

Residential Resource

The Newsletter of the National Association of Residential Property Managers

August 2001

HIGHLIGHTS of this Issue!

President's Message 2

Mr. Internet 4

Nominated Slate of Officers and Directors for 2002 5

Pay Your Share (But No More!) 6

Property Manager's Source 7

NARPM Road Show 8

Ambassador Program 8

Fair Housing Corner 9

Let's Talk Termites 10

You Make the Ethics Call 11

Welcome New NARPM Members 12

NARPM Home-Shopping Network Now at Your Fingertips 14

NARPM Forms Ad Hoc Committee ... 14

Meet Your National Board 15

2001 PPM/MPM® Certification Classes 16

Why Should You Come to the Kansas City NARPM Convention 17

How to Make Your NARPM Membership Pay 17

Committee Application 18

Convention Information/Registration .. 19

Affiliates — Valuable Resources and Important NARPM Members 20



See page 9

See page 9 for the unveiling of the second clue by Inspector P.M. Cluze, MPM®.



The Mission of NARPM is to increase the professionalism and ethics of residential property managers.

Notes from New Mexico — Inspirational Tales of NARPM

By Michael C. Mengden, MPM®, National NARPM President-Elect

Your board of directors, led by President Melissa Prandi, MPM®, gathered for a meeting June 14 and 15 in Albuquerque, NM. Following is a synopsis of Committee activities as reported to the Board, as well as a glimpse at the future course of NARPM. Remember, NARPM belongs to each of its members; your interest and involvement are essential. If you're not already active in NARPM, I hope these notes inspire you to participate. If you are already an involved member, I hope these notes help illustrate the importance of your contribution.

Our Treasurer, Peter Meer, MPM®, was pleased to report that we have built up our reserves since hiring ASMI as our association manager. According to Executive Director Roy Bohrer, the goal of an association should be to have one year's operating expenses in reserve. We're getting there.

Roy also gave a report on the status of the various NARPM trademarks. The existing trademarks are the National Association of Residential Property Managers® (full name), NARPM (in the house), CRMC (in the house), and MPM®. The others are at various stages in the process; we will keep you informed of the status. The Certification Committee was tasked to review the processes to ensure we have applied for all trademarks. Please remember, when doing business cards, letters, etc., to use the trademark symbol "®" when appropriate.

ASMI is beginning to build a full Policy and Procedures Manual for NARPM. This is recommended, from many sources, to be NARPM's highest priority. The Executive Committee of the board has been given the homework assignment of going over the last five years of board meeting minutes to lay the groundwork for the Manual.

The Membership Committee was extremely proud to announce that the NARPM Road Show is continuing its successful trek across America adding 49 new members in May! The Committee presented and received board approval for three new chapters — Kansas City, Southern Georgia, and Southern Nevada. Congratulations to our newest Chapters! The Committee also received approval for a bylaws change to allow membership for support staff in the office of a NARPM Member. Membership was tasked to study the fee and benefit structure and will report back later this year.

The Affiliate Committee received approval for a bylaws change to make the Committee a standing committee and awarded it a budget. The Committee announced they would be awarding the Affiliate of the Year Award, beginning this year in Kansas City. The Committee also announced that they plan to have 30 vendors for the trade show in Kansas City.

The Education Committee is working on distance learning — through the Internet. The goal is to have the ethics class online in time for the Kansas City Convention. The Committee has also been meeting this year by conference call and finds it a huge success.

The Certification Committee presented and received approval for three new PPMs — Myra Avina, PPM; Deborah Henning, PPM; and Deborah Crain, PPM. Congratulations to our newest designees!

The Editorial Committee has been very pleased with the institution of theme months in the *Residential Resource*, as well as with the addition of several regular features. The *Resource* benefits from the increased number of articles received, and the reader benefits from the in-depth view of important aspects of NARPM,

continued on page 3

President 2001

Hello Members,

I hope everyone is busy and in summer vacation mode. You should be out there enjoying the fabulous weather, time off with your families and just relaxing and enjoying the fun time of summer, as I am.

During the month of July, the NARPM chapters assisted in my summer fun beginning with a fun packed time in Boise, ID, Phoenix, AZ, Colorado Springs, CO, King County, Olympia/Thurston, Pierce and Northwest Counties of WA and ending in Reno, NV.

In Boise, ID, I had the opportunity to really visit with and get to know many of the members and leaders of the Southwest Idaho Chapter. Over my four-day visit there, I enjoyed great dining and conversation with some of their members and learned that many of them will be attending the convention in Kansas City, MO, and earning their PPM designations. I also was asked to speak to a room full of property managers at their local Board of Realtors. My time there was complete with visits to NARPM members' offices, a family style NARPM picnic and a rafting trip down the Payette River.

The following week, I flew into Phoenix, AZ, where Mike Anderson from HomeRentals.net greeted me. The Phoenix chapter meeting was well attended, as even members from the Tucson chapter joined us.

Shortly thereafter, I was on a plane to Colorado Springs, CO to visit yet another strong chapter of NARPM. The next morning I spoke to a large group of Colorado Springs Chapter's members.

Tired yet energized by the positive energy flowing from fellow NARPM members, I returned home to prepare for the next week when I would head to Washington State to visit and speak to several NARPM members of the various chapters there. I enjoyed seeing so many members and visiting and sharing with them mutual business and NARPM stories. I was honored to install the new officers of the Northwest Counties chapters during my visit.

Arriving back home late from Washington, I departed early the next morning to Reno, NV, to speak to the Northern Nevada NARPM Chapter. With such a lively group, it was another great NARPM meeting.

To be continued with my August NARPM travels.

I will see YOU at Convention in Kansas City, September 19-22. Make sure to get your hotel reservation by the deadline of August 10.



Melissa Prandi, MPM®

Your President

Correction: In the July issue of the Residential Resource, the front page article "Welcome to Membership Month" was mistakenly attributed to Sylvia Hill. Andrea Caldwell, MPM® is the actual author of the article. Our apologies for any inconvenience this may have caused.

Andrea Caldwell, MPM, GRI has 20 years experience in property management; 14 with the Century 21 network. Trained and educated in Nevada, Andrea purchased her first rental property when she was 21. In addition to her designations, Andrea holds a bachelors degree in education. Since 1985, Andrea has worked for the same residential management company in the "Bay Area" of California, where she also lives. Past President of the Santa Clara County Chapter of NARPM, which received co-chapter of the year award during her term, Andrea is current National Membership Chair as well as Secretary of the National Board of Directors.

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Notes from New Mexico

continued from page 1

and of our profession. Yet, regardless of this boon of additional material, the *Resource* needs a continuous flow of good articles. One and all are warmly encouraged to contribute!

The Convention Committee reported that the Kansas City brochure has been mailed and registrations are coming along nicely. (A hint to those of you not yet signed up — this is going to be a *great* Convention — sign up *now!*). The Committee also reported that Roy is working with Suzanne Reeder, MPM®, and the Conference Committee of the Northwest Region on plans for the 2002 Midyear in Portland, Oregon, scheduled for April 16-20, 2002.

The Oversight Committee reported that the NARPM Web site is a success, and additionally, that the site is slated for frequent enhancements. If you haven't been by www.narpm.org lately, please visit; it holds a constantly increasing wealth of information.

The Publications Committee is putting together a CRMC booklet, and is working with some of the CRMC companies to put together a Policy and Procedures guide. This Committee has also completed scanning all the archived *Residential Resources* and will create an index of all articles which will be available on CD-ROM.

The Marketing Committee hired a company to do press releases to promote visits by the NARPM president, and this approach seems to be making NARPM more visible. One positive effect is that President Prandi has been asked to appear on the radio during her Los Angeles

visit later this year. In the near future, the Committee plans to expand promotion of local events and is working with various Web sites to set up links to NARPM, as well as talking with various chapters in order to send the NARPM booth to state Realtor® conventions. The Committee also announced that new shirts and other items would be available in Kansas City. Let's all help promote NARPM!

The Nominating Committee received approval for a bylaws change to reduce the size of the Board from 14 to 12 members. The Committee has been looking at ways to update the process, as well as the makeup of the Board, and this is the first step. They will also be looking, in the near future, at suggestions for staggered terms and elections.

Thanks to the benefits of e-mail and to the success of the conference calls instituted by the Executive, the Nominating, and the Education Committees, the board has decided to hold three meetings next year, instead of four. With this in mind, a motion was approved to increase the Board stipend for reimbursable expenses from the present \$200 per meeting to \$300. This will not increase the expense to NARPM, but will help defer expenses incurred by the individual board members to attend the meetings.

Please approach the Board members at the next event and extend your thanks. They work very hard for the success of all of us. Hope to see y'all in Kansas City next month!

Michael C. Mengden, MPM®, is the President of Terra Residential Services, Inc., in Houston and San Antonio and is the current NARPM National President-elect.

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New Domain Names

By Mike Anderson

By now I'm sure you've heard about the new domain name extensions. In fact, you probably heard about them years ago. They are finally a reality!

The group that oversees Internet names, the Internet Corporation for Assigned Names and Numbers (ICANN), has officially approved the institution of .info and .biz. These are the first new domain extensions added since the domain name system was implemented in the mid 1980s. The introduction of these domain name extensions will be watched closely as a 'proof of concept,' with other domain name extensions waiting around the corner if these work out.

The .info extension is unrestricted, meaning that anybody can register a .info domain name for any purpose. The .biz extension is restricted and may only be used for business and commercial purposes.

Most of us have received plenty of junk mail urging us to register a .biz or .info domain. Is it a good idea to do so? What is involved?

There are a bucketful of opinions on the value of registering one of these domain names. Some will tell you that it is an absolute must, if you own a .com name, to register the matching .biz and .info domains. At the other end of the spectrum, you'll hear that it is absolutely useless to register one of these, and that they will fail in adoption like the country specific domains (.cc, .tv, .to, etc.) Personally, I sit somewhere in the middle.

No one knows how these new names will catch on. There is reasonable suspicion that the .biz extension will become very popular. This is founded in the idea that because businesses are required to provide proof that they are a business, you can be assured that dealing with a .biz domain means that you are dealing with a commercial entity. It will not be the 12-year-old next door who is operating the "business" at the other end of the computer. If this does indeed happen, registering a .biz domain will be very valuable. If it does not catch on, the usefulness of registering a .biz domain will be similar to registering a .cc domain, which is not terribly useful.

The .info domains hold even less hope. At best, they will end up something like the .net extensions – used mostly by people who couldn't get the .com domain or have .net as a part of their company name (as in 'network'). However, it does open up new opportunities for those domains whose .com and .net extensions are already taken. And the .info domain is not likely to carry the negative stigma of the two-letter country specific domains, as it is a global domain extension.

So, once you've made the decision to register one of these domains, what do you do? Each extension has a different process for registration. We'll briefly run through them here.

.biz

From May through July, companies submitted their trademark-based claims for specific domains. These claims were reviewed, and businesses holding legitimate trademark claims have the right to dispute any attempt of another person trying to register that domain.

From July through September, companies will be able to submit applications for .biz domains. This applications will be drawn randomly in a lottery format, and the domains will be awarded.

In October, the .biz domains that have been awarded will become active, and normal registration will begin. Registration from here forward will be similar to registering a .com domain, except that the application must qualify as a business, and legitimate trademark holders will be able to contest the registration. So, just because you've found the perfect .biz domain name does not mean you will necessarily get to keep it!

.info

Through the end of July, trademark holders were invited to apply for domain names matching their trademarks.

Sometime in August, the general public will be able to submit requests for domain names. Applicants will be selected in batches, every few days.

Once the dust settles, the domain names will become active, and the registration system will be similar to the existing .com registration system, with domain name requests being processed as they are received.

As you can see, we are in the early days of registration for both of these new extensions. During this time, there is no first-come-first-served benefit. It makes sense to do your homework, file your application with the domain registrar of your choice, and cross your fingers!

You can use almost any domain name registrar to register .biz and .info domains. If you hear a domain registrar promise that they will provide a better chance of you getting a domain name during this period, don't believe it! The system is set up specifically to make sure that no registrar has an unfair advantage, including Network Solutions. When choosing a registrar, choose one with a track record you can trust. Going with the cheapest registrar is not always a good idea — they may make it difficult to make use of your domain. Spend the few extra dollars for an established company, so you can rest assured you will be able to make the best use of your domain name.

For those of us who are members of ICANN and closely involved in the Internet community, we know we are all in for a wild ride. Hold on tight, and feel free to contact me if you have any further questions about these domain name extensions.

Mike Anderson of HomeRentals.net prepares this column. If you have a question you would like answered, e-mail him at mike@homerentals.net.

Nominated Slate of Officers and Directors for 2002

By Raymond Scarabosio, MPM®, Nominations Chair

At the June 2001 Board of Directors meeting, the Board approved a bylaws change that reduced the number of Board members from 14 to 12. This accomplishes a goal of the NARPM long-range strategic plan of reducing the size of the NARPM Board. This reduced size is reflected in the slate listed below.

The current Board of Directors has approved the following nomination slate for the 2002 NARPM board of directors. Nominations for any other candidate for the board must be made in writing in the form prescribed by the bylaws. Nominations will be closed 30 days prior to the elections. Elections will be held during the Annual Meeting at the NARPM Convention, September 21, 2001.

Nominated Slate of Officers and Directors for 2002

- President: Michael Mengden, MPM®, Houston, TX
- President-elect: Chris Hermanski, MPM®,
Lake Oswego, OR
- Vice President: Andrea Caldwell, MPM®, San Jose, CA
- Secretary: Rose Thomas, MPM®, Frederick, MD
- Treasurer: Marc Banner, PPM, Boise, ID
- Past President: Melissa Prandi, MPM®, San Rafael, CA
- Appointed Director: Marcy Walsh, PPM, Naples, FL
- Elected Directors: Karen Hull, MPM®, Stockton, CA
Elizabeth Mowry, PPM, Littleton, CO
Wendell Davis, MPM®, Jacksonville, FL
Jim Smith, PPM, Austin, TX
John Taylor, PPM, New Orleans, LA

Raymond Scarabosio, MPM®, is Owner and Founder of Jackson Group in San Francisco; they manage approximately 375 "doors." Raymond is Past National President of NARPM.

Deadlines for Residential Resource

September/OctoberAugust 15, 2001
NovemberSeptember 15, 2001
DecemberOctober 15, 2001
JanuaryNovember 15, 2001
FebruaryDecember 15, 2001

If you are interested in writing an article, please e-mail an attachment of your article in Word format to jjacobs@assnmgmt.com or send a Word file on 3 1/2" diskette to P.O. Box 140647, Austin, TX 78714-0647. All articles are subject to editing & approval of subject matter.

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Affiliate Members Listing By Services

Access Controls:

Marwest Access Controls, Inc.

Accounting:

Advance Billing Solutions, Inc.

Advertising:

HomeRentals.net
Rent Connection
Rental Advisor, Inc.
Rentalhouses.com
Rental Properties USA, Inc.
Rentals.com

Appliance Sales:

Sears Contract Sales

Business Products:

Peachtree Business Products

Claim Services:

Home Claim Services

Inspections:

House Master Property Inspections

Insurance:

Geo. F. Brown & Sons, Inc

Legal Services:

Law Offices of DeMartini & Walker
Law Offices of Heist & Weisse, P.A.

Marketing:

Home Management Network
VIVA.com

Roofing:

Certain Teed

Software:

Convenience Living LLC
Old Forest Software, Inc.
CMS Inc. (PROMAS)
Instant Software, Inc.
Property Automation Software Corp.
REMANAGE.com
Small Computer Services, Inc.
Winning Edge Software Solutions
Yambay Technologies
Yardi Systems, Inc.

Telecommunications:

Universal Monitoring Systems, Inc.

Tenant Screening:

Accusearch
Backgrounds USA
National Credit Reporting
Rent History, Inc.

For more affiliate information, please
visit the NARPM Web site
www.narpm.org

Pay Your Share (but No More)!

Tom Stokes, MPM®, CPM®

Utility costs are skyrocketing. Some residential properties are reporting retail utility expenses rising as high as 22% of the total operating cost of residential properties, while three years ago utilities accounted for as little as 5% of all expenses. Utility auditors such as Michael S. Vigil of Utility Audit, Inc., in Littleton, CO, find it much easier getting the attention of property owners and managers in this environment. He was quoted recently saying, "Businesses get bills, assume they're correct, and pay them without a second thought," adding "...an audit hasn't crossed our desk yet that we were not able to get the customer a refund or save them money."

The utility audit industry exists to help property management professionals and property owners ensure they are paying no more than required for these services. That's not always the case according to utility auditors. Carol Willis of Expense Reduction Service (ERS), located in Hurst, TX, says "Controlling utility expense is our business." She explains that the new and complicated activity related to utilities, such as deregulation, creates a maze of complicated tariffs, rules, and regulations for utility companies and the organizations that regulate them. This can result in errors that cost property owners more than necessary for their utilities.

ERS has experience in energy audits for electrical, natural gas, propane, water/sewer, and telecommunication services. The most common errors resulting in overcharges relate to incorrect rate applications. The good news is that in the majority of cases utility auditors can be successful in determining overcharges that warrant refunds or credits. Ms. Willis explains that in many cases a permanent rate reduction is achieved that will reduce all future utility expenditures. This can result in significant utility cost savings for clients.

However, utility auditors caution that audits aren't for everyone. There is a minimum economy that must be met before performing a utility audit. When asked how to describe accounts too small to audit, some auditors said that single family properties are generally not suitable for audit, but that multifamily communities with multiple utilities are prime candidates for audit as are the office operations of a management firm or the space it manages in commercial or retail properties.

Though the actual audit is not difficult, it is often tedious. That's where professional auditors earn their pay. The toughest part of the job is sometimes physically getting the historical bills to the auditor. Once that's accomplished the auditor must follow a detailed process which varies by utility but generally includes: verifying the billing address, account numbers, types of service, bill codes, meter readings, rate structure, base amounts, franchise fees, and energy charges. Telephone audits require verification of Centrex contracts, service equipment charges, Local Exchange Carrier (LEC) charges, optional services and charges — directory listing, hunting features, call forwarding, and call waiting.

Utility Audit, Inc., has a long list of services they will audit including electricity, gas, phone equipment, local telephone service providers, long distance, internet access, cellular phone service, paging service, credit card merchant service, water, sewer, storm drainage, trash/waste removal, mail services, Workers' Compensation, and general liability insurance.

Most utility audit firms work on a contingency basis. The fee is generally a 50% split of any savings generated. Since the savings they produce often will apply to future billings as well as paid bills, many utility audit firms require that they be engaged under a minimum four-year agreement. The common refrain from auditors is to start the process with someone soon. Since there are statutes of limitation, every day that goes by could represent the loss of significant potential refunds from utility billings.

Tom Stokes, is the President and Managing Broker of EpiCity Real Estate Services, CRMC, AMO®, a full-service real estate services firm operating in Atlanta, GA, since 1935 and may be contacted at TStokes@EpiCity.com. The May 2000 issue of Professional Apartment Management has an article titled "Cut Utility Costs and Other Expenses by Getting Bills Audited" with additional information on this subject. Contact Professional Apartment Management at 212/473-8200, Utility Audit, Inc., at 303/989-5000, and Expense Reduction Service at 800/767-3774.

Up, Up, And Away! For Vacation, Not the Nuthouse

By Karen Ebert, MPM®

After having gone to my third NARPM convention, I returned to the first chapter meeting to give the convention rave reviews and encourage those who had not attended to do so in the future. After a few years, there were still several in the group who had never attended a convention or midyear meeting. I was curious and asked them what it would take to get them to go. Their reply shocked me. They simply didn't schedule time away from the office, as there was no one to take their place. They were concerned that everything would fall apart. There were always too many fires to put out, and so on.

My surprise was rooted in the fact that we had always taken time off. What were the dynamics that enabled us to go out of town instead of out of our minds? For those of you who have found yourself in the latter scenario rather than on the beach, the following suggestions may help.

Personnel

What if you are all by yourself? Do some trade-off time with another agent or broker who will assume the responsibility of handling only those things requiring a license. You'll handle their load when they take off. Generate a list of duties and obligations required to be completed during your absence. Brainstorm on how to accomplish them and delegate. If you have employees, begin to cross train them to handle your duties in your absence. Remember, there are phones, fax, and e-mail available. Consider hiring a "temp" to cover paper pushing functions if you have a small staff or no staff.

When to go

Analyze your schedule for the best time to leave town. Many property managers find the third or fourth week of the month best. Initially, choose a time of the year, time of the month, and time of the week that would have the least amount of demands. Gradually, with good systems and procedures in place, you can venture into other times. Some property managers elect to get away the middle of the week and take a few days more often than attempting to take a long block of time.

Schedule Time In Advance

Make a commitment to take time off. Put the dates on the calendar. Make your reservations. Visualize and anticipate what a great time you'll have. If you rely on everything being under control before planning to leave, you will never leave town.

Systems

Analyze your policies and procedures, inventory of forms, and supplies and get them into shape so they will meet the needs of the office during your absence. Some things to consider might be the following:

- Make prospective client information available packets/procedures for communicating with new prospects.

- Make lease packets and procedures for approval of lease prospects available.
- Establish procedures for execution of agreements.
- Establish procedures for writing and signing checks.
- Establish an alternate signatory for trust accounts in case of your disability or death (heaven forbid). Some managers keep a letter on file with their bank designating an alternative signatory in case of emergency. An attorney should review your prospective procedures.
- Change your greeting in voice mail/use of fax, e-mail, cell phones.
- Establish procedures for maintenance coordination in your absence.
- Establish procedures for communicating with you while you are away. If you are calling in every hour to see what is happening, you won't get much of a rest! Try to establish a "don't call us, we'll call you" policy with those who will be assisting you.

Final Preparations

Develop a check-list for your review prior to leaving so that you feel secure in knowing preparations are in place for a really enjoyable time. If you have a staff, are hiring a temp, or using the services of a fellow agent or broker, schedule time prior to your departure to review any current situations that may require their attention and special handling. One method of handling communications is to have an "emergency only" policy so that you are called only in emergencies. Staff can keep a running list of questions on a legal pad so that if you call at a designated time, they will be prepared for your call and can inform those with questions only you can answer with an approximate call-back time.

If you can't take many vacations during the year, consider planning around the NARPM convention or while attending NARPM designation classes. Part of your expenses can be a tax deduction. Remember, you are worth it. There is nothing more freeing than to discover and accept that you are dispensable and others can fill in while you are away. You will be a better property manager for having that important renewal time. Besides, it's better for you to be able to say "I deserve it, and no one is going to keep me from it" rather than finding yourself saying "I'm going to have a nervous break down! I've really earned it!"

So get your coat and grab your hat. Leave your worries on the doorstep. Life can be so sweet on the vacation side of the street! Bon voyage!

Karen A. Ebert, MPM®, lives in Austin, TX and works for Austin Landmark Property Services, Inc. ALPS, CRMC.

Chapter Nine

By Andrea G. Caldwell, MPM®

All aboard! This NARPM train is KC bound! Got your ticket yet? Don't get left at the station wondering how you missed the train — it's a much longer train now with more new cars and lots more passengers but still room for more! So hop aboard as it comes through your town!

The Road Show has been burning up the tracks all around the United States, bringing the good news of NARPM to locales far and wide. At the convention we expect a crowded stage of members accepting new chapter banners and ambassador awards for new member recruitment. Will we see you there?

We have openings for conductors and engineers if you would like to join the Road Show train crew — come to the Membership Committee meeting September 19 at 8:30 am in

Kansas City and learn how to lay track to your town. We have big plans for the future of NARPM and need able hands to "Share the Vision"! We promise you a fun-filled ride.

The Road Show will be pulling into new areas of California this month, with the major focus being in the North. Nashville, TN, should also see the NARPM train at their station, as should Panama City and Tallahassee, FL.

This train is pulling ten new cars and looking for more! All Aboard!

You can get your ticket to ride by contacting Andrea G. Caldwell, MPM®, Membership Chair, at agetto@aol.com or 408/978-8100.



Ambassador Program

NARPM's goal this year is to reach 2000 members in the year 2001! You can help achieve this goal and reward yourself at the same time. Recruit five new members this year, and you will receive an Awards Certificate that you can use toward paying your dues or for events for the coming year. To do this, do the following:

- ★ Call NARPM Headquarters at 800/782-3452 and request membership application forms. Headquarters, upon request, will mail the application directly to the prospective member but will not fill in the "referred by" line.
- ★ The 12-month membership period for the five new members starts the day your first new membership application is approved by headquarters.
- ★ When Headquarters receives the fifth new membership, an Awards Certificate will be issued and dated. A Recognition Certificate will also be issued, and you, as the "Ambassador," will be recognized in the *Residential Resource*.
- ★ The Awards Certificate can be used to pay NARPM annual dues, or like amount can be applied toward National Midyear Conference or National Convention.
- ★ It must be used in full at the time of use and attached to your dues or registration for Midyear or Convention. The value of the Awards Certificate is equal to what the national dues were at the time the Awards Certificate was issued. It also must be used within 12 months of the issue date.
- ★ A member can only earn one Award Certificate per 12-month period. However, a member can earn unlimited Recognition Certificates.

The program started November 1, 1999.

Ambassador Program

June 2001 New Members

<i>Sponsoring Member</i>	<i>Sponsored Member</i>
Michael W. Brock	Mark Busher
Sandra Burkhamer, PPM	Wanda Tveten
Lisa Kosub, GRI	Elizabeth Dale
Mark Busher	Joseph Critchley
Patricia Richard	Arthur Schonborn
Wendell D. Davis, MPM®	Mary Beth Cleveland
Rue McFarland	Wade Ramey
Elizabeth Morgan, PPM	Lisa Snow
Joyce Unke	Nancy Marshall
Michael A. McCreary, CPM®, GRI	David Vaughn
Roy Poe	Eileen Paul
Wayne Slater	Antone Van Pelt
Karen Wise	David Cohen
Mike McCall	Don Pope

Community Association Rules — Part III

By Judy Cook

This is the last of a three-part series on drafting and implementing rules and regulations in compliance with Fair Housing Law. This month we'll examine a question from a fellow property manager: "What if it's in the rules of the homeowners association?"

Many common-interest communities have governing documents containing provisions that are clearly in violation of the Federal Fair Housing Act ("the Act"). For example, the Covenants, Conditions, and Restrictions (CCRs) of a home I recently sold prohibited sale to African Americans. Rules of this sort are most often seen in communities created prior to passage of the Act in 1968. However, even some of the newer communities have questionable policies. How do you, as a manager of a rental in a common-interest community, abide by the association's rules without risking violation of the Act or your own state's Fair Housing Laws?

Most common-interest communities require a homeowner (and/or his property manager) to bind all renters of the property to the community's governing documents. Failing to provide copies of those documents, and acknowledgement by the tenant that he/she has read and understood them, puts the owner at risk for fines and other penalties levied by the association. How, then, do we handle the situation if the documents contain questionable language?

Red Flag Language

I recently rented a property for a client within such a community. The words "children shall not...", "children must..." were splattered all over the association's rules and regulations. Those words sent chills down my spine. I believe them to be discriminatory against families with children, a protected class under both federal law and Nevada state law. Liability is a vital concern in all decisions we make in managing property — our clients' and our own. We must act affirmatively to reduce our liability when confronted with decisions between what is "required" and what is "right."

In weighing the situation, I considered the options: (1) bind the tenant to the governing documents without acknowledging my Fair Housing concerns, (2) decline to bind the tenant to the documents at all, risking punitive action by the association against my owner/client, (3) bind the tenant to only the provisions in the documents I determined to be acceptable under my understanding of Fair Housing law. I chose the third option.

Put the Association on Notice

I wrote a letter to the property management company and the board of directors of the common-interest community, with a copy to my owner/client. In the letter I explained my concern that rules pertaining only to "children" and not to all tenants could be perceived as showing a discriminatory housing preference, harming families with children. I further explained that, while I believed the intent of the association was not to discriminate, I was not comfortable requiring my renter to "sign off" on such policies. The letter concluded with the statement, "Please be advised that our renter will be bound to only the rules which we believe to be nondiscriminatory in nature. Should the board update its policies to provide for

continued on page 13

2nd clue:



Our leaders territory is from the water to the hills.

Who will it be?

Send your guess to Rajia Ackley at rajackley@realtor.com or fax to 407/846-3407.

Kansas City Is Up in Arms

That's right, we have been told that the feds are staged and ready for all of NARPM's "gangsters." Even the "underworld" is waiting for the new arrivals in their territory. So don't let your chapter be left out of all the fun at this year's Parade of Chapters. Remember to pick your "gangster or moll" and get the banner ready for this opening event in Kansas City. Don't wait for the feds to come after your chapter for not participating. We hear the leader will be taking names and the consequences could be "deadly." Remember the winning chapter with the best "gangster or moll" will win a great prize.

Don't forget to look for Inspector P.M. Cluze, MPM® for the final clue to this year's parade leader. Raffle tickets await the right answer.



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Let's Talk Termites — Part I

By Michael H. Leary

Part I

We've all received it — the frantic call from Mrs. Jones in the upscale Northside town home screaming over the telephone that there are a million bugs swarming in her den. She is terribly upset and afraid the pests will either eat her belongings or attack her children. She is ready to move out or perhaps worse, sue someone. What do you tell her?

A parallel situation arises when swarming is observed by long-term client, Mr. Johnston. He paid for a termite treatment and wants to know what the termite company did and what the warranty covers. What do you tell him?

Calls from tenants and property owners with pest issues definitely increase as the weather warms in the spring each year. As the temperature rises, many insects begin their mating season and actively forage for food, becoming much more visible. Finding the answer to Mrs. Jones and Mr. Johnston's questions involves a

closer look at the identification, biology, and treatment procedures for termites.

Identification: Because of their size, color, and swarming behavior, termites are commonly confused with other insects, especially ants. Ants, like termites, swarm during the spring and summer months in and around homes. They do, however, look very different when observed closely.

Ants are in the order Hymenoptera, which in Latin means, "pinched waist." The "pinched waist" is most evident in the ant workers between the last two of the three body segments (between the thorax and abdomen). Whereas, ant swarmers may be more difficult to identify because of their two sets of wings, of different size and opaque in color covering their abdomen.

Termites are in the order Isoptera, which in Latin means, "equal wing." The swarmer termites have two sets of equal sized, clear

FIGURE 1
Subterranean Termite



FIGURE 2
Identification

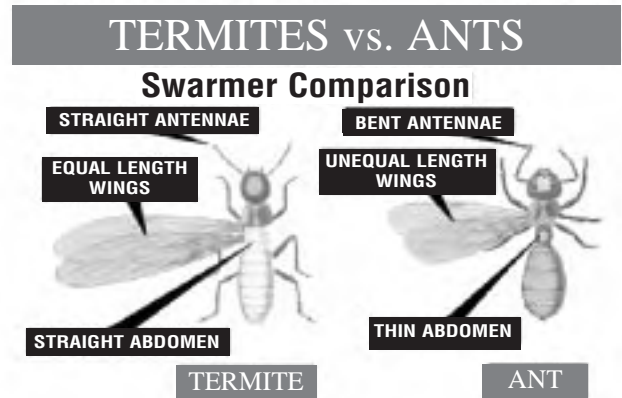
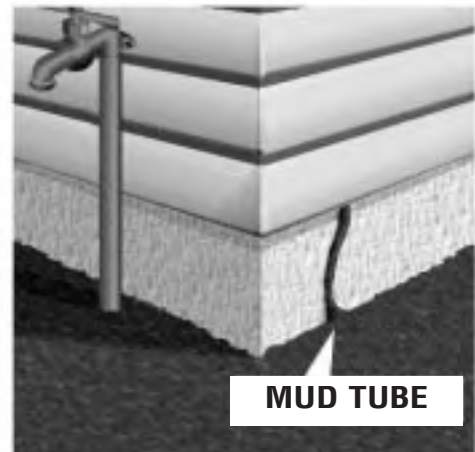


FIGURE 3
Termite Workers



FIGURE 4
Mud Tube



wings, but don't have pinched waists like the ants. The wings are shed after the termites "swarm."

Biology: In nature, termites perform an extremely important task. They recycle cellulose material from dead trees, bushes, or other cellulose material. By doing this they add nutrients back to the soil for other plant life to use as well as turn the soil, making it more porous to water as well as plant roots. Termites do not bite and when they are visible, they are never able to cause damage to people or pets. Swarming termites are only looking for a suitable place to set up house.

Termites live in a caste society. Each member has his or her own role. The supreme ruler of the colony is the queen. Her primary responsibility after establishing the colony is laying eggs. There also is a king, but he is used for reproduction only, and very soon after mating with the queen, passes away. Other reproductives exist and are seen when termites swarm. These termites are dark colored with wings and are called primary reproductives. The next caste group is soldiers. They are usually colorless, sterile males with extremely large mandibles, designed to allow them to fight off enemies of the colony. The final caste members are the workers. Workers are colorless and they make up the majority of members of the colony. They feed the young, forage, and take care of the queen. They also have the capability to become reproductive if the queen is killed or taken away. It is the workers that cause the majority of the damage associated with termites.

Of the 43 species of termites in the contiguous United States, approximately 13 species are of significant interest as structural pests. Of these 13 species, the most damaging species are the Eastern Subterranean Termite, the Formosan Subterranean Termite, the Dry Wood Termite, and the Dampwood Termite.

The Eastern Subterranean Termite is found in most areas of the contiguous United States. It has large colonies with as many as 250,000 members. Its colonies are limited to living in the soil and traveling upward through cracks in house foundations and soil tunnels called "mud tunnels" to find food and moisture. The Formosan Subterranean termite is very similar to the Eastern Subterranean termite with the exception that it does not need soil to live in. It can have its entire colony above ground, if there is enough moisture present in the cellulose material it is feeding in.

The Drywood Termite is found around the southern and costal regions of the United States. Unlike the Eastern Subterranean Termite, the Drywood Termite requires no direct contact with the soil or any other source of moisture. The colonies are usually small, only a few thousand members. They usually infest dead limbs, fence posts, railroad crossties, landscape timbers, or firewood near homes before the actually swarming into the home. Because Drywood termites can infest extremely dry wood, they can be found anywhere in or on the home including in furniture, fiber insulation, paper, cloth, and any item containing cellulose in the home. The most common symptom of a Drywood Termite infestation is the presence of fecal pellets. The hard, dry pellets are one mm in length. They are expelled from the pathways of the colony as waste and have six flattened sides.

The Dampwood Termite is found mainly in the Pacific Coast states. They locate their colonies in wet, rotting wood. The

Dampwood Termite does not have to have contact with the soil to survive, but must have access to wet wood. Like the Drywood, the Dampwood Termite can also be identified from its fecal pellet, which is a six-sided pellet with ridges.

Michael Leary is the Chief Executive Officer of the North American unit of Enviropest Pest Control, Inc., a pest management company. Michael is certified in the state of Georgia in household pest control, termite control, and wildlife control. Michael received a bachelor's degree in biology from the University of Georgia and attended the University of Georgia's Department of Entomology. Michael's specific pest control experience was gained from hands-on work in all aspects of pest control. He is active in the Georgia Pest Control Association's "Good Bug, Bad Bug" program, an education program directed at elementary school children. Michael Leary and Enviropest are one of the Atlanta Chapter's most senior affiliate members with continuous membership since 1997. Mike and his company contribute significantly to the Atlanta Chapter, most recently as a principal sponsor of the NARPM Georgia State Conference.

For more information about Enviropest contact them at 770/917-1133, on the Web at www.enviropest.com, or by e-mail at envrpest@email.msn.com.

You Make the Ethics Call

By Rick Ebert, MPM®

After much discussion about market conditions, Client A engaged the services of Property Manager B via a written agreement for a home to be rented at \$1,200 per month. After eight weeks of unsuccessfully finding a tenant, Client A called on Property Manager B to inquire as to reasons the home remained vacant. Property Manager B stated that he knew after two weeks on the market, that the price was too high, and that in order for the home to rent, the price should be lowered to under \$1,000.

Client A feels that Property Manager B misled him and files an ethics complaint. Property Manager B states that it has been his experience that the only way to convince owners to take a lower price is to have the market teach owners that lesson.

Ask Yourself:

How do these kinds of comments and actions reflect upon our industry. What would you do differently, if anything? Would the property manager's actions and comments be an ethics violation?

You Made the Call

Article 3 states: "The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interest of the Client." The property manager should have notified the client that the rent was too high as soon as that fact was determined.

Rick Ebert, MPM® is with Austin Landmark Property Svcs., CRMC, in Austin, TX.

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Welcome New NARPM Members

The following is a list of new members from June 1, 2001, to June 31, 2001.

Karl Bundesen
Century 21 Bundesen
616 Petaluma Blvd., South
Petaluma, CA 94952
707/769-9000

David Burgbacher
Arvida Realty Services
702 S Tyndall Parkway, Ste. B
Panama City, FL 32404
850/763-1769

Mary Beth Cleveland
Watson Realty Corp.
2015 A Osborne Road
St. Marys, GA 31558
912/882-7341

David Cohen
Kokopelli Property Management, Inc.
466 W San Francisco Street
Santa Fe, NM 87501
505/988-7244

Gwen Henry
Henry Property Management
1187 N Diamond Bar
Diamond Bar, CA 91765
909/396-9671

Michael G. Kent
Progressive Management of
America, Inc.
348 Miracle Strip Pkwy., Ste. 13
Ft. Walton Beach, FL 32548
850/664-6000 x203

Nancy Marshall
Historic Properties Management
201 Front Street, Ste. 310
Key West, FL 33043
305/294-3225

Karen Mason
ERA Franchise Systems, Inc.
50 Hope Road
Tinton Falls, NJ 07724
732/212-0369

Phil Maxwell
Apex Property Management, Inc.
2821 Meridian Street
Bellingham, WA 98225
360/527-9829

Eileen Paul
Moriah Property Management
6721 Starnes Road
N. Richland Hills, TX 76180
817/427-8105

Wade Ramey
Ramey & Associates, Inc.
PO Box 39491
Louisville, KY 40233-9491
502/636-1013

Cinda Ruiz
Historic Property Management
201 Front Street, Ste. 310
Key West, FL 33040
305/294-3225

Lois Severson
Classic Property Management, Inc.
7658 N Oak Highway
Gladstone, MO 64118
816/436-9099

Faith Sherman
Referral Source Corporation
2455 E Sunrise Blvd., Ste. 410
Ft. Lauderdale, FL 33304
954/444-8291

Lisa Snow
Coldwell Banker
423 St. Armands Cr.
Sarasota, FL 34236
941/388-5532

Pamela Taylor
Century 21 Professional Group
2747 S Maguire Blvd.
Ocoee, FL 34761
407/573-2121

Antone Van Pelt
Better Homes Real Estate
1511 Treat Blvd. #100
Walnut Creek, CA 94598
925/939-7920

David C. Vaughn
David C. Vaughn & Company, Inc.
2050 Roswell Road
Marietta, GA 30062
770/984-0000

Affiliates

Don Pepe
Small Computer Services, Inc.
PO Box 10031
Jacksonville, FL 32247
904/396-5969

Fair Housing Corner

continued from page 9

additional rules which do not single-out a protected class under Federal Fair Housing law, we will promptly amend our rental agreement to include such revised policies.”

This action is certainly no guarantee that neither the owner nor I will be named in a HUD claim concerning these rules. Let’s say the association attempts to enforce the rule, “Children not allowed near the dumpster areas.” The association issues a warning notice to the owner and/or my office. I send a copy of the letter to the tenant, with a warning letter of my own telling the tenant that any fines levied by the association will be passed on to him. Another notice comes, accompanied by a fine. I pass the fine on to the tenant, and he files suit. Chances are, he’ll name the association, the owner, and me — the property manager.

Refuse to Enforce Discriminatory Rules

In the alternative, let’s say the association takes the same action as above, and my response to that action differs. Rather than passing the violation notices and fine on to the tenant, I refuse to do so. Further, I again inform the association of my concerns in written form. Am I not enhancing my position if a claim were to be filed?

If the association attempts to enforce a discriminatory rule, the property manager can and should refuse to cooperate with enforcement against the renter. This, along with the initial notice to the association, reduces the risk for both the owner and the manager. Odds are, even if you’re named in a claim because the association enforced a discriminatory rule, I think your chances of being dropped from the claim quickly are greatly enhanced if you can produce such positive evidence.

6 Months Later...

I never heard a word from either the property manager or the board. As far as I know, the association’s rules have not been updated. Hopefully, they’re working behind the scenes to revise their governing documents.

I am confident that the decision I made in this situation served to protect my own liability and that of my client. Moreover, I believe the action served as a demonstration of my unwavering commitment to the principles of the Federal Fair Housing Act — equal housing opportunity for all. That’s a message worth sending to everyone you encounter in your business life.

Next month, we’re going to respond to another question from a NARPM® member — **“I recently signed a contract to rent a five-bedroom house. The owners would like for me to limit the number of adults to two, and the number of total occupants not more than five, due to the limitations of the septic tank and well. What should I do?”**

This is your column, NARPM® members here for the purpose of exploring your Fair Housing concerns. We thank you for your participation, and encourage you to continue submitting your topic ideas and questions for this column to judy@cookcompany.net.

Judy Cook is a trainer and consultant for property managers and other housing providers and has over 20 years’ experience managing both residential and commercial properties. She served as a two-term Chair and is now Treasurer for Silver State Fair Housing Council. Judy Cook is not an attorney.

The information provided in “Fair Housing Corner” is not to be construed as legal advice but as a suggestion to obtain such advice from your own counsel.

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NARPM Home-Shopping Network Now at Your Fingertips

By Linda Holzer, PPM

The NARPM Store is now as easy to access as your e-mail! You don't have to wait until the next conference to purchase your NARPM products. Just dial up our NARPM-riffic Web site, www.NARPM.org, click on "Members Only," then click on "NARPM Store" and voila! You can order pamphlets, membership directories, logo specialty items such as the famous NARPM cap, golf and denim shirts, travel mugs, updated Marketing and Forms Handbooks, NARPM pins, and many other items the NARPM store always has on hand. You can even view each item. Just click on the "view/buy" button, then click on "quantity/options," load up your shopping basket, enter method of payment, and you're good to go! All orders are filled weekly and mailed out to you, our most valued customer. Our newest items won't be shown on the web site, though. You'll see them first-hand at Kansas City, so be sure to stop by the store and visit us. We'd love your input if you have any ideas for new merchandise you would like to see in the store. Michael Sanderson is sitting at his computer waiting for your e-mail at ms84702@flash.net.

Linda Holzer, PPM, is a Broker and Co-owner of Rental Network in El Paso, TX. She is a member of the NARPM Marketing Committee. She has been a property manager for the last 16 years and focuses on customer service and marketing.

NARPM Forms Ad Hoc Committee

By Tom Stokes, MPM®, CPM®

The national Board of Directors has formed an ad hoc committee to investigate ways to improve the availability of NARPM education for continuing education credits by real estate licensing agencies throughout the United States. If you have information about this please contact Tom Stokes by e-mail at TStokes@EpiCity.com or telephone 404/713-0202 or fax 770/457-2390. Desired information would be the name of anyone in your chapter or state who has facilitated individuals receiving local continuing education credit for NARPM courses or programs. However, any information, no matter how insignificant it may seem, will be appreciated. This is a complicated subject and we need the help of many individuals from across the country to facilitate wider acceptance of NARPM courses and programs for real estate continuing education. Please pass along any tidbit of information you may have.

Tom Stokes, MPM®, CPM®, is President and Managing Broker of EpiCity Real Estate Services, CRMC, AMO®, in Atlanta, GA. He currently serves as a member of the board of directors for the National Association of Residential Property Managers (NARPM), Chairperson of its Publications Committee and president of the Atlanta, GA, Chapter.

Elizabeth Mowry, PPM, Midyear Chair



1. How did you get started in the property management profession?

Like most changes in my 20s and 30s, the direction of my life changed over the break up of a relationship. I was selling real estate on commissions in 1986 and doing rather well as I look back on it, but I got nervous and opted for steady income. I was offered a job as a leasing agent for a company that was primarily HOA management. They had 350 single-family units to manage, a bookkeeper and a division manager who left 60 days after I started. The broker did not know how to do single-family, so I was offered the position. My first day included representing the company and client in court on an eviction since it was not customary to use attorneys in Nevada eviction courts. That first was truly trial by fire.

2. In what extracurricular activities are you involved?

Water-skiing, however I'm a real novice. I just love to get up on two ski's and go around and around the lake until I can't stand up. Roller coasters are a real rush too. I have sung in a choir and been in three musicals in the past three years. Anyone who attended midyear knows what a professional I am at singing off key! I love anything about the stars — like Star Trek — and the West Wing is a favorite. Then there are the Denver Broncos, which I might add started pre-season camp this week! In the winter I work puzzles, quilt, and read theology.

3. What did you want to do when you grew up?

I wanted to be a singer and director, or an astronaut or an architect, but mostly I wanted to be just like my dad who was a minister. (That's why the theology books!) I wasn't good at science and there weren't any female astronauts, the board of education wouldn't let girls in drafting classes in 1968, so I have a degree in lighting and set design for the theatre. I received a complete scholarship for a master's program to the University of Michigan, Ann Arbor, in 1977. Instead I taught a semester at the Houston High School of the Performing Arts and bartended in Vail — go figure!!

4. What is your perceived greatest strength?

I'm a combination of The Little Engine that Could, "if at first you don't succeed...," and Annabelle Lee! Optimism and persistence are what I perceive to be my strengths. Obstacles always have at least one, if not many solutions. My job is to find a solution that gives a positive outcome. Problems are just bumps in the road of life that is very long and very good. As a manager these traits translate into thinking that people try their best, that if we offer people the opportunity to do the right thing they will try to live up to their agreements, and that being willing and available even on the hard days pays off in the long run.

5. What was your biggest mistake and what did you learn from it?

Big mistakes? Other than passing up a master's program? Other than giving up on lighting design two years before MTV was invented? Other than staying a good property manager instead of becoming a

boss? Seriously, my biggest mistakes are when I lose my temper, or my ego says that I have to win, or I get that, "I will show them" attitude. Good management of properties and people is all about finding workable solutions for all parties. I have a small sign that I look at each day that says "Statesmanship is Compromise."

6. What is the size of your company and what services does it provide?

The Littleton Real Estate Company manages approximately 350 residential rentals, 125 doors in HOA management for developers, and two office buildings in the south metro Denver area. Residential management has always been our bread and butter, but as our staff has grown we have branched out to include their interests. We are members of the Hispanic Chamber of Commerce and have developed a strong business in the Spanish-speaking community, as well as strong presence at local Realtor® boards and the Littleton community. We are finalizing our second office this summer — ask me about that in Kansas City.

7. How has NARPM impacted your business?

I found NARPM after about three years on my own as a manager. At the time I was living in Reno and attending IREM classes and meetings. There was a small group of managers who worked residential in Reno and were just beginning to network. The closest NARPM chapter was in Sacramento, and I read everything I could get my hands on from NARPM and took the maintenance class. Then I sold my business in Reno, took two years off and moved to Denver. My first move in Denver was to attend the next NARPM meeting and to take a class on management contracts to familiarize myself with Colorado law. Members of the Denver chapter helped me find a job and supported me when we bought a company from a retiring member. NARPM has educated me into a professional, mentored me even when in competition, and provided great travel and play companions at conventions.

8. What future goals do you want to attain in the industry?

Our company goal is to have several offices in the Denver metro area. I still have lots to learn about managing people, and I am extremely interested in what the Internet can do to improve property management. I have had the opportunity to serve in my local chapter and at the national level. I am interested in continuing the education we offer to the management industry and have begun to teach at the local level and have an opportunity to teach at the state level this fall.

Elizabeth Mowry, PPM, began her property management career in 1986 as a Leasing Agent in the Reno, NV, area. In 1989 she became Director of Property Management Services for a general real estate firm, and a few years later the Broker/Owner of a Reno, NV, company. After a move, she purchased Littleton Real Estate Company in Denver, CO, which manages over 350 residential units, the HOAs for 125 homes, as well as some commercial property.

A member of NARPM for about three years, Elizabeth earned her PPM in 1999; served as 1999-2000 President of the Denver Chapter; has served on the National Board of Directors since October 2000; and has been a National Instructor since September 1999.

2001 PPM/MPM® Certification Classes

Date	Location	Class	Instructor
August 8-9	San Jose, CA	MPM® PP&ER	Suzanne Reeder, MPM®
August 9	San Jose, CA	PPM Operations	Sally Backus, MPM®
September 17-18	Kansas, MO	MPM® Operating a Maintenance Co.	Rocky Maxwell, MPM®
September 18	Kansas, MO	PPM Tenancy	Wallace Gibson, MPM®
September 18	Kansas, MO	PPM Maintenance	Rick Ebert, MPM®
September 19	Kansas, MO	PPM Marketing	Dave Holt, MPM®
September 22	Kansas, MO	PPM Operations	Sally Backus, MPM®
September 22-23	Kansas, MO	MPM® Risk Management	Fred Richter, MPM®
November 8	Sacramento, CA	PPM Technology	Jean Storms, MPM®

Interested In Sponsoring Certification Classes?

Opportunities are available to chapters that would like to further member education, promote certification, and increase their chapter funds by sponsoring a Certification class. However, it takes time to plan a class — so give your chapter five to six months lead time if you wish to sponsor one of these events.

Please find out more by calling Sylvia Hill at 408/997-7100 or e-mailing her at sylvianarpm@aol.com. Sylvia can provide you with the details you need to make a Certification class a successful venture.

To register for classes, complete the registration form and mail or fax with payment to NARPM Headquarters. For more information call Headquarters at 800/782-3452.

PPM/MPM® Class Registration

FEES

PPM Classes	Preregistration*	On-site†
Member	\$195	\$225
Nonmember	\$250	\$280

MPM® Classes	Preregistration*	On-site†
Member	\$395	\$450
Nonmember	\$450	\$505

* To receive the preregistration price payment must be postmarked, faxed, or e-mailed 30 days prior to the class.

† Attendees must pay the on-site fee when registering on-site or sending payment in less than 30 days prior to the class.

CLASS INFORMATION

- On-site registration begins at 8:00 am. Class hours are 8:30 am to 4:00 pm.
- PPM classes qualify for 6 hours of NARPM certification.
- MPM® classes qualify for 12 hours of NARPM certification.
- All materials will be given to students on the day of the class.
- All attendees are required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

Due to low registration, a class may be cancelled with 15 days prior notice. Registration fee would be credited to a future class.

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Signature _____

I authorize NARPM to charge my credit card. I understand that my billing statement will read "NARPM."

Two Easy Ways to Register

1. MAIL your form with payment to NARPM, P.O. Box 140647, Austin, TX 78714-0647.

2. FAX your form with credit card payment to 512/454-3036. Please do not mail the original.

Why Should You Come to the Kansas City NARPM Convention?

By "Rocky" Maxwell, MPM®

We have reviewed the history, city, and fun things to do in Kansas City in past articles. Now let's look at the real reason to attend this NARPM National Convention in Kansas City.

I would like to give you my personal perspective on this annual NARPM event. I have attended all the NARPM Conventions since the first one held in Nashville in 1989. That first convention was a revelation to all who attended. The attendance was modest, only about 60 people, but it was a big happening for those in attendance. The workshops were modest by NARPM's current standards but they reviewed common problems and solutions we all shared.

I learned from my peers, networked with people of common interest and made friendships, which have lasted since then. I learned to share my failures and successes, and in doing so I helped others and me grow.

One misconception I think many of our fellow NARPM members have is typical of all large National Organizations: we think "I don't know anyone, and I will waste my money and time." I have found most large organizations like NAR/IREM, and others, are difficult to get involved with, but not NARPM.

I have been "in the business" for 35 years and can honestly say if you want to learn, be involved, increase your professionalism and meet some great people, then you need to attend just one NARPM convention. I encourage you to take the first step and sign up for the Kansas City NARPM convention. I promise it will change you professionally and open a new NARPM world for you. NARPM needs you and you need NARPM. Please join me in "GOIN' TO KANSAS CITY:"

"Rocky" Maxwell MPM®, CPM®, served on the NARPM board of directors from 1990-1994, served as NARPM National President 1992-93 term and was NARPM's first meeting planner for the annual conventions from 1992-1997.

How to Make Your NARPM Membership Pay

By Andrea Caldwell, MPM®, National Secretary and Membership Chair

What is it about life that demands an investment before the reward? We certainly aren't trained that way as children. Indulgences come to us simply because we exist. Adulthood brings the shock of having to work to get what we want. Assuming most of us in NARPM operate as adults (I guess there are a few notable but beloved exceptions), the same applies to all of us.

As NARPM members we pay our dues in exchange for the reward of membership. [An exceptional "hurrah!" for the Ambassadors who are skipping next year's payment!] How many of us, however, really examine what our \$200 investment yields us — beyond the obvious?

First, think about when you last received a NARPM referral? And the last time a NARPM-based idea saved you hundreds, maybe thousands of dollars? If you are a familiar face in the NARPM family, you will readily answer these questions with a recent date. However, if you are a member, yet a relative stranger to NARPM, you may not be able to answer at all. If this is the case, you are not getting the highest possible return on the investment of your dues!

Second, consider the idea that the best way to make your membership pay is to become active in a committee. Serving requires a limited amount of your time but gives you the opportunity to become active in the NARPM community, as well as to share (and add to) your expertise. When you join a committee, you instantly gain a group of friends. These friends soon become a built-in source of referrals as well as a professional reference. In addition, next time a baffling or threatening problem occurs, you can call upon this same group for help resolving it.

Last, but not least — as you all know, property managers are prone to feeling grim because constant problems are endemic to our profession. So often we yearn for a hearty laugh and the chance to feel good about our work. For me it is a daily need, and fellow NARPM members (who completely understand my dilemmas) are there to help me see the hilarity and rise above the tide.

Accept the invitation and fill out the form! Make your membership pay. Improve your personal and professional life by becoming a committee member! See you on September 19, 2001, 8:30 am in Kansas City, MO.

Andrea G. Caldwell, MPM®, GRI, has been working in property management for over 20 years and is in her 14th year within the Century 21 network. She received her formal training and education in Nevada and purchased her first rental property when she was 20 years old. She has resided in the Bay Area, CA, since 1986 and has been with the same company doing residential management since that time.

Andrea is the past president of the Santa Clara County chapter of NARPM, which received Co-chapter of the Year during her reign. She is the current National Membership Chair and the Secretary of the National Board of Directors. Andrea has a bachelor's degree in education and has attained the PPM, MPM®, and GRI professional designations.

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****ALERT - 1099 Change for 2001****



2001-2002 NATIONAL COMMITTEE APPLICATION

INFORMATION:

Name: _____

Company: _____

Position: _____

Address: _____

Phone: _____ Fax: _____ E-Mail: _____

Years of real estate experience: _____ Years of property management experience: _____

Year you joined NARPM: _____ Chapter affiliation: _____

Local offices held (year and title): _____

Are you currently a chapter officer? _____

What role will you have next year? _____

Prior national committee participation (list committee, projects completed, and years of service): _____

COMMITTEE INTEREST:

- | | | | |
|---|-------------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Affiliate | <input type="checkbox"/> Convention | <input type="checkbox"/> Education | <input type="checkbox"/> Editorial |
| <input type="checkbox"/> Legislative | <input type="checkbox"/> Marketing | <input type="checkbox"/> Membership | <input type="checkbox"/> Publications |
| <input type="checkbox"/> <i>I am willing to serve on a subcommittee if the committee is full.</i> | | | |

NARPM designations: _____ Other designations: _____

Membership in and contributions to other organizations: _____

Professional or business skills and expertise: _____

On a separate sheet of paper please let the committee know why you would like to serve on the committee and how your appointment would benefit NARPM.

Appointment to a national committee is made based on experience and space availability. Committee appointments are held for a one-year period. There are two official meetings each year, in conjunction with Annual Convention and Midyear Conference, as well as teleconferences throughout the year. Expenses are not reimbursable.

Please send your completed application to NARPM, P.O. Box 140647, Austin, TX 78714-0647 or fax to 512/454-3036. If you have any questions please call Headquarters at 1-800-782-3452.

NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS
13TH ANNUAL CONVENTION REGISTRATION FORM

September 19-22, 2001 • Kansas City, Missouri

1. REGISTRATION (Please type or print)

Name _____ Name for Badge _____

Company Name _____ Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

Check your designation: PPM MPM® CRMC® Candidate: PPM MPM® CRMC®

NARPM Chapter or CIF _____

Are you a Chapter leader? Yes No If yes, what position do you hold? _____

I plan to attend the following Committee meeting(s) _____

2. REGISTRATION FEES

Conference Registration

	Postmarked by Aug. 17	After Aug. 17	Fees Paid
<input type="checkbox"/> NARPM Member	\$375	\$425	\$ _____
<input type="checkbox"/> Join NARPM & Register*	\$570	\$620	\$ _____
<input type="checkbox"/> Nonmember	\$450	\$500	\$ _____
<input type="checkbox"/> Team Discount**	-\$50	-\$50	\$ _____
One Day Only: <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	\$175	\$175	\$ _____

Additional Events

<input type="checkbox"/> Tuesday Tour with President Prandi	\$35	\$35	\$ _____
<input type="checkbox"/> Thursday Off-site Wild West Event	\$45	\$50	\$ _____
<input type="checkbox"/> Friday Awards Dinner, Entertainment, Sock-Hop	\$45	\$50	\$ _____

Guest Tickets

<input type="checkbox"/> Wednesday Welcome Reception	\$15	\$15	\$ _____
Breakfast: <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	\$10 each day	\$10 each day	\$ _____
Lunch: <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	\$30 each day	\$30 each day	\$ _____

3. CERTIFICATION CLASS FEES [†]

	Member	Nonmember	Fees Paid
<input type="checkbox"/> PPM Tenancy Course (Sept. 18)	\$195	\$250	\$ _____
<input type="checkbox"/> PPM Maintenance Course (Sept. 18)	\$195	\$250	\$ _____
<input type="checkbox"/> PPM Marketing Course (Sept. 19)	\$195	\$250	\$ _____
<input type="checkbox"/> PPM Operations Course (Sept. 22)	\$195	\$250	\$ _____
<input type="checkbox"/> MPM® Operating a Maintenance Co. (Sept. 17-18)	\$395	\$450	\$ _____
<input type="checkbox"/> MPM® Risk Management Course (Sept. 22-23)	\$395	\$450	\$ _____
<input type="checkbox"/> PPM Retake – \$97.50 (list course) _____			\$ _____
<input type="checkbox"/> MPM® Retake – \$197.50 (list course) _____			\$ _____
<input type="checkbox"/> Ethics Class	\$15	\$20	\$ _____

4. TOTAL FEES

\$ _____

5. METHOD OF PAYMENT

I have enclosed a check for \$ _____ Ck/M.O. # _____ Date _____

Please charge my credit card in the amount of \$ _____ as follows:

VISA MasterCard Discover American Express

Card Number _____ Exp. Date _____

Name of Cardholder _____

Billing Address _____

Signature _____

I authorize NARPM to charge my credit card.

NARPM Member?

Yes No

Is this your first NARPM Convention?

Yes No



SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: _____

Preregistrations must be postmarked, faxed, or e-mailed by August 17, 2001. After August 17, send higher fee shown in second column. Do not send registration after September 5, 2001, please register on-site.

*** Join & Register** — Not yet a member? For an additional \$195, you can become a NARPM member and register for the conference at the reduced member rate. Check the "join & register" option on the registration form and fill out the membership application on the next page.

**** Team Discount** — When two or more NARPM members from one office register for the full conference, the second and additional registrants receive a \$50 discount. Registration forms and payment must be received jointly.

[†]An additional fee of \$30 for PPM classes and \$55 for MPM® classes is required if registering after August 17.

If this convention is cancelled for any reason, the liability of NARPM to the registrant is limited to the return of the registration fee.

CANCELLATION POLICIES

Conference

Cancellations must be received in writing. If cancellation is received 30 days prior to September 20, 2001, there is a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to September 20, there is a 50% refund. There is NO refund if cancelled 1-14 days prior to September 20.

Certification Classes

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

MONETARY POLICIES

If rebilling of a credit card is necessary, a \$25 processing fee will be charged. A charge of \$25 will apply for all nonsufficient fund checks. Checks not in U.S. funds will be returned.

THREE EASY WAYS TO REGISTER

1. MAIL: Send your form with payment to NARPM, P. O. Box 140647, Austin, TX 78714-0647.

2. FAX: Send your form with credit card payment to 512/454-3036. Please do not mail the original.

3. INTERNET: Find the registration form on the NARPM Web site at www.narpm.org. Credit card payment only.





P.O. Box 140647
Austin, TX 78714-0647

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Affiliates — Valuable Resources and Important NARPM Members

By Marc Banner, PPM

What benefits are available to you as a member of NARPM? Networking with local peers, education opportunities, earning valuable designations, forms and ideas sharing, attending national events such as the Annual Convention and Trade Show, participating on national committees or serving at the local level? Have you considered the benefits offered by our loyal national Affiliate Members?

These Affiliate members have a wealth of information and expertise that is available to all NARPM members. These folks are eager and motivated to share this expertise, regardless of the obvious motivation of profit and sales. Visit the national Web site www.narpm.org for contact information or simply stop by and chat with any Affiliate Member during the 2001 Annual Convention and Trade Show in Kansas City, you will start to appreciate the sincere motivation of the Affiliate Membership. A grand demonstration of the willingness of the Affiliates to help the NARPM membership will take place in Kansas City; they are presenters of one workshop in each of the breakout sessions. These presentations are oriented toward “Technology and the Property Manager” and done without expectation of compensation. Please consider attending any or all of the following sessions:

Thursday, September 20:

- 9:30am, Session 2 “E-Commerce & Web sites”
Mike McCall and Mike Anderson
(*PROMAS and HomeRentals.net*)
- 10:15am, Session 2 “Web site Creation/Usage”
Stephanie Cook and Kevin Wihelm
(*Property Automation and Rental Advisor*)
- 11:15 am, Session 3 “Current Information Technologies”
Thornton Michaux
(*Old Forest Software*)

Friday, September 21:

- 9:30am, Session 4 “Microsoft Outlook 98/2000”
Kevin Wilhelm
(*Rental Advisor*)
- 11:00am, Session 5 “Digital Cameras and Software”
Chuck Cordero
(*Yardi Systems*)
- 2:30pm, Session 6 “PDAs and Attachments”
Nik Laskaris
(*Yambay, Australia*)

Saturday, September 22:

- 9:15am, Session 7 “Do It Yourself Installs and Upgrades”
Chuck Cordero and Elgin Rogers
(*Yardi Systems*)

All of the above workshops are intended to improve the participant’s knowledge of basic technology. This is your opportunity for a leg up on the long ladder of technological advancement that makes your business productive and profitable.

Now don’t think the Affiliates are participating with NARPM for their health; they are in business and expect a return in their business activities. Continued involvement with NARPM has direct relationship to the benefit realized from the association. When faced with the decision to purchase goods and services, every NARPM member should support our Affiliate Members by giving them the opportunity to supply those goods and services.

Come to know the Affiliate Members of NARPM as valuable allies in the continued success of your business.

Marc Banner, PPM is President/Broker of Realty Management Associates, Inc., of Boise, ID, has a master of science in economics, and has over 22 years’ experience in real estate and property management. Realty Management Associates, Inc., is a full-service property management company currently managing over 300 units. Marc currently serves on the national board of directors and is this year’s Affiliate Committee Chair.