

2017 a Great Year to Be in NARPM®



Gail S. Phillips, CAE
NARPM® Executive Director
gphillips@NARPM.org



What makes NARPM® Members great

NARPM® was built on the philosophy of bringing education and services to the Single Family Property Management Industry.

Concentrate on key resources to help owners and property managers build their businesses.

- Education/Designations
 - Networking
 - Advocacy





WHY?

John Tucillo, Economist at Broker/Owner
Retreat

We will be seeing continued growth in both
sales and rentals

For 25-44 year olds, decline in
homeownership rate from 69.3% to 58.5%.

Singles are the fastest growing
households



WHY?

Saw a decline in homeownership from 2005 to 2015 from 69.2% to 63.7%

Changes in population - more households are renters versus homeowners

Hedge Funds set for 10 years; coming to an end, and then what?

It is still a great time to be a Property Manager





WHY?

NARPM® leaders state if it was not for this organization they would not be as successful or profitable. They are...



#NARPMSmart





NARPM® Members vs. Non-Members

In 2016 NARPM® and Buildium surveyed over 1,400
Property Managers

How Many Doors do you Manage?

NARPM® Members average: 201-500
long term single family rental doors

Non-Member average: 26-50 long term
single family rental doors



NARPM® Members vs. Non-Members

Do you expect to expand your
portfolio in the next 2 years?

More NARPM® members expect
to see significant growth in their
portfolio compared to non
members



NARPM® Members vs. Non-Members

Company's Annual Gross Revenues

NARPM® members average Gross Revenues are \$100 K to \$500 K

Non-Members reported average Gross Revenues of less than \$100 K



NARPM® Members vs. Non-Members

#1 Goal for the next year

Over 50% of NARPM® Members stated:
To Grow their Portfolio

35% of Non-members thought Growing
their Portfolio was important along with
27% who wanted to become more
efficient and profitable



What makes NARPM® Members great

890 members in Business Leaders Discussion Board



[NARPM Business Leaders](#) >

when a owner decides to sell

11 posts by 9 authors



C Kunimoto

Mar 31



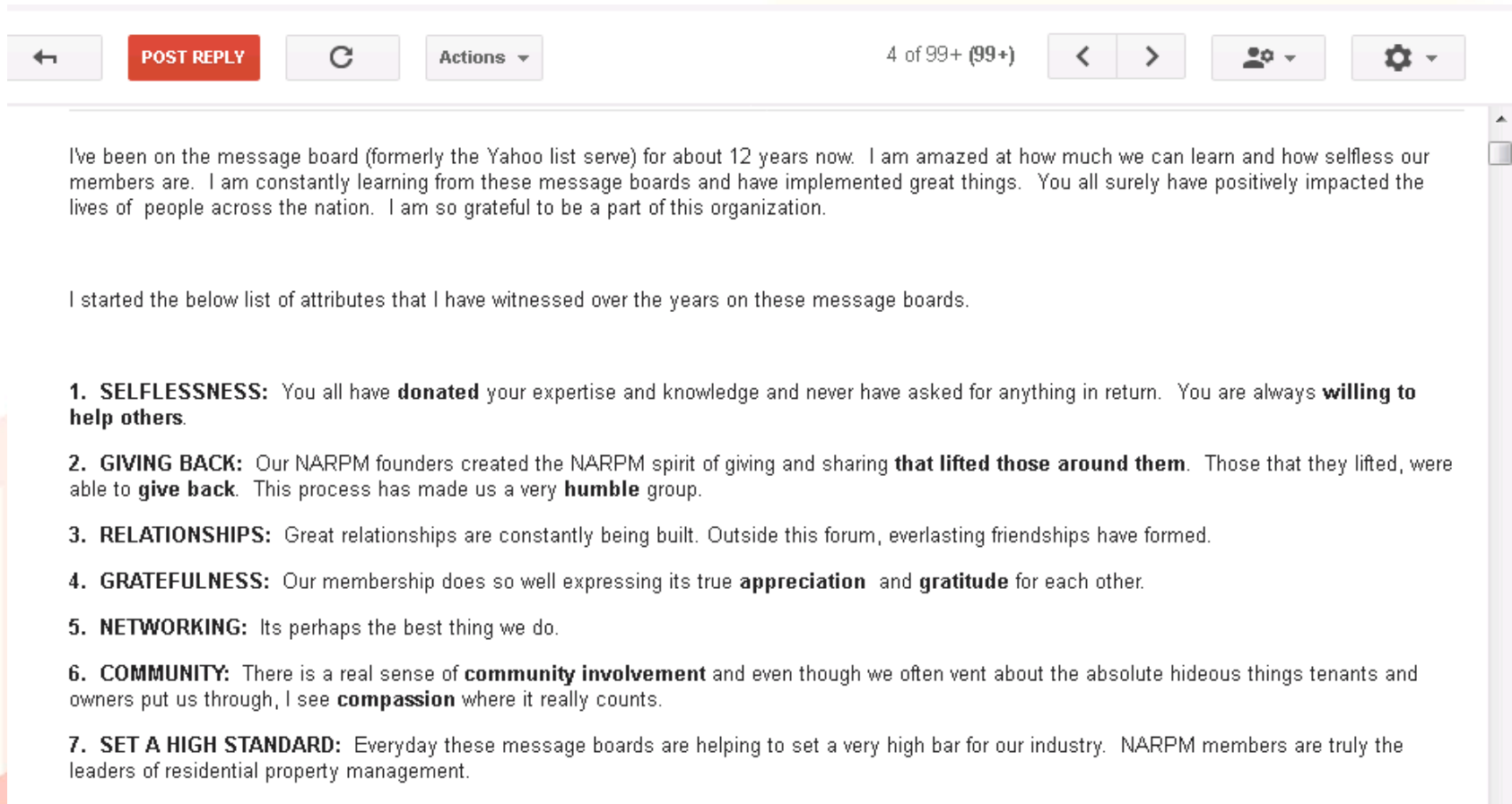
- ★ I was wondering if anyone has wording in their rental management about what happens when an owner decides to sell a property while it is still in management. We've run into owners/agents wanting us to do a bunch of extra repair work (which the owner wouldn't do while we managed the property). Lately, several owners requested that we continue to pay all the bills such as maintenance fees etc even after the tenants vacate and the property is being listed for sale. They have gotten angry when we tell them that we no longer manage the property and want to close the account. Since we've run into this, we would like to put something in our management agreement letting owners know that we aren't responsible for doing renovations/extra repairs in order to sell a property and that when the tenant vacates, we will no longer continue to be responsible for bill payments. Any wording or suggestions on how to write this for our rental management agreement would be greatly appreciated.

Thank you so much! Aloha,



What makes NARPM® Members great

1,312 members in Property Managers
Discussion Board



The screenshot shows a forum post interface. At the top, there is a navigation bar with buttons for 'POST REPLY', a refresh icon, and an 'Actions' dropdown. To the right, it indicates '4 of 99+ (99+)' and has navigation arrows and user settings icons. The main content area contains a message and a list of seven attributes.

I've been on the message board (formerly the Yahoo list serve) for about 12 years now. I am amazed at how much we can learn and how selfless our members are. I am constantly learning from these message boards and have implemented great things. You all surely have positively impacted the lives of people across the nation. I am so grateful to be a part of this organization.

I started the below list of attributes that I have witnessed over the years on these message boards.

- 1. SELFLESSNESS:** You all have **donated** your expertise and knowledge and never have asked for anything in return. You are always **willing to help others**.
- 2. GIVING BACK:** Our NARPM founders created the NARPM spirit of giving and sharing **that lifted those around them**. Those that they lifted, were able to **give back**. This process has made us a very **humble** group.
- 3. RELATIONSHIPS:** Great relationships are constantly being built. Outside this forum, everlasting friendships have formed.
- 4. GRATEFULNESS:** Our membership does so well expressing its true **appreciation** and **gratitude** for each other.
- 5. NETWORKING:** Its perhaps the best thing we do.
- 6. COMMUNITY:** There is a real sense of **community involvement** and even though we often vent about the absolute hideous things tenants and owners put us through, I see **compassion** where it really counts.
- 7. SET A HIGH STANDARD:** Everyday these message boards are helping to set a very high bar for our industry. NARPM members are truly the leaders of residential property management.



What makes NARPM® Members great

Networking and Sharing Opportunities

- Local Chapter Meeting
 - State Conferences
- Local and National Education Classes
 - Broker Owner Retreat
 - National Convention
- Leadership Training hosted by National NARPM®



What makes NARPM® Members great

Where can you find this information?

NARPM.org

Log in members only with either your email address or member number and password, you will gain access to great information



Where you can find this information?

NARPM.org

The screenshot shows a web browser window with the address bar displaying "www.narpm.org". The browser's address bar includes a search field with the text "Search" and a magnifying glass icon. Below the address bar, the website's header features the NARPM logo (a stylized house icon) and the text "NARPM™ Property Managers". To the right of the logo is a search bar with the text "Search ..." and a magnifying glass icon. Further right are social media icons for Facebook, Twitter, and LinkedIn. Below the header is a dark red navigation bar with white text. The navigation bar contains the following items: "HOME", "ABOUT" with a dropdown arrow, "JOIN NARPM®" with a dropdown arrow, "EDUCATION" with a dropdown arrow, "CONFERENCES" with a dropdown arrow, "LEGISLATIVE" with a dropdown arrow, "CONTACT NARPM®" with a dropdown arrow, and "MEMBER" with a dropdown arrow.

Documents & Forms:

- [Bylaws, Policies & Procedures](#)
- [Press Release Templates](#)
- [Document Sharing](#)
- [Chapter Documents](#)

Tools:

- [Get Involved in Leadership](#)
- [NARPM® Discussion Boards](#)
- [Membership Directory](#)
- [NARPM logos](#)
- [Designation Logos](#)
- [Chapter Leader Tools](#)
- [Professional Designations](#)

Resources:

- [Residential Resource](#)
- [Webinar Videos – Archived](#)
- [Post a Job](#)
- [Broker/Owner Retreat Handouts 2016](#)
- [Broker/Owner Retreat Handouts 2015](#)
- [2015 Convention Handouts](#)

My Profile:

- [Update Member Info](#)
- [Register for Events / P](#)
- [Dues](#)

Where can you find information? Residential Resource

If you would like to contribute an article, [read our submission guidelines](#).

Current *Residential Resource* Issues

Download a current issue below, or [visit the archives](#) to download past issue years of the *Residential Resource*.

2017



January 2017

[Download PDF](#)



February 2017

[Download PDF](#)



March 2017

[Download PDF](#)



Where can you find information? Educational Offerings

tps://www.narpm.org/education/ 110%

TimeKeeping Google Groups gotowebinar Standard mileage rate... Home - National Asso... OMG Intranet | Conne...

HOME ABOUT JOIN NARPM EDUCATION CONFERENCES LEGISLATIVE

Home > Education

Education

The Way to Become #NARPMSmart




Education is the path to become a better property manager, grow your business, and add to your bottom line. That's why we offer a variety of courses that help you attain valuable designations and certifications.

Review our [Course Descriptions](#) and [Designation/Certification programs](#) to find out more about these exceptional educational opportunities.

New to NARPM® education? Start with our [Residential Management Professional®](#) designation





Where can you find information? Educational Webinars

Webinar Videos – Archived

In case you were unable to attend the initial presentation of these webinars or would like to see them again, they have been recorded for presentation below. By clicking on the corresponding links you will be able to view them using Windows Media Player.

February 16, 2017

NARPM® and National Property Management present:

[The Ins and Outs of Tenant Liability Insurance](#)

September 15, 2016

NARPM® and Kathleen Richards, MPM® RMP®, The Property Management Coach, present:

[How to Grow Your Business](#)

Thursday, September 8, 2016

NARPM®, AppFolio and ForRent.com present:

[A PM's Guide to Changing Technology](#)

(This webinar is not yet available.)

August 31, 2016

Citrix presents:

[The Mobile Revolution: Are You Being Left Behind?](#)



NARPM® continues after 28 years to still support you - the residential property manager.

If you are still sitting there saying, what does all this mean? Join NARPM® and discover for yourself

