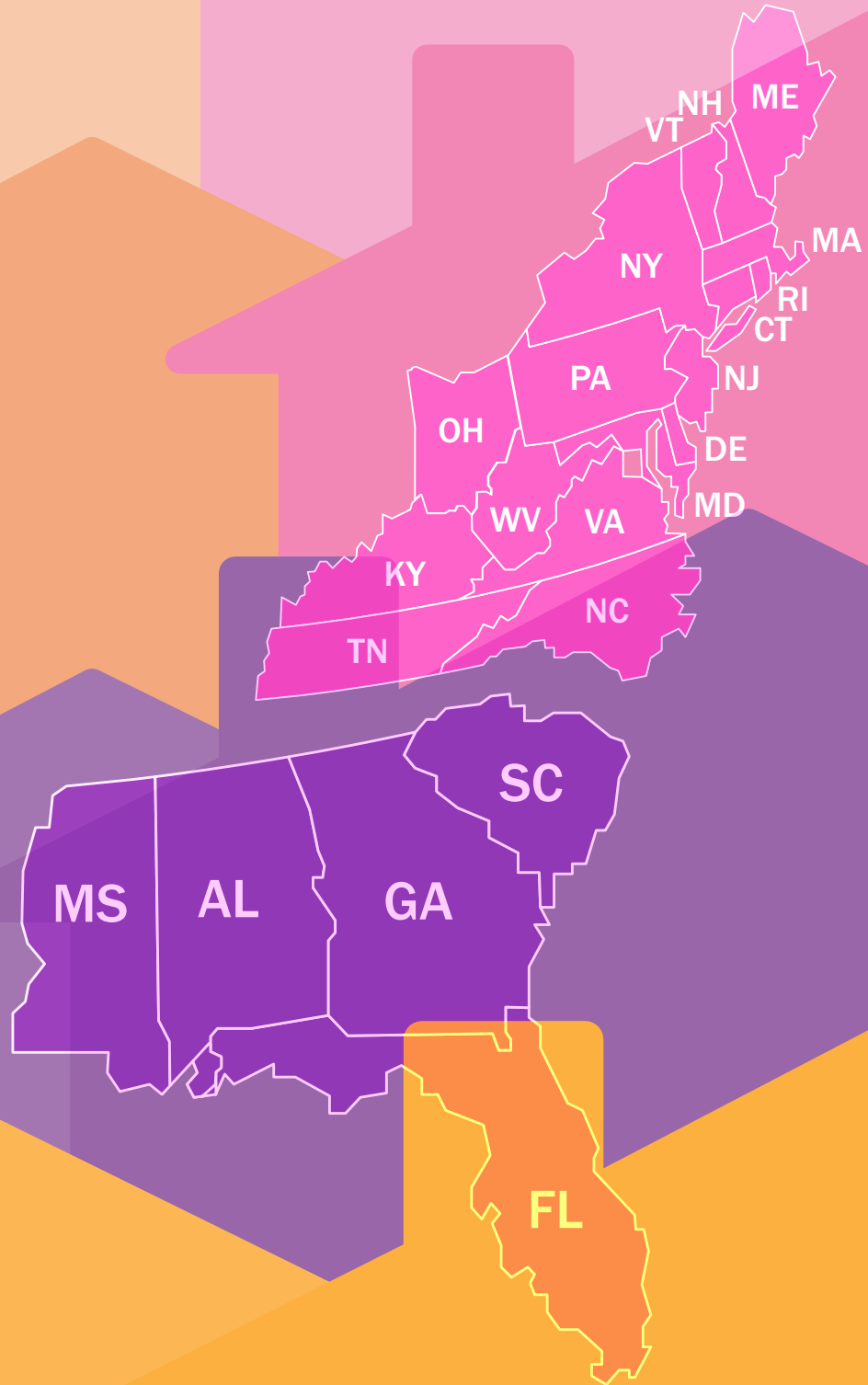


2015 REGIONAL CONFERENCE



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** *(separate registration)* **Solaria A**

9:00 AM - 4:00 PM **NARPM® Tenancy** *(separate registration)* **Solaria B**

Thursday, April 23

8:30 AM **Registration Opens**

9:00 AM - Noon **NARPM® Ethics** *(separate registration)* **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** **Pristina**
Cash bar with light finger foods and networking

8:00 PM **Onsite Party - “NARPM® View from the Verandina”** *(separate ticket required)*

Friday, April 24

7:30 AM **Registration Opens / Breakfast with Vendors**

8:00 - 9:00 AM **Opening Session** **Atlantica B/C**
Leadership in the Navy and How It Applies to All Careers
Speaker: CDR Edward M. Crossman, Commanding Officer of the USS Carney
 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.

9:15 - 10:30 AM **Breakout Sessions**

Turning Property Management into a Cash Cow **Solaria A**
Speaker: Robert Locke, MPM® RMP®
 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.

Negotiating for Property Managers **Solaria B**
Speaker: Tom Sedlack, RMP®
 “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.

Communicating with Owners: Selling Yourself and Your Company **Atlantica B/C**
Speaker: Brian Birdy, MPM® RMP®
 There’s no 2nd chance to make a 1st 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.

10:30 - 11:00 AM **Break with Vendors**

11:00 AM - 12:15 PM	<p>General Session Panel Discussion - Differences in Maintenance Styles Atlantica B/C</p> <p><i>Moderator: Charlene Minor, RMP®</i></p> <p><i>Panelists: Brian Birdy MPM® RMP® - Own Your Own Maintenance Company</i></p> <p><i>Eric Wetherington, RMP® - Have an In-house Maintenance Company</i></p> <p><i>Tiea Vincent, RMP® - Outsource Maintenance</i></p>
12:15 - 1:30 PM	<p>Lunch / Past President's Charity Presentation / Atlantica B/C</p> <p>Discussion: Master Your Own Destiny</p> <p><i>Past President's Charity Presentation Speaker: Fred Thompson, MPM® RMP®</i></p> <p><i>Discussion Speaker: John Bradford, MPM® RMP®</i></p> <p>Discussion about taking control of your life and business to drive results and not wait on chance.</p>
1:30 - 2:45 PM	<p>Breakout Sessions</p> <p>The Three C's of Property Management Solaria A</p> <p>Compliance, Consistency & Completion</p> <p><i>Speaker: Tim Forbis, TDRE, Inc.</i></p> <p>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.</p> <p>"Creating Happy Owners & Happy Tenants" Solaria B</p> <p><i>Speaker: Lisa Saunders</i></p> <p>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!!!</p> <p>How to Prevent Litigation in Property Management Atlantica B/C</p> <p><i>Speaker: Robert Locke, MPM® RMP®</i></p> <p>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.</p>
2:45 - 3:15 PM	<p>Break with Vendors Pristina</p>
3:15 - 4:30 PM	<p>Breakout Sessions</p> <p>Rental Property Inspections, Code Compliance & Risk Mitigation Solaria A</p> <p><i>Speaker: Mario Gonzalez and Phil Owen</i></p> <p>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.</p> <p>How to get to Page 1 of Google Atlantica B/C</p> <p><i>Speaker: Alex Osenenko, FourandHalf.com</i></p> <p>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.</p> <p>Self Defense and Safety Solaria B</p> <p><i>Speaker: David Werner, Owner of Knuckle-Up Martial Arts</i></p> <p>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.</p>
4:45 - 5:45 PM	<p>Closing Session with NARPM® President Andrew Propst, MPM® RMP® Atlantica B/C</p> <p><i>Followed by vendor drawings & 50/50 Raffle</i></p>

A tour of the USS Carney is available on Saturday, April 25, 2015 from 9:00 am to Noon.

*See registration form. Deadline to sign up is Monday, April 13, 2015. Transportation from the hotel is provided.

Regional Conference Registration

2015

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

Address/P.O. Box: _____

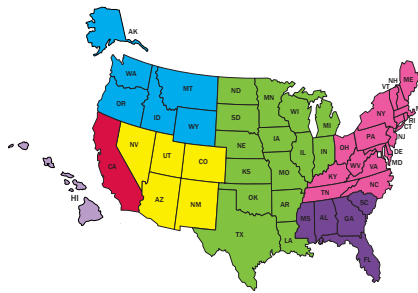
City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

- Are you a Vendor/Affiliate? Yes No *You cannot attend unless you are exhibiting.
 Do you have a real estate license? Yes No If yes, please attach a copy.
 Are you a Broker/Owner? Yes No
 Are you a Chapter Leader? Yes No If yes, what position? _____
 Are you attending Leadership Training? Yes No

2 SELECT CONFERENCE(S)

- Northwest Regional** **Southwest Regional**
 May 29 February 19
 Missoula, MT Las Vegas, NV
- Central Regional** **Eastern Regional**
 March 27 April 24
 Fort Worth, TX Atlantic Beach, FL



* The Vendor Reception/Trade Show opens the day before the Conference. Leadership Training held the day before.

3 REGISTRATION FEES

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

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event
<input type="checkbox"/> Each Conference	\$100	\$125	\$150	\$125	\$150	\$200	\$150	\$200	\$250
<input type="checkbox"/> Eastern Party 4/23/15 - Verandina	\$ 45	\$ 45	\$ 45	\$ 45	\$ 45	\$ 45	\$ 65	\$ 65	\$ 65
<input type="checkbox"/> Eastern Optional Tour 4/25/15 - USS Carney (No reservations after 4/13/15)	\$ 25	\$ 25	NA	\$ 25	\$ 25	NA	\$ 25	\$ 25	\$ NA
<input type="checkbox"/> Northwest Party 5/29/15 - BBQ	\$ 65	\$ 65	\$ 65	\$ 65	\$ 65	\$ 65	\$ 85	\$ 85	\$ 85

4 EDUCATION CLASSES Do you plan to take any education classes? Yes No
 Have you submitted separate EDUCATION REGISTRATION FORM? Yes No

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

6 TOTAL FEES \$ _____

7 METHOD OF PAYMENT

- Check # _____, payable to NARPM®, enclosed for total fees amount listed above.
 Please charge my Visa MasterCard Discover American Express for total amount above.

Cardholder Name: _____ Signature: _____

I authorize NARPM® to charge my credit card.

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

Card Number: _____ Exp. Date: _____ Security Code: _____



National Association of Residential Property Managers

Are you a current NARPM® member?
 Yes No

Is this your first NARPM® event?
 Yes No

SPECIAL ASSISTANCE

- I will require special assistance
 I have special dietary needs
 Specify: _____

REGISTRATION DEADLINES

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

JOIN & REGISTER

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at www.narpm.org/join.

CANCELLATION POLICIES

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

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

MONETARY POLICIES

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

EASY WAYS TO REGISTER

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

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

ONLINE - Visit www.narpm.org and login to the Internet Member Services (IMS) section.