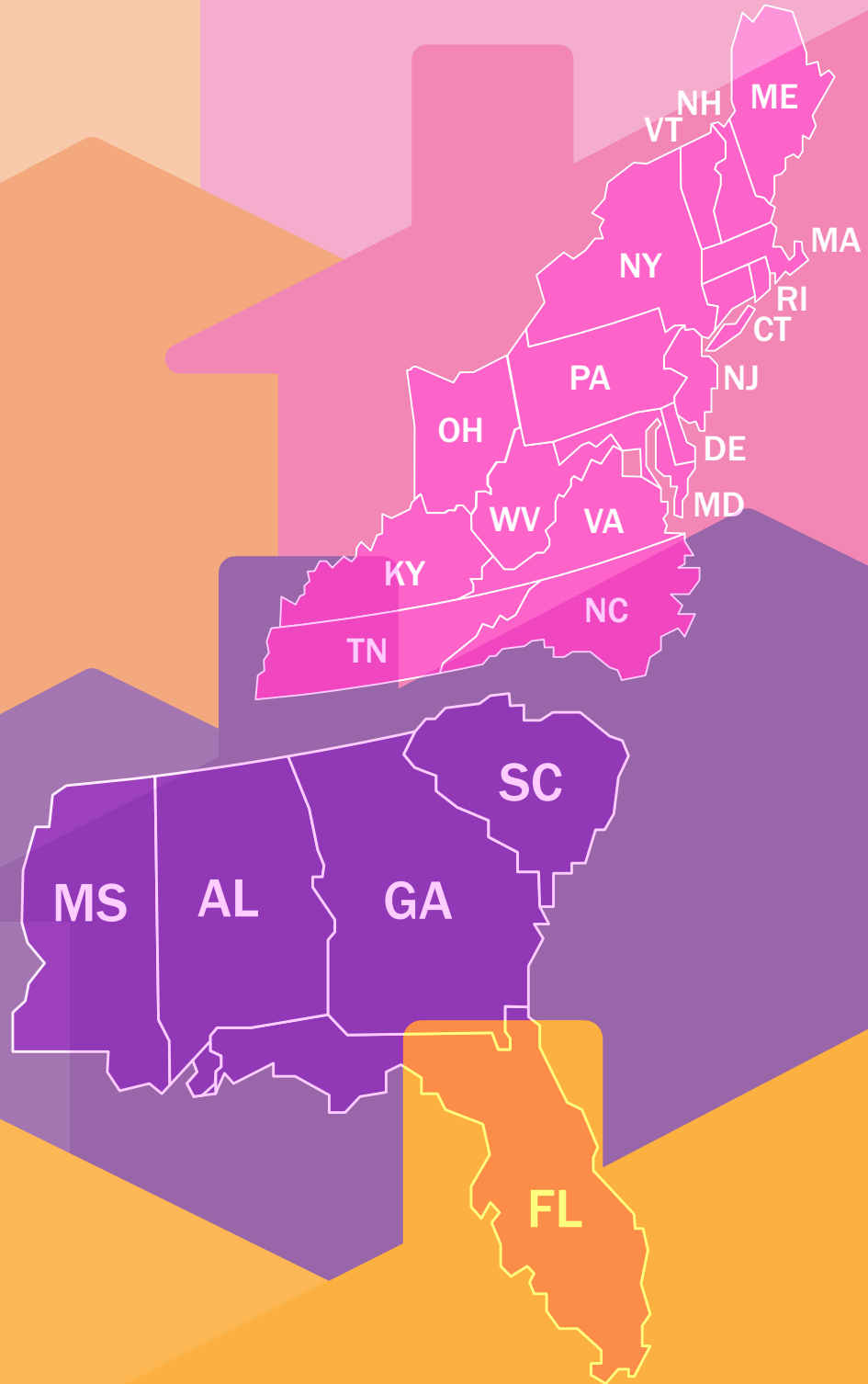


2015 REGIONAL CONFERENCE



National Association of Residential Property Managers

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

NARPM® Eastern Regional Conference Schedule
One Ocean Resort & Spa, Atlantic Beach, FL
April 22-24, 2015

Wednesday, April 22

9:00 AM - 4:00 PM	NARPM® Risk Management Advanced <i>(separate registration)</i>	Solaria A
9:00 AM - 4:00 PM	NARPM® Tenancy <i>(separate registration)</i>	Solaria B

Thursday, April 23

8:30 AM	Registration Opens	
9:00 AM - Noon	NARPM® Ethics <i>(separate registration)</i>	Solaria B
11:00 AM - 1:00 PM	Lunch on your own	
1:00 - 4:00 PM	Leadership Training	Solaria B
3:00 - 5:00 PM	Vendor table set up	Pristina
5:30 - 7:30 PM	Vendor Trade Show <i>Cash bar with light finger foods and networking</i>	Pristina
8:00 PM	Onsite Party - “NARPM® View from the Verandina” <i>(separate ticket required)</i>	

Friday, April 24

7:30 AM	Registration Opens / Breakfast with Vendors	
8:00 - 9:00 AM	Opening Session Leadership in the Navy and How It Applies to All Careers <i>Speaker: CDR Edward M. Crossman, Commanding Officer of the USS Carney</i> In this session, you will learn what today's Navy is doing in everyday operations, and what is expected of the Officers and crew. CDR Crossman will relate how the leadership and work lessons learned in the Navy can be applied to civilian work as well.	Atlantica B/C
9:15 - 10:30 AM	Breakout Sessions	
	Turning Property Management into a Cash Cow <i>Speaker: Robert Locke, MPM® RMP®</i> Most of us have figured out that property management is a nickel-dime business with very thin margins. One solution is to set up other businesses around your management company to service the needs of owner/clients, tenants, vendors, your colleagues and staff. We'll identify over 40 businesses, all related to servicing needs of your various customers, and generate lots more profit than your management business ever could.	Solaria A
	Negotiating for Property Managers <i>Speaker: Tom Sedlack, RMP®</i> “It’s not what you say; it’s how you say it!” Learn skills for becoming a better negotiator with communication strategies, building trust, collaborative negotiating, and much more. Learn unique strategies in property management that combine the law, contracts and leases.	Solaria B
	Communicating with Owners: Selling Yourself and Your Company <i>Speaker: Brian Birdy, MPM® RMP®</i> There’s no 2 nd chance to make a 1 st impression! This session will discuss the importance of the initial conversation with a prospective owner. Brian will discuss the importance of knowing your company, your competition, and your client. Learn how to make yourself and your company the clear choice for every owner with whom you speak.	Atlantica B/C
10:30 - 11:00 AM	Break with Vendors	

- 11:00 AM - 12:15 PM **General Session Panel Discussion - Differences in Maintenance Styles** Atlantica B/C
Moderator: Charlene Minor, RMP®
Panelists: Brian Birdy MPM® RMP® - Own Your Own Maintenance Company
Eric Wetherington, RMP® - Have an In-house Maintenance Company
Tiea Vincent, RMP® - Outsource Maintenance
- 12:15 - 1:30 PM **Lunch / Past President's Charity Presentation / Discussion: Master Your Own Destiny** Atlantica B/C
Past President's Charity Presentation Speaker: Fred Thompson, MPM® RMP®
Discussion Speaker: John Bradford, MPM® RMP®
 Discussion about taking control of your life and business to drive results and not wait on chance.
- 1:30 - 2:45 PM **Breakout Sessions**
- How to get to Page 1 of Google** Atlantica B/C
Speaker: Alex Osenenko, FourandHalf.com
 The internet is an ever changing and vicious world of technology. Learn from a pro what you need to do to keep up! Find out why your website isn't ranking as well as your competition, but more importantly, learn what you can do to fix it! Leave this session with three things you can do this week to start booking more business.
- "Creating Happy Owners & Happy Tenants"** Solaria B
Speaker: Lisa Saunders
 Part instructional, part motivational... Lisa will teach you how, with her own brand of humor, to create happy owners and tenants within your business. There will be an emphasis on defining expectations, being genuine in your approach to managing the mundane and the difficult, and ultimately reaping the benefit of GREAT CUSTOMER SERVICE: Happy Owners and Happy Tenants!!!
- How to Prevent Litigation in Property Management** Solaria A
Speaker: Robert Locke, MPM® RMP®
 To avoid lawsuits you need to pay special attention to foreclosures; Home Owners Associations' battles; Move-Out Inspection disputes; mold claims; wrongful dispossessory; tenant bankruptcies; personal property disputes; constructive eviction; "They trashed my house and I blame you"; disbursing to the wrong owner; and more. This is about managing high risk issues for property managers and preventing lawsuits.
- 2:45 - 3:15 PM **Break with Vendors** Pristina
- 3:15 - 4:30 PM **Breakout Sessions**
- Rental Property Inspections, Code Compliance & Risk Mitigation** Solaria A
Speaker: Brian Birdy, MPM® RMP®
 Everyone does property inspections, but are you doing them correctly? Learn how to limit your liability, reduce maintenance costs, and protect tenants, owners and homes in your care.
- The Three C's of Property Management Compliance, Consistency & Completion** Atlantica B/C
Speaker: Tim Forbis, TDRE, Inc.
 This session will help the property manager keep focused on relationships and their boundaries to make them and their business successful. You'll hear the latest updates on EPA and HUD Therapy Animals, learn how to develop policies and procedures, and when and how to develop new ones. Learn how to complete tasks and follow through to allow your business to grow.
- Self Defense and Safety** Solaria B
Speaker: David Werner, Owner of Knuckle-Up Martial Arts
 As property managers or leasing agents, we are putting ourselves at risk going into vacant homes. David will give demonstrations on techniques that can be used to protect ourselves.
- 4:45 - 5:45 PM **Closing Session with NARPM® President Andrew Propst, MPM® RMP®** Atlantica B/C
 Followed by vendor drawings & 50/50 Raffle

NARPM® ANTITRUST STATEMENT It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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Mr. Rekey