

It's a **NEW** Date  
It's a **NEW** Location  
It's a **NEW** Program



# 2016 BROKER/OWNER RETREAT & TRADE FAIR

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

**April 11-13, 2016 • Trade Fair opens April 12 • Education April 14**  
**The Mirage Hotel and Casino**  
***in Fabulous Las Vegas***

## Highlights of the Event:

- Steve Murray, President of Real Trends, will discuss the trends in, and future of, Resident Real Estate and Property Management.
- Harry Kelly, NAA Attorney, will discuss legal action in the Property Management Industry.
- Wednesday's event will center on Coaching and how to create balance.
- There will be sessions on metrics, human resources, how to get ready for an IRS audit, and what reports you need, as a business owner.
- There will be a vendor trade show Tuesday afternoon, along with a reception at the opening. You will have a chance to visit again with vendors early Wednesday morning.

Watch for details at  
**[www.narpmbrokerowner.org](http://www.narpmbrokerowner.org)**

Make your hotel reservations early by calling The Mirage directly at **800-499-6311** and say you are with the NARPM® Broker/Owner Retreat or use the link at  
**<https://aws.passkey.com/event/13912075/owner/4940/home>**.

The room rate, per night, single or double occupancy (plus tax & \$29 per night resort fee), is:

\$109 for the nights of Sunday April 10, Monday April 11 & Thursday April 14, 2016.

\$125 for the nights of Tuesday April 12 & Wednesday April 13, 2016.

\$199 for the nights of Saturday April 9, 2016 & Friday April 15, 2016.

**Hotel reservation room block expires March 11, 2016.**



National Association of Residential Property Managers

**April 11 – 13, 2016**  
**The Mirage**  
**Las Vegas, Nevada**

**Monday, April 11, 2016**

- 7:30 AM Continental Breakfast – Meet & Greet Events Center C 2-3
- 8:15 AM Welcome, Introductions and Session Updates
- 8:30 AM **Trends in Residential Real Estate and Property Management – General Session**  
**Speaker:** Steve Murray, President, Real *Trends*, the nation's leading trends and research organization
- 10:00 AM Coffee Break
- 10:30 AM **Future of Residential Real Estate and Property Management**  
**Speaker:** Steve Murray, President, Real *Trends*, the nation's leading trends and research organization
- 12:00 PM Lunch and networking time Events Center C 2-3
- 1:30 PM **Workshop Sessions**
- Buying and Selling a Business – Laying a Good Foundation, Exit Strategy, Merger, and Acquisition**  
**Speaker:** Steve Murray, President, Real *Trends*, the nation's leading trends and research organization  
**Room:** Events Center 2-3
- Understanding the Proper Types of Insurance Coverage and Why They Are Needed**  
**Speaker:** Craig Nelson, Mahoney Group  
**Room:** Events Center C1
- 2:45 PM Soda & Snack Break
- 3:15 PM **Workshop Sessions**
- Get Ready for an Audit**  
Find out what auditors really need to know and how to properly prepare your books in anticipation of an audit. The information taught in this session will prepare you for all types of audit situations.  
**Speaker:** Ali Hinkle, Instructional Designer & Trainer at RentManager/LCS  
**Room:** Events Center C1
- How to Prepare for a Line of Credit – What do you need to do to qualify for: working capital, acquisition, and real estate purchase.**  
**Speaker:** Tyler Barlow, Senior Regional Credit Officer, Wells Fargo Bank  
**Room:** Antigua A&B
- Reports – What Do They Really Say About Your Business?**  
Learn what financial reports business owners should use and what are those reports telling you?  
Determine when are you doing well and when should you be concerned?  
**Speakers:** Robert Machado, MPM® RMP®, Homepointe Property Management, CRMC®  
Mike Nelson, MPM® RMP®, Excalibur Homes, LLC  
Wendell Davis, MPM® RMP®, Watson Realty Corp., CRMC®  
Dave Holt, MPM® RMP®, R.P. Management, Inc., CRMC®  
**Room:** Events Center C2-3
- 4:30 PM Wrap up from the day, Conference Schedule Updates Events Center C 2-3
- 5:00 PM **Adjourn for the day and enjoy your evening networking with other attendees. Enjoy Las Vegas!**

## **Tuesday, April 12, 2016**

- 7:30 AM Continental Breakfast, Meet and Greet Events Center C2-3
- 8:15 AM Welcome and Conference Session Updates
- 8:30 AM **Fair Housing and Disparate Action**  
This session will review the Fair Housing Action and results of the ruling from the US Supreme Court on Disparate Impact  
**Speaker:** Harry J. Kelly, Esq., Nixon Peabody LLP, Amici counsel for NARPM® and other housing organizations in Supreme Court litigation.  
**Room:** Events Center C 2-3
- 10:00 AM Coffee Break
- 10:30 AM **Hot Topic Networking Session**  
Enjoy fast-paced conversations and lively debates on topics that are keeping you up at night. Peer-to-peer education is always valuable and interesting. Bring your topic/ideas to share and participate in the discussion.  
**Room:** Events Center C 2-3
- 11:45 AM **Lunch – Network with business colleagues and associates** Events Center C2-3  
**Introduction of two Official NARPM® Partners: Rent Path and RentManager**
- 1:00 PM **The 40 Hour Work YEAR**  
From the start-up years with no pay, through the challenges and thrills of growing a multi-million dollar company and positioning it for sale, Scott shares his vast business experience, using a matter-of-fact, TAKE ACTION NOW approach.  
**Speaker:** Scott Fritz, Growth Connect  
**Room:** Events Center C 2-3
- 2:30 PM Soda and Snack Break
- 3:00 PM **Workshop Sessions**
- Assistance Animals and Reasonable Accommodation: What a PM Must Do and How We Can Improve the Situation**  
**Panel Discussion:** Harry Kelly, Legal Counsel for the National Apartment Association  
Scott Abernathy, MPM® RMP®, Reliant Property Management, Inc.  
**Room:** St. Croix A&B
- Hiring the Best Employees and Taking Care of Them**  
Learn what is required to keep them once you have the best employees and how do you track their accountability.  
**Speaker:** Nicole Machado, PHR, SHRM-CP, Human Resource with Cares Community Health in Sacramento and Home Pointe Property Management, CRMC®  
**Room:** Antigua A&B
- In-House Maintenance and You**  
Hear a panel of experienced PM's discuss In-house Maintenance. They'll cover what works, how to build a successful operation, and share their success stories.  
**Panelists:** Andy Propst, MPM® RMP®, Park Place Property Management, CRMC®;  
Eric Wetherington, MPM® RMP®, Carolina One Property Management;  
Joel Elliott, RMP®, EW Capital Management, LLC  
Wendell Davis, MPM® RMP®, Watson Realty Corp., CRMC®  
Dave Holt, MPM® RMP®, R.P. Management, Inc., CRMC®  
**Facilitator:** Kit Garren, MPM® RMP®, Tonsorentals.com Asheville  
**Room:** Events Center C3
- 4:30 PM **Vendor Trade Fair and Reception with Cash Bar and Finger Foods**  
**Room:** Events Center C 1-2

## **Wednesday, April 13, 2016**

- 7:00 AM Breakfast in Trade Show with Vendors Events Center C1
- 8:30 AM Welcome and Conference Session Updates Events Center C 2-3
- 8:45 AM **General Session – Building an Entrepreneurial Team**  
Shannon Waller, from Strategic Coach will present elements of her signature program on creating and supporting an Entrepreneurial Team. You will focus on and strategize about what's most pressing in your business and come away with new tools and capabilities – a plan with concrete action steps.  
**Speaker:** Shannon Waller, Strategic Coach®
- 10:15 AM Coffee Break – Last chance to visit with Vendors Events Center C1
- 10:45 AM **Workshop Sessions**
- Work/Life Balance**  
In this session, speaker Kathleen Richards will help you create a work/life balance plan that will allow you to have the life you want without working 24/7 and, still increase your revenue and grow your company.  
**Speaker:** Kathleen Richards, MPM® RMP®  
**Room:** Antigua A&B
- Building an Entrepreneurial Team – Continuation**  
This session will build on the information presented in the general session.  
**Speaker:** Shannon Waller, Strategic Coach®  
**Room:** Events Center C2-3
- Family Businesses – Rewarding and Challenging**  
This session will cover 10 aspects of family business that need to be addressed if the business is to be successful.  
**Panelists:** Marc, Greg, and Alan Cunningham, Grace Property Management & Real Estate  
**Room:** St. Croix A&B
- 12:15 PM **Lunch and General Sessions** Events Center C 2-3  
**Introduce Two NARPM® Official Partners: Buildium and Rently**
- 1:30 PM **General Session – How to Build a Business That Can Thrive and Survive Without You**  
**Speaker:** Jim Roman, Founder and CEO of Business Owners Institute
- 3:15 PM Soda and Snack Break
- 3:45 PM **General Session**  
**Recap of Event 2016 Broker Owner Retreat**  
Michael Francis, MPM® RMP®, Chair, Broker/Owner Retreat
- 4:30 PM Closing – Enjoy your Networking time with fellow Brokers, Owners, and Company Decision Makers.  
See you next year

## **Thursday, April 14, 2016 (NARPM® Education Classes)**

- 9:00 AM - 4:00 PM In-House Maintenance; How To Run A Successful And Profitable Maintenance Operation  
Alongside Your Property Management Company  
**Room:** Andros A
- 9:00 AM - 4:00 PM Advanced Risk Management  
**Room:** Andros B

**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.

# Broker/Owner Retreat Registration

# 2016

## 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, 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

Mirage Hotel and Casino

April 11-13, 2016

Las Vegas, NV



## 3 REGISTRATION FEES

\* No Affiliates may attend the Retreat.

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

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird By 3/11/16 Postmark	3/12/16 to 4/1/16 Postmark	4/2/16 & After Postmark & Onsite Reg.	Early Bird By 3/11/16 Postmark	3/12/16 to 4/1/16 Postmark	4/2/16 & After Postmark & Onsite Reg.	Early Bird By 3/11/16 Postmark	3/12/16 to 4/1/16 Postmark	4/2/16 & After Postmark & Onsite Reg.
<input type="checkbox"/> Broker/Owner Retreat	\$395	\$465	\$565	\$445	\$515	\$615	\$500	\$600	\$700

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

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

**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.