



# 2015 BROKER/OWNER RETREAT REGISTRATION BROCHURE

The NARPM® Broker/Owner Retreat is for Designated Brokers, Company Owners, Regional Managers, and major decision makers.  
Only these members are entitled to attend the Broker/Owner Retreat.

**February 16-18, 2015**  
**Flamingo Las Vegas Hotel**

Mark the date on your calendar!  
Day one will start off with a General Session for New Company Owners –  
“101 Basics for Company Owners”  
All registrants are welcome to attend this session.

Watch for details at  
<http://www.narpmbrokerowner.org/>

Make your hotel reservations early by calling the Flamingo Las Vegas Hotel at **888-373-9855** and say you are with the **National Association of Residential Property Managers** and your group code is **SFNAR5**.  
You may also make **reservations online** at <https://aws.passkey.com/g/28552124>.

Rooms are available from Friday, February 13, 2015 through Friday, February 20, 2015  
for those who want to come in early.  
The room rate, per night, single or double occupancy, is \$145 for the nights of 2/13, 2/14 and 2/20,  
and \$88 for 2/15 through 2/19. (Plus tax and resort fee.)  
**Hotel reservation deadline is January 21, 2015.**



National Association of Residential Property Managers

**NARPM® Broker/Owner Retreat**  
**February 16-18, 2015**  
**Flamingo Hotel, Las Vegas, NV**

**Monday, February 16, 2015**

**AM Sessions are geared to New Property Management Company Owners**

- 8:00 AM Breakfast on your own and housekeeping
- 8:30 AM **Basic Property Management 101** – Dave Holt, MPM® RMP®; Kit Garren, MPM® RMP®; Vickie Gaskill, MPM® RMP®; and Bob Machado, MPM® RMP®
- 10:00 AM Break
- 10:30 AM The Basic Property Management 101 (reconvene)
- 11:30 AM Adjourn for lunch on your own
- 1:00 PM **Opening Session for full retreat – Top 10 Ways to Get Sued**  
Attorney Donna E. Hanbery, Hanbery & Turner, P.A.  
*This includes areas such as fair housing, manager/owner interaction, too many people talking, texting, emailing. Re-visit from convention presentation the challenges with reasonable accommodations and animals.*
- 2:30 PM *Question & Answers to the attorney – Hot topics attendees would like addressed*
- 3:30 PM Break – With soft drinks
- 3:50 PM **Workshops**  
**Personality Analysis has Numerous Business Applications** –  
Stephanie Rising  
*The reason why most people find sales and marketing so difficult is they feel they have limited avenues, many of which are either expensive or antithetical to their nature. But, if you work with -- not against -- someone's DISC profile, they are far more likely to embrace and sustain the efforts required for business growth.*
- Small Business Operations** – Scott Abernathy, MPM® RMP®
- Run Your Rent Roll from Under a Palm Tree** – Todd Breen
- 5:00 PM **Roundtable**
- 6:00 PM **Adjourn for the day**

## Tuesday, February 17, 2015

- 8:00 AM Welcome and housekeeping
- 9:00 AM **General Session – Investment Groups, What Is the Future? –**  
Kirk McGary, RMP®; Mike Nelson, MPM® RMP®; Steve Schultz, MPM® RMP®  
*Institutional Investors are very active action in the property management industry. What are you seeing happening in the industry? These three brokers will address questions based on their perspective.*
- 10:00 AM Break
- 10:30 AM **Workshops**  
**Success is Not an Accident – 12 Things that Matter Most for Your Business –**  
Marc Cunningham
- Employee vs. Independent Contractor –** Suzanne Cameron, MPM® RMP®
- How You Brought Maintenance Inside Your Company –**  
Darryl Kazen, MPM® RMP®; Jerry Allred, Eric Wetherington, RMP®
- 11:45 PM **Lunch**
- 1:00 PM **How to Run a Low Effort, High Profit Owner-Operator Company –**  
Steve Crossland, MPM® RMP®  
*Strategies for the 1-3 person small office, husband/wife family, "small team" operators or burned out large operator thinking of downsizing. Topics will include how to streamline monthly tasks, create uniformity of operation, automate manual tasks, batch process recurring tasks, and act as an "Authorized Fiduciary" instead of a "Subordinate Functionary."*
- 26 PROVEN Strategies to Help You Retain Clients & Team –** Jo Oliveri  
*This session is designed to empower property management business owners by revealing the proven strategies for achieving growth through retention. Building through new business is not a sustainable long-term growth strategy. To achieve long-term success, business owners must learn how to retain their current clients. This session provides 26 retention strategies to help them achieve their business goals and protect their brand.*
- 2:00 PM **Break**
- 2:30 PM **Defend Your Business from Identity Fraud –** G2 Identity Management
- 3:45 PM Break With soft drinks
- 4:15 PM **Workshops**  
**How to Set Up Your Accounting Procedures –** Mike Mumford, MPM® RMP®
- Employee Retention: Starting with the Basics –** Melissa Prandi, MPM® RMP®
- Business Numbers that Talk: Metrics and Measures –**  
Jake Beeson and Steve Urie, MPM® RMP®
- 5:30 PM **Adjourn for the day and Networking Reception**

## **Wednesday, February 18, 2015**

- 8:00 AM Welcome and housekeeping
- 9:00 AM **Get Your Business Organized Using the CRMC® Checklist – Duke Dodson, MPM® RMP® and Brian Birdy, MPM® RMP®**
- 10:00 AM Break with coffee
- 10:30 AM **Workshops**  
**Fair Housing and Service Animals – Judy Cook**
- Grow Income through Client IRAs – Bill Gulas**
- Establishing, Managing and Protecting Your Company's Online Reputation – Jade Smith with Real Page**
- 11:45 AM Lunch
- 1:15 PM **When Disaster Struck Our Office – Michael McCreary, MPM® RMP®**
- 2:15 PM Break – Soft Drink
- 2:45 PM **Workshops**  
**How to Effectively Use Ever Note and Other Apps and Software – Andy Morris**
- Let's Get Visual: Attract Tenants with New Technology – Jade Smith with Real Page**
- Implementing, Using, and Updating Policy Manuals – Jean Storms, MPM® RMP®, Landlord Source**
- 4:00 PM Short Break
- 4:15 PM **Your Future in Property Management and What the Crystal Ball Might Be Telling Us? – Mark Kreditor, MPM® RMP®**  
*My personal journey of being a wild entrepreneur finally caught up with me as I saw the "future" of this industry. Wanting to always be the best at everything, it was apparent to me that the business was changing and becoming less "mom and pop" and more institutional. Many of our owners owned in other markets and I was always being asked why I wasn't in these cities. My presentation will focus on the many areas, as owner/brokers, where we must provide exceptional services, and why many of us may choose to connect with a larger mother ship as this may be the greatest opportunity we have.*
- 5:15 PM **Closing of Broker/Owner Retreat**
- 6:00 PM **Opening of Vendor Trade Show**

# Broker/Owner Retreat Registration

# 2015

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

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

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

Address: \_\_\_\_\_

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

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

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

**I certify that I am a Designated Broker, Company Owner, Regional Manager, and major decision maker. Only these members are entitled to attend the Broker/Owner Retreat. Failure to check this box will cause registration to be returned.**



## 2 BROKER/OWNER RETREAT

Flamingo Hotel  
February 16-18  
Las Vegas, NV

## 3 REGISTRATION FEES

**Check here if you are a company owner and will attend the Monday morning "101 Basics for Company Owners." This is included in your registration.**

\* No Affiliates may attend the Retreat.

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird Postmark By 1/16/15	Postmark After 1/16/15	Onsite Registration	Early Bird Postmark By 1/16/15	Postmark After 1/16/15	Onsite Registration	Early Bird Postmark By 1/16/15	Postmark After 1/16/15	Onsite Registration
<input type="checkbox"/> Broker/Owner Retreat	\$295	\$345	\$395	\$345	\$395	\$445	\$345	\$395	\$445

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

Go to [www.narpm.org/join](http://www.narpm.org/join) for a membership application that must be submitted with this registration to receive member discount. - Fee is \$245.

## 5 TOTAL FEES

\$ \_\_\_\_\_

## 6 METHOD OF PAYMENT

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

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

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

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

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

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



National Association of Residential Property Managers

Are you a current NARPM® member?

Yes  No

Is this your first NARPM® event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

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

### REGISTRATION DEADLINES

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

### JOIN & REGISTER

Not yet a Member? You can become a NARPM® Member and register for the Retreat at the reduced Member rate.

### CANCELLATION POLICIES

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

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

### MONETARY POLICIES

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

### EASY WAYS TO REGISTER

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

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

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