

# Residential Resource

The Newsletter of the National Association of Residential Property Managers

November 2001

## HIGHLIGHTS of this Issue!

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



## The True Test of Civilization

November's *Residential Resource* is unprecedented. It is the first issue with a cover piece addressing a direct attack on our country. Let us hope it is the last such issue. Graced with the following eloquent and touching remarks of NARPM's leadership, this month's cover story focuses on their decision to postpone the convention, as well as on their personal reactions to the attack. Ironically, this issue is also unprecedented in its intimacy — expressed in these paragraphs, as well as in Andrea Caldwell's moving poem.

Writing today, on September 27, it is hard to predict how America will feel by early November. Will we have suffered more, possibly worse, attacks? Will our troops be in the throes of an engagement on foreign soil? Will the economy be mired in recession? If November arrives without further incident, will we still need to talk about September 11? Or will we prefer to try and forget? Will the true spirit of Thanksgiving come alive in our country? Or will our hearts and minds be given over to a football game? What will November's mood be?

Our educated guess is that NARPM members will want to understand how the attack impacted the leadership of their association. In their own words, our colleagues remind us of this nation's tremendous goodness, and of the hope and strength that will help us endure. They counsel us to take solace: in our faith, as well in the courage we find within ourselves and through our deep connections with our loved ones, our

friends, our communities, our colleagues, our associations, our fellow citizens, and our country.

Ralph Waldo Emerson, American poet, essayist, and philosopher said, "The true test of civilization is not the census, nor the size of cities, nor the crops — no, but the kind of man the country turns out." Our country's reaction to the terrible attacks of September 11, 2001, speak well of our civilization — we're brimming with heroes. The hardest part of the test will come with the passage of time, when many more of us may need to find the hero within. The words that follow allow us to glimpse the ready-hero in each and every one of us. Let us pass this test with flying colors!



After weighing the facts and listening to the considerations, there was a strong vote of confidence from all the Board members that delaying the convention was the best decision. One voice in particular hit home to me, that of Rose Thomas who lives in Maryland. Here I am on the West Coast considering if driving would be better or whether it would be safe to fly and possibly get stuck somewhere (inconvenience). Then Rose comes on, and says simply, "Well, we're alive!" Her statement made me think of the other members on the East Coast who would be feeling those same emotions. Out of respect for those members, I believe delaying the convention was the right decision. God bless America.

— Sylvia Hill, MPM®-San Jose, CA,  
Education Chair

*continued on page 3*

## President 2001

Greetings to my friends in the Property Management World,

As I sit down to write this, I realize I am still in a state of shock over the horrific events of September 11. So many lives have changed; so many more will continue to change.

Your National Board of Directors and NARPM Headquarters team made a very difficult decision with our members' best interests at hand to postpone the National Convention. I reflect back today and know that this was the correct decision; we made the right choice.

In October, I was back on an airplane traveling to Jacksonville, Tallahassee, and Pensacola, FL. It was wonderful to get back to NARPM business; meeting new members and spending time with our current leadership and other dedicated NARPM members. In late October, Chapter Membership Support Chair of the Membership Committee, Erika K. Green, MPM®, and I travel to Houston, TX, where we'll meet with current and prospective members in the Houston Chapter, home of next year's NARPM President, Michael Mengden, MPM®.

I am proud to see the *spirit* of our country. It is thrilling to see how many of our citizens proudly display our American flag. It is equally heartwarming to see and hear of so many people pulling together during this tragic time. Our American and NARPM spirit will come together as we all gather in Kansas City, MO, this month. We will watch the *spirit* of property managers renew, as many festive holiday lights surround us.

It is difficult to believe that I will write my last presidential message in December, as I proudly finish serving NARPM and our membership in this capacity.

Counting my blessings,



Melissa Prandi, MPM®  
National President



NARPM President  
Melissa Prandi

### OFFICERS

**Melissa Prandi, MPM®**  
President  
prandiprop@aol.com  
415/482-9988

**Michael Mengden, MPM®**  
President-Elect  
mmengden@terraresidential.com  
713/895-9966

**Christopher Hermanski, MPM®**  
Vice President  
Convention Chair  
Oversight Chair  
chris@mainlander.com  
503/343-0141

**Andrea Caldwell, MPM®**  
Secretary  
Membership Chair  
agetto@aol.com  
408/978-8100

**Peter Meer, MPM®**  
Treasurer  
meerandco@aol.com  
303/322-1550

**Raymond Scarabosio, MPM®**  
Past President  
Nominations Chair  
Finance Chair  
landlordSF@aol.com  
415/379-9035

### DIRECTORS

**Marc Banner, PPM**  
Affiliate Chair  
mbanner@rentalsinboise.com  
208/377-8889

**Wallace Gibson, MPM®, CPM®, GRI**  
Legislative Chair  
CVILLECPM@aol.com  
804/979-9723

**Sylvia Hill, MPM®**  
Education Chair  
sylvianarpm@aol.com  
408/997-7100

**Karen Hull, MPM®**  
Marketing Chair  
khull@prop-mgmt-experts.com  
209/465-5000

**Elizabeth Mowry, PPM**  
Midyear Chair  
emowry@LRECO.com  
303/730-8170

**Thomas Stokes, MPM®, CPM®, CCIM, CAPS**  
Publications Chair  
TStokes@EpiCity.com  
404/713-0202

**Rose Thomas, MPM®**  
Editorial Chair  
rose.thomas@pmpbiz.com  
301/694-6900

**Marcy Walsh, PPM**  
New Member Chair  
marcy@sw-fl.net  
800/488-3393

### COMMITTEE CHAIRS

**Penny Patterson, MPM®**  
Certification Chair  
pennyp@nwlink.com  
253/531-9431

**Erika Green, MPM®**  
Chapter Membership Support Chair  
emailus@questps.com  
817/763-9696 x101

**Rick Ebert, MPM®**  
Grievance Chair  
alpsgmt@prismnet.com  
512/794-8171

**Jean Storms, MPM®**  
Long Range Planning Chair  
jslres@pacbell.net  
916/771-3151

## THANK YOU!

The tragedy of September 11 brought out a lot of support from many of the NARPM members and chapters. Some showed their patriotism by displaying flags in front of their businesses and homes, and others helped by donating to the NARPM/Red Cross fundraiser. Thanks to all those who helped.



NARPM members Karen and Rick Ebert displayed a flag in front of their company, ALPS, CRMC®, Austin, TX.

NARPM HEADQUARTERS  
P.O. Box 140647  
Austin, TX 78754-0647  
Exec. Director: Roy Bohrer  
Exec. Assistant: Sherri Beck CPS

Tel: 800/782-3452  
512/381-6091  
Fax: 512/454-3036  
E-mail: narpminfo@narpm.org  
Internet: www.narpm.org

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# The True Test of Civilization

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My earliest memory of my father is in his U.S. Army Air Corp uniform. I grew up under the flight path of a large SAC Air Force base, played with friends in their bomb shelters, and remember news reports of the Korean war on the radio. I was in Hawaii for the end of the Vietnam war. And, while I realize that “thirty-somethings” might only remember these events from TV, movies, or MASH reruns, it is heartening to remind ourselves that this country has endured for over two centuries. Our nation was born from a desire for freedom. Adapting in whatever way is necessary to ensure that continued freedom is in our human nature as well as our history.

– Wallace S. Gibson, CPM, MPM®-Charlottesville, VA, Legislative Chair

The tragedies of last week were very disturbing. These events have destroyed confidence in the calm and peace we have taken for granted. I have found consolation in my family, spiritual values, and in the examples of the heroes we have seen. The rescuers, renewed patriotism, and the increase of respect for all have brought comfort. My hope is that through these difficult times we can grow in appreciation for one another, and remember to slow down our lives enough to appreciate how terrific and special we all really are.

– Chris Hermanski, MPM®-Lake Oswego, OR, Vice President, Convention Chair

Voting to change the convention dates was an extremely difficult decision. We knew it would affect our association and individual members financially. Also, there was lots of talk about sending the “right” message to the terrorists. A large part of my decision was based on the fact that I could not imagine getting on a plane so soon, and leaving my employees who range in age from 19 to 60-plus. Some of them remember war. Some have never had to face war but are now seeing their kids face it. Some gave blood for the first time. Some went to rallies or candlelight services. For the most part we went to work. Our daily work together gave us strength during a very hard time.

– Elizabeth Mowry, PPM-Littleton, CO, Midyear Chair

An awesome mixture of evil and good has been heavy in our hearts since the tragic attack on our nation. I am reminded of the Peanuts cartoon in which Charlie Brown says to Lucy, “You know, Lucy, that your heart has two parts to it, one is clean and pure and good, and the other side is dirty and mean and evil.” Then Lucy, with a very sick expression on her face, says, “I know, I can feel them fighting in there.” All of us undoubtedly felt the conflict inside of us these weeks, and have seen it so publicly. We have witnessed a national portrayal of so much evil done to us and so much good from people, the daily battle fought in the minds of individuals. Our saving grace is a renewed faith and striving for good over evil, joy over sorrow, living over dying, safety over danger, acceptance over rejection, love over hate, right over wrong. We often “feel them fighting in there;” let us heed this real-life lesson for our time.

– Roy Bohrer-Austin TX, NARPM Executive Director

Early reports said a plane had crashed near Camp David, just minutes from our home. Another report warned that a plane, possibly headed

for Camp David or Fort Detrick\* had been shot down over Pennsylvania. (We later learned some passengers may have heroically crashed that plane, which was likely headed not to Camp David nor Frederick, but to Washington.) For a few hours, we mentally prepared for the very worst, having no idea what that might be. The Friday night after the attacks, thankful to be alive, my 12-year-old son Chase, husband Ed, and I stood in our yard looking up with a mixture of awe, relief, and deep sadness. Our ears filled with a hollow, thumping roar as the president’s four helicopters — closely guarded by F-16s flying so low we felt their wind in our hair — passed over our house on the way to Camp David.

– Rose Thomas, MPM®-Frederick, MD, Editorial Chair  
\*Fort Detrick, the United States Army Medical Research and Materiel Command, is in the City of Frederick.

The decision of the Board to reschedule the convention in light of the attacks was unanimous. Our first priority is the safety of our members. Delaying our decision would have added to the difficulties so we had to act quickly. Headquarters’ staff determined our options with commendable speed and thoroughness. For days after the attacks I felt numb and unbelieving. How could something like this happen here? The president’s address to the nation was a comfort to those who suffered personal loss and a healing to a nation suffering with them. The rallying of the American people has affected me the most through all of this. We are united, we are one people, we are proud of our nation. That is our strength. I received numerous e-mails, from seasonal tenants of mine who live outside our country, offering condolences and support. These emails affected me greatly and strengthened my love of America and what we stand for. I am proud to be an American!

– Marcy Walsh, PPM-Naples, FL, New Member Chair

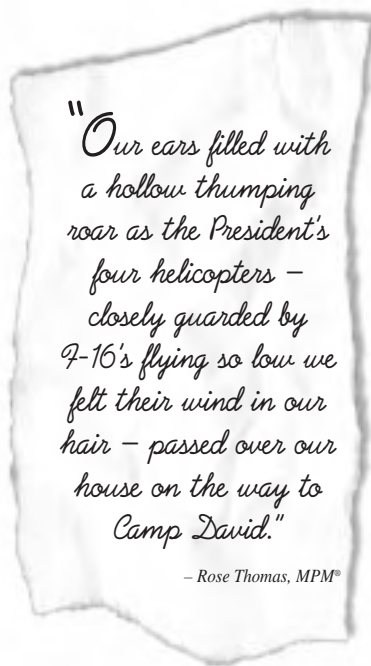
Waking up Tuesday, September 11, was the same old routine punctuated with a contemplation of the day’s activities and how burdened I was feeling. I

was basically feeling sorry for myself! Witnessing the devastation that morning shocked me to the core. This protected little world we enjoy and take for granted went down in a pile of rubble. The sheer terror and feeling of vulnerability left me numb at one level, while I experienced the whole spectrum of emotions at another. This event took the “poor me” attitude and slapped it right out of me. Witnessing our country’s resolve and determination has been inspiring. Watching the president’s address to the nation was the most uplifting experience I can remember. Isn’t it great to be a citizen of the United States? On many fronts, we will reconcile the events of September 11 as a nation. As ordinary citizens, our contribution will be just getting back to that basic routine. However, waking up is not the same. We should all aspire to the greatness witnessed since 8:48 a.m. on September 11, 2001.

– Marc Banner, PPM-Boise, ID, Affiliate Chair



Demonstrate your American fortitude and solidarity; attend the NARPM convention. See the registration form on page 19 for more information. This will be an extraordinary gathering of extraordinary people — we sincerely hope to see many, many of you in Kansas City!



– Rose Thomas, MPM®

# The Week That Wasn't...That Was

By Andrea G. Caldwell. MPM®

At dawn, a ringing telephone, the call exhorting us to turn on the television. The images, unreal, Clancy-like, Hollywood's latest disaster epic. Unbelievable. An airplane flying into the twin towers in New York City. An explosion of fire and smoke and shock.

No, it cannot be.

The week that wasn't...that was.

Surely an accident, until the second appears. Unthinkable until reality dawns. And then the third, assaulting our symbol of military might. People leaping to their death and then the towering inferno soon crashes to the ground, followed shortly by its steel twin.

Is this really happening?

No, it cannot be.

The week that wasn't...that was.

The president, quickly airborne and safe, spirited to an unknown location. Another airplane heroically but tragically brought down. More death and destruction and terror reigns. From our own planes comes attack from the sky and nowhere seems safe. The country with all its might stumbles to a halt, a powerless Superpower.

No, it cannot be.

The week that wasn't...that was.

The next day, heartrending stories of heroes and miracles emerge, hope in the midst of despair. The victims, now real, with faces and families. Shock is overcome with grief. Our country now paralyzed, violated and horrified. Congress unites; the president speaks as still we huddle...fearful, terrorized, and deeply pained. Is it the end of time?

No, it cannot be.

The week that wasn't...that was.

The third day dawns with recordings of the victims voices leaving final messages before their impending deaths. The massive recovery effort moves forward led by the living heroes. Citizens spend hours in long lines to give blood. We shudder at the increasing number of lost lives and grasp our loved ones close. Our president, in tears, reflects our own sorrow but America still stands amidst more threats and fear. Can we really be brought to our knees by these events?

No, it cannot be.

The week that wasn't...that was.

The week's end comes with prayer vigils, hymns of multi-faiths, thousands of flying flags, flickering candles and silence in remembrance. From the ashes of destruction arises a new national unity. Yes, we are diverse. Yes, we welcome many through our borders. Yes, we are at risk by our beliefs in freedom and human rights. From all that, has terror triumphed over this great country? Has hate displaced our brotherhood of generosity and goodness to the world? Have we lost our sense of what it is to be American?

No, it cannot be...and never will.

The week that wasn't...that was.



NARPM Headquarters

# Opinion

By Judy Cook

Greetings, fellow real estate professionals and property managers. Today is September 16, 2001, 5 days after our country was brutally attacked by terrorists in acts of such magnitude that they defy explanation. None of us really knows what events will unfold between now and November. Our country, and in fact, the world, is changing rapidly. This bears saying now.

One thing must remain constant and unchanged for our country to survive this awful crisis. It is the very essence of who we are as Americans. To every one of us, being an American means something slightly different. That is the beauty of it. We are all individuals.

We come from every imaginable race, nationality, and religious background. We are male and female. Some of us have family members in both this country and abroad, spanning several generations. Some of us have mental or physical disabilities, both apparent and hidden. We are all individuals.

By virtue of being Americans, we are entitled to some very basic rights. One of the most fundamental of those rights is our right to

live anywhere we want in this country, as long as we can afford to live there.



Our right to equal housing is so deeply rooted in America's view of itself, that, by law, no one is ever allowed to deny us or to discourage us from pursuing housing because of our race, the color of our skin, the religion we practice, the country or region from which we came to this country, our gender, the fact that we have children, or the fact that we have a mental or physical disability.

As housing providers and industry leaders, we have important responsibilities to our peers, and to the public alike. We are charged with the responsibility to vigilantly defend everyone's right to equal housing, and it doesn't stop there. We must also encourage others to defend and protect that right. Now, more than ever, we must remember to rely on these principles to guide our actions.

*Judy Cook is a trainer and consultant for property managers and other housing providers and has over 20 years' experience managing both residential and commercial properties. She served as a 2-term chair and is now Treasurer for Silver State Fair Housing Council. Judy Cook is not an attorney.*

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## Affiliate Members Listing By Services

### Access Controls:

Marwest Access Controls, Inc.

### Accounting:

Advance Billing Solutions, Inc.

### Advertising:

HomeRentals.net

Rent Connection

Rental Advisor, Inc.

Rentalhouses.com

Rental Properties USA, Inc.

Rentals.com

### Appliance Sales:

Sears Contract Sales

### Business Products:

Peachtree Business Products

### Claim Services:

Home Claim Services

### Inspections:

House Master Property Inspections

### Insurance:

Geo. F. Brown & Sons, Inc

### Legal Services:

Law Offices of DeMartini & Walker

Law Offices of Heist & Weisse, P.A.

### Marketing:

Home Management Network

VIVA.com

### Roofing:

Certain Teed

### Software:

Convenience Living LLC

CMS Inc. (PROMAS)

Instant Software, Inc.

Property Automation Software Corp.

REMANAGE.com

Small Computer Services, Inc.

Winning Edge Software Solutions

Yambay Technologies

Yardi Systems, Inc.

### Telecommunications:

Universal Monitoring Systems, Inc.

### Tenant Screening:

Accusearch

Backgrounds USA

National Credit Reporting

Rent History, Inc.

For more affiliate information, please  
visit the NARPM Web site

[www.narpm.org](http://www.narpm.org)

# Thoughts on a Changing Economy

By Raymond Scarabosio, MPM®

It is inevitable that the events of September 11, 2001, will impact us in many ways, some immediate and some not. We all know what we felt as we watched the events unfold that terrible day — disbelief, anger, frustration. And, as I write, several weeks later, we're feeling those events in economic terms. Companies are lost or reorganizing, leaving thousands without jobs. The already faltering "dot-com" sector seems to have hit bottom. The stock market, which had made "paper millionaires" out of many people, took the largest drop in value since the depression. Economic downturns, especially when exacerbated by terrorist attacks, affect all of us. More specifically, a changing economy may profoundly affect the residential property management industry.

In the San Francisco marketplace where we conduct business, there are fewer six-figure income applicants than eight to 10 months ago. The same may be true throughout the country. Take a look at your own marketplace. Do your current applicants generally have less income than before? If you take your service fees on a percentage basis, this definitely affects your bottom line. Notice how many of your recent applicants have only just started their jobs — the turnover rate in many sectors of business has been significant. Locally, our marketplace has been reducing rents, 20% to 30% to adjust them relative to what applicants can afford in today's market. This is a phenomenon we have not seen in some time.

Of course, property owners — our clients — are affected too. Some of our clients refinanced their property during the economic boom, and now their rental income does not cover expenses. Some investors thought that what went up would not come down; how wrong they were. You, as a professional property manager, need to be knowledgeable about market conditions. Educate yourself. Use the knowledge to help clients think long term. Encourage clients to see the whole picture, and they may not be as distressed by short-term setbacks.

As property managers, what can we do to conserve during difficult times? Start by reducing inconsequential spending. Gadgets, computers, new cars, adding employees, these are expenses best reserved for prosperous times. Maybe your office can get by without an extra assistant or rental agent. Perhaps it would be best to stick with your older but well-functioning computer system. What seem like necessities in a vibrant market, are luxuries in a down one. Keep a watchful eye on that bottom line!

It is worth noting that some rental markets may not be adversely affected by the downturn. Areas near military bases, defense contractors, or where the U.S. Government is a major employer, may instead experience a steady or improving housing market. As Washington, DC real estate agent Shirley O'Neal, quoted in a recent *Wall Street Journal* article\*, says, "Washington usually does well in a war."

No one can predict what the future will hold. If, however, our country must adapt to lasting changes, education and preparation will serve you and your clients well.

\*"Where's Housing Headed?," by June Fletcher, from *Friday, September 28, 2001*.

Raymond Scarabosio, MPM®, is owner and founder of Jackson Group in San Francisco, CA; they manage approximately 375 "doors." Raymond is past national president of NARPM.

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## In Memoriam

Sally Plummer, 64, of Spring Hill, FL, passed away Wednesday, September 19, 2001. She was past owner of Spring Hill Realty and one of the founders of the Spring Hill Chapter of NARPM. Sally held the post of president for two terms, vice president, and secretary for two years. As an active member, she always promoted the professionalism of NARPM and its membership. Sally will definitely be missed. The Spring Hill Chapter has set up a Sally Plummer Scholarship Fund to provide assistance to members who wish to obtain their NARPM designation. Anyone wishing to contribute can send donations to Sally Plummer Scholarship Fund, c/o Spring Hill NARPM, P.O. Box 5944, Spring Hill, FL 34611.

## ***“Rocky’s” Maintenance Corner***



# **Monthly Costs to Run Your Home Appliances**

*By “Rocky” Maxwell, MPM®*

If you’ve ever wondered how much that appliance is costing you, these statistics from Pacific Gas & Electric will ‘enlighten’ you.

|                             |                     |
|-----------------------------|---------------------|
| Air Conditioning            | \$60 - \$90         |
| Bathroom lighting           | 40 cents - \$1.60   |
| Bedroom lighting (per lamp) | 80 cents            |
| Kitchen lighting            | 40 cents - \$1.25   |
| Television                  | \$1 - \$6           |
| Computer                    | \$10 - \$12         |
| Clock radio                 | 33 cents            |
| Hair dryer                  | 60 cents            |
| Kitchen exhaust hood        | 30 cents - 60 cents |
| Microwave                   | \$3                 |
| Waterbed                    | \$6 - \$22          |
| Printer                     | \$4                 |
| Portable fan                | \$2                 |
| Range                       | \$2 - \$5           |
| Refrigerator                | \$10 - \$22         |
| Stereo                      | \$1 or less         |
| Heating (gas)               | \$40 - \$200        |
| Gas hot water heater        | \$7 - \$19          |
| Electric hot water heater   | \$20 - \$70         |

*“Rocky” Maxwell, MPM®, CPM®, 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® designation course, Operating a Maintenance Company.*

### ***Deadlines for Residential Resource***

January .....November 15, 2001

February .....December 15, 2001

March .....January 15, 2002

April .....February 15, 2002

*If you are interested in writing an article, please e-mail an attachment of your article in Word or text format to [jjacobs@assnmgmt.com](mailto:jjacobs@assnmgmt.com) or send a Word or text 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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# Chapter Eleven

By Andrea G. Caldwell, MPM®

The Road Show was detoured but not derailed...as we move on through these trying times to a brighter, stronger future ahead of us.

Displaying confidence in the increased national security of our country, the Road Show chugs into Houston, TX, renewing the NARPM spirit of that chapter, the second chapter formed in the beginning of NARPM, 14 years ago. NARPM spreads its influence in California as well introducing property managers in the Livermore area to our association.



Florida sees increased activity within our industry as managers welcome the Road Show to Pensacola, Jacksonville, and Tampa.

More new cars are added to our Road Show train as we are routed once again to Kansas City. Look for us; our national flag will be flying and our NARPM spirit will be equally strong. We are professional property managers; we are Americans and we will not be derailed in our quest for growth and strength in unity! You can join

the Road Show by contacting Andrea Caldwell, MPM®, at 408/978-8100 or agetto@aol.com.



## Ambassador Program

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

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

The program started November 1, 1999.

## Ambassador Program

### August 2001 New Members

Sponsoring Member

Sponsored Member

|                           |                       |
|---------------------------|-----------------------|
| Dennis Doll               | Kelly Williams        |
| Elizabeth Morgan, PPM     | Thomas Roberge        |
| W.F. Shanks               | Loretta White         |
| Don T. Golden             | Rufus Burkhalter      |
| Don T. Golden             | Bonnie Emmerling      |
| Cheryl Jaeger             | Marc Cascio           |
| Anne B. McCawley, PPM     | Kristina Fogliano     |
| Kittredge Garren, MPM®    | Linda East            |
| Barbara Ruddock, PPM      | Brenda Guye           |
| Cari Warden, PPM          | Loren Johnson         |
| Marie Buerkert, PPM       | Johnnie Levins        |
| Stephen Foster, PPM       | Judith Comin          |
| Chesley Karr              | Michael Doberneck     |
| Terry Flora               | Diane Downs           |
| Lawrence C. McDowell, CPM | Kic Wojciech          |
| Gretchen Smith, PPM       | Jeffrey Greenway      |
| Gretchen Smith, PPM       | Jorn Hansen           |
| Gretchen Smith, PPM       | Lorraine Matthews     |
| Joanne Kella              | Tammie Sloan          |
| Elizabeth Morgan, PPM     | Edwin Styron, III     |
| Theresa F. Reed, PPM      | (Robert) Trent Hamner |
| Deborah Downer            | Diane Starr           |



# Welcome New NARPM Members

The following is a list of new members who joined NARPM  
from August 1 to September 30, 2001.

|  |  |  |   |   |
|--|--|--|---|---|
| John Belegrin<br>RM Property Management<br>7803 Madison Avenue, Ste. 405<br>Citrus Heights, CA 95610<br>916/535-0190         | Tammy Fisher<br>Century 21 Real Estate<br>Professionals<br>564 N Semoran Blvd.<br>Orlando, FL 32807<br>407/306-7700              | Buck Moore<br>Rent to Own Realty, Inc.<br>4290 Bells Ferry Road, Ste. 106<br>PMB 12<br>Kennesaw, GA 30144<br>770/517-7000                | Ken Bradley<br>AVR Properties<br>1332 Concannon Blvd.<br>Livermore, CA 94550<br>925/447-2367                              | Deborah Qurgg<br>Clark Realty Corporation<br>73-1153 Ahikawa Street<br>Kailua-Kona, HI 96740<br>808/329-5300                            |
| Rufus Burkhalter<br>Burkhalter Realty Company<br>5502 Reynolds Street<br>Savannah, GA 31405<br>912/355-2788                  | Kristina Fogliano<br>Bennett Property Management<br>101 E 1st Avenue #105<br>Mesa, AZ 85210<br>480/969-1818                      | Andrea Nazarian<br>Coldwell Banker Realty Pros<br>TKR Property Management<br>7832 Wisconsin Avenue<br>Bethesda, MD 20814<br>301/907-3249 | Darrell Brandow<br>Home & Condo Rentals<br>704 W Venice Avenue<br>Venice, FL 34285<br>941/484-0670                        | GiGi Schmidt<br>Rapp Management Company, Inc.<br>1703 Broadway<br>Galveston, TX 77550<br>409/763-4323                                   |
| Marc Cascio<br>Chuckanut Property Management,<br>Inc.<br>1012 Dupont<br>Bellingham, WA 98225<br>360/733-3640                 | Frank Gallucci<br>Hammond & Hammond Inc.<br>21053 Devonshire Street #202<br>Chatsworth, CA 91311<br>818/998-0546                 | Nicole Nixon<br>RM Property Management<br>7803 Madison Avenue, Ste. 405<br>Citrus Heights, CA 95610<br>916/535-0190                      | Jane Broadstreet<br>Bray & Company Property<br>Management<br>637 North Avenue<br>Grand Junction, CO 81501<br>970/242-8450 | Jamie Seaton<br>Alliance Property Management<br>2220 Sebastopol Road<br>Santa Rosa, CA 95407<br>707/524-8380                            |
| James Chandless<br>Chanduo Company<br>9 Meadowland Drive<br>Hopkinton, MA 01748<br>508/410-5231                              | Jeffrey Greenway<br>Coldwell Banker Sunstar Realty<br>1980 Kings Highway<br>Port Charlotte, FL 33980<br>941/255-1249             | James O'Neill<br>Elysium<br>8501 N Madrone Trail<br>Austin, TX 78737<br>512/288-7070 x207  | Dennis Dokes<br>Dokes Enterprise<br>2500 East Broadway<br>North Little Rock, AR 72114<br>501/945-2633                     | Deanna Turner<br>Klamath Basin Property<br>Management<br>2054 Washburn Way, Ste. 2<br>Klamath Falls, OR 97603<br>541/883-1995           |
| Judith Comin<br>Funkhouser, Inc.<br>6126 Montgomery<br>San Antonio, TX 78239<br>210/654-9183                                 | Brenda Guye<br>Fitzgerald Management Services<br>900 Munt Gilead Drive,<br>Ste. 101A<br>Murrells Inlet, SC 29576<br>843/651-7053 | Tammie Sloan<br>Century 21 North Valley Realty<br>15620 N 35th Avenue #6<br>Phoenix, AZ 85053<br>602/993-5500                            | Claudia Eaton<br>MMCC Management Group<br>PO Box 350632<br>Westminster, CO 80031<br>303/256-2921                          | Corey Van Dyke<br>Homevest Realty<br>1300 East Michigan<br>Orlando, FL 32806<br>407/897-5400  |
| Regina Coyle<br>Coyle Realty, Inc.<br>3216 Bay to Bay Blvd.<br>Tampa, FL 33629<br>813/831-5454                               | Kelly Hales<br>Post Oak Partners, Inc.<br>1323 N Bell Avenue<br>Chicago, IL 60622<br>773/227-2251                                | Diane Starr<br>Starr Property Management, Inc.<br>37 W Yokuts Avenue, #A1<br>Stockton, CA 95207<br>209/478-4111                          | Sandie Gamiel<br>Re/Max Realty Team<br>4622 SW Santa Barbara Place,<br>#112<br>Cape Coral, FL 33914<br>941/242-2000       | Seri Wood<br>Bray & Company Property<br>Management<br>637 North Avenue<br>Grand Junction, CO 81501<br>970/242-8450                      |
| Shirley Daniel<br>Sheraton Real Estate Management<br>1166 E Lassen Avenue<br>Chico, CA 95973<br>530/342-2214                 | (Robert) Brent Hamner<br>Ebright Wight Property<br>Management<br>1400 Broadway<br>Bellingham, WA 98225<br>360/733-7944           | Edwin Styron, III<br>Tourtelot Bros. Inc., Realtor<br>765-24th Avenue North<br>St. Petersburg, FL 33704-3311<br>727/384-3434             | Nancy Goulet<br>Home & Condo Rentals<br>704 W Venice Avenue<br>Venice, FL 34285<br>941/484-0670                           | Connie Yamauchi<br>Heartstone Properties LLC<br>5350 S Roslyn Street, #305<br>Englewood, CO 80111<br>303/796-1248                       |
| Michael Doberneck<br>Bruni/Karr Rental & Management<br>Agency<br>12412 Menaul Blvd.<br>Albuquerque, NM 87112<br>505/296-0726 | Jorn Hansen<br>Coldwell Banker Sunstar Realty<br>1951-D Tamiami Trail<br>Port Charlotte, FL 33948-2197<br>941/629-1245           | Mark Vondermeulen<br>Crown Management Corporation<br>1702 Macy Drive<br>Roswell, GA 30076<br>770/998-9300                                | Thomas Harner<br>Champion Realty Inc.<br>819 East College Parkway<br>Annapolis, MD 21901<br>410/979-4200                  | <b>AFFILIATE</b><br>Joy Moore<br>Capital Recovery Group<br>909 Fannin Street, Suite 3838<br>Houston, TX 77010-1010<br>713/654-7807 x111 |
| Diane Downs<br>High Desert Property<br>Management, LLC<br>606 North 6th Street<br>Redmond, OR 97756<br>541/548-0383          | Loren Johnson<br>Real Property Management LLC<br>9564 Silverdale Way<br>Silverdale, WA 98383<br>360/698-4026                     | Loretta White<br>Shanks & Associates Realtors<br>751 Thimble Shoals Blvd., Ste. C<br>Newport News, VA 23606<br>757/873-4978              | Gail Kaplan-Schmidt<br>ERA Professional Real Estate<br>1134 E Hancock Drive<br>Deltona, FL 32725<br>407/860-4351          |   |
| Linda East<br>IPM Corporation<br>317 N Washinton Street, Ste. 7<br>Hendersonville, NC 28739<br>828/693-7631                  | Wojciech Kic<br>Clark, McDowell & Kic, Inc.<br>3801 Kirby Drive, #152<br>Houston, TX 77098<br>713/528-5311                       | Kelly Williams<br>Rogers Rische Doll PM, Inc.<br>33020 State Route 20, Ste. 101<br>Oak Harbor, WA 98277<br>360/675-6681                  | Lewis Laws<br>Long and Foster Real Estate, Inc.<br>11307 Georgia Avenue<br>Silver Spring, MD 20902<br>301/962-7684        |   |
| Bill Fife<br>Remax<br>15150 Preston Road, #110<br>Dallas, TX 75248<br>972/991-1616   | Johnnie Levins<br>Prudential<br>3103 N 12th Avenue<br>Pensacola, FL 32503<br>850/469-0900  | Fay Ainsworth<br>Seaview Properties<br>PO Box 23403<br>Federal Way, WA 98093-0403<br>253/927-4000  | Deloris Lovette<br>Century 21 Lomas Realty<br>PO Box 2574<br>Savannah, GA 31402<br>912/238-9300                           |   |

# Network Security

By Mike Anderson

Last month we took a look at computer networks and their benefits. This month we'll take a look at one of the more ominous sides of computer networking — network security.

As a general rule, the more you increase access, the more you compromise security. This holds true for most everything in life, including computing. By creating a way for multiple computers to easily access data, you create security risks as a side effect.

## Security risks and network types

In today's computing world, there are two common types of networks — peer-to-peer and client/server.

Peer-to-peer networking is a setup whereby different computers talk to each other and share information. Many small office networks are like this. Some new technologies are also peer-to-peer: have you heard of Napster, where people allow their computers to store music that can be retrieved by other people connected to the Internet? Do you have a Palm Pilot where you've beamed your business card to another Palm Pilot? These are examples of peer-to-peer networking.

Peer-to-peer networking has an intrinsic security risk in that it opens up each "peer," or computing device, to any other device that identifies itself as a peer. While security precautions can be taken, it is always difficult to enforce good security in a peer-to-peer environment.

Client/server networking usually involves one master server (the "server") and a computer that connects to it (the "client"). Larger office networks are typically client/server. If your computer has to connect to a specific dedicated computer in order to retrieve files, you are probably on a client/server network. Most Novell Netware and Windows NT networks are client/server, as are UNIX networks. Most Web sites also use client/server architecture — your client computer connects to one specific server, with a name like [www.NARPM.org](http://www.NARPM.org), and that server listens and responds to file requests from the client. When you connect to the NARPM Web site and click the button marked "NARPM Store," you are actually requesting that the server transfer the file called "store" to the temporary memory in your computer.

Client/server networking allows for improved security. Because each client must connect to one server, that one server has complete control over all network security. The server can determine who it wants to permit to connect to it and can control all of the data that is transferred. This is done through a process called authentication, where the client computer identifies itself to the server as an authorized user. In your office network, this authentication is done by typing in a name and password before you can

log on to your server. While visiting [www.NARPM.org](http://www.NARPM.org), you are allowed to access low-level functions without being authenticated, but to get into the meat and potatoes of the Web site, you have to prove you are an authorized user by inputting your username and password.

As a general rule, if security is a requirement, try to avoid peer-to-peer networking and go with a client/server network.

## Security risks and remote connections

When connecting from a remote location, such as connecting to your office from home, there are some additional risks to consider. When connecting in this fashion, you are still going to be using a peer-to-peer or client/server architecture. When enabling remote connections, it is even more important that you choose client/server. When you enable remote connections on a peer-to-peer network, you are usually leaving the security door wide open, allowing anybody to walk through. This includes all types of "peering" connections, like Windows Dial-Up Server, LapLink, and pcAnywhere. While security band-aids can be applied to mitigate risk, you are still building your network security on a sandy foundation.



## Data encryption for security

Regardless of the type of network you are working with, there is always a risk that someone can "tap into your line" and intercept the data going across the network. Where the line is short and behind a locked door, like in your office, there is little risk that someone will be tapping in without your knowledge. But extend the line, out to a remote office or onto the Internet, and you open yourself up for a security breach.

The solution to this dilemma is encryption. By scrambling the data as it leaves your computer, and waiting until it reaches its destination before you reassemble it, you make it very difficult for anybody who taps into the line to be able to do anything with your data. While there are numerous methods and styles of encryption, the basic concept involves a lock and a key. When you want to send encrypted data, your computer first sends a key over to the destination computer. Once the destination computer indicates it has received the key uncompromised, your computer locks up all of your data and sends it down the line. The receiving computer takes the bundle of data, unlocks it, then processes it. While this process increases security dramatically, it does so at the cost of speed. The process of sending keys, locking data, then unlocking it is a time consuming activity. Encrypted data really slows down a network.

However, the tradeoff has to be considered. If your data is confidential, is usually worth it to sacrifice some speed for security.

*continued on page 14*

# Modifications for Residents with Disabilities

By Judy Cook

## In this month's issue, we will address a question from a NARPM member:

*"I manage a five-unit building, all one level, that is about nine years old. A prospective renter who is in a wheelchair told me that I need to widen the entry door, and install a ramp going in the front door. He also asked for grab bars to be installed in the bathroom. He said I have to do these things at my own expense. I thought modifications were supposed to be paid for by the person with the disability. What should I do?"*

## Design Requirements of the Federal Fair Housing Act

This is an important area of concern for housing providers. Many property managers are still unaware of the design and construction requirements of the Federal Fair Housing Act, which went into effect for all multifamily (4+ units) constructed for first occupancy after March of 1991.

If you own or manage a multifamily property that was constructed within the last 10 years, your property is likely included in those that must meet very specific design guidelines, as established by the Act.

For the past few years, builders, developers, architects, owners, and managers have been hit with discrimination lawsuits for failing to build according to stipulations of the Act. These lawsuits have settled for sums upwards of half a million dollars, plus costs to retrofit buildings that are not in compliance with the design and construction guidelines.

## Seven Design Requirements

In general terms, there are seven design requirements that must be met:

1. The building entrance must be accessible to someone in a wheelchair.
2. Common areas and public use areas must be accessible.
3. The entry door and interior doors of the dwelling must be accessible.
4. There must be an accessible route to and through the dwelling.
5. Light switches, outlets, thermostats, and other wall-mounted controls must be accessible.

6. Walls in the bathroom must be reinforced to accommodate future installation of grab bars.
7. The kitchens and bathrooms must have enough clear floor area for a wheelchair to maneuver.

## Survey Your Property

If you own or manage a property that is "covered" under this section of the Act, you should conduct a survey of the property to verify its accessibility. You can download a form for that purpose at <http://cookcompany.net>, or obtain one from your local fair housing agency. If you determine that your property does not comply, you have a few options.

1. Retrofit units upon request to accommodate the needs of residents with disabilities by bringing these units up to the minimum requirements.
2. Retrofit all covered units.
3. Wait and hope a discrimination claim is not filed.

Whichever option you choose, take steps to notify the building owner immediately of this potential area of liability.

## The Resident's Request

In our NARPM member's question, the prospective resident requested the manager make certain improvements to

the property to enable the resident to fully enjoy and use the premises. Assuming this building is "covered" under the Act, I recommend the manager complete the requested improvements promptly. Although it may not be necessary for the manager or owner to pay for installation of the grab bars, the other improvements are likely the owner's responsibility.

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

*Judy Cook is a trainer and consultant for property managers and other housing providers and has over 20 years' experience managing both residential and commercial properties. She served as a two-term chair and is now Treasurer for Silver State Fair Housing Council. Judy Cook is not an attorney. The information provided in "Fair Housing Corner" is not to be construed as legal advice, but as a suggestion to obtain such advice from your own counsel.*



# Telephony Tidbits

By Tom Stokes, MPM®, CPM®

Did you know that most digital phones have the capability to “synchronize” with desktop computer software like Outlook? One such provider claims compatibility with more than 3,000 different digital telephones. For more information see [www.FoneSync.com](http://www.FoneSync.com) or call 888/777-6820.

To find out more about wireless (cellular connection based) e-mail and Internet for your handheld, visit [www.OmniSky.com](http://www.OmniSky.com), [www.PocketPC.com](http://www.PocketPC.com), [www.Microsoft.com/PocketPC](http://www.Microsoft.com/PocketPC), or [www.NextCell.com](http://www.NextCell.com).

Sprint’s “hands free” SCP-4500 responds to voice commands as well as traditional “dialing.” It’s an organizer too, with scheduler-calendar-event manager function, to-do list management, plus a phone book for up to 300 names. Visit [www.SprintPCS.com](http://www.SprintPCS.com) or call 800/480-4PCS.

The ultimate cellular device for the mobile residential manager who depends on a Palm™ device is the Kyocera Smartphone by Verizon Wireless. While the Kyocera QCP 6035 is larger than the small, ultra slim cellular phones produced today, it is about the size of the Palm™ III handheld device, it combines all the functionality of your Palm™ handheld with the latest in mobile phone technology. Besides all the Palm™ standard functions such as Address Book, Date Book, Memo Pad, and To Do list, the Smartphone allows wireless updating of your e-mail to any Pop3 mail server.

The Smartphone provides pager functionality as well as serving as a data modem for your notebook or other computer. Unfortunately, the fastest cellular data communication is still 14.4bps, so moving large blocks of data is not practical. But browsing the Web for basic information and updating e-mail remotely from the office is easy. Another nifty feature is the built-in speakerphone. Placed on a convenient file cabinet, this device recently allowed an impromptu telephone conference between our client, her property manager, and me. It was impressive, providing quality very near that of our regular telephone system’s conference call feature. For more information about the Smartphone visit [http://www.kyocera-wireless.com/kysmart/kysmart\\_feat\\_ben.htm](http://www.kyocera-wireless.com/kysmart/kysmart_feat_ben.htm) or call Janna Wagon at 404/276-6600.

The Visorphone by Handspring is another handheld device offering the Palm™ operating system and applications integrated with cellular telephone service. The Visor advertises, “Just pop in the optional module and you can dial straight from your address book by merely tapping its screen.” The Visor stresses its facility for call conferencing, caller ID, the Internet and e-mail. Visit [www.Handspring.com](http://www.Handspring.com) for more information.

If you have a mountain of business cards and a Palm™ device but fear there may never be a meeting of the two, CardScan has the solution for you. Promising to “get business card information into your PC, Palm™ organizer, and favorite contact manager without typing hundreds of names and numbers [the] new CardScan Executive Version 5 scans business cards and

organizes the names, titles, addresses, phone numbers, e-mail addresses, and URLs into the correct fields of an electronic Rolodex®. Then with its powerful connectivity features, CardScan lets you synchronize all the information with your Palm™ organizer or Windows CE device at the touch of a button.” To learn more about scanning your collection of business cards directly into your computer visit [www.CardScan.com](http://www.CardScan.com) or call 800/942-6739.

Cingular Wireless offers the One Number Service eliminating the need to give individual office, home, mobile, pager, and fax numbers to your customers and clients. The One Number service includes a “follow me” feature. This allows you to program your service so that calls to your “one number” will reach you in different locations at different times, announce callers so that you can choose whether or not to accept the call, and will even record faxes that you can later send to alternate locations when you’re away from your regular fax location.

The “follow me” feature works by allowing you to program up to six locations, or additional telephone numbers, into the service. When the caller dials your “one number” the service places that call on hold while dialing you at the one or more of the six programmed locations you have specified, or alternately a “temporary” override location. When you receive the call, you are not immediately connected to the caller. Instead, the caller’s identity is announced and you have the option to accept the call, send the call to voice mail, or send the call to another telephone number.

The fax feature works in one of two ways and the function may be changed at any time by the user. Faxes are directed to the same “one number” as voice calls. The system detects that the call is a fax and depending on the programming either immediately forwards the call to a preprogrammed fax location or stores the fax similar to a voice mail. During voice mail review faxes are identified and the user may then forward the fax to any number of fax locations, save the fax for later retrieval, or delete the fax.

The voice mail feature’s greatest attributes are its caller ID and call return functions. During playback, the user is able to determine the source of the call even when the caller does not identify himself or herself, allowing the user to prioritize return calls. The call return function is extremely handy while driving. Rather than having to record each call separately on a piece of paper, try to retrieve the caller’s number from a separate device, or attempt to remember the return phone number, the user can simply press 4 to return the call during message playback. For more information call 1-866-CINGULAR.

*Tom Stokes, MPM®, CPM® is the President and Managing Broker of EpiCity Real Estate Services, CRMC®, AMO®, a full-service real estate services firm operating in Atlanta, GA since 1935. Tom uses much of the technology mentioned above and would be pleased to discuss his experiences with you via e-mail at [TStokes@EpiCity.com](mailto:TStokes@EpiCity.com).*

## You Make the Ethics Call

By Rick Ebert, MPM®

Property Manager A enters into a lease listing agreement to find a tenant for Investor B's home at a rental rate of \$1,000 a month. Property Manager A finds a suitable renter for the property at \$900 a month and calls Investor B with the information. Investor B tells Property Manager A to verify the applicant's application data. While verifying the rental application data, Property Manager A receives a full price offer on the home from Leasing Agent C who works for a different office.

Property Manager A informs Leasing Agent C that she is already working on an application and refuses to consider the new application. Leasing Agent C files an ethics complaint.

During the ethics hearing, the property manager's defense in not submitting the second offer is that there was no state law requiring him to do so, and that the lease listing agreement does not mandate that all offers be tendered to the owner for consideration.

### 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

Simply because the lease listing agreement is silent as to tendering of subsequent offers, it does not relieve the property manager from presenting subsequent offers to the owner. If subsequent offers are not to be presented once an application has been accepted for processing, that fact needs to be noted in the lease listing agreement. Article 3 states: "The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client."

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

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## Mr. Internet

*continued from page 10*

This is why professional Web sites typically allow data to pass through unencrypted until they need confidential data, like your credit card information. At that point they require that the data be encrypted. You can tell if Internet data is encrypted by looking for a small lock or key at the bottom corner of your browser. If the lock is locked or the key is unbroken, you are transferring encrypted data. On the Internet, make sure you're not sending confidential information without encryption — somebody is always tapping the line!

One of the benefits of the Internet as a network is that you are putting security issues into the hands of professionals. Reputable Web server administrators are educated security experts, and will make sure all of the best security precautions are taken. This may not always be the case on your in-office or multi-office network. When connecting to a trustworthy Internet server, you can be fairly sure security risks have been analyzed and appropriate defenses are in place.

Understanding network security is an education in itself. Seek out expert help in this area, and be willing to make sacrifices of convenience for the peace of mind of solid security.

*Mike Anderson of HomeRentals.net prepares this column. If you have a question you would like answered, e-mail him at [mike@homerentals.net](mailto:mike@homerentals.net).*

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# Karen Hull, MPM<sup>®</sup>, Marketing Chair



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

I basically grew up in the business; my father started the company 21 years ago. I used to work every Saturday during high school, then every summer while I was in college. As my father would say, I was born to be a property manager; it's in my blood.

### 2. What extra curricular industry/personal activities are you involved with?

My favorite sport is snow skiing and I try to do this as much as possible in the winter months. During the summer I love playing out in the sun with my seven-year old daughter, Katie. I spend most of my free time with Katie, either playing, going to Brownie Scout meetings, or school events. I also have a monthly Bunco group with the second-grade moms from Katie's school. I enjoy going to church on Sundays and am involved in starting a new ministry of single, adult professionals.

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

I wanted to win the gold medal at the Olympics in ice-skating, then become a professional ice skater. I dedicated 10 years of my life to ice-skating, skating five hours a day, six days a week. And if I couldn't be an ice skater, I wanted to be just like my dad and work in the property management business.

### 4. What is your perceived greatest strength?

My organizational skills are my greatest strength. I also love solving problems, it gives me a sense of accomplishment. I like putting all the pieces of the puzzle together.

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

My biggest mistake was not checking that all aspects of the company were doing their jobs in accordance with the Department of Real Estate procedures. In California, our trust account needs to be reconciled on a monthly basis, and we were doing it on a weekly basis. Our thinking was that we have such a large amount of trust accounts, it would be better to do the reconciliations quicker instead of waiting until the month was over. But because the Department of Real Estate was used to doing things on a monthly basis, it was easier for them to follow our records.

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

PME's inventory has a total of 2,500 doors that consist of 45 percent single-family homes, 12 percent duplexes, 6 percent triplexes, 13 percent 4 to 11 doors and 23 percent 12-plus doors. We provide full service property management services, as well as one-time leasing services. Our motto is, "Property Management Is Our Only Business," and we do not sell real estate. We do one thing, and we do it well.

### 7. What impact has NARPM had on your business?

NARPM has been a great learning environment for our staff and me. Our company has greatly benefited by being involved in NARPM on both a local chapter level, as well as on a national level. Each and every meeting, conference, and seminar I have attended, I have walked away with a great idea to put to use in our company. It has helped us as a company to meet with other property managers in our area and work together to create a higher standard of property management. Also at the local level our meetings have been educational, as well as a chance for us as a group to influence our local government officers on issues such as code enforcement and legislative issues.

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

I want our company to get their Certified Residential Management Company (CRMC<sup>®</sup>) designation in the next year. I want to finish my final requirement, so I will be a Certified Property Manager (CPM). I will continue to volunteer my time to NARPM on a national level. I have really enjoyed working with the current Board of Directors and I am looking forward to working with the new Board members next year. I plan on continuing sharpening my skills as an educator and would like to teach more classes in the future. As for our company, we are striving to be the best property management company we can be. I look forward to expanding our business across California and doubling our size over the next five years.

*Karen Hull, MPM<sup>®</sup>, Vice President of Operations with Property Management Experts since 1990. PME manages 2,500 units from Sacramento to Fresno in Northern California. They have six offices, Elk Grove/Sacramento, Lodi, Tracy, Modesto, Clovis, and the corporate office in Stockton with a staff of over 30 people. Karen received her Real Estate Sales License in 1987, Real Estate Brokers License in 1990, PPM in 1998 and MPM<sup>®</sup> in 2000. She is also a CPM Candidate.*

*Karen is a founding member of the San Joaquin Valley Chapter of NARPM, and has served as Secretary and as President for two years. On the national level she has served on the Legislative Committee, Convention Committee, and is now Chair of the Marketing Committee. She has been on the Board of Directors from September 2000 to present.*

*Karen has a seven-year-old child, Katie.*

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# The Light Princess

By Sylvia Hill, MPM®, NARPM Director

Once upon a time, my mother told me my sister and I were going in my uncle's car to see the lights at the Plaza. I didn't care where we were going because I knew I was going to sit in the 'rumble' seat! Riding in my uncle's special car was a present in itself.

Like a princess, I perched in the high seat in back. Hands wrapped in my favorite 'rabbit fur muff' and wearing matching ear-muffs and my best coat, I felt like Cinderella going to the ball in her own carriage.

The crisp night air made my eyes water some as we headed down JC Nichols Parkway. Suddenly, night turned into day as we neared the Plaza. Now, the "princess" was truly in a fairy tale world filled with ringing bells and thousands of lights. The trees, bare of leaves, had in their place strings of Christmas lights. The ringing bells came from Salvation Army 'knights' stationed at each corner. My subjects were the shoppers and sightseers staring in awe as my "carriage" passed. (Of course, they were really staring at the lights!) Even the fountains were spouting strings of lights (water would have frozen) in celebration.



My brief "reign" over this fantasy land made a lasting impression on my mind and soul, and the warm memory returns to me each holiday season. That special moment in the glow of the holiday lights at the Plaza in Kansas City, for me, embodies the spirit of Christmas—a time of light, joy, and celebration.

Form your own lovely memories of this special place; visit the Plaza this November when you're in Kansas City for convention. I'll look forward to sharing with you the light, joy, and love of the season.

Note: For more information about this historical authentic Spanish shopping district, visit [www.countryclubplaza.com](http://www.countryclubplaza.com). The Plaza's magical seasonal celebration begins on Thanksgiving evening when 250,000 jewel-colored bulbs trans-

form the Plaza into a twinkling wonderland of color. Over 300,000 people fill the Plaza's streets on Thanksgiving to witness the start of the holiday season. Thomas Kincaid "Painter of Light," has captured this on canvas.

*Sylvia Hill, MPM®, NARPM Director, was born and raised in Kansas City, MO, before moving to San Jose, CA, as an adult.*

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online purposes



## 2001 PPM/MPM® Certification Classes

| Date           | Location        | Class                            | Instructor           |
|----------------|-----------------|----------------------------------|----------------------|
| November 8     | Sacramento, CA  | PPM Technology                   | Jean Storms, MPM®    |
| November 16    | Richmond, VA    | PPM Marketing                    | Wallace Gibson, MPM® |
| November 26-27 | Kansas City, MO | MPM® Operating a Maintenance Co. | Kit Garren, MPM®     |
| November 27    | Kansas City, MO | PPM Tenancy                      | Wallace Gibson, MPM® |
| November 27    | Kansas City, MO | PPM Maintenance                  | Rick Ebert, MPM®     |
| November 28    | Kansas City, MO | PPM Marketing                    | Dave Holt, MPM®      |
| December 1     | Kansas City, MO | PPM Operations                   | Sally Backus, MPM®   |
| December 1     | Kansas City, MO | MPM® Risk Management             | Fred Richter, MPM®   |

### Interested In Sponsoring Certification Classes?

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

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

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

## PPM/MPM® Class Registration

### FEES

|                     | Preregistration* | On-site† |
|---------------------|------------------|----------|
| <b>PPM Classes</b>  |                  |          |
| Member              | \$195            | \$225    |
| Nonmember           | \$250            | \$280    |
| <b>MPM® Classes</b> |                  |          |
| 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 NARPM to charge my credit card. I understand that my billing statement will read "NARPM."

### Two Easy Ways to Register

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

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



National Association of Residential Property Managers

# 2001-2002 NATIONAL COMMITTEE APPLICATION

### INFORMATION:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Years of real estate experience: \_\_\_\_\_ Years of property management experience: \_\_\_\_\_

Year you joined NARPM: \_\_\_\_\_ Chapter affiliation: \_\_\_\_\_

Local offices held (year and title): \_\_\_\_\_

\_\_\_\_\_

Are you currently a chapter officer? \_\_\_\_\_

What role will you have next year? \_\_\_\_\_

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

\_\_\_\_\_

### COMMITTEE INTEREST:

- Affiliate
- Convention
- Education
- Editorial
- Legislative
- Marketing
- Membership
- Publications
- Certification (Committee by invitation only. Your request will be forwarded to the Committee Chair)
- I am willing to serve on a subcommittee if the committee is full.

NARPM designations: \_\_\_\_\_ Other designations: \_\_\_\_\_

Membership in and contributions to other organizations: \_\_\_\_\_

\_\_\_\_\_

Professional or business skills and expertise: \_\_\_\_\_

\_\_\_\_\_

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

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

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

**NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS**  
**13TH ANNUAL CONVENTION REGISTRATION FORM**  
 November 28 - December 1, 2001 • Kansas City, Missouri

**1. REGISTRATION** (Please type or print)

Name \_\_\_\_\_ Name for Badge \_\_\_\_\_  
 Company Name \_\_\_\_\_ Title \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_  
 Check your designation:  PPM  MPM®  CRMC® Candidate:  PPM  MPM®  CRMC®  
 NARPM Chapter or CIF \_\_\_\_\_

NARPM Member?  
 Yes  No

Is this your first NARPM Convention?  
 Yes  No



**SPECIAL ASSISTANCE**

I will require special assistance

I have special dietary needs

Specify: \_\_\_\_\_

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

I plan to attend the following Committee meeting(s) \_\_\_\_\_

**2. REGISTRATION FEES**

|   | Postmarked by Oct. 26 | After Oct. 26 | Fees Paid |
|---|-----------------------|---------------|-----------|
| <b>Conference Registration</b>  |                       |               |           |
| <input type="checkbox"/> NARPM Member   | \$375                 | \$425         | \$ _____  |
| <input type="checkbox"/> Join NARPM & Register*   | \$570                 | \$620         | \$ _____  |
| <input type="checkbox"/> Nonmember  | \$450                 | \$500         | \$ _____  |
| <input type="checkbox"/> Team Discount**  | -\$50                 | -\$50         | \$ _____  |
| One Day Only: <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday | \$175                 | \$175         | \$ _____  |

**Additional Events**

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

**Guest Tickets**

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

**3. CERTIFICATION CLASS FEES †**

|  | Member | Nonmember | Fees Paid |
|--|--------|-----------|-----------|
| <input type="checkbox"/> PPM Tenancy Course (Nov. 27)                  | \$195  | \$250     | \$ _____  |
| <input type="checkbox"/> PPM Maintenance Course (Nov. 27)              | \$195  | \$250     | \$ _____  |
| <input type="checkbox"/> PPM Marketing Course (Nov. 28)                | \$195  | \$250     | \$ _____  |
| <input type="checkbox"/> PPM Operations Course (Dec. 1)                | \$195  | \$250     | \$ _____  |
| <input type="checkbox"/> MPM® Operating a Maintenance Co. (Nov. 26-27) | \$395  | \$450     | \$ _____  |
| <input type="checkbox"/> MPM® Risk Management Course (Dec. 1-2)        | \$395  | \$450     | \$ _____  |
| <input type="checkbox"/> PPM Retake – \$97.50 (list course) _____      |        |           | \$ _____  |
| <input type="checkbox"/> MPM® Retake – \$197.50 (list course) _____    |        |           | \$ _____  |
| <input type="checkbox"/> Ethics Class                                  | \$15   | \$20      | \$ _____  |

**4. TOTAL FEES**

**5. METHOD OF PAYMENT**

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

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

VISA  MasterCard  Discover  American Express

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name of Cardholder \_\_\_\_\_

Billing Address \_\_\_\_\_

Signature \_\_\_\_\_

*I authorize NARPM to charge my credit card.*

Preregistrations must be postmarked, faxed, or e-mailed by October 26, 2001. After October 26, send higher fee shown in second column. Do not send registration after November 12, 2001, please register on-site.

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

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

† An additional fee of \$30 for PPM classes and \$55 for MPM® classes is required if registering after October 26.

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

**CANCELLATION POLICIES**

**Conference**

Cancellations must be received in writing. If cancellation is received 30 days prior to November 28, 2001, there is a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to November 28, there is a 50% refund. There is NO refund if cancelled 1-14 days prior to November 28.

**Certification Classes**

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

**MONETARY POLICIES**

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

**THREE EASY WAYS TO REGISTER**

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

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

**3. INTERNET:** Find the registration form on the NARPM Web site at [www.narpm.org](http://www.narpm.org). Credit card payment only.



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## 1099 MISC Forms for 2001

By Karen A. Ebert, MPM®

In a previous issue of *Residential Resource*, members were alerted about the IRS change of the 1099-MISC form beginning in 2001. This change triggered opinions regarding the inability within DOS property management software to adapt the form to accommodate the changes.

As a DOS property management software user, not quite ready to switch to a Windows version, I was determined to see if the 1099-MISC form could be manipulated. I use the most current version of RPM software. The 1099 form can be changed in menu 2.7.6.

Following are the settings I used:

- Correct the form size to 33 length/80 width
- Change Company tax ID number to line 14, column 5
- Change Owner name to line 17, column 5
- Change owner street address to line 21, column 5
- Change owner city, state, and zip to line 23, column 5
- Change the owner tax ID number to line 14, column 22
- If you print a property/owner number on your forms you need to change it to line 25, column 5

Everything else stayed the same, but my settings are:

- Company name line 7, column 5
- Company street address line 8, column 5
- Dollar amount line 6 column 38

After the changes were made, I ran about 6 pages of continuous 1099 printing and matched them up with the 2-forms-to-a-page IRS format. Everything matched up. Depending on your printer and your current settings, you might have to adjust the line or column settings. This only took me about 45 minutes to do.



If you have different DOS software, you might see if there are similar functions that would enable you to manipulate the form settings. If you have to file electronically (over 250 forms), or if your state or the new form requires field information that your software is not programmed to provide, you should call the IRS. You can consult with the IRS at 304/263-8700. To obtain a copy of the new form, you can go to [www.irs.gov](http://www.irs.gov). Forms on their Web site may not be used to produce tax forms for filing. The proper preprinted or approved forms must be used. You can use the form from the Web site to experiment with your settings within your software.

(There is one requirement that RPM DOS cannot handle. It involves including your contact phone number on the recipient copy (Copy B). To be in compliance with IRS requirements you must either type or hand-write the phone number into the payer's name block of the form.)

*Karen A. Ebert, MPM®*, is co-owner and president of Austin Landmark Property Services, Inc., CRMC® (ALPS) in Austin, TX. She is a founding member of NARPM and was the first President of the Austin Area Chapter.