

Residential Resource

The Newsletter of the National Association of Residential Property Managers

February 2001

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

A Brief History of Midyear: How I Began to Begin

By Melissa Prandi, MPM

H. G. Wells said, "The past is but the beginning of a beginning..." a phrase that aptly describes the life of our Association. NARPM is a success because of members who begin to serve and because of all the other beginnings that follow from their taking that simple step. Significantly, a portion of NARPM's past, the history of the Midyear Conference, illustrates the value of these beginnings, both to NARPM and to the individuals making them.

It was September 1993, at the Fifth Annual NARPM Convention in Minneapolis, when I was first encouraged to join a national committee. Persuaded, I joined the Membership and Education Committees. Upon joining, I was advised of the time commitment required and that I would be expected to attend a winter meeting in Florida. In January of 1994, I made the trip from my home in California to Clearwater, Florida, flying all day to arrive in time for my first committee meeting the next day.

At the time, there were about 30 to 35 active committee members, as well as each committee chair, National President Dave Holt, and the National Board of Directors. The big topic of discussion was how to get more people to attend the winter committee meetings and get involved. I came up with the concept of giving something back to members by way of a variety of roundtable discussions offered in conjunction with the meetings.

Given the go-ahead to implement this idea, Steve Urie, a few others, and I worked on devising a catchy way of enticing people to attend winter meetings. At the next committee meetings, held at our national convention in San Diego, we used the opportunity to promote the upcoming January meetings in

Las Vegas by offering them "FREE" to the attendees.

For that January meeting, we planned six roundtables with specific topics. I asked five others to be facilitators for what I thought would be a small group of people for each. To our astonished delight, we had 105 members show up. This meant the committee meetings were full of new, enthusiastic members and that the roundtables were not just the few people we had expected. I still get friendly hassling from Robert Winger and Shirley Nelson about the large numbers of people they had in their roundtable discussions. I had 66 people in the advertising roundtable I led!

Since the initial concept was a distinct success, NARPM developed a National Midyear Conference based on that meeting. From Las Vegas, we went on to Atlanta, San Francisco, Dallas, Louisville, Fort Worth, and now, to the upcoming mile-high Midyear in Denver! Each year, Midyear moves to a different location.

Midyear, as compared to the National Convention, is more casual and less structured. The focus of Midyear, as you know by now, is to encourage participation in the national committee meetings while giving to our members in return. Denver's Midyear will feature roundtable discussions as well as a few workshops. Also, NARPM is offering the National PPM and MPM classes in the days just prior to Midyear.

Elizabeth Mowry, members of the Denver Chapter, and the NARPM Convention Committee look forward to seeing many NARPM members gather in Denver on February 15 and 16. Please join us at our Seventh Annual Midyear Conference. As a further enticement to attend, if you register

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President 2001

Greetings,

Plan to experience a piece of NARPM this month! Come join many of us in Denver on the 15th and 16th for the NARPM Midyear Conference. You will catch up with old friends, make new ones, and continue to learn new property management techniques. While attending the Midyear Conference in Denver, if you register and pay for the 13th Annual Convention being held in Kansas City, September 20-22, 2001, you will receive \$50 off the Convention Registration! In addition, if you are a *new* NARPM member since the September 2000 New Orleans Convention, and are making plans to attend the convention in Kansas City, you will receive \$100 off your very first convention! We want you to experience what so many of the long-time NARPM members have over the years — the NARPM BUG. For everything you give to other NARPM members, you will receive back in more ways than you could ever imagine.

This year will be the year of growth for NARPM. The membership team is busy reaching out to check in with our current membership while at the same time starting new chapters all over the United States. If you are a chapter leader or a member of a chapter, please let the Membership Committee know what they can do to help — they are there to serve you.

Did you know that the Education Committee is offering \$100 off a Professional Property Manager (PPM) designation class if you are a new NARPM member? That's right, now might be a good time for you to take the next step in your professional career and earn a designation. Contact the Education Committee for more details.

My presidential travels have been a great experience. Last month I met with our chapter members in El Paso, Texas. This month I am heading for some Florida sunshine while visiting with my good friends and NARPM members Kevin and Debra Mulhearn, along with many of the local chapter members. Later this month I will be flying in to Los Angeles to meet with the members of the Northern Los Angeles chapter.

Please feel free to contact me to set up and plan a presidential visit with your local chapter. During my visits, I truly enjoy going to NARPM members' offices, sharing the experiences of the property manager, and just getting to know many of the NARPM family.

I look forward to a wonderful 2001 while *Sharing the NARPM Vision*.

Thank you for being a part of this association.



Melissa Prandi
Your National President



NARPM President
Melissa Prandi

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Attend a Board Meeting? You Won't Be Bored!

By Tom Stokes, MPM

Visitors are welcome, in fact encouraged, to attend meetings of the Board of Directors. It's a great way to get to know better how the association works for you. The Board of Directors most recently met for two days in Austin, Texas, at the offices of our association headquarters. The meeting included a day of strategic planning and leadership training, as well as a day for the actual board meeting. The board also attended the Austin Chapter holiday party in the city's historic district and visited the offices of Karen and Rick Ebert, long-term and faithful NARPM members.

One needs no special invitation or notice to attend a meeting of the NARPM board of directors. Just get to the meeting location and introduce yourself. However, if you desire to make a presentation or to speak to the board you must notify the president in writing at least thirty days prior to the meeting.

The National Association of Residential Property Managers is governed by a fourteen member Board of Directors that meets four times each year. Often additional meetings are conducted by conference call and members of the board communicate daily on various topics using email. The Board is composed of five Directors elected by the members, three Directors appointed by the President, the five officers (President, President Elect, Vice President, Secretary, Treasurer), and the Past President. The Executive Director of the association and his assistant also attend as ex-officio members of the Board.

Traditionally board meetings are conducted immediately following the Annual Convention in September and the Midyear Conference in February or March. In addition, meetings are held in June and December. The members of the board generally receive their "board packet," a two-inch binder of memos, reports, proposals, recommendations, and budgets about two weeks prior to the meeting. They must study and respond to these materials if they are to be prepared for the meeting.

Board meetings are conducted in a formal setting, are presided over by the President, and follow the parliamentary procedures of *Roberts Rules of Order* as is appropriate to the business of the association. Committee reports are heard, their recommendations acted upon, and budgets discussed and approved. The meetings generally conclude with the review of the "critical dates" calendar, a list of usually 100 or more tasks assigned to various members due for action and completion prior to the next quarterly meeting of the board.

An unofficial aspect of most board gatherings is the "board dinner" generally hosted the evening before the board meeting by the current president. Presidents have a tradition of enlivening this event by arranging fun and unusual venues or cuisines. While always entertaining and social, spouses and significant others are encouraged to attend. These recreational times greatly facilitate the work of the board by offering its members a less structured environment for getting to know one another better.

The board is composed of members from all across the country. In fact, no more than two board members from any chapter are allowed to serve on the board at the same time. Since the members usually know each other only through their work on national committees, the board dinner offers time for them to really get to know and understand one another better. This in turn allows the board to work more effectively during the limited time of its meetings.

Tom Stokes, MPM, is with EpiCity, CRMC, in Atlanta, GA.

Affiliate Members Listing By Services

Advertising:

Homes & Condos For Rent™
HomeRentals.net
Rent Connection
Rental Advisor, Inc.
Rentalhouses.com
Rentals.com
Rental Wizard, Inc.
Value Rent.com, LLC

Appliance Sales:

Sears Contract Sales

Blinds & Drapery Sales:

Dick's Discount Blinds

Business Products:

Peachtree Business Products

Claim Services:

Home Claim Services

Communications:

AMI — The Resort
Telecommunications Specialists

Home Warranties:

Fidelity National Home Warranty

Insurance:

Geo. F. Brown & Sons, Inc

Legal Services:

Law Offices of DeMartini & Walker

Marketing:

Home Management Network
VIVA.com
ZAM Development

Software:

Comtronics Systems, Inc.
Convenience Living LLC
Old Forest Software, Inc.
CMS Inc. (PROMAS)
Property Automation Software Corp.
Yardi Systems, Inc.

Tenant Screening:

Accusearch
Backgrounds USA
National Credit Reporting

For more affiliate information, please visit the NARPM Web site

www.narpm.org



Help Us Help You — Chapter Idea Handbook

By Mark Kreditor, MPM

The membership committee is working to produce a handbook of ideas for chapters to share. Over the years, many NARPM chapters have produced terrific programming, informative newsletters, innovative vendor recruitment programs, etc. We would like to accumulate as many of these examples as possible and make them available for other chapters to use in the future.

Our hope is through “editorial mentoring,” we can help smaller chapters grow and expand faster. In the past NARPM has used these idea handbooks to help members with policies and even Web page design. It’s about time our chapters came together and did the same.

Any chapter leader or former chapter leader that would like to share ideas for the handbook, please forward materials to Mark Kreditor, 4931 Airline Rd., Dallas, TX 75205 or if it’s easier to e-mail it as an attachment, his address is mark@gtfrealty.com.

Thank you for helping our chapters share ideas and share the vision for NARPM.

Mark Kreditor, MPM, is with Get There First Realty, CRMC in Dallas, TX

Board of Directors Nominations Update

By Raymond Scarabosio, MPM, Nominations Chair

Attention all NARPM members! In the coming months, you will be given the opportunity to change NARPM. How’s that? Well, nomination applications for the Board of Directors will be available through the NARPM Web page and headquarters. This is your chance to “step up to the plate” and have a profound impact on the future of NARPM. The Nominations Committee is looking for NARPM members from all over the United States to offer their talents to NARPM beyond the committee level. The job is rewarding and it will truly open your eyes to how NARPM operates on a daily basis. I encourage each of you to take a serious look at becoming a Board of Director when the information becomes available. Please feel free to contact me directly with any questions you may have concerning time commitment, duties, etc. of the Board of Directors. My email address is: landlordsf@aol.com or my office number, 800/698-9859.

Looking forward to seeing your name on the application.

Raymond Scarabosio, MPM is owner of Jackson Group in San Francisco. They manage approximately 375 “doors”. Raymond is National Past President of NARPM.

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NARPM Road Show — Chapter Three

By Andrea Caldwell, MPM, Membership Chair

Are you getting the idea that we are heading your way — where ever you might be — if so, you are right about what is happening in Membership this year! Where there are property managers, we are looking for them and introducing them to NARPM, the best thing that can ever happen to a residential property manager, regardless of where you live.

January the Road Show went to Reno, hosted by Judy Cook and her group of active members, dedicated to redeveloping the state of Nevada to NARPM territory again! The meeting was well attended and the presentation was made by Bob Machado, MPM, past national president and Andrea Caldwell, MPM, national secretary. New members were treated to a free lunch and the local chapter grew accordingly.

Our national president, Melissa Prandi, MPM, has been extremely active in promoting membership in her peripatetic travels to local chapters by encouraging local leaders to use the National President's visitation as a membership growth tool. Regional Director (RD) of Membership of the Central Region and local chapter leader of El Paso, LaWanda Corbett, PPM, hosted Ms. Prandi by inviting every property manager she could locate in her area and expanded the chapter's membership by her dedication and example to the rest of her region.

The Road Show is going to be at Midyear in Denver offering the Chapter Leadership and Development Class to all chapter members interested in learning how to make your local group more dynamic. This class is one of the best tools local leaders can utilize in resolving challenges to your chapter by learning from the leadership and sharing with your peers who have "been there and done that" and who are willing to assist others. Come to the class on Friday, February 16, at 10:45 am.

If you are interested in participating in this most exciting committee, you are invited to the Membership Committee meeting at Midyear on Thursday, February 15 at 10:45 am, or you can contact Andrea G. Caldwell, MPM, Membership Chair at 408/978-8100 or agetto@aol.com.

Be looking for us — as the Road Show is coming your way!

NW Regional Conference — March 16-18, contact Theresa Reed 360/675-9596

Texas State Conference — April 19-21, contact Rick Ebert 512/794-8171

California State Conference — April 27-28, contact Mike Carlson 510/293-3530 X208

FARPM Conference — May 14-18, contact Fred Thompson 407/629-6330

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A Way With Words

By “Rocky” Maxwell, MPM

Contractor: A gambler who never gets to shuffle, cut, or deal.

Bid Opening: A poker game in which the losing hand wins

Bid: A wild guess carried out to two decimal places

Low Bidder: A contractor who is wondering what he left out

Engineer’s Estimate: The cost of construction in heaven

Project Manager: The conductor of an orchestra in which every musician is in the different union

Critical Path Method: A management technique for losing your shirt under perfect control

OSHA: A protective coating made by half-baking a mixture of fine print, red tape, split hairs, and baloney — usually applied at random with a shotgun

Strike: An effort to increase egg production by strangling the chicken

Delay Payment: A tourniquet applied at the pockets

Completion Date: The point at which liquidated damages begin

Liquidated Damages: A penalty for failing to achieve the impossible

Auditor: People who go in after the war is lost and bayonet the wounded

Lawyer: People who go in after the auditors and strip the bodies

“Rocky” Maxwell CPM, MPM, GRI is President of H.M.S. Development, Inc., CRMC. H.M.S. is a full service Real Estate Company and licensed Building Contractor with a specialty in renovation and construction. He has built, renovated, and remodeled over 2,500 homes, apartments and commercial buildings in California and Texas. He served as NARPM National President for the 1992/93 term. He is the senior instructor of the MPM Operating a Maintenance Company.

Welcome New NARPM Members

The following is a list of new members from December 7, 2000, to January 3, 2001

Katherine Blair
Ebby Halliday
4455 Sigma Road
Dallas, TX 75244
972/720-8291

Kenn Brinkman
America4Rent.com
8237 Hot Creek Drive
Las Vegas, NV 89128
702/217-3443

Melba Darton
Anchor Properties
5103 Commonwealth Drive
Fredericksburg, VA 22407
540/898-7800

René Gill
Bear Pawstanbro Property Management
PO Box 1394
28265 Highway 74
Evergreen, CO 80437
303/674-8363

Lori Giltinan
The Benson Company Realtors
1300 NE Linden Ave., Ste. 2
Gresham, OR 97030
503/666-1988

Rosario Grubbs
Benchmark
11204 Montwood
El Paso, TX 79936
915/593-7218

Allen Houchins
Macpherson’s
164135 E 39th Pl
Bellevue, WA 98008
425/747-5900

Jo Ann Janetco
Mac-Phersons Property Manager
18510 Aurora Ave, North
Shoreline, WA 98133
206/546-9328

Joyce Kirschner
Advantage Realty Services
3337 W Bearss Avenue
Tampa, FL 33618
813/908-8300

Gary Kornegay
Real Estate Leasing and Management
6409-C Abercorn Street
Savannah, GA 31405
912/355-5575

Katherine Kurtz
J & L Properties
PO Box 2052
Lancaster, CA 93539-2052
661/723-5344

Greg Mattioni
Macpherson’s Property Management
18510 Aurora Ave N
Shoreline, WA 98133
206/546-9328

Oliver Roberts
Worth Ross & Associates, Inc.
4145 Travis Street, Ste. 204
Dallas, TX 75204
214/522-9100 x207

Yolande Roy
Century 21-R.E. Professionals
564 N Simeran Blvd
Orlando, FL 32807
407/306-7700

Michael Sanderson
Specialized Property Management
5620 Malvey
Fort Worth, TX 76107
817/732-1394

Catherine Tuell
Guardian Property Management
PO Box 1042
1037 Main Street
Corvallis, MT 59828
406/961-8398

Duncan William
John Randolph Properties
PO Box 1415
Oregon City, OR 97045
503/557-7853

Ron Wootton
Wootton Properties, Inc.
5325 13th Street SW
Canton, OH 44710
330/478-2830

We Want You!

By Robert Alvarez, MPM, MBA, CRB

To become an Ambassador in our Association and join the other members which, through their efforts, are helping to make our goal of 2000 members in the year 2001, a reality.

We have 109 members participating so far this year, and while many of them are working to get new members to become an Ambassador, we have one member that received his Ambassador certificate at the New Orleans convention, and we are planning to present two other members their certificates at the Midyear Conference in Denver.

We are planning to have at least 10 new members receiving the Ambassador certificate at the Kansas City convention while celebrating the 2000th member into our association.

In order to help, we have added a couple of goodies to our *new* Web site at www.narpm.org. While you are there you can check your standing in becoming an Ambassador. Just sign on the "members only" area on our Web site and you will be able to check how many points you have and how many you may need to become an Ambassador in our new "Ambassador's Corner."

To be listed you need to at least have sponsored a member, you will receive 1,000 points for each member sponsored, and you need only 5,000 points to become an Ambassador. The Ambassador points are updated once a month.

Also, as an added incentive, you can link your Web site to the NARPM Web site and get Ambassador credit points when someone clicks through and signs up as a new NARPM member! The information your Webmaster will need is also found on the Web site.

For your benefit, and in order to offer the members a vehicle to monitor their standing in the Ambassador's Program, we have added four links to the "Ambassador Corner" in our Web site which are as follows:

- *The Ambassador Program*: A detailed summary of the program
- *Our Ambassadors*: The names of the current NARPM Ambassadors
- *Ambassador Points*: The names of the members working towards the Ambassador Certificate with the count of how many points they have accumulated.
- *My Ambassador Link*: A guide for you to link to the NARPM site and earn points towards the Ambassador Program.

As you know the NARPM Ambassador program is a great way to receive credit for referring your peers to NARPM. Your peers will benefit by becoming members of the only national association for property managers specializing in single-family residential rentals, and you will benefit by getting financial rewards and recognition!



- ★ The applicable value of the Award Certificate is equal to what the national dues were at the time the Award Certificate was issued. It must be used within 12 months of the issue date.
- ★ The 12-month period for the five new members starts the day your first recruit's new membership application is approved by Headquarters.
- ★ The 12-month period expires exactly 12 months to the day preceding the day your program period began (for example, if you refer a new member who joins on 02-16-01, then your program period begins that day and expires on 02-15-02).

- ★ Referral credit is given *only* if your full name is entered in the "referred by" line of the application.
- ★ A member can only earn one Award Certificate per 12-month period. However, a member can earn unlimited Recognition Certificates.
- ★ The Award Certificate can be used to pay future NARPM annual dues, or a like amount can be applied towards the National Midyear Conference or National Convention. A legible copy of your qualifying Ambassador Award Certificate must be used in full at the time of use and attached to your dues or convention registration.

Do not wait till tomorrow, just call your friends today, and before you know it will have done your good deed today. But be sure you are one of the Ambassadors in Denver, as I am looking forward to personally presenting you with your certificate.

You have helped NARPM, you have helped your friends who will benefit by becoming members of the only national association for property managers specializing in single-family residential rentals, made some money, and been recognized!

Robert Alvarez, MPM, MBA, CRB, is with MRA Realtors in Garland, TX.

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At Year's End — Chalk One Up For Landlords!

By Wallace S. Gibson, CPM, MPM, Legislative Committee

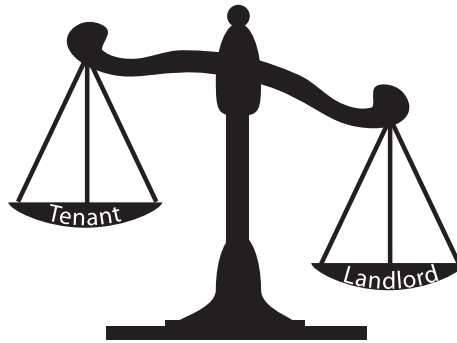
In late 1999, a NY federal court ruled in favor of Nancy Sweet, a tenant who leased an apartment from December 1995 through October 1996 and subsequently sued her landlord and various lead-based paint manufacturers for alleged injuries her infant son suffered during their occupancy of the apartment. She claimed that the landlord, Robert Sheahan, had violated the federal Residential Lead-Based Paint Hazard Reduction Act (Act) because he didn't disclose the presence of lead-based paint in the apartment.

This case would be unremarkable EXCEPT for the fact that Congress enacted the Act in 1992 and the Act directed HUD and the EPA to create disclosure regulations "no later" than October 24, 1994. The Act also stated that the disclosure requirements would take effect three (3) years from the Act's enactment — October 28, 1995. The Act set forth the essential elements of the disclosure requirements — that the owner/lessor

of the property must provide a prospective purchaser or lessee a lead paint hazard information pamphlet, disclose the presence of any known lead-based paint hazards, and permit a purchaser a 10-day period to perform an inspection. To this end, the EPA and HUD-proposed regulations on November 2, 1994; however, proposed regulations have no legal effect and after the appropriate period for comment, the final regulations were issued on March 6, 1996 — after Tenant Sweet had vacated Landlord Sheahan's apartment. The proposed regulations did not take effect for lessors such as Sheahan until December 6, 1996 a full 2 months *after* Tenant Sweet vacated her unit.

The Defendant Landlord moved to dismiss Plaintiff Tenant's lawsuit arguing that the final lead-based paint regulations did not require him to make disclosures to his new tenants until December 6, 1996, and that since Sweet

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Andrea G. Caldwell, MPM, National Secretary



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

I entered the business by default rather than by plan, which seems to be the more common course of action in this industry. My partner and I opened our real estate company in 1977 in Fallon, Nevada. We sold to an ever-increasing number of investors and yet had great difficulty

retaining our property managers (they crossed over into sales-less headaches, more money). I took over the department and ran it until I sold my partnership and relocated to the Bay Area in 1986. I joined the company that I am still with today and watched everything about it, including its ownership, change over the last fourteen years — except for its property manager.

2. In what extracurricular activities are you involved?

I struggle to indulge my lifelong love of horses with motherhood, sports (skiing), and travel with family and friends. I am a voracious reader, and my perfect day always ends by watching the sunset.

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

Once I came to the realization that I wasn't a horse, I then wanted to be something equine related — a trainer, a jockey, a breeder. I settled for a cowgirl and rodeoed professionally for ten years. I also obtained an elementary teaching credential, which was used only briefly prior to obtaining my real estate license and embarking upon a new career.

4. What was your perceived greatest strength?

I am adaptable and sensitive to other's feelings. I am social and most often find life very funny. My ability to laugh at myself has been a saving grace.

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

When I entered the business, I accepted people close to me at face value. I chose a mentor by focusing on that person's success without questioning the individual's business ethics. It proved to be a costly mistake, both financially and emotionally. What I learned from the experience was the depth and breadth of my own abilities and strengths. Now I rely more often on my intuitions and senses about people and situations.

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

I am located within a sizable real estate company that has three locations covering all of Santa Clara County. I manage approximately 150 properties as well as some HOAs. We offer leasing, full service management, and sales (outside of my department). My maintenance is contracted out.

7. How has NARPM impacted your business?

It's more personal with me — NARPM has been my career sustainer. It has given me the opportunity to take pride in what I do and share the burden of the difficulties intrinsic to our industry by having 1500+ comrades in arms. I felt lost when I moved to California from Nevada as I had left my professional support structure behind with nothing to replace it for six years. Rocky Maxwell and Steve Urie inviting me to an organization meeting was a prayer answered in more ways than one. Our association is very different than any other to which I have been affiliated. We are open, generous, and sharing with each other at a level that continues to humble me. I feel honored to be a part of NARPM and find no sacrifice too large to make for the future of our group. Every meeting and event I attend continues to be a learning experience.

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

I want to be able to "Share the Vision" with other property managers like me, before I discovered NARPM. I see this vast, challenging expanse of NARPM-less land and want to bring the good news to all those property managers out there who need what NARPM can provide. I find it thrilling to be a part of that process and grateful to those who share this workload with me. As NARPM grows, our industry, in turn, continues to grow more professional and we all benefit.

Andrea G. Caldwell, MPM, GRI, has been working in property management for over twenty 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 twenty years old. She has resided in the Bay Area, California, since 1986 and has been with the same company doing residential management from that time.

Andrea is the past president of Santa Clara County chapter of NARPM, which received the 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.

Deadlines for Residential Resource

April.....	February 15, 2001
May	March 15, 2001
June	April 15, 2001
July.....	May 15, 2001
August	June 15, 2001
September/October	August 15, 2001
November	September 15, 2001
December.....	October 15, 2001

If you are interested in writing an article, please e-mail an attachment of your article in Word format to lbl2@mindspring.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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Let's Add the \$ Reasons to Go to the Annual Convention in Kansas City

By "Rocky" Maxwell, MPM

Why was Kansas City chosen as the place for the 2001 Annual Convention?

Kansas City is the "Heart of America" centrally located at the junction of the Missouri and Kansas River. It is the only major city located within 250 miles of both the geographic and population center of the nation. The maximum distance from Kansas City to "anywhere" in the contiguous US is approximately 1,900 miles, or half the distance from coast to coast. Kansas City is the 29th largest city in the nation. What does this mean to you? It will cost you less in travel costs because it is central to our membership at large.

Many consider Kansas City a small town, but it has approximately 1.7 million people in the metro area. The area has many interesting facts and things to see. In this article and others to follow, we will learn about Kansas City together.

Nickname: "City of Fountains." Kansas City has more working fountains than Rome, Italy. The total number of registered fountains is 150.



Kansas City Inventions: Teflon, Eskimo Pie, Crock-Pot, M&M Candies, swing sound in Jazz music, McDonald's Happy Meal, and multi-screen theater concept.

Jazz Fests: Jazz was born in Kansas City in the 1920's. Today there are more than 20 area nightclubs which feature Jazz on a regular basis. If you like jazz, this is the place.

You may remember the phrase "Show Me the Money" in a recent movie *Jerry McGuire*. Well, NARPM is doing just that for the 2001 Annual NARPM Convention.

All new members who have joined since the last National Convention are eligible for a \$100 credit toward the registration fee. All attendees of the NARPM Midyear Conference in Denver on February 15-16, 2001, who register and pay for the convention in Kansas City will receive a \$50 credit toward their registration fee. "NARPM Is Showing You the Money" — register now for this unique, never before offered convention credit!

The next Kansas City article will reveal the convention theme and more interesting facts about the area and why you need to plan on "Goin' to Kansas City."

"Rocky" Maxwell CPM, MPM, served on Board of Directors for NARPM for 1990-1994, National NARPM President 1992/93 term and served as NARPM Convention Chair for National NARPM Conventions from 1992-1997.

At Year's End

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had entered into the lease prior to the effective date of these regulations and her lease had, in fact, expired by the time the final regulations were in effect, he argued that he had no duty to comply with the regulations and disclose the presence of any lead-based paint in his unit and her suit should be dismissed.

However, this argument notwithstanding, the US District Court for the Northern District of New York found that the Landlord had violated the Act if he failed to disclose the presence of lead-based paint to the Tenant. The court ruled that the date specified by the Congress in the Act established when the disclosure requirements became effective, October 28, 1995, and that it would not apply the effective date specified in the HUD/EPA regulations because that contravenes the intention of Congress found in the Act. The court also found that holding the Defendant Landlord to an earlier disclosure date than found in the HUD/EPA regulations did not constitute a retroactive punishment and that the enforcement of the earlier date did not unjustly punish the Defendant.

In early December 2000, a United States Court of Appeals, Second Circuit, ruled that the time periods set forth in the guidelines published by HUD/EPA ARE when rental property owners were to have started making lead-based paint disclosures, not the dates listed in the Congressional legislation. The court used three bases in reaching its decision and reversal — the plain language of the Act created no independent disclosure obligations on property owners — in fact the Act said that these two agencies would be responsible for creating these disclosure deadlines — and that without these regulations it would be unclear to property owners what their disclosure obligations were under the Act and therefore, until the final regulations became effective, no disclosure obligations were in effect. Second, the court refused to retroactively apply the final regulations since the Act did not call for such a retroactive application. And, finally, the court ruled that because HUD/EPA imposed additional obligations upon property owners, they were engaged in legislative rulemaking, and so the final regulations were entitled to receive substantial judicial deference.

Based on these three reasons, the court ruled that the Defendant Landlord did not have a duty to make any lead-based paint disclosure until the times established in the regulations published by HUD and the EPA. The court reversed the trial court and ordered that the Plaintiff/Tenant's lawsuit against her former landlord be dismissed.

Wallace S. Gibson is the owner of Landlord Tenant Services and Gibson Management Group, Ltd. in Charlottesville, VA. She has over 30 years of residential and commercial property management experience. She holds the professional designations of Certified Property Manager (CPM) from the Institute of Real Estate Management (IREM) and the Master Property Manager (MPM) designation awarded by the National Association of Residential Property Managers (NARPM). Wallace currently serves as NARPM Director for 2000-2001 and is chair of the 2001 Legislative Committee.

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An Employee May Be Under the Influence — So What Do You Do?

By Wendell Davis, MPM

There may be instances when supervisors have reasonable cause to believe that an employee has consumed drugs and/or alcohol on an employer's premises or has reported to work under the influence of one or both. The supervisor then requests a blood or urine test even though the employee is not believed to be impaired. The drug/alcohol screen is not intended to prove impairment but to confirm the presence of the drug or alcohol. The employer's policy does not require impairment in order to establish a violation. Drugs and alcohol are controlled substances and their use on or off employer property can violate the policy, whether or not impairment is suspected. When you consider requiring a drug or alcohol screen, use the following process to validate your reasoning:

1. Escort the employee to your office or other private area. Have another supervisor present as a witness, if at all possible.
2. State to the employee your reasons for suspecting drug and/or alcohol policy violations. Use your drug policy checklist to question and document information for the employee. From your documentation and your conversation with the employee, determine whether or not you believe the employee has either consumed drugs or alcohol on the employer's premises or during work duty.
3. If, after you have discussed the matter with your supervisor, you both conclude that the employee does not appear to be under the influence, including controlled substances and prescription drugs, and the employee is able to perform regular work duties, allow the individual to resume work.
4. If you and the supervisor believe the employee is under the influence, report this information immediately to your Broker, General Manager, or Head of Human Resources. Upon approval, inform the employee that he/she is requested to provide a urine or blood sample for testing. Drive, or have someone else drive, the employee (with the supervisor present) to an approved drug testing site.
5. Require the employee to read and sign a consent form, available at the testing location, agreeing to the urinalysis or blood test. Advise the employee that refusal to sign the form or give a specimen will be treated as a refusal to obey a direct order and will constitute grounds for termination. Once the specimen is taken and initialed by the employee, suspend him/her, pending test results and a review of the circumstances.
6. If the employee is considered impaired, make arrangements to have the employee taken home. Do not permit the individual to leave the premises or drive alone. If the employee refuses any assistance, make sure the witnessing supervisor can verify that the employee refused such assistance. If the employee cannot control his/her actions and departs without assistance, you must call local police or law enforcement agency immediately. Tell the law enforcement agency the employee's name,

and a description of the automobile including the license number.

7. After any drug test which is based on reasonable suspicion, the supervisor should complete the Drug Abuse Investigation Report. This must be done within seven (7) days of the test (check your individual state requirement).
8. If your Company has a drug-free policy in effect, simply follow the instructions established in that policy. Establishing a drug free policy is neither difficult nor expensive, but you should utilize a professional to assist you.

Wendell Davis, MPM, is a Regional Vice President with Watson Realty Corp. in North Florida and President of Watson Maintenance Services, Inc.

Property Manager's Source

You Make the Ethics Call

By Rick Ebert, MPM

Investor A hired Property Manager B to renovate his vacant four-plex building, lease up the units, and manage the property. After the renovation work was done, it came to Investor A's attention that Property Manager B had been receiving "review fees" from various contractors who had performed the work. When Investor B confronted Property Manager A with this information, Property Manager A responded that she realized shortly after starting the renovations that the job was going to be more time-consuming than she first thought. Property Manager A, not wanting to add to Investor B's renovation overhead, then sought "review fees" from several contractors who also agreed not to increase their prices.

Investor B files a complaint alleging that Property Manager A engaged in unethical conduct regardless of the contractor fees not being raised as a result of "review fees".

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

It is not unethical for a property manager to accept review fees or rebates from contractors as noted in the Standards of Professionalism if they have been "...fully disclosed to and approved by the Client." In this instance, such actions would be a violation of Article 3, DUTY TO THE CLIENT.

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

Creating Valuable Content on Your Web Site

By Mr. Internet

By now your Web site is a solid work of art attracting qualified visitors. Once a visitor arrives at your Web site, you need to be sure to provide them with valuable content. If you don't, they will leave, and you may have lost an important owner or potential tenant.

The first step in creating content is understanding your audience. Who visits your Web site? Who is your customer? What do they need to hear? What do they want to hear?

In property management, we have two distinct groups of customers: owners and tenants. One of the challenges in our approach is the fact that they are on opposite ends of the spectrum. They are as different as black and white, and the same approach cannot effectively reach both groups.

We can reach both groups through our Web site, though. This is typically done in one of two ways. Either the Web site is segmented into an area for owners and an area for tenants; or two separate Web sites are created, one targeted at owners' needs, the other targeted at tenants' needs.

When creating content, put yourself in the shoes of your customer. What is it that they hope to find at your Web site? What do they need to learn so that they choose to use your services? What do you have that sets you apart from the competition? This is the marketing component of your content.

The second component of your content is the raw information that you provide. Providing information is helpful to your customers, as well as your competitors. Don't give away any of your secret formulas online. Conversely, don't be paranoid about your competitors stealing your content. This will happen, but is simply the price you pay for living in the information age. Your customers expect easy access to information. If you do not provide it to them, the effect is much worse than if a competitor copies some of the content from your Web site. Make sure that you do not flood your visitor with useless or marginally useful information. Providing information that your customer does not seek dilutes the value of your good information and makes the beneficial information more difficult to find.

When considering the information that you want to put on your Web site, think about the things that you are constantly asked for. Think about the things that you spend half your week faxing. Is this your rental policies? Your vacancy list? Your company history? Local and regional information for people relocating? The services that you provide? All of this information serves your customers and saves you time in not having to dictate it over the phone or fax it out. If your Web site visitors find all the information that they need on your Web site, they are not likely to look elsewhere for a property manager.

The more dynamic your information, the better. Make sure that your Web site creates the obvious impression that it is updated often. Wherever you can provide real-time information, do so.

This is especially important in your list of available rentals. Look for a service that allows you to easily provide current listings in your site. The idea of dynamic content can be applied to other areas as well. Simple things like local weather and an automatic date stamp are helpful. More difficult, but more effective, are things like updating text and graphics based on dates, seasons, or special events. Find out if your webmaster has a system that will allow you to update text and graphics in your Web site without having to become a programmer.

The third important component of your content consists of response tools. Visitors to your Web site have to be able to contact you with their questions and needs. Make this easy for them. Provide, at a minimum, phone, fax, and email contacts. For a better response rate, provide online forms. Simple forms, such as the traditional contact form that allows the visitor to enter their information and their questions will get a much better response than an email address alone. More advanced forms, like a needs analysis form or a request for proposal, will attract even more visitors to respond. Many webmasters will design these forms for you if you provide them the questions that you want to ask. When a Web site visitor fills out the form, it will send you an email with the form contents. For an additional charge, your webmaster may be able to provide you with a system that saves the results in a database, so that you can download every response that you have ever received.

By putting a lot of thought into your Web site content and keeping it fresh and current, you will be providing a valuable service to your customers. This service sets you above your competition, attracts new business, and saves you time and money.

Mike Anderson of Home Rentals.net prepares this column. If you have a question you would like answered, email him at mike@homerentals.net.

A Brief History continued from page 1

and pay for NARPM's Thirteenth Annual National Convention, — slated for Kansas City, Missouri this September while attending the Midyear Conference — you save \$50!

Begin to be a part of NARPM's past by beginning to contribute in the present. Every member who participates increases NARPM's ability to continue to be a positive force in the lives of residential property managers across the country. Sometimes we need only invest a little of ourselves to get magnificent returns. Volunteering within our Association may help you bring out talents that might otherwise stay quietly in a corner collecting dust. Midyear is a great place to begin! And the best kept secret is, you'll have a lot of fun besides. See you in Denver.

Melissa Prandi, MPM, is the owner of Prandi Property Management in San Rafael, CA and is the current NARPM National President.

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Providing Continuing Education to Local Chapters

By Joe Medinger

The NARPM Education Sub-committee is in the process of identifying existing residential property management seminars and short courses. The committee's intent is to develop a list of courses and instructors. This information will be disseminated by the Association (thru the *Les is More* program) for all chapters to use in arranging continuing education for its members.

We would like to know of residential property management seminars and short courses offered by instructors or real-estate related organizations. Please provide the name of any seminars or courses and their author's/instructor's (name, address, phone/e-mail) to Joe Medinger, NARPM Education Sub-committee, 902 Coronado Blvd., Universal City, TX 78148. Phone 800/624-5081. E-mail MANORRENT@AOL.COM.

We will contact the author/instructor. You will be hearing more about this program in the coming months.

Joe Medinger is with C21-Manor Realty in Universal City, TX.

The Difference of Opinion on Wear and Tear

Have you ever come across this dilemma: Owner installs new beige carpeting throughout the house, tenant stays 2 1/2 years and then moves out. Upon your move-out inspection, there are some stains in several of the rooms. These stains remain despite your best carpet cleaner's efforts and will not come out. The tenant wants their security deposit refund, the owner wants new carpets, and you're caught in the middle. You learn a lesson when you have an insurance claim, there is a term called "depreciation." The tenant cannot be expected to pay for brand new carpets, because then the owner is in a better position than they would have been. The carpets are 2 1/2 years old, they are not "new" clean or spotted. Conversely, the tenant did cause unsightly damage to the carpets. How much is wear and tear, and how much is "damage." The best course of action is to have a "fixed cost" per square foot on damage to floors. Perhaps for carpet damage on and above cleaning, will be \$2.75 a square foot; call other property managers or carpet replacement companies to see what amounts they use. Apply this formula to your situation and both sides will feel vindicated. If you decide to implement any idea like this, make sure that the owner and the tenant fully understand what it is you are trying to accomplish by using this formula: that way there is no misconception later during the move-out phase.

2001 PPM/MPM Certification Classes

Date	Location	Class	Instructor
Feb. 13-14	Denver, CO (Mid-Year)	MPM Risk Management	Fred Richter, MPM
	Denver, CO (Mid-Year)	PPM Technology	Jean Storms, MPM
Mar. 16	NW Regional Conference	PPM Marketing	Ray Scarabosio, MPM
Mar. 18	NW Regional Conference	PPM Operations	Sally Backus, MPM
Mar. 23	Richmond, VA	PPM Tenancy	Wallace Gibson, MPM
Apr. 19	Austin, TX	PPM Technology	Jean Storms, MPM
Apr. 25	San Diego, CA State Conf.	PPM Tenancy	TBD
	San Diego, CA State Conf.	MPM PP&O	TBD
May 14-16	Orlando, FARPM Conf.	PPM Technology	TBD
May 14-16	Orlando, FARPM Conf.	PPM Maintenance	TBD
May 14-16	Orlando, FARPM Conf.	MPM Risk Management	TBD
May 14-16	Orlando, FARPM Conf.	PPM Marketing	TBD

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.

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.

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.

(Please print or type)

Name _____

Company _____

Address _____

City/State/Zip _____

Telephone _____ Fax _____

List Classes

Name of class	Class Date	Cost
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
		Total \$ _____

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 Association Headquarters to charge my credit card. I understand that my billing statement will read "Association Headquarters."

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.

What Do We Do When Our Residents Fall In L*O*V*E?

By Wallace S. Gibson, CPM, MPM

First, you get a rent check drawn on an account in the name of someone other than your resident. Then, you start getting repair calls or e-mails from someone other than your resident requesting service for “their home.” If your antenna are not *up* after the first incident, it certainly should be after the second or third phone or e-mail contact. Your rental resident — either male or female — is in *love* and has set up housekeeping with their new Significant Other in your rental unit.

Being all for *love*, you don't want to encroach on your resident's love life, however, as a property manager and agent for the property owner, you need to address some concerns fairly quickly — and with some tact.

First, ask to speak with your resident/tenant or have them contact you. You should not have any discussion with this “new person” concerning your lease agreement with your tenant. Even though your tenant has brought this person into your rented property, you still owe the tenant the confidentiality as to the terms and conditions of their occupancy.

When you are in contact with your actual tenant, ask exactly who the “strange” contact person is and remind your tenant that you need to approve any additional residents. At this point, your resident should fess up that A) he/she is Significant Other, brother/sister; cousin — whoever; or B) that he/she is fiancé and they are getting married.

In case A, you need to find out the name of the person and their anticipated length of stay. If you have a “limited length of occupancy” period in your lease, such as 10 to 14 days, you should remind your resident of the provision at this point. Make a note of the day and time you had this discussion or received the e-mail.



In case B, you should determine when the “wedding” is scheduled. You can jokingly use Dr. Laura's question, “do you have a ring and a date?” and offer to send your resident the necessary paperwork to add the fiancé to the lease. If you charge a credit check or application processing fee, you might offer to waive it as a wedding gift.

During the next rental cycle, pay attention to who pays the rent — whose check comes in the mail or who shows up with cash. Be sure to make a note and if the check belongs to the friend, guest, or relative or if they are the one to come in with cash. If they are, then you need

to contact your resident, in writing, and start documentation on an unauthorized occupant in your rental property.

Most tenants think that if they pay the rent and the utilities, they can have whoever they want in their rented home. The bigger picture for the property manager or rental owner are the questions of liability for occurrences at the property as well as knowing who is actually in residence.

You certainly don't want your tenant to vacate the unit and leave a fiancé or relative with bad credit or no income in your owner's rental property that you will then have to remove through the costly and lengthy eviction process.

This can and does happen where inattention to the actual occupants and their individual relationship are allowed to happen unchallenged and undocumented.

Wallace S. Gibson is the owner of Landlord Tenant Services and Gibson Management Group, Ltd. in Charlottesville, VA. She has over 30 years of residential and commercial property management experience. She holds the professional designations of Certified Property Manager (CPM) from the Institute of Real Estate Management (IREM) and the Master Property Manager (MPM) designation awarded by the National Association of Residential Property Managers (NARPM). Wallace currently serves as an NARPM Director for 2000-2001.