

Residential Resource

The Newsletter of the National Association of Residential Property Managers

September/October 2001

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See page 14 for the final clue by Inspector P.M. Cluze, MPM®, as to the leader of this year's Chapter Parade.



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

Kansas City, Here We Come!

By Chris Hermanski, MPM®, Vice President, Convention Chair

NARPM members from across the U.S. will gather in Kansas City September 19-22, 2001, for the 13th National Convention. NARPM's most popular event, National Convention, is the culmination of months of planning and work. Below are some commonly asked questions.

Why attend a convention?

Conventions are all about education and networking: a gathering of others who do what you do, a chance to talk and compare ideas. My first convention amazed me because I found folks facing the same problems and challenges. Through sharing (positive and negative) I felt energized and relieved. Finding ideas to implement, as well as offering ideas to others, is quite gratifying.

The workshops are outstanding. Taught by working property managers, they are well planned and well presented. By attending, you'll get ideas to use once you return to work, and in some cases, even before!

It's so hard to break away, and it's quite expensive, how can I afford the time or money?

Leaving is never easy. But, to stay fresh, competitive, and profitable in this business, you need ideas that help you grow personally and professionally. You need to be informed of trends, of new laws and how they impact you, of advances in technology.

In Kansas City you will find these ideas, obtain this vital information, and more.

Expensive? I choose to view the cost of attending convention as an essential investment in my business. And a little ingenuity on your part can cut costs. If you buy right, even last minute airline tickets to Kansas City are affordable. We're past the deadline for NARPM's special hotel rate, but maybe you can find another member who'll share a room. The value of education, inspiration, making contacts, and increasing confidence in your own professionalism is, in a word, **immeasurable** — don't be deterred by cost.

Fun? How can it be fun?

The days are fast-paced — full of delicious food and delightful company. Tuesday's Tour with Melissa promises lots of laughter. Thursday night's rip-roaring Wild West Event includes irresistible BBQ, comedy, dancing, live music, or for those prefer, simply relaxing! Friday night's '50's awards bash will be wild — Elvis lives and the Supremes return. Rock and roll with us through an evening of contests, dancing, laughter and, of course, very vivacious victuals.



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President 2001

Greetings Busy Property Managers and Affiliate Members,

Ah, yet another great month of summer gone by...most of us taking long weekends, vacations, and spending quality time with our families while juggling what seems to be the busy summer season.

I have continued to visit the NARPM chapters around the United States. August brought me to the lovely home of one of our national Board directors, Rose Thomas, MPM®, and her family, while visiting with members of the Frederick Chapter in beautiful Maryland. In addition, I spoke with members from several chapters at a combined chapter luncheon meeting in Northern Virginia. Members from the Northern Virginia, Central Virginia, Washington, DC, and the Frederick Chapters were in attendance. This is a great group of property managers that gathered together with one common goal, the sharing of knowledge and experiences of professional property managers.

While visiting with the Thomas Family, my son Matthew and I had an incredible opportunity to take a VIP tour of our nation's White House and capital, hosted by Mrs. Bartlett, the wife of a Baltimore, MD, senator. It was a once-in-a-lifetime experience, and one we will never forget. Thank you Rose and Ed Thomas and Mrs. Bartlett for such a unique opportunity.

I also had the chance to speak at the Sacramento, CA, Chapter luncheon honoring the past presidents of their chapter. This was a great way to say "Thank You." Following that meeting, I proceeded to a visit with the San Joaquin, CA, Chapter to speak with their members. I completed that week by speaking to the members of the Contra Costa, CA, Chapter.

The next week it was off to the Orlando, FL, Chapter to teach, speak, and visit with their fine members. My final chapter visit in August was to Key West, FL, one of the newest NARPM chapters. This is a beautiful place to visit, with wonderful property managers.

Now it is on to Kansas City, MO, where many property managers will come together once again for the 13th Annual NARPM Convention and Trade Show. If you have never attended a NARPM convention or it has been some time since your last one, it is not too late. Contact NARPM headquarters at 800/782-3452 and register today. Come along for a ton of education, networking, the Vendor show and an incredible experience. You will not be disappointed; I promise that.

Property management is a career for which you can never learn enough. Share with one another your experiences and lessons that you have learned, take time to be the BEST professional property manager you can be.

Thank you to all that have been making my visits so special.



Melissa Prandi, MPM®
Your 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
alpsmgmt@prismnet.com
512/794-8171

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

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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Property/Systems Conditions Limiting Occupancy

By Judy Cook

Greetings, fellow NARPM Members! This month Fair Housing Corner will respond to a question from one of our members:

“I recently signed a contract to rent a five-bedroom house. The owners would like me to limit the number of adults to two, and the number of total occupants to not more than five, due to the limitations of the septic tank and well. What should I do?”

The Federal Fair Housing Act does not prohibit a landlord from restricting the number of occupants in the property under appropriate circumstances. Owners and managers are allowed to implement reasonable occupancy standards based on a variety of factors. Things that might influence a decision to limit occupancy include the number and size of the sleeping areas of the home and the overall size of the dwelling unit. A septic system and/or water supply with low capacity or that does not function properly may necessitate a restriction on the number of occupants.

Call in an Expert

Has a licensed contractor documented the condition and functionality of these systems? If not, that would be a good first step. Repairs may be needed to bring the systems up to proper operation. If so, it would be wise to get those repairs done as quickly as possible.

What HUD Will Look for

Please beware. In the absence of local or state restrictions on occupancy, HUD will carefully examine your occupancy restrictions if there is a complaint filed. One of HUD’s primary concerns will be to determine whether your policy operates unreasonably to limit or exclude families with children. Further, even if HUD determines that your occupancy policy is reasonable under the Fair Housing Act, they will consider evidence of any discriminatory statements or the existence of rules that differentiate between adults and children.

State Laws

Another consideration with this issue is whether your own state’s fair housing law includes age, marital status, or both as protected classes. If so, a restriction of adults vs. children, even though more favorable to children, could result in a claim.

Rule of Thumb

When implementing occupancy restrictions, as with any other decision you make as an owner or property manager, your conclusion must be reasonable. If there is a clear business justification for occupancy restrictions, and no alternative that would be less discriminatory, reasonableness is more likely to be established.

Next Month

In next month’s column, we’ll address another question: “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?”

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

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

Kansas City, Here We Come

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Okay, I’m interested. What else can you tell me?

I haven’t even talked about the certification classes. These are offered at the beginning and end of convention to those who want in-depth knowledge and to earn their designations. NARPM’s best instructors, who truly love what they do, will share their enthusiasm and knowledge with all who attend.

You’ve convinced me. I’m coming! While I’m there, how do I get more involved in NARPM?

NARPM is an army of volunteers who love to be involved. We always welcome new friends with fresh ideas and enthusiasm. I attended a committee meeting at my first convention and helped review convention evaluations! I thought it was great to help improve NARPM. Please plan to attend a committee meeting; we need your input and involvement.

In my experience, almost anyone who attends a convention gets back at least twice, whatever it costs — in the form of money-saving or money-earning ideas — along with other less tangible benefits. We want you and need you! See you there. The registration form is on page 19.

Christopher Hermanski, MPM®, is owner and founder of Mainlander Property Management, CRMC®, in Lake Oswego, OR. His portfolio consists of a majority of single-family homes, plexes, small apartments, and a few commercial offices. He is past president of the Greater Portland chapter of NARPM. He has been a member of NARPM since 1994 and has earned his PPM and MPM® designations and helped guide his company to its CRMC® designation. Chris has served on and chaired various NARPM committees such as Legislative, Marketing, and Membership. Chris has served on the National Board since 1997 and the executive committee since 1998. He currently serves as convention chair and national vice president. Chris is a native of Southern California. He resides in Lake Oswego, OR, with his wife, Kathi, and their four children.

Networking

By Mike Anderson

Networking

Do you remember the days of the lone computer in the corner, networked to the MLS? For most of us, that was our first introduction to computer networking — the linking of two computers so that they could talk to each other. Computers have come a long way since then, as have networks. We depend on our computers to do far more, faster, and with simplicity. Thankfully, networking technology has kept up.

What is a computer network?

Simply put, a computer network is a group of two or more computers that can talk to each other. We have traditionally divided computer networks into three categories: local-area networks (LAN), metropolitan-area networks (MAN), and wide-area networks (WAN). The network that connects all of the computers in your own office is a LAN. If you connect directly to another office across town, you may be using a MAN. And if you connect to computers in another city, you're probably on a WAN.

Why do I need a computer network?

Have you ever had a situation where somebody enters a note on their personal computer, then wants to get it to your computer? This happens to many of us far too often — they call it email. That requires a network. How about printing to a printer that is not directly connected to your computer? That requires a network. And what about sharing a document, spreadsheet, or database among two or more computer users? That requires a network.

Computer networks allow multiple computer users to work as a unit, communicating and sharing computer files quickly and easily. They save on costs by allowing certain devices like printers, CD-ROMS, Zip drives, and tape backups to be shared among multiple computers. They allow us to retrieve information that is stored in other places without having to physically go there.

What do I need to get a network?

The requirements for a network depend largely on what type of network you need. If you want to connect to the Internet, which is indeed a network, all you need is a computer with a modem, a phone line, and an Internet Service Provider account. It may sound funny referring to the Internet as a network, but the Internet is quickly replacing all other forms of computer networks. If you just want two computers in your office to talk to each other, you typically need a Network Interface Card (NIC) in each one, a hub that acts as a central switching station, and cables that connect each computer to the hub. Alternatively, you can create an office network without any cables through the new wireless networking that is now available. You'll still need the NICs and the hub, but you won't have to run cable between them. This is especially useful if you have an older building where it is difficult to install cable. The software you need for a basic network is contained in all versions of Windows since Windows 95.

You may feel extraordinarily ambitious and tackle the installation of your network by yourself. However, this is something like replacing a piston ring in a car. It sounds easy, but once you get into it you'll wish that you had involved a professional. My recommendation is to find someone who has done it before. It will save you countless hours of frustration and will keep you from buying the wrong networking equipment, a decision that you may regret down the road.

What other factors do I need to consider?

Consider three items in your network strategy:

- Files are getting bigger, and computers are getting faster. Plan ahead and put together a network that will last a few years, instead of cutting corners and finding that you have to upgrade your network in a few months.
- Take an inventory of the software that you use, and find out if it will run on the network you have in mind. Plan to pay for each user on the network — very few software packages allow you to run them on each computer on a network for the same price as running them on one computer.
- Plan for the Internet in your networking strategy. Make sure that any LAN you implement includes the capability for all networked users to share a fast Internet connection. Good software companies are building Internet networking functionality right into their software, knowing that today the Internet provides huge benefits, and in the future it may be primary method of connecting a business. Work with software companies that have a strong network and Internet platform. Look for Internet companies that extend the use of your software by integrating it with the Internet.

I realize this article has only scratched the surface on networking. Please e-mail me if you have questions about your network plans or if you want to know what companies in the property management industry are doing with their software to increase its network functionality.

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

Deadlines for Residential Resource

NovemberSeptember 15, 2001

DecemberOctober 15, 2001

JanuaryNovember 15, 2001

FebruaryDecember 15, 2001

If you are interested in writing an article, please e-mail an attachment of your article in Word or text format to 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.

Fair Housing Law in California

By Jane Shandler

Federal and state laws regulate housing rights and privileges throughout the United States. The Federal Fair Housing Act prohibits discrimination in the sale or rental of residential housing on seven bases — race, color, religion, national origin, gender, disability, and familial status (the presence of minor children in a family). The Fair Housing Act also prohibits discrimination in financing and steering in relation to housing opportunities.

In addition to the federal fair housing law, California has its own state laws prohibiting housing discrimination. The two primary state fair housing laws are the Unruh Civil Rights Act and the Fair Employment and Housing Act. Like the federal law, state law prohibits discrimination in the sale or rental of housing on the basis of race, color, national origin, religion, gender, family status, or disability. California laws add additional protected classes.

California Civil Code 51, also known as the Unruh Civil Rights Act, prohibits discrimination in the sale or rental of housing based on age. A judicial ruling in the *Marina Point, Ltd. Wolfson* (1982) case found that an owner may not arbitrarily discriminate against applicants or residents. Thus, in California, the Unruh Act prohibits arbitrary discrimination against any class of persons. Court rulings over the years have found that sexual preference and people with HIV/AIDS are protected classes in California and are thereby protected from housing discrimination.

On January 1, 2000, discrimination against persons based on sexual orientation was recognized as its own class, and in California, it is now expressly prohibited to discriminate against persons based on their sexual preference in relation to housing opportunities.

California Government Code 12955, the Fair Employment and Housing Act (FEHA), also known as the Rumford Act, adds marital status and source of income as protected classes. Thus, in California, a housing provider is prohibited from discriminating against persons based on their marital status — divorced, single, widowed, or married — or their source of income — employment, trust fund, or government assistance — in relation to housing opportunities.

The FEHA also prohibits discrimination through public or private land use practices. This includes restrictive covenants, zoning laws, and the denial of use permits because of race, color, religion, national origin, ancestry, sex, familial status, marital status, or disability. Contracts with discriminatory conditions are void.

Effective January 1, 2000, the FEHA was amended to require that the public be informed of the illegality of restrictive covenants and the right of people with an interest in the prop-

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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.
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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.

Defeating Delays

By Dr. Donald E. Wetmore

We all encounter delays that keep us from doing what we had planned to do. Life often happens to you along the way when you are making other plans.

We can be delayed in traffic, waiting for the dentist, in an airport, in line at the bank, or elsewhere. You cannot always control what happens to you, but you can control how it will impact you. You do not have to let delays defeat you.

I offer you six tips to defeat those delays.

1. Don't get frazzled. A lot of people use their delay time for being crazy. Look around when you are delayed, and see how others are reacting. They may be screaming, hitting the steering wheel, and flailing about. They are fulfilling their crazy time. When your flight is delayed or you are stuck in traffic, the delay is upon you, and there is little you can do about. There is much you can do to avoid being caught up in a similar delay in the future, but for now, when you are delayed, you are delayed. Being upset about it, telling yourself this should not be happening, only makes a bad situation worse. You are not only delayed but are unhappy too. Your unhappiness will not make the delay shorter.
2. Bring important projects with you. Always have stuff with you that you can work on if you experience an unexpected delay. Perhaps a work project or two, some business reading, your laptop, or the envelopes for your Christmas card list. If you get delayed, it gives you the option of making what could be wasted time, productive time.
3. Bring an unread book or two. Ninety-five percent of the books people purchase are never completed. Why? Because we don't have time to read. If your flight is delayed for three hours, you can read a lot of pages in that book you purchased but never seemed to have the time to read.
4. Bring your telephone contact list. Think ahead of where you are going and ask yourself what telephone numbers would be useful if you were delayed. Friends? Family? Business associates? Your travel agent? Make sure you have these telephone numbers with you so when you get delayed, if you can access a telephone, you have more opportunities to be productive.
5. Bring some entertainment. What do you like? Crossword puzzles? Crafts? Game Boy video games? If you are prepared, delay time can be playtime.
6. Sit and think. In our hurry-up-world we have little time just to think about our lives, where we have been, where we are now, and where we are going. Use delay time to reflect on your life. Celebrate the good things that are happening, and commit to changing what needs to be improved.

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Dr. Donald E. Wetmore, professional speaker, Productivity Institute Time Management Seminars, 60 Huntington St., P.O. Box 2126, Shelton, CT 06484, 800/969-3773, 203/929-9902, Fax: 203/929-8151, E-mail: ctsem@msn.com. Visit Our Time Management Supersite: <http://www.balancetime.com>. Professional Member — National Speakers Association © 2000. Reprinted with permission of the author.

BOL for Signs of a Property Manager's Seasonal Changes

By Rick Ebert, MPM®

The weather has gotten cooler, and our first cold snap is due around Thanksgiving. Now is the time to Be On the Lookout (BOL) for items that, if left unattended now, will give you and your owners grief (and therefore double your grief) later. As the rest of Austin starts to notice seasonal changes such as slight changes in leaf colors, rainy days, and cooler weather, property managers need to take notice of changes that affect our properties. Namely, any gas-fired appliances such as heaters, stoves, water heaters, and fireplaces (gas-fired or strictly wood burning) need to be checked now. For a gas heater, check the combustion chambers for a nice blue flame. If it is yellow, you have incomplete combustion and a possibility of carbon monoxide (CO) exists. Many times your tenant can do this for you when they first fire up the heater. Your heating technician should advise you if any rust build up is in the gas manifold as rust can lead to pin hole leaks, which can also lead to CO poisoning. Since there are a reported 2,000 annual deaths from CO poisoning, having gas-fired appliances in tip top condition cannot be over stressed.

A professional technician should also check for proper venting of the heater and all gas appliances. All gas appliances should be

retrofitted with flex tubing for the gas supply as opposed to rigid copper tubing that was common years ago. For a gas range and water heater, look for that blue flame. If a gas range has burners that don't fire up, it may have rust build up or debris blocking an orifice that may require cleaning. Look for smudge and soot buildup on the outside of the water tank where the pilot light is located. This may be an indication of a poor gas connection and parts that may need replacing or adjusting. Finally, check the fireplace for proper operation of the damper and for bird nests and branches in the flu. Crazy as it may sound, for best operation of the fireplace, one needs to open a window opposite a fireplace to create a good draw. So why did fireplaces not have to have an open window to work well in the past? Homes were draftier.

Enjoy the color of the season.

Rick Ebert, MPM®, is co-owner of ALPS, Inc., CRMC®, in Austin, TX. He has authored eight MCE classes approved by the Texas Real Estate Commission and is a NARPM instructor. He has taught workshops at every NARPM convention and is a frequent contributor to the Residential Resource.

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Chapter Ten

By Andrea G. Caldwell, MPM®

CHUGGA CHUGGA-CHUGGA CHUGGA.....WOO! WOO!

We are pulling into the station as all roads converge in Kansas City, MO, September 19-22, 2001!

We will be presenting the new chapter banners to the groups who have hooked up to this fast-moving train during the past 12 months, from sea to shining sea (and then some “Hellos” to our new chapters in Hawaii!) It’s been an exciting ride seeing all the new faces enthused with fervor for NARPM.



The Road Show has continued to show up in more communities led by dynamic President Melissa Prandi, MPM®. Washington state was recently revitalized by presidential visits to King County, Kitsap County, and Olympia/Thurston chapters. Florida state experienced the committee’s commitment to the Sunshine

State when they hosted President Prandi in Orlando and surrounding chapters. Grand Junction, CO, was the destination of a three-hour continuing education class sponsored by the Road Show FREE to all NARPM members!

The Road Show continues on through the end of the year, so if you are considering having a membership drive for your area (with or without an existing chapter), please contact us so we can add you to the calendar of events coming in the next few months. If you want an early preview of what we have planned, come to the Membership Committee Meeting at the Convention, September 19, 2001, at 8:30 am or you can contact Andrea G. Caldwell, MPM®, at 408/978-8100 or agetto@aol.com. See ya soon!



Ambassador Program

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

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

The program started November 1, 1999.

Ambassador Program

July 2001 New Members

<i>Sponsoring Member</i>	<i>Sponsored Member</i>
Judith Cook	Larry Sundin
Michael McVety	Lois Warner
Fred Thompson, PPM	Lisa Cather
Laurie Knight, PPM	Carolyn Matthews
Elizabeth Morgan, PPM	Kathy Scrimgeour
Terry Flora	Judy Goodrich
Renee Latham	Roy Gadley
Tom G. Stokes, MPM®	Jaclyn Schnirring
Pamela Taeuffer	Rosie Oberto
Larry Miller	Diane Foster



Where Does Your Water Go?

By “Rocky” Maxwell, MPM®

To help you determine how much water goes where, here are some statistics for outdoor and indoor household water use. Figures are compiled from water departments.

Indoors

A standard washing machine uses 35 to 70 gallons per load.

A standard toilet uses 3 1/2 to 7 gallons or more per flush. An average household flushes 15 to 20 times per day (up to 140 gallons of water – or more).

An ultra-low-volume toilet uses 1.6 gallons or less per flush.

A silent leak in a toilet can waste 40 gallons or more a day.

A toilet that “runs” after each flush can waste up to 5 gallons per minute.

A dishwasher uses 14 to 30 gallons per load.

A dishwasher with a water-saver function saves 10-20 percent of that amount.

Washing and rinsing dishes with tap running uses up to 5 gallons a minute (up to 25 gallons for a 5-minute wash).

Washing and rinsing dishes in a filled sink uses 5 to 10 gallons.

Running the garbage disposal uses 3 to 5 gallons a minute. (Use dirty dishwater to run the disposal, throw debris in the trash, or start a compost pile).

A bathroom faucet uses up to 5 gallons per minute.

A standard showerhead delivers 5 to 8 gallons a minute when fully open (this adds up to 50 to 80 gallons for a 10-minute shower).

A low-flow showerhead delivers 1 1/2 to 3 gallons a minute (15 gallons for a 10-minute shower)

Filling a bathtub uses 25 to 35 gallons.



Outdoors

A 20- by 40-foot panel of lawn needs 2,000 to 4,200 gallons of water a month, depending on the climate.

A standard sprinkler emits 1/2 to 4 gallons of water per minute.

One drip-irrigation emitter delivers 1/4 to 2 gallons of water per hour.

A 1/2 inch diameter hose delivers about 300 gallons per hour, a 5/8 inch diameter hose up to 500 gallons per hour, and a 3/4 inch diameter one as much as 600.

A slowly dripping faucet (about 100 drops an hour) wastes 350 gallons a month; a faster drip can waste up to 600 gallons.

A fast-leaking faucet can waste 2,000 gallons a month or more.

Washing a car with running water from a hose for 20 minutes uses 100 to 200 gallons, depending on diameter of hose.

Washing a car using a pistol-grip-type shut-off uses 15 or more gallons.

An uncovered pool (18 by 36 feet) loses 900 to more than 3,000 gallons per month, depending on weather, exposure, and the water temperature.

A covered pool cuts water loss by up to 90 percent.

“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.

Let's Talk Termites — Part II

By Michael H. Leary

Part II

Treatment Methods: There are three major treatment methods for termites. Chemical barrier treatments, termite baiting systems, or fumigations are all tools the pest management professional uses to eliminate different termite species found in homes. The oldest treatment method for termites is the chemical barrier treatment. A chemical barrier treatment targets common areas in homes where voids or cracks exist through the foundation where termites can easily penetrate. Termites only need a 1/32" gap to enter a structure.

The most commonly treated home in the southern United States has a slab foundation. A slab foundation is treated by injecting a termiticide, insecticide for termites, into the soil along the outside of the homes foundation at a prescribed rate after form-

ing a trench by removing the soil six inches deep and six inches from the side of the slab. The soil is then replaced after the termiticide is injected. There may be areas in each restroom, kitchen, or laundry room where pipes penetrate the slab. These areas may be exposed directly to the soil and must be treated by injecting a termiticide to establish a barrier.

Another common area to be treated is the joint formed when two or more parts of the slab foundation are poured at different times or at different elevations, often resulting in a gap just large enough for termites to pass through. This is most evident in some garages, concrete patios, and stoops. This gap is drilled every six to 16 inches, varying from state to state according to application rules, and then injected with a termiticide with a special application tool called a sub slab injector. The injector is designed to push the termiticide out only in a designed pattern under a slab to better establish a good barrier. Sometimes, a concrete slab foundation can crack as it settles. It is sometimes necessary to remove carpet or other floor coverings to allow the cracked slab to be caulked and then treated just as the cracks in the stepped slab or patio slab.

FIGURE 1

Mud tunnels such as those shown below may extend from the soil beneath a slab up through the plumbing chase allowing entry into the structure.

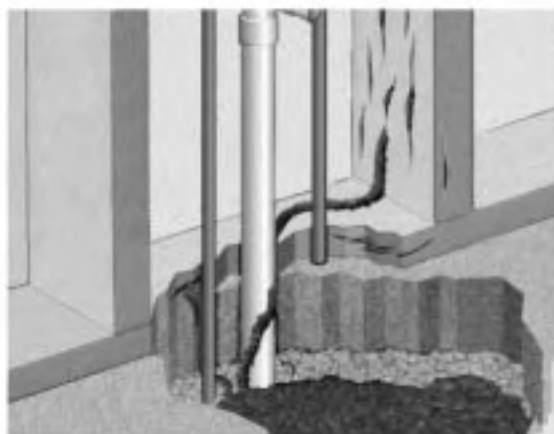


FIGURE 2

Termitrol™ Termite Monitoring Station



One termite technician can do a very good termite treatment on a concrete slab home of 2,000 square feet usually in six hours. Sometimes when the builder has left debris under the slab, making it very difficult for a traditional chemical barrier to penetrate, the area can be treated with a “foaming” device. Foam treatments completely fill cavities, allowing greater penetration of the termiticide. You will see many termite companies using a foaming machine to treat problem homes that haven't responded well to traditional liquid chemical barriers.

If the home is built upon a crawl space, the soil on the inside and outside of the crawl adjacent to the foundation will be treated as well as any foundation supports in the crawl. The soil outside the foundation must be trenched about six inches deep as well as six inches wide. After the termiticide has been applied into this “trench,” the soil is returned. If the foundation is made of concrete blocks, each cavity of the block must be drilled and treated with a termiticide at a prescribed rate. In addition to treating with a termiticide, each home with a crawl space should be inspected for ventilation. Low volumes of crawl space ventilation can lead to high moisture levels in the wood in the crawl space, making it a more appealing environment for termites (Figure 1). The home with a crawl space tends to be the most labor intensive to treat properly, taking approximately eight to ten hours for the average 2,000-square-foot home. If adequately applied, this chemical barrier should last a minimum of five years. Lifetime warranties for chemical barrier treatments are no longer available and the termiticides used today do not last as long as ones used up through 1980. Because the former termiticides lasted so long, it was rumored that they entered the food chain and were therefore discontinued.

Another chemical barrier involves treating the wood itself, usually with an orthoboric acid solution. This treatment is used in cases involving dampwood or drywood termites, compared to the previous chemical barrier treatment designed mainly for subterranean termites.

The newest treatment system uses termite baits. Monitoring stations are placed strategically around the structure to attract termites (Figure 2). The stations or baits are placed either a certain linear distance from each other or may be placed in areas of high suspected activity, such as near firewood piles, near air conditioner drain lines, or near stumps. Placement of termite bait depends on the termite company policies and the state or local regulation governing such placement. The stations are routinely monitored, usually every three months, for activity. After a certain threshold of activity has occurred, an “active ingredient” station is added in the active area. The active ingredient may be a stomach poison, or may be a chitin inhibitor. Chitin inhibitors mimic the natural chemical that insects produce when it is time for them to shed their old skins. If the process of shedding their old skin or hardening their new skins can be blocked, the insect usually dies. The object of this type of system is to kill the queen termite, thus destroying the colony. Because termites feed by tropholaxis, the process of passing food from member to member of the colony, it is easy to spread poison through the entire population, eventually reaching the queen.

There are two primary advantages of treating termites with a baiting system: 1) much less insecticide is used, and 2) the installation/application time is much less. It may only take two to three hours to install a termite bait and monitoring system compared to a traditional chemical barrier treatment which may require days. Monitoring systems require only a few ounces of bait while traditional treatment methods may require anywhere from 75 to 230 gallons of a termiticide. Another advantage of termite baiting systems is that they are usually less invasive. Since they are installed in the soil outside the structure, they do not usually require drilling into patios or crawlspaces for their installation.

Two disadvantages to termite baiting systems are their appearance, the plastic cap to the monitoring station is typically visible in the treated areas and they are usually two to three times as expensive to monitor as the annual cost for a traditional chemical barrier renewal.

A final treatment method is tent fumigation, which is performed mainly for the elimination of Drywood Termites, but can also be performed for other wood-destroying organisms as well as household pests. It tends to be the most expensive method of treatment because of the safety requirements as well as the labor requirements to perform one. Tent fumigations are performed by first removing all people and pets from the structure to be treated as well as some personal items that can be damaged by the fumigant.

In some states, local and state authorities must be notified at least 24 hours prior to the fumigation. A gas-tight tarp is then applied over the entire structure and sealed at the edges with sand bags as ballast. The fumigant is applied from compressed air cylinders

connected to plastic tubing extending deep inside the building. Fans inside the structure may circulate the fumigant to provide even distribution. The treatment is then monitored for a period of 12 to 36 hours to allow the deepest penetration of the fumigant into the walls and floor structures. Some states require armed security guards monitor this phase of the process to prevent unknowing persons from accessing the area and becoming injured. After the pest management professional has determined that enough time has passed, the seal will be removed and the fumigant allowed to vent. Gas meters are used to determine when it is safe to re-enter the building. A serious weakness of the fumigation process is that despite the time and labor it requires, it has no residual benefit. It will only kill what is present at the time of treatment, leaving the home open to reinfestation. In some regions of the county, homes are fumigated every five to seven years to control termite populations.

continued on page 20

Being Part of a NARPM Committee

By Raymond Scarabosio, MPM®

I never thought I'd be one to volunteer to work on a committee within NARPM, but once I started, well, I just couldn't stop. Nothing has been as professionally satisfying as being a part of the NARPM committee level. Working with other like-minded individuals from across the country to achieve a goal is awesome! I remember several years ago working with Mr. Gene Bennett, MPM®, of Orlando, FL, on the Chapter Newsletter contest to be held at the annual convention. It was great to see each of the chapters submitting their best newsletters for consideration. It was with great pride that I watched the eventual winning chapter accept their certificate on stage. This was the culmination of several months of committee work, and it made it all worthwhile.

Each of you, as members of NARPM, has a unique talent you bring to the association. Use it by joining a committee that interests you. Whether it be Membership or Marketing, Publications or Education, each of you has it within you to be a great committee member. NARPM is looking for a few good women and men to offer something back to the organization by way of committee involvement. Please use the committee interest form on page 18 to indicate the area you would like to help out in. With your help, NARPM will become a better organization.

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.

Welcome New NARPM Members

The following is a list of new members who joined NARPM from July 1 to July 31, 2001.

Lisa Cather
Re/Max 200 Realty
954 South Orlando Avenue
Winter Park, FL 32789
407/629-6330

R.S. Corbridge
Rental Property Management, Inc.
6623 Gateway Avenue, Ste. C
Sarasota, FL 34231
941/924-2868

Pete Davis
Davis Property & Maintenance Service
535 Bennert Drive
Vandalia, OH 45377
937/454-0824

Diane Foster
Equity Property Management, Apt. Finders
1280 Terminal Way #30
Reno, NV 89502
775/323-6559

Roy Gadley
The Excel Company
221 South 174th
Spanaway, WA 98387
253/531-3811

Judy Goodrich
Tamarack Properties of Central Oregon
63356 Nels Anderson Road #5
Bend, OR 97701
541/388-2132

Lorelei Happel
All Available Rentals & Sales, Inc.
PO Box 24953
Ft. Lauderdale, FL 33307
954/564-8002

Sharrol Lyons
Goose Lake Property Management
5113 South 6th Street
Klamath Falls, OR 97603
541/883-8543

Kathryn MacGeraghty
Blue Sage Realty
9035 Wadsworth Blvd., Ste. 4000
Westminster, CO 80020
720/201-6448

Carolyn Matthews
Classic Property Management
2415 Avenue J, Ste. 100
Arlington, TX 76006
817/640-2064

Donna McDermed
Premium Management, Inc.
PO Box 721831
Houston, TX 77272
281/575-0707

Rosie Oberto
Hills & Homes Property Management
5550 State Farm Drive
Rohnert Park, CA 94928
707/585-2913

Jaclyn Schnirring
EpiCity, Inc.
PO Box 660068
Atlanta, GA 30366
770/457-2300

Larry Sundin
Affirm Realty
8665 W Flamingo Road,
Ste. 2016
Las Vegas, NV 89147
702/838-3547

Lois Warner
Coldwell Banker — McFadden & Sprowls
1456 Periwinkle Way
Sanibel, FL 33957
941/472-0021

Perry Wilson
Alpine Real Estate Company, Inc.
PO Box 1196
Bakersville, NC 28705
828/688-9482

You Make the Ethics Call

By Rick Ebert, MPM®

Property Manager A advertises a home for rent and offers it to prospective Tenant B stating that the home is in good repair. Tenant B moves into the home, and discovers upon moving in that the heater does not work and that the septic system backs up. Tenant B complains about these conditions to Property Manager A, who then dispatches, the same day, a heating repair technician and a plumber to remedy the defective conditions.

Tenant B files an ethics complaint stating that Property Manager A statement about the home being in good condition was a false statement that misrepresented the condition of the property.

The property manager states that she did not have any prior knowledge about the condition of the heater or the septic system.

Ask Yourself:

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

You Made the Call

Article 5 states: "The Property Manager shall manage all properties in accordance with safety and habitability requirements of the local jurisdiction". The fact that the property manager took swift action to remedy reported defects affecting safety and habitability established ethical behavior on the property manager's behalf. As set forth in the Standards of Professionalism, "The Property Manager shall respond promptly for requests for repairs".

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



Don't Forget to Sign up to join President Prandi on the Preconvention tour of Kansas City's old gangster sites and some of their fine homes.

Don't miss out on this convention! Fill out the convention registration form on page 19 and turn it in today.

Fair Housing of California

continued from page 5

erty to have the discriminatory language removed. Title insurance and escrow companies, county recorders, or real estate salespersons who provide declarations, deeds and covenants, Conditions, and Restrictions (CC&R's) are now required to provide information about the presence of discriminatory language in documents.

In California, all rental units are subject to fair housing laws with two exceptions. Qualified senior housing may legally exclude families with children. Under federal law, three types of housing qualify as senior housing:

1. housing specifically financed by federal or state funds for seniors;
2. housing for seniors age 62 or older in which all residents are at least 62;
3. housing intended and operated for occupancy by persons age 55 or older in which at least 80% of the occupied units contain at least one family member age 55.

California law permits a "qualified permanent resident" — a spouse, cohabitant, or person providing primary physical or economic support to the senior — to live in senior housing.


The other rental unit not subject to fair housing law under state law is an owner-occupied, single-family home rented to one person living within the household, providing the owner does not make discriminatory notices, statements, or advertisements.

The United States Department of Housing and Urban Development (HUD) is responsible for enforcing federal fair housing laws. The California Department of Fair Employment and Housing (DFEH) is responsible for enforcing state fair housing laws.

This information is presented as a guideline on fair housing laws and is not intended to be legal advice. For questions on a specific situation, contact your attorney. Fair Housing of Marin is a private nonprofit organization seeking to ensure equal housing opportunity and educate the community on the value of diversity.

Jane Shandler is a program director with Fair Housing of Marin and has worked with fair housing issues for 15 years. Ms. Shandler teaches a DRE-accredited seminar on Fair Housing Laws and Practice and is approved by the California Apartment Owners Association to present classes on fair housing.

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If “The Untouchables” had this
gun-toting leader the “Underworld”
wouldn’t have stood a chance.

Attention NARPM Chapters:

Is your Gangster or Moll ready for the parade? If not get busy NOW. Don’t let the feds come after your chapter, even the underworld couldn’t hide from them. Let’s make this the best National Convention Chapter Parade yet with every Chapter or CIF’s representative following our leader to open this year’s convention. Remember a GREAT prize goes to the best chapter represented. Don’t let your chapter be left out. Get your chapter bios and your Inspector Cluze, MPM®, guess for this year’s leader (raffle tickets await the winner) to Rajia Ackey at raji-aackley@realtor.com or fax to 407/846-3407.

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Utilizing Technology to Expedite your Receivables

Marc Banner, PPM, National Affiliate Chair



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

My background in real estate investment started at a young age; I purchased my first duplex at the age of 18 and during six years in college bought and sold two duplexes. After earning my master's degree in economics from Purdue University, 1978, I decided to forgo the East Coast banking career and move

home to Idaho. The employers in Idaho were not as impressed with my credentials as I was, so I relied on my knowledge of real estate and chose to start a career in real estate sales. After 18 months enjoying a successful sales business, I started managing a client's duplex. The bells went off, and I immediately made the goal to build the management company to a point where selling real estate was not necessary. That goal was achieved in 1996.

2. *What extracurricular activities are you involved?*

I could write a book on this subject, so I'll just list my passionate interests: hunting (rifle and archery), fishing, camping, wilderness horse packing, trap shooting, golfing, snow skiing, water skiing, scuba diving, sailing, power boating, motor home travel, and international travel. After our last child leaves the "nest," my wife and I are going to attend the four Grand Slam tennis championship tournaments; our first will be Wimbledon in 2003.

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

I'm not sure I've grown up yet; each stage of life elicits a different answer. My standard answer to this question is always "A Cowboy." That not being possible, I wanted to use my skills with horses to be a hunting guide and packer. The romantic life of raising, training, and packing horses has always been a dream of mine. Real estate and my property management career, even though a long way from this dream, has afforded me the opportunity to participate in this interest.

4. *What is your perceived greatest strength?*

My ability to focus on and complete tasks. I work very hard to ethically represent the best interests of the clients and customers of Realty Management Associates, Inc.

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

In violation of the Federal Credit Reporting Act, a staff member delivered a copy of a credit report to a prospective tenant. Realty Management Associates, Inc., was banned from a local credit-reporting agency, and it could have resulted in Federal prosecution. This lesson started the development of a written Policies and Procedures Manual. All our agents and employees must read and adhere to it.

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

Realty Management Associates, Inc., is a full-service property management company currently representing over 300 residential dwelling units and a mid-sized mobile home park. Within the Property Management Agreement, Realty Management Associates,

Inc., provides services including tenant solicitation and screening, leasing, tenant negotiation, rent collection, and maintenance supervision. Other services Realty Management Associates, Inc., provides include one time leasing, seller representation brokerage service, and investment counseling.

7. *How has NARPM impacted your business?*

Since beginning my property management career, I have sought out a professional association that would elevate my business efficiency and professionalism. After joining IREM, the Apartment Owners Association, and the NAR property management organization and finding these organization of no value, I thought I was the only person in the world doing what I do. I will never forget the day Melissa Prandi called me and asked if I would be interested in NARPM. Since giving my enthusiastic "YES," NARPM has been responsible for a major overhaul of many aspects of my business allowing efficient growth, continued development and refinement of policies and procedures, and a sense of belonging to a group of peers. NARPM is what I have been searching for!

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

The culmination of a successful career should include giving back to the family, community, and industry. At this point, plans are to fold my 25-year-old son into the business; I will spend a lot of time giving him a leg up in the business to reach the next level. The expertise gained in this industry will be valuable to the community that has served me over the years; involvement in volunteer community projects is on the agenda for the future. Giving back to this industry will be accomplished with continued involvement in NARPM. I plan to stay involved on the national and local levels to achieve the goals of this organization that has been so important to my career and business.

Marc Banner, PPM, is the president/broker of Realty Management Associates, Inc. in Boise, ID. Realty Management Associates, Inc., has managed single-family homes, townhouses, condos, and small apartment properties in the Boise market since 1980. Marc is the founding member and past president of the Southwest Idaho Chapter of NARPM and has served on the Standards and Ethics Committee of the local board of Realtors. Marc joined NARPM in 1998 and has served on the national Membership Committee and the host committee of the 2000 Northwest Regional Conference. Marc is currently chair of the national Affiliate Committee and is serving his first term as a member of the national Board of Directors. Marc and his wife, Beverly, have six children ranging in age from 29 to 14.

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

2001 PPM/MPM® Certification Classes

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

Interested In Sponsoring Certification Classes?

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

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

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

PPM/MPM® Class Registration

FEES

	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.

(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.

NARPM Management Firm Founder Receives Award

Don R. McCullough, Certified Association Executive, was presented the “Distinguished Life Membership Award” by the Texas Society of Association Executives at its annual meeting in Dallas on Friday, June 29, 2001. McCullough served as TSAE’s initial Executive Director from 1967 till 1972 and has been a continuously active member since 1965. He owns Association & Society Management, Inc. (ASMI), an association management firm that serves as **headquarters for the National Association of Residential Property Managers (NARPM)**, as well as 16 other state and national trade and professional associations. McCullough formed ASMI on Austin in March 2 1966. ASMI has a staff of 30, including Roy Bohrer, NARPM’s Executive Director, and Sherri Beck CPS, NARPM’s Executive Assistant.

President Prandi visits Oregon



NARPM ROAD SHOW makes a stop in Central Oregon with "Engineer" President Prandi at the helm and capably assisted by Vice President Chris Hermanski... expanding the ranks of membership into the heart of Oregon.

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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

September 19-22, 2001 • Kansas City, Missouri

1. REGISTRATION (Please type or print)

Name _____ Name for Badge _____

Company Name _____ Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

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

NARPM Chapter or CIF _____

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

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

2. REGISTRATION FEES

Conference Registration

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

Additional Events

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

Guest Tickets

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

3. CERTIFICATION CLASS FEES †

	Member	Nonmember	Fees Paid
<input type="checkbox"/> PPM Tenancy Course (Sept. 18)	\$225	\$280	\$ _____
<input type="checkbox"/> PPM Maintenance Course (Sept. 18)	\$225	\$280	\$ _____
<input type="checkbox"/> PPM Marketing Course (Sept. 19)	\$225	\$280	\$ _____
<input type="checkbox"/> PPM Operations Course (Sept. 22)	\$225	\$280	\$ _____
<input type="checkbox"/> MPM® Operating a Maintenance Co. (Sept. 17-18)	\$450	\$505	\$ _____
<input type="checkbox"/> MPM® Risk Management Course (Sept. 22-23)	\$450	\$505	\$ _____
<input type="checkbox"/> PPM Retake – \$97.50 (list course) _____			\$ _____
<input type="checkbox"/> MPM® Retake – \$197.50 (list course) _____			\$ _____
<input type="checkbox"/> Ethics Class	\$15	\$20	\$ _____

4. TOTAL FEES

\$ _____

5. METHOD OF PAYMENT

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

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

VISA MasterCard Discover American Express

Card Number _____ Exp. Date _____

Name of Cardholder _____

Billing Address _____

Signature _____

I authorize NARPM to charge my credit card.

NARPM Member?

Yes No

Is this your first NARPM Convention?

Yes No



SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: _____

Do not send registration after September 5, 2001, please register on-site.

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

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

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

CANCELLATION POLICIES

Conference

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

Certification Classes

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

MONETARY POLICIES

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

THREE EASY WAYS TO REGISTER

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

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

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



Let's Talk Termites

continued from page 9

Other factors that should be addressed for termite prevention around homes are earth to wood contact, synthetic stucco, faulty gutters, inadequate groundwater drainage, and wood debris in or around homes.

Earth to wood contact occurs when siding or structure supports such as floor joist supports, deck supports, or buried sills are directly in contact with the soil. This is dangerous for two reasons. First, since the wood is at grade, excessive moisture may cause the wood to decay and lose its structural integrity, and second, it ultimately leads to the undetectable direct entry of termites or other wood destroying organisms into the home.

Recently there has been much controversy in many parts of the country concerning synthetic stucco. Because synthetic stucco extends from the very footing of the foundation up to at least the first level, it allows termites an easy path inside. The insulating foam that stucco is applied to facilitates this because it keeps moisture levels high next to the foundation, a situation that termites prefer. Once the termites enter this attractive area of high moisture, it is easy for them to enter the building for food.

Faulty gutters can promote termite problems. If the gutters leak in or on wood framing, termites will be attracted to the moist, decaying wood.

Similar problems arise from situations where water doesn't drain properly away from a house. If allowed to remain, this moisture ultimately attracts termites.

Wood debris around a home will certainly attract termites. Wood sitting in woodpiles or in the crawlspace will ultimately feed and promote termite activity in homes. Woodpiles should always be stored away from homes and off the ground on blocks to prevent termite access.

Termite treatments usually come with one of two types of warranties, damage or retreatment. Damage warranties cover damage costs for repairs in addition to retreating the termite infestation. Retreatment warranties allow for only retreating the structure. You would be responsible for any repairs.

Quality of treatment: The following questions will help screen for quality termite treatments.

- Will the company provide you with a copy of the contract and the warranty as well as a graph of the property?
- Will the termite company clean up well after the job?
- Will the termite company properly remove wood debris around the home?
- Will the termite company spend the necessary time to adequately treat the structure?
- Did the termite company adequately answer any questions you have?

In the event you encounter a pest control treatment that does not meet your expectations and you cannot get satisfaction from the company, you may contact your state regulating agency, usually the State Department of Agriculture, and ask an inspector to come inspect the home. It is also possible to request the taking of a soil sample to see if the proper amounts of chemicals were applied.

Note: Part I of this article appeared in the August 2001 issue of Residential Resource.

Michael Leary is Chief Executive Officer of the North American unit of Enviropest Pest Control, Inc., and has hands-on experience in all aspects of pest control. Certified in household pest, termite, and wildlife control in the state of Georgia, he has a bachelor's degree in biology from the University of Georgia where he attended their Department of Entomology. The most senior affiliate member of NARPM's Atlanta chapter, Michael and his company were principal sponsors of the NARPM Georgia State Conference. Contact Enviropest at 770/917-1133 or www.enviropest.com, or envrpest@email.msn.com