow NARPM members. I could go on and on.....	8/5/2014 6:15 PM
266	Forums offer good advice and have used many forms.	8/4/2014 11:43 PM
267	Affiliation with NARPM increases our company's trust to clients and potential clients. They know we are engaged and understand the importance of industry designations, education, etc.	8/4/2014 10:17 PM
268	Professional designations, and the affiliation, are positive reflections on our reputation.	8/1/2014 5:43 PM
269	Certain Leaders of NARPM have offered their company forms for me to implement into my agreements forms. I never even asked for them, they offered. Helpful when I have emailed with questions, instant replies too!	7/31/2014 10:04 PM
270	It has been vital to my survival in the industry.	7/31/2014 8:46 PM
271	The tools are invaluable along with learning what is successful for others.	7/31/2014 7:56 PM
272	Makes me more efficient and makes me more money. Keeps me up to date on laws and regulations.	7/31/2014 3:32 PM
273	Shared forms and ideas from workshops, seminars and networking with other like-minded members. Have put systems in place to make things run more smoothly. Learned how to handle employees, maintenance issues and much more. Also like to learn from other PM's about problems we all face, and how to solve them. It validates the job we are doing to know others face the same things all over the country.	7/29/2014 6:08 PM
274	Still fairly new member, but I've been inspired by those who've gone before me.	7/28/2014 11:05 PM
275	I have attended each of the broker owner conferences as well as the national conference here in San Diego. I have raised my awareness of "best practices" and have employed a number of very good systems and business practices that I have learned from both NARPM as well as through experienced NARPM members throughout the country.	7/28/2014 9:23 PM
276	It has provided me with an opportunity to share with others issues that impact our industry and thus obtain answers to everyday issues and to answer everyday issues for others. The education classes are a means to improve my skills and therefore offer better service to my clients and to increase company dollar.	7/28/2014 8:41 AM
277	Discussions at the local chapter meeting have been very helpful to us in honing our procedures.	7/25/2014 11:48 AM
278	I just became a member.	7/25/2014 11:12 AM
279	I really have been more confident in my business decisions from the classes and networking.	7/24/2014 6:30 PM
280	Going to NARPM Broker/Owner conference I learned so much more than just what I had learned from running my own company, different ways to handle problem tenants & owners, form sharing, and just knowing that I am not doing things wrong that everyone faces the same challenges in their companies that I do.	7/24/2014 2:35 PM
281	I learned about new ways to make money b/c the typical management set up	7/24/2014 12:43 PM
282	It makes tenants trust you and owners feel like you are a professional.	7/23/2014 5:11 PM
283	keeping us in tune with the industry, new changes, laws, other members help in just doing business	7/23/2014 4:14 PM
284	Organization of office, learning best case solutions to everyday challenges and improved image.	7/23/2014 3:43 PM
285	It has shown me what methods work best in our line of work and keeps me up to date with new developments in technology, local and national legislation, human resources and internet services.	7/23/2014 2:53 PM
286	It sets us apart from our competitors as a company that goes the extra mile to make sure that we are doing business the right way.	7/23/2014 10:58 AM

287	The business leaders board is great.	7/22/2014 6:22 PM
288	Education, networking	7/22/2014 3:19 PM
289	I learn something new every time I go to a meeting on conference.	7/22/2014 1:21 PM
290	Enhanced profit potential with knowledge of how to operate side businesses, provides a great source of knowledge of national trends and potential troubles to avoid.	7/22/2014 12:34 PM
291	The networking of other property managers has been invaluable.	7/21/2014 10:29 PM
292	Professional courtesy, sharing information, national recognition of my industry.	7/21/2014 9:58 PM
293	Referrals and education.	7/21/2014 8:35 PM
294	I have increased profits, operate under a better set of policies and procedures and have a better overall business.	7/21/2014 7:30 PM
295	New business ideas and forms.	7/21/2014 5:13 PM
296	By reading the NARPM articles I have gotten better clients and tenants.	7/21/2014 4:19 PM
297	Learning from other professionals in other areas of the country is the main benefit I have received from NARPM. Management of properties is a career that is constantly evolving and technology has enable the practitioner to build an operation with the highest standard s of efficiency. That technolgy is shared openly among our memebers.	7/21/2014 4:04 PM
298	It helps keep me up to date with the current law updates, what are other companies having problems with, and what is going on in the industry.	7/21/2014 1:45 PM
299	Helped open doors to better communication with all players	7/21/2014 12:27 PM
300	Educational opportunities	7/21/2014 11:31 AM
301	Gives my business sense of authority in my market compared to non-narpm members.	7/21/2014 11:18 AM
302	It has kept us competitive with the significant presence of S/F PM companies in Metro Atlanta, GA	7/21/2014 10:25 AM
303	business model, procedures, customer service, designations. Knowledge is power	7/21/2014 9:52 AM
304	Cost effective education, vendor savings, local and national exposure of industry.	7/21/2014 8:00 AM
305	Being associated with a professional organization gives credibility, education	7/21/2014 12:06 AM
306	New ideas, better ideas, having a network of people to contact, making my company more professional, keeping me on the cutting edge of property management practices and technology.	7/20/2014 4:42 PM
307	Vendors, education, information by networking.	7/20/2014 3:26 PM
308	Talking to members, so we do not make the same mistake they did.	7/20/2014 2:47 PM
309	see answer to previous question	7/20/2014 2:29 PM
310	CRMC	7/20/2014 6:57 AM
311	My learning from the various outlets (listserv, broker/owner retreat in LV, chapter meetings, CE classes) has enabled me to make many improvements in my business.	7/20/2014 1:41 AM
312	Property Management can be a MoM/Pop operation or it can be a large Reit corporation. Education is very important in this industry. I was talking to a friend of mine in the business and stated one day you are following the rules and the next day something changes. I like to know that there is a organization out there watching our Backs.	7/19/2014 9:11 PM
313	There's a strong amount of professionalism and legitimacy that's added to our company by our affiliation with NARPM. Have enjoyed out of the area referrals from other NARPM members.	7/19/2014 5:58 PM
314	My affiliation with NARPM has helped me secure several new accounts. The public trusts NARPM and understands that it means a better informed and better educated property manager.	7/19/2014 4:16 PM
315	It has not enhanced my business, but the articles can sometimes be very informing.	7/19/2014 12:40 PM
316	Being a NARPM member has created some leads for my company.	7/19/2014 12:08 PM
317	Information from other members	7/19/2014 10:47 AM

318	It has also helped with networking the company to be a NARPM member :) we learn a lot from the people in narpm	7/19/2014 10:41 AM
319	My NARPM membership has opened doors in the RE community that were previously not available or tough to get opened. I have learned great things from my fellow members on how to handle different situations, how they do things and have been able to take ideas and implement them into my business to make work easier an more efficient.	7/19/2014 10:36 AM
320	I now have a property maintenance company too.	7/19/2014 9:45 AM
321	ability to network at conferences	7/19/2014 6:52 AM
322	Unknown right now	7/19/2014 3:58 AM
323	I educate people that I take my education a step further and the fact that I am a RMP and I explain to them what that means and it impresses them tat I take my job so seriously.	7/18/2014 11:12 PM
324	I feel more confident in what I do because of the information provided. I have put a lot of things that I have learned from others into practice to make my business more systematic.	7/18/2014 10:24 PM
325	I'm a better, more professional property manager because of NARPM.	7/18/2014 10:23 PM
326	I've gotten some great ideas on increasing profitability and on standardizing business practices. Specifically, learning about Eviction Protection Programs, maintenance companies and outsourcing each would have been worth my annual membership price.	7/18/2014 8:54 PM
327	Education-Business relationships-conferences	7/18/2014 8:42 PM
328	Ideas, networking, process improvement/development.	7/18/2014 8:30 PM
329	Exposure/Credibility	7/18/2014 7:44 PM
330	The additional knowledge NARPM has provided has been very valuable. We also have joined a local chapter and meeting with other management companies and learning from them has improved our company and staff.	7/18/2014 7:37 PM
331	When competing for new business, NARPM is the extra step to help me stand out. NARPM shows that I will adhere to Running and ethical business and have continuing education in the matters specific to being a Property Manager that other Realtors do not have.	7/18/2014 7:24 PM
332	increased profits	7/18/2014 7:11 PM
333	Education/networking	7/18/2014 6:55 PM
334	By interacting with other property managers, going to conventions and taking the education classes, and by my designation.Getti	7/18/2014 6:23 PM
335	In addition to staying on top of changing trends and laws, NARPM has helped streamline operations and provide a great pool of vendors that create efficiencies where previously there were points of pain.	7/18/2014 6:04 PM
336	Sharing others experience	7/18/2014 5:46 PM
337	Membership has given me a go to source to find out how others in this business handle everything from day to day stuff to emergencies. It has improved our techniques and given us the professional advantage that was unavailable to those of us who do property management years ago. I have truly loved and appreciated all of the people that I have worked with during my long tenure with NARPM and would not be the property manager I am today if I had not met Steve Urie a thousand years ago!	7/18/2014 5:40 PM
338	learned alot about how others do things.	7/18/2014 5:40 PM
339	Sharing of information, professionalism, conferences/education.	7/18/2014 5:31 PM
340	The broker owner retreats have helped to improve profitability and systems.	7/18/2014 5:31 PM
341	Help me improve it in every way.	7/18/2014 5:20 PM
342	Better systems, more revenue streams, compliance with local and national laws,	7/18/2014 5:15 PM
343	designations, CRMC, quick answers with listserv, etc.	7/18/2014 4:43 PM
344	sharing and networking are hugely important to staying abreast of concerns, issues, new laws, etc in this business.	7/18/2014 4:41 PM

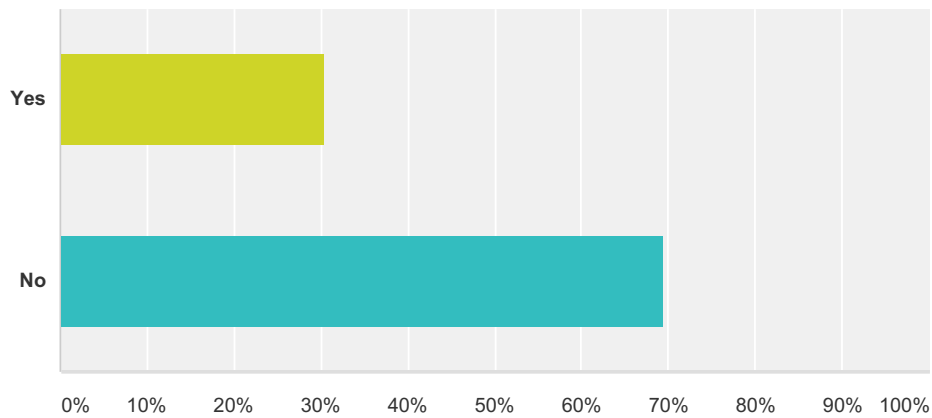
345	Knowledge	7/18/2014 4:35 PM
346	Attending the Monthly meetings, the Regional and National conferences, has made a ery profitable impact on the business. You learn how other Brokers and managers handle the same daily problbems and situations.	7/18/2014 4:35 PM
347	Networking with other property managers and sharing knowledge has made an impact on my business.	7/18/2014 4:33 PM
348	education,sharing between members	7/18/2014 4:13 PM
349	Learn many new ideas that have help in developing my business, great network for business & friends.	7/18/2014 4:10 PM
350	I got involved at the chapter level and served as Treasurer for two years. This involvement positioned me with the leaders in the Property Management Industry and the vast knowledge they shared with me was something money could not buy nor was it something that could be learned in a classroom. I owe a great deal of success in this industry to those NARPM leaders who showed me the right path to follow.	7/18/2014 4:08 PM
351	Taught me marketing and innovative fee ideas. Reduced my liability.	7/18/2014 4:06 PM
352	We receive calls regularly from owners looking for a property manager.These come from the NARPM website.	7/18/2014 4:06 PM
353	knowledge, education, networking.	7/18/2014 4:05 PM
354	have gotten referrals from out of state	7/18/2014 3:52 PM
355	The monthly member meeting with lots of great property manager willing to share and help is great!!!	7/18/2014 3:42 PM
356	I get referral from members	7/18/2014 3:41 PM
357	Education, Learning from other members	7/18/2014 3:41 PM
358	Education	7/18/2014 3:37 PM
359	Agents across Arizona know me and NARPM has really stepped up to sponsor a lot of classes in property management and even our state forms through the Arizona Association of REALTORS came at the request of a local chapter to the State Risk Management Committee.	7/18/2014 3:37 PM
360	Provided the basics of how to and an early community of property managers that were willing to give advice and guidance for the business.	7/18/2014 3:31 PM
361	Education and networking	7/18/2014 3:31 PM
362	Helps to stay abreast of news/updates in the PM world, great to network with other PMs	7/18/2014 3:25 PM
363	same as above	7/18/2014 3:25 PM
364	I am more efficient and am not afraid not to take on clients that may jeopardize my career. I also plan to get a designation with NARPM	7/18/2014 3:24 PM
365	educational opportunities	7/18/2014 3:20 PM
366	The classes were so informative and helpful I was able to implement the things I learned and use on a daily basis.	7/18/2014 3:17 PM
367	Clients feel better knowing I am associated with a NARPM.	7/18/2014 3:16 PM
368	NARPM positions on issues often conflict with my own.	7/18/2014 3:15 PM
369	Additional education.	7/18/2014 3:09 PM
370	Referrals from other pms. Other profit centers. Lease provisions to avoid lawsuits.	7/18/2014 3:07 PM
371	1) We have developed a company that operates with only the highest level of professionalism and ethics 2) We've developed policies and procedures for a better and smarter operation 3) Earned professionalism designations that enhanced operations and services to tenants and owners 4) Seminars and conferences have provided the educational tools to continue to offer better and better services 5) Networking has been invaluable for learning what works and what doesn't from others experiences 6) Added to our bottom line over and over again	7/18/2014 3:04 PM
372	Learning from others/sharing information	7/18/2014 2:58 PM
373	NARPM has given us valuable insight into the best practices for running our business and given us connections to several vendors and support.	7/18/2014 2:56 PM

374	It makes me look more educated than agents who are not members.	7/18/2014 2:53 PM
375	Learning from other members the best practices they use and learning from their experiences.	7/18/2014 2:49 PM
376	Sharing of information with other members	7/18/2014 2:45 PM
377	Networking to share common interest and problem solving. Education	7/18/2014 2:42 PM
378	I went to my first conference in Las Vegas and it was very informative and helpful. The information and networking is invaluable. If there were a way to get more information without so much travel, that would be really nice.	7/18/2014 2:37 PM
379	Learning from other members	7/18/2014 2:31 PM
380	too early to tell	7/18/2014 2:30 PM
381	The networking is great since we get together on a monthly basis. Not only is our company visible, but we are introduced to many new affiliates throughout the year.	7/18/2014 2:26 PM
382	Best practices - provided via meeting/conference topics, listserves and tech platforms, and via vendors like landlordsource.com and PM accounting software suppliers. Recognition of personal expertise, via continuing education - individual designation courses, the designations themselves, and recognition of "industry leadership" via involvement in local, state and national organization Opportunity to offer "skills improvement" and industry networking to employees, resulting in greater job engagement and creative problem-solving Inspiration from and opportunity to learn from NARPM leaders how much more time do you have?	7/18/2014 2:25 PM
383	Joining NARPM basically tripled the size of my business. It taught me how to streamline, how to educate my PMs, how to increase profitability, how to tighten up policies and procedures. NARPM taught me how to run my business.	7/18/2014 2:24 PM
384	Too many items to list. In short, putting issues in place after conferences. Has motivated staff, created revenue streams, ensuring proper compliance through education. stream lined processes from vendors at trade show and classes.	7/18/2014 2:20 PM
385	I really enjoy the NARPM email/Google list. So much good information everyday.	7/18/2014 2:17 PM
386	As mentioned above, I have attended dozens of meetings, conventions and classes and have learned so much from other professionals. Some are minor things but some are major items with immediate impact on our business. NARPM give me the ability to hear ideas, horror and success stories included, and make decisions to implement them or retain a current practice. In addition, the online forums are great. In my opinion, NARPM has put us years ahead of where we would be if we had not found them.	7/18/2014 2:17 PM
387	EDUCATION	7/18/2014 2:12 PM
388	Fellow Chapter Members have sent me new investors, introduced great vendors and I recently had a member from another state, contact me and I rented to her son who was moving to my area	7/18/2014 2:12 PM
389	Monthly meetings help me network better.	7/18/2014 2:11 PM
390	Learned ways of making much more income & easier ways to accomplish goals	7/18/2014 2:10 PM
391	Quality education and networking opportunities.	7/18/2014 2:07 PM
392	Made us more professional	7/18/2014 2:06 PM
393	Education and association with other members.	7/18/2014 2:05 PM
394	Hearing from other PMs at local luncheons and the list-serve has made me smarter about the business and about how to deal with common owner and tenant issues.	7/18/2014 2:05 PM
395	Innovative ideas.	7/18/2014 2:05 PM
396	I learned a lot at the Denver Convention that directly helped me avoid mistakes and do better too. The people were especially welcoming. I like the magazine and would like to tap into the online sources more.	7/18/2014 2:04 PM
397	We have signed up a few new owners because of our NARPM association.	7/18/2014 2:03 PM
398	increased profitability, networking, personal growth experience, designations	7/18/2014 2:03 PM
399	Better knowledge of the industry.	7/18/2014 2:03 PM
400	Affiliates, and how NOT to do something for liability has been huge.	7/18/2014 2:03 PM

401	We have had several referrals from NARPM and several of those have been quite profitable.	7/18/2014 2:00 PM
402	Learned how to do it the right way and continue to learn even after 30 years new ways to look at my business model.	7/18/2014 2:00 PM
403	Are office is more educated and professional.	7/18/2014 2:00 PM
404	I have learned to make more money and be more efficient and more professional.	7/18/2014 2:00 PM
405	Bringing in speakers, as well as the educational classes offered.	7/18/2014 1:58 PM
406	It is more cost effective for us to license all of our staff if we are not also having to pay for their continuing education as well.	7/18/2014 1:58 PM
407	The classes and meetings are good. Have learned more and been able to update some things at our business	7/18/2014 1:56 PM
408	Education, Education, Education	7/18/2014 1:56 PM
409	By attending the monthly meetings and conferences I have received information that has made me an expert in my field.	7/18/2014 1:55 PM
410	Knowledge, networking with others	7/18/2014 1:55 PM
411	How to structure the business, how to treat clients and customers.	7/18/2014 1:54 PM
412	Networking, education.	7/18/2014 1:53 PM
413	Education	7/18/2014 1:53 PM
414	Additional tools and source for information	7/18/2014 1:51 PM
415	hasnt yet	7/18/2014 1:51 PM
416	I have learned so much, not only about property management but also about office procedures, paperwork, etc.	7/18/2014 1:51 PM

Q18 Do you have any suggestions on how NARPM could improve?

Answered: 516 Skipped: 89



Answer Choices	Responses
Yes	30.43% 157
No	69.57% 359
Total	516

#	If yes, please specify:	Date
1	Local website for blogs and to help one another when there is a problem.	8/30/2014 9:30 PM
2	standard form for each state.	8/29/2014 4:32 PM
3	To much to really go into here. I'm happy to talk to people involved in membership, events, training and participation.	8/28/2014 11:49 PM
4	Possibly educational classes geared at employees.	8/28/2014 1:18 PM
5	I don't know how to make this happen but at the Broker Retreat could there be additional time after break-out sessions for those interested to continue for maybe another hour? Also, there is not enough time for the vendors at the Broker Retreat.	8/28/2014 12:16 PM
6	I would like on line informational seminars, even if at cost, so when we cannot make a meeting or conference, we have some resources to gain more knowledge through.	8/28/2014 11:58 AM
7	I find that except for the members that the "real" community has never heard of NARPM. So the designations and membership is not as powerful as we would like it to be...	8/28/2014 11:54 AM
8	Helping with issues presenting themselves to property managers - the glut of "companion" animals and the perception of the public at large, that simply calling "Fluffy" a companion animal does not satisfy the ADA requirements. Not that it would stop them from suing anyway - (just 1 MAJOR example lately, add that to Section 8/HUD housing issues, negligent owners, rising utilities, cable/internet monopolies etc.)	8/28/2014 11:03 AM
9	Not at this time. Although I have been in Real Estate for quite a few years, I recently bought into an established Property Management Company and still learning the business.	8/28/2014 10:32 AM
10	Make the website more easier to navigate and to allow individuals to get to their profile and download copies of past registration and certificates.	8/28/2014 10:28 AM
11	Better strategic planning sessions for chapters.	8/28/2014 10:18 AM
12	Create an outreach program	8/28/2014 9:40 AM

13	The National vs. local chapter thing still eludes me after all this time. I don't understand why they are so separate. It's confusing.	8/28/2014 8:30 AM
14	I'm working on my mpm and several of my fellow members are on their RMP . All have made the same comment , that the classes are basic and that they didn't learn anything from even the advanced classes . And that they classes are poorly names , implying 1 topic but discussing something different .	8/28/2014 7:02 AM
15	Not really. I think you are doing a great job. Thank you for all you do.	8/28/2014 3:12 AM
16	See #16.	8/28/2014 12:24 AM
17	I would like to watch the webinars at a later time by downloading when I am free. The topics have been very interesting, but I usually have other items scheduled when you showing them.	8/27/2014 11:48 PM
18	Referral program	8/27/2014 7:59 PM
19	Send us a remainder a day before NARPM meeting.	8/27/2014 7:25 PM
20	Make meetings more centrally located. If designation classes and or online classes could be applied to real estate clock hours this would be a huge benefit.	8/27/2014 7:12 PM
21	I do not like that I cannot specify the communities that I work in on my profile. My office is in one community, but I do not work in that area. You should be able to specify the communities that you work in and what you specialize in. Such as vacation rentals or long-term rentals.	8/27/2014 6:55 PM
22	I would like to see NARPM offer Associations training and information. I feel this would benefit both NARPM and property managers	8/27/2014 6:29 PM
23	Speaker specific to our business	8/27/2014 6:06 PM
24	I think the breakout sessions at the conferences should be taught by knowledgeable and experienced industry professionals, not vendor representatives. Vendor reps are far too subjective and I have gotten very little value from participating in those sessions. The only beneficial vendor led sessions that I have participated in are the sessions taught by niche market vendors. An example of this would be an self-directed IRA advisor.	8/27/2014 6:00 PM
25	It would be nice to have a conference closer to the panhandle, but I understand why they're in central FL.	8/27/2014 5:48 PM
26	We need a reliable way to assist the local chapters in communication with members.	8/27/2014 5:32 PM
27	More open forum meetings to discuss issues managers locally are having. This is a different city and so manager people doing management and very little guidelines.	8/27/2014 5:31 PM
28	Focus more on local chapters Southern AZ has monthly meeting that I feel are of no educational value, in a depressing venue with poor food. Therefore I am no longer a local member.	8/27/2014 5:31 PM
29	Make education accredited for our educational requirements in our states.	8/27/2014 5:30 PM
30	I'm in a rural area and the nearest chapter is 4 hours away. The website is a little confusing and I haven't found any super helpful information, nor do I really know what I am looking for.	8/27/2014 5:23 PM
31	less small talk during meetings, provide email summary of information offered in meetings.	8/27/2014 5:21 PM
32	move the national convention so it doesn't land on my daughter birthday, hahaha	8/27/2014 5:12 PM
33	A more user friendly website at the National level and for the local chapters. Have a standardized format for all local chapters to follow with a program for affiliates, this will provide consistency throughout NARPM on the National level and Local level.	8/27/2014 5:08 PM
34	Improve the educational offerings to the more seasoned PM as well as have different media available to provide education to members.	8/27/2014 5:07 PM
35	Financially support the local chapters. I pay \$195.00 a year in dues? Need to look that up. But yet it is the local level that brings me to a monthly meeting.	8/27/2014 5:07 PM
36	Would like to see more usable form and notice templates and sample agreements.	8/27/2014 5:07 PM
37	Provide quicker response time and broadcasts of local NARPM events.	8/27/2014 5:06 PM
38	More local	8/27/2014 5:06 PM
39	More legal updates; form sharing; maybe a private facebook page where we can ask questions, share ideas, etc.	8/27/2014 5:05 PM

40	See 16 above. Now that Realtors Association sponsors PM certification I am encouraging them to start competitive "chapters" for PM's with less than 25 doors.	8/27/2014 5:03 PM
41	I've raised my hand for a couple of years for volunteering, but no response.	8/26/2014 4:53 PM
42	I wish it was easier for us to find other members to refer to.	8/19/2014 9:57 AM
43	It'd be helpful to have an email sent out from my local chapter, confirming the upcoming meeting & what the topic will be.	8/19/2014 8:51 AM
44	More Local meetings	8/18/2014 2:58 PM
45	unsure	8/17/2014 3:30 AM
46	Get the new website launched	8/16/2014 4:53 PM
47	Would like to see more information on properties for handicap clients, especially those in wheel chairs. Seems like they're a neglected class of available rentals to provide for their needs.	8/16/2014 8:59 AM
48	Let the public know about us! At last convention I heard of more management people working closely with local board of realtors. Sounds like a good way to share leads.	8/15/2014 11:43 PM
49	Contact with new members.	8/15/2014 11:07 PM
50	Only been member for a couple of months	8/15/2014 11:00 PM
51	Just keep getting the word out about NARPM!	8/15/2014 2:38 PM
52	Come to sc	8/15/2014 1:23 PM
53	Social media posts that those of us who are members of NARPM could distribute that would be meaningful to owners and tenants.	8/15/2014 12:39 PM
54	Before allowing vendors to be presenters at conventions, a video presentation of their workshop could be reviewed to insure that their workshop is not an infomercial.	8/14/2014 11:48 PM
55	Allow people into national leadership positions that have less of the required prerequisites if they have experience in other areas.	8/14/2014 10:36 PM
56	standard form and addendums by States. Trying to draw up new addendums is very hard and costly for a small company like mine. provide more information on discussion boards, marketing, home depot etc. Please let us know how and why we should use them.	8/14/2014 9:42 PM
57	Some speakers have to have more respect for our tenants - It is easy to make fun of them - when we listen to keynote speakers from the hotel industry you would never hear them speak like some of our speakers refer to our customers	8/14/2014 9:27 PM
58	I want to ask when a guest speaker(s) at seminars and conferences want to share their information and copy of power point presentation(s) with the NARPM members. Is there a "one tab" easy to find resource location on the National website with these share items?	8/14/2014 9:26 PM
59	more continuing ed classes, more in depth than just the hour or two at convention, but not as in depth as the certification classes	8/14/2014 7:37 PM
60	Hire more people!! NARPM reminds me of a new start up company. I should know because I am one. More chapter support. A chapter mentor. A leadership training for new leaders!	8/14/2014 7:13 PM
61	Continue to offer information and education on business tools and operation procedures that are successfully used throughout the industry.	8/14/2014 6:35 PM
62	Encourage the local chapter to be more active.	8/14/2014 5:25 PM

63	* handouts should be provided at seminars at conferences so people can follow along and not have to take notes. It's nice many are available online afterwards, but that does not help during the actual conference. * the national conference should be held in different places every year. We are seeing duplicates of prior places such as Minneapolis and more. There are too many cities in this nation that have airports to have to visit the same city more than once. * Meals should be included, ESPECIALY when it was indicated upon registration that it was included and then plans changed at the conference. Attendees should not have to fend for themselves for food when they could be spending that valuable time networking. * Why can't the national conference be held in a summer month so that families can join the member, making it more likely more members would be able to attend and write off the trip? * Why do we use both RMP and MPM designations? The RMP is a stepping stone to get to being an MPM. You don't say you have a BS AND a PHD.	8/14/2014 4:59 PM
64	Follow up	8/14/2014 4:52 PM
65	Start pulling in input from the "younger" part of the owner / broker world. Less seminars at conference sponsored by vendors with an obvious bias. ramp up political efforts. Realize what hedge funds are doing to PM before it is to late. We managed 1000 for a hedge fund, it is scary what their plans are.	8/14/2014 4:46 PM
66	Not at this time.	8/14/2014 4:45 PM
67	better online educational offerings	8/14/2014 4:36 PM
68	Fix #16.	8/14/2014 4:30 PM
69	Better and more education on growth. I went to the marketing class in Baltimore and felt the class was a little outdated. The instructor was great, just the ideas were out dated. I'm trying to prepare my business to provide service to the millennial generation.	8/14/2014 4:14 PM
70	Sharing on real issues with other members throughout the United States.	8/14/2014 4:11 PM
71	1) More articles in the Residential Resource. 2) The biggest thing is more visibility on the NARPM website, when owners research for property managers, make it the one thing that stands out on the home page (LOOKING FOR A PROPERTY MANAGER?). Also explain to the owners the benefits more and the benefits of using managers with designations more.	8/14/2014 3:52 PM
72	Become an affilaite of NAR providing both organizations added political and organizational clout.	8/14/2014 3:19 PM
73	have designations that are easier to achieve and fix that darn web site that is never up to date or helpful in any way.	8/14/2014 3:15 PM
74	More, national and regional conferences.	8/14/2014 3:12 PM
75	more pm clock hr classes, more referrals from members	8/14/2014 3:05 PM
76	Larger hotels for conference so more attendees can be in each education session.	8/14/2014 2:55 PM
77	Reduce prices of classes drastically!!! Make conventions affordable to all.	8/14/2014 2:39 PM
78	If we had some forums where the larger management companies shared some mediums they use in their advertising and recruitment of accounts.	8/14/2014 2:38 PM
79	The local chapters should hire administrative staff - because as we all know it is the same people who always step up and since we all run our own businesses - challenging at times to do it all	8/14/2014 2:12 PM
80	Lobby for things that matter, like mandatory licensure of PMs in the state of Virginia.	8/14/2014 2:07 PM
81	I think property managers, especially for single family, need a system like MLS to help better market and find comps for properties. Maybe there is a way to "partner" with MLS rather than invent a new system. Note sure of the exact answer.	8/14/2014 2:05 PM
82	Keep membership focused on fee-managers. Please do not dilute the concentration of what works. NARPM was founded to support and educate residential fee managers.	8/14/2014 2:03 PM
83	The trade shows need to be bigger and have more vendors even if it means lowering the cost for the vendor to set up. Only allowing 15 minutes here and there during a conference is not enough time to decide if the products are worthwhile. The main reason I attend a conference is to attend the TRADE SHOWS and not to get education that failed to provide me with continuing education credits	8/14/2014 1:47 PM
84	Assign similar companies as a company mentor to help improve and grow.	8/14/2014 1:26 PM
85	I do not have the experience yet to have an opinion.	8/14/2014 1:21 PM

86	beginners packet	8/14/2014 1:21 PM
87	Could I have picked a better hotel for the Broker Owner. We worked our way up to the best and now we are going the other direction. People will always complain about the price. If they think it's too expensive - they can stay somewhere else. Just like they did. The location was very special last year. My wife has made it clear that there is no way that she is going to stay at the Flamingo - she is a NARPM member also. Anyway, that's my two cents worth.	8/14/2014 1:20 PM
88	Have more chapters. I am in Indiana and we do not have any close chapters.	8/14/2014 1:18 PM
89	There was mention of a certification for a property management bookkeeper but I haven't seen that yet, more staff certifications would be wonderful	8/14/2014 1:18 PM
90	I will probably not attend the conference in Minnesota. The last 2 conferences have not given me any good information to use	8/14/2014 1:15 PM
91	Keep up the good work!	8/14/2014 1:12 PM
92	More OnLine Courses	8/14/2014 1:11 PM
93	Expand the professional designation program.	8/14/2014 1:04 PM
94	Website should be easier to navigate. NARPM national should have a package to give to local chapters for recruiting new members	8/14/2014 1:01 PM
95	I just stated the big one.	8/14/2014 12:59 PM
96	I wished it was mandatory PM's to join.....it is such a different profession than just an agent. I also wish there was a way the average investor understood more on how important it is to choose a PM who is a member	8/14/2014 12:57 PM
97	Review the set classes offered for designation. They need updating and more useful applications given to the students.	8/14/2014 12:55 PM
98	Make it easier to get the classes for certifications	8/14/2014 12:54 PM
99	so much junk mail sent to me via email. its hard to distinguish what is important, valuable info for me as a chapter leader and what is the junk. There are also a lot of expenses. Also upkeep on my chapter's website is horrible.	8/14/2014 12:53 PM
100	More regional "live" education classes.	8/14/2014 12:49 PM
101	Just one, don't forget the MEMBER! No one at any level of leadership in NARPM is any better than each individual member. Keep remembering why NARPM is in existence in the first place and that's to help our fellow members. I know, I sound preachy, so be it. I was privileged to have had a major leadership role in this organization. It's paramount that we remember who we "work for" as leaders. Andy said it best, "Forget the "I" and remember the "We"."	8/5/2014 6:15 PM
102	Provide more upfront information when you become a member on all the processes and benefits.	8/4/2014 11:09 AM
103	Add a staff member dedicated to the chapters. Assist the chapters in building the relationships with Realtor associations and apartment owners groups. Grow the stature of the organization during this expansion period. Fix the Web site.	7/31/2014 8:46 PM
104	Better dinners and happy hours, parties for under 40.	7/31/2014 4:56 PM
105	Better online education	7/31/2014 3:32 PM
106	Just completed the Chapter Excellence application. Thought it needs a lot of improvement. Inconsistent with the requirements, didn't include the Broker/Owner Retreat for credit, not clear on what is required and not fair in limiting points for members taking NARPM courses to ONE per member. What if they paid for and took more than one course? Website is extremely difficult to navigate. Never can find what I need.	7/29/2014 6:08 PM
107	more classes specifically to train property management	7/29/2014 3:20 PM
108	Consider bringing in some outside "experts" with some fresh management experience. Not that the information provided at conferences or in the magazines isn't good, but once you've heard the same thing a few times, it can get a little "stale". For example, one of the best presentations I had heard in the recent past was when Ivy Zelman was invited to speak at the national conference in San Diego. She presented some really interesting and fresh information that we otherwise would not have been able to receive.	7/28/2014 9:23 PM
109	Provide increased guidance to chapter leaders as to organize and structure meetings and events to promote the industry.	7/28/2014 8:41 AM

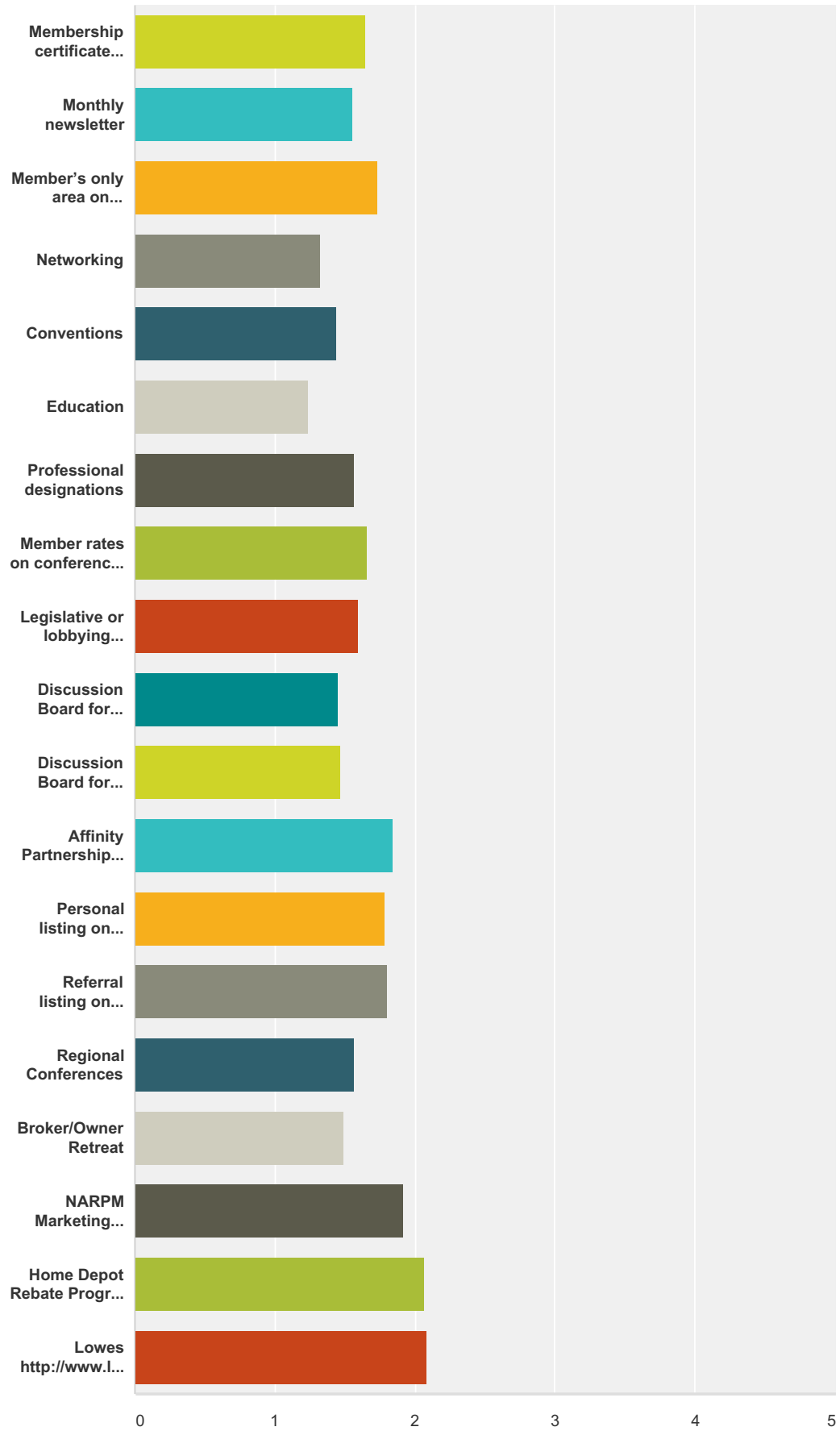
110	It is hard to choose which classes to attend when so many that are scheduled at the same time are relevant to what I need to know.	7/24/2014 2:35 PM
111	just keep the information coming on new laws, and information thanks	7/23/2014 4:14 PM
112	Increase our effort to gain new members.	7/23/2014 2:53 PM
113	Offer more opportunities for education/designation classes regionally.	7/23/2014 10:58 AM
114	Get more involved in state-level lobbying against unnecessary regulation such as property manager licensing (as opposed to real estate licensing), rental licensing, further expansion of already large lead paint programs etc...	7/22/2014 6:22 PM
115	The quality of our Education is improving and I believe that this is our strength and needs to always be the #1 focus followed by networking with others. Legislation is also so important to know what is happening on the governmental level so we are informed and can share with our owners.	7/22/2014 1:07 PM
116	More chapters to serve members who don't live near a major metro area.	7/22/2014 12:48 PM
117	the website is soooo antiquated. I manage our chapter page and it is soooooo sad and not at all user friendly. I would put so much more interesting content in there if I could	7/21/2014 10:29 PM
118	More ability to update contact info. Class history is lacking accuracy. Website needs to have better home page appeal. Maybe a blog or some type of testimonials from members.	7/21/2014 9:58 PM
119	Would like the classes to be held more often.	7/21/2014 8:35 PM
120	Updtae your educational materials. Train and certify the teachers and make it more affordable.	7/21/2014 4:04 PM
121	Chapter assistance with web-site, better communication with chapter leaders	7/21/2014 12:27 PM
122	Try and change locations of month	7/21/2014 11:31 AM
123	Move owner/broker retreat from February to April or preferably May when weather better. My wife has no interest in coming with me if pool is still closed for winter.	7/21/2014 11:18 AM
124	Continue to offer more and diverse topics in S/F education, seminars and articles.	7/21/2014 10:25 AM
125	keep doing what your doing. don't stop	7/21/2014 9:52 AM
126	Not yet. Fascination has not worn off.	7/20/2014 3:26 PM
127	As noted above, more personalized/individual counseling and info about going for designations, local meeting notifications/events would be helpful.	7/20/2014 10:04 AM
128	Send out contact info so I can be more involved.	7/20/2014 12:03 AM
129	I do like taking the Property Management course that is given each year. Maybe we could have that twice a year, but the second go around Mr. Weiss could spend more time on one particular subject. Like a day on total evictions. Or a day on just a Lease.	7/19/2014 9:11 PM
130	Supply us with relevant statistics for our metro area. What is the vacancy rate? Average rents for duplexes? single family? 3 bedrooms vs 2 bedrooms. The National Association of Realtors and the Florida Realtors supply lots of information on sold, active, pending, price trends, etc. for each metro area. Why can't we get the same statistics for our local rental market?	7/19/2014 4:18 PM
131	More local classes	7/19/2014 2:46 PM
132	Yes, Have a local chapter with local classes.	7/19/2014 12:40 PM
133	not at this time	7/19/2014 10:36 AM
134	A better website. See Bigger Pockets or Active Rain as examples of peer to peer sharing models.	7/19/2014 10:26 AM
135	Make conferences bi-annual. After Hawaii the next year just have regional then national after that. Keep broker owner annual. One in spring and the other in fall.	7/19/2014 9:45 AM
136	work on public perception and recognition of organization	7/19/2014 6:52 AM
137	I think I should keep my opinion to myself as the last time I made a comment I was moved off the goo list and have been on the bad list since then :(Its terrible. I have recruited I know well over 100 people into NARPM since my membership began and I don't do anything any longer.	7/18/2014 11:12 PM

138	Offer more Continuing education classes specific to the state where the Property Manager works and that are directly relevant to Property Management.	7/18/2014 7:24 PM
139	Getting more state chapters for those who are unable to go to national conventions which gets pricey.	7/18/2014 6:23 PM
140	Registration forms and process for conventions very confusing. All events and classes should be listed in one concise form.	7/18/2014 5:46 PM
141	Houston chapter had a meeting yesterday that went from 11 am to 2 pm. tedious and not worth a half day. got to get more snappy.	7/18/2014 5:40 PM
142	Maybe step up the convention. Get better speakers and instructors.	7/18/2014 5:15 PM
143	Get some new classes	7/18/2014 4:43 PM
144	Keep improving each year.	7/18/2014 4:10 PM
145	Develop connections with other organizations that can support Residential Property Management by their mutual involvement. The Women's Council of Realtors is a good example.	7/18/2014 4:08 PM
146	Sell a printed version of the directory for us old people that do not like to look things up on computer.	7/18/2014 4:06 PM
147	Have lower prices on designation courses and have them on-line.	7/18/2014 4:06 PM
148	better direction with local chapters	7/18/2014 4:00 PM
149	I would suggest have more classes on how to buy other agents accounts. I bought mine and that is the most asked question I get.	7/18/2014 3:41 PM
150	Work to establish a national easily recognizable awareness of NARPM and what we offer as NARPM members to owners and tenants.	7/18/2014 3:41 PM
151	More property manager oriented. Needs stronger branding so being part of NARPM might matter to clients and prospects; and lend a point of differentiation between property managers who are and who are not a part of NARPM. At present it is a neutral brand that carries little to no public impact.	7/18/2014 3:31 PM
152	More assistance with the designation process	7/18/2014 3:20 PM
153	Focus less on trying to take sides on political topics and promote smaller government.	7/18/2014 3:15 PM
154	Based on what I am hearing i think we are pricing ourselves out of business.	7/18/2014 3:09 PM
155	Be very, very careful with the growth we are experiencing. Keep topics, conferences, materials, and services of the highest quality. If it means raising dues or prices, so be it.	7/18/2014 3:04 PM
156	I love the Broker/Owner Retreat in Vegas but I feel like it could be held in other hotels that are not as expensive but yet just as nice. The same goes for the National Convention. It gets somewhat expensive for the smaller companies that are one to three people in size.	7/18/2014 2:49 PM
157	Work on national recognition	7/18/2014 2:42 PM
158	more staff certifications more information and networking without traveling	7/18/2014 2:37 PM
159	I'm sure I'll have suggestions as the next two years progress, but I'll withhold making any recommendations at this point...	7/18/2014 2:25 PM
160	If we could somehow find a way for more nationally recognized members to visit local chapters - we do this a little bit, but if it came from national, it might happen more. I think this would draw membership attendance to chapter meetings.	7/18/2014 2:24 PM
161	Do a better job of getting membership cards, decals to the members. I still do not have a current year membership card and only recently received my 2014 window decal. The national website is not easy to navigate. It has gotten a little better.	7/18/2014 2:17 PM
162	Continue improving the level of classes. I see a movement away from mom and papa type of classes to more formal College level. I also like the fact all Board / Educators dress more professional than in the past. We can only improve the quality of property manager by improving the level of expectations.	7/18/2014 2:12 PM
163	Combine or change news & information. I get NARPM e-mails 2-3 times a day sometimes. Between local, state, regional and national, you guys send too much stuff!	7/18/2014 2:07 PM

164	I think there could be more variety in classes offered at the conferences. It seems like for each conference the topics are generally the same. New information/ideas would be great.	7/18/2014 2:05 PM
165	Revamp newsletter or eliminate it to save cost (perhaps online/email only?). More virtual learning events.	7/18/2014 2:05 PM
166	too new to comment - all good so far	7/18/2014 2:04 PM
167	1. Better websites for chapters and national 2. easier log-in for website; shouldn't have to have more than one log in for the "members" only section. 3. Either allow chapters to handle registration for national classes or have national handle lunch registration for the chapters for those days) so they don't have to deal with multiple registrations--you don't know how confusing this is. 4.Easier uploading capabilities for things like Chapter Excellence supporting documentation.	7/18/2014 2:03 PM
168	Our local chapter charges non-members \$10.00 extra just to attend a meeting to see what NARPM is all about. If it were	7/18/2014 2:00 PM
169	Promote NARPM to general public. If public is familiar with NARPM, then it benefits the members more.	7/18/2014 2:00 PM
170	Let me start a group in the Inland Empire, or let me know of one- the closest to me is San Diego- Let me know what I need to do and I will :)	7/18/2014 2:00 PM
171	I think it would be great if there was a way to get group health insurance with reasonable rates through the organization. Same with E & O Insurance.	7/18/2014 2:00 PM
172	More communication and regional lobbyists for industry	7/18/2014 1:58 PM
173	Get more involved in the politics. The laws being changed are dramatically increasing and favoring tenants, making our jobs more time consuming and difficult.	7/18/2014 1:56 PM
174	More info on what the services are, benefits etc.	7/18/2014 1:51 PM

Q19 Please rank the benefits below that provide value as a NARPM® member

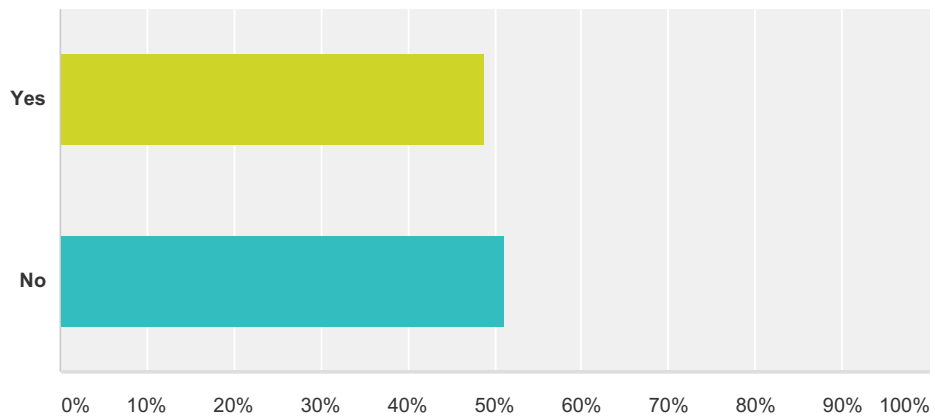
Answered: 593 Skipped: 12



	Provides Great Value	Provides Some Value	Provides No Value	Not Aware of Benefit	Total	Average Rating
Membership certificate which identifies professional organization	39.83% 229	49.22% 283	6.26% 36	4.70% 27	575	1.65
Monthly newsletter	45.00% 261	48.10% 279	2.76% 16	4.14% 24	580	1.56
Member's only area on Association's website	29.34% 164	51.88% 290	5.72% 32	13.06% 73	559	1.73
Networking	67.42% 387	26.83% 154	2.61% 15	3.14% 18	574	1.33
Conventions	59.00% 331	29.41% 165	6.24% 35	5.35% 30	561	1.44
Education	74.96% 437	20.93% 122	1.37% 8	2.74% 16	583	1.24
Professional designations	47.63% 271	39.02% 222	7.21% 41	6.15% 35	569	1.57
Member rates on conferences & education classes	38.32% 215	46.17% 259	7.49% 42	8.02% 45	561	1.66
Legislative or lobbying efforts	40.22% 222	41.30% 228	5.25% 29	13.22% 73	552	1.60
Discussion Board for Property Manager	46.36% 255	28.18% 155	3.64% 20	21.82% 120	550	1.45
Discussion Board for Broker/Owners	45.47% 246	27.54% 149	4.25% 23	22.74% 123	541	1.47
Affinity Partnership with vendors	26.35% 146	48.92% 271	13.36% 74	11.37% 63	554	1.85
Personal listing on www.NARPM.org	28.55% 157	44.36% 244	10.18% 56	16.91% 93	550	1.78
Referral listing on www.NARPM.org	27.11% 148	43.77% 239	11.17% 61	17.95% 98	546	1.81
Regional Conferences	46.39% 257	37.55% 208	7.22% 40	8.84% 49	554	1.57
Broker/Owner Retreat	49.81% 264	20.94% 111	9.06% 48	20.19% 107	530	1.49
NARPM Marketing Program (www.WhyUseOne.com)	16.14% 87	35.99% 194	11.13% 60	36.73% 198	539	1.92
Home Depot Rebate Program (https://cpr.homedepot.com/CPR/login.aspx)	16.73% 92	33.82% 186	21.45% 118	28.00% 154	550	2.07
Lowes http://www.lowesforpros.com/	16.15% 88	31.74% 173	22.75% 124	29.36% 160	545	2.09

Q20 Have you ever attended a NARPM® National Convention?

Answered: 602 Skipped: 3



Answer Choices	Responses
Yes	48.84% 294
No	51.16% 308
Total	602

#	If no, why not?	Date
1	Will try and fit into near future scheduling	8/30/2014 9:30 PM
2	Can't afford; too far; live in Hawaii	8/30/2014 3:30 AM
3	Cost too much	8/29/2014 7:27 PM
4	Busy	8/29/2014 5:12 PM
5	First timer	8/29/2014 5:00 AM
6	New member. Planning on going this October.	8/28/2014 5:10 PM
7	Just joined	8/28/2014 4:46 PM
8	Have not been member long enough	8/28/2014 4:18 PM
9	New member	8/28/2014 3:32 PM
10	Have not been a member during the conference time	8/28/2014 2:51 PM
11	New Member	8/28/2014 12:33 PM
12	It hasn't worked out for my schedule some years or finances the other years	8/28/2014 12:16 PM
13	I've only been a member for one year and the convention was too far away.	8/28/2014 11:58 AM
14	just joined	8/28/2014 11:42 AM
15	I am have just recently signed up. There has not been a convention since my sign up date.	8/28/2014 11:13 AM
16	Time out of office = time not maintaining and growing business.	8/28/2014 11:03 AM
17	New to NARPM	8/28/2014 9:56 AM
18	Just haven't gotten to that point yet.	8/28/2014 9:42 AM

19	Cost and bad timing	8/28/2014 9:33 AM
20	Costs and I am an owner/broker, can't get away that long yet at this stage.	8/28/2014 8:30 AM
21	Time	8/28/2014 6:13 AM
22	I have attended many and enjoyed every one	8/28/2014 3:12 AM
23	just found out about it. but it is very far for me to travel there	8/28/2014 1:42 AM
24	I have another trade show for a separate business I run and the two events always coincide.	8/28/2014 12:24 AM
25	Haven't had the opportunity to date	8/27/2014 10:10 PM
26	Just recently joined.	8/27/2014 9:51 PM
27	Not good timing	8/27/2014 9:38 PM
28	Just Joined have not yet had the opportunity.	8/27/2014 9:18 PM
29	too busy to go	8/27/2014 9:18 PM
30	No time available or conventional too far out of my region.	8/27/2014 9:12 PM
31	Just joined	8/27/2014 8:59 PM
32	Location constraints.	8/27/2014 8:39 PM
33	to far away	8/27/2014 7:56 PM
34	just became a member.	8/27/2014 7:22 PM
35	Money	8/27/2014 7:12 PM
36	lack of time & money	8/27/2014 7:01 PM
37	do not have the time to attend.	8/27/2014 6:55 PM
38	One person home office	8/27/2014 6:34 PM
39	Cost a	8/27/2014 6:31 PM
40	timing has not worked out	8/27/2014 6:31 PM
41	I am in aministration/support staff.	8/27/2014 6:31 PM
42	Not a good reason!	8/27/2014 6:29 PM
43	Never had the opportunity	8/27/2014 6:01 PM
44	I haven't been in the organization long enough.	8/27/2014 6:00 PM
45	Too costly.	8/27/2014 5:55 PM
46	New member	8/27/2014 5:52 PM
47	timing	8/27/2014 5:40 PM
48	time and cost	8/27/2014 5:36 PM
49	New in the business	8/27/2014 5:34 PM
50	Financial and time away from business. One manager , no assistant.	8/27/2014 5:31 PM
51	Timing issues	8/27/2014 5:31 PM
52	Not in my area. Too far to travel for little benefit.	8/27/2014 5:30 PM
53	Time	8/27/2014 5:28 PM
54	This is my first year.	8/27/2014 5:24 PM
55	Time commitment to great, not convinced of the value.	8/27/2014 5:24 PM
56	New Member, location & expense	8/27/2014 5:23 PM

57	Time & distance to travel	8/27/2014 5:22 PM
58	Just now understanding what I dont know	8/27/2014 5:16 PM
59	Too much time away from family, personally, I would love to go but have disabled family member and we are not able to travel too much at this time.	8/27/2014 5:07 PM
60	time constraints	8/27/2014 5:06 PM
61	More local	8/27/2014 5:06 PM
62	Have not had the time to get myself there.	8/27/2014 5:05 PM
63	I can't get certified by NARMP so why waste the money?	8/27/2014 5:03 PM
64	No time	8/27/2014 4:56 PM
65	New member new company. Hope to get to owners retreat.	8/27/2014 4:55 PM
66	west coast locations	8/24/2014 1:24 PM
67	new member - VERY new!	8/24/2014 10:24 AM
68	Could not get away	8/22/2014 12:13 PM
69	it hits almost annually at a time when I have a traditional get away with friends.,	8/20/2014 4:03 PM
70	Financial.	8/20/2014 4:35 AM
71	Cost of travel plus it looks like a majority of the "training" is just vendors selling their products.	8/19/2014 8:51 AM
72	Fairly new, not sure when one will be in my area	8/18/2014 2:58 PM
73	No time	8/18/2014 2:09 PM
74	expense and time	8/18/2014 12:25 PM
75	I'm going this year	8/18/2014 11:55 AM
76	Cant travel out of state	8/18/2014 11:05 AM
77	just joined no money	8/17/2014 10:28 PM
78	Conflict of time with other events	8/17/2014 10:36 AM
79	Timing	8/17/2014 12:21 AM
80	time and cost	8/16/2014 12:36 PM
81	Because I have only been a member for a couple of months and being a 1 person office, it is difficult to get away for an extended time.	8/16/2014 11:01 AM
82	Time...	8/16/2014 8:59 AM
83	Did not know about it.	8/15/2014 11:07 PM
84	Will attend Atlanta in 2015	8/15/2014 11:00 PM
85	too busy	8/15/2014 8:45 PM
86	No time	8/15/2014 6:15 PM
87	affordability	8/15/2014 2:06 PM
88	Location	8/15/2014 1:23 PM
89	Didn't have the money	8/15/2014 11:13 AM
90	Always a bad time frame	8/15/2014 10:03 AM
91	Schedule conflicts	8/15/2014 6:34 AM
92	Scheduling conflicts	8/14/2014 10:36 PM
93	Not able to attend this year. Would like to next year.	8/14/2014 10:31 PM

94	Just joined NARPM, but I will attend in the future.	8/14/2014 9:55 PM
95	Being small company difficult to get away. They are always farther destinations	8/14/2014 9:49 PM
96	Too busy.	8/14/2014 9:15 PM
97	Cost	8/14/2014 7:13 PM
98	I only joined last year... I will be going to this years.	8/14/2014 6:49 PM
99	I am going for first time this year,	8/14/2014 6:44 PM
100	First year member and this year I already have a family vacation planned. I did attend the CALNARPM conference and Broker/Owner Retreat.	8/14/2014 6:35 PM
101	Cost and time of year	8/14/2014 6:16 PM
102	Could not attend due to conflict	8/14/2014 4:52 PM
103	Scheduling conflict	8/14/2014 4:48 PM
104	Too far away or time conflicts with my shedule	8/14/2014 4:42 PM
105	no time yet	8/14/2014 4:41 PM
106	Small business and to far away.. Been to out Florida state convention and they are great. I would love to go to the National one day.	8/14/2014 4:28 PM
107	Wasn't a member until this year. I will attend in Oct.	8/14/2014 4:25 PM
108	cost and distance. Will go to the Atlanta one next year.	8/14/2014 4:08 PM
109	just joined and there has not been one locally	8/14/2014 3:59 PM
110	Expensive and usually in cities far away from SC	8/14/2014 3:56 PM
111	Just joined	8/14/2014 3:38 PM
112	Too expensive.	8/14/2014 3:37 PM
113	These need to be done on a cruse ship!	8/14/2014 3:15 PM
114	I went to regional in Vegas, haven't had opportunity.	8/14/2014 3:12 PM
115	Our business is too small at this time.	8/14/2014 3:04 PM
116	Work Schedule But have attended the regional ones when in the area	8/14/2014 2:53 PM
117	Time	8/14/2014 2:52 PM
118	Lack of time	8/14/2014 2:41 PM
119	Cost too prohibitive.	8/14/2014 2:39 PM
120	Currently can not afford to be away from the office.	8/14/2014 2:38 PM
121	Timing wrong	8/14/2014 2:36 PM
122	Just joined	8/14/2014 2:25 PM
123	afraid to travel via interstatesor air	8/14/2014 1:45 PM
124	Scheduling to this point but want to attend	8/14/2014 1:37 PM
125	Just joined. Hasn't been one yet to go to	8/14/2014 1:30 PM
126	Haven't been a member that long.	8/14/2014 1:27 PM
127	New	8/14/2014 1:27 PM
128	I just started	8/14/2014 1:26 PM
129	I have not had the opportunity to do so in the length of my membership.	8/14/2014 1:24 PM
130	New to the organization	8/14/2014 1:20 PM

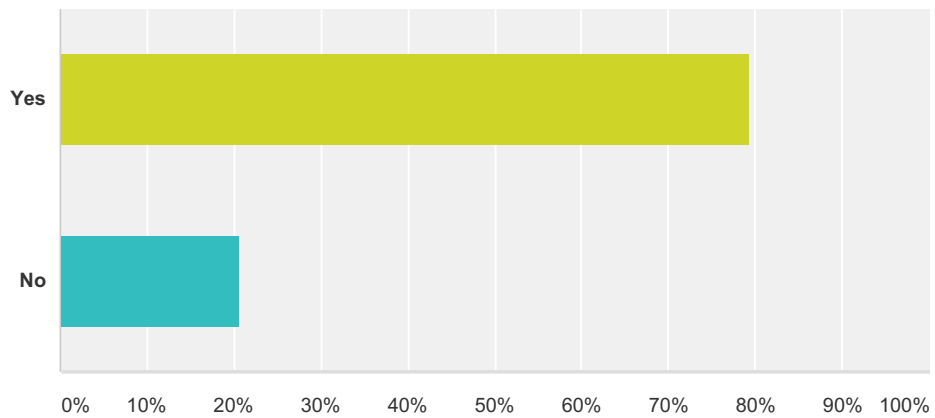
131	New member	8/14/2014 1:18 PM
132	time challenged	8/14/2014 1:18 PM
133	planning and finances	8/14/2014 1:17 PM
134	Never have had the opportunity	8/14/2014 1:14 PM
135	Time	8/14/2014 1:12 PM
136	Time conflicts with our yearly vacation.	8/14/2014 1:11 PM
137	Not had the time/funds to go.	8/14/2014 1:10 PM
138	Possibly going this year	8/14/2014 1:09 PM
139	Was not a member last year.	8/14/2014 1:06 PM
140	Have not had the time as I am still establishing the business	8/14/2014 1:06 PM
141	Too Busy	8/14/2014 1:03 PM
142	Too far away	8/14/2014 1:01 PM
143	Cost, I have small children at home but I will be going to one next year!	8/14/2014 1:01 PM
144	Will attend this year	8/14/2014 12:59 PM
145	I would like to attend	8/14/2014 12:57 PM
146	I will in October. I have attended the regional ones	8/14/2014 12:57 PM
147	I travel quite a bit for my job and the conventions (both regional and national) conflicted with required travel for my job.	8/14/2014 12:53 PM
148	out of my area	8/14/2014 12:52 PM
149	to far away	8/14/2014 12:51 PM
150	Can't afford to.	8/4/2014 11:43 PM
151	Just joined	8/4/2014 10:17 PM
152	cost	8/1/2014 10:11 AM
153	Affordability, usually go to owner/broker convention and Florida State convention	7/31/2014 7:56 PM
154	Location and cost	7/31/2014 3:20 PM
155	too expensive	7/29/2014 3:20 PM
156	Still new member	7/28/2014 11:05 PM
157	Just joined. Next one is too far away.	7/25/2014 11:48 AM
158	I just became a member	7/25/2014 11:12 AM
159	Can't afford it.	7/23/2014 5:11 PM
160	i like the regional - cost and time	7/23/2014 4:14 PM
161	I just joined	7/23/2014 1:59 AM
162	It is expensive when you factor in travel expenses	7/22/2014 6:22 PM
163	cost this year, I intend to go next year	7/22/2014 12:48 PM
164	I can't travel that far. My mother is 89 and lives with/depends on me.	7/22/2014 12:04 PM
165	economics	7/22/2014 11:11 AM
166	No time.	7/22/2014 9:20 AM
167	none have been in Hawaii	7/21/2014 10:29 PM

168	time schedule	7/21/2014 9:33 PM
169	So far, I have been able to travel to attend.	7/21/2014 1:45 PM
170	I personally not a fan of travel	7/21/2014 12:27 PM
171	New member the cost and time of year are still a factor at this stage of startup	7/21/2014 8:00 AM
172	Difficulty taking time off of work and expense	7/20/2014 10:04 AM
173	Not enough time to travel for that purpose.	7/20/2014 12:03 AM
174	Have not been invited....really did not know there was one. Maybe I will go to the next one.	7/19/2014 9:11 PM
175	Expense. It usually requires not only the cost of attending, but travel, as well.	7/19/2014 5:58 PM
176	Maybe this year	7/19/2014 4:18 PM
177	I just joined. But I will be attending on in September	7/19/2014 4:16 PM
178	I am a 1 person operation with no time to travel.	7/19/2014 12:40 PM
179	Only two years in. Planning on this October's event.	7/19/2014 10:26 AM
180	New	7/19/2014 3:58 AM
181	Wrong time of year for me.	7/18/2014 10:24 PM
182	timing	7/18/2014 7:37 PM
183	Not yet, Schedule has not worked out where I could attend.	7/18/2014 7:24 PM
184	expensive and takes time	7/18/2014 4:41 PM
185	Haven't been a member long enough yet.	7/18/2014 4:14 PM
186	Usually too far away. Would love to see one in Florida.	7/18/2014 4:06 PM
187	Cost	7/18/2014 4:05 PM
188	cost to travel out of state	7/18/2014 3:52 PM
189	I am just a 1 person company and hesitate to be away for a long time.	7/18/2014 3:42 PM
190	Timing (always during or immediately adjacent to our state leadership conference); location; cost	7/18/2014 3:37 PM
191	Too new	7/18/2014 3:25 PM
192	Expensive	7/18/2014 3:25 PM
193	I don't see to value of attending.	7/18/2014 3:15 PM
194	hard to get away	7/18/2014 2:42 PM
195	We're small enough that time off for travel is difficult	7/18/2014 2:37 PM
196	Just joined, haven't been able to make it yet.	7/18/2014 2:33 PM
197	just joined	7/18/2014 2:30 PM
198	No time. If I do have time I'm doing something fun.	7/18/2014 2:25 PM
199	time	7/18/2014 2:21 PM
200	Cost	7/18/2014 2:15 PM
201	Always too busy. Now I have adjusted my work life and will be attending from here on out	7/18/2014 2:12 PM
202	Too expensive	7/18/2014 2:11 PM
203	Some have been to far away and cost is great to travel	7/18/2014 2:07 PM
204	Between local, state, and national franchise and Realtor conventions, who has time for more conventions? Education is very important, but I do have to get out there and use it.	7/18/2014 2:07 PM

205	Scheduling conflicts	7/18/2014 2:05 PM
206	Location and cost.	7/18/2014 2:05 PM
207	too far to travel and cost. Would like to attend as one gets a bit closer to home	7/18/2014 2:04 PM
208	to far	7/18/2014 2:00 PM
209	So busy, very hard to leave project properties.	7/18/2014 1:58 PM
210	Time constraints	7/18/2014 1:58 PM
211	Not sure of the value. May attend the one in Hawaii. I don't want to travel to MN in late October.	7/18/2014 1:56 PM
212	Travel expense	7/18/2014 1:55 PM
213	Cost	7/18/2014 1:55 PM
214	Expense	7/18/2014 1:53 PM
215	Timing did not work	7/18/2014 1:53 PM
216	finaces	7/18/2014 1:52 PM
217	Just recently joined	7/18/2014 1:51 PM
218	dont know	7/18/2014 1:51 PM

Q21 Have you ever taken a NARPM® education class or seminar?

Answered: 597 Skipped: 8



Answer Choices	Responses
Yes	79.23% 473
No	20.77% 124
Total	597

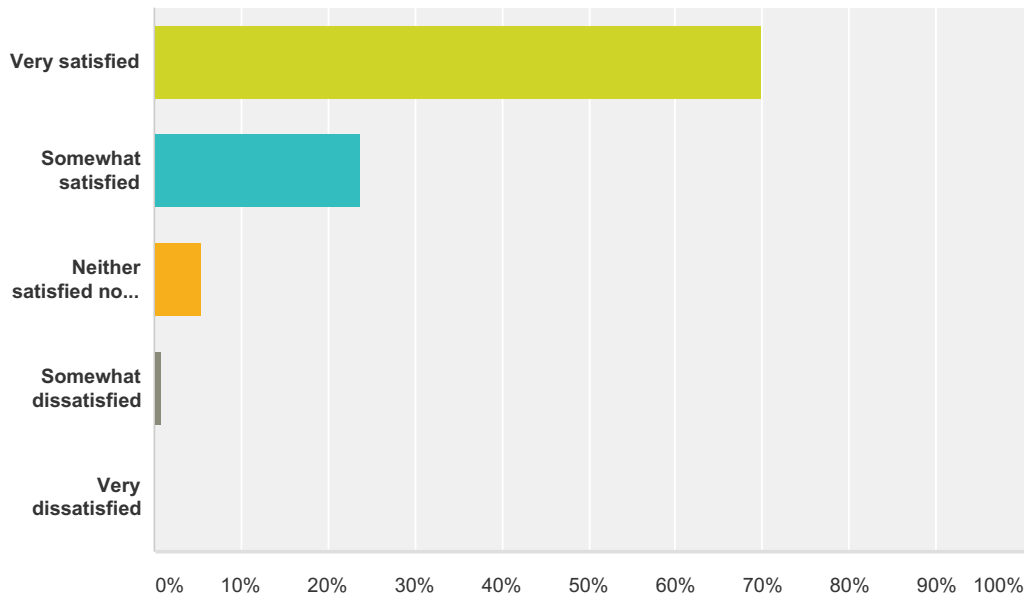
#	If no, why not?	Date
1	No time	8/30/2014 3:30 AM
2	New member. Starting this October.	8/28/2014 5:10 PM
3	Just joined	8/28/2014 4:46 PM
4	New member	8/28/2014 3:32 PM
5	Just joined the organization, but will be taking classes.	8/28/2014 2:51 PM
6	just joined	8/28/2014 11:42 AM
7	There has not been a class but I will be taking the next class of ethics in November.	8/28/2014 11:13 AM
8	It's not my role with the company, but I do intend to do so moving forward and learn more	8/28/2014 11:01 AM
9	Since I've been a member, I haven't had the opportunity.	8/28/2014 8:58 AM
10	Yes both locally and. Nationally at the conventions	8/28/2014 3:12 AM
11	The time frames don't fit with my schedule.	8/27/2014 11:48 PM
12	Will when time allows	8/27/2014 10:10 PM
13	I plan to soon	8/27/2014 9:18 PM
14	I been thanking this courses in Metro Tex	8/27/2014 7:25 PM
15	new	8/27/2014 7:01 PM
16	Wanted to take free ethics class but ran out of time.	8/27/2014 6:31 PM
17	Haven't had time. Will soon be working on RMP.	8/27/2014 6:07 PM
18	I haven't had the chance yet.	8/27/2014 6:00 PM

19	time, location and cost.	8/27/2014 5:31 PM
20	I can't use them as credits for continuing education in my state.	8/27/2014 5:30 PM
21	Getting ready to!	8/27/2014 5:24 PM
22	Don't see the value. designations not wisely recognized. Don't satisfy BRE requirements.	8/27/2014 5:24 PM
23	Ethics as required	8/27/2014 5:23 PM
24	Early on, restrictions based on number of transactions and have not had the time since then	8/27/2014 5:16 PM
25	Working on it, will work on funds paying for it and probably take online to save on travel.	8/27/2014 5:07 PM
26	have taken local classes prepared and sponsored by NARPM members	8/27/2014 5:06 PM
27	More local classes	8/27/2014 5:06 PM
28	Not aware.	8/27/2014 5:05 PM
29	I tried to download an archived training seminar, but it didn't work. I was bummed, because I really like that kind of training. It would be so helpful to me.	8/19/2014 8:51 AM
30	Have not taken the time	8/17/2014 10:36 AM
31	time	8/16/2014 12:36 PM
32	Not convenient. I will check online offerings.	8/15/2014 11:43 PM
33	Did not know about it.	8/15/2014 11:07 PM
34	Plan to eventually	8/15/2014 6:15 PM
35	Will start soon.	8/15/2014 1:31 PM
36	Future plans to attend	8/15/2014 1:23 PM
37	Scheduling and location, with a law degree and master's degree in RE, I am looking for very specific information.	8/14/2014 10:36 PM
38	Time. I have been managing rentals for 55 years. I have to renew my Real Estate every 2 years and my CAM every 2 years. My Company has classes weekly.	8/14/2014 9:22 PM
39	Just online.	8/14/2014 7:13 PM
40	I have not been able to but plan too soon	8/14/2014 7:03 PM
41	No reason	8/14/2014 4:42 PM
42	same as above	8/14/2014 3:59 PM
43	Just joined	8/14/2014 3:38 PM
44	No Time	8/14/2014 3:32 PM
45	I take locally offered PM classes.	8/14/2014 2:52 PM
46	Cost too high.	8/14/2014 2:39 PM
47	Just joined.	8/14/2014 1:30 PM
48	New	8/14/2014 1:27 PM
49	Time	8/14/2014 1:12 PM
50	Haven't had time yet, have only been active a month	8/14/2014 1:06 PM
51	Too Busy	8/14/2014 1:03 PM
52	I take them online	8/14/2014 1:01 PM
53	I am a new member, timing	8/14/2014 12:59 PM
54	to far away	8/14/2014 12:51 PM
55	on my list for this year, finding time to fit in	8/14/2014 12:49 PM

56	Can't afford to right now. Working on it.	8/4/2014 11:43 PM
57	Just joined. But, I want my designation.	8/4/2014 10:17 PM
58	Will be doing so soon.	8/4/2014 11:09 AM
59	Just joined would like to take them	7/29/2014 3:20 PM
60	Still new to	7/28/2014 11:05 PM
61	I plan on beginning the steps to my first designation program early next year.	7/28/2014 9:23 PM
62	I just started	7/25/2014 11:12 AM
63	Can't afford it.	7/23/2014 5:11 PM
64	not convenient to take them	7/22/2014 6:22 PM
65	i did all my coursework through IREM in the past and am a new member to NARPM	7/22/2014 12:48 PM
66	Haven't looked into the courses yet.	7/22/2014 9:20 AM
67	None have been offered on Big Island, Hawaii (a trip to Oahu costs us outer island folks about \$500 a pop)	7/21/2014 10:29 PM
68	Webinars	7/21/2014 8:00 AM
69	A little confused about locations/scheduling	7/20/2014 10:04 AM
70	No time currently	7/19/2014 10:41 AM
71	Not sure of the value.	7/19/2014 10:26 AM
72	New	7/19/2014 3:58 AM
73	Again timing of it.	7/18/2014 10:24 PM
74	business decision as I don't personally manage properties. Our pm's on staff are expected to participate in the education however.	7/18/2014 8:30 PM
75	Haven't been a member long enough yet.	7/18/2014 4:14 PM
76	Too new	7/18/2014 3:25 PM
77	No need	7/18/2014 2:45 PM
78	just timing	7/18/2014 2:42 PM
79	cost and time	7/18/2014 2:21 PM
80	Need to- Right away,	7/18/2014 2:00 PM
81	Just recently joined	7/18/2014 1:51 PM
82	dont know about them	7/18/2014 1:51 PM

Q22 If you answer yes, how satisfied are you with the education you have received from NARPM®?

Answered: 487 Skipped: 118



Answer Choices	Responses
Very satisfied	70.02% 341
Somewhat satisfied	23.82% 116
Neither satisfied nor dissatisfied	5.34% 26
Somewhat dissatisfied	0.82% 4
Very dissatisfied	0.00% 0
Total	487

#	If you answered dissatisfied, please explain why?	Date
1	n/a	8/27/2014 9:55 PM
2	I haven't taken classes in some time. I didn't think that some of the classes provided some great information and there were a couple that I didn't really need. In all classes I did benefit from the discussion with the other attendees.	8/27/2014 5:07 PM
3	I took the course many years ago.	8/26/2014 8:27 PM
4	took the required Ethics Class	8/18/2014 2:58 PM
5	very	8/15/2014 5:30 PM
6	Gave me great insight into an area that would have cost a lot of money to get the same information	8/15/2014 11:13 AM
7	A little repetative	8/15/2014 10:03 AM
8	I enjoy the presentations at the local meetings	8/14/2014 10:36 PM

9	see above	8/14/2014 4:46 PM
10	One had a good instructor and another had an instructor who read his notes and did not add a lot.	8/14/2014 4:31 PM
11	Classes were pretty basic for RMP.	8/14/2014 4:30 PM
12	Courses were good, videos were the worst. Some you could not even hear.	8/14/2014 3:52 PM
13	I was forced to take the "ethics" class. I found the experience completely offensive.	8/14/2014 2:07 PM
14	Audio was hard to hear.	8/14/2014 1:04 PM
15	Mostly satisfied the education that has been provided in certain classes that are not used for designations.	8/14/2014 12:55 PM
16	You do not communicate very well	8/14/2014 12:51 PM
17	see above	7/21/2014 10:29 PM
18	The content doesn't seem very relevant in most cases to property management.	7/21/2014 5:13 PM
19	I have only taken 1 online class.	7/19/2014 12:40 PM
20	The 1 class I have taken was very remedial and felt the topic could have been covered in much less time.	7/18/2014 5:31 PM
21	It has been good, but we need new blood and new classes	7/18/2014 4:43 PM
22	I love the NARPM seminars	7/18/2014 4:00 PM
23	Some of the recordings in the online class I took were very difficult to hear/understand.	7/18/2014 2:33 PM
24	I attended the how to build a property management class, and I learned and was glad I went, but I thought the content a bit weak and the teacher rather unconcerned - he was sick and that may be why he did not show much enthusiasm	7/18/2014 2:04 PM
25	Some instructors are dry.	7/18/2014 1:51 PM

Q23 Are there any education classes you would like to see offered by NARPM®?

Answered: 108 Skipped: 497

#	Responses	Date
1	N/A	8/29/2014 7:27 PM
2	no	8/29/2014 5:12 PM
3	Marketing ideas (roundtable?) How to start your own business How to write killer ads Networking	8/28/2014 11:49 AM
4	Company growth systems. How to best grow as an business and in hiring new positions to cover the growth. I'd also like one specific to North Carolina laws once a year.	8/28/2014 11:58 AM
5	N/A	8/28/2014 11:13 AM
6	How to work effectively with private equity fund investors? How to start and build your own maintenance company?	8/28/2014 11:01 AM
7	Don't know	8/28/2014 9:56 AM
8	something new, new marketing, outside the box type stuff. i've seen it all after 8 years.	8/28/2014 8:30 AM
9	I teach a course on time management for property managers and would love to offer it at a regional event	8/28/2014 7:02 AM
10	Yes. How to prepare for small claims court. I have never lost and. I contribute it to preparing for the judge. Knowing what and how to prepare the documents to assist the. Judge. Also especially for new PM's how to do an inspection both when the owner leaves and when the tenant moves in	8/28/2014 3:12 AM
11	Property management bookkeeping	8/27/2014 9:18 PM
12	laws concerning tenants.	8/27/2014 9:18 PM
13	commercial	8/27/2014 8:08 PM
14	How to acquire new mgmts	8/27/2014 7:59 PM
15	It would be nice to see new classes offered.	8/27/2014 7:14 PM
16	Anything that would apply to our clock hours and property management.	8/27/2014 7:12 PM
17	Medical Marijuana and property management	8/27/2014 6:48 PM
18	Maybe as new issues develop	8/27/2014 6:34 PM
19	An outline of the basics, i.e., what it takes to create the back office material, i.e., checklists, management agreements, etc.	8/27/2014 6:31 PM
20	classes that can be applied to State continuing education requirements	8/27/2014 6:13 PM
21	Happy Inspector	8/27/2014 6:10 PM
22	The more classes on improving systems and out-side-of-the-box ideas for making more money.. the better.	8/27/2014 5:31 PM
23	Basic information on Las Vegas property management.	8/27/2014 5:31 PM
24	I would like to see more training opportunities for my support staff.	8/27/2014 5:18 PM
25	commercial property management, risk management, mold	8/27/2014 5:15 PM
26	Trust Accounting, triple tie in	8/27/2014 5:10 PM
27	Leadership classes	8/27/2014 5:07 PM
28	I think the educational committee is in a constant mode of improving classes.	8/27/2014 5:07 PM
29	More how to run your office and improve office efficiency.	8/27/2014 5:07 PM

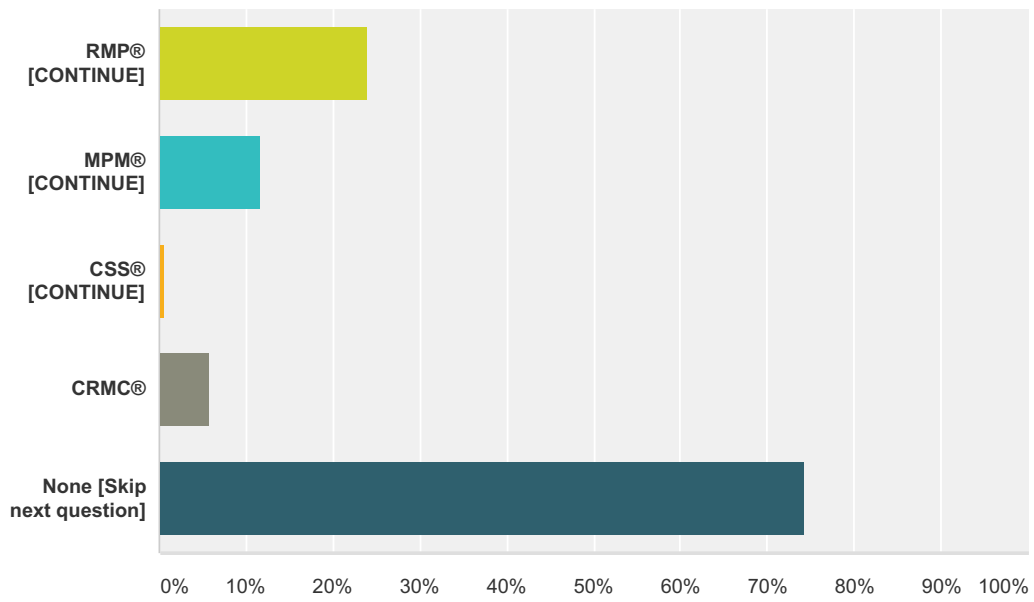
30	No	8/27/2014 5:07 PM
31	How to read a rent roll, marketing outside the box, process/systems/procedures,	8/27/2014 4:55 PM
32	none come to mind	8/24/2014 10:24 AM
33	Can't think of any at this time.	8/20/2014 12:14 PM
34	trust account accounting.	8/20/2014 12:56 AM
35	Just getting started training	8/19/2014 8:51 AM
36	Risk mgmt	8/18/2014 11:55 AM
37	how to handle a death in a property.or aids patients.	8/17/2014 3:30 AM
38	Accessibility for handicap, legal rights for dogs/pets, etc.	8/16/2014 8:59 AM
39	Law Contracts	8/15/2014 11:00 PM
40	seasonal	8/15/2014 5:30 PM
41	The ones offered are fine.	8/15/2014 1:31 PM
42	More of the financial aspects of managing the business side of things targeting towards goal size.	8/15/2014 12:39 PM
43	Not at this time.	8/15/2014 12:17 AM
44	normal wear and tear, comfort animals, pot smoking/growing, profitability	8/14/2014 9:42 PM
45	1. Pest control 2. Elder Housing & Student Housing	8/14/2014 9:26 PM
46	More comparisons on PM software, accounting and other types	8/14/2014 7:37 PM
47	FIRPTA	8/14/2014 7:13 PM
48	PM company setup and systems. New trends.	8/14/2014 5:25 PM
49	More basic classes so that newcomers and seasoned managers alike can see the best way to do things, the best methods, timelines, etc. Some of us have been doing it so long we are in a rut.	8/14/2014 4:59 PM
50	yes	8/14/2014 4:30 PM
51	No I'm to old now. Thanks anyway.	8/14/2014 4:28 PM
52	Marketing for new owners.	8/14/2014 4:14 PM
53	no	8/14/2014 3:56 PM
54	?	8/14/2014 3:52 PM
55	No	8/14/2014 3:51 PM
56	Would like to see the Texas MCE requirement for Legal and Ethics included in NARPM requirements instead of having to take double time and pay double for much the same information.	8/14/2014 3:19 PM
57	Our Denver region is awesome about offering everything needed.	8/14/2014 3:15 PM
58	You need to offer more non-designated classes.	8/14/2014 2:53 PM
59	I'm sure there are but none come to mind at the moment	8/14/2014 2:41 PM
60	How to start a brand new company from scratch (0 doors) and not starve before the money comes in	8/14/2014 2:19 PM
61	I would like to see more classes offered during the year in my area. It is not always convenient to attend classes near convention time. I'd be willing to drive to neighboring states.	8/14/2014 2:19 PM
62	How to Start a Property Management Business How to deal with difficult tenants/owners How to manage vendor relationships and all the forms you need How to handle taxes - pros and cons for CA Franchise Tax Board	8/14/2014 2:12 PM
63	Marketing and promotion.	8/14/2014 2:07 PM
64	Current topics offered are great. Just keep them updated.	8/14/2014 2:03 PM
65	not yet	8/14/2014 1:30 PM

66	Bookkeeper certification maybe a beginning level certification for new management staff	8/14/2014 1:18 PM
67	how to value your management company better networking classes at convention	8/14/2014 1:15 PM
68	No.	8/14/2014 1:12 PM
69	Lead paint seminars	8/14/2014 12:59 PM
70	Assessing an owner's portfolio	8/14/2014 12:55 PM
71	?	8/14/2014 12:55 PM
72	more classes on mold and enviromental issues taught locally	8/14/2014 12:52 PM
73	yes	8/14/2014 12:51 PM
74	There is already a pretty good mix. Convention and regionals fill in the small stuff nicely.	8/13/2014 5:30 PM
75	Financial Analysis	8/5/2014 6:15 PM
76	More available in person. I attended the Broker/Owner retreat. It would be nice if they had classes available after the retreat was over that we could stay an extra day to take.	8/4/2014 11:09 AM
77	I would like to know more about Security deposit deductions and maintenance class	8/1/2014 10:11 AM
78	HOA - how one should be set up by the homeowners once turned over from the developer, how to effective manage and HOA	7/31/2014 3:20 PM
79	property management book keeping	7/29/2014 3:20 PM
80	Presentations, market analyses	7/28/2014 11:05 PM
81	Agency Personal safety	7/28/2014 8:41 AM
82	Business organization, procedures and systems.	7/25/2014 11:48 AM
83	Fair Housing, tenant disputes and security deposits are always helpful.	7/24/2014 6:30 PM
84	the contracts	7/23/2014 1:59 AM
85	Cash Flow Analysis Property Management Business Metrics	7/22/2014 3:19 PM
86	No	7/22/2014 12:34 PM
87	We are having major issues in hawaii with Fair Housing compliace regarding medical marijuana and assistance animals. A national standard would be amazingly helpful	7/21/2014 10:29 PM
88	no	7/21/2014 1:45 PM
89	Disaster Prep Business Owners - Profitability Business Owners - Best Practices	7/21/2014 10:25 AM
90	Nuts and bolts for new managers, marketing strategies, process management	7/21/2014 8:00 AM
91	Everything that pertains to Property Management	7/19/2014 9:11 PM
92	Local leasing agent classes, more local classes regarding various aspects of property management.	7/19/2014 12:40 PM
93	More trust accounting classes this is a huge issue in our area more owner specific classes, like organization , HR, problem solving etc	7/19/2014 10:36 AM
94	Structuring your business. How many units per property managers or leasing agents, etc. How do others structure their employees.	7/19/2014 10:26 AM
95	More stuff on getting new business More stuff on streamlining our existing office operations.	7/18/2014 5:16 PM
96	Not enough time to think right now	7/18/2014 4:43 PM
97	Yes...those recognized by NAR and CAR. The organization must build its clout and affiliation with established realtor associations.	7/18/2014 3:31 PM
98	no	7/18/2014 3:25 PM
99	More about Move In Move Out procedures re damages vs wear and tear	7/18/2014 3:20 PM

100	Broker Management Clinic.	7/18/2014 2:24 PM
101	A class on selling your management services to a potential client (homeowner) would be nice.	7/18/2014 2:17 PM
102	Apartment, Condo, Vacation management, and a commercial class would be nice	7/18/2014 2:12 PM
103	Yes, just offer more locally or via webinar and make them certified to CE credits as much as possible.	7/18/2014 2:07 PM
104	Anything to keep us out of hot water legally or even day to day with unhappy people.	7/18/2014 2:04 PM
105	bookkeeping/accounting	7/18/2014 2:03 PM
106	More best practices and how to deal with "difficult" people	7/18/2014 1:58 PM
107	Classes on business ownership topics, not just property management. Taxes, payroll, how to build company credit, employees, etc.	7/18/2014 1:53 PM
108	anything about property management, business management, accounting, advertising, legal issues	7/18/2014 1:51 PM

Q24 Which, if any, NARPM® designations do you have?

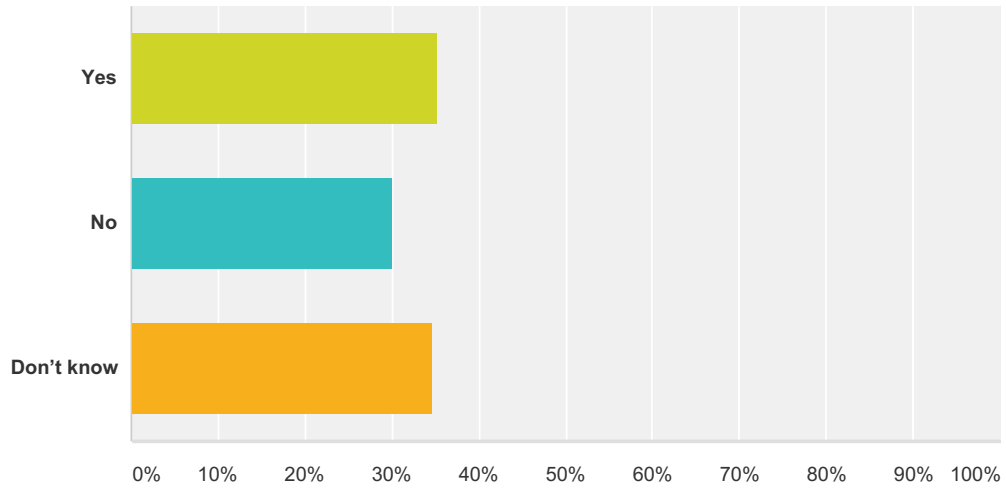
Answered: 559 Skipped: 46



Answer Choices	Responses
RMP@ [CONTINUE]	23.97% 134
MPM@ [CONTINUE]	11.63% 65
CSS@ [CONTINUE]	0.72% 4
CRMC@	5.90% 33
None [Skip next question]	74.24% 415
Total Respondents: 559	

Q25 Do you feel NARPM® individual designations (RMP® , MPM®, CSS®) should require periodic continuing education with specific criteria for renewal?

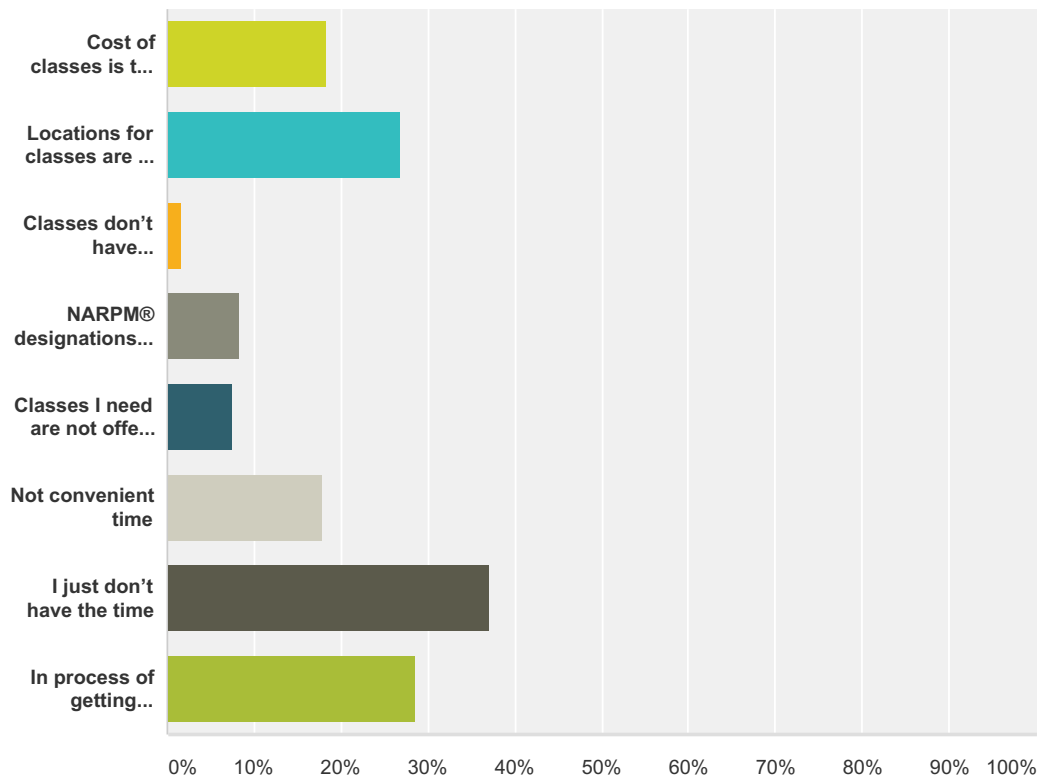
Answered: 395 Skipped: 210



Answer Choices	Responses
Yes	35.19% 139
No	30.13% 119
Don't know	34.68% 137
Total	395

Q26 If you do not have a designation, which of the following are reasons why?

Answered: 363 Skipped: 242



Answer Choices	Responses
Cost of classes is too expensive	18.46% 67
Locations for classes are not convenient	27.00% 98
Classes don't have information of value for me	1.65% 6
NARPM® designations are not perceived as valuable in the industry	8.26% 30
Classes I need are not offered on-line	7.44% 27
Not convenient time	17.91% 65
I just don't have the time	37.19% 135
In process of getting designation	28.65% 104
Total Respondents: 363	

#	Other (please specify)	Date
1	Just joined	8/28/2014 4:46 PM
2	Have not gotten involve enough yet	8/28/2014 4:18 PM
3	I have taken numerous classes from the different designations but not enough of any to add the designation to my name. Just have not made it a focal point.	8/28/2014 1:18 PM

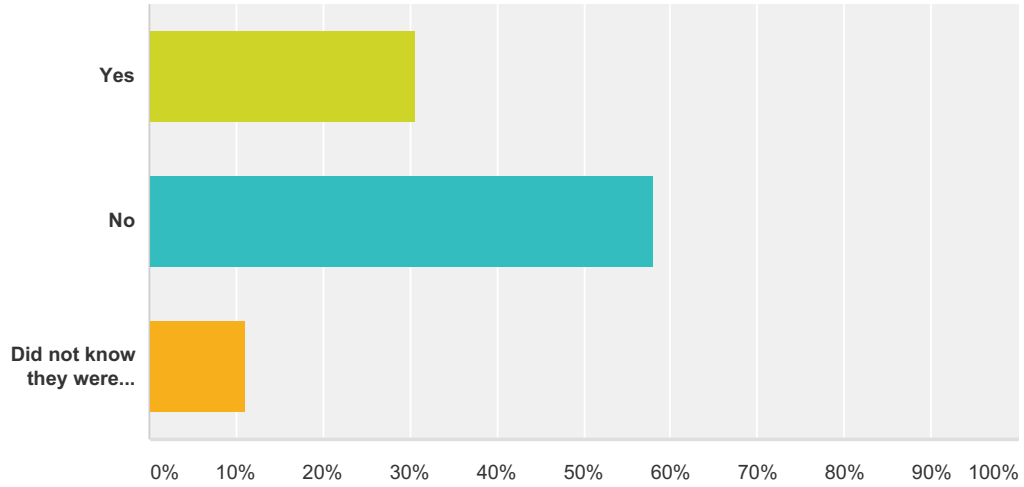
4	Procrastination and time management	8/28/2014 12:16 PM
5	Which is a poor excuse. We have a goal to get it next year..	8/28/2014 11:54 AM
6	NARMP Designations are not perceived as valuable to the general public. I would guess that fewer than 1% of property owners and no tenants would take the time to get online, look up NARPM and decipher the 3, 6, 9 extra letters on my business card.	8/28/2014 11:03 AM
7	I really do not have a need in my role with our company	8/28/2014 11:01 AM
8	No good reason	8/28/2014 10:32 AM
9	Need more information	8/28/2014 9:56 AM
10	Just haven't paid the money	8/28/2014 9:53 AM
11	I am a PRM member (from NARPM) and I as well as many in my area feel that nothing has been done to recognize our designation nor are there any equivalences/acknowledgements offered for all the schooling and money we have put forth to gain our designation.	8/28/2014 9:40 AM
12	I would like to get a designation, but have researched it, at time time, but I plan to.	8/28/2014 8:58 AM
13	The process is really confusing. I don't have the time to navigate it all.	8/28/2014 8:30 AM
14	I have a number of NAR designations and honestly don't feel that the general public has a clue what they meant and feel these would be the same way. I am more concerned at this point that I have the knowledge - not the letters.	8/28/2014 6:13 AM
15	New to organization	8/27/2014 9:55 PM
16	Not sure where the classes are offered or I don't know how or where to access the information	8/27/2014 9:12 PM
17	NARPM classes are not considered TREC approved.	8/27/2014 8:08 PM
18	Just joined.	8/27/2014 7:22 PM
19	I have not had time to serve on the board. Plus the cost would not be something I can afford.	8/27/2014 7:12 PM
20	Will look into it	8/27/2014 6:34 PM
21	I really have no excuse	8/27/2014 6:29 PM
22	Negative impact on E and O insurance rates	8/27/2014 6:10 PM
23	Will be looking into this more in the near future	8/27/2014 6:01 PM
24	New member	8/27/2014 5:52 PM
25	Would prefer for these to be more recognized throughout the entire real estate industry, not just NARPM.	8/27/2014 5:27 PM
26	Just getting started!	8/27/2014 5:24 PM
27	I am a Support Staff member and haven't found it beneficial to me.	8/27/2014 5:19 PM
28	Would like to begin studies but have VERY limited time	8/27/2014 5:16 PM
29	close to retirement, not interested	8/27/2014 5:15 PM
30	I already have CAM & CAMT from NAA	8/27/2014 5:09 PM
31	In 2001 I had taken all the courses for my RMP (it was called something different then) Long story short I forgot to send paperwork in (birth of twin daughters) When I discovered my error I was told too bad start over. I said f@@k that!	8/27/2014 5:07 PM
32	Not aware of class or designations.	8/27/2014 5:05 PM
33	Would like to acquire my RPM but have put on back burner during super busy months.	8/27/2014 5:04 PM
34	NARPM discriminates against small Property Managers.	8/27/2014 5:03 PM
35	participation requirements are discouraging for those of us not served by a local chapter	8/24/2014 1:24 PM
36	new member - haven't had time yet!	8/24/2014 10:24 AM

37	have not started yet	8/17/2014 10:28 PM
38	i could have qualified but ran out of time so must start over.. and my "mentor" turned out bad so that slowed me down too.	8/17/2014 3:30 AM
39	Getting the package submitted is too time consuming	8/16/2014 4:53 PM
40	I have only been a member for a short time so I have not had the opportunity to do so.	8/16/2014 11:01 AM
41	Did no know.	8/15/2014 11:07 PM
42	just started in the business	8/15/2014 5:30 PM
43	I have a CPM and not sure if another similar designation would be perceived by public as an additional value. Would like if Company itself could be designated like IREMS "AMO" designation	8/15/2014 2:08 PM
44	Have not been a licensed agent for two years.	8/15/2014 1:31 PM
45	Not familiar w/designations offered	8/15/2014 6:34 AM
46	Too busy now with business.	8/14/2014 10:31 PM
47	Plan on working on that this Fall.	8/14/2014 10:18 PM
48	Too busy starting a new chapter . I would like to see NARPM designations recognized by realtors.	8/14/2014 7:13 PM
49	I am planning on working on getting a designation sometime next year.	8/14/2014 6:49 PM
50	just a new member	8/14/2014 6:44 PM
51	First year member so assessing and looking into.	8/14/2014 6:35 PM
52	I want to start, just haven't had time yet.	8/14/2014 4:46 PM
53	Considering MPM and then CRMC but the program is not well run and takes a long time to complete the service points as opportunities are limited in my opinion. Access to the service points are difficult.	8/14/2014 4:30 PM
54	I started on one and got 2 of the three classes but the 3rd class never got to my location and after 2 years it dropped me. Before Computers	8/14/2014 4:28 PM
55	Just joined	8/14/2014 3:38 PM
56	I don't know of any reason NOT to take advantage of the designation program.	8/14/2014 3:21 PM
57	My clients could care less we hat initials follow my name. My experience is what they want.	8/14/2014 3:12 PM
58	Too small. Only have 30 properties so can't qualify	8/14/2014 3:04 PM
59	Just joined	8/14/2014 2:25 PM
60	I plan to work on this in the future.	8/14/2014 2:19 PM
61	I hold the following designations: CPM® and ARM®	8/14/2014 2:11 PM
62	Have always been more interested and find more value in taking classes purely for education. When I look for professionals to help me their actual knowledge and presentation are more impressive than their list of designations.	8/14/2014 2:05 PM
63	I have a MRE, CRS, ABR, GRI, CDPE & REO and will look into the designation offered by NARPM in the future.	8/14/2014 1:58 PM
64	see previous answer	8/14/2014 1:45 PM
65	Too difficult to get points. Education is great and I have finished all of the classes but I live in a rural area.	8/14/2014 1:31 PM
66	NEW	8/14/2014 1:27 PM
67	I'm new	8/14/2014 1:26 PM
68	New to the organization. Will seek designations.	8/14/2014 1:20 PM
69	having all the classes on line would be very helpful, we are small enough that if I travel a lot to obtain a designation it puts a strain on the staff	8/14/2014 1:18 PM

70	Other people in my company are certified and I have just not done the paperwork part, but probably have all the qualifications to get it.	8/14/2014 1:12 PM
71	ALL classes should be on line	8/14/2014 1:11 PM
72	No time at this point still establishing my business	8/14/2014 1:06 PM
73	I don't find them valuable	8/14/2014 12:59 PM
74	I have a CCRM designation	8/14/2014 12:56 PM
75	Plan to begin soon.	8/4/2014 10:17 PM
76	have to go to conventions, and can't afford to go.	8/1/2014 10:11 AM
77	I am a CPM and to me the education received here is extensively greater than what I would get from NARPM	7/30/2014 9:25 AM
78	On line classes would definitely enhance my ability to get my designation.	7/28/2014 9:23 PM
79	Just joined. Don't have prerequisites yet.	7/25/2014 11:48 AM
80	Getting your designation is expensive and I don't have time to fill out the paperwork	7/22/2014 1:21 PM
81	New member and some of these require a certain number of units under management	7/21/2014 8:00 AM
82	I will definitely look into this. Time is a Big Factor.	7/19/2014 9:11 PM
83	New member have not seen any classes that I need offered or would like to take.	7/19/2014 1:15 PM
84	I have busy with work and designations for Realtors.	7/19/2014 12:40 PM
85	check list is not a procedure. (although it appears to be treated as one) Uploading of the package is a pain - (how do you get a sealed reference letter uploaded?)	7/19/2014 9:45 AM
86	I want to get a designation I am trying to balance growing our company and taking the classes	7/18/2014 7:37 PM
87	may consider in the near future	7/18/2014 4:41 PM
88	New member, have not looked into yet.	7/18/2014 3:25 PM
89	The process is complicated and difficult to put together	7/18/2014 3:25 PM
90	Have not wanted to invest the time.	7/18/2014 3:25 PM
91	Cost of class for the small pm too expensive.	7/18/2014 3:09 PM
92	I just haven't had the time to this point. I would eventually like to get my designation.	7/18/2014 2:49 PM
93	finished requirements just never finished application	7/18/2014 2:42 PM
94	It's on my list of things to do, but again if travel is necessary it's tough to leave a small business very often	7/18/2014 2:37 PM
95	Need more options to get elective points. Have all education, and conferences.	7/18/2014 2:20 PM
96	Don't see the value, designations do not accurately reflect a persons skill or qualifications.	7/18/2014 2:19 PM
97	I am close to retirement and would have no benefit to me.	7/18/2014 2:07 PM
98	The classes need to be online. And, they can't be overly pricey as the value to the clients is only what we can MAKE of it. I doubt very many tenants of landlords know of the designations, but we could promote it which would be an effective way to stand out in the market.	7/18/2014 2:04 PM
99	I'm not sure to even go about getting involved in this. Plus I'm not sure people who are hiring us to manage, see the value?	7/18/2014 1:56 PM
100	the whole process is confusing to me. i have not taken the time to begin, but do plan to in 2015	7/18/2014 1:53 PM
101	Have not made the time yet.	7/18/2014 1:53 PM
102	I am a CPM already	7/18/2014 1:51 PM
103	dont have info on them	7/18/2014 1:51 PM

Q27 Have you taken any NARPM® education classes online (<http://www.narpm.org/education/online.htm>)?

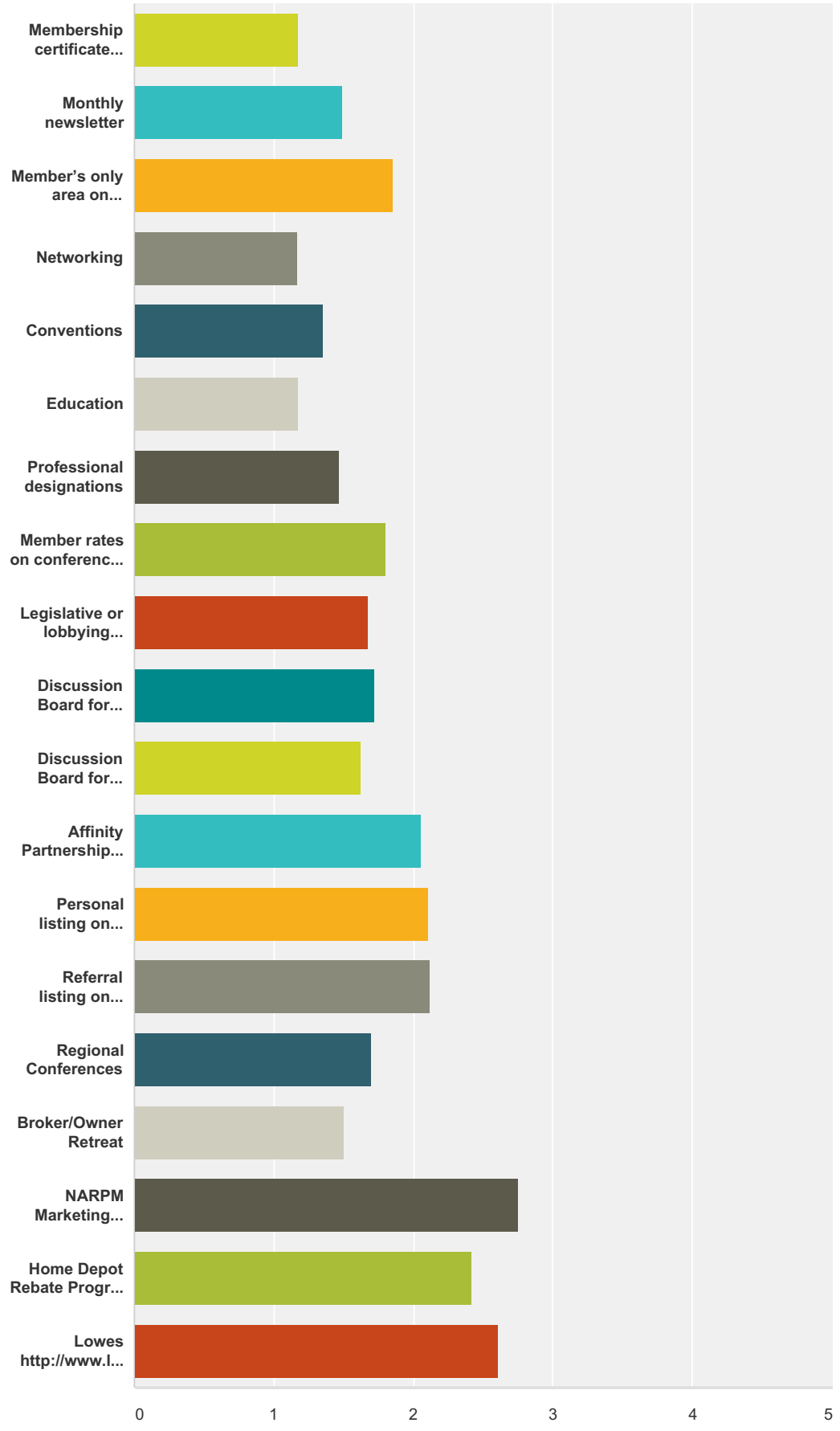
Answered: 585 Skipped: 20



Answer Choices	Responses
Yes	30.77% 180
No	58.12% 340
Did not know they were available	11.11% 65
Total	585

Q28 If you renewed your membership this year, what are the top 3 reasons why you did so?"

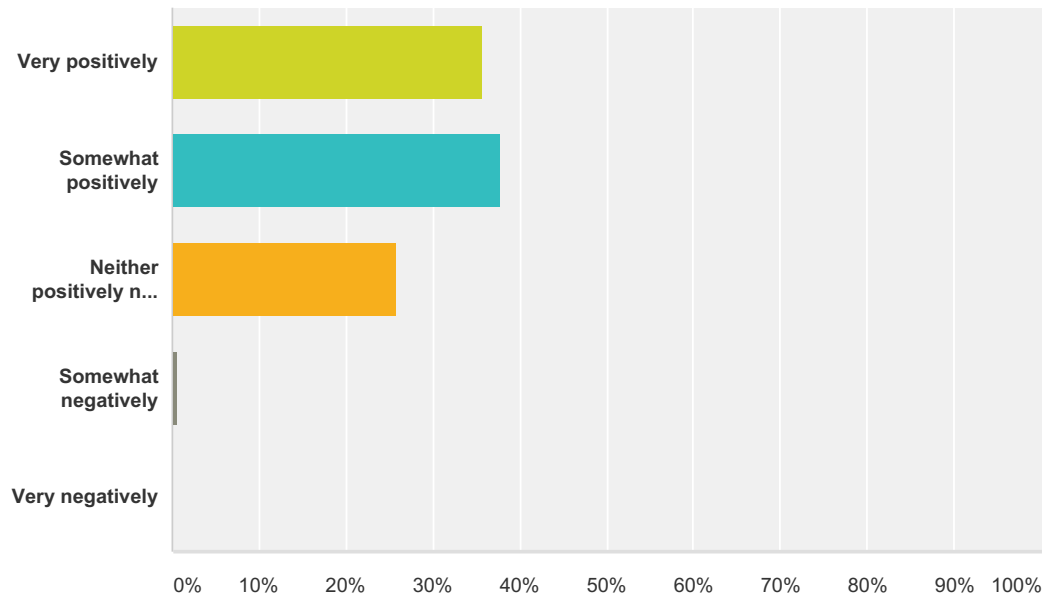
Answered: 460 Skipped: 145



	(no label)	(no label)	(no label)	(no label)	Total	Average Rating
Membership certificate which identifies professional organization	85.45% 182	12.21% 26	1.41% 3	0.94% 2	213	1.18
Monthly newsletter	63.28% 81	25.78% 33	9.38% 12	1.56% 2	128	1.49
Member's only area on Association's website	46.58% 34	31.51% 23	10.96% 8	10.96% 8	73	1.86
Networking	88.63% 265	7.02% 21	3.01% 9	1.34% 4	299	1.17
Conventions	78.33% 141	10.56% 19	7.78% 14	3.33% 6	180	1.36
Education	86.76% 249	9.06% 26	3.14% 9	1.05% 3	287	1.18
Professional designations	67.46% 85	20.63% 26	9.52% 12	2.38% 3	126	1.47
Member rates on conferences & education classes	49.32% 36	28.77% 21	13.70% 10	8.22% 6	73	1.81
Legislative or lobbying efforts	56.82% 50	26.14% 23	9.09% 8	7.95% 7	88	1.68
Discussion Board for Property Manager	63.54% 61	15.63% 15	6.25% 6	14.58% 14	96	1.72
Discussion Board for Broker/Owners	66.98% 71	15.09% 16	5.66% 6	12.26% 13	106	1.63
Affinity Partnership with vendors	34.85% 23	37.88% 25	13.64% 9	13.64% 9	66	2.06
Personal listing on www.NARPM.org	42.25% 30	26.76% 19	8.45% 6	22.54% 16	71	2.11
Referral listing on www.NARPM.org	43.94% 29	22.73% 15	10.61% 7	22.73% 15	66	2.12
Regional Conferences	60.92% 53	19.54% 17	8.05% 7	11.49% 10	87	1.70
Broker/Owner Retreat	76.43% 107	7.14% 10	6.43% 9	10.00% 14	140	1.50
NARPM Marketing Program (www.WhyUseOne.com)	20.00% 11	25.45% 14	12.73% 7	41.82% 23	55	2.76
Home Depot Rebate Program (https://cpr.homedepot.com/CPR/login.aspx)	31.25% 20	20.31% 13	23.44% 15	25.00% 16	64	2.42
Lowes http://www.lowesforpros.com/	22.03% 13	23.73% 14	25.42% 15	28.81% 17	59	2.61

Q29 How do you think NARPM® is perceived by other members of the real estate industry?

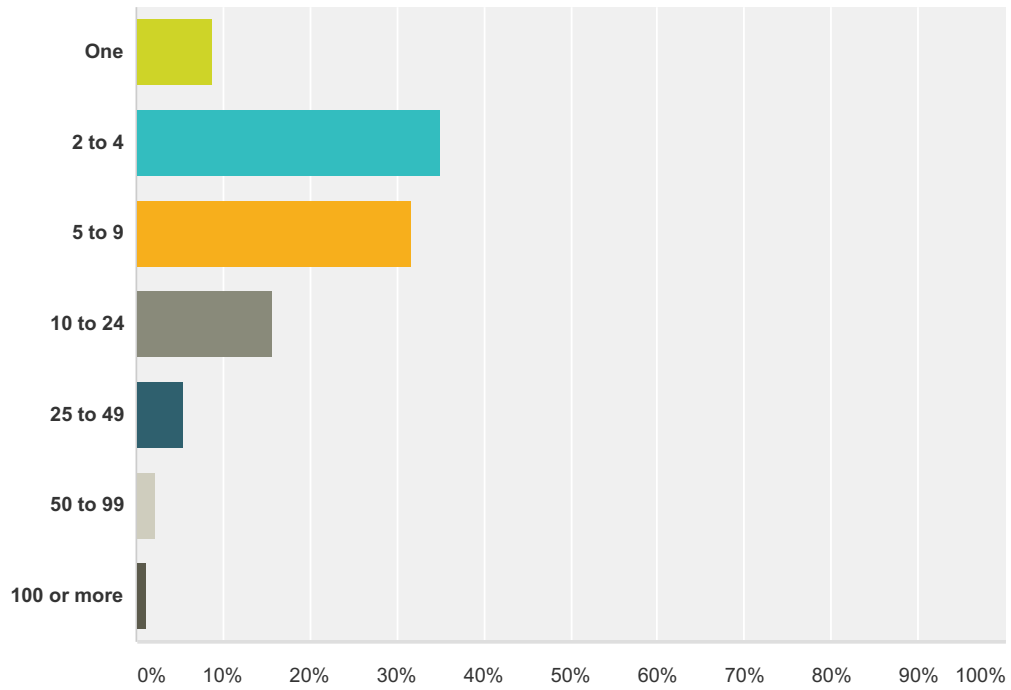
Answered: 587 Skipped: 18



Answer Choices	Responses
Very positively	35.60% 209
Somewhat positively	37.82% 222
Neither positively nor negatively	25.89% 152
Somewhat negatively	0.68% 4
Very negatively	0.00% 0
Total	587

Q30 How many people are employed in your company or local office?

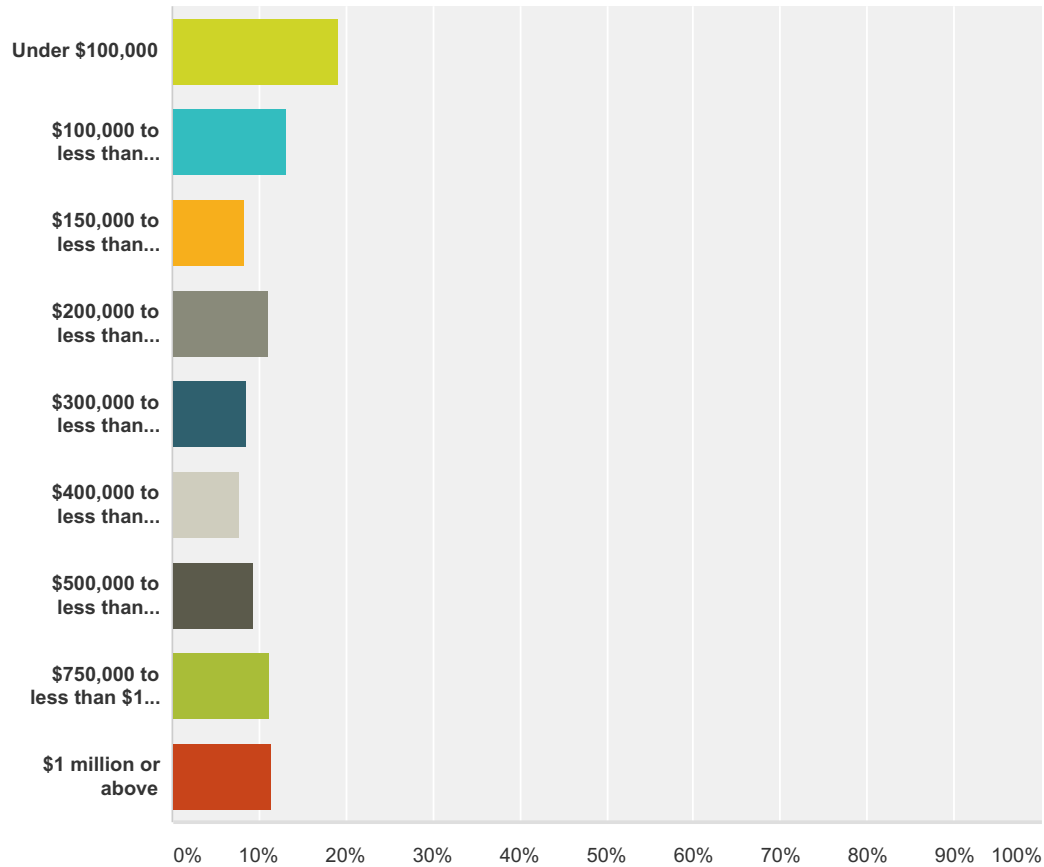
Answered: 596 Skipped: 9



Answer Choices	Responses
One	8.72% 52
2 to 4	35.07% 209
5 to 9	31.71% 189
10 to 24	15.60% 93
25 to 49	5.37% 32
50 to 99	2.35% 14
100 or more	1.17% 7
Total	596

Q31 In which of the following categories does your company's or local office's average annual gross income from all residential property management fall?

Answered: 528 Skipped: 77



Answer Choices	Responses
Under \$100,000	19.13% 101
\$100,000 to less than \$150,000	13.07% 69
\$150,000 to less than \$200,000	8.33% 44
\$200,000 to less than \$300,000	10.98% 58
\$300,000 to less than \$400,000	8.52% 45
\$400,000 to less than \$500,000	7.77% 41
\$500,000 to less than \$750,000	9.47% 50
\$750,000 to less than \$1 million	11.17% 59
\$1 million or above	11.55% 61

Total	528
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Q32 What is the top issue facing you as a property manager where NARPM may be able to assist you?

Answered: 308 Skipped: 297

#	Responses	Date
1	Struggling to grow the business	8/31/2014 11:37 AM
2	Obtaining answers to questions within our State regulations	8/30/2014 9:30 PM
3	Finding new clients	8/29/2014 7:27 PM
4	n/a	8/29/2014 5:12 PM
5	Education	8/29/2014 5:00 AM
6	I don't believe that most people even know what NARPM is NAR does a fair job of letting people know about Realtors. If more people in and out of RE knew what it was, it might mean something to them and help us.	8/28/2014 11:49 PM
7	Legislative	8/28/2014 8:35 PM
8	Education and getting my designation.	8/28/2014 5:10 PM
9	Legal issues	8/28/2014 3:32 PM
10	Expansion or growth of the business	8/28/2014 2:51 PM
11	Staffing...when I find a great assistant and as soon as I pay for their real estate licenses they want to leave to sell real estate. It would be great if assistants could receive some type of designation that would allow them to do more without actually having a real estate license.	8/28/2014 1:18 PM
12	System improvements	8/28/2014 12:47 PM
13	Changes in laws.	8/28/2014 12:33 PM
14	How to cost effectively improve my social presence and rankings	8/28/2014 12:16 PM
15	Business growth education.	8/28/2014 11:58 AM
16	Accounting programs analysis. We are on Rent Manager now and a disaster	8/28/2014 11:54 AM
17	N/A	8/28/2014 11:13 AM
18	My biggest challenge is finding and keeping good quality contractors. I need to establish a good system for identifying, qualifying and maintaining a strong pool of quality contractors for handyman work and property turnovers.	8/28/2014 11:09 AM
19	Local RE Association requiring all licensed PM's in our office to pay annual dues or no one under this brokerage can access their services (CAR, NAR, local)	8/28/2014 10:32 AM
20	How to re-organize my staff as my business grow. Which includes selecting the right person, the right pay, etc.	8/28/2014 10:28 AM
21	Making sure I do all items correctly.	8/28/2014 9:56 AM
22	Finding qualified vendors	8/28/2014 9:50 AM
23	Fight for separate licensing for property managers	8/28/2014 9:46 AM
24	Localizing NARPM and first and foremost recognizing and acknowledging the equivalence of our PRM designation because none of the local property managers are willing to become members due to this issue. After speaking to many people in my area - until that is done, you will continue to lack their support.	8/28/2014 9:40 AM
25	Making Conferences more affordable and Education more available in remote areas. I'm struggling to obtain my RMP designation because I have not been able to attend a National Conference. I think the Broker/Owner Conference in Las Vegas should be able to be substituted as National Conference in RMP Designation requirement.	8/28/2014 9:33 AM

26	managing growth	8/28/2014 8:30 AM
27	Finding good help . What to look for in an employee , good signs , bad signs , different tpwraonality test that are used ect	8/28/2014 7:02 AM
28	Not sure. Perhaps education regarding the new marijuana issues. state of. Wa.	8/28/2014 3:12 AM
29	Increasing staff efficiency.	8/28/2014 12:24 AM
30	Vendors on Web site list what svc they provide	8/27/2014 11:51 PM
31	How to advertise to get new clients. Something other than, "Pay-Per-Click" ads.	8/27/2014 11:48 PM
32	Education - keeping us abreast of all changes / laws pertaining to tenants and landlords	8/27/2014 10:10 PM
33	Need assistance making sure I am set up properly to improve confidence.	8/27/2014 9:55 PM
34	getting new members	8/27/2014 9:42 PM
35	Growing the business	8/27/2014 9:38 PM
36	Organization	8/27/2014 9:18 PM
37	any questions that arise.	8/27/2014 9:18 PM
38	Providing Public awareness of the need and advantages of hiring a professional property manager TV and Radio ads would help educate the public about NARPM and why they should hire a manager who is a NARPM member	8/27/2014 9:12 PM
39	Education opportunities.	8/27/2014 8:39 PM
40	I am the only rep for my company in this state and I transferred from OK. Issue is getting important info to main office and being in compliance.	8/27/2014 8:08 PM
41	Acquiring new mgmts	8/27/2014 7:59 PM
42	Education, compliance, operations	8/27/2014 7:22 PM
43	Business growth and streamlining.	8/27/2014 7:14 PM
44	Why property management company and owners have to get a business license in each city we do business.	8/27/2014 7:12 PM
45	Skips, collecting for back rent, damages	8/27/2014 6:34 PM
46	n/a	8/27/2014 6:31 PM
47	Educating the public in two areas: The role of a property Manager for owners and tenants. Training employees	8/27/2014 6:29 PM
48	Networking for others who are on the go	8/27/2014 6:29 PM
49	Hiring agents with sales ability, and how to train them to prospect for new rental & management business.	8/27/2014 6:17 PM
50	Acomodations for service animals	8/27/2014 6:10 PM
51	Affordable online education	8/27/2014 6:01 PM
52	Legal issues and risk management.	8/27/2014 6:00 PM
53	Management/office efficiency	8/27/2014 5:48 PM
54	The ever changing market place, the large portfolio investors and their impact on the future of the rental market....	8/27/2014 5:44 PM
55	efficiency education	8/27/2014 5:40 PM
56	rent collection	8/27/2014 5:36 PM
57	We keep losing the right to run our business and our representatives seem to be happy it was not worse.	8/27/2014 5:32 PM
58	Education of local issues would be the best assistance.	8/27/2014 5:31 PM
59	Legal advise	8/27/2014 5:30 PM
60	Client Marketing	8/27/2014 5:29 PM
61	In Florida ... making it a requirement for property managers to hold a real estate license.	8/27/2014 5:27 PM

62	systems, how to better communicate w/ owners & tenants, industry best practices	8/27/2014 5:23 PM
63	Local training for office employees that are non members	8/27/2014 5:22 PM
64	BRE Audits	8/27/2014 5:21 PM
65	Training my staff	8/27/2014 5:18 PM
66	Time management and how to grow my business	8/27/2014 5:16 PM
67	mold and what the landlord has to do to correct it, and how long we have to correct this	8/27/2014 5:15 PM
68	Nationally: Keeping me informed of any federal legislation coming. Locally: Keeping me informed of any state of local legislation.	8/27/2014 5:14 PM
69	Making the leap to either hire an employee or hire a virtual assistance company. SEO would also be helpful	8/27/2014 5:14 PM
70	getting your name out to other property management groups in my area	8/27/2014 5:12 PM
71	Growth	8/27/2014 5:10 PM
72	Education	8/27/2014 5:07 PM
73	I do not know if NARPM is going to assist, I think as the business model changes NARPM is going to cater more to the larger companies.	8/27/2014 5:07 PM
74	Office improvement, systems to run office.	8/27/2014 5:07 PM
75	Education and business process streamlining.	8/27/2014 5:07 PM
76	nothing at this time.	8/27/2014 5:06 PM
77	tenant screening, insurance	8/27/2014 5:04 PM
78	Finding qualified personel	8/27/2014 5:03 PM
79	Legal issues	8/27/2014 5:03 PM
80	customer service	8/27/2014 4:58 PM
81	Landlord Tenant Laws are vague in Idaho. I feel there is not much importance put on Fair Housing	8/27/2014 4:58 PM
82	Marketing, process/system/procedures, building a business for long term success/duplicity/to pass on	8/27/2014 4:55 PM
83	Business growth	8/27/2014 12:26 PM
84	none come to mind	8/24/2014 10:24 AM
85	Time to get things working better, I am reaching out for a mentor through a Narpm member	8/23/2014 3:44 PM
86	larger market share	8/22/2014 1:30 PM
87	Better form base.	8/22/2014 9:45 AM
88	Business is changing from small Mom and Pop to larger corporate owned. As the industry changes learning more about how these corporations are managing will be helpful.	8/20/2014 4:03 PM
89	Finding the time to pursue more clients/owners.	8/20/2014 12:14 PM
90	trust account accounting principles and practice knowledge.	8/20/2014 12:56 AM
91	legal issues	8/19/2014 9:57 AM
92	Training. I don't need to reinvent the wheel, I just need great training and to set up my systems.	8/19/2014 8:51 AM
93	How to obtain more properties	8/18/2014 2:58 PM
94	Updating processes	8/18/2014 11:05 AM
95	getting new business, competing with disconters, and getting owners to understand what we do and not complain as much	8/17/2014 3:30 AM
96	Dynamic business structure changes - we talk about portfolio, department and hybrid - We never talk about how to change from one structure to another	8/16/2014 4:53 PM

97	Not sure it is the top issue, but the HOA and CondoAssociations anti-tenant policies and rules often trample all over Fair Housing, ADA, etc. Problem is, if we let our customer tenant know about the complaint actions they can take, any fines leveled against the HOA by that process will hurt our Client-Property Owner in the form of increased dues, special assessments, etc. So, we do nothing, the HOA's get away with it, and life goes on.	8/16/2014 12:36 PM
98	Time management!	8/16/2014 8:59 AM
99	Updates on market issues. One issue we're experiencing is companion animals, like more input.	8/15/2014 11:43 PM
100	Networking	8/15/2014 11:00 PM
101	helps me to keep up with any changes in legal issues.	8/15/2014 8:45 PM
102	More information on how other companies have grown their business	8/15/2014 6:15 PM
103	I just started in the business	8/15/2014 5:30 PM
104	Threats from Government Involvement and Legal Actions from Contingent only Attorneys	8/15/2014 2:08 PM
105	Nothing comes to mind.	8/15/2014 1:31 PM
106	Need better ways to advertise	8/15/2014 12:39 PM
107	Keeping up with current laws.	8/15/2014 11:14 AM
108	Making my operation more efficient, setting up systems.	8/15/2014 11:13 AM
109	Employee getting along and working well together The right person in the seat doing the right job Aging employees set in their ways Keeling up with technology	8/15/2014 10:23 AM
110	Time management related to managing the business and units	8/15/2014 12:17 AM
111	Government legislation that influences how property managers are able to run their businesses	8/14/2014 11:48 PM
112	Controlling costs for owners	8/14/2014 10:36 PM
113	forms and information to keep us from being sued.	8/14/2014 9:42 PM
114	Changing legislation; other companies to refer to	8/14/2014 9:30 PM
115	Nothing at this time	8/14/2014 9:26 PM
116	Vendors who understand that the strongest point in the "chain" of command is the weakest link, and that communication trumps all.	8/14/2014 9:15 PM
117	Keep updating me on national/local legislation.	8/14/2014 8:26 PM
118	learning about new tools (technology mostly) and how to quickly implement them to stay competitive	8/14/2014 7:37 PM
119	Understanding the full scope of liability and options for insurance coverage.	8/14/2014 7:16 PM
120	Process to hire agents. Insurance service referrals. Taxes. Please have the Broker/Owner Conference in Lake Tahoe/Reno!	8/14/2014 7:13 PM
121	Staying on top of currant laws and trends to help run the business efficiently and out of court.	8/14/2014 6:49 PM
122	Industry and legislative updates and changes	8/14/2014 6:35 PM
123	Education on what types of marketing efforts are effective at getting new clients with so many other RE agents trying to get into property management.	8/14/2014 5:56 PM
124	Continuing Education and networking support.	8/14/2014 5:25 PM
125	Staying current with our industry, the law, and applicale technology	8/14/2014 5:08 PM
126	1. Reaching private owners and proving that they need us. So many think they can do it themselves and save money doing it. 2. having clear and understandable definitions/description of laws and changes that affect our industry, even when they are on a local level. There is so much discussion at lunch meetings and board meetings here in Sacramento about the new smoke detector law and no one seems to know exactly what we are required to do.	8/14/2014 4:59 PM
127	Education	8/14/2014 4:52 PM

128	Legal issues between landlords and tenants as well as local government.	8/14/2014 4:50 PM
129	lobbying to stop irrational ideas become law. Making the public understand more why professional PM is worth it.	8/14/2014 4:46 PM
130	Keeping up with the changes in both California and Federal housing laws	8/14/2014 4:42 PM
131	I love the forms I get through NARPM keep supplying them.	8/14/2014 4:31 PM
132	Dealing with crazy tenants. Maybe come up with a problem tenant exam we can give at the application point!	8/14/2014 4:30 PM
133	I'm Good, thanks.	8/14/2014 4:28 PM
134	How to grow when there are tons of other management companies out there. Some are part of NARPM.	8/14/2014 4:14 PM
135	Building property portfolio	8/14/2014 3:59 PM
136	Classes on top software programs.	8/14/2014 3:51 PM
137	Lack of accurate forms from our real estate commission. Exclusive Tenant Agency & Exclusive Right to List form.	8/14/2014 3:32 PM
138	Keep up with new technology. Ways to improve office systems, team work, and customer service. Striving to be the best leader possible.	8/14/2014 3:21 PM
139	Staying on top of technology and gaining new properties in our area.	8/14/2014 3:19 PM
140	Spring and summer maintenance is time consuming and I want a vacation.	8/14/2014 3:15 PM
141	Constant law changes that get more tenant friendly.	8/14/2014 3:12 PM
142	I'm overwhelmed by all the information, and trying to get it and work day to day	8/14/2014 3:12 PM
143	Growing the business	8/14/2014 3:04 PM
144	Cooperation with local board of Realtors	8/14/2014 2:56 PM
145	time management	8/14/2014 2:52 PM
146	Finding new businesses to manage. Breaking in to commercial property management.	8/14/2014 2:49 PM
147	I'm planning to retire soon and could be helpful if NARPM had resources to help with sale of company and transitioning to new owner.	8/14/2014 2:41 PM
148	Provide legal hotline with attorneys who offer concrete advice, not neutral info.	8/14/2014 2:39 PM
149	Appealing to more hands off owners in need of property management	8/14/2014 2:38 PM
150	Policy and Procedures	8/14/2014 2:27 PM
151	Opening multiple offices in multiple states	8/14/2014 2:19 PM
152	Federal Legislatively	8/14/2014 2:12 PM
153	JP not knowing the Texas Property Code and allowing tenants to get away with breaching the lease.	8/14/2014 2:09 PM
154	Marketing and promotion.	8/14/2014 2:07 PM
155	State & Federal legislation	8/14/2014 2:03 PM
156	Laws	8/14/2014 1:57 PM
157	How to run a large property management company	8/14/2014 1:51 PM
158	Too many survey requests being received	8/14/2014 1:47 PM
159	would like guidelines on liability insurance coveragecar	8/14/2014 1:45 PM
160	classes offered locally in the Miami area	8/14/2014 1:38 PM
161	Getting points for my designation	8/14/2014 1:31 PM
162	Marketing to Owners and Investors	8/14/2014 1:30 PM
163	Growing my business	8/14/2014 1:30 PM
164	How to make more profit	8/14/2014 1:29 PM

165	Online marketing & improving processes & procedures.	8/14/2014 1:26 PM
166	constant learning of laws and changes	8/14/2014 1:22 PM
167	Risk mitigation.	8/14/2014 1:20 PM
168	Finding and keeping quality tenants	8/14/2014 1:18 PM
169	more knowledge and education that can be obtain in fits and starts	8/14/2014 1:18 PM
170	converting do it yourself landlords to want to have properties professionally managed	8/14/2014 1:17 PM
171	I want to start a NARPM chapter in a nearby county to bring credibility to the profession.	8/14/2014 1:12 PM
172	Tenant Security Deposit issues	8/14/2014 1:09 PM
173	Growing the Business	8/14/2014 1:04 PM
174	Eviction Process is leaning more towards renters than owners making more difficult to remove dead beat residents.	8/14/2014 1:01 PM
175	Communicating to owners, tenants.	8/14/2014 12:59 PM
176	Easy to use software for single family units	8/14/2014 12:57 PM
177	Lawsuits lawsuits lawsuits	8/14/2014 12:57 PM
178	Staying on top of current laws and regulation	8/14/2014 12:56 PM
179	lazy agents!	8/14/2014 12:55 PM
180	New owner acquisition	8/14/2014 12:55 PM
181	How to take on new help in order to expand	8/14/2014 12:55 PM
182	Improving industry professionalism and repairing our industries reputation on a National Level	8/14/2014 12:54 PM
183	Maintenance Management- best practices	8/14/2014 12:54 PM
184	I would like to see more education on managing low income properties (LIHTC)	8/14/2014 12:53 PM
185	Having to get licensed in IDAHO! How is that going to cost me? How is that going to effect me? AM I GOING TO BE DRIVEN OUT OF BUSINESS????	8/14/2014 12:51 PM
186	Work flow suggestions & best practices	8/14/2014 12:49 PM
187	growing: smart	8/14/2014 12:48 PM
188	Security Deposit Claim Disputes	8/14/2014 12:47 PM
189	Legislative issues	8/13/2014 5:30 PM
190	Marketing	8/4/2014 11:43 PM
191	Legislation affecting the business.	8/1/2014 5:43 PM
192	security deposit- what really is wear and tear? if you painted 3 years ago tenant lived there and needed new paint after move out how much should you charge tenants deposit or should you?	8/1/2014 10:11 AM
193	Building clientele.	7/31/2014 10:04 PM
194	Finding a buyer for our business and getting top dollar for it. We want to move to Australia.	7/31/2014 7:56 PM
195	source of income as protected class, rental registrations.	7/31/2014 3:32 PM
196	Helping get the answer to all kinds of problems from the vast experience and wisdom of other members.	7/29/2014 6:08 PM
197	I need more training on all aspects of property management from book keeping to rules and forms ect..	7/29/2014 3:20 PM
198	Time management	7/28/2014 11:05 PM

199	Preparing me and my office for an audit be the state of California. I'm not exactly sure what would be expected and feel somewhat like I would be left in the cold. I'm pretty sure that we run a "tight ship", but have heard a number of horror stories that leads me to believe that I may not be following ALL of the basic policies and procedures. I want to be sure I'm in compliance, but unsure exactly what that means.....hope that makes sense!	7/28/2014 9:23 PM
200	Provide white papers on topics that impact the industry nationwide: Overreaching HOA's, rental registration for instance.	7/28/2014 8:41 AM
201	Setting up working business systems.	7/25/2014 11:48 AM
202	Finding good, trusted vendors	7/25/2014 11:12 AM
203	Keeping up with new regulations.	7/24/2014 6:30 PM
204	Hiring new property managers and the best structure for the office	7/24/2014 12:43 PM
205	Risk	7/23/2014 5:11 PM
206	all the new laws - California is a tough state for landlords and property owners!	7/23/2014 4:14 PM
207	I believe you have just failed in standing up against gov't with the concession to the FTC.	7/23/2014 3:43 PM
208	Day to day business	7/23/2014 2:53 PM
209	"grey areas" in tenant landlord laws	7/23/2014 10:58 AM
210	I want to get colleagues opinions and see how they run their business compared to mine.	7/23/2014 1:59 AM
211	Legislative issues at the state level. We need people fighting against unnecessary, expensive regulation. Over-regulation has severely affected the profitability of the residential market.	7/22/2014 6:22 PM
212	Campaign for fair housing law to be modified to apply to all landlords, not just those that own 4 or more units.	7/22/2014 3:19 PM
213	Legislation rules laws guidelines	7/22/2014 1:07 PM
214	Referrals for Growth	7/22/2014 12:58 PM
215	I think the better question would be: What program or service should NARPM consider undertaking to provide a direct benefit to members and enhance the recognition of NARPM and NARPM members? My answer would be for NARPM to	7/22/2014 12:34 PM
216	The laws in Hawaii are very much biased towards the tenants. having more tools to be able to deal with tenants regardless of this would be helpful.	7/21/2014 10:29 PM
217	Under qualified tenants & negative connotations associated with non reputable property managers.	7/21/2014 9:58 PM
218	Education of owners	7/21/2014 8:35 PM
219	Chapter technology	7/21/2014 7:30 PM
220	Growing my business.	7/21/2014 5:13 PM
221	Legislative	7/21/2014 4:04 PM
222	being able to hire productive property managers	7/21/2014 1:45 PM
223	NA	7/21/2014 12:27 PM
224	Marketing and promotion of my company	7/21/2014 11:18 AM
225	Government Compliance Best Practices for Business Owners Differentiating PM and Sales Operations from a Business Owners Perspective	7/21/2014 10:25 AM
226	As a new company it's all about marketing and acquiring new listings.	7/21/2014 8:00 AM
227	Can't think of any other than the recently created NARPM PAC. Resources for everything else already seem to exist!	7/20/2014 4:42 PM
228	Creating systems for greater efficiency. Net working with members who are currently where I want to grow.	7/20/2014 3:26 PM
229	Educating us on trends in the market and time saving tips for daily tasks faced by all property managers.	7/20/2014 12:03 AM

230	To be hones, I feel that I am one of the Best Property Managers in the industry. That comes from over 35 years of hard work, tackling every job in the industry and multi-level apartments management for over 25 years. Growing pains are something I fight with all the time.	7/19/2014 9:11 PM
231	Insurance rates - the cost of our liability, worker's compensation, etc is drastically rising. Maybe NARPM can get reduced/group rates for its members.	7/19/2014 5:58 PM
232	How to be more organized and how to embrace technology.	7/19/2014 4:16 PM
233	accounting software	7/19/2014 1:31 PM
234	Finding more individual landlords that are not a corporation or a condo association in the south/southwest suburbs of Chicago. I received only 3 leads since a member and all were in areas that I do not cover and had to refer them elsewhere.	7/19/2014 12:40 PM
235	Helping with Board related issues. I am the Chapter president and have issues with participation with a few. They promise and don't come through with their assignments	7/19/2014 10:36 AM
236	Growing/structuring the business.	7/19/2014 10:26 AM
237	How to shift from portfolio to department or department to portfolio.	7/19/2014 9:45 AM
238	owner relations and industry perception	7/19/2014 6:52 AM
239	New, knowing procedures.	7/19/2014 3:58 AM
240	How to get off the front line of the business. Would love to have a coach/consultant...willing to pay.	7/18/2014 10:24 PM
241	My top issues are all local.	7/18/2014 10:23 PM
242	Section 8. The program has become much too cumbersome and expensive to manage in recent years.	7/18/2014 8:54 PM
243	Build business structure	7/18/2014 8:42 PM
244	continue to be a persistent voice with the arizona dept of real estate.	7/18/2014 8:30 PM
245	Branding/Exposure/Education	7/18/2014 7:44 PM
246	Finding new owners to represent.	7/18/2014 7:24 PM
247	Market right now is trending towards sales/purchases. We've seen many tenants leave who have purchased, and many owners selling as leases expire. NARPM could provide info on either ways to turn this into a revenue source or marketing material to persuade tenants to stay and owners not to sell...	7/18/2014 6:04 PM
248	Handyman and Maintenance issues	7/18/2014 5:46 PM
249	Legislation	7/18/2014 5:40 PM
250	getting more doors	7/18/2014 5:40 PM
251	Continuing education	7/18/2014 5:31 PM
252	Education for my employee	7/18/2014 5:20 PM
253	Getting more business!	7/18/2014 5:16 PM
254	Governmental regulations such as rental registration and source of income as a protected class	7/18/2014 5:15 PM
255	employees, legislative	7/18/2014 4:43 PM
256	Legislative issues and changes	7/18/2014 4:41 PM
257	First is Growth. We could use help finding and retaining new clients. Second is staffing. It's hard to find good people and navigate the myriad of employment issues. I wish NARPM provided support on these issues.	7/18/2014 4:33 PM
258	More advertising to create awareness of what NARPM is.	7/18/2014 4:13 PM
259	Ever changing market and technology	7/18/2014 4:10 PM
260	Acquisition of new property owners for management.	7/18/2014 4:08 PM
261	Agents leaving and stealing business.	7/18/2014 4:06 PM
262	New business	7/18/2014 4:06 PM

263	Low inventory, getting new listings.	7/18/2014 4:05 PM
264	hesitant landlords	7/18/2014 4:00 PM
265	convincing owners that they really need one	7/18/2014 3:52 PM
266	Legislatively to help stop the anti landlord issues we constantly have to fight	7/18/2014 3:41 PM
267	Assistive animals/medical marijuana/Fair Housing specific to property managers.	7/18/2014 3:37 PM
268	Ask me at the end of the year, too new of a member	7/18/2014 3:25 PM
269	education, political action	7/18/2014 3:25 PM
270	New business generation Business management	7/18/2014 3:22 PM
271	budgeting a business plan	7/18/2014 3:20 PM
272	Excessive government regulation.	7/18/2014 3:15 PM
273	none	7/18/2014 3:09 PM
274	Mold concerns and potential liability	7/18/2014 3:07 PM
275	Educating the public about the value of a professional vs using an unskilled, non-professional for property management	7/18/2014 3:04 PM
276	Time management.	7/18/2014 2:56 PM
277	Office organization	7/18/2014 2:49 PM
278	properly trained staff, Policy and Procedure during constantly changing rules	7/18/2014 2:37 PM
279	time	7/18/2014 2:33 PM
280	Keeping track of legislative issues affecting our business	7/18/2014 2:30 PM
281	keeping one step abreast of the regulatory changes and business changes as they affect the industry.	7/18/2014 2:25 PM
282	Private management by institutional owners.	7/18/2014 2:24 PM
283	new clients	7/18/2014 2:21 PM
284	Volume of phone calls, most unnecessary and showing calls. Cost of repairs and Turn Over's. Time management.	7/18/2014 2:20 PM
285	Changing trends and liability for PM's	7/18/2014 2:17 PM
286	Keep doing what you are doing.	7/18/2014 2:17 PM
287	keep information on all changes with the laws. Example fire alarms, pool requirements on federal level of course.	7/18/2014 2:12 PM
288	more exposure	7/18/2014 2:11 PM
289	CE classes, organized distribution of ALL NARPM activities.	7/18/2014 2:07 PM
290	Additional ways to provide world class customer service to our clients and how to structure the office staff and determine compensation.	7/18/2014 2:05 PM
291	Source of income as a protected class legislation	7/18/2014 2:05 PM
292	Making my contracts and procedures air tight so we are protected.	7/18/2014 2:04 PM
293	developing growth structures, improving office efficiency,	7/18/2014 2:03 PM
294	1. bookkeeping/accounting 2. legislative issues (keep Section 8/Gov't Housing OUT	7/18/2014 2:03 PM
295	teaching my staff customer service skills	7/18/2014 2:01 PM
296	working with Independent contractors	7/18/2014 2:00 PM
297	Big Box Managers marketing budgets.	7/18/2014 2:00 PM
298	Location	7/18/2014 2:00 PM

299	cost of health insurance	7/18/2014 2:00 PM
300	The industry has expanded to a lot of individuals that do not know what they are doing or companies that don't care, brings down industry standard, makes market flooded with low management prices, creates negative image of industry	7/18/2014 1:58 PM
301	Legislation	7/18/2014 1:58 PM
302	changing laws affecting our industry	7/18/2014 1:56 PM
303	Government trying to control	7/18/2014 1:54 PM
304	managing growth	7/18/2014 1:53 PM
305	not sure	7/18/2014 1:52 PM
306	accounting and reporting issues	7/18/2014 1:51 PM
307	keeping up on legal issues, changes, etc	7/18/2014 1:51 PM
308	military clause, evictions, security deposits	7/18/2014 1:50 PM

Q33 Please supply your name as it is shown in the NARPM membership to be eligible for the \$200 NARPM Gift Certificate giveaway. All active NARPM members are eligible

Answered: 522 Skipped: 83

#	Responses	Date
1	Ronnah Stabenow	8/31/2014 11:37 AM
2	Karen V Lee	8/30/2014 9:30 PM
3	Karen Keanu Cardoza	8/30/2014 3:30 AM
4	Spenser Kuroda	8/29/2014 7:27 PM
5	Krystle Murphy	8/29/2014 5:12 PM
6	Christine Lanno	8/29/2014 5:00 AM
7	Devin Bewley	8/28/2014 11:49 PM
8	Heidi Hartman	8/28/2014 8:35 PM
9	Jason Poisson	8/28/2014 5:10 PM
10	Laura Schuette	8/28/2014 4:46 PM
11	William P. Fowler, Jr.	8/28/2014 3:32 PM
12	Mary C Weiss	8/28/2014 1:18 PM
13	Karen Hodges	8/28/2014 12:47 PM
14	Tammy L. Wright	8/28/2014 12:33 PM
15	Bonnie Barberini	8/28/2014 12:16 PM
16	PJ Chapman	8/28/2014 12:04 PM
17	Dorothy P. Davis	8/28/2014 11:58 AM
18	Hardee Property Management LLC	8/28/2014 11:54 AM
19	Claudia Bustos	8/28/2014 11:13 AM
20	Sanford Collins	8/28/2014 11:09 AM
21	Paul Gozzo	8/28/2014 11:01 AM
22	Gary M McGraw	8/28/2014 10:32 AM
23	Maily R. Jacobs	8/28/2014 10:28 AM
24	Dawn Ostovich	8/28/2014 10:18 AM
25	Patricia J Hackley	8/28/2014 9:56 AM
26	Stuart Mencher	8/28/2014 9:53 AM
27	Tamara Cooper	8/28/2014 9:50 AM
28	Susan Maureen Bielser	8/28/2014 9:46 AM
29	Daniel Rothrock	8/28/2014 9:42 AM

30	Robin L. Hite	8/28/2014 9:40 AM
31	Michele Rogers	8/28/2014 9:33 AM
32	Delores DeVaul	8/28/2014 8:58 AM
33	Rachell Runion	8/28/2014 8:30 AM
34	Tiea j Vincent	8/28/2014 7:02 AM
35	Judi Wilcher	8/28/2014 6:13 AM
36	"Tami" Tamara Welliver RMP. MPM	8/28/2014 3:12 AM
37	Ronald Okubo	8/28/2014 1:42 AM
38	Steven Pollack	8/28/2014 12:24 AM
39	Sherri Russell	8/27/2014 11:51 PM
40	Angela Christine Ochoa	8/27/2014 11:48 PM
41	Patty allen	8/27/2014 10:57 PM
42	Karen Denise Parkin	8/27/2014 10:10 PM
43	Marie A Gabriel	8/27/2014 9:51 PM
44	Sally Ankers, RMP	8/27/2014 9:42 PM
45	Colorado Su Casa REalty LLC	8/27/2014 9:38 PM
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47	Patricia B Elam	8/27/2014 9:28 PM
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49	Sherayn Allen	8/27/2014 9:18 PM
50	Conie Ann Lohr, P.A.	8/27/2014 9:18 PM
51	Gayle Lake	8/27/2014 9:12 PM
52	Kim Miller	8/27/2014 8:59 PM
53	Toni Whedon	8/27/2014 8:39 PM
54	Brian Birdy	8/27/2014 8:23 PM
55	Cyndi Garza	8/27/2014 8:08 PM
56	Cheryl Kunimoto	8/27/2014 8:03 PM
57	Mary Abood	8/27/2014 7:59 PM
58	Fred Fetterolf	8/27/2014 7:56 PM
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62	Sandra DeAngelis	8/27/2014 7:22 PM
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65	Sandra Everett	8/27/2014 7:01 PM
66	Roberta Davidson	8/27/2014 6:55 PM
67	carolyn austin	8/27/2014 6:55 PM

68	Wayne H. Nakamoto	8/27/2014 6:48 PM
69	Doris Turner, OK Realty	8/27/2014 6:34 PM
70	David Morehead	8/27/2014 6:31 PM
71	Lorraine Paulson	8/27/2014 6:31 PM
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73	Nancy Sisco-Carothers	8/27/2014 6:29 PM
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119	David Puskaric	8/27/2014 5:07 PM
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134	Ronald Musselman	8/27/2014 4:56 PM
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137	Mike Ragen	8/26/2014 8:27 PM
138	Kathryn MacGeraghty	8/26/2014 4:53 PM
139	Frank Moore	8/24/2014 1:24 PM
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141	Philip Scarborough	8/23/2014 3:44 PM
142	Scott Corbridge	8/22/2014 1:30 PM
143	Cheryl Pattishall	8/22/2014 12:13 PM

144	Jennifer Lux	8/22/2014 9:45 AM
145	Jerry Maupin, RMP	8/20/2014 4:28 PM
146	Joel Wilmoth	8/20/2014 4:03 PM
147	John Hashem	8/20/2014 12:14 PM
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150	Bill Williamson	8/19/2014 4:26 PM
151	Donna Larson	8/19/2014 12:36 PM
152	Don Deering	8/19/2014 9:57 AM
153	Joella Barone	8/19/2014 8:51 AM
154	Jonathan Austin Sparks	8/18/2014 5:58 PM
155	Tracy Lee Parker	8/18/2014 2:58 PM
156	Jason Alves	8/18/2014 2:09 PM
157	Brent LaRiviere	8/18/2014 11:55 AM
158	Marcie Turner	8/18/2014 11:05 AM
159	Mark S Potter	8/17/2014 10:28 PM
160	George Morrissey	8/17/2014 3:30 AM
161	Marc Goldin - The Goldin Group	8/17/2014 12:21 AM
162	Tracie Choate	8/17/2014 12:01 AM
163	Glenn Lehman	8/16/2014 4:53 PM
164	Floyd L Fulford	8/16/2014 12:36 PM
165	Jim Reimer MPM,RMP	8/16/2014 12:24 PM
166	Kathleen Gaspari	8/16/2014 11:45 AM
167	Phyllis Fitzgerald, Comprehensive Property Management	8/16/2014 11:01 AM
168	Fran Daniels	8/16/2014 8:59 AM
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171	Steve McTyeire	8/15/2014 11:00 PM
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174	Debbie Jackson	8/15/2014 3:51 PM
175	Gail Valdez	8/15/2014 2:38 PM
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179	James Campbell	8/15/2014 1:23 PM
180	Jamie Williams	8/15/2014 12:39 PM
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183	Melissa Prandi	8/15/2014 10:23 AM
184	Jeremy boardman	8/15/2014 8:31 AM
185	Maya Clark Baker	8/15/2014 6:34 AM
186	Shawn A. Johnson	8/15/2014 12:17 AM
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188	Steve Decker	8/14/2014 10:31 PM
189	Cynthia (Cyndi) Alderson	8/14/2014 10:18 PM
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191	Allen Fahrni	8/14/2014 9:42 PM
192	Russ VandenToorn	8/14/2014 9:27 PM
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194	Anthony J. Campagna	8/14/2014 9:15 PM
195	Richard Vierra	8/14/2014 8:26 PM
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197	Erika Lamb	8/14/2014 7:13 PM
198	Jennifer Tolley	8/14/2014 7:03 PM
199	Jenni McKenna	8/14/2014 6:49 PM
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201	Ryan Miller	8/14/2014 6:35 PM
202	Charles Burnette	8/14/2014 6:16 PM
203	Richard Olshove	8/14/2014 5:56 PM
204	James Alderson	8/14/2014 5:37 PM
205	Joyce O'Connor	8/14/2014 5:25 PM
206	Sherri Mayes	8/14/2014 5:10 PM
207	John W Tiner	8/14/2014 5:08 PM
208	Janet S. Regan	8/14/2014 4:59 PM
209	William E. Wieland	8/14/2014 4:52 PM
210	Raymond Scarabosio	8/14/2014 4:50 PM
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212	Elizabeth Morganroth	8/14/2014 4:46 PM
213	Sara Sharkey	8/14/2014 4:45 PM
214	K & L Partners Property Management	8/14/2014 4:42 PM
215	Nichole Peterman	8/14/2014 4:41 PM
216	Bart Sturzl	8/14/2014 4:36 PM
217	Paul Kankowski	8/14/2014 4:31 PM
218	Michael W Brock	8/14/2014 4:28 PM
219	Karen Saint-Lot	8/14/2014 4:25 PM

220	Jon Smith Simple Home Management LLC	8/14/2014 4:14 PM
221	Judy H. Awaya	8/14/2014 4:11 PM
222	Victoria Bridges	8/14/2014 4:08 PM
223	Sarah Byrne	8/14/2014 4:05 PM
224	David Panzera	8/14/2014 4:02 PM
225	360 Properties, LLC	8/14/2014 3:59 PM
226	Brian Tierney	8/14/2014 3:56 PM
227	Jim Derkacz	8/14/2014 3:52 PM
228	Jeanine Watson	8/14/2014 3:51 PM
229	Tina Norris	8/14/2014 3:38 PM
230	Marcus Larose	8/14/2014 3:32 PM
231	Suzanne Cameron, MPM RMP	8/14/2014 3:21 PM
232	Barbara McMasters	8/14/2014 3:19 PM
233	Kathleen E. Worley	8/14/2014 3:15 PM
234	W. Sean Kerr MPM, RMP	8/14/2014 3:12 PM
235	Paris Powell	8/14/2014 3:12 PM
236	Jon Kasner	8/14/2014 3:12 PM
237	Tal Kramer	8/14/2014 3:04 PM
238	Geri L Pentz	8/14/2014 2:59 PM
239	Terrance J. Godbold, MPM, RMP	8/14/2014 2:56 PM
240	Kellie Forrester	8/14/2014 2:55 PM
241	Thomas B. Guyer	8/14/2014 2:53 PM
242	carolyn Matthews	8/14/2014 2:53 PM
243	Robin Harrell	8/14/2014 2:52 PM
244	David Whitley	8/14/2014 2:52 PM
245	Kimberly Damewood	8/14/2014 2:49 PM
246	Neal Hendrix	8/14/2014 2:41 PM
247	Cindy Hoppe	8/14/2014 2:39 PM
248	Laurie Knight Tinsley	8/14/2014 2:39 PM
249	Marilyn Glendenning	8/14/2014 2:39 PM
250	Devinee Overton-Morgan	8/14/2014 2:38 PM
251	Darla Smith	8/14/2014 2:36 PM
252	Gerald Skaggs	8/14/2014 2:36 PM
253	Alejandro Cantu Jr.	8/14/2014 2:27 PM
254	Ann Allred	8/14/2014 2:25 PM
255	Melanie J. Butler	8/14/2014 2:19 PM
256	Mindy Georges	8/14/2014 2:19 PM
257	Michelle Horneff-Cohen	8/14/2014 2:12 PM

258	Colleen Hooper	8/14/2014 2:11 PM
259	Wanda Chase	8/14/2014 2:09 PM
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261	Erika N Hashem, MPM, RMP	8/14/2014 2:03 PM
262	Ruth Gissa	8/14/2014 1:58 PM
263	Shea McGrath	8/14/2014 1:57 PM
264	Sherrie Feahterly	8/14/2014 1:51 PM
265	Robert Lynde	8/14/2014 1:49 PM
266	George W Trombley	8/14/2014 1:47 PM
267	carol e wilcox	8/14/2014 1:45 PM
268	Adrienne Klein	8/14/2014 1:38 PM
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271	Toni Burley	8/14/2014 1:30 PM
272	George R Mayfield	8/14/2014 1:30 PM
273	Jean H. Huirley, Key Property Management	8/14/2014 1:29 PM
274	james emory tungsvik mpm rmp	8/14/2014 1:29 PM
275	Marc Cascio	8/14/2014 1:28 PM
276	Denise M. Gallimore	8/14/2014 1:27 PM
277	Erich Sielaff	8/14/2014 1:27 PM
278	Ethan Hodge	8/14/2014 1:26 PM
279	Jim Dye	8/14/2014 1:26 PM
280	C Wayne Metz	8/14/2014 1:24 PM
281	Danielle Rose	8/14/2014 1:24 PM
282	Maygan Smith	8/14/2014 1:22 PM
283	Rhonda K Navarro	8/14/2014 1:21 PM
284	Andrea Rogers	8/14/2014 1:21 PM
285	Lyle Haas	8/14/2014 1:20 PM
286	Louise Copeland	8/14/2014 1:20 PM
287	Christopher LeUnes	8/14/2014 1:20 PM
288	Lisa Rahimi	8/14/2014 1:18 PM
289	Cathy Forsythe	8/14/2014 1:18 PM
290	Alan C. Bell	8/14/2014 1:17 PM
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292	Margaret Steacy	8/14/2014 1:14 PM
293	Chad Collins	8/14/2014 1:12 PM
294	Christina hogan	8/14/2014 1:12 PM
295	Daniel Satre	8/14/2014 1:12 PM

296	Leland Banner	8/14/2014 1:12 PM
297	Tara Lyn Erskine	8/14/2014 1:10 PM
298	Peter Howlett	8/14/2014 1:09 PM
299	Kathleen Smith	8/14/2014 1:06 PM
300	Elisa H Lockhart	8/14/2014 1:06 PM
301	Carla Jones	8/14/2014 1:06 PM
302	Lisa Holmes	8/14/2014 1:05 PM
303	Dan Wilhelm	8/14/2014 1:04 PM
304	Jeannette Y. Gordon	8/14/2014 1:04 PM
305	Ronnah Stabenow	8/14/2014 1:04 PM
306	Pete Neubig	8/14/2014 1:01 PM
307	Saul Forster	8/14/2014 1:01 PM
308	Michelle Wight	8/14/2014 1:01 PM
309	Steve Burggraff	8/14/2014 12:59 PM
310	Angela Post	8/14/2014 12:59 PM
311	Matt Fonk	8/14/2014 12:59 PM
312	Max R. Greer	8/14/2014 12:59 PM
313	Angela Holman	8/14/2014 12:58 PM
314	Enydia Wayt	8/14/2014 12:58 PM
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316	Patricia Ferrier	8/14/2014 12:57 PM
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320	Michael Rampelberg	8/14/2014 12:55 PM
321	Daniel (Dan) Stein	8/14/2014 12:55 PM
322	Jason McGuire	8/14/2014 12:54 PM
323	Wess Cason	8/14/2014 12:54 PM
324	Amelia Lyon	8/14/2014 12:53 PM
325	Marshall Ramsey	8/14/2014 12:52 PM
326	LYNN S BRADESCU	8/14/2014 12:51 PM
327	Lindsey Blackburn	8/14/2014 12:49 PM
328	Nathan H. Scott	8/14/2014 12:49 PM
329	Jacob Beeson	8/14/2014 12:48 PM
330	David Branham	8/14/2014 12:47 PM
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332	Vickie Gaskill	8/5/2014 6:15 PM
333	Ana Pareja	8/4/2014 11:43 PM

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336	Charles S. Goss	8/1/2014 5:43 PM
337	christine como	8/1/2014 10:11 AM
338	Elin M Greer	7/31/2014 7:56 PM
339	Andrea Utay Davis	7/31/2014 4:56 PM
340	Bart Sturzl	7/31/2014 3:32 PM
341	Cassandra A Snyder	7/31/2014 3:20 PM
342	Michelle Porter	7/30/2014 9:25 AM
343	Carole L. (Cindy) Van Mater, RMP, MPM	7/29/2014 6:08 PM
344	Diane E Jones	7/29/2014 3:20 PM
345	Marc Maryland	7/28/2014 11:05 PM
346	Bob Davie	7/28/2014 9:23 PM
347	Richard Ebert	7/28/2014 8:41 AM
348	Ken Guthrie	7/25/2014 11:48 AM
349	Jack Oechsler	7/25/2014 11:12 AM
350	Cecilia Rosas	7/24/2014 6:30 PM
351	Leiloni Lenahan	7/24/2014 2:35 PM
352	Jeffrey Revels	7/23/2014 5:34 PM
353	August Lins	7/23/2014 5:11 PM
354	Sheila Stokley	7/23/2014 4:14 PM
355	dickjohnson@nwhomes4you.com	7/23/2014 3:43 PM
356	Stephen D. Foster	7/23/2014 2:53 PM
357	Ben Kincel	7/23/2014 10:58 AM
358	Cassandra Mor	7/23/2014 1:59 AM
359	Nicholas Sadler	7/22/2014 6:22 PM
360	Michael Nelson	7/22/2014 3:19 PM
361	Diane Quigley	7/22/2014 1:21 PM
362	Leeann Ghiglione	7/22/2014 1:07 PM
363	Toni Burley	7/22/2014 12:58 PM
364	Jennifer Ruelens	7/22/2014 12:48 PM
365	Thomas Neal	7/22/2014 12:34 PM
366	Virginia Norman	7/22/2014 12:04 PM
367	Russell P. Skidmore III	7/22/2014 11:11 AM
368	Amanda L. Donaldson	7/21/2014 10:29 PM
369	Lori Hermansen	7/21/2014 9:58 PM
370	Lawrence Rothamel	7/21/2014 9:33 PM
371	Robert M. Goldman	7/21/2014 8:35 PM

372	Tony Cline - Cliffdwellers Real Estate	7/21/2014 7:30 PM
373	Daniel Riley	7/21/2014 5:13 PM
374	Sandra Lee Love	7/21/2014 4:19 PM
375	Alexandra Goldthwaite	7/21/2014 4:15 PM
376	Francisco Nieves-Taranto	7/21/2014 4:04 PM
377	Betsy Barnes Bateman	7/21/2014 1:45 PM
378	Virginia Huffman	7/21/2014 12:27 PM
379	Minetta Garay Gay	7/21/2014 11:31 AM
380	Michael A. McCreary	7/21/2014 10:25 AM
381	Amy Karns	7/21/2014 10:05 AM
382	Chesley Karr, MPM	7/21/2014 9:52 AM
383	Gary Kornegay	7/21/2014 8:27 AM
384	Daniel Madison	7/21/2014 8:00 AM
385	Nancy Jackson	7/21/2014 12:06 AM
386	Eric Bessett	7/20/2014 4:42 PM
387	Edward Golding	7/20/2014 3:26 PM
388	Hensley Scott	7/20/2014 2:47 PM
389	Shannon Ferry Moser	7/20/2014 2:29 PM
390	jon mcvety	7/20/2014 6:57 AM
391	Marc Goldin	7/20/2014 1:41 AM
392	MGC Leasing & Property Management LLC	7/20/2014 12:03 AM
393	Barbara Lynn, Action First Realty, LLC.	7/19/2014 9:11 PM
394	Leila A. Lujan	7/19/2014 5:58 PM
395	Kevin Page	7/19/2014 4:18 PM
396	Anne Humphreys	7/19/2014 4:16 PM
397	Don C Hendricks	7/19/2014 3:10 PM
398	Steve Welty	7/19/2014 2:46 PM
399	Mary A. Rinaldi, MPM,PME	7/19/2014 1:31 PM
400	Teresa A Stephenson	7/19/2014 12:40 PM
401	Sam Carrozza	7/19/2014 12:08 PM
402	Dave Collins	7/19/2014 10:47 AM
403	Karianne King	7/19/2014 10:41 AM
404	Charlene Dufresne	7/19/2014 10:36 AM
405	Chris Lengquist	7/19/2014 10:26 AM
406	Glenn Lehman	7/19/2014 9:45 AM
407	martin parker	7/19/2014 3:58 AM
408	Tina Bradley	7/18/2014 11:12 PM
409	Frank Passaro	7/18/2014 10:24 PM

410	Steve Crossland	7/18/2014 10:23 PM
411	Robert Abbott	7/18/2014 8:54 PM
412	Greg Doering	7/18/2014 8:42 PM
413	Tim Melton	7/18/2014 8:30 PM
414	Melissa Zimbelman	7/18/2014 7:44 PM
415	Laurie Perschbacher	7/18/2014 7:37 PM
416	Matthew Deal	7/18/2014 7:24 PM
417	Mike Mumford	7/18/2014 7:11 PM
418	Sally Ankers, RMP	7/18/2014 6:23 PM
419	Ari Lund	7/18/2014 6:04 PM
420	Melissa Marsden	7/18/2014 5:46 PM
421	Denise Snowdon MPM	7/18/2014 5:40 PM
422	Glenn Dickson	7/18/2014 5:40 PM
423	Kerry Davison	7/18/2014 5:31 PM
424	Travis Bohling	7/18/2014 5:31 PM
425	Bill Williamson	7/18/2014 5:20 PM
426	Robert Gilstrap	7/18/2014 5:16 PM
427	Bart Sturzl	7/18/2014 5:15 PM
428	Carolyn Rogers	7/18/2014 4:43 PM
429	Lori Hundhausen	7/18/2014 4:41 PM
430	Jerry Allred	7/18/2014 4:35 PM
431	Russell Cowley	7/18/2014 4:33 PM
432	Marie Ann Gabriel	7/18/2014 4:14 PM
433	Pamela Neillo	7/18/2014 4:13 PM
434	Hank Holland	7/18/2014 4:10 PM
435	Sally Booker Knight	7/18/2014 4:08 PM
436	Mark Kreditor, MPM	7/18/2014 4:06 PM
437	Edward C. Anderson	7/18/2014 4:06 PM
438	Laura Vogel	7/18/2014 4:05 PM
439	Nicole St Aubin	7/18/2014 4:00 PM
440	sherry schena	7/18/2014 3:52 PM
441	Ruth Gissa	7/18/2014 3:42 PM
442	Karl Jennings	7/18/2014 3:41 PM
443	Kimberly Cowen	7/18/2014 3:40 PM
444	Kelly Kowalski	7/18/2014 3:37 PM
445	Sue Flucke	7/18/2014 3:37 PM
446	John Bowen - Provident Property Management (San Jose, CA)	7/18/2014 3:31 PM
447	Kathleen Burchfield	7/18/2014 3:25 PM

448	Amanda Frazier	7/18/2014 3:25 PM
449	Larry Millican	7/18/2014 3:25 PM
450	Teresa "Terry" Mendoza, Bennett Property Management	7/18/2014 3:24 PM
451	Keeffe D. McSweeney	7/18/2014 3:22 PM
452	susan carrell	7/18/2014 3:20 PM
453	Jennifer Noland	7/18/2014 3:20 PM
454	Cari Sullivan	7/18/2014 3:17 PM
455	Steve Schuster	7/18/2014 3:16 PM
456	Gary E. Brach	7/18/2014 3:16 PM
457	Tim Kelley	7/18/2014 3:15 PM
458	Harry Van Mater	7/18/2014 3:09 PM
459	Michael Francis	7/18/2014 3:04 PM
460	Conrad Bennett	7/18/2014 2:58 PM
461	Shea McGrath	7/18/2014 2:56 PM
462	Amy D Carder	7/18/2014 2:53 PM
463	Christopher Lundstrom	7/18/2014 2:49 PM
464	Alejandro Cantu Jr.	7/18/2014 2:49 PM
465	Michael Carlson	7/18/2014 2:46 PM
466	Jim harding	7/18/2014 2:45 PM
467	Gloria Froerer, Century 21 Gage Froerer Prop Mgmt	7/18/2014 2:42 PM
468	Steve Stein	7/18/2014 2:42 PM
469	Cathy Forsythe	7/18/2014 2:37 PM
470	Ronald Morley	7/18/2014 2:33 PM
471	Jeannette Y. Gordon	7/18/2014 2:33 PM
472	Jim Hodge	7/18/2014 2:31 PM
473	Christopher Fry	7/18/2014 2:30 PM
474	suleman hooda	7/18/2014 2:26 PM
475	Michelle McGraw	7/18/2014 2:26 PM
476	Keith Becker	7/18/2014 2:25 PM
477	Anne McCawley	7/18/2014 2:24 PM
478	Glen Mitchell	7/18/2014 2:21 PM
479	Theresa Mull	7/18/2014 2:20 PM
480	Brent d foster	7/18/2014 2:19 PM
481	Cynthia Weber	7/18/2014 2:17 PM
482	Bryan Jenkins	7/18/2014 2:17 PM
483	Cheryl Colburn	7/18/2014 2:15 PM
484	Tammy C Billington	7/18/2014 2:12 PM
485	Jana Pickett/ Picket Fence Properties	7/18/2014 2:12 PM

486	Michael Ballard	7/18/2014 2:11 PM
487	maria trunkenbolz	7/18/2014 2:10 PM
488	James Poulos	7/18/2014 2:09 PM
489	Loretta I. Dunbar	7/18/2014 2:07 PM
490	Stephen Baker	7/18/2014 2:07 PM
491	Ron Wills	7/18/2014 2:06 PM
492	Tawny Worth	7/18/2014 2:05 PM
493	Tim Hendricks	7/18/2014 2:05 PM
494	Lisa Gohrick	7/18/2014 2:05 PM
495	Paul Skipworth	7/18/2014 2:05 PM
496	Katherine Chaffin	7/18/2014 2:04 PM
497	Kenneth M Reiss	7/18/2014 2:03 PM
498	Betty Fletcher	7/18/2014 2:03 PM
499	Devin Easterlin	7/18/2014 2:03 PM
500	Angelia Lauster RMP	7/18/2014 2:03 PM
501	Deborah Coe	7/18/2014 2:01 PM
502	Marty Hutchison	7/18/2014 2:01 PM
503	Elizabeth D Morgan	7/18/2014 2:00 PM
504	Trent Ratliff- RMP Atlanta	7/18/2014 2:00 PM
505	Richard Clayton #842058611	7/18/2014 2:00 PM
506	Beverly Browning	7/18/2014 2:00 PM
507	Cassandra Swanson	7/18/2014 1:58 PM
508	Kehly Sellers	7/18/2014 1:58 PM
509	Stacey Salyer	7/18/2014 1:56 PM
510	Darryl Kazen, MPM, RMP	7/18/2014 1:56 PM
511	Liz Cleyman	7/18/2014 1:55 PM
512	Timothy Brown	7/18/2014 1:55 PM
513	Kerrick Hutchison	7/18/2014 1:54 PM
514	Rachell Runion - TruHaven Homes, Inc.	7/18/2014 1:53 PM
515	Nick Hubers	7/18/2014 1:53 PM
516	Denise Day	7/18/2014 1:52 PM
517	Chris Rosprim	7/18/2014 1:51 PM
518	Amber Fuller-McDade	7/18/2014 1:51 PM
519	Kasey Medina	7/18/2014 1:51 PM
520	Sean Kelly	7/18/2014 1:50 PM
521	Joyce Zimdahl	7/18/2014 1:50 PM
522	Tim Gifford	7/18/2014 1:42 PM