

Residential Resource

The Newsletter of the National Association of Residential Property Managers

June 2001

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

Practical Education Equals Professional Results

By Sylvia Hill, MPM®, National Education Chair

Not only is education about getting up-to-date information to our members, it is also to enhance the professionalism of our members. Going to classes and workshops holds with it responsibility to pass on that education to others. They may be property managers, clients, or the general public. How can you do that?

Write an article for the *Resource* when you have successfully used an idea you picked up and put into practice. I took the PPM Operations Class several years ago. It gave me the outline needed for a procedure manual. As our business continued growing and we hired more people, our procedures were already in place. Of course, this was also a big help when we applied for the CRMC® certification, as one of the requirements is to have a procedure manual.

How can a procedure manual help? By making sure that ALL people who call, e-mail, or drop in inquiring about a property to rent are treated the same. This helps to avert being charged with discrimination and it helps everyone in the office to follow the same rules. If you have a complaint? Our office manager loves saying that it is company policy!

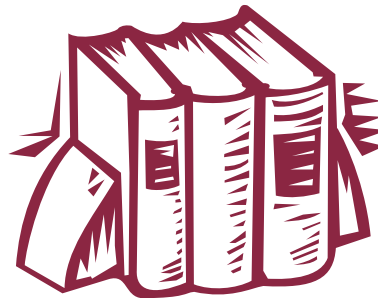
Write an article for the local newspaper or real estate bulletin. When you attend a class, you hear a lot of 'war stories.' Take the most interesting one and write an informative article that will not only educate the general public but get your name out there as well.

In the PPM Maintenance Class, we heard how a slow leak in the bathroom ended up causing the owner both maintenance costs plus having to provide housing for the tenant during a major repair. The tenant didn't call the owner until the floor was ready to give way, and there was only one bathroom. Having a professional property manager who looks for this type of damage can easily cover the cost of management for the owner in reduced maintenance cost.

Local civic groups are always looking for professionals to sponsor a meeting and speak about their profession. The MPM® Risk Management Class provides material and decision-making tools that can be used across the industry — not just in property management. How much insurance is enough? How do you decide when to cut your losses? Do you know the basics of tort law? What

property factors increase your risk and that of the owner? This is a two day class and just one section — Controlling Risk — can provide you with all the information you need for a luncheon topic.

If you don't have the resources to send out owner newsletters, you can still do a short memo to owners and send it out with the statements when major changes in your process or in the law occur. For example, when Megan's law was passed, if you had sent a quick note to owners —explaining the additional service now provided — this would have reflected positively on you. Did you go to a new phone system as a result of



President 2001

Buon Giorno!

Greetings to the hard-working property managers and a special "hello" to the Affiliates who support our NARPM members and the NARPM association.

As you are reading this President's Message, I am on a "real vacation." Yes, with all the traveling I have been doing as president of NARPM, I am actually out of the country on vacation. I am traveling through Sicily, the Aeolians Islands and the Amalfi Coast for two solid weeks. This was a vacation I had planned to take just after chairing the New Orleans Convention and being installed as your National President last September. So now I am in *Italy*.

For those of you who hesitate to leave your business, you will find that upon your return almost everything is the same. I have found my staff to make some better decisions when I am not there to be their crutch. Almost everything is there just the way you left it. So plan that vacation, plan to attend a state or national convention. In other words COME TO KANSAS CITY. Just go.

During the month of May, I had the opportunity to attend the annual FARPM convention for the third consecutive year. The FARPM members said a great big "thank you" to Matt Schall, MPM®, for all his hard work as their FARPM president. I had the pleasure of installing the new officers of FARPM with my good friend, Fred Thompson, PPM, at the lead. Fred and I served on the national Membership Committee for several years together. Congratulations to Fred and the entire 2001/2002 FARPM board.

The month of June has been designated "Education Month." One of NARPM's strong missions is to provide continuing education to its members by offering classes and expertise throughout the country. National Board Director and Education Chair Sylvia Hill, MPM®, and Education Vice Chair Sally Backus, MPM®, have led the way with their committee. Their commitment and diligent efforts are making this a fantastic year of educational opportunities to our members. In addition to the Education Committee, I would like to recognize and thank our dedicated and truly wonderful instructors of the PPM/MPM® classes and conference workshops. It is the sharing of their vision that continues to make the NARPM members the *best* they can be. Through their steadfastness, professionalism is shared, ideas are exchanged, and the learning process continues.

If it has been a while since you have taken a PPM class, come back and attend one under the retake price of \$100. If you earned your MPM® designation prior to the MPM® classes being made available, you too can take an MPM® class for a similar discount. If you are a new member since January 1, 2001, you will receive a \$100 discount off your first PPM class.

Educating our staff and ourselves makes us the true professionals we all strive to be. You must continue to invest in your employees. Send one or more to Kansas City, and I guarantee you will get every bit back in return.

Learning and education is the key to our success!

Happy Summer,
Ciao, Arrivederci



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School of Hard Knocks

By Susan Albern

How many of you are graduates of the School of Hard Knocks? The interesting thing about this School is that there is no terminal degree like a PhD — the highest possible formal degree of learning. We keep on learning even past the point of maximum education. Like most of you, I've had some great professors — like the tenant professor who stated on his application some years ago that his dog was a terrier (which I figured meant the Yorkshire variety only it turned out to be the American Pit Bull kind).

Since my initial matriculation into the School, I've had marketing professors who have taught me how to identify and target better owners and tenants; law professors who have taught me how to minimize losses, collect bad debts, and enforce leases; and accounting professors who have taught me how to shine in the face of an audit. Science professors have taught me how to isolate and prove tenant-caused damage, and English professors have taught me how to write a better lease...wait, is "Legalese" English? Okay, that's a rhetorical question. Nonetheless...

I have had finance professors who have taught me how to buy rentals and what ROI means, economics professors who have taught me the parameters of what to charge under what circumstances, philosophy professors who have taught me that there *is* logic in this business (contrary to popular belief), and mathematics professors who have taught me to algebraically determine when I must leave for a showing so that I am there on time *even if* a train is headed in the opposite direction traveling two mph, backing up three times and blocking my path.

All of this was *after* I had theoretical professors teach me all of the above *before* I was allowed to have a sheepskin that *proves* I was prepared for the *real* world. Real? What is Real?

This is real — it's a dog-eat-dog world out there, and your competitive edge comes from your knowledge and expertise. Property management has evolved to a point where investors truly need professional management to prosperously navigate the intricacies of the rental industry. From tenant selection to

security deposit disposition, from lead-based paint to tenants who faint, from parking to barking, from lease enforcement to law enforcement, from broken pipes to tenant hypes, from investment planning to nude tenant tanning...our business is as complicated as a mine field and there are no maps because the field changes daily, *and* because the location of your field is different from mine, *and* some of your mines are different from mine!

As a businessperson, you should be asking, "How do I achieve knowledge and expertise without the eternal lessons and infinite costs from the School of Hard Knocks?" Today there are organizations like NARPM that provide superb opportunities to gain knowledge thus increasing your competitive edge while minimizing hard knocks. The NARPM professors bring with them from the trenches of property management not just theories, but real experiences and policies and procedures tested on the streets.

In February, I participated in the MPM® Risk Management class. Talk about an education on land mines! I have come to think of David Holt, the instructor of this class, as the property management equivalent of a munitions expert! I have also shaved some lessons off my

curriculum in the School of Hard Knocks because I have learned from David and the other students in the class who shared their experiences and ultimately helped me identify some more of the mines that lay hidden in the property management field.

If it sometimes feels like you're wearing a Milkbone collar in this dog-eat-dog world (to paraphrase a one-liner from the character "Norm" in the TV sitcom "Cheers!"), take heart. The reason you get this newsletter and have access to so many excellent classes is because you were smart enough to join NARPM. Obviously you want to minimize the hard knocks, maximize your expertise, and reach your fullest professional potential. Or perhaps you simply want to get to the other side of the minefield with your sanity intact!

Susan Albern is the owner/broker of Rocky Mountain Property Management, Inc., in Loveland, CO.



Practical Education continued from page 1

a technology class? Tell your clients how you are improving your office to be more effective for them.

Personally, I could very easily become a professional student — I love to attend classes and learn what is new and what can be used to enhance our office. The harder part, for me, is to put the lessons into a practical application. Take two or three ideas, at the most, from the class or convention and put a plan in place to implement the change. This keeps the task from being overwhelming and gives you an immediate payback for your outlay of time and expense.

Education certification classes, conventions, and local chapter meetings are intended to provide you with the information you

need to become more professional and expand your knowledge. The courts have found that you can be liable for what you 'do not know.' The court looks at you as an expert — become one!

Sylvia L. Hill, MPM®, is Director of Real Estate Services for H.M.S. Development, Inc., CRMC®. H.M.S. manages single-family homes, townhomes, condos, and small investment properties. She is a Past President of the Santa Clara Valley Chapter of NARPM and was Treasurer of the Women's Council of Realtors. She joined NARPM in 1994 and has served on the Membership and Certification Committees. Sylvia is currently the Chair of the Education Committee and has served on the National Board of Directors since 1998. She currently resides in Morgan Hill, CA, with her husband.

Connecting to the Internet

By Mr. Internet

Last month, we covered the basics of connecting to the Internet and determined that DSL is the best way to do it. This month we'll take a look at the different flavors of DSL, how to get setup with DSL, and the alternatives available to you if DSL is not available at your home or office.

A Whole Family of DSLs

The family of DSL technology is broad and diverse. DSL has more children than the woman who lived in the shoe, but they all boil down to two technologies: one that travels the same speed in both directions (synchronous) and one that travels faster when downloading than when uploading (asynchronous). Surfing the Web, downloading files, and the like all tend to be actions requiring a faster download than upload, so it makes for better Internet use to get asynchronous DSL, or ADSL.

However, the enhanced speed comes with a price, and that price is distance. The faster bits and bytes tire out quicker, so you have to live closer to the switching station in order to be able to receive ADSL. If you do live close to the switching station, the ideal flavor of ADSL for you is RADSL — Rate-adaptive Asynchronous DSL. This type of DSL will automatically adjust the speed of the connection based on the strength of the signal. So, an RADSL user may get a fast connection under ideal circumstances, but under less than ideal circumstances, they can still at least get some connection. It doesn't leave a user out in the cold when they are further away than ideal, or when line conditions or other factors wreak havoc on the connection. Make sure, when ordering RADSL, that your provider guarantees you a minimum speed. You don't want to end up with a connection where the speed is consistently adjusting itself, and it adjusts itself to be slower than the modem that you replaced!

Ordering DSL

The process of ordering DSL and having it installed has received some bad grades lately. Phone companies are still in "experimental" mode and do not often have trained technicians or the proper equipment to expedite DSL orders. Companies that compete with the local phone companies often have their hands tied, as they need to rent the phone line and space from the local phone company, and the phone company does not always play nicely with their neighbors.

Choosing which company to go with can be daunting. However, no national company has yet emerged as the leader in technology or customer service, so you are generally safe choosing the lowest bidder with a good reputation who promises a guaranteed connection speed and installation time that you are happy with. There is, however, a new breed of company out there that serves to stand between you and the telecommunications provider. This type of company helps you determine the best solution, orders the service for you, oversees the installation, and serves as your point of contact for customer service and technical support issues. This company provides DSL (and often other) services from varying companies and receives their money from the DSL companies themselves, costing you nothing. Firetap Communications is one such company that specifically serves the real estate industry.

When you order DSL, try to pin the company down. Depending on where you live and the competition in your area, the DSL companies may be fast or slow, and may make commitments or may be resistant to committing to a guarantee. Make sure that the DSL company has disclosed all of the information to you, including the type of DSL, the minimum speed, the installation schedule, and the equipment and/or phone lines that you will require to complete the service. While many DSL companies will provide the DSL modem to you free of charge and allow you to use your existing phone line for DSL, you need to be cautious. You may be required to add up to 2 additional phone lines, and pay up to \$600 for the DSL equipment you require, depending on the company, the DSL type, and the specific package that you purchase! If you find that your DSL company is requiring extra phone lines and the purchase of expensive equipment, shop around — you may find a competitor offering a much better deal.

Expect to pay \$40 to \$100 monthly for a DSL connection at home, and \$80 to \$200 for one at work. Realize, though, that standard DSL does not require its own phone line, so you will be able to eliminate the line that you had been using for your dialup. When you order DSL, make sure that the ISP service is included, or that the price is apparent. ISP service is required, but is often sold separately to make the cost of the DSL look lower. The cost of the ISP service is typically \$20 monthly. If somebody is selling you DSL service without the ISP service, take \$20 off the above recommended prices, and make sure you can find somebody to be your ISP with a DSL connection. (ISP service was explained in last month's article.)

Alternatives to DSL

You may find your home or business does not qualify for DSL. This means you are too far from the switching station to receive a good signal. Your first step may be to try a different company. Different companies have equipment in different switching stations — just because you are too far from one does not necessarily mean that there is not another one that may work. The second option is to look at a different type of DSL — synchronous DSL (SDSL) will often reach up to twice the distance of ADSL, but the company may not tell you about it. Be careful, though — it can cost more, require an additional phone line, and require expensive equipment.

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A Tribute to NARPM Education

Testimonial

By Susan E. Melton, PPM

I earned my PPM designation in September 1995. Mark Kreditor taught one of the classes I attended around that time. He handed out a sample press release and suggested we send a press release to every newspaper we could think of, announcing the recent acquisition of our PPM designation. I did and was rewarded with a tiny write up in one of our regional newspapers. Disappointing! The larger paper the Rocky Mountain News didn't even acknowledge my fax! I contacted the Rocky Mountain News and asked who was in charge of the real estate section. I was given a name and faxed my press release to her. To my surprise, Jeanne Thorne contacted me, interviewed me and published a great article about my business — complete with a picture of Denny Snowden and Kit Garren presenting me with my PPM designation at the NARPM Convention in San Diego. Several new accounts were a direct result of that article and I still send copies of it to prospective new owners. Because, the article is dated December 1995, it is getting a little dated, so I better get started on my MPM® designation!

Testimonial

By Mark Kreditor, MPM®

My professional designations are the greatest investments I have ever made. My business has grown ten-fold since obtaining my PPM in the early '90s. The greatest benefit of NARPM is forcing us to be the very best we can, and through these designations, we reach new heights. I'm personally most proud of the CRMC® designation that recognized the professionalism of my entire office. Our industry is all about being attacked for unprofessional actions when NARPM members are probably more professional than the rest of the industry. NARPM professional designations set us apart from the pack to no longer focus on fees but on superior service.

Deadlines for Residential Resource

- AugustJune 15, 2001
- September/OctoberAugust 15, 2001
- NovemberSeptember 15, 2001
- DecemberOctober 15, 2001
- JanuaryNovember 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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Operating a Maintenance Company

By "Rocky" Maxwell, MPM®

This article is about the MPM® Series Course on "Operating a Maintenance Company"; I worked with John Mangham, the author, on the development and revision of this MPM® course from 1996 to 1998. This advanced course is for those NARPM owners/managers interested in an in-house maintenance company.

This in-depth course provides guidelines for those considering a profitable value-added service to their property management business. The specific objective for the students include the following:

1. developing knowledge and being able to evaluate whether to start a maintenance company and if so, choosing an entity;
2. identifying policies and procedures for the maintenance operation to effectively operate and control its activities;
3. understanding the basic accounting processes and procedures to minimize clerical and administrative tasks while providing feedback to run the company;
4. determining a suitable personnel complement to operate the maintenance company;
5. conducting the day-to-day administrative affairs of the business to provide a basis for profitable results;
6. maintaining inventory, accounting for it, and disposing of scrap or excess materials;
7. outlining reporting requirements for effective understanding of the daily, weekly, and monthly results of the business;
8. evaluating the results of the reporting to take effective action in problem areas;
9. preparing the solution to a case study which will bring hands-on analysis of operating statements and training of the specific topics discussed during lecture and class discussion.

This MPM® course is offered on a limited basis to those serious about the Dos and Don'ts of this type of service. It will focus on running the business for profit — not how to do repairs. After completing this course, the manager should be able to evaluate whether to start a maintenance company, how to operate an existing company more effectively, and how to control a maintenance company.

This course is offered on a reservation basis only and is now open for enrollment with the course being scheduled for the Annual Convention in Kansas City in September 2001. If you have ever thought about starting your own maintenance company, contact NARPM Headquarters to reserve your place now. The course will be taught by "Rocky" Maxwell CPM®, MPM®, the senior instructor for this MPM® course.

"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 and continues to be very active in teaching at conventions and writing articles for the Resource.

Education Via the Internet

By Terry Hull, Sr.

NARPM's future may depend upon how we deliver educational services to our membership. At present the majority of courses are taught some distance from the consumer. This means that individuals who want more training have the expenses of travel, hotel, and food. However, the biggest problem could be leaving their business without enough support.

The solution to these apparent concerns is to bring all educational courses to the members via the Internet. Universities throughout the world are already applying this concept to their curricula. It would be relatively easy for NARPM to emulate their instructional methods. The benefits to the prospective student are obvious — less travel, reduced expenses, and availability at the consumer's convenience.

The advantages to NARPM are also significant. By making our training sessions easier to obtain, we should enjoy increased participation. Classes could be revised regularly when appropriate. Certainly, the possible topics could be greatly expanded. In

addition, courses could be modified to reflect the differences in various state regulations.

By re-using the course work, we should reduce the expense for instructors, facilities, and materials. If we passed these savings on to the students, the price would be lower; consequently, more individuals would use our training.

By making all course work available throughout the United States, we can become the dominant rental management association even in areas where we presently have no representation.

Dr. Terry Hull, Sr., President and CEO of Property Management Experts, has a Doctorate in Educational Administration and over 39 years of experience in the real estate industry. PME is a full-service property management company managing 2,500 homes, duplexes, and

apartments. Terry also is a developer and has renovated several apartment complexes specifically for low-income housing for seniors and disabled clientele. Terry can be reached at terrysr@prop-mgmt-experts.com.



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NARPM Bargain

Ozone kills odors like smoke, mold, ethnic cooking and cat urine. These odors prevent you from renting homes and apartments. In most cases you can use an Odor Free ozone generator unit and the odor disappears overnight. Just plug it in and wait. You can rent your ozone unit to your clients and help recover the cost of its purchase. The only thing standing in the way of your purchasing a machine may have been the high initial cost.

Odor Free N.W., Inc. has solved this problem. It has acquired an assorted selection of these machines at a discounted price. Odor Free N.W., Inc. will share its good fortune by passing on this discount to NARPM members. All of the machines are brand-new and fully guaranteed. When the special discount machines are sold, prices will revert to the list price.

The below table shows the model together with the list and discount prices. The smaller units are useful for deodorizing small apartments and houses. They can be used to fight cigarette smoke in smaller spaces. The larger units are used to fight major stinks. Orders will be sent on a first come basis. Visa and Master Card accepted. Please include your card number, expiration data, daytime telephone and signature. For fastest service, FAX your order to 425/672-2530.

Model Number	Description	Suggested Retail	Sale Price
AOG-3111	Room size, up to 2,000 sq ft.	\$459.00	\$359.00
AOG-3142	Small home size, up to 3,000 sq ft.	\$499.00	\$399.00
AOG-5242C	High output commercial unit, rapid clean-up action	\$799.00	\$699.00

Thank you,

We look forward to hearing from you!

Rose Thomas, MPM®, Editorial Chair



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

My roots in this profession extend through three generations of women to my maternal grandmother. Soon after immigrating from Italy, she began purchasing properties in a college town and leasing them. Mom and dad followed suit. Mom had her real estate license and managed residential property, and I have vivid memories of helping to clean units

in between tenants. My parents chose me, one of seven children, to major in business in college, hoping I'd carry on the family tradition. Instead I became a teacher. Sadly, Mother died in 1978; while in mourning, I did much reflecting on her life. In 1980, bolstered by my mother's legacy, I made the decision to quit teaching (a career I loved and had excelled in) and put all my energies into real estate. My husband Ed had founded a real estate sales company earlier that year, and I'd already obtained my real estate license to assist him if needed. Without being conscious of it, I had prepared myself to begin my new career. Some of Ed's sales clients had rental properties that needed a manager, thus Property Management People, Inc., was born.

2. *In what extra-curricular activities are you involved?*

I am passionate about running, however, I temporarily switched to walking to prepare for the 3-day, 60-mile Avon Breast Cancer Walk on May 4-6. By the time you read this, my sore feet might have healed. Snow skiing, reading, traveling, and getting pampered in a spa are some activities I enjoy whenever possible. Being a Eucharistic Minister at my church is very special to me, as is volunteering at my son's school and participating in some of his activities.

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

I always wanted to be a teacher. In high school I decided to follow in the footsteps of my favorite teacher and become a physical education teacher. I taught physical education in elementary school, as well as adaptive physical education to handicapped students. I also taught at the high school level and did some coaching in volleyball and track. Helping others learn and learning from them in return is critical to success. That vital exchange of knowledge remains an essential part of my life and the one aspect of property management I most enjoy.

4. *What is your perceived greatest strength?*

I've always had a keen sense of right and wrong. When I believe in something I give my all to stand by it.

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

When I was just starting PMP, my oldest son Kyle, was only two years old. I wish I had been adamant about carving out quiet time

just for us. By the time my second son came along, I became determined to make family my first priority no matter what. I did and still do!

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

Property Management People, Inc. (PMP) has a Community Association Department (my husband Ed is CEO) and a Residential Property Management Department (I'm President). Together we employ 35 people. The Community Association Department manages about 50 communities consisting of 17,500 units and has four satellite offices. The Residential Property Management Department is in Frederick only and manages about 375 properties, mostly single-family homes and townhouses. PMP also has a small sales department predominantly selling to tenants.

7. *How has NARPM impacted your business?*

NARPM represents VICTORY: validation for those things you do well; inspiration when peers share unique genius; challenge in aspiring to achieve NARPM's highest standards; thrill of discovering those who share your business passion; optimism that springs from being shown appreciation and given recognition; relief in finding others who share your concerns and problems, and who share real solutions; and YES! When you find out how wonderful it is to be respected as a professional, and to be given the leadership you need to reach higher goals.

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

My hope is that our company makes a positive and lasting impression on each of the tenants, property owners, subcontractors, and other members of the local community we work. Through the exchange of knowledge and maintenance of high standards, we hope to continue to raise the quality of service we provide while increasing the number of clients. We are just beginning the process of obtaining the CRMC® designation and feel exhilarated about working toward this very concrete and honorable goal.

Rose G. Thomas, MPM®, received her Bachelor of Arts from Shepherd College in 1976 and taught physical education in Maryland schools for several years. In 1980 Rose founded the residential management department of Property Management People, Inc., (PMP) and currently manages about 375 properties. A member of NARPM since 1995, she earned her PPM in 1998 and MPM® in 2000. After serving as Vice President of the Maryland Suburban Chapter of NARPM, 1999-2000, Rose became the current president. She is also currently Chair of NARPM's Editorial Committee for the Residential Resource, and an elected member of NARPM's National Board of Directors. Rose, who is active in her church and in raising money for breast cancer research, lives in Frederick, MD, with her husband, Ed Thomas, CEO of the Community Association Division of PMP, and son Chase Thomas, aged 11. Her other son, Kyle Thomas, is a junior majoring in design production at the North Carolina School of the Arts.

Kansas City Mob Getaway

By "Rocky" Maxwell, MPM®

The 2001 Annual Convention in Kansas City will have a Gangster/Mob theme. The theme was chosen in part for the Gangster/Mob history that Kansas City earned in the 1930s through the 1950s.

Kansas City mob activity at that time included the infamous "Kansas City Massacre" on June 17, 1933. The shoot-out between the FBI and Gangsters occurred at the Union Station located next to the NARPM Convention Hotel in Kansas City. You can still see several bullet holes in the stone-wall entry.

A special off-site Gangster tour event will be available to attendees. Join President Melissa Prandi on Tuesday afternoon, September 18, 2-4:30 pm, for a narrated bus tour of Kansas City's old gangster sites, the history of their infamous gangster-land, and a city section of fine homes. If you like history, you don't want to miss this tour.

The NARPM mob family is set to meet in Kansas City on September 19-22, 2001. The bosses of all the families will be in attendance. Some of the infamous NARPM attendees will include



Melissa "Capo Di Capo" Prandi, Mike "Easy Money" Mengden, Ray "The Enforcer" Scarabosio, Chris "The Consigliere" Hermanski, Bob "Big Shoes" Machado, Mark "The Lip" Kreditor, "Fast Eddie" Davis, Dave "Master of Property Mayhem" Holt, Rocky "The Godfather" Maxwell, and Roy "The Fixer" Bohrer to name a few.

The NARPM mob getaway will include classes on "How to Keep the Law off Your Back."

Just a word to the wise, Ray "The Enforcer" Scarabosio will be checking the attendee list, and he may make you an offer you can't refuse! See Convention discount offer in the February article or call NARPM.

Register today! The preregistration is ahead of schedule with many sign-ups at Denver Midyear.

NARPM has a limited room allocation, so don't miss this informational and fun annual event. Plan on "Goin' to Kansas City."

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

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visit the NARPM Web site

www.narpm.org

Maryland Suburban Chapter

By Cindy Van Mater, MPM®

The Maryland Suburban Chapter of NARPM sponsored a 3-hour continuing education class January 17, 2001, on Effective Tenant Screening. Robin Guidara, National Director of Training and Tenant Account Records for the First American Registry, Inc., a national tenant screening and credit reporting firm, presented the seminar. Twenty-seven people attended, both licensees and nonlicensees.

Robin was extremely knowledgeable and made a great presentation on interpreting a credit report, court records, how to verify information, detecting fake documentation, red flags, the Fair Credit Reporting Act, and much more.

Feedback from attendees was very favorable, and the chapter made a nice profit by charging a modest fee for the course. It was held at the local Frederick County Association of REALTORS classroom with a light buffet lunch served beforehand. This seminar was so successful that we plan to sponsor more classes in the future using qualified instructors from NARPM.

Kitsap County Chapter of NARPM

By Meredith Anderson, President, PPM

Kitsap County Washington cosponsored a "Landlord/Property Manager Training Program" with the Bremerton Police Department. Property managers, realtors, and individual landlords learned what signs indicate drug problems exist in a rental or in the neighborhood. Corrective actions and preventive measures were reviewed. Thirty-seven people attended the class, which enabled the Kitsap Chapter to receive continuing education credit, recruit new members, and earn money for our treasury. In May, Kitsap Chapter offered an expanded version of the popular "Tips of the Trade" seminar from the New Orleans convention. Bill Jackson, PPM, taught a three-hour version for continuing education credit.

Santa Clara County Chapter of NARPM Awards Scholarships

By Barbara Campbell

If you have ever been to a National Convention, you've enjoyed the 50/50 raffle held at the luncheons. Our Santa Clara County Chapter has its own 50/50 raffle each month. As our members purchase tickets, they sign their names on the back. Tickets are drawn monthly to decide winners of door prizes, many of which are donated by affiliate companies. NARPM members and affiliates are also eligible to win 50% of the proceeds from the raffle. The typical cash prize is about \$100, just enough to add an element of excitement to each meeting.

Twice a year a ticket is drawn from the saved tickets to win a \$200 scholarship. Through the years several of our members have attended PPM classes with the scholarships awarded from the 50/50 raffle.

NARPM Road Show — Chapter Seven

By Andrea G. Caldwell, MPM®

CHUGGA CHUGGA CHUGGA. The NARPM train has been rolling far and wide “Sharing the Vision” and hooking up new cars (chapters) every month. The mission is to reach as many property managers in the United States as we can and spread the word about this association and the professionalism of property management. Our new members will grow, since the excitement and fun of what we are doing is contagious!

Chapter excellence should be every local chapter’s focus. Chapter leaders will have received the application for the Chapter Excellence Award in their June mailings. This is when the year’s programs and projects all come together in an opportunity for national recognition. We would be thrilled to have the stage over-crowded with chapters receiving this award in Kansas City!

The Road Show is being welcomed heartily into New Mexico this month. The Albuquerque chapter is hosting the Membership

Committee in a revitalization meeting and also organizing a new chapter meeting in Santa Fe. The National Board of Directors is also meeting outside of Albuquerque, so New Mexico will be NARPM-sized to the max by the end of the month! We would love to come to your state, too. Call us and watch the tracks for the NARPM train to roll into your town.

As of this writing, NARPM will be welcoming more than 10 new chapters into the organization at the Kansas City convention in September. If you are in an area where you would like a local chapter to get started, please get in contact with us. Next month is Membership Month. Contact the

Road Show. It is not too late; we have dates still available to schedule a whistle stop and watch your group come alive.

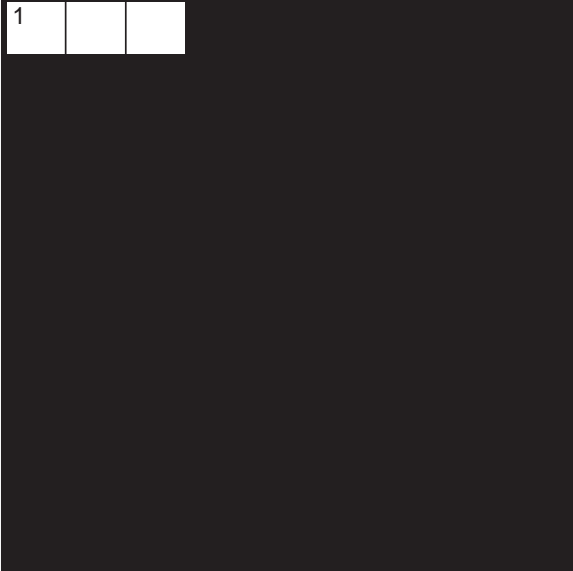
Better yet, become a member of this dynamic movement by contacting Andrea G. Caldwell, MPM®, Membership Chair, at agetto@aol.com or 408/978-8100.



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Welcome New NARPM Members

The following is a list of new members from April 1, 2001, to April 30, 2001.

Karen Ahrens
Property Associates Management
12012 Sutton Way
Grass Valley, CA 95945
530/477-4328

Ken Kinared
The Lewis Group, Inc.
PO Box 36163
Tucson, AZ 85740
520/322-000

Angela Allen
Premier Property Management
1000 N 9th Street, Ste. 2
Grand Junction, CO 81501
970/245-1133

Lois Moore
L. Moore Property Management, Inc.
14523 SW Westlake Drive
Lake Oswego, OR 97035
503/639-4478
lois@lmooreinc.com

Mary (Liz) Arellano
Benchmark Realtors
11204 Montwood
El Paso, TX 79936
915/593-7218

Hardy Mattu
Florida Preferred Property Group, Inc.
1434 Londra Lane
Kissimmee, FL 34744
407/846-8770

Donna Beavers
Arvida Realty Services
211 E Colonial Drive
Orlando, FL 32801
407/841-6060

Patricia A. Porter
First Realty of Dunnellon Inc.
11383 N Williams Street
Dunnellon, FL 34432
352/489-3377

Linda Bilderback
Rental Relocation, Inc.
281 South Atlanta Street
Roswell, GA 30075
770/641-8393

Ruth Saddler
Saddler Management Company
2131 Pleasant Hill Road #148
Duluth, GA 30096
678/377-0508

Kathy L. Brinkley
K & B Property Management
2700 South Fort Hood St., #G
Killeen, TX 76542
254/519-4417
KBPropertyMgmt@CS.com

Brenda Schwartz
Citadel Properties & Management
20501 Venture Blvd., #311
Woodland Hills, CA 91364
818/992-4896

Jim Felix
Property Management Specialists
9974 Scripps Ranch Blvd., #28
San Diego, CA 92131
858/566-9385

Mary Tamosiunas
Greater Savannah Realty
6349 Abercorn Street
Savannah, GA 31405
912/352-1222

Theresa Welch Fordham
1st Choice Real Estate
3643 Red Cloud
El Paso, TX 79936
915/629-7355
theresawf@aol.com

Ken Thorne
Thorne Realty Services
5714 Folsom Blvd. #135
Sacramento, CA 95819
916/456-5040

Scott Gibson
May & Associates
6650 N 47th Avenue, Ste. 1
Glendale, AZ 85301
623/931-8858

Wayne Wilkerson
Call Us Property Management
10901 MacArthur Blvd., Ste. 206
Oakland, CA 94605
510/569-9072

Don T. Golden
Garvin, Inc. d/b/a Garvin Property Mgt.
8400 Abercorn Street
Savannah, GA 31406
912/925-7777

Cheryl Williams
C. Starr Realty, Inc.
9350 Dyer, Ste. Q
El Paso, TX 79924
915/759-0025

The Rules: Drafting and Enforcing Policies in Compliance With Fair Housing Laws — Part I

By Judy Cook

This is the third article in our regular series on Fair Housing Issues. NARPM recognizes the importance of adhering to Fair Housing Law and encourages all members to conduct ongoing discussion and maintain vigilance in this important aspect of our business. Toward this end, we encourage you to submit your questions and comments on Fair Housing issues and watch future publications of the *Resource* for response and discussion.

As professional property managers, we recognize the importance of implementing rules, regulations, policies, and procedures for the protection of our clients, our renters, and ourselves. How often do we view those policies with the eyes of the consumer? How often do we consider Fair Housing Law when implementing our policies? This three-part article will explore the implications of some of the most common concerns of property managers when drafting and enforcing rules and regulations with their residents.

“A man’s home is his castle.” These are powerful words for most Americans. Whether we rent or own our homes, as a society we recognize the importance of having a home to which we can retreat from the pressures of daily life; a place where we feel safe and secure. For renters, this security can be threatened by unreasonable intervention of the landlord. Once our security is threatened, we begin to question the motives behind the perceived threat. The policies and rules imposed by the landlord are often a source of Fair Housing complaints by renters.

When drafting rules and policy, consider the purpose for the rule. Is the rule intended to preserve, protect, and enhance the property value? Is the rule intended to promote peaceful enjoyment of the property? Does the rule apply to all renters? Is the rule logical? Does it address a specific problem with a specific solution that is rational and fair? Above all, does it employ common sense?

Occupancy Restrictions

Many property managers restrict the number of people who can live in a home. The justifications for occupancy standards are numerous, and on the surface, the policy may appear to be fair applying to all residents. However, numerous Fair Housing complaints have been filed as a result of occupancy restrictions which had the effect of discriminating against families with children.

State and Municipal Restrictions

The Federal Fair Housing Act does not prohibit state and local entities from adopting restrictions on the number of people who occupy a dwelling. The Act allows “reasonable” governmental restrictions on occupancy as long as they apply to all occupants and do not

discriminate on the basis of race, color, religion, national origin, sex, familial status, or handicap. HUD, the federal agency charged with administering the Federal Fair Housing Act, has never adopted occupancy standards. There is nothing in the Act that indicates an intent to develop such standards. This has been a source of concern for housing providers for many years. Many of us have urged HUD to develop guidelines that would, in the absence of state or local regulations, dictate a maximum occupancy level.

HUD takes the position of encouraging states and localities to become active participants in the effort to promote achievement of the goal of Fair Housing. While HUD has developed

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Property Manager’s Source

You Make the Ethics Call

By Rick Ebert, MPM®

Investor A took a job out of state and hired Property Manager B to manage his home and secure a renter in accord with the agreed-to terms outlined in a written agreement. After a long period, Investor A returned to the city and drove by the property. To her astonishment, she found an Open House sign in the yard, with no representative in the home. Neighbors informed Investor A that they never noticed a representative of Property Manager’s B firm ever to hold an open house. Upon further investigation by Investor A, she discovered that the home had been advertised as “Vacant,” and that the key to the home was kept under a flower pot at the front porch. Prospective renters calling on the ad were then directed to the “hidden key” and informed to let themselves into the home.

Investor A files a complaint stating that Property Manager’s B actions did not have her best interests in mind. Property

Manager B states that the practice of hiding a key on the property for showings is a common practice in their community.

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

“The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client.” The property manager’s practice of hiding a key on the premises, coupled with disclosing the key’s location to strangers, was a practice inconsistent with the property manager’s duties to his client.

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

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Computer Source *continued from page 4*

If you cannot get DSL, you may want to look into a cable modem. A cable modem uses your cable TV connection to send an Internet signal. While cable modems are generally fast, you are sharing your connection with your entire neighborhood. This means that if you are trying to get on the Internet while junior across the street is busy playing his online game, your connection may slow to a snail's pace.

A third alternative, becoming increasingly popular, is the wireless microwave connection. With this type of connection, a microwave signal is beamed from a central tower to a small receiver dish on your roof. This is ideal for areas with poor cabling or areas far from the central switching station. Wireless broadband, as it is called, is growing faster than DSL in some markets but is still in its infancy.

Deserving mention, but not much, is the satellite connection. Satellite services aren't growing the way that we were told they would, largely because better technology is replacing them. A satellite connection requires a phone line connected to the Internet, and is not as reliable as many other services. However, if the choice is between a 56k dialup connection and satellite, go for the satellite!

By now you are an educated broadband (high-speed Internet) consumer! Next month we'll discuss protecting your "always-on" connection from hackers and setting up multiple computers to share a high speed Internet connection.

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

Ambassador Program

April 2001 New Members

Sponsoring Member

Lawanda Corbett, PPM
Robert Fowler, MPM®
Jennifer Franklin
Doug Klein, PPM
Diana Knapp
Wanda May
Raye Mayhorn
Jane Raffety, PPM
Beverly Rodriguez
Tom Stokes, MPM®
Tom Stokes, MPM®
Marcy Walsh, PPM
Steven Weinberg

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Mary (Liz) Arellano
Ruth Saddler
Donna Beavers
Ken Thorne
Ken Kinared
Scott Gibson
Kathy Brinkley
Lois Moore
Cheryl Williams
Don Golden
Mary Tamosiunas
Patricia Porter
Brenda Schwartz

2001 PPM/MPM® Certification Classes

Date	Location	Class	Instructor
June 18	Ft. Worth, TX	PPM Marketing	Mark Kreditor, MPM®
June 18-19	Ft. Worth, TX	MPM® PP&ER	Sally Backus, MPM®
June 19	Ft. Worth, TX	PPM Operations	Mark Kreditor, MPM®
June 20	Ft. Worth, TX	PPM Maintenance	Kit Garren, MPM®
June 20	Savannah, GA	PPM Tenancy	Wallace Gibson, MPM®
June 21	Atlanta, GA	PPM Tenancy	Wallace Gibson, MPM®
June 23	Oakland, CA	PPM Marketing	Raymond Scarabosio, MPM®
July 20	Los Angeles, CA	PPM Marketing	Raymond Scarabosio, MPM®
July 20	Pensacola, FL	PPM Tenancy	TBA
August 8-9	San Jose, CA	MPM® PP&ER	TBA
August 9	San Jose, CA	PPM Operations	TBA

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

	Preregistration*	On-site†
PPM Classes		
Member	\$195	\$225
Nonmember	\$250	\$280
MPM® Classes		
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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Name of class	Class Date	Cost
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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.



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The Rules

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occupancy guidelines for use by participants in HUD housing programs, these guidelines are designed to apply to the types and sizes of dwellings in HUD programs, and they may not be considered reasonable for dwellings with more available space and other dwelling configurations than those found in HUD-assisted housing.

Landlord Restrictions

There is no basis in Federal law to conclude that Congress intended that an owner or manager of dwellings would be unable in any way to restrict the number of occupants who could reside in a dwelling. Thus, HUD takes the position that in appropriate circumstances, owners and managers may develop and implement reasonable occupancy requirements based on factors such as the number and size of sleeping areas or bedrooms and the overall size of the dwelling unit. Be aware, however, in connection with a complaint alleging discrimination on the basis of familial status, HUD will carefully examine any such nongovernmental restriction to determine whether it operates unreasonably to limit or exclude families with children.

The Keating Memo

In 1999, HUD issued a statement confirming their adoption of the Keating Memo. This document is a 1991 internal memorandum from former HUD General Counsel Frank Keating, which states that an occupancy standard of two persons per bedroom will generally be considered reasonable under the Fair Housing Act. Specifically, the memo addresses the problem of occupancy standards used as a pretext for family status discrimination.

When the Office of General Counsel sent the Keating Memo to HUD headquarters and regional counsel in 1991, Keating claimed that the two persons per bedroom standard was “rebuttable.” The memo also said that HUD officials should not use this standard alone to decide whether a landlord’s occupancy standards are discriminatory.

HUD has listed several other factors that investigators will use to detect whether an occupancy policy is reasonable. They include the size and design of rooms and units, the ages of a family’s children, and the state and local ordinances dealing with occupancy in the locality where a Fair Housing complaint has been filed.

Even in cases where a landlord’s occupancy policy is reasonable under the Fair Housing Act, HUD will consider evidence that shows the landlord has made discriminatory statements, set different rules for children than adults, or taken steps to keep families with children out of a certain property. HUD will also pursue claims against landlords who enforce a reasonable occupancy standard against families with children and not against groups of adults.

The Bottom Line

Clear as mud? It is to many of us. As a result of the lack of concrete guidelines from HUD in this area, many of us have elected to adopt guidelines similar to, yet less restrictive than, those indicated in the “Keating Memo.” Some property managers use a standard of two people per bedroom, plus one extra person per household. Keep in mind, however, if the dwelling is exceptionally large, or would easily accommodate additional persons, this policy could easily be challenged if a complaint were filed and investigated.

The bottom line in the area of occupancy restrictions is consistency. If you elect to adopt an occupancy standard, make sure that it is reasonable and evenly enforced with all renters.

Next month, we’ll explore other policies which could be perceived to be discriminatory in nature. Remember, this forum is for you. If you have a Fair Housing question or concern, please share it with our membership. E-mail Judy Cook at judy@cookcompany.net with your questions, and watch the *Resource* for discussion.