



2014 - 2015 CALNARPM Board of Directors

Jennifer Newton, President  
Lisa Fore, President Elect  
Robert Thomas, RMP®, 2013 - 2014 President  
Stephanie Gordon, Treasurer  
Cheryl Chase-Berkson, Secretary  
Ellen Purdy, Conference & Education Co-Chair  
Michael Catalano, Conference & Education Co-Chair  
Ryan Miller, Communications Director  
Alex Osenenko, Affiliate Director  
Sterling Robinson, Executive Director

## Minutes

### 2013-2014 CALNARPM Board of Directors

Tuesday, January 27, 2015

Conference Call 9:30 a.m.

Teleconference - Phone number: (605) 475 4800 code: 717633#

**I. Call to Order/Introductions - Jennifer Newton 9:35 a.m.**

- Present: Jennifer Newton, Cheryl Chase-Berkson, Ellen Purdy, Lisa Fore, Mike Catalano, Bob Thomas, Stephanie Gordon, Ryan Miller
- Absent: Alex Osenenko
- Staff: Sterling Robinson

**II. NARPM Code of Ethics - Jennifer Newton**

**Article 8: COMMITMENT TO FIRM**

*The Property Manager shall act in the best interests of their Employer/Broker.*

**STANDARDS OF PROFESSIONALISM**

- **8-1** The Property Manager shall not have any undisclosed conflict of interest with their Employer/Broker. If a conflict should arise, the member shall notify their Employer/Broker immediately.
- **8-2** The Property Manager shall not receive any form of compensation, rebates, or any other benefits without full disclosure to Employer/Broker.
- **8-3** The Property Manager may not take or use any proprietary documentation, or client/tenant lists, during or after relationship with Employer/Broker without express written consent from Employer/Broker.

**III. Secretary's Report - Cheryl Chase-Berkson**

- A. Minutes from December 16, 2014 BOD Call Motion to approve - Ryan, Second- Lisa - Minutes approved
- B. Cheryl sending letters to new members and returning members - Sterling will send updated member list

**IV. Treasurer's Report - Stephanie Gordon**

- A. Reconciliation
- B. Profit & Loss
- C. Balance
- D. Stephanie - motion to void deposits \$359, \$671, \$797; Motion Seconded - Jennifer
  1. Stephanie will go in and void them
  2. Include note in journal entry for void including reference to this meeting
- E. CALNARPM account we need to get rid of it
- F. Accountant and Taxes - Cheryl will look into accountants Sterling will scan in the last 2



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years tax returns and send them to Cheryl. She will get a quote.

**V. Executive Director's Report - Sterling Robinson**

A. Conference

1. Exhibitors: We have many more exhibitors this year than we did at the same time last year
2. Conference Brochure: Hope to have to the printer this week
3. Sterling email Alex and his staff to see where they are in getting bronze vendors upgraded to gold/silver - if they haven't worked on it Mike will reach out to the vendors

B. Membership:

1. Each NARPM member in CA has been email an invitation to join along with an invoice.
2. Suggestions to get CA NARPM members to join for the year
3. Sterling will soon have a list of people who have not yet joined

**VI. CALNARPM Bylaws - Jennifer & Lisa Still working on it**

**VII. Future Conferences Speak with Gail - how much will National need to be involved with conference.**

- A. Locations: Near Airport (SF),
- B. Lisa will speak with Gail some time this week and let us know how things will change for future conference planning.
- C. Reach out to hotels for quotes. San Diego, Southern CA, Sacramento, SF, Oakland,

**VIII. Old Business**

A. News Letter

1. Cheryl - short Legislative Update
2. Ryan to email Alex to make 30 second blurb on conference to inclu on next newsletter.
3. Sterling to send Ryan the list that she has been using

**IX. New Business**

**X. Upcoming Meetings**

- Full Board Conference Call
  - Tuesday, February 24, 2015 - 9:30 a.m.
  - Tuesday, March 31, 2015 - 9:30 a.m.
  - Tuesday, April 28, 2015 - 9:30 a.m.
- Conference Committee Call
  - Thursday, January 29, 2015 - 10:00 a.m.



- Thursday, February 5, 2015 - 10:00 a.m.
- Thursday, February 12, 2015 - 10:00 a.m.

X. **Adjournment 10:19**

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## Minutes

### 2013-2014 CALNARPM Board of Directors

Tuesday, February 24, 2015

Conference Call 9:30 a.m.

Teleconference - Phone number: (605) 475 4800 code: 717633#

**I. Call to Order/Introductions - Jennifer Newton 9:34 a.m.**

- Present: Jennifer Newton, Cheryl Chase-Berkson, Ellen Purdy, Mike Catalano, Alex Osenenko, Stephanie Gordon, Lisa Fore
- Absent: Bob Thomas, Ryan Miller
- Staff: Sterling Robinson

**II. NARPM Code of Ethics - Jennifer Newton**

**Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS**

*NARPM® Professional Members shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.*

**STANDARDS OF PROFESSIONALISM**

- **9-1** The Property Manager shall treat all property managers in an honest and professional manner and shall not knowingly engage in any practice or take any action against a property manager in an un-businesslike manner.

**III. Secretary's Report - Cheryl Chase-Berkson**

- A. Minutes from January 22, 2014 BOD Call Motion to approve Jennifer, Stephanie  
Seconds, Approved

**IV. Treasurer's Report - Stephanie Gordon**

- A. Reconciliation  
B. Profit & Loss  
C. Balance  
D. Looking for a QuickBooks savvy person who can help us get everything in order and work with Sterling and Stephanie to get the books in order.  
E. Letter from State Controllers office stating that \$1631 will be coming back to us. Stephanie will be looking into this.  
F. Keynote speakers rooms will be comped this year.  
G. Possible compensation for speakers at future conferences -  
1. pay for their room  
2. an Honorarium to offset some of their expenses



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3. Whatever we offer, needs to be offered to each speaker
4. Create budget for keynote speakers to be included in the 2016 Conference Budget

**V. Executive Director's Report - Sterling Robinson**

A. Conference

1. Exhibitors: 37 (including conference partner)
  - a) 12/12 Gold
  - b) 6/16 Silver
  - c) 18/17 Bronze
2. We have 1 extra Bronze - some how got lost in Sterling's email. We will give them a silver booth so we really have **9 Silver** spots remaining.
3. Attendees: 47

B. Membership:

1. Many of our members were not invoiced until November/December because of the transition. Membership is currently for the 2014-2015 year. This seems to confuse a lot of people. We should invoice members for the 2015-2016 year before July before we have elections. Might we consider making dues for the full year rather than a split year like this to avoid confusion?
2. Dues for Calendar year. Discuss later

**VI. Old Business**

**A. Newsletter**

**VII. New Business**

**A. Wednesday President Reception**

1. CALNARPM buy dinner for BOD Wednesday Night

**B. Get more involved with local chapters**

**VIII. Upcoming Meetings**

- Full Board Conference Call
  - Tuesday, March 31, 2015 - 9:30 a.m.
  - Tuesday, April 28, 2015 - 9:30 a.m.
- Conference Committee Call
  - Thursday, February 26, 2015 - 10:00 a.m.
  - Thursday, March 5, 2015 - 10:00 a.m.
  - Thursday, March 12, 2015 - 10:00 a.m.

**X. Adjournment 10:23 a.m.**



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## Minutes

### 2013-2014 CALNARPM Board of Directors

Tuesday, March 31, 2015

Conference Call 9:30 a.m.

Teleconference - Phone number: (605) 475 4800 code: 717633#

**I. Call to Order/Introductions - Jennifer Newton**

- Present: Cheryl Chase-Berkson, Alex Osenenko, Mike Catalano, Stephanie Gordon, Ellen Purdy, Ryan Miller, Jennifer Newton, Lisa Fore
- Absent: Bob Thomas
- Staff: Sterling Robinson

**II. NARPM Code of Ethics - Jennifer Newton**

**Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS**

*NARPM® Professional Members shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.*

**STANDARDS OF PROFESSIONALISM**

- **9-2** The Property Manager shall not knowingly interfere with other property managers' contract rights, including by taking actions inconsistent with exclusive agreements that other property managers have with clients. This does not preclude the Property Manager from otherwise soliciting clients or making general announcements about their own services. For purposes of this code, a general announcement may be defined as a general telephone canvass or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group. This code does not restrict fair and reasonable competition among property managers.

**III. Secretary's Report - Cheryl Chase-Berkson**

- A. Minutes from February 24, 2015 BOD Call
- B. Lisa motion to approve, Jennifer motions to seconds. All approved.

**IV. Treasurer's Report - Stephanie Gordon**

- A. Was approved at 2015 Annual Meeting

**V. Executive Director's Report - Sterling Robinson**

- A. 2015 Conference
  1. Feedback - Great so far



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2. Speed Networking *Lots of good feedback so far*
3. Sterling will resend surveys on Wednesday, and compile results into a spreadsheet on Friday.

B. 2016 Conference

1. Location: San Francisco and San Diego top locations for next year - close proximity to airports is preferred
  - a) Gather Estimates from 3-4 hotels to discuss at next call
  - b) *Alex - possibly charter a bus from southern CA to get attendees up to northern CA. Maybe a shuttle bus from the airport or ride sharing*
  - c) *Somewhere near water possibly*
2. Dates:
  - a) February 16-19
  - b) February 23-26
  - c) *Broker Owner will likely be in April. We will know more in a few weeks.*
3. Planning Timeline
  - a) Save The Date
  - b) Call for Presentations
  - c) Exhibitor Brochure
  - d) Conference Brochure
4. *Possibly ask speakers for their presentation in advance to avoid any duplication*
5. *Exhibitor's reception themed night?*
6. *Vendors all in one room if possible next year*
7. *Webinar - how vendors/exhibitors can maximize their time with attendees*

**VI. By Laws**

**VII. Elections**

**VIII. Old Business**

- A. *Membership: When to send out dues? Will be discussed further on our next call.*

**IX. New Business**

**X. Upcoming Meetings**

- Full Board Conference Call
  - Tuesday, April 28, 2015 - 9:30 a.m.
- Conference Committee Call
  - Thursday, April 9, 2015 - 10:00 a.m.

**X. Adjournment**



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**Minutes**

**2014-2015 CALNARPM Board of Directors**

Tuesday, April 28, 2015

Conference Call 9:30 a.m.

Teleconference - Phone number: (605) 475 4800 code: 717633#

**I. Call to Order/Introductions - Jennifer Newton 9:35 a.m.**

- Present: Alex Osenenko, Lisa Fore, Bob Thomas, Mike Catalano, Stephanie Gordon, Jennifer Newton, Ryan Miller
- Absent: Cheryl Chase-Berkson, Ellen Purdy
- Staff: Sterling Robinson

**II. NARPM Code of Ethics - Jennifer Newton**

**Article 10: BUSINESS PRACTICES**

*The Property Manager shall not engage in the improper acts of price fixing, antitrust, or any anti-competitive practices with other Property Managers.*

**STANDARDS OF PROFESSIONALISM**

- 10-1 Unless the Property Manager is purchasing another property management company, fees, commissions, and compensations, shall not be discussed with other Property Managers. The Property Manager shall always seek to avoid the appearance of impropriety in these matters.
- 10-2 The Property Manager's fees, commissions, and compensations shall be determined by the Property Manager, or the Property Manager's Broker, based upon, but not limited to, expertise, experience, and the cost of service or expense.
- 10-3 Members shall not be party to any discussions that would lead to potential antitrust issues such as boycotting, price fixing, collusion, market allocation, or any other items as addressed in the Sherman Antitrust Act.

**III. Secretary's Report - Cheryl Chase-Berkson Sterling Robinson**

- A. Minutes from March 31, 2015 BOD Call
- B. Jennifer Motions to Approve. Lisa Seconds. Minutes approved

**IV. Treasurer's Report - Stephanie Gordon**

- A. Reconciliation, Balance Report, and P&L dated 4/10/15
- B. Complete R.E. Services uncleared check \$146.64 -will be looked into
- C. Tabled approval of financials upon review of President and President Elect until next month

**V. Executive Director's Report - Sterling Robinson**

- A. Taxes
- B. QuickBooks





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- C. Membership Dues
  - 1. Rate increase
  - 2. Due date: July 1st or January 1st
- D. Website
  - 1. Association Management Software [Table discussion for now](#)

**VI. Elections - Sterling Robinson**

- A. [Sterling will send eblast to members](#)
- B. [Nominating Committee:](#)
  - 1. [Lisa President](#)
  - 2. [President Elect?](#)
  - 3. [Treasurer Stephanie](#)
  - 4. [Secretary Cheryl?](#)
  - 5. [Affiliate Chair Alex](#)
  - 6. [Education Ellen](#)
  - 7. [Communications/Membership Mike](#)
  - 8. [Communications/Membership Ryan](#)
  - 9. [Legislative Cheryl?](#)

**VII. By Laws - Lisa Fore**

- A. Executive Committee Descriptions
  - 1. [Reviewed](#)
- B. Director Descriptions/Committees
  - 1. [Reviewed](#)
- C. [Motion to approve job descriptions as presented: Stephanie Motion to approve; Second: Jennifer; Motion passes](#)
- D. Affiliate Membership

**VIII. Alex: Grow CALNARPM Membership 2015 Plan - Alex Osenenko [Reviewed](#) - will vote on e/c call in 2 weeks**

**IX. 2016 Conference**

**X. Old Business**

**XI. New Business**

**XII. Upcoming Meetings**

- Full Board Conference Call
  - Tuesday, May 26, 2015 - 9:30 a.m. [one week earlier? will review on ec call](#)
  - Tuesday, June 30, 2015 - 9:30 a.m.
  - Tuesday, July 28, 2015 - 9:30 a.m.



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- Tuesday, August 25, 2015 - 9:30 a.m.
  - Executive Committee Call
    - May 12th
  - Conference Committee Call
- X. **Adjournment 10:46**



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## Minutes

### 2014-2015 CALNARPM Board of Directors

Tuesday, June 2, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions** – ~~Jennifer Newton~~ Lisa Fore 9:33 a.m.
  - a. Present: Lisa Fore, Ellen Purdy, Stephanie Gordon, Mike Catalano, Cheryl Chase-Berkson, Alex Osenenko, Ryan Miller,
  - b. Absent: Jennifer Newton, Bob Thomas
  - c. Staff: Sterling Robinson
- II. **NARPM® Code of Ethics** – ~~Jennifer Newton~~ Lisa Fore

*Article 12: RESPONSIBILITY TO NARPM® AND THE PROFESSION*  
*The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.*

**STANDARDS OF PROFESSIONALISM**

12-1 The Property Manager shall strive to improve the property management profession and NARPM® by sharing with others their lessons of experience for the benefit of all.

12-2 The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.
- III. **Secretary's Report** – Cheryl Chase-Berkson
  - a. Vote to approve minutes from the April 28, 2015 BOD Call
  - b. Vote to approve minutes from the May 12, 2015 EC Call
    - i. Motion to approve: Stephanie Gordon. Second: Lisa Fore. Motion passes.
- IV. **Treasurer's Report** – Stephanie Gordon
  - a. Vote to approve Reconciliation, Balance Report, and P&L dated 4/10/15 and 5/12/15
  - b. Lisa motions to table until books can get cleaned up more: Stephanie Seconds.



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- c. Lisa motions to pass with deletion of \$146.64 Complete RE Services Inc. Ellen seconds. Motion passes.
- V. **Executive Directors Report – Sterling Robinson**
  - a. Membership Dues
  - b. Election
    - i. Sterling to send job descriptions to all members after election is finalized. To email Lisa with any questions
  - c. Website update
- VI. **Credit Card Processing**
  - a. QuckBooks/WorldPay/PayPal
  - b. Mike will be referring us to someone who works for a credit card processing company for an additional quote.
  - c. Stephanie to email NARPM to see if they have a cc company if we could get discount under them
  - d. Tabled to next call so everyone can review and gather more info
- VII. **2016 Conference & Trade Show**
  - a. Dates
  - b. San Diego, Newport
  - c. Rough Timeline
  - d. Rough Draft of Budget
  - e. **Conference Committee:**
    - i. Lisa Fore
    - ii. Ellen Purdy
    - iii. Alex Osenenko
    - iv. Cheryl Chase-Berkson
- VIII. **Old Business**
  - a. Alex's Grow CALNARPM Membership Plan
  - b. Mike has agreed to take over membership Committee
  - c. EC decided that we need more details on what it will cost CALNARPM before a decision can be made. cost vs. effort action plan
- IX. **New Business**
  - a. **Trello** – Lisa created Trello boards to help eliminate all the emails. Will be sharing with everyone.
- X. **Upcoming Conference Calls**
  - a. Full Board of Directors Call
    - i. Tuesday, June 30, 2015 – 9:30 a.m.



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1. Finalize and vote on hotel
  2. Invite Barbara to call - Lisa
    - ii. Tuesday, July 28, 2015 – 9:30 a.m.
    - iii. Tuesday, August 25, 2015 – 9:30 a.m.
  - b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. None scheduled at this time
- XI. Adjournment 10:15**



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## Minutes

### 2014-2015 CALNARPM Board of Directors

Tuesday, June 30, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions – Jennifer Newton 9:33**
  - a. Present Lisa Fore, Jennifer Newton, Alex, Stephanie, Barbara Barrows, Mike, Cheryl, Ellen
  - b. Absent: Ryan, Bob
  - c. Staff: Sterling Robinson
- II. **NARPM® Code of Ethics – Jennifer Newton**

*Article 12: RESPONSIBILITY TO NARPM® AND THE PROFESSION*  
*The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.*

**STANDARDS OF PROFESSIONALISM**

12-3 The Property Managers shall maintain their real estate license by meeting continuing education requirements as set out by the state in which they work.

12-4 NARPM® members shall abide by NARPM®'s bylaws and any other guidelines approved by the Board and shall do no harm to the organization.

12-5 NARPM® members shall ensure that all electronic communications and marketing they prepare are professional with respect given to the recipients.
- III. **Secretary's Report – Cheryl Chase-Berkson**
  - a. Vote to approve minutes from the June 2, 2015 BOD Call
  - b. Lisa Fore motions to approve minutes. Mike Catalano seconds the motion. None opposed. Motion passes.
- IV. **Treasurer's Report – Stephanie Gordon**
  - a. Vote to approve Reconciliation, Balance Report, and P&L dated 6/10/15
  - b. Jennifer Newton motions to approve the treasurer's report. Cheryl Chase-Berkson seconds the motion. None opposed. Motion passes.
  - c. 50/50 raffle donation – confirm that it is entered correctly



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- d. Class income: \$2074.83
- V. **Executive Directors Report – Sterling Robinson**
  - a. Membership dues coming in gradually.
  - b. Website updated
  - c. Working on Chapter Excellence. Will be submitted prior to 7/28.
- VI. **2016 Conference: *Already behind schedule***
  - a. Committee: Lisa, Ellen, Alex, Cheryl, Barbara Barrows
  - b. Dates: Looking in February or First week of March
  - c. Theme: Committee will work on a theme.
  - d. Location: Sterling has contacted several hotels and is working on getting official proposals
  - e. Trello: Make sure to check this weekly
- VII. **Credit Card Processing**
  - a. QuckBooks/WorldPay/PayPal/Payment Solutions (see additional attachments)
  - b. Discussion tabled on 6/2/15 Call
  - c. Tabled until next BOD Call so that Stephanie can contact NARPM to gather information on the Credit Card Processing Company that they use.
- VIII. **Committees Chairs/Directors:**
  - a. Affiliate - Alex
  - b. Communications/Membership - Mike
  - c. Education - Ellen
  - d. Legislative – Cheryl
  - e. Everyone received descriptions.
- IX. **Old Business**
  - a. Alex's Grow CALNARPM Membership Plan –
  - b. Review of Plan: \$1716 for the first year (need 44 new members to break even). Lisa motion to approve, Jennifer seconds, none opposed. Motion approved.
  - c. Alex sending Jennifer and Stephanie info for payment
- X. **New Business**
- XI. **Upcoming Conference Calls**
  - a. Full Board of Directors Call
    - i. **Thur 7/16 9:30**
    - ii. Tuesday, July 28, 2015 – 9:30 a.m.
    - iii. Tuesday, August 25, 2015 – 9:30 a.m.



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Sterling Robinson, Executive Director

- b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. 7/9 10:00 -10:30
- XII. Adjournment 10:28**





## Minutes

### 2014-2015 CALNARPM Board of Directors

Thursday, July 16, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions – 9:37 (Lisa logged on at 9:40)**
  - a. Absent: **Ryan Miller, Cheryl Chase-Berkson, Jennifer Newton**
  - b. Staff: **Sterling Robinson - present**
- II. **NARPM® Code of Ethics – *Read through individually 9:37-9:40***

Article 13: NARPM® Code of Ethics  
*All Professional Members of NARPM® agree to participate in any Professional Standards investigation and/or hearing should a complaint be properly filed with the Association.*

STANDARDS OF PROFESSIONALISM

**13-1** Members will take all necessary action to remain educated and knowledgeable of the NARPM® Code of Ethics.

**13-2** NARPM® members shall not interfere with any investigative action relating to a Professional Standards case by the Association.

**13-3** Members shall promptly supply any information requested by the Association during a Professional Standards investigation.
- III. **Secretary's Report – Cheryl Chase-Berkson**
  - a. Vote to approve minutes from the June 30, 2015 BOD Call
  - b. **Motion to approve by Stephanie Gordon, 2<sup>nd</sup> by Ellen Purdy, None opposed, motion passed.**
- IV. **2016 Conference:**
  - a. Committee: Lisa, Ellen, Alex, Cheryl, Barbara
  - b. Location: Kona Kai Resort & Spa – **motion to approve venue by Ellen Purdy, 2<sup>nd</sup> by Stephanie Gordon, None opposed, motion passed.**
  - c. Dates: February 9, 2016 to February 12, 2016
  - d. Theme Idea: Charting The Course: Navigating The Oceans of Opportunity
  - e. **Motion to approve theme by Alex Osenenko, 2<sup>nd</sup> by Ellen Purdy, None opposed, motion passed.**
  - f. Trello: Make sure to check this weekly
- V. **Credit Card Processing**



2015-2016 CALNARPM Board of Directors

*Lisa Fore, President*

*Cheryl Chase-Berkson, President Elect & Legislative Director*

*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Co-Director*

*Ryan Miller, Communications/Membership Co-Director*

*Sterling Robinson, Executive Director*

- a. QuickBooks/WorldPay/PayPal/360 Payment Solutions (see additional attachments)
  - b. **Motion to go with Paypal by Stephanie Gordon, 2<sup>nd</sup> by Barbara Barrows, None opposed, motion to go with PayPal approved.**
- VI. Committees Updates**
- a. Affiliate – *Alex Osenenko: moving forward with new marketing plan, wants to work on a proposal for map and pricing for vendors for conference*
  - b. Communications/Membership – *Michael Catalano: had their 1<sup>st</sup> call last week, members are Joe Stokely (need to confirm his membership status), Alex Osenenko, Ryan Miller. Using 4-1/2, Facebook, Google, Linked-In, Twitter*
  - c. Education – *Ellen Purdy: nothing pending, but getting ready to ramp up for conference classes*
  - d. Legislative – *Cheryl Chase-Berkson: no report*
- VII. Old Business - None**
- VIII. New Business- None**
- IX. Upcoming Conference Calls**
- a. Full Board of Directors Call
    - i. Tuesday, July 28, 2015 – 9:30 a.m.
    - ii. Tuesday, August 25, 2015 – 9:30 a.m.
  - b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. Thursday, July 30, 2015 – 10:00 a.m.
- X. Adjournment – at 10:31**



## Minutes

### 2014-2015 CALNARPM Board of Directors

Tuesday, July 28, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions** – *Lisa Fore Meeting called to order at 9:31*
  - a. Present: **Alex, Barbara, Lisa, Jennifer, Ellen, Mike, Stephanie, Cheryl**
  - b. Absent: **None**
  - c. Staff: **Sterling**

- II. **NARPM® Code of Ethics** – *Lisa Fore (introduced and reviewed)*

#### **Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC**

*It is the responsibility of the Property Manager to protect the public against fraud, misrepresentation, and unethical practices in property management.*

#### **STANDARDS OF PROFESSIONALISM**

1-1 The Property Manager shall endeavor to eliminate in the community, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.

1-2 The Property Manager shall assist the governmental agency charged with regulating the practices of Property Managers.

1-3 The Property Manager shall comply with all local and state ordinances regarding real estate law, licensing, insurance, and banking.

1-4 The Property Manager shall not knowingly, during or following their professional relationships with their clients or their tenants, reveal confidential information of the clients or tenants. The Property Manager must take all precautions in keeping information in regard to owners and tenants reasonably secured to prevent identity theft.

- III. **Secretary's Report** – *Barbara Barrows*

- a. Vote to approve minutes from the July 16, 2015 BOD Call  
**Motion to approve made by Jennifer, 2<sup>nd</sup> by Ellen. None opposed, motion passed and minutes approved.**

- IV. **Treasurer's Report** – *Stephanie Gordon*

- a. Vote to approve Reconciliation, Balance Report, & P&L **Bank account is reconciled, motion to approve reconciliation, balance & P&L made by Lisa, 2<sup>nd</sup> by Jennifer, none opposed, motion to approve reports passed.**



Stephanie and Sterling are continuing to work on streamlining our chart of accounts in Quickbooks, to improve the flow of our P&L statements.

- V. **Taxes** – Due August 15<sup>th</sup> Sterling is working with an accounting firm to complete these. We are on target and will have them filed by the due date.
- VI. **2016 Conference 2/9/16 - 2/12/16: Lisa Fore**
  - a. Committee: Lisa, Ellen, Alex, Cheryl, Barbara Committee members are holding a conference call on 7/30/15.
  - b. Location: Kona Kai Resort & Spa
    - i. Signed contract & Down Payment Submitted
  - c. Theme: Charting The Course: Navigating The Oceans of Opportunity
  - d. Graphic Design Sterling will be contacting our printer to work with them on designing a logo; our previous source is not available
  - e. Trello: Make sure to check this weekly
- VII. **Committees Updates**
  - a. Affiliate – *Alex Osenenko*
    - i. Exhibitor Pricing: *See attachments* Pricing worksheet was reviewed, committee will firm this up in 7/30/15 conference call. Discussed having 2 Conference Partners this year. Alex will get a detailed venue map and work on placement and firm number of booth spaces possible.
  - b. Communications/Membership – *Michael Catalano* Committee is continuing its work on our FB, Linked In, Twitter, and other social media sites. ETA for launch on all venues is end of August
    - i. *Move The News*
  - c. Education – *Ellen Purdy* Work is continuing on getting ready for conference classes; no report at this time
  - d. Legislative – *Cheryl Chase-Berkson* Cheryl will be sending an article to the newsletter for next issue.
- VIII. **Old Business**
  - a. **Credit Card Processing**- Switching to PayPal No ETA for launch at this time.
- IX. **New Business None**
- X. **Upcoming Conference Calls**
  - a. Full Board of Directors Call
    - i. Tuesday, August 25, 2015 – 9:30 a.m.



2015-2016 CALNARPM Board of Directors

*Lisa Fore, President*

*Cheryl Chase-Berkson, President Elect & Legislative Director*

*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- ii. Tuesday, September 29, 2015 – 9:30 a.m.
  - iii. Tuesday, October 27, 2015 – 9:30 a.m.
  - iv. Tuesday, November 24, 2105 – 9:30 a.m.??? *week of Thanksgiving*  
**This meeting has been moved to 11/17/15, same time.**
- b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. Thursday, July 30, 2015 – 10:00 a.m.
    - ii. *Calls once a month or every 2 weeks?* **General feeling is every 2 weeks, but will be firmed up at next conference committee call.**
- XI. Adjournment Meeting adjourned at 10:27**



## Minutes

### 2014-2015 CALNARPM Board of Directors

Tuesday, August 25, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions – Lisa Fore**
  - a. Present: Lisa, Cheryl, Jennifer, Barbara, Alex, Mike, Ryan
  - b. Absent: Ellen, Stephanie
  - c. Staff: Sterling

- II. **NARPM® Code of Ethics – Lisa Fore**

**Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC**

*It is the responsibility of the Property Manager to protect the public against fraud, misrepresentation, and unethical practices in property management.*

**STANDARDS OF PROFESSIONALISM**

1-5 The Property Manger shall use reasonable efforts to be sure that information on their website is current. If it becomes apparent that information on the website is not current, then the Property Manager shall promptly take corrective action.

1-6 The websites of the Property Manager shall not contain any deceptive metatags or other devices/methods to direct, drive, or divert Internet traffic or to otherwise mislead customers. The websites shall also not manipulate listing content in any way that produces a deceptive or misleading result.

1-7 Property Managers shall disclose all details on the availability of rental properties to prospective parties on a regular and timely basis.

1-8 Property Managers shall avoid exaggeration, misrepresentation, misinformation, or concealment of pertinent facts relating to the advertising, leasing, and management of the property.

- III. **Secretary's Report – Barbara Barrows**
  - a. Vote to approve minutes from the July 28, 2015 BOD Call **Motion was made by Lisa to approve, 2<sup>nd</sup> was by Cheryl. Motion to approve minutes of July 28<sup>th</sup> BOD meeting was passed unanimously.**
- IV. **Treasurer's Report – Sterling Robinson**
  - a. Vote to approve Reconciliation, Balance Report, & P&L **Report was reviewed by BOD, not voted on to approve, Sterling will adjust the "Services" entry and e-mail updated report. BOD will vote electronically.**
- V. **Accounting Re-Structure Proposal – Sterling Robinson**
  - a. Proposal features a restructuring of the *Chart of Accounts* and *Products and Services* to help eliminate confusion and increase the accuracy of our reports



Motion was made by Jennifer to approve \$250.00 and up to \$600.00 to have Brenda Bryan restructure the Chart of Accounts; motion seconded by Barbara, voted on and passed.

**VI. Taxes – Lisa Fore**

- a. Filed, some errors were noticed, taxes are being amended and refiled

**VII. NARPM Past Presidents Charity Golf Tournament– Lisa Fore**

- a. Tuesday October 13, 2015 8am – 3pm / The Golf Club at Bradshaw Farm – 3030 Bradshaw Club Drive, Woodstock, G A30188
- b. CALNARPM donated \$1000 to sponsor a hole
- c. In addition to signage at the hole, sponsors have the opportunity to participate at the event by having representatives at the hole during the event. Some sponsors have had give-a-ways (snacks, drinks, swag, etc.) or games for golfers as they come through.
- d. Event planners need to know if we will have someone attending/"manning" our sponsored hole. They need to know so that they can have a table/chairs for us. **At this meeting no one identified to do this, BOD members will be looking out for volunteers for this.**

**VIII. Membership – 115 members are paid YTD; lists of unpaid provided by Sterling to BOD, who will try to follow up with local chapter members. Sterling will notify Alex of new members.**

**IX. 2016 Conference 2/9/16 - 2/12/16: Lisa Fore**

- a. Committee: Lisa, Ellen, Alex, Cheryl, Barbara
- b. Graphic Design
- i. Logo – see attached
- ii. Save The Date – in progress
- c. Pricing:
- i. Exhibitor Pricing/Benefits (attached) Estimated income is \$49,850.00
- ii. Attendee: Estimated income is \$25,689.40
- d. Budget – see attached **Vote to approve is deferred to next BOD meeting; Sterling will adjust numbers for 210+/- attendees.**
- e. Timeline – see attached

**X. Committees Updates**

- a. Affiliate – *Alex Osenenko*
- b. Communications/Membership – *Michael Catalano*
- i. Board of Directors voted via email to approve the monthly budget of \$59.50/ month for MailChimp: Motion to approve made by Jennifer, Ellen seconds, none opposed, Motion passed.
- ii. August Newsletter
- iii. Landing page for Facebook
- Marketing: <http://unbouncepages.com/calnarpm-work-in-progress/>



**2015-2016 CALNARPM Board of Directors**

*Lisa Fore, President*

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*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- iv. Facebook
  - v. LinkedIn
  - vi. Twitter
  - vii. Google+
  - c. Education – *Ellen Purdy No report*
  - d. Legislative – *Cheryl Chase-Berkson Information on water heater regulations, smoke detector law updates and water use restriction changes will be provided to Sterling for newsletter.*
- XI. Old Business**
- XII. New Business**
- XIII. Upcoming Conference Calls**
- a. Full Board of Directors Call
    - i. Tuesday, September 29, 2015 – 9:30 a.m.
    - ii. Tuesday, October 27, 2015 – 9:30 a.m.
    - iii. Tuesday, November 17, 2015 – 9:30 a.m.
    - iv. *Tuesday, December 15<sup>th</sup> or 29<sup>th</sup>? Before/after Xmas?*
  - b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. Thursday, September 3, 2015 – 10:00 a.m.
    - ii. Thursday, September 10, 2015 – 10:00 a.m.
    - iii. Thursday, September 24, 2015 – 10:00 a.m.
- XIV. Adjournment Meeting adjourned at 10:32**





## Minutes

### 2014-2015 CALNARPM Board of Directors

Tuesday, September 29, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions** – *Lisa Fore* *Meeting called to order at 9:34*
  - a. Present: *Lisa, Cheryl, Stephanie, Barbara, Alex*
  - b. Absent: *Mike, Ellen, Jennifer*
  - c. Staff: *Sterling*
- II. **NARPM® Code of Ethics** – *Lisa Fore*

**Article 2: DISCRIMINATION**  
*The Property Manager shall not discriminate in the rental, lease, or negotiation for real property based on Fair Housing Laws as disseminated by the U.S. Department of Housing and Urban Development and shall comply with all federal, state, and local laws concerning discrimination.*

**STANDARDS OF PROFESSIONALISM**  
2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws. *Reviewed individually.*
- III. **Secretary's Report** – *Barbara Barrows*
  - a. Vote to approve minutes from the August 25, 2015 BOD Call  
*Motion was made by Lisa to approve the Minutes from the August 25<sup>th</sup> BOD Call, motion was 2<sup>nd</sup> by Cheryl, none opposed, motion passed.*
- IV. **Treasurer's Report** – *Sterling Robinson/Stephanie Gordon*
  - a. Approval of reports dated 8/12/15:
    - i. Approved via email: Motion to approve was made by Lisa, 2<sup>nd</sup> was by Barbara, and none were opposed. Motion to approve updated reports passed. *No report this call; won't have until the restructuring of the Chart of Accounts is completed, see next item. Bank balance as of 09/11/2015 is \$23,491.74.*
  - b. As accounting re-structure is in process, we are unable to enter new invoices/payments or run reports until restructure is complete. All reports from current time frame will be presented once restructure is complete.
- V. **QuickBooks-** *Sterling Robinson*
  - a. **Accounting Restructure Proposal** – *Sterling Robinson*
    - i. In process. Brenda requested that Sterling assign 'new' chart of accounts names to the 'old' chart of accounts. Upon review, Sterling noticed



multiple transactions

entered in the incorrect 'old' chart of accounts. Sterling will correct these so that the 'new' chart of accounts is as accurate as we can possibly make it.

- b. Renew QuickBooks Online:**
  - i. Payment Due November 1<sup>st</sup> **Sterling will make sure this gets paid.**
  - ii. Classes: Not something currently offered with QB Essentials, but is offered with Plus. We could run statements by class allowing us to show comparisons side by side (would be beneficial for showing dues or income from one 'year' to another). It would not affect current reporting (P&L and Balance). **Motion was made by Lisa to stay with QB Essentials and not upgrade to QB Plus. Motion 2<sup>nd</sup> by Stephanie, none opposed, motion passed.**
  - iii. Essentials \$289.95, Plus \$429.95 (\$140 difference)
- VI. Credit Card Processing PayPal –**
  - a. Sterling: Update and Questions – Standard vs. Pro **Motion made by Barbara and 2<sup>nd</sup> by Lisa to move ahead with PayPal Standard, none opposed, motion passed.**
- VII. Taxes – *Lisa Fore***
  - a. Update: **Extension was granted until 11/15/15; Lisa and Stephanie will work with CPA to meet that deadline.**
- VIII. NARPM Past Presidents Charity Golf Tournament– *Lisa Fore***
  - a. Tuesday October 13, 2015 8am – 3pm / The Golf Club at Bradshaw Farm – 3030 Bradshaw Club Drive, Woodstock, G A30188
  - b. CALNARPMA donated \$1000 to sponsor a hole
  - c. BOD was to look out for volunteers for this. Did anyone find any? **At this time we do not have any CALNARPM representative to attend to the hole we have sponsored.**
- IX. Committees -**
  - a. **Communications/Membership** – *Mike Catalano*
    - i. Membership dues – Plan?
    - ii. *Move The News* September 2015 Edition **Alex gave report; working hard to get our first edition out/want to include chapter promotion/90% there.**
  - b. **Legislative** – *Cheryl Chase-Berkson* **Updates have been forwarded to Sterling, but in future this will be set up so Cheryl can forward them to Mike for inclusion in the newsletter. Target date for sending updates is end of 2<sup>nd</sup> week of each month.**
  - c. **Education** – *Ellen Purdy*
    - i. Request for classes sent to National **Request has been submitted to National for CALNARPM conference class offerings, and we are waiting for confirmation.**



**2015-2016 CALNARPM Board of Directors**

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*Jennifer Newton, 2014-2015 President*

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*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- d. **Affiliate – Alex Osenenko**  
*Working on filling the conference*
- X. **CALNARPM Future Plan-**
  - a. Sterling will be leaving CALNARPM after 2016 Conference. Need an action plan for when she is gone.
- XI. **2016 Conference 2/9/16 - 2/12/16:** *Lisa Fore*
  - a. Committee: Lisa, Ellen, Alex, Cheryl, Barbara, Mike
  - b. Graphic Design
    - i. Save The Date – Mailed
    - ii. Exhibitor Brochure – received first draft, edits sent back to designer
  - c. Speaker Gift Ideas *Committee is working on ideas for this*
  - d. Budget – Vote to approve new budget proposed by Committee *Motion made by Stephanie, 2<sup>nd</sup> by Lisa to approve the new budget proposed by Committee, none opposed, motion passed.*
  - e. Timeline – see attached
- XII. **Old Business** **None**
- XIII. **New Business** **None**
- XIV. **Upcoming Conference Calls**
  - a. Full Board of Directors Call
    - i. Tuesday, October 27, 2015 – 9:30 a.m.
    - ii. Tuesday, November 17, 2015 – 9:30 a.m.
    - iii. *Tuesday, December 15<sup>th</sup> or 29<sup>th</sup>? Before/after Xmas? Sterling will do a poll via e-mail to possibly move this. Options are 15<sup>th</sup>, 22<sup>nd</sup>, or 29<sup>th</sup>*
    - iv. Tuesday, January 26, 2016 – 9:30 a.m.
  - b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. Thursday, October 8, 2015 – 10:00 a.m.
    - ii. Thursday, October 15, 2015 ????? Possibly?
    - iii. Thursday, October 22, 2015 – 10:00 a.m.
    - iv. Thursday, November 12, 2015 – 10:00 a.m.
    - v. Thursday, November 19, 2015 – 10:00 a.m.
- XV. **Adjournment** **Adjournment at 10:21**



## **Minutes**

### **2015-2016 CALNARPM Board of Directors**

Tuesday, October 27, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions** – *Lisa Fore* *Called to Order at 9:35*
  - a. Present: *Lisa, Cheryl, Barbara, Jennifer, Alex, Mike, Ellen, Bob Thomas*
  - b. Absent: *Stephanie*
  - c. Staff: *Sterling*
- II. **NARPM® Code of Ethics** – *Lisa Fore*

**Article 3: RESPONSIBILITY TO CLIENT**  
*The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client.*

**STANDARDS OF PROFESSIONALISM**

3-1 The Property Manager shall use written management agreements, and written extensions, if required, outlining all responsibilities and fees. The Client will be provided a copy of signed agreements and extensions and the Property Manager will retain a copy.

3-2 The Property Managers shall communicate regularly with the Client and provide written reports of receipts and disbursements on a regular and agreed upon basis. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.

3-3 Tenant applications shall be reviewed and verified in order to determine the Applicant's ability to pay and to determine the likelihood that the Applicant will comply with all provisions of the rental agreement. *Reviewed individually*
- III. **Secretary's Report** – *Barbara Barrows*
  - a. Vote to approve minutes from the September 29, 2015 BOD Call  
*Motion was made by Cheryl and seconded by Jennifer, to approve the Minutes of the September 29<sup>th</sup> BOD call, voted upon and approved.*
- IV. **Treasurer's Report** – *Stephanie Gordon*
  - a. Approval of reports dated 9/11/15
  - b. Approval of reports dated 10/13/15  
*Question was raised to have the \$5000 conference hotel deposit moved from the P&L, and make it a Balance Sheet line-item. Sterling will make this change and send revised reports to board members for electronic vote by noon on 11/5/15.*
- V. **Executive Director's Report** - *Sterling Robinson*
  - a. **Accounting Restructure**
    - i. Chart of Accounts



ii. Product & Services

Motion was made by Lisa and seconded by Barbara to approve the restructured Chart of Accounts, voted and approved. Note: Sterling advised board that she will be adding notes on the G/L and Product & Services so that future BOD have an idea of what should be going to each account.

b. Renew QuickBooks Online

i. Payment to go through 11/1/15 for \$289.95 for a full year Sterling will assure that this is completed

c. PayPal set up/WorldPay Cancelled

i. Set up PayPal as a checking account This is to ensure that all income flows smoothly

VI. Taxes – Lisa Fore

a. Updated forms received?

b. Invoice?

CPA has not sent updated reports or invoice. Lisa will follow up on this.

VII. Committees -

a. Education – Ellen Purdy

i. Classes Confirmed Everything is set through National for the conference and the flyer is done.

b. Conference Committee- Lisa Fore

i. Exhibitor Brochure/Affiliate – Alex Osenenko

1. Eblasts have gone out. Brochure has been printed, was told it would be in the mail 10/23 still awaiting confirmation. Sterling received confirmation that mailing went out on 10/16/15.

ii. Conference Brochure

1. What content we had went to designer

2. Awaiting confirmation and files from General Session/Keynote Speaker Lloyd Smigel

3. Awaiting a few additional pieces of information. Need Andy's material

Note: Conference Partners are filled.

c. Communications/Membership – Mike Catalano

i. Membership dues – Sterling received a few more. Updated list will be sent to committee and national.

1. Plan to get past members to renew on time (July 1<sup>st</sup>)

2. Should we create a 'pay now' button for membership allowing anyone to join? After payment is received we would need to confirm that they are in fact NARPM members and hunt down any necessary information from the person for the membership listing.



2015-2016 CALNARPM Board of Directors

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*Cheryl Chase-Berkson, President Elect & Legislative Director*

*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

How would we

respond/refund if they are not NARPM members? Mike and Alex

proposed forming a committee to study how to streamline the

process of registering and making it more automated. Other

members of this committee are tentatively Bob Thomas and

Jennifer. Also proposed is a committee to study expenses for the

chapter to determine if annual member dues can be eliminated

and/or incorporated into conference registration process. Members

of this committee are Barbara and Cheryl. Sterling will provide this

committee with reports from 2013/2014.

- ii. Monthly Newsletter All local Chapter Presidents have been contacted and invited to submit articles or announcements for the "Chapter Corner" section

- d. Legislative – Cheryl Chase-Berkson *Most recent information for newsletter has been sent to Mike.*

**VIII. CALNARPM Future Plan-**

- a. Sterling will be leaving CALNARPM after 2016 Conference has been completely wrapped up. No date has been determined yet. Need an action plan for when she is gone.
- b. Sterling is working on creating 'to do' lists for things and a general timeline for CALNARPM

**IX. Old Business**

**X. New Business**

**XI. Upcoming Conference Calls**

- a. Full Board of Directors Call
  - i. Tuesday, November 17, 2105 – 9:30 a.m.
  - ii. Tuesday, December 15, 2015 – 9:30 a.m.
  - iii. Tuesday, January 26, 2016 – 9:30 a.m.
- b. Executive Board Call
  - i. None scheduled at this time
- c. Conference Committee Call
  - i. Thursday, November 5, 2015 – 10:00 a.m.
  - ii. Thursday, November 19, 2015 – 10:00 a.m.
  - iii. Thursday, December 3, 2015 – 10:00 a.m.

*No changes to dates/times*

**XII. Adjournment Meeting adjourned at 10:30**



## **Minutes**

### **2015-2016 CALNARPM Board of Directors**

Tuesday, November 17, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

**I. Call to Order/Introductions – Lisa Fore 9:35 called to order**

a. Present: Lisa, Barbara, Stephanie, Alex, Cheryl, Bob, Jennifer

b. Absent: Ellen, Mike

c. Staff: Sterling

**II. NARPM® Code of Ethics – Lisa Fore**

**Article 3: RESPONSIBILITY TO CLIENT**

*The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client.*

**STANDARDS OF PROFESSIONALISM**

3-1 The Property Manager shall accept no commissions, rebates, profits, discounts, or any other benefit which has not been fully disclosed to and approved by the Client.

3-5 The Property Manager shall not mislead owners about the rental market value of their property in an attempt to secure a rental listing.

3-6 Property Managers shall disclose to their Client all pertinent facts relating to the transaction. Reviewed individually

**III. Secretary's Report – Barbara Barrows**

a. Vote to approve minutes from the October 27, 2015 BOD Call Motion was made by Cheryl to approve 10/27/15 BOD Call minutes, motion was seconded by Lisa. Vote for approval passed unanimously.

**IV. Treasurer's Report – Stephanie Gordon**

a. 9/11/15 and 10/13/15 amended financials approved by BOD via Email. Stephanie made a motion to approve, motion was seconded by Barbara, none were opposed, financials approved 11/5/15

b. 11/12/15 Financials to be sent after this call. Motion and vote will take place via e-mail within a couple of days of this call.

c. Most recent bank statement attached.

d. Current Wells Fargo Balance: \$36,873.28

e. PayPal funds on hold: \$3,883.10

**V. Executive Director's Report - Sterling Robinson**



**2015-2016 CALNARPM Board of Directors**

*Lisa Fore, President*

*Cheryl Chase-Berkson, President Elect & Legislative Director*

*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- a. Box.com – Awaiting email/directions to pay for the full year. Fees will remain at \$10/month. Approval to renew? **We are going to pay for the entire year.**
  - b. Chapter Compliance **This is due 12/01 and is being worked on; will be ready by deadline.**
- VI. Vote Bob Thomas back onto the Board of Directors** **Motion made by Lisa, seconded by Barbara, vote passed to approve Bob's return to Board as a Director.**
- VII. Taxes – Lisa Fore** *Jennifer will reach out to our CPA to follow up on getting copies our revised returns*
- VIII. Eblasts on behalf of other chapters** **The consensus is that we should not do it, except in cases of emergencies and the Communications Committee should facilitate it.**
- IX. Committees –**
- a. **Conference Committee**
    - i. **Education – Ellen Purdy/Lisa Fore**
      - 1. National made a huge error, Brochure cannot go to print until resolved. **We are changing to Office Procedures, due to Essentials Advanced no longer being available. Lisa is working on confirming details so our brochure can go out.**
    - ii. **Exhibitor Registration:**
      - 1. Early bird deadline is Friday 11/20. Should we extend 1 week+? **Alex recommended we not extend the deadline, at least for now. Consensus was in agreement with that recommendation.**
      - 2. Partner 2/2
      - 3. Gold 11/16
      - 4. Silver 2/7
      - 5. Bronze 7/15
    - iii. **Marketing**
      - 1. Exhibitor brochure – mailed, 4 eblasts sent
      - 2. Conference brochure – complete save for National Class registration form. Will need to extend early bird deadline.
      - 3. App – Sterling & Lisa have a call scheduled with HeroPM
  - b. **Communications/Membership – Mike Catalano**
    - i. Committee to streamline membership registration, Mike, Alex, Bob, and Jennifer





2015-2016 CALNARPM Board of Directors

*Lisa Fore, President*

*Cheryl Chase-Berkson, President Elect & Legislative Director*

*Jennifer Newton, 2014-2015 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- ii. Committee to study chapter expenses to determine if dues can be eliminated and/or incorporated into conference registration process, Barbara & Cheryl  
**Sterling is providing information for Cheryl and Barbara to review**
    - iii. Monthly Newsletter
  - c. **Legislative** – Cheryl Chase-Berkson *No new business*
- X. **CALNARPM Future Plan-**
  - a. Sterling will be leaving CALNARPM after 2016 Conference no earlier than March 2016, but may stay on longer depending on need and where we're at with this plan. **Noted that Keith Becker may know of a possible candidate**
  - b. Sterling is working on creating 'to do' lists for things and a general timeline for CALNARPM.
    - i. What questions do you have?
    - ii. What sort of information do you need and how do you want it presented (word docs, spread sheets?)
- XI. **Old Business**
- XII. **New Business**
- XIII. **Upcoming Conference Calls**
  - a. Full Board of Directors Call
    - i. Tuesday, December 15, 2015 – 9:30 a.m.
    - ii. Possibly add a short one between these two?
    - iii. Tuesday, January 26, 2016 – 9:30 a.m.
    - iv. Tuesday, February 23, 2016 – 9:30 a.m.
  - b. Executive Board Call
    - i. None scheduled at this time
  - c. Conference Committee Call
    - i. Thursday, November 19, 2015 – 10:00 a.m.
    - ii. Thursday, December 3, 2015 – 10:00 a.m.
- XIV. **Adjournment 10:13**



## Minutes

### 2015-2016 CALNARPM Board of Directors

Tuesday, December 15, 2015

Conference Call 9:30 a.m.

Phone number: (605) 475-4800 Code: 717633#

- I. **Call to Order/Introductions** – *Lisa Fore 9:34*
  - a. Present: *Lisa, Cheryl, Ellen, Mike, Stephanie, Jennifer, Bob, Alex, Barbara*
  - b. Absent:
  - c. Staff: *Sterling Robinson*

- II. **NARPM® Code of Ethics** – *Lisa Fore*

**Article 4: OBLIGATIONS TO TENANTS**

*The Property Manager shall treat all Tenants honestly and professionally when applying for, living in, and vacating a managed residence. The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property. Reviewed individually after call.*

**STANDARDS OF PROFESSIONALISM**

- 4-1 The Property Manager shall offer all Prospective Renters a written application.
- 4-2 The Property Manager shall provide all Tenants with a copy of the signed rental agreement, and extensions with all addendums attached.
- 4-3 The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report at the time of moving in.
- 4-4 The Property Manager shall respond promptly to requests for repairs.
- 4-5 Within the time prescribed by law, a written deposit refund determination shall be provided to the Tenant after they have vacated the property. No undue delay in refunding or accounting for the security deposit shall take place.

- III. **Secretary's Report** – *Barbara Barrows*
  - a. Vote to approve minutes from the November 17, 2015 BOD Call
  - b. *Motion to approve Jennifer, Cheryl Seconds. All in favor. Motion passes.*
- IV. **Treasurer's Report** – *Stephanie Gordon*
  - a. 11/12/15 Financials approved via email. Barbara made a motion to approve, motion was seconded by Lisa. None were opposed, financials approved.
  - b. 12/10/15 Financials *Motion to approve Cheryl, Lisa seconds. All in favor. Motion Passes*



- V. **Executive Director's Report** - *Sterling Robinson*
- a. Chapter update was completed and submitted for 12/1 deadline
  - b. New combined Chapter Compliance/Excellence is due March 15, 2016
  - c. Working on Chapter Grant Application. Will send to Lisa & Stephanie to sign by end of week. Will be submitted 1/1/16.
  - d. NARPM offers a Chapter Grant for Chapter Advertising. Application deadline is 11/30 of application year, advertisement deadline is 12/1 of application year. Will complete for 2016.
- VI. **2016 CALNARPM Conference & Tradeshow** – *Sterling Robinson*
- a. Attendees as of 12/11/15: 17 (15 decision makers)
    - i. Extend Early Bird Deadline from 12/24 to 1/7/16? **Motion made by Alex, seconded by Lisa to extend Early Bird Deadline to 1/15/16. Voted and approved.**
    - ii. Next e-blast will go out next Wednesday/Thursday. Info included in Thursday's newsletter. Will also be sending to Arizona, Nevada, New Mexico, Utah, Oregon, Idaho, Colorado, and Washington NARPM Members
  - b. Exhibitors: Only 5 gold remain, sold out of all other levels **Discussion was raised to try to get Silver partners to move up to fill the remaining Gold spots.**
  - c. Sterling & Lisa working on App with HeroPM
- VII. **2017 CALNARPM Conference & Tradeshow** – *Cheryl Chase-Berkson*
- a. Potential Dates: 2/7/17-2/10/17 or 2/21/17-2/24/17 **We are looking at the possibility of moving our dates to sometime in April. Lisa will email Carla re: National Conference dates.**
  - b. Location Ideas: San Francisco/Bay Area, Fresno, Los Angeles, San Diego
    - i. Pick 1-2 possible locations so Sterling & Cheryl can begin researching hotels
  - c. Sterling is creating a Planning Timeline for first set of dates
  - d. Form committee
- VIII. **CALNARPM Future Plan-**
- a. Cheryl has reached out to Keith Becker regarding a potential candidate for Executive Director Position
  - b. Sterling will be done by early August 2016 at the very latest
  - c. Membership Dues – Possibly change to January 1<sup>st</sup> to better coordinate with National dues? **This will be explored once Barbara and Cheryl's report is reviewed.**
- IX. **Committees** –
- a. **Education** – *Ellen Purdy*
    - i. 0 developing
    - ii. 0 office operation



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*Robert Thomas, 2013-2014 President*

*Stephanie Gordon, Treasurer*

*Barbara Barrows, Secretary*

*Ellen Purdy, Education Director*

*Alex Osenenko, Affiliate Director*

*Mike Catalano, Communications/Membership Director*

*Sterling Robinson, Executive Director*

- iii. 3 personnel essential
- iv. 4 advanced
- v. 1 ethics

b.

**c. Communications/Membership – Mike Catalano**

- i. Committee to streamline membership registration, Mike, Alex, Bob, and Jennifer **Mike noted that more involvement from local chapters is needed. Mike noted that local chapters have not been very receptive.**
- ii. Committee to study Chapter expenses to determine if dues can be eliminated and/or incorporated into conference registration process, Barbara & Cheryl **Barbara and Cheryl made a commitment to have a report ready for the Board at the 1/26 BOD Meeting.**
- iii. Monthly Newsletter – Scheduled for 12/17. Future newsletters should go out on the 3<sup>rd</sup> Thursday of the month.

**d. Legislative – Cheryl sent update to Mike for Newsletter**

**X. Old Business**

**a. Taxes – Lisa Fore *Jennifer is working with the CPA on this.***

**XI. New Business**

- a. 2016-2017 Executive Committee & BOD nominations **table for next call**
- b. ByLaws need to be updated and submitted to national. In the past an attorney reviewed them before we finalized them. Should we do this for the updates that need to be added? **Lisa, Jennifer and Bob will be working on this**

**XII. Upcoming Conference Calls**

- a. Full Board of Directors Call **No changes to dates/times**
  - i. Tuesday, January 26, 2016 – 9:30 a.m.
  - ii. Possibly add a short one in between these two?
  - iii. Tuesday, February 23, 2016 – 9:30 a.m.
- b. Executive Board Call
  - i. None scheduled at this time
- c. Conference Committee Call **No changes to dates/times**
  - i. Thursday, December 17, 2015 – 10:00 a.m.
  - ii. Thursday, January 7, 2016 – 10:00 a.m.
  - iii. Thursday, January 14, 2016 – 10:00 a.m.

**XIII. Adjournment **Meeting Adjourned at 10:38****