

### Q1 How long have you been a member of NARPM®?

Answered: 813 Skipped: 0

ANSWER CHOICES	RESPONSES	
Less than 1 year	14.51%	118
1-2 years	13.90%	113
3-5 Years	25.95%	211
5-10 Years	23.49%	191
11-15 Years	10.21%	83
16-20 Years	7.26%	59
25+ Years	4.43%	36
Not a Member	0.25%	2
<b>TOTAL</b>		<b>813</b>

### Q2 How long have you been in residential property management?

Answered: 813 Skipped: 0

ANSWER CHOICES	RESPONSES	
Less than 1 year	3.69%	30
1-2 years	4.92%	40
3-5 Years	10.33%	84
5-10 Years	25.46%	207
11-15 Years	17.96%	146
16-20 Years	13.53%	110
25+ Years	24.11%	196
<b>TOTAL</b>		<b>813</b>

### Q3 How did you first learn about NARPM®?

Answered: 708 Skipped: 105

ANSWER CHOICES	RESPONSES	
NARPM® member	67.09%	475
Industry Trade Show	4.38%	31
Publication	6.50%	46
NARPM® event	8.05%	57
Website	10.73%	76
Facebook	0.14%	1
Mail	0.99%	7
Vendor	2.12%	15
<b>TOTAL</b>		<b>708</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Newspaper article	8/7/2017 4:21 PM
2	company owner	8/4/2017 8:54 AM
3	Employer	8/3/2017 12:39 PM

4	My Broker required me to join	8/2/2017 7:33 PM
5	A REPRESENTATIVE CAME TO OUR OFFICE AS THEY WERE TRYING TO FORM A NARPM GROUP	8/2/2017 1:26 PM
6	From the Designated Broker/Owner of my office.	8/1/2017 12:51 PM
7	Franchisor	8/1/2017 11:54 AM
8	Gene Bennett spoke at our local board office which got the ball rolling	8/1/2017 10:33 AM
9	MetroTex Leasing and Property Management Committee	8/1/2017 9:23 AM
10	Dallas MetroTex Leasing and Property Management Committee	8/1/2017 8:56 AM
11	Property Management Inc Franchise	7/31/2017 8:57 PM
12	I sought out after a potential client told me about NARPM.	7/31/2017 8:33 PM
13	Podcasts	7/31/2017 8:23 PM
14	web search for property managent classes, 1996	7/31/2017 8:09 PM
15	Hensley Scott	7/31/2017 7:59 PM
16	another agent	7/31/2017 7:55 PM
17	I think I got an email for a class	7/31/2017 7:51 PM
18	Online research	7/31/2017 7:23 PM
19	Employer	7/31/2017 7:22 PM
20	PMI Franchisee	7/31/2017 7:19 PM
21	Podcasts	7/31/2017 7:05 PM
22	I cannot remember	7/31/2017 7:02 PM
23	Harry Heist	7/31/2017 6:45 PM
24	Broker-Don Hendricks	7/31/2017 6:02 PM
25	Can't remember.	7/31/2017 6:01 PM
26	local chapter lunch	7/31/2017 5:58 PM
27	Steve Urie	7/31/2017 5:53 PM
28	Partner	7/31/2017 5:47 PM
29	Learned while attending some property management training in Austin.	7/31/2017 5:41 PM
30	Our company has been a member for several years.	7/31/2017 5:40 PM
31	Broker was President of our local chapter	7/31/2017 5:39 PM
32	My Broker (not a current member)	7/31/2017 5:38 PM
33	Google	7/31/2017 5:37 PM
34	Can't remember	7/31/2017 5:35 PM
35	PM Grow Summit	7/29/2017 12:28 PM
36	I think it was a faxed invitation?	7/28/2017 5:17 PM
37	Property Management Inc Franchise	7/28/2017 5:00 PM
38	Property Management class at the board	7/28/2017 12:34 PM
39	Google	7/28/2017 12:17 PM
40	Current employer	7/28/2017 11:37 AM
41	google search	7/28/2017 11:15 AM
42	Local Association property Management committee meeting	7/28/2017 10:51 AM
43	No idea	7/28/2017 10:47 AM
44	Local newspaper add (21 years ago)	7/18/2017 8:47 AM
45	charter member from Hammond Properties/bill long	7/17/2017 7:01 PM
46	Attended a class for RPM Software taught by Ralph Tutor-1992.	6/24/2017 3:56 PM
47	Wife member	6/19/2017 11:53 AM
48	Colleague	6/14/2017 1:48 PM
49	dont remember	6/14/2017 9:59 AM
50	charter member	6/13/2017 9:49 PM
51	Attended a property manager group meeting where NARPM was discussed. The group decided not to join NARPM but i decided i wanted to join and start a local chapter. So I did.	6/13/2017 6:30 PM

52	No idea	6/13/2017 6:15 PM
53	Employer - Grace Management	6/13/2017 6:03 PM
54	Don't remember	6/13/2017 5:56 PM
55	Appfolio Conference in Santa Barbara	6/9/2017 12:52 PM
56	Pod Cast	6/8/2017 11:51 AM
57	don't remember	6/7/2017 6:59 PM
58	Internet Search	6/5/2017 3:14 PM
59	State convention Calif	6/1/2017 11:25 PM
60	RPM software newsletter back in the early 90's	6/1/2017 5:19 PM
61	at the first TRLS class in Houston w/ Mike Mengden	6/1/2017 5:11 PM
62	Dawn Crawford	6/1/2017 4:39 PM
63	1997 Mellisa Prandi and Peter Meer	6/1/2017 4:18 PM
64	NAR National confeence	6/1/2017 3:30 PM
65	Other property Manager	6/1/2017 3:29 PM
66	Meeting with other property managers who told me about it	6/1/2017 3:28 PM
67	Broker	6/1/2017 2:34 PM
68	James Alderson	6/1/2017 1:35 PM
69	Heist	6/1/2017 1:32 PM
70	Broker	6/1/2017 12:23 PM
71	Class at my Board.	5/26/2017 4:50 PM
72	PM in my office	5/26/2017 3:49 PM
73	From others in the industry who were members	5/26/2017 10:51 AM
74	Broker	5/25/2017 9:08 PM
75	Podcast	5/25/2017 2:42 PM
76	unknown	5/25/2017 11:32 AM
77	previous member in austin Tx Chapter in th ebeging of it.	5/25/2017 10:36 AM
78	Through our local REALTOR® association	5/25/2017 10:20 AM
79	broker	5/25/2017 10:00 AM
80	By Chance	5/25/2017 9:27 AM
81	Realtor friend	5/24/2017 7:41 PM
82	Calif State convention Sacramento	5/24/2017 7:19 PM
83	charter member	5/24/2017 6:31 PM
84	Charter member	5/24/2017 5:50 PM
85	Ralph Tudor	5/24/2017 5:50 PM
86	Randy Segner (Deceased Now)	5/24/2017 5:49 PM
87	Do not remember as it was several years ago when i locally joined what was NEFARPM at the time.	5/24/2017 5:39 PM
88	PM Grow Summit	5/24/2017 5:31 PM
89	I can't remember	5/24/2017 5:26 PM
90	instructor from real estate class received a mailing	5/24/2017 5:14 PM
91	Property Management Frachhise-RPM	5/24/2017 5:09 PM
92	Company I work for requirement	5/24/2017 5:05 PM
93	Broker	5/24/2017 5:00 PM
94	I received an email about an event.	5/24/2017 4:59 PM
95	David Tilney	5/24/2017 4:59 PM
96	charter member	5/24/2017 4:43 PM
97	Robert Locke CE class	5/24/2017 4:17 PM
98	company	5/24/2017 4:10 PM
99	heard NARPM in conversations	5/24/2017 4:04 PM
100	The Designated Broker of my office requires the property managers to be members.	5/24/2017 4:03 PM

101	Ralph Tudor's computer software class	5/24/2017 4:03 PM
102	Previous member who is no longer in PM	5/24/2017 3:56 PM
103	Previous employer	5/24/2017 3:53 PM
104	Employer	5/24/2017 3:52 PM
105	broker	5/24/2017 3:52 PM
106	FARPM	5/24/2017 3:50 PM
107	Client sugested we joine	5/24/2017 3:47 PM
108	went looking for such an organization	5/24/2017 3:43 PM
109	I don't remember.	5/22/2017 5:10 PM
110	Property Owner	5/16/2017 4:24 PM
111	Sought it out 11 years ago.	5/15/2017 4:13 PM
112	staff informed	5/15/2017 3:42 PM
113	My company has been a member for a while, when I was hired I joined	5/15/2017 3:14 PM
114	I am a charter member in Orlando	5/15/2017 3:10 PM
115	Ralph Tutor - software training in Al Passo Texas 1982	5/12/2017 5:58 PM
116	searching online for property management organizations	5/12/2017 4:41 PM
117	Employer	5/12/2017 3:59 PM

### Q4 Are you a member of a local and/or state chapter

Answered: 813 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.64%	680
No	11.69%	95
Unsure	4.67%	38
TOTAL		813

### Q5 How many employees do you have?

Answered: 806 Skipped: 7

ANSWER CHOICES	RESPONSES	
0	14.02%	113
1-2	22.70%	183
3-5	23.95%	193
5-8	18.73%	151
9-12	9.43%	76
12-15	3.97%	32
16+	7.20%	58
TOTAL		806

### Q6 What is your company's annual estimated gross revenue from all residential property management?

Answered: 794 Skipped: 19

ANSWER CHOICES	RESPONSES	
Less than \$100k	14.48%	115
\$100k - \$500k	33.25%	264

\$500k-\$750k	10.58%	84
\$750k - \$1MM	7.93%	63
\$1MM - \$1.5MM	8.19%	65
\$1.5MM - \$2MM	3.53%	28
\$2MM+	4.28%	34
Prefer not to say	17.76%	141
<b>TOTAL</b>		<b>794</b>

### Q7 What is your position in the company?

Answered: 785 Skipped: 28

ANSWER CHOICES	RESPONSES
Owner	59.62% 468
Broker	12.61% 99
Property Manager or Portfolio Manager	19.36% 152
Support Staff/Admin	3.18% 25
Company decision maker	5.22% 41
<b>TOTAL</b>	<b>785</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	General Manager	8/8/2017 2:59 PM
2	Business Development - New Mgmt. Accounts	8/4/2017 11:56 AM
3	Accounting	8/2/2017 4:51 PM
4	And Broker	8/2/2017 8:58 AM
5	operations	8/1/2017 1:42 PM
6	CFO/VP	8/1/2017 1:35 PM
7	Business Development Manager	8/1/2017 12:34 PM
8	Broker/Ownet	8/1/2017 11:49 AM
9	Broker & Property Manager	8/1/2017 10:42 AM
10	All of the above...and I've been a NARPM member for 21 years-why did you skip 21-24 year members?	8/1/2017 10:33 AM
11	Owner/Broker	8/1/2017 9:56 AM
12	Broker/Owner and Property Manager	8/1/2017 9:51 AM
13	Office Manager/daily decision maker	8/1/2017 8:22 AM
14	Owner / Broker	7/31/2017 11:29 PM
15	Broker/Owner/Property Manager	7/31/2017 9:36 PM
16	Associate broker	7/31/2017 8:45 PM
17	Director, Affordable Housing	7/31/2017 8:26 PM
18	Owner/Broker/Property Manager	7/31/2017 8:13 PM
19	RE agents each manage their own portfolio in company	7/31/2017 8:09 PM
20	All of the above	7/31/2017 5:38 PM
21	Broker-Owner	7/31/2017 5:35 PM
22	No longer in pm	7/31/2017 5:33 PM
23	Manager of Sales and Leasing	7/31/2017 5:33 PM
24	Bookkeeper	7/31/2017 5:25 PM
25	Co-Owner with Owner/Broker	7/31/2017 12:59 PM
26	Broker-Owner	7/28/2017 6:21 PM
27	Owner/Broker/Property Manager	7/28/2017 6:06 PM

28	Director Property Management Department	7/28/2017 4:03 PM
29	Broker in Charge/Property Manager	7/28/2017 10:58 AM
30	owner and broker	7/17/2017 7:01 PM
31	Broker Owner	6/23/2017 8:49 PM
32	Partner	6/18/2017 10:01 AM
33	partner	6/14/2017 2:41 PM
34	President and Designated Broker	6/13/2017 6:30 PM
35	Owner/ broker dogs body	6/13/2017 6:15 PM
36	All of the above ;)	6/13/2017 5:56 PM
37	Owner and Broker both	6/13/2017 5:45 PM
38	Property Manager/Comptroller	6/13/2017 5:43 PM
39	owner/broker	6/7/2017 6:59 PM
40	Owner Broker PM indep. contractor	6/2/2017 11:40 AM
41	Owner/broker/and every other hat you can ask for	6/1/2017 8:08 PM
42	I'm everything - owner, broker, property manager. Me, Myself and I	6/1/2017 3:28 PM
43	Broker/Owner	6/1/2017 2:07 PM
44	Broker / Owner	6/1/2017 1:42 PM
45	Also a Broker	6/1/2017 12:43 PM
46	Property Manager	6/1/2017 12:23 PM
47	Client Services Director	6/1/2017 12:14 PM
48	son of broker	6/1/2017 12:11 PM
49	Broker Associate	6/1/2017 12:08 PM
50	Public Health	5/30/2017 12:08 PM
51	Realtor	5/26/2017 4:50 PM
52	VP of Property Management Division	5/26/2017 3:49 PM
53	Owner/Broker/Property Manager	5/26/2017 12:08 PM
54	All of the above	5/26/2017 3:24 AM
55	Owner & Designated Broker	5/25/2017 5:01 PM
56	Broker/Property Manager too	5/25/2017 4:42 PM
57	Independent contractor property manager, not employee	5/25/2017 2:32 PM
58	Manage the Rental Department	5/24/2017 9:03 PM
59	Resident Manager	5/24/2017 9:00 PM
60	Licensed Executive Administrator	5/24/2017 6:58 PM
61	CPM	5/24/2017 6:42 PM
62	All the above with my partner =)	5/24/2017 6:06 PM
63	Broker/Owner	5/24/2017 5:49 PM
64	Owner/Broker/Property Manager	5/24/2017 5:43 PM
65	And Owner	5/24/2017 5:39 PM
66	VP	5/24/2017 5:25 PM
67	Assistant Property Manaer 11-15 Years	5/24/2017 5:05 PM
68	owner, broker, property manager	5/24/2017 4:01 PM
69	Operations Coordinator	5/24/2017 3:56 PM
70	and maintenance coor.	5/24/2017 3:52 PM
71	Broker & Co-Owner with husband	5/22/2017 5:10 PM
72	VP	5/15/2017 3:42 PM
73	Maintenance Manager	5/15/2017 3:10 PM
74	Broker/Owner	5/12/2017 5:56 PM
75	Business Development Mgr/Chief Operating Officer	5/12/2017 5:35 PM

### Q8 What age range to you fall into?

Answered: 807 Skipped: 6

ANSWER CHOICES	RESPONSES
18-24	0.00% 0
25-29	1.73% 14
30-39	18.46% 149
40-49	20.07% 162
50-59	31.10% 251
60+	28.62% 231
<b>TOTAL</b>	<b>807</b>

### Q9 How many estimated units, doors, or properties of the following types does your company or local office manage?

Answered: 796 Skipped: 17

	1-10	11-25	26-50	51-100	101-250	251-500	501-750	751-1000	1001-1500	1501-2000	2001-5000	5001+	TOTAL
Long-term, single family	5.23% 41	6.38% 50	9.18% 72	17.60% 138	27.55% 216	21.43% 168	4.97% 39	3.83% 30	1.28% 10	1.15% 9	0.64% 5	0.77% 6	784
Short-term, seasonal, vacation, or resort	80.36% 135	6.55% 11	5.36% 9	3.57% 6	2.38% 4	1.79% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	168
Apartments or multi-family	29.89% 130	18.16% 79	15.40% 67	14.71% 64	10.80% 47	5.75% 25	1.84% 8	1.38% 6	0.69% 3	0.69% 3	0.69% 3	0.00% 0	435
Condo/townhouses	32.28% 163	21.39% 108	17.03% 86	17.43% 88	6.93% 35	3.56% 18	0.40% 2	0.00% 0	0.20% 1	0.20% 1	0.59% 3	0.00% 0	505
Commercial or retail	75.72% 209	13.41% 37	5.07% 14	3.26% 9	1.45% 4	0.72% 2	0.36% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	276
Industrial	91.14% 72	2.53% 2	2.53% 2	3.80% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	79
Home Owners Associations	60.67% 108	5.62% 10	8.43% 15	5.62% 10	3.93% 7	2.81% 5	3.37% 6	2.81% 5	1.12% 2	1.69% 3	2.25% 4	1.69% 3	178

### Q10 What is the largest challenge you face in your business right now?

Answered: 647 Skipped: 166

#	RESPONSES	DATE
1	Work flow	8/14/2017 6:18 PM
2	Keeping ahead of communications to the expectation level of the owners, and keeping ahead of paperwork and compliance issues for all areas of the business.	8/14/2017 1:54 PM
3	Communication	8/14/2017 12:59 PM
4	Keeping up with changing legislation.	8/11/2017 4:58 PM
5	Qualified personnel Maintenance	8/8/2017 2:59 PM
6	Too many forms of communication, payments, services, info - takes a huge portion of time to sort through all the different avenues each day.	8/7/2017 4:21 PM
7	YELP REVIEWS	8/7/2017 12:57 PM
8	Time and patience	8/4/2017 4:39 PM
9	Speed of growth and scaling.	8/4/2017 2:52 PM
10	Negative online reviews over security deposits. Generating New accounts. Inventory is low.	8/4/2017 11:56 AM

11	Finding good vendors with reasonable prices and dependable good work.	8/4/2017 11:35 AM
12	Our owners selling their properties!	8/4/2017 8:54 AM
13	Communication	8/3/2017 7:46 PM
14	communication with owners/tenants	8/3/2017 4:10 PM
15	Growing our PM side.	8/3/2017 12:39 PM
16	Lack of knowledge from this industry as an overall.	8/3/2017 9:40 AM
17	New construction	8/2/2017 8:15 PM
18	Keeping a reliable and skilled handyman!	8/2/2017 7:33 PM
19	learning my area and business	8/2/2017 6:09 PM
20	Over bearing owenrs	8/2/2017 4:59 PM
21	Consistency	8/2/2017 2:26 PM
22	Reducing vacancy rates	8/2/2017 2:04 PM
23	DEALING WITH DIFFICULT PEOPLE BEING DISAPPOINTED IN OWNER AND TENANT BEHAVIOR AS WELL AS CONDO OWNERS	8/2/2017 1:26 PM
24	Maintenance	8/2/2017 12:19 PM
25	Initiating proper policy within our company as our company grows	8/2/2017 12:06 PM
26	The sales market has been very strong so we have seen quite a few owner clients selling vs. holding.	8/2/2017 11:21 AM
27	Obtaining more management business via referral or acquisition.	8/2/2017 8:58 AM
28	Not enough rentals.	8/2/2017 3:23 AM
29	Finding and keeping good maintenance workers.	8/1/2017 10:32 PM
30	time	8/1/2017 7:51 PM
31	Maintenance department. Pain in the A!. Working to have someone work it inside the company so I can focus on more doors.	8/1/2017 7:32 PM
32	tenant in challenged areas	8/1/2017 6:31 PM
33	Keep systems in place - keeping up with all the emails and details	8/1/2017 5:19 PM
34	Escalating rents.	8/1/2017 4:43 PM
35	Finding good vendors for maintenance issues	8/1/2017 3:44 PM
36	Hiring (how much can virtual assistants handle, what's the right ratio of people to properties) Mitigating the incompetent PMs in our area (NARPM and nonNARPM members) when transitioning new Clients onboard Incompetent PMs in the industry overall. TREC can only do so much and I don't want to be a whistleblower. We need firmer regulations in place to eliminate these worthless people parading around as PMs. Educating applicants and residents on their responsibilities during the application process as well as when they're residents Securing loans for our business to help grow our business	8/1/2017 3:32 PM
37	Move-out inspections	8/1/2017 3:29 PM
38	New PMA acquisition	8/1/2017 1:42 PM
39	Tenant/Owner relationship management regarding security deposit issues	8/1/2017 1:35 PM
40	keeping up with technology	8/1/2017 1:30 PM
41	Growth in different areas and decreasing size in other locations.	8/1/2017 1:28 PM
42	Inventory loss due to sales.	8/1/2017 1:22 PM
43	judging application of HUD guidelines	8/1/2017 1:08 PM
44	competition cutting fees	8/1/2017 12:55 PM
45	Owners with unreasonable/unrealistic expectations, especially when an owner takes possession back of their property. Another challenge is vendors being too busy to take care of maintenance in a timely manner.	8/1/2017 12:51 PM
46	Growth in the San Diego market	8/1/2017 12:34 PM
47	Its a tie: Finding reliable vendors and getting new business.	8/1/2017 12:13 PM
48	Commercial, keeping track of Trip Net charges and keeping leases current.	8/1/2017 12:02 PM
49	Getting new Clients	8/1/2017 12:01 PM
50	Getting it off the ground. Licensing was an issue in Florida. MASSIVE amounts of information provided by franchisor difficult to organize and assimilate.	8/1/2017 11:54 AM
51	systems	8/1/2017 11:53 AM
52	Generating new business	8/1/2017 11:49 AM



53	Not being able to deny based on a criminal background any more.	8/1/2017 11:29 AM
54	finding and training good employees	8/1/2017 11:02 AM
55	Minimizing cost for repairs.	8/1/2017 10:50 AM
56	Growing pains	8/1/2017 10:50 AM
57	Losing properties to sales	8/1/2017 10:45 AM
58	Paperwork and compliance.	8/1/2017 10:42 AM
59	Trying to come up with a method to pay employees or contractors so that they have the ability to grow and the incentive too.	8/1/2017 10:38 AM
60	Finding "qualified" tenants. And, the marketing of property-with Zillow and others (non professional property managers-dabblers) stating what a home should rent for, owners have much higher expectations than our market can bear.	8/1/2017 10:33 AM
61	Growing a startup from scratch.	8/1/2017 10:33 AM
62	Setting Procedure guidelines	8/1/2017 10:27 AM
63	Employees and growing	8/1/2017 10:22 AM
64	consumer confidence	8/1/2017 10:19 AM
65	Our reluctant landlords selling off their inventory.	8/1/2017 10:01 AM
66	Finding good employees, and the constant rising cost of insurance, property taxes, materials/supplies versus lower rents in a slowly recovering rental market.	8/1/2017 9:56 AM
67	Good employees	8/1/2017 9:55 AM
68	Working on Implementing software so that I can start to seek growth of the company.	8/1/2017 9:51 AM
69	Hiring good vendors that do what they say they will do. Vendors who do take responsibility for their work.	8/1/2017 9:23 AM
70	reasonableness of owners and attracting good employees	8/1/2017 9:19 AM
71	Market has been soft in \$1200 up price range	8/1/2017 9:10 AM
72	acquisition	8/1/2017 9:08 AM
73	Return of Security Deposit issues	8/1/2017 9:04 AM
74	Getting information that is not always correct.	8/1/2017 8:46 AM
75	The fine line of tenants and owners that we all deal with on a daily basis.	8/1/2017 8:22 AM
76	Professional support: lawyers, accounting, tax preparation	8/1/2017 7:42 AM
77	Good growth	8/1/2017 4:49 AM
78	Getting tired of tenants putting bad reviews on Yelp, etc because they did not get their deposits back due to unpaid rent, late fees, damage to the property. Only their side gets told and meanwhile I get trashed on social media.	8/1/2017 12:41 AM
79	employee Property managers	7/31/2017 11:41 PM
80	Scaling up, and paying for help	7/31/2017 11:29 PM
81	Time Management	7/31/2017 11:24 PM
82	Time management	7/31/2017 11:17 PM
83	Qualified applicants.	7/31/2017 10:30 PM
84	Finding more doors and skilled property managers to manage them.	7/31/2017 10:15 PM
85	Property Maintenance	7/31/2017 10:14 PM
86	Keeping up with changing laws	7/31/2017 10:11 PM
87	Recruiting agents	7/31/2017 9:57 PM
88	Cash flow	7/31/2017 9:53 PM
89	Service dogs	7/31/2017 9:52 PM
90	Just getting started. Trying to find reliable education for the field of property management.	7/31/2017 9:47 PM
91	Maintenance or lack thereof. Unreasonable Owners (cheap and controlling)	7/31/2017 9:37 PM
92	Showing of the rentals when they come available.	7/31/2017 9:36 PM
93	finding new clients	7/31/2017 9:17 PM
94	Finding qualified tenants	7/31/2017 9:06 PM
95	Building up the portfolio	7/31/2017 9:01 PM
96	lead generation	7/31/2017 8:57 PM
97	Not enough time.	7/31/2017 8:51 PM

98	Getting owners to put money out for repairs.	7/31/2017 8:45 PM
99	not wanting to be in it any longer basically I would rather just sale homes	7/31/2017 8:35 PM
100	incompetent Staff	7/31/2017 8:33 PM
101	Taxes and employee cost	7/31/2017 8:30 PM
102	Taxes, finding property managers	7/31/2017 8:28 PM
103	Systems	7/31/2017 8:28 PM
104	Lack of residential managers who are actually trained to do their jobs.	7/31/2017 8:26 PM
105	Bookkeeping and growth	7/31/2017 8:23 PM
106	growing more doors without selling to investors	7/31/2017 8:09 PM
107	Maintenance. Always has been.	7/31/2017 7:53 PM
108	Maintenance	7/31/2017 7:49 PM
109	Now that the market has picked up for real estate sales I am losing properties to manage as owners are looking/hoping to sell while the market is hot.	7/31/2017 7:48 PM
110	Assuming properties from owners who has neglected the properties.	7/31/2017 7:47 PM
111	Hiring people	7/31/2017 7:42 PM
112	Large amount of homes turning over during the summer months while maintaining 0% vacancy rate for the properties to make turnkey.	7/31/2017 7:35 PM
113	Being able to pay for quality employees	7/31/2017 7:25 PM
114	Allocation of resources	7/31/2017 7:23 PM
115	keeping up with technology	7/31/2017 7:23 PM
116	Vacancies and finding qualified tenants.	7/31/2017 7:22 PM
117	Organization	7/31/2017 7:19 PM
118	Staffing issues	7/31/2017 7:15 PM
119	Lead Generstion and Growth	7/31/2017 7:12 PM
120	Balancing responsibilities and not sure if I want to hire property managers.	7/31/2017 7:11 PM
121	Owners spending money to keep the property value up.	7/31/2017 7:09 PM
122	Scaling. How to delegate for new hire/s.	7/31/2017 7:05 PM
123	Finding Quality Single Family Homes to Manage	7/31/2017 7:05 PM
124	Quality vendors	7/31/2017 7:02 PM
125	finding a long-term tenant	7/31/2017 7:00 PM
126	Finding and keeping qualified employees	7/31/2017 6:58 PM
127	Having to deal with complicated time consuming tax issues.	7/31/2017 6:55 PM
128	Growing rental properties in a rural town, Teller County, Colorado.	7/31/2017 6:48 PM
129	Streamlining systems for faster growth	7/31/2017 6:45 PM
130	Capital to grow.	7/31/2017 6:45 PM
131	Starting up leaves too many choices. What would be reasonably good parameters to use for each item across the entire property management life cycle?	7/31/2017 6:42 PM
132	finding quality employees	7/31/2017 6:41 PM
133	Rates being driven down by competition. Trying to balance between staying competitive when business cost are increasing and still being profitable.	7/31/2017 6:32 PM
134	BEING ABLE TO TAKE MORE VACATIONS	7/31/2017 6:32 PM
135	not having an employee and being stressed out doing it all by myself.	7/31/2017 6:31 PM
136	Finding good maintenance employees	7/31/2017 6:24 PM
137	Time management	7/31/2017 6:24 PM
138	The largest challenge I face in business right now is being able to acquire new business. Sales are up and homeowners are selling instead of leasing out their homes.	7/31/2017 6:22 PM
139	Employees	7/31/2017 6:20 PM
140	Wanting an assistant but not wanting to pay one.	7/31/2017 6:14 PM
141	Getting listings.	7/31/2017 6:14 PM
142	Dealing with high demanding Tenants and owners	7/31/2017 6:13 PM

143	Greater competition from lesser qualified/untrained realtors getting into the business. Increased automation and internet based sales will see increasing numbers of licenses realtors looking for income; property management (to the uninitiated) seems like an easy and viable alternative to the lost sales business.	7/31/2017 6:12 PM
144	Growing my business	7/31/2017 6:05 PM
145	Obtaining new clients	7/31/2017 6:05 PM
146	We're building a premium brand so getting customers to understand value for their money vs just wanting cheap services	7/31/2017 6:03 PM
147	everything fairly smooth (right now)!!!	7/31/2017 6:02 PM
148	Growth as owners are selling properties.	7/31/2017 6:01 PM
149	Record keeping in a single software. Keeping electronic records organized.	7/31/2017 6:01 PM
150	Managing staffing, management and training	7/31/2017 5:59 PM
151	Not enough properties to rent. Maintenance expenses.	7/31/2017 5:59 PM
152	delegating tasks	7/31/2017 5:57 PM
153	Market shifted. More owners selling. Low inventory	7/31/2017 5:56 PM
154	Lack of enough hours in the day to complete all the necessary tasks with a sense of excellence and urgency.	7/31/2017 5:55 PM
155	Finding good tenants	7/31/2017 5:54 PM
156	Getting contractors who are reliable, do quality work for a good price.	7/31/2017 5:54 PM
157	Getting new properties	7/31/2017 5:53 PM
158	Processes!	7/31/2017 5:52 PM
159	Basic Property Management Operations	7/31/2017 5:51 PM
160	Systemizing	7/31/2017 5:51 PM
161	Qualified staffing	7/31/2017 5:50 PM
162	consistency of maintenance	7/31/2017 5:49 PM
163	Tenants not understanding they are responsible for damages they cause on the property.	7/31/2017 5:48 PM
164	Increasing volume without the cash flow to take on more employees	7/31/2017 5:47 PM
165	Good Help	7/31/2017 5:47 PM
166	customer loss due to sales	7/31/2017 5:46 PM
167	Talent	7/31/2017 5:46 PM
168	Security deposit claims	7/31/2017 5:46 PM
169	How to advertise on the internet. There are lots of places to spend money. Which ones are effective. How can we effectively advertise through NARPM?	7/31/2017 5:45 PM
170	Reliable field workers	7/31/2017 5:45 PM
171	planning long term business strategies	7/31/2017 5:44 PM
172	How to manage growth cost with cash flow.	7/31/2017 5:43 PM
173	Technology that works seamlessly	7/31/2017 5:43 PM
174	Compliance to new CAL BRE regulations and new laws	7/31/2017 5:42 PM
175	Growing the business and gaining new clients in our market niche.	7/31/2017 5:41 PM
176	Growth is getting harder. We are more maintaining what we have currently.	7/31/2017 5:40 PM
177	We are scaling out business quickly and have invested a lot into tech and process. This is challenging. We are also looking for other companies to acquire.	7/31/2017 5:40 PM
178	People. Managing growth.	7/31/2017 5:40 PM
179	tracking information and on going maintenance.	7/31/2017 5:40 PM
180	Changing market due to new construction.	7/31/2017 5:39 PM
181	Legislation	7/31/2017 5:39 PM
182	Meeting expectations.	7/31/2017 5:38 PM
183	Deciding to grow and hire people or stay where we are and do it all	7/31/2017 5:38 PM
184	Over saturation of rental properties	7/31/2017 5:38 PM
185	Hiring employees	7/31/2017 5:37 PM
186	Technology, collections and personnel shortage	7/31/2017 5:37 PM

187	Sites like Angieslist & Thumbtack.com that give owners the ability to manage their property themselves.	7/31/2017 5:37 PM
188	Competition specially with unlicensed agents/companies	7/31/2017 5:36 PM
189	Developing a structure to maintain high level of service across all property managers.	7/31/2017 5:36 PM
190	Finding dependable contractors to do home repairs.	7/31/2017 5:35 PM
191	Good handyman vendor	7/31/2017 5:35 PM
192	Getting properties back on the market	7/31/2017 5:35 PM
193	government regulations, rent control, emotional support animals	7/31/2017 5:35 PM
194	Finding reliable vendors	7/31/2017 5:34 PM
195	Homeowners being unreasonable and not allowing us to just manage their property.	7/31/2017 5:34 PM
196	Finding the right fit for office personnel.	7/31/2017 5:34 PM
197	Growth. We are maintaining.	7/31/2017 5:34 PM
198	Time management	7/31/2017 5:34 PM
199	Not enough hours in the day	7/31/2017 5:34 PM
200	Marketing and growing	7/31/2017 5:33 PM
201	We are having retention issues, due to the sales market.	7/31/2017 5:33 PM
202	Finding qualified vendors	7/31/2017 5:33 PM
203	Growing the business and keeping quality while we do.	7/31/2017 5:32 PM
204	Competition from discount outfits	7/31/2017 5:32 PM
205	Staffing	7/31/2017 5:31 PM
206	Getting units rented to people who will actually take care of the place. We are in a depressed market so high quality tenants are tough to come by	7/31/2017 5:30 PM
207	Staffing	7/31/2017 5:25 PM
208	New Accounts	7/29/2017 12:28 PM
209	Staff	7/29/2017 3:55 AM
210	Owners selling their properties	7/29/2017 12:41 AM
211	Growth	7/28/2017 6:51 PM
212	Support-Comfort Animals	7/28/2017 6:21 PM
213	Growth. Scaling up as we grow.	7/28/2017 6:06 PM
214	Small shop doing everything involved in PM business	7/28/2017 5:47 PM
215	Adjusting to the owners who are selling (who never wanted to be landlords or are retiring) and bringing on new owners. Both of these phases are more time consuming.	7/28/2017 5:17 PM
216	Lead generation	7/28/2017 5:00 PM
217	employees	7/28/2017 4:42 PM
218	learning Appfolio	7/28/2017 4:37 PM
219	Finding staff	7/28/2017 4:28 PM
220	Fraudulent Service Animals.... We manage a combined total of appx. 800 units, mostly homes and condo/townhome-single owners. No HOAs	7/28/2017 4:03 PM
221	Difficult tenants who have high and unrealistic expectations, thinking prop managers are a concierge . Tenants also do not follow the terms of the lease.	7/28/2017 2:38 PM
222	Making everybody happy!	7/28/2017 2:35 PM
223	Owners selling	7/28/2017 2:04 PM
224	cost of repairs	7/28/2017 1:59 PM
225	being more profitable	7/28/2017 1:07 PM
226	rebuilding inventory. Many owners are selling.	7/28/2017 1:06 PM
227	Government legislation without considering the consequences.	7/28/2017 12:49 PM
228	HUD requirements; service animals; screening requirements	7/28/2017 12:49 PM
229	As a solo, independent property manager, staying on top of legal/compliance issues	7/28/2017 12:44 PM
230	Employee's	7/28/2017 12:35 PM
231	Working with a broker that has zero knowledge and experience with property management. So there is no support from him if I need it. I'm also trying to come up with a system that ensures tenants won't call me at all hours of the day and night for non-emergency issues.	7/28/2017 12:34 PM

232	Operations	7/28/2017 12:29 PM
233	Staffing and business structure for growth.	7/28/2017 12:17 PM
234	reasonable priced maintenance.	7/28/2017 12:11 PM
235	Finding good, quality vendors	7/28/2017 12:09 PM
236	finding qualified tenants who can afford the rent rates in this area, getting enough rent to cover an owners piti payment trying to convince owners to have a fund for repairs or a vacancy	7/28/2017 12:06 PM
237	International students	7/28/2017 11:58 AM
238	Talented Employees	7/28/2017 11:52 AM
239	staffing and systems	7/28/2017 11:38 AM
240	Owner's selling	7/28/2017 11:37 AM
241	Professional development and broker courses that pertain to property management no	7/28/2017 11:36 AM
242	Keeping up with the policy and procedures as well as all of the legal aspects that seem to change so rapidly	7/28/2017 11:33 AM
243	getting new accounts	7/28/2017 11:28 AM
244	Varies by location.	7/28/2017 11:20 AM
245	finding tenants	7/28/2017 11:19 AM
246	vacancy	7/28/2017 11:16 AM
247	How to grow my business, hire employees vs. VA vs. independent contractors.	7/28/2017 11:15 AM
248	Property Maintenance - Scheduling, follow up and locating good vendors.	7/28/2017 11:12 AM
249	Marketing and filling properties faster.	7/28/2017 11:08 AM
250	Dealing with poorly managed Associations.	7/28/2017 11:08 AM
251	Management	7/28/2017 11:04 AM
252	Tenants are more demanding and expect immediate attention on EVERYTHING!	7/28/2017 11:03 AM
253	How to keep up with customer service.	7/28/2017 11:00 AM
254	pets, emotional support and service animals	7/28/2017 10:59 AM
255	Poor software (Appfolio)	7/28/2017 10:59 AM
256	Failure to pay rent on time	7/28/2017 10:58 AM
257	growth	7/28/2017 10:57 AM
258	New properties ( new construction) coming into the market place.	7/28/2017 10:57 AM
259	Good software program (we are on or 3rd)	7/28/2017 10:57 AM
260	Bookkeeping	7/28/2017 10:56 AM
261	Getting new properties.	7/28/2017 10:54 AM
262	Time	7/28/2017 10:51 AM
263	Technoligy	7/28/2017 10:51 AM
264	Obtaining more doors	7/28/2017 10:50 AM
265	Paperwork	7/28/2017 10:47 AM
266	Cut rate property management companies convincing potential owners they can do a good job of managing	7/28/2017 10:45 AM
267	Employee retention	7/18/2017 10:54 PM
268	low inventory	7/18/2017 3:35 PM
269	Comfort animals	7/18/2017 1:33 PM
270	getting out of the office to network	7/18/2017 12:41 PM
271	Increased competition from real estate agents unable to make sales in this market, and going into management thinking it is easy money; undercutting rates, services, etc., not realizing what they are doing. Increased need to stay fully engaged with social media and reputation management through various avenues in regards to reviews and recommendation (yelp, facebook, Thumbtack, etc.)	7/18/2017 8:47 AM
272	Not enough inventory.	7/17/2017 7:26 PM
273	Education, bringing on new properties to manage	7/17/2017 7:19 PM
274	government	7/17/2017 7:01 PM
275	Growth due to a lot of owners selling and just trying to grow.	7/17/2017 7:00 PM
276	I can't say that out loud. Vendors being conscientious. Tenants being responsible for their actions.	7/17/2017 6:47 PM

277	Comfort animals. Reasonable Repair Rates.	7/17/2017 6:42 PM
278	getting and keeping clients	7/14/2017 2:47 PM
279	Advertising that reaches my target market at an affordable cost.	7/14/2017 12:23 PM
280	" so called Assistive Animals"	7/14/2017 12:16 PM
281	Convincing the public we can manage their rental better than they can.	6/30/2017 10:53 AM
282	Getting new business.	6/24/2017 3:56 PM
283	cash flow and maintenance issues.	6/24/2017 1:29 PM
284	Competing with discount low cost property managers that have less services	6/23/2017 8:49 PM
285	Maintenance	6/22/2017 7:13 PM
286	Many homeowners are selling, causing us to lose many managements.	6/22/2017 4:29 PM
287	managing growth	6/19/2017 4:26 PM
288	Bad rent-paying habits, evictions.	6/19/2017 11:53 AM
289	Door/Portfolio growth	6/18/2017 10:01 AM
290	Process development for growing company and training	6/16/2017 1:38 PM
291	finding the right backoffice software that does both HOA and residential tracking.	6/15/2017 9:32 AM
292	Social Media Campaigning Streamline Move In and Inspection processes	6/14/2017 7:29 PM
293	Eviction procedures	6/14/2017 2:00 PM
294	New properties	6/14/2017 1:48 PM
295	lack of understanding	6/14/2017 1:14 PM
296	Finding talented independent contractors	6/14/2017 10:30 AM
297	No inventory	6/14/2017 10:16 AM
298	growing	6/14/2017 9:59 AM
299	Trying to acquire more business. What is the best way to accomplish that?	6/14/2017 9:28 AM
300	Reliable, reasonable vendors	6/14/2017 8:37 AM
301	Deploying the profits wisely.	6/14/2017 7:41 AM
302	heavy regulation	6/14/2017 7:00 AM
303	Growing pains	6/14/2017 6:04 AM
304	Need more inventory!	6/13/2017 11:52 PM
305	Health Insurance for employees	6/13/2017 9:49 PM
306	Finding the time to streamline processes and improve efficiency.	6/13/2017 9:24 PM
307	Contracts and systems	6/13/2017 8:30 PM
308	Getting new owners	6/13/2017 7:34 PM
309	Keeping inventory numbers stable with owners selling properties.	6/13/2017 7:23 PM
310	Finding reliable vendors	6/13/2017 7:13 PM
311	maintenance issues in older units	6/13/2017 7:12 PM
312	maintenance	6/13/2017 7:00 PM
313	Lack of proper tenant care to the units.	6/13/2017 6:57 PM
314	Obtaining new management to offset the homes being sold.	6/13/2017 6:49 PM
315	Staffing, tenant coverage	6/13/2017 6:41 PM
316	Increasing the number of properties managed.	6/13/2017 6:39 PM
317	AZ Dept. of Revenue and its changing requirements.	6/13/2017 6:38 PM
318	Not having enough time to get everything I want to do done!	6/13/2017 6:30 PM
319	No inventory owners selling their rentals	6/13/2017 6:26 PM
320	Maintenance	6/13/2017 6:22 PM
321	Maintenance coordination	6/13/2017 6:22 PM
322	Non	6/13/2017 6:15 PM
323	Weeding out undesirable owners/properties	6/13/2017 6:14 PM
324	owner managed properties	6/13/2017 6:12 PM
325	Streamlining our systems, saving costs.	6/13/2017 6:11 PM

326	Lots of renters but no rentals	6/13/2017 6:10 PM
327	Retaining clients. The laws in the City or Portland proper are swiftly changing to favor tenants which is causing property owners to sell their Real Estate investments and invest their money elsewhere.	6/13/2017 6:05 PM
328	Technology. We don't have an IT staff, so I am faced with being this person as the Director of Operations.	6/13/2017 6:03 PM
329	nagativity	6/13/2017 5:58 PM
330	Managing staff, consistent level of service, trying to have and apply general rules, systems, and guidelines to a variety of owners/tenants/properties.	6/13/2017 5:56 PM
331	Growth of new properties, selling of long time rental by owners.	6/13/2017 5:56 PM
332	properties selling employees	6/13/2017 5:53 PM
333	Inventory shortage	6/13/2017 5:52 PM
334	vendors, state compliance issues, fed compliance issues, service animals	6/13/2017 5:49 PM
335	GOOD VENDORS!	6/13/2017 5:45 PM
336	overbuilding and a rent market that is slowing	6/13/2017 5:45 PM
337	Taking care of maintenance issues in a timely manner!	6/13/2017 5:44 PM
338	maintaining customer service at a level that is acceptable to all the ever-changing demands of the renting population	6/13/2017 5:44 PM
339	Fast changing market trends and loss of properties due to sale	6/13/2017 5:43 PM
340	Turn time	6/13/2017 5:40 PM
341	growth	6/13/2017 5:38 PM
342	owners selling!	6/12/2017 4:39 PM
343	Maintaining RELIABLE contractors for various trades.	6/9/2017 3:04 PM
344	Maintenance Issues / Time Management	6/9/2017 12:52 PM
345	Answering all the surveys that arrive.	6/7/2017 8:50 PM
346	Owners opting to sell	6/7/2017 7:10 PM
347	lack of inventory	6/7/2017 6:59 PM
348	Intrusion of local government... through rent control, eviction control, lease termination, habitability, tenant profile....	6/7/2017 6:47 PM
349	Unrealistic owners in regard to price/value	6/7/2017 6:03 PM
350	Taking time to answer surveys.	6/7/2017 4:38 PM
351	Handling repairs	6/7/2017 8:00 AM
352	The right employees	6/7/2017 1:55 AM
353	Growth	6/5/2017 3:14 PM
354	not enough time in the day.	6/5/2017 10:36 AM
355	Burdensum regulations	6/5/2017 6:50 AM
356	Expansion	6/4/2017 1:41 PM
357	Maintenance. Our vendors and everyone in the construction field seems to be very busy which makes getting work done in the time our tenants are accustomed to a challenge.	6/2/2017 7:49 PM
358	Learning curve! We started 13 years ago just managing our own rentals- now adding owners to represent to the mix, going bigtime with a website, etc., just learning a lot!	6/2/2017 5:36 PM
359	changing market conditions	6/2/2017 2:40 PM
360	expansion	6/2/2017 11:40 AM
361	Accounting	6/2/2017 11:32 AM
362	Finding good employees that will be dependable & stay over a year. Getting the properties rented in 60 days or less-market shifted.	6/2/2017 10:53 AM
363	Employee management	6/2/2017 9:09 AM
364	Keeping up with the market	6/1/2017 11:25 PM
365	Tenant issues and maintenance issues	6/1/2017 9:24 PM
366	Understanding the dynamics of large corporate take overs and buy outs. The new mantra that bigger is better	6/1/2017 8:08 PM
367	Rent Control Issues in local government	6/1/2017 6:56 PM
368	Staying current on federal, state, and local codes, laws and various regulations.	6/1/2017 5:19 PM

369	Time management	6/1/2017 5:13 PM
370	policies and procedures	6/1/2017 5:11 PM
371	Growing the business. Landlords selling due to high property market values.	6/1/2017 4:51 PM
372	Keeping up with technology, making time to get designations	6/1/2017 4:44 PM
373	Qualifying Tenants	6/1/2017 4:39 PM
374	Rapid market growth	6/1/2017 4:34 PM
375	Increase inventory	6/1/2017 4:18 PM
376	Having owners update rental property	6/1/2017 4:07 PM
377	Growing units and staffing	6/1/2017 3:30 PM
378	Follow up on all details large and small	6/1/2017 3:29 PM
379	time management & recruiting new business	6/1/2017 3:28 PM
380	Retaining management service as long time owners are selling their properties.	6/1/2017 2:48 PM
381	Offering competitive rates	6/1/2017 2:34 PM
382	No challenges	6/1/2017 2:26 PM
383	Scheduling and Maintenance coordination	6/1/2017 2:13 PM
384	Staffing challenges, growth potential in a small area, realistic owner expectations.	6/1/2017 2:12 PM
385	keeping up with the demand and growth from new clients.	6/1/2017 2:11 PM
386	Finding new business	6/1/2017 2:04 PM
387	Finding good vendors and communication with owners and tenants.	6/1/2017 1:52 PM
388	Staff	6/1/2017 1:44 PM
389	Keeping maintenance costs in line with owner expectations	6/1/2017 1:42 PM
390	Lowering costs.	6/1/2017 1:37 PM
391	Employees	6/1/2017 1:35 PM
392	Lack of available housing and Looming Rent Control	6/1/2017 1:26 PM
393	Finding quality tenants	6/1/2017 1:23 PM
394	Extending or renewing leases	6/1/2017 1:21 PM
395	Time to grow my sales business and my personal property acquisition interests	6/1/2017 1:15 PM
396	Rent control.	6/1/2017 1:14 PM
397	Good staff help at a reasonable price. Not enough time to do everything needed.	6/1/2017 12:56 PM
398	Good staff	6/1/2017 12:52 PM
399	increasing number of accounts because homes are selling well.	6/1/2017 12:50 PM
400	Tenant geared laws becoming ever more restrictive for landlords.	6/1/2017 12:46 PM
401	Finding quality vendors for a good price.	6/1/2017 12:43 PM
402	I recently sold my PM business....but the biggest challenge until the sale was access to good education and PM updates which is why I joined NARPM and became active in our Chapter.	6/1/2017 12:43 PM
403	Getting new business	6/1/2017 12:37 PM
404	Finding qualified employees	6/1/2017 12:34 PM
405	Eviction	6/1/2017 12:30 PM
406	Growing Properly and at the right pace	6/1/2017 12:27 PM
407	Bringing in new owners/rentals	6/1/2017 12:23 PM
408	Leasing season overload. Tons of inquiries, showings, move outs/ins etc.	6/1/2017 12:21 PM
409	Finding talented employees	6/1/2017 12:19 PM
410	Getting goodcontractors and coordinating maintenance.	6/1/2017 12:16 PM
411	Finding great new team members	6/1/2017 12:14 PM
412	Current Law Changes	6/1/2017 12:13 PM
413	Need new software that is workflow-based and greatly reduces redundant tasks.	6/1/2017 12:12 PM
414	Growing the number of properties under management.	6/1/2017 12:11 PM
415	Attrition due to owners selling their properties.	6/1/2017 12:11 PM
416	Finding quality managers, no good HOA software	6/1/2017 12:11 PM
417	Bringing in new clients	6/1/2017 12:09 PM



418	Losing properties to sales and not bringing in new ones to cover the ones we are losing.	6/1/2017 12:08 PM
419	People that are not happy because we have to enforce the lease and they leave bad reviews on our website.	6/1/2017 12:08 PM
420	All of our property managers are independent contractors (1099) and it leaves us with less control than I would like. I wish we could switch and make them salaried, but there is no way to do that with the current people.	5/31/2017 2:16 PM
421	I'm working with residential manager to have their portfolio's on our awards program. <a href="http://www.tpchd.org/smokefreehousing">www.tpchd.org/smokefreehousing</a>	5/30/2017 12:08 PM
422	Getting quality owner leads	5/27/2017 11:07 AM
423	Keeping organized as it is just me doing all property management. Also, maintaining quality contractors	5/26/2017 6:07 PM
424	Qualified tenants	5/26/2017 4:50 PM
425	Dealing with stupid agents	5/26/2017 4:33 PM
426	Inventory	5/26/2017 3:49 PM
427	Employee Salaries and Benefits	5/26/2017 1:14 PM
428	Software improvements... like forgetting logon password and Appfolio taking longer than a day to reset my account. Field techs being able to submit a w.o. while in the field when the complexity of the repair requires a specialty tradesman.	5/26/2017 12:50 PM
429	Inventory low so adding to portfolio to meet demand	5/26/2017 12:08 PM
430	Lack of inventory in our market, losing doors to sales.	5/26/2017 11:50 AM
431	owners selling	5/26/2017 11:41 AM
432	Keeping up with changing laws that impact property management. Finding legal assistance that knows property management. Figuring out how and what to implement in way of social media into the business. So much to choose from and oh so costly.	5/26/2017 11:35 AM
433	Growing Doors	5/26/2017 11:09 AM
434	Keeping rents in line with market and increasing property values	5/26/2017 10:51 AM
435	Implementing everything I learn daily	5/26/2017 10:21 AM
436	Loss of properties due to owner's deciding to sell and working to bring on new properties to fill that void	5/26/2017 10:11 AM
437	Growing the business	5/26/2017 10:11 AM
438	Getting more doors	5/26/2017 9:58 AM
439	Growth	5/26/2017 3:24 AM
440	Making time to work on the business vs. working in the business.	5/25/2017 10:14 PM
441	increasing portfolio	5/25/2017 9:08 PM
442	New laws being passed without legislators considering the effects they will have on tenants, rents, owners. Rent control, mandatory inspections, source of income protections, etc.	5/25/2017 9:04 PM
443	growing our business	5/25/2017 6:06 PM
444	Maintenance costs.	5/25/2017 6:04 PM
445	Getting more homes to rent	5/25/2017 5:19 PM
446	communication with tenants	5/25/2017 5:01 PM
447	Good employees	5/25/2017 4:34 PM
448	Finding repair vendors, cleaning vendors.	5/25/2017 4:31 PM
449	Systematizing our daily operations to make the jobs of our property managers more efficient. Figuring out how to measure performance for our property managers and setting up payroll, paid time off etc. We've never had employees before and were struggling to know exactly what we should be doing and ways to streamline our duties. Keeping up with the ongoing changes in the industry and how to handle specific issues without paying a ridiculous amount of money to an attorney.	5/25/2017 4:19 PM
450	Rising rents.	5/25/2017 4:09 PM
451	Getting decent maintenance help, especially in a timely manner	5/25/2017 4:07 PM
452	Finding qualified tenants.	5/25/2017 3:03 PM
453	Growing the business	5/25/2017 2:42 PM
454	Maintenance	5/25/2017 2:32 PM
455	1. Growing our business 2. Finding the right folks to work in our business	5/25/2017 1:59 PM
456	getting new business	5/25/2017 1:23 PM

457	tenants not keeping up with maintenance!!	5/25/2017 1:03 PM
458	Competing against the national companies that are coming into the market	5/25/2017 12:55 PM
459	Losing a lot of homes to sales. Too many laws and tenant rights overpowering a good landlord	5/25/2017 12:20 PM
460	Expansion while staying profitable and maintaining good service.	5/25/2017 11:47 AM
461	Right now it is listing enough properties to put on the market, we have a real shortage of available single family rental properties	5/25/2017 11:44 AM
462	busy Spring moving season	5/25/2017 11:32 AM
463	securing managements in a hot sales market	5/25/2017 11:05 AM
464	education	5/25/2017 10:33 AM
465	Attaining New Accounts/Marketing	5/25/2017 10:33 AM
466	Business Development, Clients selling inventory	5/25/2017 10:32 AM
467	Keeping an owner from selling a property in this crazy market.	5/25/2017 10:31 AM
468	Growing	5/25/2017 10:19 AM
469	attracting new owners	5/25/2017 10:00 AM
470	More business	5/25/2017 9:27 AM
471	Properties being removed from property management and being listed for sale	5/25/2017 8:49 AM
472	conversion of historic records to where we are today.	5/25/2017 8:46 AM
473	Coordinating Maintenance - keeping owners, tenants and vendors happy.	5/25/2017 8:39 AM
474	Emotional Support animals and shoddy unprofessional property managers at other companies	5/25/2017 8:36 AM
475	Legal Advise and training	5/25/2017 8:16 AM
476	Adding structure to support us as we grow.	5/25/2017 7:35 AM
477	Dealing with homeowners that try to sell their properties after it's been a rental and what they want to charge the past tenant. Also dealing with difficult or demanding tenants.	5/25/2017 7:19 AM
478	Selling a home	5/25/2017 7:15 AM
479	Acquiring properties to manage.	5/25/2017 6:40 AM
480	Finding quality employees to get stuff done and having time to myself. Working too hard. Working in the business not on the business not a good strategy but finding an employee that is good has been hard.	5/25/2017 1:59 AM
481	Slow market	5/25/2017 1:51 AM
482	People selling homes	5/24/2017 11:49 PM
483	Employee training	5/24/2017 11:42 PM
484	Finding licensed contractors to do smaller jobs. Our state laws require license contractors for jobs under \$1,000.	5/24/2017 11:16 PM
485	Tenants not taking responsibility for their actions, Emotional Support animals	5/24/2017 11:09 PM
486	Technology	5/24/2017 10:01 PM
487	Human resources and procuring reliable, competent vendors.	5/24/2017 9:48 PM
488	paperwork	5/24/2017 9:47 PM
489	Maintenance issues.	5/24/2017 9:33 PM
490	Finding qualified tenants	5/24/2017 9:00 PM
491	Properties going to sale	5/24/2017 8:57 PM
492	Family members in firm	5/24/2017 8:52 PM
493	Financing acquisitions	5/24/2017 8:32 PM
494	Deciding to hire more people and grow or stay as we are	5/24/2017 8:07 PM
495	Adding properties	5/24/2017 7:49 PM
496	Landlords selling and wanting to kick the tenants out or worse, selling while occupied.	5/24/2017 7:41 PM
497	Keeping up with rental values. Stupid tenants!	5/24/2017 7:19 PM
498	Making a profit as our managers are all independent contractors as real estate agents, understanding TX property code, ensuring processes in place for growth	5/24/2017 7:13 PM
499	Acquiring new properties	5/24/2017 7:09 PM
500	government regulations	5/24/2017 7:04 PM
501	Contractors. Our area has a shortage and we are competing with home builders.	5/24/2017 7:00 PM
502	Growing the portfolio	5/24/2017 6:58 PM

503	there's always something, but nothing in particular worth mentioning	5/24/2017 6:45 PM
504	Inventory	5/24/2017 6:33 PM
505	Growing membership in our local NARPM chapter Getting listings in a competitive market	5/24/2017 6:30 PM
506	Quality & Efficiency	5/24/2017 6:30 PM
507	Finding more properties to manage.	5/24/2017 6:16 PM
508	properties being sold and acquiring new ones	5/24/2017 6:15 PM
509	delegating	5/24/2017 6:06 PM
510	Employee costs	5/24/2017 6:05 PM
511	Staff and time	5/24/2017 6:02 PM
512	Progress of Systems and decent handyman vendors	5/24/2017 6:01 PM
513	City and state regulations	5/24/2017 5:50 PM
514	Bringing on new business	5/24/2017 5:50 PM
515	Owners choosing to sell instead of rent because the market has improved. Fewer Investors (hedge funds) not using property management companies any more.	5/24/2017 5:49 PM
516	tenants	5/24/2017 5:48 PM
517	Stupid tenant lawsuits.	5/24/2017 5:45 PM
518	Acquiring additional properties	5/24/2017 5:43 PM
519	Apart from the on-going challenge of keeping track of details for each property, biggest issue is growing my company in the way I want to grow	5/24/2017 5:39 PM
520	Attracting and maintaining quality employees.	5/24/2017 5:38 PM
521	Keeping up with AZ rent tax, employees training, too many extra website systems to keep up to date	5/24/2017 5:38 PM
522	Growth	5/24/2017 5:36 PM
523	Vendor recruitment	5/24/2017 5:31 PM
524	Maintenance people	5/24/2017 5:26 PM
525	Growth in a saturated market.	5/24/2017 5:26 PM
526	Over-regulation. MD State lawmakers supporting onerous laws/PM licensing....HUD's advisory letters are treated as law. HUDs disparate impact advice has forced subjectivity (and therefore liability/inconsistency) into screening decisions. Ive even heard talk of "credit score" becoming a protected class. To insinuate that ability (or inability) to pay bills is somehow discriminatory is ludicrous. Why even screen anymore? Many other HUD "laws" are very difficult to put into practice. They are out of control and no one votes them into office, so there is very little accountability.	5/24/2017 5:25 PM
527	Staying Competitive with Renter's warehouse	5/24/2017 5:24 PM
528	Service animals and ignorant and arrogant tenants.	5/24/2017 5:19 PM
529	Gaining new clients	5/24/2017 5:18 PM
530	The right employees; Quality tenants	5/24/2017 5:14 PM
531	Vacancy, communication (internal and with customers)	5/24/2017 5:14 PM
532	tenant security deposit disputes	5/24/2017 5:14 PM
533	Keeping up with technology	5/24/2017 5:12 PM
534	Lead Generation	5/24/2017 5:09 PM
535	Lack of inventory	5/24/2017 5:05 PM
536	New to the field. Having time to develop sound processes, Business plan and manage 20 units all myself and no other employees.	5/24/2017 5:05 PM
537	Finding the time to get it all done. Followed by, do we need to hire someone or a virtual assistant or scale down..	5/24/2017 5:03 PM
538	maintenance issues	5/24/2017 5:00 PM
539	Convincing owners not to go with the lowest priced option in the market	5/24/2017 4:59 PM
540	Communication via email with tenants for lease renewals. Getting the tenants to understand they lease or at least remembering what was discussed at lease up.	5/24/2017 4:59 PM
541	Growth	5/24/2017 4:55 PM
542	Picking up new properties	5/24/2017 4:54 PM
543	Expanding and Growth	5/24/2017 4:52 PM
544	Growth	5/24/2017 4:45 PM

545	trying to figure out what to do to keep out of Fair Housing claims when they will not give us any specific guidelines. It is too subjective and leaves room for error due to a mere difference of opinion. They need to give us specific guidelines.	5/24/2017 4:43 PM
546	staffing	5/24/2017 4:42 PM
547	I need to increase doors and hire someone.	5/24/2017 4:37 PM
548	Finding qualified staff.	5/24/2017 4:37 PM
549	Hiring good help	5/24/2017 4:35 PM
550	HUD	5/24/2017 4:35 PM
551	paperwork	5/24/2017 4:34 PM
552	Finding good tenants.	5/24/2017 4:32 PM
553	Inventory is low	5/24/2017 4:31 PM
554	Low income clients. 64% of our population is on welfare. It's not that they do not qualify, its that they do not care and tear up the place, knowing that we cannot collect for damages.	5/24/2017 4:31 PM
555	HOA's and State law on evictions	5/24/2017 4:28 PM
556	Sales	5/24/2017 4:27 PM
557	Finding investment property	5/24/2017 4:25 PM
558	Discrepancies with HUD Fair Housing i.e. criminal back ground checks, comfort animals, support animals, number of residents allowed in a single family home, etc.	5/24/2017 4:23 PM
559	rent control	5/24/2017 4:22 PM
560	Staffing and accomodating growth	5/24/2017 4:22 PM
561	Not having enough time to get everything done.	5/24/2017 4:21 PM
562	Obtaining more properties/owners	5/24/2017 4:19 PM
563	Keeping up with growth while not exposing ourselves to risk.	5/24/2017 4:19 PM
564	getting new doors	5/24/2017 4:17 PM
565	Qualified renters	5/24/2017 4:16 PM
566	Growth. Emotional Support Animal Issues. Increasingly demanding tenants.	5/24/2017 4:14 PM
567	Time	5/24/2017 4:13 PM
568	Growing the portfolio and competition from other companies lowballing their management fees.	5/24/2017 4:09 PM
569	maintaining steady number of rentals due to owners selling	5/24/2017 4:09 PM
570	Staffing	5/24/2017 4:05 PM
571	gaining new clients	5/24/2017 4:04 PM
572	Lack of inventory due to the current housing market in Western Washington, specifically King and Pierce County.	5/24/2017 4:03 PM
573	technology and staffing so I can grow my business	5/24/2017 4:03 PM
574	Client's sell investment properties	5/24/2017 4:00 PM
575	Sustained growth	5/24/2017 3:56 PM
576	Adding new properties because So many of our current owners are selling.	5/24/2017 3:56 PM
577	Making the transition from paper to digital and streamlining processes.	5/24/2017 3:56 PM
578	Growth	5/24/2017 3:56 PM
579	Attempting to "break into" larger developments, which are primarily closed management here locally.	5/24/2017 3:55 PM
580	Finding and keeping reliable Contractor/Vendors	5/24/2017 3:55 PM
581	finding investors with multiple properties	5/24/2017 3:55 PM
582	keeping track of changing laws	5/24/2017 3:54 PM
583	Lack of follow through	5/24/2017 3:54 PM
584	Lack of public awareness about the benefit of using professional manager vs real estate agent.	5/24/2017 3:53 PM
585	Employees	5/24/2017 3:53 PM
586	Collect the debt	5/24/2017 3:53 PM
587	Accounting	5/24/2017 3:53 PM
588	\$45 for a monthly meeting with lousy food is a disgrace and holds Narpm back	5/24/2017 3:53 PM
589	Start-up	5/24/2017 3:53 PM
590	Dealing with tenants don't behave	5/24/2017 3:52 PM

591	good maintenance people	5/24/2017 3:52 PM
592	Qualified warm leads	5/24/2017 3:52 PM
593	Getting up to speed with marketing	5/24/2017 3:52 PM
594	Hiring good employees that are capable of this line of work AND the govt being so vague on fair housing issues	5/24/2017 3:51 PM
595	Showing an owner how my company is different from an average real estate agent acting as a property manager	5/24/2017 3:51 PM
596	New city ordinance	5/24/2017 3:50 PM
597	Limiting liability	5/24/2017 3:50 PM
598	Continually changing lead sources and marketing. Growth.	5/24/2017 3:50 PM
599	1) finding qualified tenants - a LOT of prospects have really bad credit, and rental history lately 2) competing with other property management/real estate who are charging discounted rates and doing a BAD job at managing their properties - AKA making me look bad	5/24/2017 3:50 PM
600	Local Government	5/24/2017 3:49 PM
601	reducing labor costs	5/24/2017 3:49 PM
602	Investors selling their properties Getting new properties	5/24/2017 3:49 PM
603	Owners understanding that rents are dropping	5/24/2017 3:48 PM
604	bringing on new rental properties	5/24/2017 3:48 PM
605	Owners that want to micromanage.	5/24/2017 3:46 PM
606	Growth	5/24/2017 3:45 PM
607	Keeping up with legislative issues	5/24/2017 3:45 PM
608	Market conditions and Maintenance Costs	5/24/2017 3:45 PM
609	Remaining competitive in an ever changing industry.	5/24/2017 3:45 PM
610	Getting the right people in the right seats	5/24/2017 3:44 PM
611	Scaling without adding too much to payroll expenses	5/24/2017 3:43 PM
612	Maintenance issues	5/24/2017 3:43 PM
613	Growth	5/24/2017 3:23 PM
614	Responsible growth	5/23/2017 9:52 PM
615	Other property managers cutting their fees to the point we can't compete or we'd loose money.	5/22/2017 5:10 PM
616	Having unsubstantiated lawsuits filed by tenants. I have had 3 this last year and it just cost a lot of money to defend yourself.	5/16/2017 8:08 PM
617	Hiring great people	5/16/2017 5:49 PM
618	Property Inspections, good software, and maintenance.	5/16/2017 4:24 PM
619	Always being on your toes to avoid potential law suits	5/16/2017 12:30 PM
620	my inability to convert leads. Language barrier, my Spanish isn't as good as it needs to be to make people feel comfortable in working with me.	5/16/2017 10:04 AM
621	Accelerating Growth	5/16/2017 12:58 AM
622	Staffing	5/15/2017 6:56 PM
623	Replacing doors from ones being sold with good market back.	5/15/2017 4:13 PM
624	finding good tenants in a timely manner	5/15/2017 3:50 PM
625	Obtaining good information on common issues such as Fair Housing, (emotional support animals); Comparable property metrics.	5/15/2017 3:49 PM
626	getting more accounts than losing	5/15/2017 3:48 PM
627	staffing	5/15/2017 3:42 PM
628	Obtaining good new doors to manage	5/15/2017 3:22 PM
629	Growing the business	5/15/2017 3:21 PM
630	Keeping up with social media and growing the doors	5/15/2017 3:14 PM
631	Maintenance issues are always the main complaint. Trying to work on awesome customer service ratings.	5/15/2017 3:10 PM
632	Finding good employees	5/15/2017 3:10 PM
633	Managing Growth	5/15/2017 3:07 PM
634	Marketing	5/15/2017 9:06 AM

635	Attaining a 5 star review on internet review sites	5/13/2017 12:53 AM
636	we need to work on the referral fees for agent, so many clients are frustrated with all PMs	5/13/2017 12:33 AM
637	Unit growth.	5/12/2017 7:26 PM
638	Employee retention	5/12/2017 6:28 PM
639	Finding qualified employees.	5/12/2017 5:58 PM
640	Finding leasing agents who want to work hard.	5/12/2017 5:56 PM
641	operating trust accounts	5/12/2017 5:39 PM
642	Seems like we are stuck and not growing as much as I would like to see happen.	5/12/2017 5:35 PM
643	vendors, State and Fed compliance issues	5/12/2017 5:01 PM
644	Changing governmental regulations, finding suitable new owners, sales of existing inventory,	5/12/2017 4:55 PM
645	hiring the right personnel.	5/12/2017 4:41 PM
646	marketing	5/12/2017 4:04 PM
647	Crazy real estate market and not enough properties for the demand	5/12/2017 3:59 PM

## Q11 Please rank the value you receive from the benefits listed below that NARPM® offers.

Answered: 802 Skipped: 11

	VERY SATISFIED	SATISFIED	NEITHER	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall NARPM membership	45.92% 366	43.04% 343	8.91% 71	1.63% 13	0.50% 4	797	4.32
Local Chapter if applicable	37.47% 272	40.36% 293	17.49% 127	2.75% 20	1.93% 14	726	4.09
Location of Local Chapter Meetings	34.19% 252	36.91% 272	20.35% 150	6.51% 48	2.04% 15	737	3.95
NARPM National Convention	26.63% 188	34.14% 241	36.83% 260	1.98% 14	0.42% 3	706	3.85
NARPM Classroom Educational Offerings	23.34% 172	42.20% 311	27.54% 203	5.70% 42	1.22% 9	737	3.81
NARPM Online Educational offerings	18.84% 136	37.67% 272	38.78% 280	4.29% 31	0.42% 3	722	3.70
NARPM Broker Owner Retreat	33.57% 233	22.77% 158	41.50% 288	1.87% 13	0.29% 2	694	3.87
Affinity Partnership with vendors	16.83% 119	37.48% 265	42.15% 298	2.69% 19	0.85% 6	707	3.67
No selection needed	30.54% 73	20.08% 48	47.28% 113	1.26% 3	0.84% 2	239	3.78
No selection needed	21.43% 51	31.09% 74	44.96% 107	2.10% 5	0.42% 1	238	3.71
Discussion Board for Broker/Owners	26.95% 180	29.19% 195	41.62% 278	1.65% 11	0.60% 4	668	3.80
Discussion Board for Property Manager	25.63% 172	31.45% 211	40.09% 269	2.24% 15	0.60% 4	671	3.79
Home Depot Rebate Program ( <a href="https://cpr.homedepot.com/CPR/login.aspx">https://cpr.homedepot.com/CPR/login.aspx</a> )	8.16% 54	20.69% 137	66.77% 442	2.57% 17	1.81% 12	662	3.31
Legislative or lobbying efforts	18.96% 131	42.98% 297	34.59% 239	2.32% 16	1.16% 8	691	3.76
Lowes discount program <a href="http://www.lowesforpros.com/">http://www.lowesforpros.com/</a>	9.24% 61	20.30% 134	66.82% 441	2.42% 16	1.21% 8	660	3.34
Member rates on conferences & education classes	13.99% 101	48.20% 348	29.09% 210	7.06% 51	1.66% 12	722	3.66
Membership certificate which identifies professional organization	19.78% 141	45.16% 322	31.84% 227	2.24% 16	0.98% 7	713	3.81
Monthly newsletter	24.46% 181	55.41% 410	17.43% 129	2.03% 15	0.68% 5	740	4.01

Member's only area on Association's website	17.34% 121	45.42% 317	31.95% 223	4.73% 33	0.57% 4	698	3.74
NARPM Marketing Program (www.WhyUseOne.com)	8.77% 59	25.85% 174	58.69% 395	4.61% 31	2.08% 14	673	3.35
Networking	31.43% 226	41.72% 300	23.92% 172	2.23% 16	0.70% 5	719	4.01
Professional designations	25.46% 179	40.40% 284	31.29% 220	1.99% 14	0.85% 6	703	3.88
Personal listing on www.NARPM.org	13.47% 92	34.41% 235	48.02% 328	3.37% 23	0.73% 5	683	3.57
Referral listing on www.NARPM.org	13.17% 89	32.84% 222	50.00% 338	3.25% 22	0.74% 5	676	3.54

**Q12 If your answer was "neither, dissatisfied, or very dissatisfied", we would appreciate knowing how to improve your experience. Briefly share with us any comments you may have or suggestions on how we can improve as it relates to your NARPM® experience.**

Answered: 400 Skipped: 413

#	RESPONSES	DATE
1	I have not been to owner broker, or I have not yet used, the programs or benefits so I can not answer. I think some of the costs for conferences where they are very expensive when a small office can not pay for the employees, Property managers do not make great salaries and paying for travel hotels and conferences sometimes is not a reality for all	8/14/2017 11:19 AM
2	I am new to NARPM but finding it a little difficult to get involved.	8/11/2017 6:38 AM
3	I haven't had an opportunity to explore in details the NARPM offerings.	8/8/2017 2:59 PM
4	My 'neither' answers meant I had no experience or opinion on the matter. N/A was not a choice.	8/7/2017 4:21 PM
5	I haven't been on the discussion board for PMs I don't have the discount program for Lowes - I'll have to look into that. Membership certificate - I don't know that I've ever received one? Working on my RMP Unaware of a personal or referral listing on Narpn.org	8/4/2017 6:21 PM
6	I have not had time to look at how these areas could be useful.	8/4/2017 2:52 PM
7	Haven't participated in either discussion board so I couldn't comment.	8/4/2017 11:56 AM
8	a little bummed the conference registration went up this year as we will have to bring less staff members to the event	8/4/2017 8:54 AM
9	I just haven't taken advantage of alot of the benefits.	8/3/2017 7:46 PM
10	Does not pertain to our operations.	8/3/2017 12:39 PM
11	We need to be more aggressive to let our association know in the market among others. We are limited within our boundaries and need to work locally to expand our presence. Few are only interesting on legislative issues, we need to be louder regarding matters that affect us in this industry. We need to try to communicate to our peers what we are doing and how it is been done. Improve our networking techniques, get other involved and again expand our horizons.	8/3/2017 9:40 AM
12	Another designation would be good. Also, even more stream lining would be good.	8/2/2017 4:59 PM
13	Unaware of lobbying efforts, need more information on issues and efforts on behalf of membership	8/2/2017 2:04 PM
14	Too many classes dealing with computers rather than the everyday experiences of managers	8/2/2017 1:26 PM
15	My phone # is incorrect. I have asked to have it corrected.	8/2/2017 3:23 AM
16	Anything I checked in neither is because I haven't used it yet.	8/1/2017 7:32 PM
17	not a local chapter member	8/1/2017 6:31 PM
18	The "neither" selections were because I had limited experience with those items.	8/1/2017 3:44 PM

19	It seems to me that NARPM continues to push increasing attendance at National without adding true value. The National conference has been lackluster the past few years - keynote speakers are a bit cheesy and play to the more mature audience members. The breakout sessions are mundane - I can look at the programs now and tell you, almost verbatim, what the speaker is going to cover. The PM industry is in a huge uptick and it doesn't feel like NARPM is keeping pace. Certain members within the organization are but on the whole, NARPM feels like the grandmother's house of PM. Everyone is respectful, enjoys the gatherings and shares the meal but after we leave we seek that amazing new restaurant down the street. Women are not represented in equal numbers at the National level and I'm not sure why - when I look at those in attendance there are lots of women and my networking has shown me that many of these women would be great candidates for national Committee/Board life. Seems to be a "good ol boy" attitude in general and it can be grating to deal with year after year. Our local affiliates want to go to National but don't see any benefit other than hanging out with their local professional members and sightseeing. I don't know off the top of my head what the solution is but it's tough to tell our Affiliates "bye" each year when we head off to Nationals..maybe a hefty discount for them if they aren't a regional or national company? Idk, really on that one..there's things for them to learn from as well at National because they are in the industry with us but just not at the same level, I guess....maybe a breakout session or two for the affiliates to focus on customer service in the PM industry, interacting with residents (the dos and donts of communicating with residents), how to have your PMs back when onsite, personal safety.....	8/1/2017 3:32 PM
20	where I put neither I am either unaware of or have not used	8/1/2017 3:29 PM
21	"Neither" as I wasn't aware and will look into it.	8/1/2017 3:17 PM
22	Features I have not utilized. Our local chapter has the same cast of characters meeting after meeting. There does not seem to be much effort spent on outreach.	8/1/2017 1:42 PM
23	Neither selected as not familiar/using these parts of membership at the current time.	8/1/2017 1:35 PM
24	Our local chapter is having trouble with attendance and participation. As a small office, I don't really use any of the affinity programs.	8/1/2017 1:22 PM
25	many thing I am unaware of- need more informal ways of networking w/property managers to exchange ideas and help one another- the discussion board is a start	8/1/2017 1:08 PM
26	I forget about the rebate program and have not used them. The designation classes cut off too early for "early bird pricing". I would like to see more time given and less of an increase in price if you miss the deadline. It is not always possible to plan so far ahead.	8/1/2017 12:55 PM
27	I answered "neither" on items that I am not utilizing or that are not applicable to me. The three things that I am "dissatisfied" with is related to the cost. I feel that a lot of education classes offered by NARPM are overpriced, even with the member discount.	8/1/2017 12:51 PM
28	neither applies to lack of experience with the featured benefit	8/1/2017 12:28 PM
29	The ones I listed as "neither", I just don't know about these benefits / programs to have taken advantage of them, so I don't have an opinion.	8/1/2017 12:14 PM
30	There are no local events for me to attend in order to get the credit hours necessary to become a certified PM bookkeeper.	8/1/2017 12:02 PM
31	Too new in this industry to pass judgement. I have yet to participate in any NARPM related events (although I am looking forward to it.)	8/1/2017 11:54 AM
32	My "local" chapter is 200 mi away so getting volunteer hours for my designation is hard. Also I own a real estate franchisee which has their yearly convention at the same time as NARPM so I have never been to one.	8/1/2017 11:53 AM
33	Home depot and Lowes are things I don't use. I know we are working to have a better Legislative presence but I have seen what NAA does and would love to see NARPM ramp up and be more proactive in the local chapter here.	8/1/2017 10:45 AM
34	We are only just getting involved.	8/1/2017 10:42 AM
35	Never attended the broker/owner retreat...cost is way to high. Affinity program-signed up, but no one at our local stores is familiar w/the program and the instructions on use are unclear...if you're talking about Lowes and Home Depot. Never used the marketing program and I'm not sure how to answer "Networking"	8/1/2017 10:33 AM
36	As a new member it is just a little hard to get integrated.	8/1/2017 10:33 AM
37	We are currently not using the Home Depot or Lowes discounts, so I can't speak to them. I have never been to a Broker Owner Retreat. I am on the southside of Atlanta. We have most of our meetings on the Northside. It is over an hour each way, and it is hard to get to for a person with kids in school.	8/1/2017 10:01 AM
38	Have been bogged down with other day to day tasks with new implemtations that I have not had a chance to fully explore all these things.	8/1/2017 9:51 AM
39	Either I have no experience with this so I could not comment	8/1/2017 9:33 AM
40	Does not involve me	8/1/2017 9:10 AM
41	Would love online classes videos of subjects pertaining to local matters.	8/1/2017 9:08 AM
42	Not having a local or state chapter makes it extremely, hard to be involved with NARPM, From the state of LA, the closest chapter is 6 hours away	8/1/2017 9:04 AM



43	I do not think the NARPM membership contribute much to help us to our work. Titles and designation doesn't help you.	8/1/2017 7:42 AM
44	The things I marked as neither were because I just did not know about them	8/1/2017 12:41 AM
45	Well I graduated from the Ethics course and Narpm does not have the correct info	7/31/2017 11:41 PM
46	I don't know that I know all that NARPM offers, maybe there should be more education or a work shop to make sure we are using all that it has to offer.	7/31/2017 11:29 PM
47	NA	7/31/2017 11:29 PM
48	I have taken the time to look into what all the benefits are and take advantage of them.	7/31/2017 10:15 PM
49	Don't use all of the opportunities	7/31/2017 10:11 PM
50	Website and online references are very difficult to navigate. Maybe include instruction with membership on how best to use resources.	7/31/2017 9:40 PM
51	Access to education is limited locationwise. Affinity partners seem very expensive. Big boys only.	7/31/2017 9:37 PM
52	Have not found a need yet for the vendors group. Conference pricing and education could be a bit cheaper. :-)	7/31/2017 9:36 PM
53	I have not reviewed WhyUseOne.com; however, I do not feel that the general public/consumer is aware of the benefits of a professional property manager. I believe more money should be allocated to advertising/public relations and a marketing program be developed that can be used in numerous diversified markets.	7/31/2017 9:22 PM
54	The extra costs for education, conferences, etc., is too high.	7/31/2017 9:17 PM
55	Haven't used	7/31/2017 9:01 PM
56	Did not know we get a discount at Lowes or Home Depot	7/31/2017 8:51 PM
57	later please	7/31/2017 8:35 PM
58	My answers refer to the point that I don't know anything about the subject I commented on.	7/31/2017 8:33 PM
59	Very disappointed that the owner/broker changed from February to spring. For the last few years I cannot go because it falls during spring break. It is a very expensive time to travel and my children are off during spring break and we take a family vacation. Sure wish they would change back to February so I can attend again. Extremely disappointing to miss every year because it is a very important conference for me to attend as the owner/ broker of my company	7/31/2017 8:28 PM
60	A lot of communication. Increased communication around legislative updates and during slow season appropriate.	7/31/2017 8:21 PM
61	I've found it to be very "clicky" at National. I think the designation requirements are not really based on all the different kinds of property management business that are out here. and the cost and sponsorship requirements are unclear and require holding positions of office that really have nothing to do with how to lease and manage properties or run my business.	7/31/2017 8:09 PM
62	Have not been to BO retreat due to location. Was not aware of discussion boards.	7/31/2017 7:59 PM
63	just get emails - with occasional educational presentations. No idea how the local chapter functions, who is in it, where/when they meet, etc.	7/31/2017 7:55 PM
64	Most of my "neither" choices are because I have not used. Some by choice, others by ignorance of their presence.	7/31/2017 7:53 PM
65	I didn't and don't even know about these items. I didnt know we could put our listings on any NARPM sight	7/31/2017 7:51 PM
66	Stop sharing my name with people. I do not appreciate these "cold calls."	7/31/2017 7:49 PM
67	I wasn't aware of some of these things that are listed.	7/31/2017 7:48 PM
68	Their doesn't seem to be a large benefit to being a part of the organization. More free videos or online courses that highlight specific aspects of PM and partners that can provide support in those areas. Allow members to rate vendors listed on the site.	7/31/2017 7:47 PM
69	Some of the things listed, was not aware they existed. E.g. NARPM marketing program	7/31/2017 7:35 PM
70	I would like to see more NARPM events more spread out around the country. Owner/Broker is always on West Coast and now the 2018,2019 national conventions are planned for the west coast. I think we would get more participation if the events rotated more evenly.	7/31/2017 7:23 PM
71	I'm new to the industry with MANY obligations on my time. I'm not not familiar with any of the benefits for which I responded "neither".	7/31/2017 7:19 PM
72	Home Depot discount is only for paint.	7/31/2017 7:15 PM
73	I'm not even aware of what is offered in my membership. I'm so busy with my business that it is difficult to give time or resources to NARPM	7/31/2017 7:11 PM
74	I joined over a year ago, I tried to find out when and where the meetings were for the Dallas and Ft Worth Chapters several times and was never called.	7/31/2017 7:09 PM

75	The organization seems to have a good toe-hold on the East Coast, but also seems pretty thin on the West Coast; too far to drive for meetings; too little valuable information being disseminated; too little personal time already to devote time to an organization that does not provide sufficient payoff for time and talent contributed, etc.	7/31/2017 7:02 PM
76	New member ... just learning what NARPM has to offer	7/31/2017 7:00 PM
77	More value to broker/owners	7/31/2017 6:58 PM
78	Need more exposure for WhyUseOne.com	7/31/2017 6:55 PM
79	Most of the "neither" selections was due to no experience with that particular topic/item. The rates for conferences and educational classes are higher than what would be my preference to pay, especially if you miss the early bird rates. And the association's website is too difficult to sign into, and it ends the session too early, which has me having to sign in again and again.	7/31/2017 6:45 PM
80	Have not experienced NARPM long enough to make a judgement.	7/31/2017 6:42 PM
81	Cost to attend and choice of hotels gouging on everything	7/31/2017 6:42 PM
82	Neither= never used product. I'm dissatisfied with my local chapter because politics plays a bigger role in leadership than experience, performance, and willingness to participate.	7/31/2017 6:29 PM
83	The discount programs are also available through other means as well resulting in them not adding much benefit.	7/31/2017 6:24 PM
84	I don't utilize those programs, so I don't feel one way or another about them.	7/31/2017 6:22 PM
85	Outside referrals are difficult as most do not know where Spring Hill is located. We have to explain where we are in relation to TPA, etc.	7/31/2017 6:14 PM
86	NARPM's website has always been difficult to access and navigate. Thus, I rarely use it. The education for the designations has improved and is satisfactory. The designations have very little impact on business or prestige within the business unless there is a huge effort put into marketing the designation...which isn't done.	7/31/2017 6:12 PM
87	Benefits not utilized	7/31/2017 6:05 PM
88	I'm new enough to NARPM I'm chose "neither" because I don't have enough experience with it to have an opinion	7/31/2017 6:03 PM
89	basically "not involved" in those areas	7/31/2017 6:02 PM
90	I was not aware of the whyuseone.com website. Will have to look that one up. I also mainly use Home Depot so can't speak for the Lowe's program.	7/31/2017 6:01 PM
91	Mostly no use or experience with the entry	7/31/2017 6:01 PM
92	I have not used all services available or offered to me.	7/31/2017 5:59 PM
93	Haven't had experience using these areas.	7/31/2017 5:59 PM
94	Over the years, it has been very difficult to take advantage of the affinity programs (signing up and ongoing management) as well as it being a challenge to disclose these types of programs (required in CA) to clients.	7/31/2017 5:55 PM
95	I'm only dissatisfied with classroom offerings because we very rarely have classes in our market and the last one I was signed up to attend was canceled. Regarding lobby efforts there seems to be very little activity. The Tenant Foreclosure Protection Act expired with zero mention from NARPM and it took weeks to even get a call back when I inquired. Virginia had some pretty scary legislation up for vote this year that I learned about after it was voted down, but we should have been notified to lobby our reps to ensure it didn't pass.	7/31/2017 5:54 PM
96	Neither is because I am not aware or do no use it.	7/31/2017 5:53 PM
97	I have discovered that my membership does not allow me on the discussion boards, it is very frustrating!	7/31/2017 5:52 PM
98	Little impact felt on our business, or lack of opportunity.	7/31/2017 5:51 PM
99	We need to continue to encourage the NARPM "brand" and designations.	7/31/2017 5:50 PM
100	Most of these items I have not attended or was not aware of	7/31/2017 5:49 PM
101	Neither means I have not utilized	7/31/2017 5:48 PM
102	NARPM website not user friendly. Lowe's & Home Depot have denied any such program exists.	7/31/2017 5:48 PM
103	Many of the above did not apply to me. There was no "zero" or N/A option for some of the above.	7/31/2017 5:47 PM
104	I volunteer all the time, local group never accepts help. Same folks year after year leading the same types of meetings.	7/31/2017 5:46 PM
105	There does not seem to be any information on how to set up personal and referral listings and Marketing.	7/31/2017 5:45 PM
106	neither did not relate to my position within NARPM so I am unable to give a qualified answer.	7/31/2017 5:45 PM
107	I don't have a local chapter in Oklahoma. Arkansas Chapter is 4-5 hours away.	7/31/2017 5:45 PM
108	Neither, because I haven't experienced the situation or product yet.	7/31/2017 5:44 PM

109	Didn't know the program existed.	7/31/2017 5:43 PM
110	Many clients in Michigan don't know what NARPM is.	7/31/2017 5:43 PM
111	Neither was listed for things I have not yet had the opportunity to take advantage of.	7/31/2017 5:41 PM
112	Didn't know about the Home Depot or Lowes programs.	7/31/2017 5:41 PM
113	Because I really do not use those items.	7/31/2017 5:40 PM
114	Not sure the why use one campaign has been effective at bringing awareness to the value of using a professional PM and especially a NARPM member.	7/31/2017 5:40 PM
115	Neither because I have not used these services yet. I was amazed at the cost of the convention (more expensive than FAR). Not very many educational opportunities.	7/31/2017 5:40 PM
116	They were not applicable to me	7/31/2017 5:39 PM
117	Unknowing of these services	7/31/2017 5:39 PM
118	The survey is too long for you to get the responses you need here.	7/31/2017 5:38 PM
119	Just haven't used these programs but will look into them now	7/31/2017 5:38 PM
120	I didn't know about a lot of these programs being offered. Lowes and Home Depot specifically	7/31/2017 5:38 PM
121	I think there should be more classes offered, both for classroom and on line. I don't use the programs with Lowes and Home Depot	7/31/2017 5:37 PM
122	help me find more Realtors who want to work in this Field.	7/31/2017 5:37 PM
123	As a new member I feel like NARPM promised a lot more then they delivered. The document section of the website is old and dated. I was promised a mentor, but was never contacted. Thus far I am not seeing the benefit in NARPM.	7/31/2017 5:37 PM
124	Would like to see more classroom options near us. There is not a local chapter close for us to plug into.	7/31/2017 5:36 PM
125	Classes are expensive and basically poor. Designation process is not good. Hard to get the points, not many choices. Tough to find time for national committee memberships. Volunteered for the Education Committee and we had one call and that was the end of it.	7/31/2017 5:35 PM
126	no opinion, either didn't know existed or don't use.	7/31/2017 5:35 PM
127	I do not do online education. Don't use rebate programs	7/31/2017 5:34 PM
128	I do not use the Home Depot or Lowes rebate plan. I feel membership classes should be a little less expensive.	7/31/2017 5:34 PM
129	Now that I know more about different organizations, don't feel that NARPM is the best fit for us. We are mostly managing multi-family properties with a mix of commercial. Very little single family which seems like the focus of NARPM	7/31/2017 5:32 PM
130	Too far away from office.	7/31/2017 5:32 PM
131	I haven't participated.	7/31/2017 5:31 PM
132	I haven't had experience with those items	7/31/2017 5:25 PM
133	The neither responses are for areas i have not used or am not familiar with.	7/31/2017 12:59 PM
134	No state chapter in my state	7/29/2017 12:28 PM
135	Local Broker & PM Forums would be great Better marketing to the public. Most people have not heard of NARPM unless they are NARPM members	7/29/2017 12:41 AM
136	The items I marked as neither satisfied/dissatisfied are due to them not being applicable to me specifically, at this time.	7/28/2017 6:06 PM
137	*Online courses are too expensive and for the most part are not qualified CE for Oregon anyway; *Classroom learning locations are not convenient; *Personal listing is incorrect and cannot seem to get changed; *Takes way too long for communications back and forth from "corporate";	7/28/2017 5:47 PM
138	I would serve in leadership but too many inside NARPM restrictions apply. I've run a brokerage business for 35 years, been in leadership of Realtor Assns 10 times the size. Expanding what are considered appropriate prerequisites makes sense.	7/28/2017 3:21 PM
139	I know the cost of education goes up like everything else but the cost of attending National Conventions is extremely expensive. Northwest Regionals were so much easier and affordable to attend.	7/28/2017 2:08 PM
140	Haven't used the ones that I stated neither	7/28/2017 2:04 PM
141	NARPM should work closer with NAR on lobbying efforts	7/28/2017 1:59 PM
142	was unaware of the program	7/28/2017 1:14 PM
143	Member discounts for education and events are not high enough, nonmembers would not be able to participate over and over at NARPM events without being forced to become members, lobbying efforts should be professionalized rather than having volunteers to their "Best effort", the Why use one campaign is weak and the reasons are outdated and not that relevant for real estate investment owners (can be vastly improved),	7/28/2017 1:07 PM

144	The loss of the Regionals has caused my interest in away activities to diminish.	7/28/2017 1:04 PM
145	I think the classes are spread out too far and not enough classes locally. I also think that the prices for classes as well as the expo are extremely high in comparison to the Florida Association of Realtors expo and the NAR Expo and the Narpn expo doesn't offer nearly as much as the other 2. Since I joined, I've been receiving a ton of telemarketing calls trying to sell me property management related services. This has been a nuisance. With the annual dues being so high and the roi next to nothing, I do not see myself renewing next year.	7/28/2017 12:34 PM
146	I don't use the discussion boards. I think the monthly newsletter could be more advanced. A lot of the content is too basic.	7/28/2017 12:29 PM
147	I don't use these services	7/28/2017 11:58 AM
148	Have not used or experienced the items marked neither	7/28/2017 11:52 AM
149	I was unaware of the home depot, lowes or NARPM whyuseone.com. When clicking the links provided above, the home depot one didn't work, lowes offered no explanatory information.	7/28/2017 11:52 AM
150	Most of the later items are things I do not know about. With regards to classes, they tend to be the same over and over. I have taken every class offered some of the them multiple times due to designation requirements. Perhaps reaching out to IREM or NAA and see what classes we can take with them and receive designation credit. If this is possible not it is not well known. Narpn National conference is getting redundant. If not for the networking I would not go as often.	7/28/2017 11:38 AM
151	It would be nice if our local chapter offered more designation classes.	7/28/2017 11:37 AM
152	My chapter is in Nashville and I am in Chattanooga so it is difficult to get to the meetings. I have never used the Lowes or Home depot offerings and have not taken the time to learn about either program. Due to the fact I am in Chattanooga, I am not able to network with the other members.	7/28/2017 11:33 AM
153	Maint by 1099s - not convenient to use discounts at Lowe's etc.	7/28/2017 11:28 AM
154	As the president of my local chapter and a RMP, it has been very difficult to "sell" my members on getting their designations. Other than the education and having letters after their name, we need to provide other incentives. We could provide small discounts to membership fees and tradeshow/convention fees	7/28/2017 11:15 AM
155	I don't think it's easy for people to find us on the member listing. I also think the vendor page is poorly organized.	7/28/2017 11:08 AM
156	Neither checked because I was unaware of these benefits. Dissatisfied was due to the distance required to travel to attend a meeting, take the required agency course or attend any function. Traveling to Florida and Hawaii is not easily done in this business.	7/28/2017 11:08 AM
157	First of all the fees for education is really high.	7/28/2017 11:04 AM
158	I have not really utilized Lowes or Home Depot program. The why use one doesn't seem to provide material that I could use in a presentation to an owner.	7/28/2017 11:03 AM
159	I have not been able to attend a lot of NARPM's offerings as I have small children so traveling out of town or more than an hour a way is not feasible due to childcare restrictions.	7/28/2017 10:59 AM
160	I have no idea what several of these items are.	7/28/2017 10:59 AM
161	Sorry - there just isn't enough time in the day to use all the resources.	7/28/2017 10:58 AM
162	Have not had the opportunity to attend a convention	7/28/2017 10:57 AM
163	I don't find many classes that are of interest, and they are to expensive. I also find that the conference room rates are far to expensive. I've only received push back from Lowe's and Home Depot.	7/28/2017 10:56 AM
164	needs not to be in Winter Park, move to Orlando it is more central.Home depot is a junk shop. meetings at \$45.00 are a rip-off, hence I do not go.	7/28/2017 10:47 AM
165	Have not used the features	7/18/2017 10:54 PM
166	I haven't been using the NARPM offerings like I should be.	7/18/2017 12:41 PM
167	Neither is because I have no knowledge or don't use.	7/17/2017 7:19 PM
168	neither was that I was unaware of it. Dissatisfied, I have not had a monthly magazine mailed in months, I do not do online reading. I think the conference is expensive on top of the travel and hotel.	7/17/2017 6:47 PM
169	National Conference is antiquated, and often the keynote speakers are very lack luster that do not relate to our business. The conference should be state of the art and the absolute best resource for PM's; it's not. Classes often use vendors as speakers, obviously to save cost, but they lack credibility and even though they are not suppose to push their product, it is the very reason they present.	7/17/2017 6:42 PM
170	Too new. Do not have experience with event or program	7/14/2017 2:47 PM
171	I do not know how to get my inventor listed on the web site no do I know how the public gets ready access to see our inventory.	7/14/2017 12:23 PM
172	I never get the " Vacancy Survey" !!! My local SW IDaho chapter needs help	7/14/2017 12:16 PM
173	I don't find the NARPM Website very user friendly, and always have problems when using it.	6/24/2017 3:56 PM

174	the conventions, meetings and brokers retreats are too expensive and too far away to attend. Lowes and Home Depot are not real cooperative.	6/24/2017 1:29 PM
175	Many different log ins. Also when changes have been asked (3x) for my listing to be changed and it has not been and/or other items that gives me concern.	6/23/2017 8:49 PM
176	After attending all the owner brokers it is the same ol same ol, the only real benefit anymore is the networking and we have to ask ourselves, is the cost worth the networking. I am looking at trading the Owner Broker with the PM Growth Summit which was the best informational conference I have ever attended. Someone from NARPM needs to see what they are doing, last year they knocked it out of the park by bringing in high quality talent from all over the world. They also arranged for books to be given away by the authors that spoke, that is unheard of and just added to the caliber of the conference. NARPM needs to have something for the experienced Property Managers. I do not see highly experienced owners even in the workshops. NARPM needs to work hard to bring fresh speakers in each year so "everyone" would say, I need to hear what he/she has to say. Like myself, the first few years you could not take it all in, but after a few years there is little information to grow on. I do think the current venue is great for new people and I am sure they cannot say enough about it and if that is the mission of the board that's okay. I just think you're not giving the experienced managers what they need.	6/23/2017 10:28 AM
177	most of those comments are due to my own lack of involvement though it would be nice to have a local chapter.	6/19/2017 4:26 PM
178	I don't use them enough to have an informed opinion.	6/19/2017 11:53 AM
179	Marking "Neither"-Not enough experience to rate	6/18/2017 10:01 AM
180	Questioning value of the organization for price of the dues. Recent conference was disappointing.	6/14/2017 1:48 PM
181	Most of the neither choices are things that I have not had experience with. The only one that is reflective of dissatisfaction is Local Chapter. I feel that there has been a decline in the quality of leadership in our chapter.	6/14/2017 1:14 PM
182	I have not used that item so I have no opinion about it.	6/14/2017 10:30 AM
183	have not used them	6/14/2017 9:59 AM
184	As small business, we do not use all member benefits	6/14/2017 8:57 AM
185	I am not aware of many of these items	6/14/2017 8:37 AM
186	Very small organization with little real impact on the industry.	6/14/2017 7:41 AM
187	I would still like to see Owner/Broker moved from Las Vegas. Tired of going there. The networking opportunities are lost because of too many places for people to go.	6/13/2017 9:49 PM
188	Broker/owner is up to \$2,000 for me to attend. The nearest chapter is six hours away in an adjacent state. I would also like to get my ARM designation but without a local chapter, the opportunities to volunteer are slim and it seems it would take too much effort to meet the criteria.	6/13/2017 9:24 PM
189	I put neither if I don't use it.	6/13/2017 8:30 PM
190	Really do not use these benefits	6/13/2017 7:23 PM
191	none	6/13/2017 7:12 PM
192	NA	6/13/2017 7:00 PM
193	Still new to this, have not attended a conference. I am not sure I am a member yet.	6/13/2017 6:57 PM
194	Need more assistance in the designation program.	6/13/2017 6:49 PM
195	My biggest hurdle is cost. As a PM, if the Broker/Owner won't pay for members to attend conferences or classes, then the PM does not have the opportunity to further their education unless they pay out of pocket. Most PM's in our area make \$35 to \$40k and the costs are too high for that income level. If scholarships were offered for designation/education courses, to individuals instead of the chapter, I believe more people would be able to accomplish the designations they desire.	6/13/2017 6:39 PM
196	The "neither" responses generally identify areas I have not taken time to explore.	6/13/2017 6:38 PM
197	I haven't heard anything about WhyUseOne.com in a long time and never at the local level. Haven't taken the time to register to use the discount programs.	6/13/2017 6:30 PM
198	I have not heard back on continuing ed results	6/13/2017 6:22 PM
199	A chapter is needed in Chicago	6/13/2017 6:22 PM
200	Meetings are over priced and the food is xxxxx awful. I no longer go as I feel i am being taken for a ride. Location needs to move around.	6/13/2017 6:15 PM
201	Be more focused on the base of NARPM. Seems like all the attention goes to the politics and those wanting political positions.	6/13/2017 6:14 PM
202	I chose "Neither for Home Depot and Lowe's as our company does not use them.	6/13/2017 6:05 PM
203	I haven't used these features personally or know of them. I haven't personally been able to find the board where folks are having discussions and would be interested in help finding that.	6/13/2017 6:03 PM
204	I would like the Residential resource to come in a hard copy still. I never read it anymore	6/13/2017 5:58 PM

205	Many of things I don't use so since there was no option for that I chose neither. We have no local chapter so it's not that I'm dissatisfied with one we have, it doesn't exist.	6/13/2017 5:56 PM
206	I have been unable to access my account for over a year, when I contact the office they say - reset online, when I ask what email to use they say my email, when I reset online it says "unknown email" so no way to reset. I have contacted the local chapter president a number of times to receive invites and have never heard from them.	6/13/2017 5:56 PM
207	not enough meat at convention, too much rah-rah	6/13/2017 5:53 PM
208	Didn't apply...	6/13/2017 5:45 PM
209	my local chapter just does the same ol stuff year after year. I don't use the rebates as I don't have in-house maintenance. I never liked the "condom" campaign. We can do better	6/13/2017 5:45 PM
210	I have not been given an opportunity to receive a designation since I am the receipt9onist.	6/13/2017 5:44 PM
211	It is discouraging to have courses available but not be able to get CE credit from TREC.	6/13/2017 5:43 PM
212	I marked neither if I did not ever use that service	6/13/2017 5:43 PM
213	Just became a member so beginning to explore	6/12/2017 4:39 PM
214	All classes should carry credit with DPOR, Broker Mgmt when possible, general CE otherwise. If we're going to a training, make it count for more than NARPM.	6/9/2017 3:04 PM
215	I think the cost of some of the courses could be less.	6/8/2017 3:27 PM
216	New member here. Just getting started.	6/8/2017 11:51 AM
217	The Lowes and Home Depot discounts are of no real value since my use of an American Express card or having an LAR account provides a bigger discount than Lowes or Home Depot. Everyone who walks through the door and is breathing get the same discount as a NARPM member does	6/7/2017 8:50 PM
218	Never have received a member certificate for an employee in my office that I paid for-- as a matter of fact, the membership was never processed until I questioned why she was not a member months after the paperwork was sent to National. The website is very cumbersome & not easy to access--when it is working.	6/7/2017 6:59 PM
219	I wanted to achieve management ( RMP )certification... I attended all required classes and conferences... then I found out that I had to perform x number of volunteer hours. I don't have time to volunteer to sit in an office an hour away from the property that I manage. It is a ridiculous requirement for someone with over twenty years of front line property management experience. So, I joined the California Apartment Association and took the classes for certification with them. Also, I am now a CPM Candidate with IREM, both Associations base your certification on a series of classes and a proficiency test. Thanks NARPM!	6/7/2017 6:47 PM
220	I find the members only section of the website difficult.	6/7/2017 6:03 PM
221	The location is tough because we only have a state chapter, and it's a 5 hour round trip, making it hard for a lot of people to stay involved on a local level.	6/5/2017 3:14 PM
222	I just joined! I just don't have the knowledge yet and don't want to weigh in on experiences I haven't used yet	6/2/2017 5:36 PM
223	The attention to detail with all of NARPM's processes leaves a lot to be desired. It goes from the website which often has broken links and is clunky to use, to the many misspelled words everywhere, to the countless errors (look at the list above), to NARPM's staff who often are clueless when it comes to what is needed and/or required when requested by the chapter. It is suggested that in the future before the Board chooses a goal (designation class in every chapter) that the infrastructure of the organization is examined to see if it will support the goal and the administration be honest in its assurances of what can be accomplished within OMG. It was unfair to the chapters to assume that the volunteer effort would make up for the deficiencies at NARPM HQ. We had class brochures that were repeatedly wrong for both of the classes we had scheduled. The staff did not know the cost of the NARPM/IREM class thus it was not marketed properly twice. The blast emails were never done (according to the written policy) and still are not being done for the second class we have scheduled. The emails requesting this go ignored. The NARPM HQ seems to have so many technology issues it is recommended that an independent audit be conducted. We had class registrations never received, emails never received, web registrations never received, etc etc. We also had class booklets sent that were two books bound into single ones which were ridiculously unwieldy and heavy. The final accounting on the class was not correct. All the written processes regarding the designation class do not represent a partnership approach as far as supporting education within the chapters. Instead it comes across as top down demands that the chapters must meet certain criteria yet NARPM National is not held to any of the same standards. There needs to be a better balance for NARPM to hold onto to its culture as we continue to grow. Further, the Board is now skewed as to gender and there doesn't seem to be any real movement to address this beyond a committee who's progress has not been reported to the membership. There are tremendous opportunities to grow leadership in NARPM which are being ignored and which ultimately will lead to a further erosion of our culture. The rumble is getting louder and I would suggest some immediate changes to forestall an outright protest. In better developing leadership, the RVPs then can be close to the locations of which they represent. It has been difficult for our RVP to get to the chapters this year since he is based across the country.	6/2/2017 2:40 PM
224	No Local chapter in my state	6/2/2017 12:18 PM
225	I did not know my listings were posted on Narpm.org	6/2/2017 11:40 AM

226	My choice of "neither" is simply that I do not use that item	6/2/2017 11:32 AM
227	When I joined in 2008 NARPM was about improving our business. Now the focus seems to be constant membership growth & politics. I gave up on the designations because of the volunteer component. I live 4 hours from my chapter so opportunities to volunteer are very limited. Focus seems to be on super large management firms (over 400 doors) yet I wonder how many NARPM members are actually that size.	6/2/2017 10:53 AM
228	The lag time and poor communication once you turn in the requirements to receive a designation is entirely too much. It shouldn't take 3-4 months to receive a designation after someone turns it in. It completely takes away the prestige and honor in completing something you've worked diligently for. The turnaround time should be shortened significantly.	6/2/2017 9:09 AM
229	I feel it's very weak in the state of Nevada and I think in Las Vegas with this many property managers as we have it could be a much stronger organization	6/1/2017 9:24 PM
230	I believe overall that the direction of our business is changing and of course NARPM has to change with it. I do not think in the long run servicing to smaller companies is going to be sustainable	6/1/2017 8:08 PM
231	NARPM Education classes are expensive and the quality of information does not seem valuable enough.	6/1/2017 6:56 PM
232	Educational classes should be more often. I did not know we discounts available at Home Depot & Lowes or Marketing Program. Working on Designation....	6/1/2017 5:11 PM
233	It would be great if annually we could be sent a snap shot of what it looked like	6/1/2017 4:44 PM
234	Neither - havent attended or used it.	6/1/2017 4:39 PM
235	Not an issue of which I am concerned.	6/1/2017 4:18 PM
236	Things I don't know much about offered by NARPM or items that don't really pertain to me currently.	6/1/2017 4:07 PM
237	More online classess geared towards state or local regulations.	6/1/2017 3:48 PM
238	Would like to have a Narpn for rent listings website link	6/1/2017 3:29 PM
239	Most things I'm not aware of what is done by NARPM do can't say if I'm satisfied or dissatisfied. I'm unable to take the time away or to afford the cost to attend the Broker/Owner retreat or the national convention every year.	6/1/2017 3:28 PM
240	I do not understand how to advertise my vacancies on the NARPM web site.	6/1/2017 2:45 PM
241	NARPM needs to continue working on designation recognition. General public knows nothing on it. The real estate community is beginning to acknowledge.	6/1/2017 2:12 PM
242	My experience is very limited at this point. I plan to attend more meetings going forward and plan to attend the broker/owner conference in March of which I have heard great things about.	6/1/2017 1:52 PM
243	I learned a lot from the Broker/Owner Retreat but I wish it could move around vs. staying in Vegas	6/1/2017 1:42 PM
244	Just don't use those services.	6/1/2017 1:37 PM
245	It is very expensive for those of us that must pay our own way. I find the NARPM website very difficult to maneuver In all my years with NARPM, only ever rec'd 1 referral I worked hard, paid a lot of money for the PRM designation with FARPM and would appreciate it being recognized without having to do all the additional extras.	6/1/2017 1:32 PM
246	Marking neither just means I have not yet used the service or not used it enough times to know.	6/1/2017 1:26 PM
247	Some of the resources provided I have just not used. I am dissatisfied with the NARPM vacancy reports and the failure to require members to turn in statistics to ensure the reports are as accurate as possible.	6/1/2017 1:23 PM
248	haven't used most of the areas that were checked neither and in some cases didn't know they were available. I live over an hour from where the local meetings are held but most participants do live closer.	6/1/2017 12:56 PM
249	I feel one of the biggest areas of improvement available to NARPM is making us more visible and well-known.	6/1/2017 12:52 PM
250	don't seem to get much benefit.	6/1/2017 12:46 PM
251	I think NARPM has huge value being able to learn from and share with other members. My frustration is more in the "politics" of it.	6/1/2017 12:46 PM
252	I belief our local chapter is working on a new location for our meetings- the only reasons I don't like the current location is that it is hard to hear the speakers and the food is pretty bad.	6/1/2017 12:43 PM
253	Any missing answers are things I have either never experienced or was unaware of.	6/1/2017 12:43 PM
254	Conferences are very expensive	6/1/2017 12:34 PM
255	Did not know about it	6/1/2017 12:30 PM
256	The items marked neither is because those are services I currently don't use.	6/1/2017 12:24 PM
257	My neither was because I have never used them or knew about.	6/1/2017 12:21 PM
258	Some things I'm not aware of or haven't used.	6/1/2017 12:14 PM

259	I need to use my membership better	6/1/2017 12:13 PM
260	Those were either items I don't use or are not applicable to me.	6/1/2017 12:12 PM
261	I just haven't really used or experienced these items in order to give an opinion.	6/1/2017 12:11 PM
262	having broker owner more centrally located	6/1/2017 12:11 PM
263	There is no local chapter in Chicago. As a result, I am not getting value from NARPM in relation to my dues.	6/1/2017 12:09 PM
264	All of my "neither" answers were on items that I was not aware of.	5/31/2017 2:16 PM
265	Interested in giving a presentation on Smoke-Free Housing	5/30/2017 12:08 PM
266	Every thing NARPM has is so far away I never go. I liked the meetings when they were in Lake Mary but they have stopped having them there. Now everything is a several hour drive.	5/26/2017 3:49 PM
267	My local chapter meets at a location that is hard to get to even though it is only 30 miles away. Last time I went, it took me an hour and a half to go 30 miles. I'm very disappointed that the Broker/Owner Retreat has become a showcase for Vendors. Don't like the trade show and certainly don't like them having parts on the program where they take advantage of "selling their wares". That's not what the original thoughts were for having a Broker/Owner Retreat.	5/26/2017 1:14 PM
268	A NARPM coach should be assigned to each member desiring a designation...strength in numbers, strength in members! Coaches are only assigned if requested by a member desiring advancement.	5/26/2017 12:50 PM
269	I don't use affinity or vendor programs. I am not on any discussion boards. Use to be active just don't have the time. Conference pricing good - hotel pricing is getting high especially when you have to book airfare.	5/26/2017 12:08 PM
270	Regarding neither In past was active on local board however last 6 years required management focus with own real estate investments including management is why not reply to some questions.	5/26/2017 11:41 AM
271	Either is because not used.	5/26/2017 11:35 AM
272	Just typically don't have time to go to meetings. Local chapter meetings are an hour+ to get to . Other meetings and conventions just too far/time consuming.	5/26/2017 10:51 AM
273	Either not familiar with this area or have not used it.	5/26/2017 10:21 AM
274	Nothing negative, just didn't participate	5/26/2017 10:19 AM
275	A few responses were based on not knowing about opportunities. Chicagoland no longer has a chapter and have to travel to get additional info other than newsletter and list serve. Need to get more interest in our area.	5/25/2017 10:14 PM
276	n/a	5/25/2017 9:08 PM
277	I don't use them often, but I think they are good for those who do.	5/25/2017 6:04 PM
278	I things start with local chapters. A strong local chapter with effective leadership can enhance the value add of benefits and services offered by the org. I'm in the East Valley of Phoenix Metro. Our president of the local org tries hard and is a great guy, however, I think his surrounding board is click'ish and not very open nor accepting. I believe refreshing the board and bringing in fresh faces who are passionate about NARPM and the industry in general would be a good place to start.	5/25/2017 5:01 PM
279	I answered "neither" to benefits I wasn't aware of or don't know much about.	5/25/2017 4:19 PM
280	Most of the things I put as neither are things I do not participate in	5/25/2017 4:07 PM
281	We don't have a local chapter where I reside. So I would have to travel 3 hours	5/25/2017 3:03 PM
282	Been a member for less than a month	5/25/2017 2:42 PM
283	-Local Chapter - needs to bring in better speakers, national teachers,... -Member Only - not aware of anything that;s there -Why Use One - Don't see the value in it -I've never been contacted through the national site	5/25/2017 12:55 PM
284	I have not heard great things about the national conventions, they are too big to get real value. I do love the broker owner and state conventions. I tried but was not able to use the affinity programs, couldn't sign up. I am working on my designation, but it is confusing and hard to wade thru what is required.	5/25/2017 12:20 PM
285	wish there was a local chapter fro south GA, Atlanta is the other GA from the rest of us...no opportunity to participate	5/25/2017 11:57 AM
286	I am a new member and have only attended 1 meeting, which I enjoyed and learned from. I will be attending my first convention in June and am looking forward to it. I just don't have enough information yet to answer most of the questions knowledgeably.	5/25/2017 11:44 AM
287	a lot of the neither - I don't use. our local chapter has had a number of education class over the past 4 years, but it is the same instructor - reason: he is the closest. I get more benefit from different instructors	5/25/2017 11:32 AM
288	I can not comment on some items because I am not a Broker/Owner, nor have attended a function	5/25/2017 11:05 AM
289	I find the website difficult to navigate	5/25/2017 10:33 AM



290	I would like to see an increase in Affinity partnerships to improve the cost of doing business and involvement of better technology.	5/25/2017 10:32 AM
291	The NARPM website should make it more clearly for owners who go the website for the first time to research property managers in their city. Also, the website should highlight the designations more when the owners are looking for a manager. All property managers from my cities that I service who belong to NARPM, just pay the yearly fee and have never been to a convention or broker owner retreat or do not have any designations. In fact, I think I am one of only 3 managers in the whole state of Michigan that does have a designation. We should be highlighted above the others. I go to every national convention and broker owner.	5/25/2017 9:27 AM
292	Do not use these options	5/25/2017 8:49 AM
293	I think it is ridiculous that we get emailed a certificate for a course rather than mailed something we could put in a frame. The last certificate I received was a word file named 2016 Ethics, the document was though for the actual course I had taken. Given it is a word document though ANYONE could make it for anything they wanted. Whyuseone takes people to our membership directory. Which would be great if people found the site BEFORE they found me. Why would I though ever mention the site if in part of the research on the site they can connect with my competitors who they might not have even know they existed, Designation education is great, process is much better, NARPM still does nothing to promote or educate the public on the benefit of using a designated PM. Also until we add continuing education to the concept of getting the designation and Proctored exams (similar to both CAI and NAA) . Without these components we can have someone who earned the designation, but no longer possess the qualifications. This waters down the designation.	5/25/2017 8:46 AM
294	Brokers and Property Managers need services with accounting, legal advise, property manager training, tax consultants	5/25/2017 8:16 AM
295	I feel that the conferences are to expensive for my company to take advantage of	5/25/2017 7:35 AM
296	I have not been to any conventions yet and have not tried some of the benefits offered either so I can't comment	5/25/2017 7:19 AM
297	I have taken many classroom classes to get designation and your classes were not created by educators. I was in education for twenty years before I started this business and frankly your classes are boring. You do teaching styles that went out with the late 80s. You have some amazing teachers and you give them this old school way of teaching. We sit and listen to a lecture this is not how I learn. The broker owner and every other event you have has so much better teaching than the classes. I would suggest getting to this century on teaching and that would be making interactive classes. Have people getting in groups, working on projects and not just listening doing. They should have something they created or did that they can immediately use in their work day. The classes are like the state licensing classes just vomiting info but not digesting it. I have my RMP and have taken classes from dynamic people and I think you kill the classes by the approach. I do not feel I get enough out of classes if anything unlike the Broker owner etc. The first class I took intro to property management was good. Risk management, starting your own maintenance company were bad instruction and it was not the instructors fault it was the material and how it was presented. I took all the CCIM courses and they were so interactive and you spent time diving into the problem. You did not sit and listen but were given scenarios and had to figure out what to do. The instructor came around and if your solution was bad he explained why you just screwed your company. Each class we were in teams of four and they made the classes alive and like when you left the three day workshop your company could survive or crash. They followed each thing up with lectures but then you applied the lecture.	5/25/2017 1:59 AM
298	Have not received much referrals/clicks from listing on narpm.org	5/25/2017 1:51 AM
299	Not currently using those	5/24/2017 11:49 PM
300	Local chapter 4 hours away	5/24/2017 11:42 PM
301	Not important to me.	5/24/2017 11:16 PM
302	The lobbying efforts are not well-publicized. I only occasionally learn about them on the Discussion Board. The NARPM lobbyist needs to be more vocal about what they do and especially on dealing with the Support Animal crisis.	5/24/2017 11:09 PM
303	Haven't used any of those items or services yet.	5/24/2017 9:47 PM
304	Lots of time & money involved in all the conventions for small company owner/brokers.	5/24/2017 9:33 PM
305	Didn't pertain to me	5/24/2017 8:07 PM
306	A lot of my neithers were more of an N/A	5/24/2017 7:19 PM
307	Most I don't have experience with. I didn't know about the marketing program. Checked it out. great!	5/24/2017 7:13 PM
308	Local chapters are too far away to be beneficial	5/24/2017 7:09 PM
309	I've completed multiple courses for the designations. Out of the four or five classes I've taken, only one seemed to have valuable content. It was the advanced risk management class. The cash flow class was new and had too many inconsistencies with the book. I have the education and experience for two designations, but I haven't attended a National Conference which keeps me from the designation. I think the requirementsoutside of education are a bit too much.	5/24/2017 7:00 PM
310	I haven't used them	5/24/2017 6:58 PM

311	Wher I entered "Neither", it was because I did not take advantage of these things due to lack of time to learn them.	5/24/2017 6:33 PM
312	My neither answers do not pertain to me.	5/24/2017 6:30 PM
313	I am not being fair to NARPM in my response as I do not support our PAC for two reasons: 1) I am against money in politics. I believe that you take the money out of it and you decrease corruptions. 2) the only act that I am aware of was NARPM's push to get the foreclosure act extended, which did not benefit PM, but tenants.	5/24/2017 6:02 PM
314	When looking for a member a link should take you to that persons or company webpage. A link to the member email should also be added.	5/24/2017 5:50 PM
315	Don't use them	5/24/2017 5:50 PM
316	We don't use the rebate programs for Home Depot or Lowes because we contract out repairs and maintenance to another company we have interest in. If the member rates for Education and Conferences were better you might get more attendance.	5/24/2017 5:49 PM
317	I never read residential resource anymore because I don't get a hard copy. I don't often have the ability to go in and download on the various devices I carry.	5/24/2017 5:45 PM
318	Would appreciate some assistance with getting fully integrated into the program	5/24/2017 5:43 PM
319	My local chapter (Oregon), is seemingly comprised of only members from another local landlord group (Multifamily NW). Communication is sparse, if at all. When it does happen, it is just a copy and paste from the other association. I have attempted to communicate with the local NARPM chapter on local legislative issues, but they just refer me to the other landlord association. I would think that NARPM would want to position itself to be a local as well as a national leader.	5/24/2017 5:38 PM
320	Certification processes far to complicated. NARPM has no meaning outside of the industry like Realtor or NAA does. Low recognition value. Too many older politics prevent the association from moving forward.	5/24/2017 5:36 PM
321	Items listed as neither, because I haven't taken advantage of them.	5/24/2017 5:35 PM
322	Have not had the experience	5/24/2017 5:31 PM
323	Most of the "Neither" responses were due to the fact that I don't use the service being scored.	5/24/2017 5:25 PM
324	I just don't use some of them so I don't have an opinion.	5/24/2017 5:19 PM
325	Most of these items I don't ever see any evidence or benefit	5/24/2017 5:18 PM
326	Most of the neither comments are because I don't use those items - so I can not make an informed comment	5/24/2017 5:14 PM
327	The marketing program needs an overhaul. There needs to be more value for a potential client.	5/24/2017 5:14 PM
328	I checked neither because I have not used	5/24/2017 5:12 PM
329	Local chapter executives are busy professionals. They don't have time to mentor or welcome new members like me.	5/24/2017 5:09 PM
330	There is no Chapter in New Jersey.	5/24/2017 5:05 PM
331	Not experienced or used, so I am neither Satisfied or Dissatisfied.	5/24/2017 5:05 PM
332	n/a	5/24/2017 5:00 PM
333	Whyuseone.com could have social media graphics instead of just print marketing	5/24/2017 4:59 PM
334	Some items Ive never attended. Don't find any interest in designations, haven't done much edu on your site, owen retreats are unreachable for me at this time. Legislative ld like to see some focus on service animals and emotional animals. Some sort of registry program that is real and not half fake, haven't looked at the marketing programs, not sure on networking with other managers.	5/24/2017 4:59 PM
335	Offer more classes, instructions, material, etc. geared towards established managers and companies. I feel like all of the classes I have attended, and most of the events I have attended have been geared towards new managers or companies, and not towards established and growing companies. Real world case studies on how companies moved into new markets, grew from small to medium, medium to large, etc.	5/24/2017 4:52 PM
336	We don't use the affinity programs so i have no opinion. I personally do not care for online classes.	5/24/2017 4:45 PM
337	Would like to see Owner Broker being moved away from Vegas. Would also like to see Convention not being held in Hawaii so often.	5/24/2017 4:43 PM
338	I just need to find the time to get more involved to utilize some of the items and learn more about the advantages of each of them.	5/24/2017 4:37 PM
339	The Maui convention was a waste of time. I don't anticipate attending any future national conventions.	5/24/2017 4:37 PM
340	I fully support NARPM, but do not use the formal education or designation	5/24/2017 4:35 PM
341	Neither means N/A never used.	5/24/2017 4:35 PM
342	1. I'm neither a broker nor owner of the company. 2. My current meeting is too far from my location. I may try to start a chapter for my location in the future.	5/24/2017 4:32 PM
343	Have not attended	5/24/2017 4:24 PM

344	Have not used the Home Depot or Lowes program, don't remember seeing a monthly newsletter from National, didn't know there was a marketing program, networking is through Listhub only, didn't know there is a referral listing	5/24/2017 4:23 PM
345	too many questions	5/24/2017 4:22 PM
346	Local chapter does not participate in national events hard to change mind set on location and membership growth, they only focus on continuing education regarded by state	5/24/2017 4:22 PM
347	I honestly don't have time to utilize all the benefits of NARPM.	5/24/2017 4:21 PM
348	website is not user friendly/looks old. Needs a new more functional feel/like to it. Professional designations are too expensive and do not really mean anything to my clients, most of whom do not know what NARPM is. Marketing/Why Use One also could use a facelift.	5/24/2017 4:19 PM
349	I think some of these I just don't use or see much value in.	5/24/2017 4:17 PM
350	I am a one person home office and many of the questions don't apply to me.	5/24/2017 4:16 PM
351	Having time to get involved with these items	5/24/2017 4:13 PM
352	I would like to see National more easy to deal with in regards to classes and instructor scheduling. The neithers are things I dont utilize or dont care for.	5/24/2017 4:10 PM
353	I can't log into the member only portal, I've messaged NARPM many times about it and have never recieved help.	5/24/2017 4:10 PM
354	Much of the resources I am not aware and do not take advantage.	5/24/2017 4:09 PM
355	I chose Neither for any item that I am not familiar with, have not attended, used, etc. For the education options I feel that the costs are way to high and not reasonable at all. I also wish that all education opportunities included clock hours automatically and not for an additional fee.	5/24/2017 4:03 PM
356	I do not support Home Depot	5/24/2017 4:03 PM
357	I put neither for the ones that I haven't accessed.	5/24/2017 4:01 PM
358	Neither was because I don't use it	5/24/2017 3:59 PM
359	All neither are items that I have never used or heard of. The one dissatisfied is that I feel like the costs of Nationals prohibit my staff from furthering their education in property management and from attaining designations.	5/24/2017 3:56 PM
360	Regarding PAC/lobbying, have never felt particularly confident in my understanding of where NARPM actually stands on many issues. Find it difficult to contribute money to something whose positions have been particularly vague(when previously looked). Home Depot rebate program minimum volume requirement now makes the program of zero value to me. Regarding online classes, most of the value of the education classes comes from the people in the room rather than the course documentation itself. Online classes considerably less rewarding, yet count for same designation points.	5/24/2017 3:55 PM
361	Most of the NARPM education is out of state. I'd prefer a printed newsletter that I could read on patio. The Neither checks are items I really haven't seen or used.	5/24/2017 3:55 PM
362	I have requested that our chapter leadership information be "cleaned up" and streamlined. An example is that my description says "next years prez".	5/24/2017 3:55 PM
363	newsletter could use more teeth	5/24/2017 3:54 PM
364	I have no experience with those things yet.	5/24/2017 3:53 PM
365	I understand NARPM's value and the training it provides especially to new property managers, but cost are high. I never went for a designation because of it. Conventions are fun and great resource but they too are expensive and can not afford.	5/24/2017 3:52 PM
366	have not attended any of the retreats or conventions, to costly for me at this moment. Would like to see the educational classes cost be lowered, trying to get my RPM	5/24/2017 3:52 PM
367	Not an owner, haven't been to those conferences.	5/24/2017 3:52 PM
368	I dont really use them and did not know that there was that program	5/24/2017 3:51 PM
369	Don't know anything about whyuseone.com, typed it in and it doesn't exist.	5/24/2017 3:51 PM
370	different locations for meetings and easier navigation of the national website	5/24/2017 3:50 PM
371	I havent been to any to be able to say good or bad.	5/24/2017 3:50 PM
372	Lowes- Home Depot - don't use Personal listing on NARPM.org does not include web address	5/24/2017 3:49 PM
373	I answered neither to items I have not had any experience with yet.	5/24/2017 3:48 PM
374	Most of my "Neither" answers were for topics that do not apply to me.	5/24/2017 3:48 PM
375	Some of this stuff I didn't know about, like the discount programs and some does not apply to me yet, like the Broker Owner questions.	5/24/2017 3:46 PM
376	My ratings of 'neither' is due to not using the services or events yet since we just joined.	5/24/2017 3:45 PM
377	The web site really needs updating. I also think pricing of classes is a little too high for members, and I'd probably take more and focus on designation if the price was lower.	5/24/2017 3:43 PM

378	Seems like a lot of the conventions are all about a "new fee" now.	5/24/2017 3:42 PM
379	Frankly, I have not signed up or used the affinity programs that are available	5/24/2017 3:23 PM
380	Not near enough education classes in my area. No state chapter or local chapter.	5/23/2017 9:52 PM
381	Conferences are priced fair. I think the classes are too expensive.	5/22/2017 5:10 PM
382	I joined NARPM over a year ago. I have tried to reach out to the Dallas Chapter and the Ft Worth Chapter on several occasions and I still have not heard from either one. I would hope all new members would get a invitation to see their local association when they meet.	5/16/2017 8:08 PM
383	I do not use some of the services	5/16/2017 5:49 PM
384	I don't use those services	5/16/2017 12:30 PM
385	Many of the neither is related to not taking advantage or using the services offered, or not attended event or class.	5/16/2017 10:04 AM
386	I would like to see improved marketing for the value of choosing NARPM Members for property management services.	5/16/2017 12:58 AM
387	Attended one lunch seminar on who to improve profits which proved to be a waste of time. The discussion was run like a school house with the objective of participants spending 45 minutes to come up with fees that could be charged for everything they do. Very elementary idea and a counterproductive strategy in my opinion. For example, no consideration on naming / correlating a value associated with a fee. The second experience was attending a day long seminar on property management geared towards maintenance issues. Classroom size was very limited, tables were small (18"), unfinished. After suffering through 2 hrs of mundane Powerpoint slides with accompanying babble and not learning anything new, I decided it not worth it. Speaker was satisfactory - content lacking. The \$250 was certainly a malinvestment and not sure membership as a whole is worth it either.	5/15/2017 3:49 PM
388	I would like more money to go toward SEO of our site and specifically getting more potential clients to our websites. The designation program is not working - it's poorly run, the classes are not helpful and cost way too much. I am interested in the CRMC but making me get two other designations that I do not want, have never wanted and do not believe to be useful in any way, is a huge waste of time.	5/15/2017 3:48 PM
389	Most of which I have not used	5/15/2017 3:42 PM
390	Have not experience anything with that question or used it yet	5/15/2017 3:22 PM
391	Need more Professional Trainers and Presenters. Had enough of the same Companies presenting their programs.	5/15/2017 3:21 PM
392	At the most recent state conference, most of the education was tailored to owners/brokers not so much the front line employee.	5/15/2017 3:10 PM
393	Seldom get referrals from the www.narpm.org website. Don't use the NARPM Marketing Program	5/13/2017 12:53 AM
394	I continue to have issues logging on, it works, then I have to call in and somehow it gets lost - the site is not up to date and is useless	5/13/2017 12:33 AM
395	I find the website difficult to navigate. We do not use the vendor affiliates like Lowe's because we do not allow the sub-contractors to use our credit.	5/12/2017 7:26 PM
396	I have neither used it or needed it.	5/12/2017 7:05 PM
397	I need to make the improvement of making the time to get more involved and utilizing the association more	5/12/2017 5:39 PM
398	conferences are too expensive. Membership rates in NARPM should be less for employees. Lobbying should be stronger. Not sure what they have accomplished.	5/12/2017 5:01 PM
399	Local affinity vendors do not participate in program, or know of its existence. Legislative efforts are unknown to us, NARPM marketing does not appear in our area. More institutional advertising could alleviate lack of impact of Designations	5/12/2017 4:55 PM
400	I don't know anything about whyuseone.com I have not found very many online NARPM courses. What does "Referral listing on NARPM.org" mean?	5/12/2017 4:41 PM

### Q13 Are there any other benefits that you would like NARPM® to consider that would be beneficial to you or your company?

Answered: 228 Skipped: 585

#	RESPONSES	DATE
1	No	8/14/2017 12:59 PM
2	N/A	8/8/2017 2:59 PM

3	Much more awareness of the NARPM and designations is needed by the public. Both tenants and owners. Also need to work more on followup by companies with 1 membership and many branches, franchises and property managers advertising within the company as being members when they are NOT.	8/7/2017 4:21 PM
4	Conference call round tables would be good.	8/4/2017 2:52 PM
5	N/A	8/3/2017 9:40 AM
6	not that I can think of right now.	8/2/2017 4:59 PM
7	Consider association benefits, i.e. insurance etc. other than just discounts	8/2/2017 2:04 PM
8	No	8/1/2017 10:32 PM
9	continue updates coming	8/1/2017 6:31 PM
10	Legal hotline catering to PM issues (similar to TAR's legal hotline in TX) I think National needs to step in and handle some of the Accounting/Tax duties at local Chapter level. Huge responsibilities being left to task with volunteer members who may have zero or little Board experience. Once someone with a bit of experience lands a Treasurer's position they are never let go and it feel "indentured servitude-ish" Also, pertaining to increasing attendance at National - if the idea is to have a majority of each office's staff attend, why not either:1) select destination cities 3 years in advance so companies have an opportunity to plan well in advance OR 2) have the National Convention in the same City each year (or have a rotation of several cities) so that companies can bank on the costs associated with National each year and the flip side is the Owner/Broker Conference changes destination cities each year. It's far easier for the Owners/Broker of each company to travel to a different city each year if it's 2-4 key people in a company versus trying to figure out how to get your staff of 10 to a different City each year with only 1 year's notice.	8/1/2017 3:32 PM
11	continued & extended relationships with vendors that help us be more efficient.	8/1/2017 12:55 PM
12	I would like to see more reasonably priced continuing education classes that also include clock hours towards real estate license renewals.	8/1/2017 12:51 PM
13	Too many to list. The resources available are endless!	8/1/2017 12:34 PM
14	How about a "E&O Insurance Preferred Vendor Partnership"? If the E&O Carrier understood the value of NARPM, then they would probably offer a discount that us members could find beneficial.	8/1/2017 12:14 PM
15	Group health care	8/1/2017 12:13 PM
16	Local classes. I would LOVE more LOCAL classes!	8/1/2017 12:02 PM
17	NA	8/1/2017 11:54 AM
18	Direct Mail marketing program/course. Provide direct marketing post cards/material. Great potential. Program should be developed like residential Listing Presentation	8/1/2017 11:49 AM
19	None that I can think of	8/1/2017 10:45 AM
20	N/a	8/1/2017 10:42 AM
21	Trying to come to an agreement with NAR similar to that we have with IREM.	8/1/2017 10:38 AM
22	Maybe a mentoring set up with a PM in another market.	8/1/2017 10:33 AM
23	Advertise to the Public. It is hard to find people that know what NARPM is.	8/1/2017 10:01 AM
24	no	8/1/2017 9:08 AM
25	Finding professional that understand our business: lawyers, accounting, tax experts, HOA specialists	8/1/2017 7:42 AM
26	I did not know about Home Depot or Lowes discount program	7/31/2017 11:41 PM
27	NA	7/31/2017 11:29 PM
28	More HOA information	7/31/2017 9:57 PM
29	Shared resources such as newsletter material, templates etc. Better organized website. Ours is very clunky, and not laid out well.	7/31/2017 9:37 PM
30	Additional education classes and how to manage the business, marketing materials and such.	7/31/2017 9:36 PM
31	none at this time	7/31/2017 9:22 PM
32	Make the website easier to access and navigate	7/31/2017 9:17 PM
33	None	7/31/2017 9:01 PM
34	cheaper management systems when you have very few properties - accounting	7/31/2017 8:35 PM
35	Keep me up to date as best possible with federal and state law changes.	7/31/2017 7:53 PM
36	I would like more classes	7/31/2017 7:51 PM
37	I have tried to use NARPM affiliates, but there are some fields not represented, such as electricians.	7/31/2017 7:49 PM
38	Allow members to rate vendors listed on the site. This will be very useful if other PMs can provide there feedback on their experiences with these vendors.	7/31/2017 7:47 PM

39	N/A	7/31/2017 7:35 PM
40	I cannot recommend anything	7/31/2017 7:02 PM
41	Industry standards/guidelines on what others do. Especially in "problem areas" - tenant complaints, owner interaction	7/31/2017 6:58 PM
42	More education to the public about benefits of using a NARPM property manager. Small independent upstart property managers are hurting our market share.	7/31/2017 6:55 PM
43	Webinars done by the local chapter on topics relevant to the state and area, as well as by local vendors.	7/31/2017 6:45 PM
44	Mentorship program among non-competing members	7/31/2017 6:42 PM
45	There should be larger room blocks for NARPM members for conventions and Broker-Owner Conference. They fill up months in advance. I would attend more if I could get into the main hotel.	7/31/2017 6:24 PM
46	To get more national speakers willing to come and help us persuade non member agents to join our local chapter meetings.	7/31/2017 6:14 PM
47	Company wide membership with designations for each employee available.	7/31/2017 6:03 PM
48	so far...all is good (informative)	7/31/2017 6:02 PM
49	Scheduling quarterly "broker" round-table meetings with other broker's in our trade area.	7/31/2017 5:55 PM
50	Our business is in western North Carolina and we either have to travel to Charlotte or Raleigh for programs/events.	7/31/2017 5:51 PM
51	Offering of additional on-line classes.	7/31/2017 5:50 PM
52	Can't think of any...I was unaware of some of the above benefits so I am excited to learn more.	7/31/2017 5:49 PM
53	Facebook Group rather than through yahoo	7/31/2017 5:46 PM
54	n/a	7/31/2017 5:45 PM
55	Possible group health insurance policy	7/31/2017 5:45 PM
56	No	7/31/2017 5:44 PM
57	Prepay multi year membership discount.	7/31/2017 5:43 PM
58	Work on the support animals issue.	7/31/2017 5:43 PM
59	Not at this time	7/31/2017 5:40 PM
60	n/a	7/31/2017 5:40 PM
61	A little disappointed with the selection of education courses.	7/31/2017 5:40 PM
62	Not at this time.	7/31/2017 5:38 PM
63	A local chapter in Oklahoma City, OK	7/31/2017 5:38 PM
64	We finally have a program we like. Now to settle on our marketing (if needed). We have a shortage but still have a lot of move outs and lots of maintenance. Not sure how to improve this situation.	7/31/2017 5:37 PM
65	Yes, provide standard documents such as Property Management Agreements or a legal hotline. If you promise a mentor to members you should actually provide one. The lapel pin is great but I am not sure why I would spend \$295 per year going forward when there are next to know educational courses/seminars in Palm Beach County, FL.	7/31/2017 5:37 PM
66	None	7/31/2017 5:31 PM
67	It would be nice to have a representative guide new members on designations	7/31/2017 5:25 PM
68	Love NARPM. Great organization	7/29/2017 12:28 PM
69	Holding each other accountable for ethics and professional standards ! This doesn't exist	7/29/2017 3:55 AM
70	Better newsletter for local chapters	7/29/2017 12:41 AM
71	There are some existing beneficial programs, but I get better on my own. Some programs are geared towards big companies with way more properties than I expect to ever have.	7/28/2017 5:47 PM
72	More nationally negotiated product offerings	7/28/2017 3:21 PM
73	Not at the moment	7/28/2017 2:04 PM
74	international focus on how to create more biz, rules and laws surrounding this area.	7/28/2017 1:14 PM
75	Chapter executive committee members should be able to have their national dues waived for the year of their service, or at least the president	7/28/2017 1:07 PM
76	Free classes and events.	7/28/2017 12:34 PM
77	Deeper level training.	7/28/2017 12:29 PM
78	Not at this time	7/28/2017 11:52 AM
79	Unknown	7/28/2017 11:52 AM
80	NARPM name brand recognition.	7/28/2017 11:15 AM

81	How about an on-line conference of brokers?	7/28/2017 11:08 AM
82	Not really beside membership.	7/28/2017 11:04 AM
83	Forms library. Marketing materials. Property management statistics.	7/28/2017 10:59 AM
84	N/A	7/28/2017 10:58 AM
85	There is absolutely no marketing being done in my area at least as to why a professional Property Management company should be used.	7/28/2017 10:56 AM
86	Possibly a hand holding class w/ follow up on RMP	7/17/2017 6:47 PM
87	Legal hot line. Concise set of forms. Policy manual example	7/17/2017 6:42 PM
88	The Professional Development Committee could be more helpful and efficient helping Chapters sponsor courses.	6/24/2017 3:56 PM
89	MyFax or dotloop discounts.	6/24/2017 1:29 PM
90	Best practices clauses to share. More notes from the conferences available (those that are are great). Too tough to see a presentation and get "it all" just from trying to take personal notes. (Other conferences have preprinted notes available once the presentation is over).	6/23/2017 8:49 PM
91	Travel discounts to use when attending broker/owner or national conventions	6/22/2017 4:29 PM
92	Designations to be recognized by NAR	6/14/2017 7:29 PM
93	Offer RMP classes in Arlington, TX	6/14/2017 10:33 AM
94	None	6/14/2017 8:57 AM
95	Health Insurance	6/13/2017 9:49 PM
96	Commeradery	6/13/2017 8:30 PM
97	none	6/13/2017 7:12 PM
98	NA	6/13/2017 7:00 PM
99	n/a	6/13/2017 6:38 PM
100	Help with keeping up with social media reviews, avoiding complaints. These functions eat up a lot of time and taking me away from focusing on property management.	6/13/2017 6:30 PM
101	See above	6/13/2017 6:22 PM
102	Paper monthly mag, never read it online.	6/13/2017 6:15 PM
103	Decent group health insurance options	6/13/2017 6:14 PM
104	for Narpm National easier access. Hard to contact.	6/13/2017 6:12 PM
105	The education on changes in laws is so important keep it coming	6/13/2017 6:10 PM
106	N/A	6/13/2017 6:05 PM
107	More variety of classes/seminars either in person or online. Vendors and classes are always very similar year to year and looking for some new fresh info.	6/13/2017 5:56 PM
108	More classes pertaining to property management and be able to count as credit to RE continuing education.	6/13/2017 5:43 PM
109	More legislative involvement and more National marketing. (understand that these two things are expensive)	6/13/2017 5:43 PM
110	Help from the staff at National would be great.	6/7/2017 6:59 PM
111	More awareness in general.	6/7/2017 6:03 PM
112	I love the fact that the Leadership Symposium has been re-instituted for the chapters. I would strongly support the ongoing implementation of this. It would be helpful to provide a process for the chapters to feed back to NARPM National how things could work better for them at the local level. If there is an assigned Member Support Staff person at OMG, this person seems to remain unknown to the chapters. I think further training and assurance of continuity within the organization as well as introduction to the members would be beneficial and having that person at the Leadership session would seem important.	6/2/2017 2:40 PM
113	yes	6/2/2017 11:40 AM
114	No	6/2/2017 11:32 AM
115	none I can think of at the moment.	6/2/2017 10:53 AM
116	I think a better more organization and the association would help utilize the benefits if you have that were not aware of	6/1/2017 9:24 PM
117	I will let you know after this years state, national and owner/broker retreat.	6/1/2017 8:08 PM
118	Retirement opportunists for the property manager.	6/1/2017 5:13 PM
119	Time management, accounting, policies and procedures	6/1/2017 5:11 PM
120	You guys are reat	6/1/2017 4:18 PM

121	Discounts with vendors/service providers.	6/1/2017 3:48 PM
122	Narpm might consider industry standard screening criteria and property mgmt agreements.	6/1/2017 3:29 PM
123	I attended the last regional conference that was held in Baltimore and found it great. I understand why they were discontinued but to me, the regional meetings are far easier to attend.	6/1/2017 3:28 PM
124	Branch out to multi family and commercial.	6/1/2017 2:12 PM
125	None come to mind.	6/1/2017 1:37 PM
126	Recognition of my designation PRM NARPM is not widely known in our areas even though I promote it - would like to see it promoted more widely in all states, counties, etc by the Association.	6/1/2017 1:32 PM
127	Insurance benefits	6/1/2017 12:56 PM
128	Insurance	6/1/2017 12:52 PM
129	Provide more national rental pricing and occupancy statistics on single family homes on a quarterly or monthly basis like MLS does. I would think that affiliates like Rentals.com or Rent Bits could help with this	6/1/2017 12:50 PM
130	would love to work on designations but seems to complex and lengthy	6/1/2017 12:46 PM
131	I'd really like a NARPM mentor as I'm working on my RPM application and as I'm attending my first national conference in October.	6/1/2017 12:43 PM
132	I would like to have NARPM continue to raise the bar for the industry. Becoming a member of NARPM in Jacksonville has been a very valuable experience which I continue to enjoy and participate in.	6/1/2017 12:43 PM
133	Unknown	6/1/2017 12:30 PM
134	More education requirements versus volunteer requirements for designations. Too many volunteer requirements currently and not enough education requirements. The designations should mean more knowledge and education...not more time given to NARPM.	6/1/2017 12:24 PM
135	(1) An opportunity for an MPM to visit and critique our company business procedures (without going through the process to certify our company). Just a basic "sanity check". (2) Maintain an objective list / comparison of the features of the various PM software options (maybe the top 5), updated annually.	6/1/2017 12:12 PM
136	We do not currently have support staff members, but would definitely consider doing so now that you are offering support staff designations.	5/31/2017 2:16 PM
137	Address smoking tobacco and vaping in single family homes.	5/30/2017 12:08 PM
138	A group health insurance program as well as a vetted carrier for E & O Insurance.	5/26/2017 1:14 PM
139	Allow vendors to teach classes (software) on their upgrades and changes either at the broker/owner of annual convention. They pay for the breakout room.	5/26/2017 12:50 PM
140	The instructor training is fantastic. I have taken courses back in 2005 when working on my RMP and MPM and it is a vast improvement in quality teaching and material. Thx.	5/26/2017 12:08 PM
141	Help with requirements for earning a designation.	5/26/2017 11:35 AM
142	Sample forms data base - but - there may be one available and I just have not looked.	5/26/2017 10:51 AM
143	More classes on market trends and analysis.	5/26/2017 10:11 AM
144	Heard once about a mentoring program...but nothing further.	5/25/2017 10:14 PM
145	Good people in the organization!	5/25/2017 6:04 PM
146	None	5/25/2017 5:01 PM
147	Mentoring program to assist with answering questions on setting up office systems, standard payroll and paid time off procedures etc. More networking opportunities with fellow members at a state level. Discounts for multiple people within an office to join the organization.	5/25/2017 4:19 PM
148	no	5/25/2017 2:32 PM
149	Health Care for employees who are NARPM members	5/25/2017 1:59 PM
150	no	5/25/2017 1:03 PM
151	Concise path to designation. Better easier to manage website. Clearer instructions for chapter requirements - it is hard to manage at the end of the year to input everything for excellence on line	5/25/2017 12:20 PM
152	have educational classes approved for CE credit	5/25/2017 11:57 AM
153	none	5/25/2017 11:32 AM
154	Get NARPM up to Teller County.	5/25/2017 10:31 AM
155	legal hotline	5/25/2017 10:00 AM
156	See number 12	5/25/2017 9:27 AM
157	Library of topics for short presentations with target audiences in mind (investors, REALTORS, chapter training)	5/25/2017 8:46 AM



158	Yes tax consults for people who understand our business, legal advise for our industry, accounting services by people who understand our business	5/25/2017 8:16 AM
159	Group health insurance.	5/25/2017 6:40 AM
160	NARPM is doing an amazing job I love the organization and tell everyone that is in property management that they should join. I would just work on the classes. Have experienced people sit through them and tear them apart. If the class does not change their company then fix them. The broker owner is amazing so I know you can make the classes amazing. You have so much talent in this organization.	5/25/2017 1:59 AM
161	no	5/24/2017 11:42 PM
162	Cant think of any.	5/24/2017 11:16 PM
163	Periodic "Best Practices" memos or articles. The ethics are a good start with that!	5/24/2017 9:47 PM
164	All in all I'm satisfied with NARPMlots	5/24/2017 9:33 PM
165	No	5/24/2017 8:07 PM
166	no	5/24/2017 7:49 PM
167	FREE classes and such - everything is SO expensive and we already pay a large fee for membership.	5/24/2017 7:13 PM
168	I'd love a NARPM broker Facebook page where we can all communicate with each other on Facebook.	5/24/2017 7:00 PM
169	I love NARPM .	5/24/2017 6:58 PM
170	How can we reach the Local Board office to introduce NARPM and get some new sales agents doing PM to join.	5/24/2017 6:30 PM
171	None.	5/24/2017 6:30 PM
172	no	5/24/2017 6:16 PM
173	I prefer the small intimate conferences like the regionals. Convention and Broker/Owner have gotten too big IMO.	5/24/2017 6:02 PM
174	More local education classes, a regional conference	5/24/2017 6:01 PM
175	?	5/24/2017 5:50 PM
176	Have NARPM National Leadership produced a video to email to members showing the path or road to be taken to move up in the NARPM National organization for Leadership roles.	5/24/2017 5:49 PM
177	I would like more classes locally. Yes, I know credentials are important, but ALL the emphasis does not have to be on designation classes. I would like more local or regional specific subject matter classes.	5/24/2017 5:39 PM
178	I like the discussion board emails but all to often someone posts a discussion about a topic that has been covered in length. I think the national website needs a discussion blog instead of hundreds of emails clogging up my email server.	5/24/2017 5:38 PM
179	Not much.	5/24/2017 5:36 PM
180	Cheap group health insurance (Go Trump)	5/24/2017 5:31 PM
181	More lobbying at the state level (along with the national level). NAR does not really represent our interests in many facets, so we need to represent our own.	5/24/2017 5:25 PM
182	Area marketing drive	5/24/2017 5:18 PM
183	Market NARPM more so that investors understand the value of NARPM and would be more than likely to choose a NARPM member	5/24/2017 5:14 PM
184	health insurance, legal services, life insurance (benefits)	5/24/2017 5:14 PM
185	Tie in better with state real estate commissions, so that we do not have to belong to (2) professional organizations.	5/24/2017 5:12 PM
186	Best practices shared among all. What processes/systems works well that can be shared to others.	5/24/2017 5:05 PM
187	n/a	5/24/2017 5:00 PM
188	Not sure if there is a credit criteria class or software that is able to be shared or taught with. But be nice to have a nice scoring sheet that can take data and auto determine based on specific removing any chance for emotional decisions of staff.	5/24/2017 4:59 PM
189	Health Insurance E & O insurance	5/24/2017 4:43 PM
190	company membership	5/24/2017 4:42 PM
191	More vendor relationships. Training for new staff. Recruiting support or resources	5/24/2017 4:37 PM
192	No	5/24/2017 4:35 PM
193	1. In house training for employees. 2. Increased marketing towards vendors.	5/24/2017 4:32 PM
194	None	5/24/2017 4:24 PM

195	Establish official criteria we can use in our Policies regarding HUD Fair Housing issues.	5/24/2017 4:23 PM
196	Offering local/regional events for support staff	5/24/2017 4:22 PM
197	support - good resource	5/24/2017 4:19 PM
198	Not that I know of	5/24/2017 4:13 PM
199	Having NARPM a recognized brand in property management like being a realtor is for sales....	5/24/2017 4:10 PM
200	ELLIS Consulting Group, Inc./ELLIS HomeSource, AMO	5/24/2017 4:09 PM
201	I cannot think of any at this time.	5/24/2017 4:03 PM
202	We need national benefits closer to home.....why no regional event?? NARPM needs to promote designation holders in the market to improve the benefits of holding those designations.	5/24/2017 4:00 PM
203	n/a	5/24/2017 3:56 PM
204	Solicit and screen more Affinity vendors	5/24/2017 3:55 PM
205	The NARPM staff is great and I know they are busy but sometimes it takes a long time to get a return call or email if I have question or need help.	5/24/2017 3:55 PM
206	I need more time	5/24/2017 3:53 PM
207	lower cost on classes, more vendors that are not carpet cleaners or plumbers	5/24/2017 3:52 PM
208	Working on getting the members more business from social media, seo and possibly our own MLS	5/24/2017 3:52 PM
209	Health insurance.	5/24/2017 3:52 PM
210	Definitely, I've wanted this for a while and didn't how to tell anyone, There should be a solid page on the website that I can link that explains what the heck NARPM is and why it's important, the only pages on the website are bundled with reasons to join also	5/24/2017 3:51 PM
211	i do not know if there already are, but, if there were any local/regional/national discounts from print/billboard advertisers	5/24/2017 3:50 PM
212	NARPM only property listings like a Realtor.com just for NARPM members	5/24/2017 3:49 PM
213	Not that I can think of right now	5/24/2017 3:45 PM
214	Something other than all these new fees.	5/24/2017 3:42 PM
215	N/A	5/24/2017 3:23 PM
216	Company wide membership with bulk discounts for employees behind under the company membership/banner	5/23/2017 9:52 PM
217	n/a	5/16/2017 5:49 PM
218	Reviews of the software programs that are sponsors and their strengths and weaknesses.	5/16/2017 4:24 PM
219	Between NAR and NARPM i have a lot of bases covered. Not sure what to ask NARPM to do that would make a difference today.	5/16/2017 10:04 AM
220	Ask yourselves before coming up with more classes, certifications, etc. What is the value to our end user and the best way to deliver same.	5/15/2017 3:49 PM
221	Spend our money getting your website more visible to potential clients.	5/15/2017 3:48 PM
222	I wished we were known as well as IREM so people would see us as the cream of the crop	5/15/2017 3:22 PM
223	Forecast of where we are headed as a industry	5/15/2017 3:21 PM
224	Better communication around events etc	5/15/2017 3:14 PM
225	I feel like some specific training for those with boots on the ground specific to how to get things done, organization, time management and maintenance issues.	5/15/2017 3:10 PM
226	fix your website	5/13/2017 12:33 AM
227	Just more awareness (and it's in the works) about the advantages of working with a NARPM PM or company. And how it sets us apart.	5/12/2017 5:35 PM
228	National advertising that would reach those moving to look for NARPM in their new home State.	5/12/2017 4:55 PM

## Q14 What other educational classes/workshops would you like to see offered at a NARPM event>

Answered: 213 Skipped: 600

#	RESPONSES	DATE
1	More on finances.	8/14/2017 12:59 PM
2	Tenants Itemized security deposit	8/14/2017 11:19 AM

3	I am interested in starting to obtain my designations and I am finding out that there is little information on this.	8/11/2017 6:38 AM
4	N/A	8/8/2017 2:59 PM
5	Workshops or user groups by the different software companies so you can meet with current users or get more in depth familiarity with products and ability to compare.	8/7/2017 4:21 PM
6	I don't have an answer for this at this time.	8/4/2017 2:52 PM
7	Growing your business.	8/3/2017 7:46 PM
8	More maintenance classes (hands on), our material is old and need to updated. I know this is in progress but we are running behind others in the industry.	8/3/2017 9:40 AM
9	Dealing with owners and tenants...more stuff like that	8/2/2017 4:59 PM
10	Finding good maintenance vendors. This is an issue for us, and I would be happy to hear what others are doing.	8/1/2017 3:44 PM
11	Set up and review of a management company	8/1/2017 3:17 PM
12	I have no opinion at this time.	8/1/2017 12:51 PM
13	More classes geared towards license renewal. It seems like the majority of the classes I take, don't translate to continuing education credits	8/1/2017 12:34 PM
14	How about an "App Class"? That goes through all the Apps that are available to use, useful to our field? It would be nice to know what's out there and a sneak preview of how it works first-hand.	8/1/2017 12:14 PM
15	Guess... Local Classes! Of any kind. Lol.	8/1/2017 12:02 PM
16	Ones that are geared towards Agents/Property Managers. Not just brokers/owners.	8/1/2017 12:01 PM
17	NA	8/1/2017 11:54 AM
18	I think you are doing a great job with education it seems to have improved every year since I have been involved	8/1/2017 10:45 AM
19	N/a	8/1/2017 10:42 AM
20	Perhaps classes/workshops for specific states. What laws/regulations for any other state may not be the same for us in Florida.	8/1/2017 10:33 AM
21	Sales classes for Management Companies.	8/1/2017 10:01 AM
22	More classes on the east coast of Florida. Most are in Tampa	8/1/2017 9:35 AM
23	no	8/1/2017 9:08 AM
24	Escrow Management, Property Maintenance, Tenant Laws, , Property Management in general	8/1/2017 7:42 AM
25	I would like to have a class teaching us how to sell our business's when we are ready to get out of it.	8/1/2017 12:41 AM
26	I would like to see some education workshops that are niched down, i.e. things to consider in your lease and pros and cons	7/31/2017 11:29 PM
27	NA	7/31/2017 11:29 PM
28	Training on how to be a property manager/property manager skills. Not for owner but for those we hire/contract with to manage our properties.	7/31/2017 10:15 PM
29	How to Systemize your business with different blueprints for 100 doors, 250 doors, 500 doors, 750 doors, 1000 doors.	7/31/2017 10:14 PM
30	HOA	7/31/2017 9:57 PM
31	Growing the business Marketing for more business How to manage more without pulling my hair out or going gray.	7/31/2017 9:36 PM
32	Public Relations Additional maintenance and contract courses Fair Housing	7/31/2017 9:22 PM
33	beginning level classes for new property managers	7/31/2017 9:17 PM
34	More property management classes	7/31/2017 9:01 PM
35	later please	7/31/2017 8:35 PM
36	Bookkeeping courses	7/31/2017 8:23 PM
37	Deeper dives on admin. Admin and Maintenance are the keys to a successful business.	7/31/2017 7:53 PM
38	Just different classes about the business. Maybe a class on how to market to get more doors.	7/31/2017 7:51 PM
39	None at this time.	7/31/2017 7:47 PM
40	More advanced classes offered to seasoned PM.	7/31/2017 7:35 PM
41	Classes are expensive	7/31/2017 7:15 PM
42	More certification classes offered more frequently.	7/31/2017 7:12 PM
43	I cannot recommend anything	7/31/2017 7:02 PM

44	Organizational workshops. Forms, checklists, ideas on how to stay on task.	7/31/2017 6:58 PM
45	More marketing education to promote our companies vs non narpm members.	7/31/2017 6:55 PM
46	More law classes/updates from attorneys or judges.	7/31/2017 6:48 PM
47	Marketing, including social media, and maintenance topics.	7/31/2017 6:45 PM
48	How to start and what to consider/ignore?	7/31/2017 6:42 PM
49	Round table sessions allowing for more interaction between members.	7/31/2017 6:24 PM
50	I would like to see a mock chapter board meeting.	7/31/2017 6:22 PM
51	Technology	7/31/2017 6:14 PM
52	Online classes	7/31/2017 6:05 PM
53	continue as is...have enjoyed and learned from all presentations	7/31/2017 6:02 PM
54	We have been running into the need for more clear direction on a persons legal status and what we should be accepting for identification numbers to be able to get background checks on people. Maybe this is because we are in a border state but we are seeing it more and more and could use some better clarification on how to handle people with only tax ID numbers or no numbers at all, lack of forms of identification and whether requiring US identification falls under discrimination for fair housing.	7/31/2017 6:01 PM
55	Continued emphasis on the use of technology to streamline our work flows. NARPM is doing a great job now, but could always improve in this area.	7/31/2017 5:55 PM
56	Managing mainenance Personally I get turned off by the constant focus on increasing revenue to the PM by increasing fees to the tenant and owner.	7/31/2017 5:54 PM
57	Basic operations and support. We're new owners and standard NC Real Estate focus on home sales. Not much for property management.	7/31/2017 5:51 PM
58	I think the offerings are good	7/31/2017 5:46 PM
59	n/a	7/31/2017 5:45 PM
60	I will be attending a C.E. NARPM property management class in August.	7/31/2017 5:44 PM
61	Maybe an event geared toward new managers	7/31/2017 5:43 PM
62	More info on Maintenance Companies	7/31/2017 5:40 PM
63	n/a	7/31/2017 5:40 PM
64	single family specific classes	7/31/2017 5:40 PM
65	Basic training.	7/31/2017 5:38 PM
66	Some in Palm Beach County FL.	7/31/2017 5:37 PM
67	Not sure	7/31/2017 5:31 PM
68	Accounting related ones	7/31/2017 5:25 PM
69	Liability issues such as workmanship comp, mold remediation, lead based paint documentation and removal	7/29/2017 12:28 PM
70	Local Broker & PM Forums	7/29/2017 12:41 AM
71	Accounting, Fair Housing/HUD	7/28/2017 6:06 PM
72	Classes that are/can be counted towards CE in Oregon would make it easier to justify the cost, but it is still high. NARPM courses to cover required CE would cost more than both insurance and marketing costs already being spent.	7/28/2017 5:47 PM
73	Staffing and recruiting	7/28/2017 3:21 PM
74	Bring back Regionals	7/28/2017 2:08 PM
75	Managing employees in this industry	7/28/2017 2:04 PM
76	NARPM used to offer at their regional conferences one-day dedicated to Property Managers with classes that were very informative but they have discontinued. Very disappointing.	7/28/2017 1:15 PM
77	processes, international	7/28/2017 1:14 PM
78	Podcast, Vlog, Operation reports.	7/28/2017 12:29 PM
79	I think you have a good mix	7/28/2017 11:52 AM
80	Unknown	7/28/2017 11:52 AM
81	Concentrate on the small business.	7/28/2017 11:15 AM
82	More classes on the type of insurance company owners need.	7/28/2017 11:08 AM

83	I know I probably sound ignorant in saying this but every time I look at the list of requirements to get any type of designation it's a bit overwhelming. I can't justify the time required and not really sure the time required, cost, where I have to go etc... This has always been very confusing to me. I've printed the "guidelines" and to attend enough functions I'd have to do some serious traveling to accomplish that. Its hard to leave 350 properties to do so.	7/28/2017 11:08 AM
84	Certification courses, and have a reasonable amount for fees really. You are making hard for managers to be educated by charging so high fees	7/28/2017 11:04 AM
85	Items related to industry struggles like security deposit disputes and Service animal VS. Support animal.	7/28/2017 10:59 AM
86	Eviction workshop (from proper notices to outstanding tenant balance)	7/28/2017 10:57 AM
87	Bookkeeping, specifically in reconciliation as well as beginner, intermediate and advance user classes for affiliate management software companies.	7/28/2017 10:56 AM
88	Dedicated use of the web for marketing property management services.	7/28/2017 10:54 AM
89	basic accounting excel and other software programs	7/18/2017 3:35 PM
90	Possibly more educational classes for CSS and more geared towards the entire organization.	7/17/2017 7:00 PM
91	We need more local classes.	7/17/2017 6:47 PM
92	Operational management & classes involving laws	7/17/2017 6:42 PM
93	They usually have a good choice of classes and workshops.	6/24/2017 3:56 PM
94	how to handle someone passing away in your rental. Dealing with relatives and the furniture.	6/23/2017 8:49 PM
95	None	6/14/2017 8:57 AM
96	Less "property management" and more personal-growth/success-in-business focus. Needs to be taken to a higher level.	6/14/2017 7:41 AM
97	Starting your own business What to expect	6/13/2017 8:30 PM
98	Marketing, but NOT from NARPM Vendors, but outside marketing companies	6/13/2017 7:34 PM
99	none	6/13/2017 7:12 PM
100	NA	6/13/2017 7:00 PM
101	Designation mentoring	6/13/2017 6:49 PM
102	n/a	6/13/2017 6:38 PM
103	The education is good. New technology and efficient ways of doing our job are always helpful.	6/13/2017 6:30 PM
104	Classes with VERY successful owners with different structures sharing why they do things the way they do and how they implement them.	6/13/2017 6:14 PM
105	I am satisfied with everything that has been offered thus far.	6/13/2017 6:05 PM
106	accounting	6/13/2017 5:58 PM
107	Too many to list.	6/13/2017 5:56 PM
108	Fair Housing class dealing with HUD and what to do if you get that call for an investigation and complaint.	6/13/2017 5:45 PM
109	More Bookkeeping	6/13/2017 5:43 PM
110	Anything that can count toward Broker Management CE.	6/9/2017 3:04 PM
111	My biggest disappointment with the classes at the NARPM event are than the class is only offered in one session and compete with other classes. The classes should be offered twice to allow me to get to all the great classes..	6/7/2017 8:50 PM
112	None	6/7/2017 6:47 PM
113	What satisfies tenants and owners.	6/7/2017 6:03 PM
114	How to go paperless	6/7/2017 1:55 AM
115	Marketing, purchasing additional portfolios	6/5/2017 3:14 PM
116	Retirement planning, tax planning and something new and different (and maybe ridiculous as we have a great capacity for humor in this industry). Give us a chance to laugh together....maybe a competition as to the best/worst scenario.	6/2/2017 2:40 PM
117	buying portfolios & management companies	6/2/2017 11:40 AM
118	None	6/2/2017 11:32 AM
119	I think they do a good job with that.	6/2/2017 10:53 AM
120	The problem with property manager it's more local than national because every city County state have different rules	6/1/2017 9:24 PM
121	Expert panels and less vendor ran workshops.	6/1/2017 5:13 PM
122	accounting, inspections, policies and procedures	6/1/2017 5:11 PM

123	Popular building codes that pm should be aware of.	6/1/2017 3:48 PM
124	I would like to see more national input regarding local chapter meeting topics that are areas of interest in order to maintain participation.	6/1/2017 2:34 PM
125	Slate is already pretty complete	6/1/2017 1:37 PM
126	Lead based paint designation	6/1/2017 1:32 PM
127	Hot topics round tables where participants share knowledge and are the focus rather than "experts"	6/1/2017 12:56 PM
128	Maybe more detailed with technology and how we use it-- I mean a detailed Facebook page class/Linked In/ SnapChat/Instagram-- how they work and how they can be used in our companies.	6/1/2017 12:52 PM
129	recently several agents have approached me to ask about how you go about setting up a property company. Sort of what is a basic business plan	6/1/2017 12:50 PM
130	Pricing at all levels and on all activities.	6/1/2017 12:46 PM
131	Would love to see a class where you have two or three extremely successful owners with completely different structures go over the how's, why's, benefits, and detriments of each. It need's to have a moderated Q&A to make sure everyone hears the questions and that those who are asking questions just to hear their own voice are limited. It also needs to have enough time. Many classes I have been in lacked enough time to get beyond the surface.	6/1/2017 12:46 PM
132	Social Media as an tool for advertising and management. Classes about international investors and partnerships that could be formed with other professionals in Real Estate such as insurance, vendors, investors, RE Agents, etc. How to deal with difficult owners and tenants.	6/1/2017 12:43 PM
133	It would be GREAT to have a class given annually in each region for new members that reviews and highlights all the benefits and offers of being a member of NARPM. I would love to have more info on all the things NARPM offers without having to search all over a website....a NARPM "benefit road show" could be very informative so that new members and even some older members fully engage and take advantage of all the things NARPM offers. Also, I came from the Relocation industry and managed a national PM company. Has NARPM ever considered marketing the value of becoming a NARPM member to the Relocation companies that provide Property Management business for single family? On the Relo side, thousands of employees that work for Relocation companies are members of Global ERC-(Employment Relocation Council) and this was paid for by the Relocation company. Maybe this is already happening? I see this as a great opportunity to increase NARPM membership on a national scale. :)	6/1/2017 12:43 PM
134	Marketing for owners/ Property management tips/	6/1/2017 12:23 PM
135	None.	6/1/2017 12:12 PM
136	Escrow account self auditing; how to find new owners/investors; measurement metrics on financial success of the company	6/1/2017 12:11 PM
137	website design, how to filter thru all the technology, improved mentoring porogram to help mid sized get to large sized companies	6/1/2017 12:11 PM
138	No suggestions at this time. A broad range is offered.	6/1/2017 12:08 PM
139	How to Have More Control with Your Independent Contractor PM's ;)	5/31/2017 2:16 PM
140	Smoke-Free single family homes and the benefits.	5/30/2017 12:08 PM
141	Fair Housing requirements with the Fair Housing dept.	5/26/2017 3:49 PM
142	More finance courses. Budgeting, Financial Statements, etc. The Cash Flow course is a bit more advanced for most of our members. I think we should teach more basic financial terminology and concepts.	5/26/2017 1:14 PM
143	Getting the lowdown on designations, what it takes and what you need and assigning a mentor.	5/26/2017 12:50 PM
144	Time Mgt, Work/Life Balance, Less courses around growing and selling your business. There are many that never plan to sell. Maybe, Financial Planning, Tax class to get the most from owning a company.	5/26/2017 12:08 PM
145	Not sure since I have not attended such	5/26/2017 10:51 AM
146	See above	5/26/2017 10:11 AM
147	---	5/25/2017 6:04 PM
148	I attended NARPM Owner/ Broker last year and after the conference we met with a small group (approx 7) property managers and each took it in turns to discuss a challenge we were facing in our business and the others assisted with solutions. I found it one of the most beneficial learning sessions to date because it gave us an opportunity to discuss individual issues we were facing in a more intimate setting. I would love to see smaller break out groups at NARPM events as it's often difficult to get questions in with such a large audience especially when they pertain to a topic that isn't on the agenda. Would also love some local classes catered to new managers in the industry so I could send my staff to learn some of the basics in a classroom setting.	5/25/2017 4:19 PM
149	Marketing	5/25/2017 1:59 PM
150	more training	5/25/2017 1:03 PM

151	i like the classes and seminars offered at my state and broker owner	5/25/2017 12:20 PM
152	use different instructors	5/25/2017 11:32 AM
153	Roundtable discussions with new members participating	5/25/2017 8:49 AM
154	Financial course about PM company financials (as compared to cash flow), marketing topics, leadership, and the hardest of all public speaking	5/25/2017 8:46 AM
155	Leadership; business development	5/25/2017 8:39 AM
156	Real Property Management education versus titles or certification, training in Tenant and Landlord acts, training in out of the country investors, training in investments properties;;; all related to Property Management which is what this is suppose to be about it.	5/25/2017 8:16 AM
157	Work shops with techniques on how to deal with difficult tenants or homeowners. Negotiating techniques.	5/25/2017 7:19 AM
158	Closing the deal on acquiring properties.	5/25/2017 6:40 AM
159	A hands on class that you come away with something. Example creating a policy manual. Everyone brings computers and works in groups and you work on your companies manual throughout with the class critiquing each step of the way so that your peers and the trainer are all working on making it better. Another suggestion forms that you should use in your business and how to make them better. Owners and tenant manual what you need to have in them and how to make them better. All these classes would require people to be sitting at tables with computers and working throughout the class and listening to lectures. Students should be exhausted and have something they can show. Risk management have people bring their employee manuals and go through them for risks and work as a group to make them better. One hour working 40 minutes lecture. Continue this for the entire class. After 20 minutes most kids will not be paying attention. I say go 40 because most adults can actively learn for that long. Once you start lecturing for hours without applying it will not go into long term memory and they will get very little out of the class.	5/25/2017 1:59 AM
160	No specific class, just would like to get more live classes in Hawaii, even outer island.	5/25/2017 1:51 AM
161	no	5/24/2017 11:42 PM
162	Cant think of any.	5/24/2017 11:16 PM
163	More info geared toward smaller companies	5/24/2017 8:07 PM
164	Our industry is growing quickly. It would be nice to have tools or forms to help us meet the growing demands and not get overwhelmed in the process.	5/24/2017 7:00 PM
165	Class on getting the most out of NARPM Benefits.	5/24/2017 6:33 PM
166	how to market through social media for rentals and owners/properties.	5/24/2017 6:16 PM
167	A class to go over the pm agreement and lease agreements	5/24/2017 6:06 PM
168	Safety	5/24/2017 5:50 PM
169	?	5/24/2017 5:50 PM
170	Training Classes for NARPM Members who volunteer to serve on the Chapter board of directors. Training Classes for NARPM Broker/Agency Support Staff Members who are not working towards a designation.	5/24/2017 5:49 PM
171	I've been asking for years: help with accounting education.	5/24/2017 5:45 PM
172	Construction codes	5/24/2017 5:31 PM
173	File organization and set up	5/24/2017 5:26 PM
174	Bookkeeping tips and tricks as well as best practices.	5/24/2017 5:18 PM
175	N/A	5/24/2017 5:05 PM
176	education in all areas	5/24/2017 5:00 PM
177	Be nice to know if we could set up educational classes for our vendors, or other outside service people we work with. This would be in hopes to help pass on the NARPM attitude and culture.	5/24/2017 4:59 PM
178	Advanced classes and education on taking business to higher levels. Topics that feel don't feel very basic and introductory to new Managers.	5/24/2017 4:52 PM
179	None	5/24/2017 4:35 PM
180	1. More about hoarding and adult services. 2. How to get tenants to obey lease. 3. Best methods for marketing.	5/24/2017 4:32 PM
181	Help with getting my designation	5/24/2017 4:24 PM
182	We have to book plane tickets and hotel rooms well in advance of conventions. So I would like to see the educational classes determined further in advance so we know when to book.	5/24/2017 4:23 PM
183	More advanced classes on how to run property management company and maintenance company for owners that have been members a long time	5/24/2017 4:22 PM
184	Need some new speakers, new/trendy/hip	5/24/2017 4:19 PM
185	More detailed info on association mgmt.	5/24/2017 4:17 PM

186	Not sure	5/24/2017 4:13 PM
187	I cannot think of any at this time.	5/24/2017 4:03 PM
188	n/a	5/24/2017 3:56 PM
189	Designation classes within reach that I don't need a plane ticket for. Business education not related to property management such as accounting, reading a P&L and a Balance Sheet, etc	5/24/2017 3:55 PM
190	HOA management classes	5/24/2017 3:55 PM
191	webinars	5/24/2017 3:54 PM
192	Live - Online sessions for designation classes. This would greatly help us who are in rural areas.	5/24/2017 3:53 PM
193	More online inc cam	5/24/2017 3:53 PM
194	Just keep them updated	5/24/2017 3:52 PM
195	personal savings and how to do it; expanding the office to include an employee	5/24/2017 3:50 PM
196	Some more on the finance side regarding the accounting. My head is going to explode!	5/24/2017 3:45 PM
197	More classes/workshops on legal info and updates.	5/24/2017 3:45 PM
198	How to handle emotional support animals.	5/23/2017 9:52 PM
199	More advanced classes. Most tend to be for beginners. I'm not a big fan of panels unless there are pre-written questions. Same with small-medium-large panels.	5/22/2017 5:10 PM
200	n/a	5/16/2017 5:49 PM
201	More like your new financial class created by Mike Nelson	5/16/2017 12:30 PM
202	Classes on HOA basics. I don't do HOA because i don't know much about them. I know there are taxes that need to be filed, when to send someone to court how to file...I assume there are state specific requirements, but a overview would be great. While on that topic, a zipform agreement for HOA would be fantastic.	5/16/2017 10:04 AM
203	Classes on Financial Management	5/16/2017 12:58 AM
204	Get the ones you offer right first, then we shall see.	5/15/2017 3:49 PM
205	I have not had a class so far that I thought was useful. Sorry	5/15/2017 3:48 PM
206	I wished there was a class teaching PM's how to set up and run the different types of software. They are all similar but we need to know how to run them properly	5/15/2017 3:22 PM
207	Add a Industry economic analysis and forecast for the Industry and the specifics based on single vs MultiFamily vs HOA. 1 Yr 3 yr and 5 year forecast (Like what NAR has done)	5/15/2017 3:21 PM
208	more online as not many class room are offered in my area and it is way more convenient	5/15/2017 3:14 PM
209	See above.	5/15/2017 3:10 PM
210	More advanced classes	5/15/2017 3:07 PM
211	more CE classes	5/13/2017 12:33 AM
212	I think narpm does a great job of offering education at our conventions.	5/12/2017 7:26 PM
213	E & O Insurance	5/12/2017 6:28 PM

**Q15 Which, if any, NARPM® designations/certifications do you have?**

Answered: 761 Skipped: 52

ANSWER CHOICES	RESPONSES	
RMP®	25.76%	196
MPM®	10.51%	80
CSS®	0.26%	2
CMC	0.13%	1
CRMB	0.13%	1
CRMC®	5.65%	43
I do not have any of these designations	72.14%	549
Total Respondents: 761		

**Q16 In an effort to support you, if you do not have a designation/certification, we would like to understand the barriers that**



prevent you from obtaining one. Which of the following relate to you?

Answered: 551 Skipped: 262

ANSWER CHOICES	RESPONSES	
Cost of classes is too expensive	22.50%	124
Locations for classes are not convenient	32.12%	177
Classes don't have information of value for me	5.08%	28
NARPM® designations are not perceived as valuable in the industry	12.34%	68
The classes are not held at a convenient time	5.81%	32
I just don't have the time	38.48%	212
In process of getting designation	34.85%	192
Total Respondents: 551		

#	ANY OTHER THOUGHTS/COMMENTS YOU WOULD LIKE TO ADD IN REFERENCE TO ANY BARRIERS THAT PREVENT YOU FROM OBTAINING A DESIGNATION? ANYTHING WE CAN IMPROVE UPON?	DATE
1	Time and money are an issue when you belong to several organizations as I do.	8/11/2017 4:58 PM
2	I will look at getting into some of these in the next 12 months.	8/4/2017 2:52 PM
3	Would like to do this.	8/4/2017 11:35 AM
4	one of our property managers is currently getting a designation; also hard to earn extra points.	8/4/2017 8:54 AM
5	Update the material yearly to avoid falling behind the industry.	8/3/2017 9:40 AM
6	There are not enough classes offered that are required for the designation.	8/2/2017 7:33 PM
7	Just getting it all together... There's got to be an easier way.	8/2/2017 4:59 PM
8	My opinion is that IREM has done a better job of promotion of the value of their designations than we have with ours.	8/2/2017 2:04 PM
9	I am too old for the designation encouraging daughter to work on it. Close to retirement and turning company over to daughter.	8/2/2017 1:26 PM
10	I just haven't filled out the paperwork; based on qualifications I've been an RMP/MPM for years.	8/1/2017 3:32 PM
11	I just don't understand the process and it seems you need to have at least 100 doors making it only for larger companies.	8/1/2017 3:17 PM
12	I like that designations take a lot to accomplish, unlike several Realtor designations which dilutes the value. Please don't make it easier, it needs to remain prestigious.	8/1/2017 12:55 PM
13	I'm referring to local classes I have attended. Admittedly, my attendance is poor. I have no interest in growing my business and would rather focus on maintaining what I've got...and having more free time. Lack of designation has not been a barrier to my objectives.	8/1/2017 12:28 PM
14	I should say I haven't had time, I do now and would like to look into getting a designation. It would be good to send emails to people without designations to suggest one to start with (ie the first one needed), list the costs, the course times, and a link to get started.	8/1/2017 12:14 PM
15	Working on it. I'm a 1 person company with a lot on my plate.	8/1/2017 12:13 PM
16	I will be attending classes, just haven't had the opportunity.	8/1/2017 11:54 AM
17	I have the classes, not the service hours.	8/1/2017 11:53 AM
18	Volunteering commitment is challenging. There's no local chapter (within 3 hours) of my location.	8/1/2017 11:46 AM
19	For me the process/list of requirements appears to be overwhelming even though it really is not. I know you have been working to simplify it but it is still a bit confusing as to what is needed and how to get it all done. I think if you maybe had a webinar or something with someone going thru step by step how to get it done and explaining some of the more confusing steps it would be well received.	8/1/2017 10:45 AM
20	N/a	8/1/2017 10:42 AM
21	I have not started but want to start. If I have questions who would I ask?	8/1/2017 10:22 AM
22	It is a weak excuse, but it is hard for me to make time. The cost is kind of high, but it has not prevented me from doing it.	8/1/2017 10:01 AM
23	These are designed for larger companies. I don't have the volume to qualify for one of the designations.	8/1/2017 9:33 AM
24	I manage under 25 properties so i've only taken classes if convenient but would like to get my RMP . I have many real estate designations and want to add to my PM business.	8/1/2017 9:23 AM

25	I want to learn what is going to help me in the Real World: Practices and Procedures	8/1/2017 7:42 AM
26	I am 63 years old and am just sick of tenants right now. I feel that I would be wasting my time at this point to get any NARPM designations.	8/1/2017 12:41 AM
27	the process is still a little clunky,, it should import your education you have signed up for.	7/31/2017 11:29 PM
28	I am just starting in the industry. I am looking for some beginner sessions. I don't see much on the website that is designed for newbies. =(	7/31/2017 9:47 PM
29	I also run a full services sales office which takes up much time. Would love to find ways to get more education and designations.	7/31/2017 9:36 PM
30	Working on my RMP but I have never heard for National since I signed up. Feels like I am out on my own to figure it out.	7/31/2017 8:51 PM
31	I do have, which is not recognized here MCNE, (which is relevant to our PM jobs as well) also CLS & CPM from METro-Tex many classes and funds later, I don't seemed to get that recognition.	7/31/2017 8:35 PM
32	I never know how much more I need to do in order to earn my RMP. Have lost track and don't know how to find out.	7/31/2017 8:33 PM
33	It's more work trying to get a NARPM designation than it is to become licensed or finish continuing education.	7/31/2017 8:21 PM
34	Holding positions of different offices should not be a requirement of being a certified property manager.	7/31/2017 8:09 PM
35	The person who was supposed to be mentoring me just did not.	7/31/2017 7:59 PM
36	I don't know where or when they are	7/31/2017 7:55 PM
37	I have asked a couple of my employees to pursue.	7/31/2017 7:53 PM
38	Again I'm new, and currently working on my CMCA from CAI.	7/31/2017 7:19 PM
39	Not worth it to me.	7/31/2017 7:15 PM
40	I would really (personally) appreciate the opportunity to earn the certifications, but simply do not have the resources (time) to devote to it.	7/31/2017 7:02 PM
41	NARPM designations don't seem to matter to the public.	7/31/2017 6:55 PM
42	Cheaper classes and easier way of getting the designations. Too much is needed to obtain a single designation	7/31/2017 6:48 PM
43	Last week I decided to pursue the designation of RMP, but it will likely take me close to a year due to the costs of the classes and the travel expenses (motel/hotel and food costs, in addition to gas). If the prices were lower and the classes were closer, I would finish my designation within a month or two.	7/31/2017 6:45 PM
44	Not had enough time to get the designation	7/31/2017 6:42 PM
45	Some Brokers will not reimburse or assist employees for these expenses. Personally, it is difficult for me to justify spending the money out of pocket if it is not a necessity. My personal budget is very limited as is.	7/31/2017 6:22 PM
46	The process of obtaining the actual certification was a little frustrating once i submitted all the information.	7/31/2017 6:14 PM
47	Looking over the requirements for getting some of the designations it seems so convoluted at times. So many different things to do in different areas that the forms are hard to follow and I keep putting them down.	7/31/2017 6:01 PM
48	I would like to see classes offered more often.	7/31/2017 5:48 PM
49	In general as a sole property manager starting up and trying to build a business just the cost of insurance, bond, CPE, leasing software, accounting software. Management software, professional memberships etc is difficult enough. I would LOVE to get to the point of taking more classes, acquiring a designation or two. A discount on membership would be great based on gross receipts or number of units to help in this.	7/31/2017 5:47 PM
50	I volunteer, but my help is not accepted, so I cannot complete designation. So I gave up long ago.	7/31/2017 5:46 PM
51	I have a CAPS Designation through National Apartment Association	7/31/2017 5:45 PM
52	No	7/31/2017 5:44 PM
53	They need to be able to provide continuing education credit also. I believe in the designations but I feel like I'm so many years away from being able to even qualify for them that I don't take the classes now for the designations. I recognize the value but all the designations are geared toward those that have alot of doors and alot of years....not those that have 10 doors and growing. I've had about 10 doors and growing slowly and with quality for many years...I feel like i'm an underserved segment of narpm membership.	7/31/2017 5:43 PM
54	Designations require over 200 units managed. I manage 13 units. I have a CAR PMC Certificate. NARPM Certificates should not be limited to members who manage under 200 units.	7/31/2017 5:42 PM
55	Just waiting on meeting the time and specific metrics required to attain or be eligible for them.	7/31/2017 5:41 PM
56	It's a confusing process to keep track of	7/31/2017 5:39 PM

57	My barrier is the prerequisites.	7/31/2017 5:38 PM
58	The general public has no clue about NARPM or any professional designations. I am a GRI, CRS, CRB and have a local state SOARS. No one else in town holds these except the GRI. It has not helped me survive in this new world of Technology on the sales side. Instead I started investing and managing and am doing OK	7/31/2017 5:37 PM
59	I was getting my designation for CRMB. However, after taking almost all of the classes needed, I felt like the education I was receiving wasn't worth the time or money. The designation would be nice. I do recognize the value of receiving it. It is just that at this time, I do not have the time or money to spend just for the letters after my name.	7/31/2017 5:35 PM
60	Time to take classes	7/31/2017 5:33 PM
61	I'm in Casper Wyoming. Nothing is available around me, so it will have to be online only classes for me.	7/31/2017 5:30 PM
62	I see the value of of the designations, have not made it a priority.	7/31/2017 12:59 PM
63	Classes at conventions are really a wonderful format.	7/29/2017 12:28 PM
64	As a small operator, I will never reach the requirements needed to be eligible for any NARPM designations.	7/28/2017 5:47 PM
65	Sometimes, the documentation piece is the larger of the challenges. I also like to attend the conferences done by the software company, which sometimes don't allow me to attend the national conference and vice versa. Would like to see a regional conference again since that is typically more affordable.	7/28/2017 5:17 PM
66	No improvement needed; on the downside of my career.	7/28/2017 4:42 PM
67	In my case, I have 20 years experience, a MS in real estate, JD, a bunch of Realtor designations, some credit for experience or training elsewhere	7/28/2017 3:21 PM
68	Sitting down, collecting the information, and in putting it into the system	7/28/2017 1:07 PM
69	The auditing process has some issues such as inconsistent auditing timeline	7/28/2017 12:35 PM
70	I am pursuing a CPM via IREM	7/28/2017 12:29 PM
71	Insurance agent suggested designations result in higher E & O rates.	7/28/2017 11:58 AM
72	I know how much time is needed for designations, I am also a REALTOR with a number of them. I do hope to start the process by the end of the year	7/28/2017 11:52 AM
73	Bit of a pain if you are a broker owner as some requirements of designation require someone above you to verify (ie unit years) which I have run into as an issue since I do not have an accountant or an additional Broker in charge in my company. Allowing NARPM leadership familiar with the company to verify could be helpful (either national or local chapter)	7/28/2017 11:38 AM
74	I founded Long Beach chapter, have all the qualifications, just don't have time to apply	7/28/2017 11:28 AM
75	Though the info is good, there is a lot of investment of time and money for something our client public doesn't care about because they know nothing about it. It's not like PHD, or MB, or MD. People will pay professional fees for those initials. They don't value ours.	7/28/2017 11:08 AM
76	I've been a Broker/Property Manager actively for over 20 years. That should be time served. LOL	7/28/2017 11:08 AM
77	Fees are very high	7/28/2017 11:04 AM
78	I do not have enough managed doors to get the designations	7/28/2017 10:59 AM
79	After 47 years in the business and being a CPM - I find the requirements to achieve a designation just too much time and effort for the reward.	7/28/2017 10:57 AM
80	Certifications are only for real estate agents not CAM in Florida. Not becoming an agent to get designations. Otherwise very interested!	7/28/2017 10:57 AM
81	Winding down my career	7/18/2017 10:54 PM
82	For a new company cost is sometimes a factor. Can you consider cost based on number of doors under management amount of annual revenue.	7/14/2017 2:47 PM
83	I have a CAPS designation for the National Apartment Association	7/14/2017 12:23 PM
84	I had enough classes to make a designation but my "mentor" I wanted changed (3x) and this was never done. And the "time" ran out for my designation to be complete so I have to start all over (not a good thought).	6/23/2017 8:49 PM
85	Lack of guidance from national...ask a question and don't get an answer or wait weeks for a answer	6/22/2017 4:29 PM
86	New member. Will work at designations	6/18/2017 10:01 AM
87	all of your classes and courses should be available for webinars and online classes	6/15/2017 10:54 AM
88	Conference costs have escalated, especially broker-owner	6/14/2017 2:00 PM
89	I started the process but I am not necessarily over motivated to accomplish the designation.	6/14/2017 10:30 AM
90	I believe that I have all of the qualifications...no time to fill out forms !	6/14/2017 10:16 AM

91	I have not been given enough information about how to get those designations.	6/14/2017 9:28 AM
92	I am a CRS, GRI, JD and CCIM candidate -- another set of letters means very little to either me, or my clients.	6/14/2017 7:41 AM
93	Although I have my NARPM designations, I think the committee has made it harder for people to get their designations. The local chapter contributions should not be less because they serve longer - perhaps they should be even more because they have been asked to serve again. This makes no sense to me.	6/13/2017 9:49 PM
94	Earning points is difficult for people without a chapter in the area. My closest one is six hours away and I don't know anyone there. I signed up to start the process and then realized it was too difficult to bother with, particularly when there is no competition in my area right now.	6/13/2017 9:24 PM
95	I have most of the classes for RMP and MPM but so no value in getting the designations.	6/13/2017 8:20 PM
96	See above.	6/13/2017 6:39 PM
97	I'm not certain of the perception of value among potential clients.	6/13/2017 6:38 PM
98	No results on a very good and expensive class please call (970)618-8165	6/13/2017 6:22 PM
99	I was going to do one but you wanted some designation before I could do one soi I never bothered.	6/13/2017 6:15 PM
100	I do not personally put any weight in designations.	6/13/2017 6:14 PM
101	better access to classes--online may work for some.	6/13/2017 6:12 PM
102	offer more online living in a remote area it is hard to pack up and travel	6/13/2017 6:10 PM
103	I haven't looked into them nor do I know what they mean. I would like more information on this as I am new to NARPM.	6/13/2017 6:03 PM
104	Getting points is more difficult when there's no local chapter to be involved in.	6/13/2017 5:56 PM
105	Stop making the designation process so hard! The checklist and upload form should be one in the same so we don't have to keep going back and forth. NARPM Nat'l has most all the info already so why not also create a program that will easily pull the information rather than making us jump through endless hoops. It shouldn't be this time consuming and difficult!!!!	6/13/2017 5:52 PM
106	I f you have evening classes i might be able to attend. Cannot miss work.	6/13/2017 5:44 PM
107	Due to requirement that the entire coursework be completed within a time limit, I don't want to start unless I'm certain I can finish within the window.	6/9/2017 3:04 PM
108	Getting the designation should not be an ordeal. I can get a college degree by attending classes and should be able to take all the classes and get the designation. Serving on committees and local chapter boards do nothing to make me a better, smarter or more professional manager.	6/7/2017 8:50 PM
109	Refer to my previous response: 'I wanted to achieve management ( RMP )certification... I attended all required classes and conferences... then I found out that I had to perform x number of volunteer hours. I don't have time to volunteer to sit in an office an hour away from the property that I manage. It is a ridiculous requirement for someone with over twenty years of front line property management experience. So, I joined the California Apartment Association and took the classes for certification with them. Also, I am now a CPM Candidate with IREM, both Associations base your certification on a series of classes and a proficiency test.'	6/7/2017 6:47 PM
110	I have CPM designation.	6/4/2017 1:41 PM
111	See above comments.	6/2/2017 2:40 PM
112	No local chapter makes it really difficult to get a designation	6/2/2017 12:18 PM
113	I have no problem taking the classes, I did find them expensive. The volunteer component is the problem for me.	6/2/2017 10:53 AM
114	Back in 2000 I worked through the entire program. In January of 2001 I had twin daughters born. I got lost in work and being a father. I forgot to send in the paperwork. Once I found it in the stack of papers and folders I sent in and was denied. To much time past and I would have to start over from scratch. That is the way it was back then. I accepted that and never went back for a designation. I do though read a lot and try to keep educated.	6/1/2017 8:08 PM
115	Having classes and set package for the designations	6/1/2017 5:11 PM
116	My goal is to start these next year	6/1/2017 4:44 PM
117	The cost of the classes isn't necessarily too expensive it's the cost of attending them	6/1/2017 3:28 PM
118	I have the CAPS designation from the National Apartment Association.	6/1/2017 2:45 PM
119	There are not enough classes in Hawaii and plane tickets are expensive.	6/1/2017 2:13 PM
120	I will be looking into these in the future.	6/1/2017 1:52 PM
121	Most classes when held are at least 2+ hours away	6/1/2017 1:32 PM
122	I personally see designations more as an "ego" thing than a qualification or measure of competency.	6/1/2017 12:46 PM

123	I'm relatively new to NARPM but not new to management. I'm trying to become more active in my local chapter and will be attending my first national convention this year. The elective requirements for the RPM designation are a bit limiting if your local chapter does not want your involvement or you try and join mid year. It would also be great to have a RPM mentor or NARPM member to help get to know and get more involved in NARPM especially as fellow RPM letters of recommendation are needed and there is a not a lot of networking time at the local meetings when connections can be initiated.	6/1/2017 12:43 PM
124	More classes should be offered in each chapter/region so members can gain their designations faster. Knowledge is power!	6/1/2017 12:43 PM
125	I already have an MBA from an accredited university. Not sure if the additional designations are needed. Also emailed NARPM months ago asking if my MBA would count as credit toward the RPM designation - never got a reply.	6/1/2017 12:19 PM
126	Get the word out - to property managers to join NARPM and educating the general population / clients.	6/1/2017 12:14 PM
127	Not at this time. I'll make time later--have a few life events going on that limit my time right now.	6/1/2017 12:12 PM
128	The number of doors under management requirement is something I have not yet achieved.	6/1/2017 12:11 PM
129	I have only been a member less than a month and need to explore the options available under your programs.	5/26/2017 4:50 PM
130	A lot of requirement for the designations. Not sure if consumers know of these. Seem to only have value with in our organization. Not designed for higher positions. For instance I no longer manage properties I manage Property Managers. Many of the certifications I can't get because I am no longer in the field.	5/26/2017 3:49 PM
131	I think the cost, the fact that you have to volunteer to get additional points just adds more to an already full work load, and although I have my designations and I promote them most people still don't understand the value. I am the only person in my entire county with designations and prospects still go with other companies and in speaking to prospects about the acquisition of my PM company even NARPM members seem to discount the fact I have designations and systems in place. It doesn't help add to the value of the company. I am not sure how to solve this other than continue to emphasize the value of designations. Make it easier to get designations and don't require continuing ed. We already have enough continuing ed just for our licenses. If we can get all the NARPM classes to give us CE credits then ok. Otherwise, no.	5/26/2017 12:08 PM
132	I have not been active in my local chapter and many of the points require that. I attend all National Conventions and Broker Owners.	5/26/2017 11:50 AM
133	took several of he classes year ago then just decided not to complete the RMP and become active with NCE for exchanging. I am working towards another Broker coming the Employing Broker of the company.	5/26/2017 11:41 AM
134	Need assistance in the process.	5/26/2017 11:35 AM
135	I am a CPM since 1980 and just don't have the time to pursue another designation and all that is required to obtain it.	5/26/2017 10:51 AM
136	I am a couple of years from retirement and just didn't see the advantage in my remaining years. If I was to offer advise to younger members, I would encourage getting their designations. They do have value.	5/26/2017 10:19 AM
137	Need to work on Chicagoland Chapter to help bring classes here.	5/25/2017 10:14 PM
138	I sent in my email to apply for my RMP in January before the deadline for the price reduction and I have never heard anything back.	5/25/2017 9:04 PM
139	We are struggling to complete the necessary hours and make the time to get these valuable designations. However, education is extremely important to our organization and we will make a push the second half of this year to get our staff involved as well.	5/25/2017 5:01 PM
140	I have been Owner/Broker only since Nov 2014, so my focus right now is setting more of a routine in daily operations that will eventually allow myself more time to focus on obtaining a designation.	5/25/2017 4:31 PM
141	I signed up for my designation about a year ago and have downloaded the requirement list, but I'm still not clear as to specifically what I need in order to submit my designation criteria and how long I have. I have be told by a few people that the TREC offered classes TRLS and TRPM count towards the designation and that I can choose elective options, but I'm not sure as to the specific requirements for elective options or if property management classes offered by TREC count. It would be nice to have a more detailed checklist and details on how/ where to submit everything upon completion.	5/25/2017 4:19 PM
142	Daly has her hands full .. might need to add another staffer!!	5/25/2017 1:03 PM
143	it is not the classes, but everything else that hinders getting the designation.	5/25/2017 12:20 PM
144	CE credit for credentialing is important, often determines the priority	5/25/2017 11:57 AM
145	our local chapter has had a number of education class over the past 4 years, but it is the same instructor - reason: he is the closest. I get more benefit from different instructors	5/25/2017 11:32 AM
146	More online classes to satisfy "classroom training" requirements.	5/25/2017 10:32 AM
147	I will be getting designation at 2 year point.	5/25/2017 10:00 AM

148	Move Broker/Owner retreat to Laughlin, NV	5/25/2017 8:49 AM
149	Just waiting final approval for MPM. I do not understand why Items need uploaded by candidate that NAPRM already has in the system, I believe technology would allow this to be connected.	5/25/2017 8:46 AM
150	I do not consider then necessary. Knowledge is more important than title. Certifications are only recognized between Realtors itself and not the public or the clients.	5/25/2017 8:16 AM
151	I'm trying to determine of all the various designations offered by different trade groups, which has the best value.	5/25/2017 7:35 AM
152	Being on an island in the Pacific can hinder class offerings.	5/25/2017 1:51 AM
153	service to my chapter is hard as it is 4 hours away	5/24/2017 11:42 PM
154	You need to participate in NARPM organization for credit towards designation.	5/24/2017 11:16 PM
155	I don't think there is a need to have all the designations in order to be successful. Success for me comes with speaking with prospective clients and proving my worth and experience and knowledge - which comes from classes but mostly real life.	5/24/2017 11:09 PM
156	I have many industry designations, so put little emphasis on them any longer. Training and education have their own value. I don't need a "trophy" for doing it.	5/24/2017 9:47 PM
157	It was a "nightmare" getting my RMP in 2013. I'm sure there have been improvements made.	5/24/2017 9:33 PM
158	We're older now and are enjoying our life...not too much work.	5/24/2017 7:19 PM
159	Conference requirements and letters	5/24/2017 7:00 PM
160	I am getting ready to hand over the business to my children so won't pursue designation. Son working towards designation.	5/24/2017 6:58 PM
161	I would like to see more value created for the designations by creating public awareness of what they mean and why they should someone with them.	5/24/2017 6:15 PM
162	Have not done enough research to find/schedule classes	5/24/2017 5:43 PM
163	In my area (Oregon) NARPM has very little visibility in the property management industry, and as such the designations have no value. Perhaps NARPM would/should consider partnering with a local group? It would increase NARPM's local presence and most of the local associations are always on the lookout for relevant classes for their members. Oregon Rental Housing Association has 3,500+ members with 13(?) state wide chapters. By far the largest and most influential group in the state. <a href="http://www.oregonrentalhousing.com/">http://www.oregonrentalhousing.com/</a> Multifamily NW represents over 150,000 rental units. <a href="http://www.multifamilynw.org/">http://www.multifamilynw.org/</a> I have found NARPM's Owner/Broker retreats to be of the highest value, and look forward to them every year. Just my two cents.	5/24/2017 5:38 PM
164	I really appreciate the effort this year to expand the reach of designation classes. I mar this is as a successful step forward for NARPM.	5/24/2017 5:38 PM
165	Do large national ad campaigns like Realtor for brand recognition.	5/24/2017 5:36 PM
166	I need a clone	5/24/2017 5:31 PM
167	I have found that many trade organizations push toward more licensing requirements/regulation in order to pedal more of their education products/designations. I think CAI is doing that exact thing right now in our MD. While I see value in the education itself, I would not want to see designations become mandatory. In some ways, I avoid pushing/supporting designations for fear that it will become mandatory. This is how it is happening with CAI and the prices for their classes are becoming more and more expensive. They think everyone should pay their tax, so they lobby for CAI's best interest (licensure) and not my best interest as a member. It feels a lot like a money making scam under the guise of professional development. What starts out as a well intentioned education effort, becomes a money making venture as membership grows. I don't think that is happening with NARPM, but I am wary of it. I offer classes to those who want to further themselves (or if I think it will help someone), but the actual designation is not something I push.	5/24/2017 5:25 PM
168	I haven't seen any real benefit to getting them	5/24/2017 5:18 PM
169	Can I do it all on line ?	5/24/2017 5:12 PM
170	I am assistant property manager, can I get my RMP? My company does not want to pay for the CSS and I can not afford to pay for it myself.	5/24/2017 5:05 PM
171	Not aware of most of them. Would like an email every so often informing me of what is offered and when	5/24/2017 5:00 PM
172	I don't find the value in the time. Im and entrepreneur and investor. I own and manager and master lease other peoples properties that I lease out as well.	5/24/2017 4:59 PM
173	Not sure what I really need to do - no direction through the process, so I put it to the side to work on "some other time"	5/24/2017 4:37 PM
174	they are difficult to understand how to obtain them and need a mentoring or assistance.	5/24/2017 4:37 PM
175	I'm working on one slowly.	5/24/2017 4:32 PM
176	I am in the process of selling my business and am highly encouraging the new owners to stay a member of NARPM, as it is the best out there to learn and network.	5/24/2017 4:31 PM

177	Joining forces with NAR so they can advertise NARPM classes to real estate agents that dabble in property management would be a huge benefit to local Chapters.	5/24/2017 4:23 PM
178	designations/certifications aren't of much value to me.	5/24/2017 4:22 PM
179	end of my career.....	5/24/2017 4:19 PM
180	When speaking with new clients, they dont seem to care if I am an RMP or not....	5/24/2017 4:10 PM
181	the process was very burdensome	5/24/2017 4:10 PM
182	I have a CPM and a CAM designation	5/24/2017 4:09 PM
183	Hard to navigate the elective credits	5/24/2017 3:56 PM
184	Currently in a position where need to spend money on online classes mostly for designation points since our point generation ability was substantially limited since national killed our previously success regional and we don't have a state chapter, plus serving on local board is limited to two terms of credit(out of a 3-year designation period for MPM). Not happy about spending money on online classes for points that I'd rather spend on in-person classes that would be of far greater benefit. I'm aware there are other ways to gain points, but with national event opportunities being very limited, it's a bit of a struggle without a lot of class points.	5/24/2017 3:55 PM
185	I really don't see a huge benefit in adding letters after my name that no-one outside of the industry understands. The seem meaningless to anyone but peers and associates	5/24/2017 3:55 PM
186	I received my MPM designation in Feb. 2017 but still have not received my plaque to have it presented to me at our chapter meeting as we attempt to promote members going for and achieving their designations.	5/24/2017 3:55 PM
187	I was actually on track to receive a designation, was assigned a mentor. Called my mentor, and never received a call back or guidance from her.	5/24/2017 3:53 PM
188	I've not yet researched designations to know which ones I can even begin applying for.	5/24/2017 3:53 PM
189	just the cost of conventions and classes . thats the only reason	5/24/2017 3:52 PM
190	When someone applies for their designation, please let them know that they need to save EVERYTHING so it can be uploaded. That is what is hindering my designation is coming up with all the documentation.	5/24/2017 3:51 PM
191	Its really hard to do when its in the busy season and I have no time	5/24/2017 3:50 PM
192	I want to get them!! Just havent started on them yet.	5/24/2017 3:50 PM
193	I place low value on designations	5/24/2017 3:49 PM
194	I have taken one class and will officially pursue a designation in the near future.	5/24/2017 3:48 PM
195	I started towards a designation and determined that the value I received from the classes was not worth my time or \$\$	5/24/2017 3:48 PM
196	Lots of elective points requires a lot of time.	5/24/2017 3:46 PM
197	I intend to attend all available classes in the Washington DC/Baltimore area as often as possible when I'm able.	5/24/2017 3:45 PM
198	Online learning needs to be improved greatly. I like the idea of using a system like blackboard and enrolling in classes where you have actual classmates to facilitate discussion.	5/23/2017 9:52 PM
199	It's not easy to get these. Please never lower the standard or they will loose value. You could add more designation classes as electives for MPM.	5/22/2017 5:10 PM
200	Too old, not enough years left in the business	5/16/2017 5:49 PM
201	i've earned the Texas version of the classes, I understand they are not as good as the NARPM classes so i'm sure i would get more out of it. Just haven't budgeted the time or funds to do it. Also not sure how the elective hours work since i don't have a chapter near by. 150 miles away.	5/16/2017 10:04 AM
202	I think our dues are too high.	5/15/2017 3:50 PM
203	This seems to be more of a branding / product extension strategy as a revenue generator serving the interest of the organization vs the membership. People that are productive and know what they are doing, usually don't need pins, ribbons and plaques pasted on themselves and walls..	5/15/2017 3:49 PM
204	Anyone I have talked to about the designations has a very difficult time getting through the process. The person in charge of it is not good at her job. (sorry - but you need to hear this)	5/15/2017 3:48 PM
205	Have not looked into them do to my schedule.	5/15/2017 3:42 PM
206	Please make them available online and have them more often, if in class room	5/15/2017 3:14 PM
207	No real designation for Maintenance Managers as yet. Would be a good thing to consider. We all know that maintenance is a huge issue for all property managers.	5/15/2017 3:10 PM
208	The application process is complicated.	5/15/2017 3:07 PM
209	I have taken all the classes but did not feel a need for designations. I contacted NARPM and the time had expired for getting a designation.	5/12/2017 7:05 PM

210	NARPM Ethics classes are hard to comply with requirements and availability of classes. We have to take a Ethics and Legal as part of our REALTOR renewals every two years and having another requirement for basically the same is repetitive.	5/12/2017 5:56 PM
211	Not for me, but other members locally. Attendance at a convention is expensive. Miss local and Regional events.	5/12/2017 4:55 PM
212	It has been very difficult to get satisfactory answers from the designation person at NARPM. Emails go either unanswered altogether or not all questions answered and then no answer to my email requesting all answers or phone calls not being returned or saying that something will be done the next day and then a week later still not done.	5/12/2017 4:41 PM
213	Will be getting my real estate license soon and will be changing the designation I will able to qualify for.	5/12/2017 3:59 PM

### Q17 You worked hard to get your designations. Do you feel that requiring periodic continuing education with specific criteria for renewal would be helpful in maintaining the integrity of NARPM® certifications?

Answered: 694 Skipped: 119

ANSWER CHOICES	RESPONSES	
Yes	28.53%	198
No	9.51%	66
I am fine with the current requirements	28.39%	197
I have no opinion	33.57%	233
TOTAL		694

### Q18 How do you prefer to communication? (Choose all that apply)

Answered: 795 Skipped: 18

ANSWER CHOICES	RESPONSES	
Facebook	15.72%	125
Twitter	1.13%	9
LinkedIn	4.40%	35
Quora	0.38%	3
Pinterest	0.13%	1
Email	98.36%	782
Phone	20.50%	163
Text	22.52%	179
Total Respondents: 795		

#	OTHER (PLEASE SPECIFY)	DATE
1	website	8/2/2017 1:26 PM
2	IG	8/1/2017 3:32 PM
3	website member section only	7/31/2017 6:42 PM
4	Not sure what you mean by communication; to me? with other members? Static information communication?	7/17/2017 6:42 PM
5	What does your question mean:How do you prefer to communication? (Choose all that apply).This is an example of why I think NARPM can be a wate of our time... Doesn't anybody proof their work anymore?	6/7/2017 6:47 PM
6	written mail	6/5/2017 3:44 PM
7	Thanks for the opportunity to provide input!	6/1/2017 12:43 PM
8	In Person when necessary	5/24/2017 5:49 PM
9	I don't and won't get a Facebook twitter etc account.	5/24/2017 5:45 PM



10	mail	5/24/2017 3:55 PM
11	The grammar in this questions is incorrect btw	5/24/2017 3:49 PM
12	Anyone know how to construct a cogent business letter?	5/15/2017 3:49 PM
13	I couldn't find NARPM national on Facebook	5/15/2017 3:14 PM

**Q19 Please supply your name as it is shown in the NARPM® membership to be eligible for the \$200 NARPM® Gift Certificate giveaway. All active NARPM members are eligible**

Answered: 672 Skipped: 141

#	RESPONSES	DATE
1	Terri Bourquin	8/14/2017 6:18 PM
2	Cheryl R. Chase-Berkson	8/14/2017 1:54 PM
3	James Rickman	8/14/2017 12:59 PM
4	Connie Henline	8/14/2017 11:19 AM
5	Lisa Tufano	8/11/2017 4:58 PM
6	Susan Fischbeck, PA	8/11/2017 6:38 AM
7	Christian Lamoureux	8/8/2017 2:59 PM
8	Donna H Brandsey	8/7/2017 4:21 PM
9	JAMES DOMINY	8/7/2017 12:57 PM
10	Lance Kohler	8/4/2017 6:21 PM
11	Elizabeth Porter	8/4/2017 4:39 PM
12	Scotty Mitchell	8/4/2017 2:52 PM
13	Stacey McKay	8/4/2017 11:56 AM
14	Lynda Kelly	8/4/2017 11:35 AM
15	Nicole St. Aubin	8/4/2017 8:54 AM
16	Meagan K Torres	8/3/2017 7:46 PM
17	Kati Stewart	8/3/2017 12:39 PM
18	Demetria Wingfield	8/2/2017 8:15 PM
19	Diane Strehlow	8/2/2017 7:33 PM
20	Carl L. Frazier, RMP	8/2/2017 4:59 PM
21	Maritza Castillo	8/2/2017 4:51 PM
22	Erik Covarrubias	8/2/2017 2:26 PM
23	Brock Billings / DwellRight Property Management	8/2/2017 2:25 PM
24	John Grey	8/2/2017 2:04 PM
25	Patricia Price Lakewood WA	8/2/2017 1:26 PM
26	Amy J Scheller	8/2/2017 12:19 PM
27	Jenna McMillen	8/2/2017 12:06 PM
28	Daniel Preshaw	8/2/2017 11:27 AM
29	Paul Branton	8/2/2017 11:21 AM
30	Kenneth M Reiss	8/2/2017 8:58 AM
31	Margaret Clifford Steacy	8/2/2017 3:23 AM
32	Ronald Kirk Musselman	8/1/2017 10:32 PM
33	Edward Peterson	8/1/2017 7:32 PM
34	Richard W. Mahoney	8/1/2017 6:31 PM
35	Melissa Prandi	8/1/2017 5:19 PM
36	Tom Miller-Freutel/More Than Home Management	8/1/2017 4:43 PM
37	Matthew Ledingham	8/1/2017 3:44 PM

38	Angela C. Gonzales	8/1/2017 3:32 PM
39	Elaine Lee	8/1/2017 3:29 PM
40	Eileen Scates	8/1/2017 3:17 PM
41	Caster Management LLC	8/1/2017 2:21 PM
42	Catharine Harrison	8/1/2017 1:42 PM
43	Margaret Neubauer	8/1/2017 1:35 PM
44	Kimberly Hall Joaquin	8/1/2017 1:30 PM
45	Hilary Leffler	8/1/2017 1:28 PM
46	Heidi Hartman	8/1/2017 1:22 PM
47	Jeff Hall	8/1/2017 1:08 PM
48	Donna Littleton	8/1/2017 12:55 PM
49	Sarah Devine	8/1/2017 12:51 PM
50	Cynthia Ward Manley	8/1/2017 12:51 PM
51	Adam Manly	8/1/2017 12:34 PM
52	Debra Nordstrom	8/1/2017 12:28 PM
53	Foxworth O. Troy	8/1/2017 12:14 PM
54	Robert Fisher	8/1/2017 12:13 PM
55	Ashley Swofford	8/1/2017 12:02 PM
56	Mark Lister	8/1/2017 12:01 PM
57	Steven Steinbeck	8/1/2017 11:54 AM
58	Robert Powell	8/1/2017 11:53 AM
59	Wayne Hartigan	8/1/2017 11:49 AM
60	Leila A. Lujan	8/1/2017 11:46 AM
61	MARITZA D. TISH	8/1/2017 11:29 AM
62	Betty Fletcher	8/1/2017 11:02 AM
63	Alvin G. Hunt	8/1/2017 10:50 AM
64	Travis Stone	8/1/2017 10:50 AM
65	Kent Barr	8/1/2017 10:45 AM
66	Glenn H Russell	8/1/2017 10:42 AM
67	Stephen Foster	8/1/2017 10:38 AM
68	Linda A. Wilson	8/1/2017 10:33 AM
69	Chandra Quaye	8/1/2017 10:33 AM
70	Jodi williams	8/1/2017 10:27 AM
71	Tiffany Rosenbaum	8/1/2017 10:22 AM
72	Trent Ratliff	8/1/2017 10:01 AM
73	Rachel Jensen Eaton	8/1/2017 9:56 AM
74	Michael porter	8/1/2017 9:55 AM
75	Amber Jasper	8/1/2017 9:51 AM
76	Margaret Roe	8/1/2017 9:35 AM
77	Valerie Wisor	8/1/2017 9:33 AM
78	Angela Squitieri	8/1/2017 9:23 AM
79	Lee Porter	8/1/2017 9:19 AM
80	Elizabeth Rodriguez	8/1/2017 9:18 AM
81	Gordon Baker	8/1/2017 9:10 AM
82	scarlett tullos (graves)	8/1/2017 9:08 AM
83	Linda D Williams	8/1/2017 9:04 AM
84	Cale Clark Stephenson III	8/1/2017 8:56 AM
85	Maily R. Jacobs	8/1/2017 8:46 AM
86	Cinnamon Smith	8/1/2017 8:45 AM

87	Kathy Welch	8/1/2017 8:22 AM
88	Ivette D Rodriguez	8/1/2017 7:42 AM
89	Sean Tintle	8/1/2017 4:49 AM
90	Jeanette Shelby	8/1/2017 12:41 AM
91	Philip Scarborough	7/31/2017 11:29 PM
92	Rudy Andabaker	7/31/2017 11:29 PM
93	Marilyn golden	7/31/2017 11:24 PM
94	Michael Krause	7/31/2017 11:17 PM
95	Theresa brunke	7/31/2017 10:30 PM
96	Elaine Saigusa	7/31/2017 10:28 PM
97	Gayle B. Marretta	7/31/2017 10:15 PM
98	Walter Welti	7/31/2017 10:14 PM
99	Nancy E Milliron	7/31/2017 10:11 PM
100	Tanya Clothier	7/31/2017 9:57 PM
101	Chapin Hemphill - Keyreter Silicon Valley	7/31/2017 9:53 PM
102	Stephanie Poynor	7/31/2017 9:47 PM
103	Samantha Metts	7/31/2017 9:40 PM
104	Michael Klinger	7/31/2017 9:36 PM
105	Elisabeth (Lisa) Burton	7/31/2017 9:22 PM
106	Starlyn A. Smith	7/31/2017 9:17 PM
107	Michael Vickrey	7/31/2017 9:06 PM
108	Lisa M Jones	7/31/2017 9:01 PM
109	Jose Cerda-Zein	7/31/2017 8:58 PM
110	Andrew Randolph	7/31/2017 8:57 PM
111	Rose M Smith	7/31/2017 8:51 PM
112	KIMBERLY M URREA	7/31/2017 8:45 PM
113	Patty Allen	7/31/2017 8:35 PM
114	Randy Huntley	7/31/2017 8:33 PM
115	Salvatore Friscia	7/31/2017 8:30 PM
116	Cheryl Kunimoto	7/31/2017 8:28 PM
117	June Ann Lee	7/31/2017 8:27 PM
118	Jeffrey W. Pope	7/31/2017 8:26 PM
119	Christopher L Frank	7/31/2017 8:23 PM
120	Kallie Caito	7/31/2017 8:21 PM
121	Tina M Bradley	7/31/2017 8:13 PM
122	Christine Perkins	7/31/2017 8:09 PM
123	B.J. Deal	7/31/2017 7:59 PM
124	Karen Schwartz	7/31/2017 7:55 PM
125	Chris Lengquist - Ad Astra Realty, Inc	7/31/2017 7:53 PM
126	Ralph F. Sanchez	7/31/2017 7:51 PM
127	Shannon K. Elian	7/31/2017 7:49 PM
128	Jennifer Lee Tramontana	7/31/2017 7:48 PM
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130	Joe Berger	7/31/2017 7:42 PM
131	Bill Hague	7/31/2017 7:35 PM
132	Ryan Miller	7/31/2017 7:25 PM
133	Alex Mikhalkin	7/31/2017 7:23 PM
134	Debbie Henry	7/31/2017 7:23 PM
135	Rexie Castro	7/31/2017 7:22 PM

136	Mark Ahuna	7/31/2017 7:19 PM
137	Myrna Matsumoto	7/31/2017 7:15 PM
138	Cynthia K. Schimpf	7/31/2017 7:15 PM
139	Robert W Clark	7/31/2017 7:12 PM
140	Christine Vandegriend	7/31/2017 7:11 PM
141	John Rutledge	7/31/2017 7:05 PM
142	John L King III	7/31/2017 7:05 PM
143	Mark H. LeTourneau	7/31/2017 7:02 PM
144	Ramona Kellogg	7/31/2017 7:00 PM
145	Frank Mazella	7/31/2017 6:58 PM
146	Richard Millinder	7/31/2017 6:55 PM
147	Mandy Campbell	7/31/2017 6:48 PM
148	Kathleen Donaghy	7/31/2017 6:45 PM
149	Matthew Whitaker	7/31/2017 6:45 PM
150	Jean-Pierre Maeder	7/31/2017 6:42 PM
151	Ghaedi	7/31/2017 6:42 PM
152	Rod Quam	7/31/2017 6:41 PM
153	Milena Rios	7/31/2017 6:35 PM
154	DENNIS FLEASHER	7/31/2017 6:32 PM
155	Andrea Mayer, RMP	7/31/2017 6:31 PM
156	Lacy Hendricks	7/31/2017 6:29 PM
157	Rob Massey	7/31/2017 6:24 PM
158	Gustavo Terrones	7/31/2017 6:24 PM
159	JoAnna Hackett	7/31/2017 6:22 PM
160	Boyd Smith	7/31/2017 6:20 PM
161	Monica Hulzing	7/31/2017 6:14 PM
162	Sally Ankers, RMP	7/31/2017 6:14 PM
163	Above property Management	7/31/2017 6:13 PM
164	John Bowen	7/31/2017 6:12 PM
165	George R Mayfield	7/31/2017 6:05 PM
166	Elizabeth Nagy	7/31/2017 6:05 PM
167	Lee Modesitt	7/31/2017 6:03 PM
168	Victor J. Martinez	7/31/2017 6:02 PM
169	Wade Denman	7/31/2017 6:01 PM
170	Deborah L Sanderson	7/31/2017 6:01 PM
171	Arnold caballero	7/31/2017 6:00 PM
172	Rhianna Campbell	7/31/2017 5:59 PM
173	Christopher Goodman	7/31/2017 5:59 PM
174	Marc Cunningham	7/31/2017 5:58 PM
175	Olivia Kollar	7/31/2017 5:57 PM
176	Bob Davie	7/31/2017 5:55 PM
177	Sherry A. Bates	7/31/2017 5:54 PM
178	Patti Robertson	7/31/2017 5:54 PM
179	Charles Brown	7/31/2017 5:53 PM
180	Victoria Upmann	7/31/2017 5:52 PM
181	Benjamin Wax	7/31/2017 5:51 PM
182	Shane Avila	7/31/2017 5:51 PM
183	Cindy Hoppe	7/31/2017 5:50 PM
184	Crystal Padgett	7/31/2017 5:49 PM

185	J C Posey	7/31/2017 5:48 PM
186	Teresa A Brown	7/31/2017 5:48 PM
187	Ariel Wilsey-Gopp owner Casa Linda	7/31/2017 5:47 PM
188	Dale Huber	7/31/2017 5:47 PM
189	David Minasian	7/31/2017 5:46 PM
190	Brian D. Woolard	7/31/2017 5:46 PM
191	Thomas R Gaspari	7/31/2017 5:46 PM
192	David Steele	7/31/2017 5:45 PM
193	Sherry Portzline	7/31/2017 5:45 PM
194	Tracy Streich	7/31/2017 5:45 PM
195	Louise Muskat	7/31/2017 5:44 PM
196	Michael Ebert	7/31/2017 5:44 PM
197	Jay Mac Sanders....if i win, please apply as a contribution to the NARPM PAC	7/31/2017 5:43 PM
198	Jon Smith	7/31/2017 5:43 PM
199	Rob de la Grange	7/31/2017 5:42 PM
200	Chris Matson	7/31/2017 5:41 PM
201	Charles Irwin	7/31/2017 5:41 PM
202	Nick Hubers	7/31/2017 5:40 PM
203	Noel Christopher	7/31/2017 5:40 PM
204	Danny Harlow	7/31/2017 5:40 PM
205	Arletta Stewart	7/31/2017 5:40 PM
206	Shannon Curtis	7/31/2017 5:39 PM
207	Lyle Sherman	7/31/2017 5:38 PM
208	Chandre Valdes	7/31/2017 5:38 PM
209	Jenna Hodapp	7/31/2017 5:38 PM
210	Susan Melton	7/31/2017 5:37 PM
211	Nathan J. Bell IV	7/31/2017 5:37 PM
212	Michael L. Watson	7/31/2017 5:37 PM
213	Gaston Reboredo	7/31/2017 5:36 PM
214	Evie Osburn	7/31/2017 5:35 PM
215	Yolande Eld	7/31/2017 5:35 PM
216	David E. Soto	7/31/2017 5:35 PM
217	Penny Wilia	7/31/2017 5:35 PM
218	Jeff Zell	7/31/2017 5:35 PM
219	Martha Tierney	7/31/2017 5:35 PM
220	Colleen Kessler	7/31/2017 5:34 PM
221	Bill Ausen	7/31/2017 5:34 PM
222	Courtney Brewner	7/31/2017 5:34 PM
223	Charles Lucroy	7/31/2017 5:34 PM
224	Virginia S Ferguson	7/31/2017 5:34 PM
225	Erin Landis	7/31/2017 5:34 PM
226	Ana Garcia	7/31/2017 5:33 PM
227	Bridget Holm	7/31/2017 5:33 PM
228	Tim Hendricks	7/31/2017 5:33 PM
229	Vikkilyn Gallagher	7/31/2017 5:32 PM
230	Ross R. Murphy Property Management Services, LLC.	7/31/2017 5:32 PM
231	Christopher Lopez	7/31/2017 5:31 PM
232	Melissa Davis	7/31/2017 5:31 PM
233	Lisa Engebretsen	7/31/2017 5:30 PM

234	Susie Soleimani	7/31/2017 5:25 PM
235	Gary M. McGraw	7/31/2017 12:59 PM
236	Robert Taylor	7/29/2017 12:28 PM
237	Renata Smalls-Stinson	7/28/2017 6:51 PM
238	Gerald Pappa	7/28/2017 6:21 PM
239	Melanie Butler	7/28/2017 6:06 PM
240	Randall (Randy) L Davison	7/28/2017 5:47 PM
241	jorge e gosalvez	7/28/2017 4:37 PM
242	Harvey e levin	7/28/2017 4:28 PM
243	Bruce Ailion	7/28/2017 3:21 PM
244	Julie Nesbitt	7/28/2017 2:38 PM
245	Cyndy Starr	7/28/2017 2:35 PM
246	Deborah D. Yearout	7/28/2017 2:20 PM
247	Heidi Anderson	7/28/2017 2:04 PM
248	Jane McCawley	7/28/2017 1:15 PM
249	Jennifer Clark	7/28/2017 1:14 PM
250	Scott Bloom	7/28/2017 1:07 PM
251	Dick Johnson	7/28/2017 1:04 PM
252	Alan H. Lam	7/28/2017 12:49 PM
253	Barbara J Smith, Oconee Management Group	7/28/2017 12:49 PM
254	408 Rental Management	7/28/2017 12:44 PM
255	Genesis Burroughs	7/28/2017 12:34 PM
256	Nicholas Cook	7/28/2017 12:29 PM
257	Rosy Baron	7/28/2017 12:17 PM
258	Kenneth Kirkpatrick JR	7/28/2017 12:11 PM
259	Samuel Hahn	7/28/2017 12:09 PM
260	Wayne Metz	7/28/2017 12:02 PM
261	Karl Johnson	7/28/2017 11:58 AM
262	FAE BROWN	7/28/2017 11:52 AM
263	Carlie Goulet	7/28/2017 11:52 AM
264	Jerome Warren Sloane Jr	7/28/2017 11:38 AM
265	Chris Wyman	7/28/2017 11:36 AM
266	Joan Eldredge	7/28/2017 11:33 AM
267	B. Ramer Spurr	7/28/2017 11:28 AM
268	Erica Mina	7/28/2017 11:19 AM
269	Lisa Behler	7/28/2017 11:16 AM
270	Steve Williams	7/28/2017 11:15 AM
271	Lisa Schueneman	7/28/2017 11:12 AM
272	Vera D. Kiser	7/28/2017 11:08 AM
273	Robin G. Frank, Broker	7/28/2017 11:08 AM
274	Alicia Brim	7/28/2017 11:03 AM
275	Chantel Born	7/28/2017 10:59 AM
276	Dawm M. McGinn	7/28/2017 10:58 AM
277	R Chris Rosprim	7/28/2017 10:57 AM
278	Shelly Hopkins	7/28/2017 10:57 AM
279	Silke Weiss	7/28/2017 10:57 AM
280	Devin Bewley	7/28/2017 10:56 AM
281	Sean Kelly	7/28/2017 10:54 AM
282	David Whitley	7/28/2017 10:51 AM

283	Peter Howlett	7/28/2017 10:50 AM
284	Andrew Hales	7/28/2017 10:47 AM
285	Christine Minor	7/28/2017 10:45 AM
286	Cindy Rampley	7/18/2017 3:35 PM
287	Liz Cleyman	7/18/2017 1:33 PM
288	Jeff Goins	7/18/2017 12:41 PM
289	Andrew Edwards	7/18/2017 11:16 AM
290	Jim Smith	7/18/2017 8:47 AM
291	Lois S Carwin, RMP, MPM	7/17/2017 7:26 PM
292	Marilyn Golden	7/17/2017 7:19 PM
293	kimberly a johnson	7/17/2017 7:01 PM
294	Ronnah Stabenow	7/17/2017 7:00 PM
295	Cindy Dickey	7/17/2017 6:47 PM
296	Benton cotter	7/17/2017 6:07 PM
297	Richard H. Simonton, Sr.	7/14/2017 2:47 PM
298	David Steele	7/14/2017 12:23 PM
299	Lynn Bradescu Home Matters Property Management, LLC	7/14/2017 12:16 PM
300	Scott P. Brady	6/30/2017 10:53 AM
301	Carole L. (Cindy) Van Mater	6/24/2017 3:56 PM
302	Robert S Copeland	6/24/2017 1:29 PM
303	George Morrissey	6/23/2017 8:49 PM
304	Russ VandenToorn	6/23/2017 10:28 AM
305	Michael McCreary	6/22/2017 7:13 PM
306	Joyce Zimdahl	6/22/2017 4:29 PM
307	Joel Wilmoth	6/19/2017 4:26 PM
308	Charles Goss	6/19/2017 11:53 AM
309	Walt Ford	6/18/2017 10:01 AM
310	John Yeung	6/17/2017 11:10 PM
311	Dean Prater	6/16/2017 1:38 PM
312	Daniel Frayer	6/15/2017 10:54 AM
313	Ryan J Lange	6/14/2017 7:29 PM
314	Josh Pfeifer	6/14/2017 2:41 PM
315	jason whitcanack	6/14/2017 1:14 PM
316	Cindy Morin	6/14/2017 10:33 AM
317	Tim Davis	6/14/2017 10:30 AM
318	Linda Dillon	6/14/2017 10:16 AM
319	Sharon Molnar	6/14/2017 9:59 AM
320	Marty Hutchison	6/14/2017 9:31 AM
321	Phyllis Fitzgerald	6/14/2017 9:28 AM
322	Linda L. Maxwell	6/14/2017 8:57 AM
323	nancy halverson	6/14/2017 8:37 AM
324	John Michailidis	6/14/2017 7:41 AM
325	Karen Keanu Cardoza	6/14/2017 7:00 AM
326	Sarah Laidler	6/14/2017 6:04 AM
327	Erik Covarrubias	6/14/2017 4:22 AM
328	Michael J. Mulvena	6/13/2017 11:52 PM
329	Nathan Gesner	6/13/2017 9:24 PM
330	Bridget Holm	6/13/2017 9:18 PM
331	Susan Willadsen	6/13/2017 8:30 PM

332	Wayne Metz	6/13/2017 8:20 PM
333	Barbara Mayo	6/13/2017 7:23 PM
334	Valkyrie Smith	6/13/2017 7:00 PM
335	Tana McNac	6/13/2017 6:57 PM
336	Conrad C. Bennett	6/13/2017 6:39 PM
337	Scott Ehret	6/13/2017 6:38 PM
338	Suzanne Cameron	6/13/2017 6:30 PM
339	Linda Bryan MPM	6/13/2017 6:26 PM
340	John Golden	6/13/2017 6:22 PM
341	Andrew Hales	6/13/2017 6:15 PM
342	John Villani	6/13/2017 6:14 PM
343	Marybel Aspili	6/13/2017 6:12 PM
344	Gail Valdez	6/13/2017 6:11 PM
345	Barbara Burrows	6/13/2017 6:10 PM
346	W. Sean Kerr, MPM RMP	6/13/2017 6:05 PM
347	Jessica Kampa	6/13/2017 6:03 PM
348	Angelia Lauster	6/13/2017 5:58 PM
349	Nora Bohanon	6/13/2017 5:56 PM
350	Daniel Lorenz	6/13/2017 5:56 PM
351	Christopher Hermanski, MPM	6/13/2017 5:53 PM
352	James Poulos	6/13/2017 5:49 PM
353	Marc Witmer	6/13/2017 5:45 PM
354	Bart Sturzl	6/13/2017 5:45 PM
355	Bird	6/13/2017 5:44 PM
356	Christine M Savoie	6/13/2017 5:44 PM
357	Danielle Rogers, RMP	6/13/2017 5:43 PM
358	Laura Zimmerman	6/13/2017 5:40 PM
359	Susanna K Fulcher	6/12/2017 4:39 PM
360	Betty A. Hannon	6/10/2017 1:38 PM
361	Drick Ward	6/9/2017 3:04 PM
362	Alan W. Ellis	6/9/2017 12:52 PM
363	Kimberly Damewood	6/8/2017 3:27 PM
364	Carolyn Cranbe	6/8/2017 11:51 AM
365	George W Trombley	6/7/2017 8:50 PM
366	Joel Elliott	6/7/2017 7:10 PM
367	maria trunkenbolz	6/7/2017 6:59 PM
368	Jeffry Scoffern	6/7/2017 6:47 PM
369	Colleen Kessler	6/7/2017 6:20 PM
370	Joi Walker	6/7/2017 6:03 PM
371	Julie Sandham	6/7/2017 4:54 PM
372	Jason M. Poisson	6/7/2017 4:38 PM
373	Michael Shaar	6/7/2017 1:55 AM
374	Kristin Johnson	6/5/2017 3:14 PM
375	David B. Dobbins	6/5/2017 10:36 AM
376	Robert W. Caldwell	6/5/2017 6:50 AM
377	Wayne R. Hartigan	6/4/2017 1:41 PM
378	Wesley Besemer	6/2/2017 7:49 PM
379	Heather Eshelby	6/2/2017 5:36 PM
380	Ann Marie Anderson	6/2/2017 10:53 AM



381	Daniel Rothrock	6/2/2017 9:09 AM
382	Martin Mattson	6/1/2017 11:25 PM
383	Michael H Ring	6/1/2017 9:24 PM
384	Kym A. Ottaviani	6/1/2017 8:08 PM
385	Melissa Riqueros	6/1/2017 6:56 PM
386	Glenda Thomas	6/1/2017 6:46 PM
387	Samuel Hahn	6/1/2017 6:23 PM
388	Stephen Foster, MPM RMP	6/1/2017 5:19 PM
389	Raymond Scarabosio	6/1/2017 5:13 PM
390	Valerie A. Rodriguez	6/1/2017 5:11 PM
391	Cynthia A. Scott	6/1/2017 4:44 PM
392	Tammy Coleman	6/1/2017 4:39 PM
393	Chesley Karr, New Mexico NARPM Dude	6/1/2017 4:18 PM
394	Annie Kremin	6/1/2017 4:07 PM
395	Mark Daley	6/1/2017 3:48 PM
396	Neyshia Napoleon	6/1/2017 3:47 PM
397	Barbara Mayo	6/1/2017 3:30 PM
398	Julie Gutwig	6/1/2017 3:29 PM
399	Melissa Sieg	6/1/2017 3:28 PM
400	Shea McGrath	6/1/2017 2:48 PM
401	David Steele	6/1/2017 2:45 PM
402	Lori Hendrix	6/1/2017 2:34 PM
403	Susan M Bielser	6/1/2017 2:26 PM
404	Bill Williamson	6/1/2017 2:20 PM
405	Kalista Guerpo	6/1/2017 2:13 PM
406	Cindy Hoppe	6/1/2017 2:12 PM
407	Tracy Smith	6/1/2017 1:52 PM
408	John Rennie	6/1/2017 1:44 PM
409	Cynthia D. Morgan	6/1/2017 1:42 PM
410	Jason Riehl	6/1/2017 1:41 PM
411	Michael Sargent	6/1/2017 1:37 PM
412	Cortney Gill	6/1/2017 1:35 PM
413	Robin Lisa Hite, LLC	6/1/2017 1:32 PM
414	Donna J Schwarzbach-Blackbrook Associates	6/1/2017 1:26 PM
415	Spencer Henderson	6/1/2017 1:23 PM
416	William Bourquin	6/1/2017 1:21 PM
417	Carolyn Matthews	6/1/2017 1:21 PM
418	Cameron McCaa	6/1/2017 1:15 PM
419	David Saldivar	6/1/2017 1:14 PM
420	Holly Algood	6/1/2017 12:56 PM
421	Bonnye LaPenotiere Sirk	6/1/2017 12:52 PM
422	Betsy Morgan	6/1/2017 12:50 PM
423	Kathy Pecora	6/1/2017 12:46 PM
424	John Villani	6/1/2017 12:46 PM
425	Dawn Conciatori	6/1/2017 12:43 PM
426	Charles Brown	6/1/2017 12:37 PM
427	Leiloni Lenahan	6/1/2017 12:34 PM
428	Cale Clark Stephenson	6/1/2017 12:30 PM
429	Erlin Taylor	6/1/2017 12:27 PM

430	Laura Wozniak	6/1/2017 12:24 PM
431	Karyl A. Elliott	6/1/2017 12:24 PM
432	Stacy Gregg White	6/1/2017 12:23 PM
433	Chelsie S. Landon	6/1/2017 12:21 PM
434	Greg@gdaapm.com	6/1/2017 12:19 PM
435	Patti Robertson	6/1/2017 12:16 PM
436	Deborah Lisella	6/1/2017 12:14 PM
437	Paul Ilami	6/1/2017 12:12 PM
438	Alan Tompkins	6/1/2017 12:11 PM
439	Cindy Minion	6/1/2017 12:11 PM
440	Ethan Hodge	6/1/2017 12:11 PM
441	Keyrenter Property Management Chicago North	6/1/2017 12:09 PM
442	Shannon McLaughlin	6/1/2017 12:08 PM
443	lisa Doud	6/1/2017 12:08 PM
444	Katie McNeeley	5/31/2017 2:16 PM
445	George Hermosillo	5/30/2017 12:08 PM
446	Kent Grothe	5/27/2017 11:07 AM
447	Victoria Upmann	5/26/2017 6:07 PM
448	Diane C. Cox	5/26/2017 4:50 PM
449	Karl Jennings	5/26/2017 4:33 PM
450	Jean Martin	5/26/2017 3:49 PM
451	Vickie Gaskill	5/26/2017 1:14 PM
452	Lee Blyle	5/26/2017 12:50 PM
453	Kathleen Richards	5/26/2017 12:08 PM
454	mindy@roostrealty.com	5/26/2017 11:50 AM
455	Diane MacAdam	5/26/2017 11:35 AM
456	John L King III	5/26/2017 11:09 AM
457	Chris Rosprim	5/26/2017 10:51 AM
458	Jennifer Kavanaugh	5/26/2017 10:21 AM
459	James R. Alderson	5/26/2017 10:21 AM
460	Karen Weeks	5/26/2017 10:19 AM
461	Christine Minor	5/26/2017 10:11 AM
462	Dianne Stanley	5/26/2017 10:11 AM
463	Carol Winslow	5/26/2017 9:58 AM
464	Sean Tintle	5/26/2017 3:24 AM
465	Toni Weiss	5/25/2017 9:08 PM
466	Jeannette Y Gordon	5/25/2017 9:04 PM
467	robert I alldredge	5/25/2017 6:06 PM
468	Richard Vierra	5/25/2017 6:04 PM
469	Elise Otero	5/25/2017 5:19 PM
470	Kenneth M. Reiss	5/25/2017 5:18 PM
471	Michael Gross	5/25/2017 5:01 PM
472	Jack Corder	5/25/2017 4:34 PM
473	Katy Scruton	5/25/2017 4:19 PM
474	Marilyn Griffin	5/25/2017 4:09 PM
475	Dale Poulnot	5/25/2017 4:07 PM
476	Marybeth A Neblett	5/25/2017 3:19 PM
477	Marcy Thompson	5/25/2017 3:03 PM
478	James Stobie	5/25/2017 2:42 PM

479	Evey Edwards	5/25/2017 1:59 PM
480	megan titche	5/25/2017 1:23 PM
481	annette slater	5/25/2017 1:03 PM
482	sheila stokley	5/25/2017 12:20 PM
483	Frank Moore	5/25/2017 11:57 AM
484	Alexander Gebbie	5/25/2017 11:47 AM
485	Barbara Vorhees	5/25/2017 11:44 AM
486	Tim Knobloch	5/25/2017 11:32 AM
487	Denise Day	5/25/2017 11:05 AM
488	Starlyn A. Smith	5/25/2017 10:33 AM
489	Anthony Irizarry	5/25/2017 10:33 AM
490	Seth Kelly	5/25/2017 10:32 AM
491	Mandy Campbell	5/25/2017 10:31 AM
492	Delia E. Rios	5/25/2017 10:20 AM
493	K. Mitchell Deminski	5/25/2017 10:19 AM
494	Theodora/Teddi Williams	5/25/2017 10:00 AM
495	Jim Derkacz	5/25/2017 9:27 AM
496	John Youngblood	5/25/2017 8:49 AM
497	Glenn Lehman	5/25/2017 8:46 AM
498	Neuiel Travis Register	5/25/2017 8:36 AM
499	Ivette D. Rodriguez	5/25/2017 8:16 AM
500	Vikkilyn Gallagher	5/25/2017 7:35 AM
501	Stephanie Mount	5/25/2017 7:19 AM
502	Doloresport	5/25/2017 7:15 AM
503	Paul Kankowski	5/25/2017 1:59 AM
504	Tiffany Kom	5/25/2017 1:51 AM
505	Robert Powell	5/24/2017 11:42 PM
506	Clifton Kukino	5/24/2017 11:16 PM
507	Nancy Jackson	5/24/2017 11:09 PM
508	Jim Reimer	5/24/2017 10:01 PM
509	Lisa Williamson Cityscape Realty. <a href="http://www.CityscapeRealty.net">www.CityscapeRealty.net</a>	5/24/2017 9:48 PM
510	Glenn H Russell, Coastal Group Inc Va. Beach	5/24/2017 9:47 PM
511	Tom Barron	5/24/2017 9:33 PM
512	Marty Hutchison	5/24/2017 8:52 PM
513	Chandre Valdes	5/24/2017 8:07 PM
514	Lawrence Rothamel	5/24/2017 7:49 PM
515	Kelly Kowalski	5/24/2017 7:41 PM
516	Marty Mattson	5/24/2017 7:19 PM
517	Crys Kelly	5/24/2017 7:13 PM
518	MaryAnn Morelli	5/24/2017 7:09 PM
519	Betty Brown	5/24/2017 7:04 PM
520	Erika Lamb	5/24/2017 7:00 PM
521	RaNae Ledingham	5/24/2017 6:58 PM
522	David Kidd	5/24/2017 6:45 PM
523	Lisa Behler	5/24/2017 6:42 PM
524	Claire Schwartz	5/24/2017 6:33 PM
525	Terry Robertson	5/24/2017 6:31 PM
526	Sally Ankers, RMP	5/24/2017 6:30 PM
527	Louise Muskat	5/24/2017 6:16 PM

528	David M Sigler	5/24/2017 6:15 PM
529	Daniel Nelson	5/24/2017 6:06 PM
530	Cassandra Mor	5/24/2017 6:06 PM
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538	Sam Harrison	5/24/2017 5:39 PM
539	Jim Straub	5/24/2017 5:38 PM
540	Russell Hathcock	5/24/2017 5:38 PM
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542	Robert Taylor-Independence Realty-Huntsville Al	5/24/2017 5:31 PM
543	Jeffrey Slodowitz	5/24/2017 5:26 PM
544	Alicia Weaver	5/24/2017 5:26 PM
545	Nicholas Sadler	5/24/2017 5:25 PM
546	Kasey Medina	5/24/2017 5:24 PM
547	Jared Hastey	5/24/2017 5:19 PM
548	Devin Bewley	5/24/2017 5:18 PM
549	Cyndi Alderson	5/24/2017 5:14 PM
550	Mark Westlock	5/24/2017 5:14 PM
551	pete neubig	5/24/2017 5:14 PM
552	Amanda Gresiak	5/24/2017 5:14 PM
553	Jana Pickett	5/24/2017 5:12 PM
554	BRAJ MISHRA	5/24/2017 5:09 PM
555	Kyle Chain	5/24/2017 5:05 PM
556	Beth Ivey	5/24/2017 5:05 PM
557	George Russell Hamilton Jr	5/24/2017 5:00 PM
558	Mario Gonzalez	5/24/2017 4:59 PM
559	Matt Fonk Member #842049783	5/24/2017 4:59 PM
560	Abigail Lipson	5/24/2017 4:55 PM
561	Jason McGuire	5/24/2017 4:52 PM
562	mike@bennett2rentit.com	5/24/2017 4:45 PM
563	Beverly Browning	5/24/2017 4:43 PM
564	Janet Hammer	5/24/2017 4:37 PM
565	Alicia Brim	5/24/2017 4:37 PM
566	Russ Cowley	5/24/2017 4:37 PM
567	Timothy Brown	5/24/2017 4:35 PM
568	Mike Mengden	5/24/2017 4:35 PM
569	Dana Preston	5/24/2017 4:32 PM
570	Paul Pineda	5/24/2017 4:31 PM
571	Deborah K. Brady	5/24/2017 4:31 PM
572	Bob Hansen	5/24/2017 4:28 PM
573	Denise Snowdon	5/24/2017 4:27 PM
574	Linda M. Gil	5/24/2017 4:25 PM
575	Gordon Baker	5/24/2017 4:24 PM
576	David E. Soto	5/24/2017 4:24 PM

577	Nina McIver	5/24/2017 4:23 PM
578	Jeff Zell	5/24/2017 4:22 PM
579	Sherrie Featherly	5/24/2017 4:22 PM
580	KATHLEEN PEPPING	5/24/2017 4:21 PM
581	Peter Howlett	5/24/2017 4:19 PM
582	Erin Buchanan	5/24/2017 4:19 PM
583	Kay R. Rennison	5/24/2017 4:19 PM
584	Lydia La Motta	5/24/2017 4:19 PM
585	Robert Gilstrap	5/24/2017 4:17 PM
586	Doris Turner	5/24/2017 4:16 PM
587	Andrew Dougill	5/24/2017 4:14 PM
588	Cale Clark Stephenson	5/24/2017 4:13 PM
589	Peter M Darby	5/24/2017 4:13 PM
590	Amanda Frazier	5/24/2017 4:10 PM
591	Rick Ellis CPM	5/24/2017 4:09 PM
592	Kimberly Knight	5/24/2017 4:09 PM
593	Judy Walker	5/24/2017 4:08 PM
594	Brad Bonnifield	5/24/2017 4:05 PM
595	Phillip Kemp	5/24/2017 4:04 PM
596	Christy Smith	5/24/2017 4:03 PM
597	Sarah Devine	5/24/2017 4:03 PM
598	Jim Hodge	5/24/2017 4:03 PM
599	Laura Hawley	5/24/2017 4:03 PM
600	Sheila Kawakami	5/24/2017 4:01 PM
601	Marc Banner, MPM	5/24/2017 4:00 PM
602	Laurie@mapmanagement.com	5/24/2017 3:59 PM
603	Nadine Harriott	5/24/2017 3:57 PM
604	Jennifer Kellogg	5/24/2017 3:56 PM
605	Lacy Hendricks	5/24/2017 3:56 PM
606	Daniel Madison	5/24/2017 3:56 PM
607	Brandon Morgan	5/24/2017 3:55 PM
608	Dick Rosen	5/24/2017 3:55 PM
609	Bryan Jenkins MPM, RMP	5/24/2017 3:55 PM
610	jason whitcanack	5/24/2017 3:54 PM
611	Laura E. Seagraves	5/24/2017 3:53 PM
612	Michelle Cowley	5/24/2017 3:53 PM
613	Antonio M Salinas	5/24/2017 3:53 PM
614	Daniel Satre	5/24/2017 3:53 PM
615	Andrew hales	5/24/2017 3:53 PM
616	christine como	5/24/2017 3:52 PM
617	Kim Meredith Hampton, RMP, MPM	5/24/2017 3:52 PM
618	Neena Dorigo	5/24/2017 3:52 PM
619	Shannon Cornell	5/24/2017 3:51 PM
620	Dale Swiger	5/24/2017 3:51 PM
621	Deborah Sherman	5/24/2017 3:50 PM
622	Charles Stringham	5/24/2017 3:50 PM
623	Jason L. Barker	5/24/2017 3:50 PM
624	Bobbie Witt	5/24/2017 3:50 PM
625	James Zauner	5/24/2017 3:49 PM

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627	Courtney Warnock	5/24/2017 3:49 PM
628	David Staley	5/24/2017 3:48 PM
629	Penny Willia	5/24/2017 3:48 PM
630	Jennifer Tolley	5/24/2017 3:48 PM
631	Judith E. Cook	5/24/2017 3:47 PM
632	Andrew Morris	5/24/2017 3:47 PM
633	Shelly Longoria	5/24/2017 3:46 PM
634	WDC Realty Group LLC	5/24/2017 3:46 PM
635	Christopher L. Frank	5/24/2017 3:45 PM
636	Virginia Huffman	5/24/2017 3:45 PM
637	Tammy Golding	5/24/2017 3:45 PM
638	Julie Nesbitt	5/24/2017 3:45 PM
639	Lisa Schueneman	5/24/2017 3:43 PM
640	Jon Smith- Simple Home Management LLC	5/24/2017 3:42 PM
641	Rob Ferrier	5/24/2017 3:23 PM
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643	Donna Littleton	5/22/2017 5:10 PM
644	Angela Holman	5/18/2017 11:46 AM
645	Lawrence E. Lewis	5/16/2017 8:08 PM
646	Jolie L Smith	5/16/2017 4:24 PM
647	Carolyn Rogers	5/16/2017 12:30 PM
648	Steven Wright	5/16/2017 10:04 AM
649	Denny Miller	5/16/2017 12:58 AM
650	Gary Kornegay	5/15/2017 6:56 PM
651	Beverly Pong Chai	5/15/2017 3:50 PM
652	Not interested in a "prize" Name: Ted Nohren	5/15/2017 3:49 PM
653	Maynard, Dorothy ColdWell Banker Select	5/15/2017 3:42 PM
654	Trish Ferrier	5/15/2017 3:22 PM
655	Don Atkinson	5/15/2017 3:21 PM
656	Bonnie Barberini	5/15/2017 3:14 PM
657	David Krull	5/15/2017 3:14 PM
658	Anthony Pinochi	5/15/2017 3:10 PM
659	Ron York	5/15/2017 3:10 PM
660	Charlie L Kelley Jr	5/15/2017 3:07 PM
661	Kimberly Cowen	5/15/2017 12:00 PM
662	Bill Gatz	5/15/2017 9:06 AM
663	jr goodman	5/13/2017 12:33 AM
664	Anne B McCawley	5/12/2017 7:26 PM
665	Wayne Metz	5/12/2017 7:05 PM
666	Rick L. Raich	5/12/2017 6:28 PM
667	Rose G. Thomas	5/12/2017 5:58 PM
668	Cynthia A. Scott	5/12/2017 5:39 PM
669	Ronnah Stabenow	5/12/2017 5:35 PM
670	James Poulos	5/12/2017 5:01 PM
671	William R. Martin	5/12/2017 4:04 PM
672	Julie Brewster	5/12/2017 3:59 PM