

MARYLAND SUBURBAN CHAPTER NARPM – BOARD OF DIRECTORS MEETING

November 19, 2014

Meeting was called to order at the Golden Corral Restaurant in Frederick, Maryland at 9:00 am.

Attending were President, Angela Brinkley-Morris, RMP; President Elect, Glenn Lehmann; Treasurer and acting Secretary, Cindy Van Mater, MPM; Director, Harry Van Mater, MPM and Fae Brown, Member.

It was decided that we would continue to meet at the Golden Corral in the rear meeting room since Mimi's Café has closed. It is cheaper for Breakfast there, so we will reduce the Program Fee to \$15.00 for members and \$20.00 for non-members.

A Slate of Officers for next year was discussed. Several members have indicated that they will not be renewing their membership for next year. Others have declined to be officers. We now have the following Slate:

President – Glenn Lehmann

Vice President/President Elect –

Secretary – Susan Yinger

Treasurer – Cindy Van Mater

Directors – Fae Brown, Harry Van Mater, Angela Brinkley-Morris, Immediate Past President

Schedule for Next Year: 2015

Wednesday, January 21st – Board of Directors

February 16-18th – Broker/Owner Retreat in Las Vegas

Wednesday, February 25th – Member Meeting, Painting Contractor

Wednesday, March 18th – NARPM PM 101 Class and BOD Meeting

Wednesday, April 15th – Member Meeting, Online Inspections Software

April 22-24th – Eastern Regional Conference in Atlantic Beach, FL

Wednesday, June 17th – Risk Elimination, Contentious tenants and owners, Move-in/Move-out Inspection Forms to Share

Wednesday, July 22nd – Board of Directors

Wednesday, August 19th – Member Meeting - Section 8 Housing Authority

Wednesday, September 16th – Member Meeting – Business Phone Systems

Wednesday, October 21st – National Conference in Atlanta/Board of Directors

Wednesday, November 18th – Vendor Fair Presentations

Wednesday, December 16th – Christmas Party and Christmas Charitable Donation

A Motion was made to waive the 2015 Chapter Dues for any new members. 2nd and passed. Also to offer the Landlord's Association the member price for meetings that may be pertinent to them.

MD Suburban Chapter NARPM
Membership Meeting October 22, 2014

Approximate 11 members and guest attended the October membership meeting held @ Mimi's Café. President Angela Morris welcomed those in attendance. Following the Pledge of Allegiance, introductions were made. A new member, Barbara Davis of Bar-Shel Services was introduced.

Missy Baker, State Farm Agent was the guest speaker. She provided a Home Insurance Quiz which explained many insurance terms. She also provided hand outs on Renters Insurance and Rental Dwelling coverage. A question and answer session followed her presentation.

Announcements and a business meeting followed. Angela announced the election of new officers will be held in December. There are still openings on the slate. Harry advised that PM 101 has been approved for 6 hours CE credits by the Real Estate Comm. The class will be held March 18, 2015. The cost is \$99.

Cindy read Article 4 –Duty to Tenant – from NARPM Code of Ethics.

It was agreed that a total of \$500 would be donated to local organizations as our annual “giving project”. Faith House will receive \$250 and \$250 will be given to SHIP.

The 50/50 drawing was won by Gilad Gazit. The amount was \$21.

The next Board meeting is scheduled for November 19, 2014.

The meeting was adjourned @ 11:00 AM.

Respectfully submitted,

Susan Yinger
Acting Secretary

NARPM MD Suburban Chapter
Bd of Directors Meeting
September 17, 2014

The following Officers and Board members attended the September meeting held @ Mimi's:
President Angela Morris, VP Glenn Lehman, Acting Secretary Susan Yinger, Treasurer Cindy VanMater
and Bd members Harry VanMater. And John Crum.

Harry reported the RE commission has approved PM 101 course for continuing ed credits. Following a discussion of possible dates to hold the class, it was decided March 18th was the first choice with March 25th as an alternate. Glenn suggested we sponsor the class for a location in PA as there are many NARPM members who do not belong to a Chapter. The Baltimore Chapter will also be notified in case they would like to schedule in the same week.

The 2015-2017 Slate of Officers was proposed:

President: Glenn Lehman

VP: Possible candidates suggested were Betty Vanderschaaf, Faye Brown, Scott Lokey, & Tim Knobloch

Treasurer: Cindy VanMater

Secretary: Faye Brown

. The following committees were suggested as Board Members to report to Officers:

1. Membership (reports to Treasurer)
2. Programs (Reports to President)
3. Communications (Reports to Secretary)
4. Affiliates (Reports to Pres. Elect)

John Crum Volunteered to Chair the Communications Committee. The other Chairs will be appointed by the Board.

Suggestions for the Guest Speaker for October and December meetings were David Grove, attorney, an insurance agent or a NARPM affiliate on the topic of inspections Like Happy Inspector or Inspect & Cloud.

Cindy will change the wording in the Security Deposit receipt to reflect the change in interest paid to Tenants effective January 1, 2015. She will distribute to all.

It was suggested a new location be chosen for future meetings. John suggested Eunice's on Rt 15N as a possibility. Also suggested was a restaurant in Urbana which may attract Montgomery Co members.

There being no further business, the meeting was adjourned.

Respectfully submitted,

Susan Yinger
Acting Secretary



National Association of Residential Property Managers

M A R Y L A N D S U B U R B A N C H A P T E R

MARYLAND SUBURBAN CHAPTER NARPM – BOARD OF DIRECTORS MEETING

August 20, 2014

Meeting was called to order at Mimi's Cafe in Frederick, Maryland at 9:00 am.

Attending were President, Angela Brinkley-Morris, RMP; President Elect, Glenn Lehmann; Treasurer and acting Secretary, Cindy Van Mater, MPM; Harry Van Mater, MPM, John Crum, Rich Humrichouse, Directors, and 6 members and one guest. Dave Mott with Energy Survey. You can save money for Multi Family and single family homes to reduce electricity consumption by 12% to 15%.

Angela read the NARPM Mission Statement and Article 3 of the Code of Ethics.

Patrick Heidenberg, Operations Manager and Steve VanDeventer, Sales Manager of "Scene Clean" Cleaning and Restoration Company and an Affiliate member of the Maryland Suburban Chapter gave a presentation on Flood Restoration and Mold Remediation and testing by a 3rd party company. Should have a Hydrometer for moisture and humidity reading and a thermal imaging camera. Always have mold tested.

Leaks occur in floors under and around toilets. Stacybatris is deadly. Shatinerium Globison is dangerous. Look for biological growth or discoloration.

Suggest Sewer/Septic Back-up and Mold coverage to Owner's Insurance. There is a Penna. Company that covers mold up to \$10,000. Suggest speakers about Insurance – Homeowner's and Landlord/Tenant. Cheryl Eckard does mold testing.

The CE Class for NARPM 101 was approved by the Real Estate Commission.

We will do the Frederick Assn. of REALTORS Trade Show in October

NARPM gave us a refund to chapters for Membership Growth and for attendance at the Regional Conference.

A Motion was made to adjourn meeting at 11:00 am.

Respectfully submitted,

Cindy Van Mater, MPM, Treasurer

Acting Secretary

NARPM MD Suburban Chapter
Bd of Directors Meeting
July 16, 2014

The following Officers and Board members attended the July meeting held @ Mimi's:
President Angela Morris, VP Glenn Lehman, Acting Secretary Susan Yinger, Treasurer Cindy VanMater
and Bd member Harry VanMater.

Harry reported the RE commission has not approved PM 101 course for continuing ed credits. He will
continue to get approval.

According to our Regional VP, membership has declined. It was suggested that the Board of Directors be
expanded to include various committees who would report to officers. The following committees were
suggested:

1. Membership (both affiliates and members)
2. Education/programs
3. Communications – Website, social media & announcements
4. Nominating-Community affairs
5. Legislative

Glenn made a motion to change the fees for General meetings. He proposed \$17 for Chapter members,
\$22 for members of NARPM only and \$30 for Non-members. The fees would be waived if a non –
member joins the Chapter @ the meeting.

Suggestions for the Guest Speaker for August were an attorney, an officer from the Narcotics Task Force
or someone to speak on the topic of Bed bugs/Fleas.

Members and guests at each meeting should be reminded of the NARPM Mission Statement.

There being no further business, the meeting was adjourned.

Respectfully submitted,

Susan Yinger
Acting Secretary

**MD Suburban Chapter NARPM
Membership Meeting June 18, 2014**

Approximate 15 members and guest attend the June membership meeting held @ Mimi's Café. President Angela Morris welcomed those in attendance. Following the Pledge of Allegiance, introductions were made.

Bill Castelli, VP of Government Affairs for the MD Assoc. of Realtors, was the guest speaker. He provided an update on recently passed state laws affecting the Property Management Industry.

Announcements and a business meeting followed. Angela announced that NARPM has a new designation for Maintenance staff members. The Ethics class is required every 4 years. Harry advised that he had hoped to offer the PM 101 class this summer but it has not been approved for CE credits by the Real Estate Comm. Yet.

Cindy read Article 2 –Discrimination – from NARPM Code of Ethics.

Susan agreed to serve as Acting Secretary until the vacancy is filled by election. Minutes will be emailed to members with agendas of future meetings.

There will be a Board meeting on July 16th.

The 50/50 raffle was won by John Crum (\$13.50). The proceeds will be held for the year-end donation.

The meeting was adjourned @ 11:00 AM.

Respectfully submitted,

Susan Yinger
Acting Secretary



National Association of Residential Property Managers

MARYLAND SUBURBAN CHAPTER

MARYLAND SUBURBAN CHAPTER NARPM –CHAPTER MEETING

May 21, 2014

Meeting was called to order at Mimi's Cafe in Frederick, Maryland at 9:00 am with 11 members and 2 guests present.

15 Chapter Members attended the Eastern Regional Conference in Baltimore!

Discussion – There is a CO Detector clause in the MAR Lease regarding tenants reporting malfunction.

HMS Warranty Company doesn't require 10 contracts for the beneficial pricing.

Have property inspected prior to new tenant moving in. Get it in writing.

Bedbug discussion. Passed out article from ORCA. Also discussed hoarders.

Passed out Code of Ethics. Discussed Article 1 and Standards of Practice.

Harry to send out lists and minutes to all members.

Glenn Lehmann spoke about Google Hangouts, UTube (You need a gmail account), Evernote.com, Google Apps, Google Analytics for tracking, and taking notes of a Tablet. Don't mention date on Marketing Videos and you can use them again. Office title: Director of External Operations – Goes around and does stuff. Do a video for Owners on web or UTube. Do FAQs, "How to Make Ready", etc.

NARPM 101 – Commission says it was not submitted properly. Need to find out what they need.

Give Directors and Members specific jobs.

We need to raise the price of Breakfast due to rising costs. \$17.00 members, \$22.00 NARPM members, \$30.00 non-members. No charge if they join NARPM at the meeting.

We need a nominating committee, and the following committees:

1. Membership/Affiliates
2. Education, Programs, Meetings
3. Communications, Social Media, Website
4. Nominating, Community Affairs, Charitable contributions
5. Legislative Affairs

Other ideas for speakers: Renters Legal Liability, Technology, Happy Inspector, City Police re Narcotics, Charlie Smith, State Prosecutor, Bedbugs, Fleas, Self-Inspections, Attorney re Security Deposit interest – Charlie Frey or David Grove.

A Motion was made to adjourn meeting at 11:00 am.

Respectfully submitted,

Cindy Van Mater, MPM, Treasurer

Acting Secretary

Maryland Suburban Chapter NARPM
Board of Directors Meeting March 19, 2014

The March BOD Meeting was held at Mimi's Café. There were 15 members present. Discussion was held about the upcoming Regional Conference in Baltimore. We will send an email with the registration attachment to all members that early bird registration ends on March 24th. The Chapter has been asked to donate a gift for the 50/50 Raffle, which has now been designated at "Tickets of Opportunity" due to the gambling regulations. Motions were made and passed to get two \$50.00 Visa Gift Cards for the 50/50 Raffle and to donate \$200.00 to the National Convention's Fund Raiser in Minneapolis as a Curling Stone Sponsor. Any other Chapter Member or company could donate to the Curling fund raiser also if want to.

We were asked by the Baltimore Chapter if we wanted to Co-Sponsor the NARPM Booth at the MAR Convention in Ocean City, which we did last year. We did not receive any new members as a result of our efforts. Motion was made and passed to do the NARPM Booth at the FCAR Trade Show in October this year and not the MAR Convention. Harry will arrange for the Stand/Booth to be sent to us for FCAR. Discussion on designing a flyer to distribute – "Why Refer Property Management to a NARPM Member".

Suggestion was made to try to train chapter members to recruit and use NARPM Affiliates. Chapter NARPM Affiliates are the lifeblood of our treasury and we should give them all the business we can. Suggestion was made to always allow affiliate members to make a short presentation about their company at meetings. We could give some form of incentive to chapter members who recruit affiliates, such as \$25.00 donation to charity or \$5.00 off their dues. We should try to get at least one affiliate member for all our maintenance requirements. I.e; HVAC; Paint Suppliers; Pest Control; Plumbing; Electrical; Materials suppliers like Lowe's, Home Depot, HD Supply; etc.

At our next meeting on May 21, Glenn Lehman will talk about Apps for the Property Manager. The meeting on June 18th will feature Bill Castelli, Legislative Lobbyist for the Maryland Association of REALTORS®. Bill will go over any new Legislation from the 2014 General Assembly.

The remainder of the meeting was spent networking and problem solving.

The meeting was adjourned at 11:00 am.

Respectfully submitted,

Cindy Van Mater, MPM, Acting Secretary



National Association of Residential Property Managers

M A R Y L A N D S U B U R B A N C H A P T E R

NARPM Chapter Meeting Minutes February 20, 2014

The meeting was called to order at 9:00 AM by President Angela Brinkley-Morris, RMP, at Mimi's Café in a different room. There were 15 members present and one guest speaker – Marla Johnson, Maryland Real Estate Group and Commissioner on the Maryland Real Estate Commission.

Marla began an informal presentation immediately with a lot of informal give and take. Prince Georges County is pushing for a Registration of Common Ownership Property Managers. These would be people who manage Homeowner's and Condominium Associations. It would be a separate commission under the DLLR.

Marla is pushing for licensing of all Property Managers. An aggrieved citizen can file a complaint with the Maryland Real Estate Commission for up to \$50,000.00. The most complaints recently have been mismanagement of Escrow Account. Others are: 1. Fraud; 2. Gross Negligence; 3. Forgery; and 4. Embezzlement. The Commission can file a complaint against someone they believe to be wrong even if the public doesn't.

Announcement was made regarding the new 10-year sealed, tamper proof Smoke Detectors. Rose Thomas had a list of the new law which explains what must be done in homes built before a specific time, and how many alarms must be present. By 2018, there must be one alarm on each level of all homes, and at least one 10-year sealed Smoke alarm. Any alarm 10 years old or older must be changed out.

Suggestion to email State Legislators and State Senators regarding your thoughts on Licensing Property Managers. All but 5 states, including Maryland, have Licensing.

There is a new House Bill 2537 regarding Tenant Screening.

NARPM members are required to take the NARPM Ethics class every 4 years.

It was suggested we have a Speaker for the Chapter on the new Changes in the Lead Law in 2015.

Meeting was adjourned at 11:00 AM.

Respectfully submitted,

Cindy Van Mater, RMP®, MPM®, Acting Secretary
Maryland Suburban Chapter NARPM®

Minutes of Maryland Suburban Chapter of NARPM – Board of Directors Meeting
Wednesday, December 20, 2013 Mimi's Café Frederick

Meeting was called to order by Angela Brinkley-Morris, President at 9:00 AM. Nine members, one affiliate and 3 guests were present.

Discussion regarding who would take minutes. Joan Lord, Secretary, has not been attending meetings and Cindy Van Mater has been acting as temporary secretary. It was decided to ask Joan if she wants to continue as secretary or ask if she would like to resign and we could appoint an interim Secretary. Susan Yinger volunteered if necessary. In the meantime, Cindy will still take minutes.

Announcement was made that there will be Leadership Training at the Virginia State Conference in Charlottesville on January 23rd. The Eastern Regional Conference will be held in Baltimore on April 24 and 25, 2014 where there will also be Leadership Training. There are several chapter members who are on the Committee: Glenn – Education, Registration and Vendors; Angela – Off site Committee; and Harry – Registration. Glenn announced that we should be working on the goal of “Chapter of the Year”. There will be NARPM Classes at the conference, and Harry will apply for CE approval for the courses.

The next speaker meeting will be January 22, 2014. Discussion on speakers. No one committed yet. We will ask Marla Johnson, with the Real Estate Commission.

Other Dates: February 19th – Board of Directors
March 19th – Speaker – Possible Inspection Company
April 16th – Board of Directors
May 21st – Speaker – MAR Attorney re new laws
June 18th – Board of Directors
July 16th – Speaker – Accountant, help explain Owner's Statements
August 20th – Board of Directors
Sept. 17th – Speaker – MDE, new Guidelines effective 2015
October 15th – Board of Directors
November 18th – Speaker – Affiliate Panel
December 16th – Board of Directors

Other ideas: David Grove, Attorney, How to Collect money after eviction.
Property Inspection Software
Program for Owners – Accountant, Attorney
Glenn would like us to sponsor an RMP Class in Harrisburg.

Read minutes of November meeting. Approved as read. Treasurer's Report: \$2,652.61

There were three guests present: Kim Holloway with Prime Lending and Steve Vandeventer with Scene Clean and Scott Hall, Accountant. They spoke about their services. Scene Clean has joined as our newest Affiliate Member.

Meeting adjourned at 10:30 AM

Respectfully submitted, Cindy Van Mater, Treasurer, Acting Secretary