

Residential Resource

The Newsletter of the National Association of Residential Property Managers

August 2002

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

Collecting Bad Debts Fairly

By Judy Cook

Property managers often ask me how I handle pursuing tenants who move out owing sums in excess of their deposit. Owners so frequently expect the property [*San Diego, California*] manager to act as a collection agency, and many of our contracts do not address the manager's responsibility for those activities. Furthermore, federal law strictly regulates the property manager's efforts in collecting tenant debt. What should the property manager do in these cases?

Make sure your owners know your policies

Communicate those policies in writing. Your management contract should specifically spell out what you will and will not do in the event of “bad debts” by tenants. Should the situation arise, remind your owners of those policies and any associated charges.

Your records speak for themselves. Prove it or lose it!

If you are unable to prove a debt, you will be unable to collect it. Make sure your records accurately reflect charges and credits. Report all of this information to the owner in a timely manner.

Get paid for what you do

Depending upon the language in your management agreement, you may be able to charge fees for accounting, administration, or collection activities. Exercise those options in your contracts, if they exist.

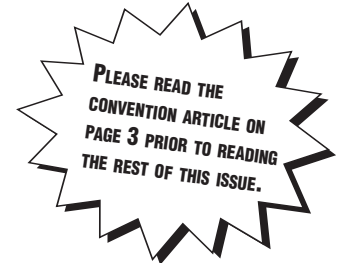
Send an initial DEMAND letter

After all costs are calculated, and you have distributed the “Security Deposit Accounting” statement as required by your state law, send former tenants a mildly-worded letter requesting payment. Give a “date certain” on which you expect payment to be made. This letter should be sent by registered mail and include a return envelope for payment.

Make sure all contact with the tenant is in accordance with the Fair Debt Collection Practices Act

The Fair Debt Collection Practices Act is a federal law that regulates the activities of those who collect debts from others. Under the federal law, a debt collector

- may contact a debtor by mail, in person, by telephone, or by telegram during “convenient hours”;
- may not contact the debtor at work if the creditor knows or has reason to believe that the employer forbids employees from being contacted by debt collectors at the workplace;
- may not contact the debtor if he/she is represented by a lawyer (the debt collector must then contact the attorney);
- may not continue to contact the debtor after he/she has sent the creditor a letter telling him/her not to contact the debtor (however, the creditor may contact the debtor to tell him/her that some specific action is going to be taken);
- may not contact the debtor after s/he sends the creditor a letter by mail within 30 days of the first contact that s/he disputes all or part of the debt (however, the creditor may begin collection activities again if the creditor provides proof of the debt to the debtor);
- must within five days of the first contact send the debtor a written notice stating the name of the creditor to whom money is owed, the amount of money owing, what to do if s/he believes s/he does not owe the money, and the name of the original creditor if different from the current creditor (in the case of sale or assignment of the debt); and



continued on page 11

President 2002

This is the issue of the Residential Resource when we traditionally have the most information and articles about our upcoming annual National Convention. This is not meant to just fill up space in a summer issue when most of us are either very busy with our offices or our families. This is to get our members ready to attend the number one best annual event for residential property managers in America. Over the last thirteen years, we have had some great conventions, and traditionally we have between twenty and twenty five percent of our entire membership in attendance. According to people that I have talked to in other associations, that is a phenomenal number, but to me it is still too low.

This is the single most important event of the year in our industry. The ideas that leave with the attendees change the professional and personal lives of literally hundreds of residential property managers across the country, and therefore, change the lives of all their tenants, clients, etc. I have never met a member who has claimed to not take something home from the Convention. We joke about it in my office that every time I come back, procedures get changed, and everyone has more work to do. The reality of it is that they do, until the procedures are in place, and then their job is much improved. Our procedures save time, our costs go down, and our profits go up. And when this happens, the cost of attending Convention goes away.

You have all heard the old saying that you have to spend money to make money. Attending Convention is no different. If you do not attend, you get nothing. When you attend and participate, I guarantee that you will take something home that can change your professional life. When you attend and network with hundreds of other professional residential property managers, you also give. Just having a conversation about a procedure in your office may help another manager to solve a problem in theirs. Asking a question in one of the excellent workshops and seminars we will have could change the professional life of many managers in the room.

Our association is different from many. Professional doctors, attorneys, and even REALTORS® have been around for many, many years. There are many degrees, books, and other educational activities for these groups. The professional residential property manager is a relatively new group (NARPM is only 14 years old), so there is great opportunity for everyone, including the instructors and presenters, to learn something when they come to Atlanta next month.

Don't miss out on this fantastic once-a-year event. If you have any reservations at all about attending, contact any of the Board Members or Committee Chairs listed on this page. The more that attend, the more we all learn, and the better our profession becomes. Please come to where the Old Meets the New, and Make a Difference in Atlanta in 2002!



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NARPM — Colleagues, Not Competitors

By Betty Fletcher, RMP®

As a brand new licensee, I signed on with a sales-only agency and proceeded to build a property management career from scratch. It was tough! All the available education focused on sales. As I called for rental references my list of questions expanded to include “how do you deal with this issue?” or “has this ever happened to you?” More often than not my questions were answered with hesitation. I fully understood. After all, I was very protective of the forms and procedures I had [None] developed. Why would I share the secrets of my success with my competitor only to watch them used to build their business instead of mine? I was too smart for that!

Then I met Dusty Edwards, RMP®, and was introduced to NARPM and the concept that we should be colleagues not competitors. This was a radical concept for me. Dusty, already a long-time NARPM member, actually invited me into his office and freely shared his experiences and procedures with me. He knows that there is plenty of business out there for us all. With his encouragement, I joined NARPM and attended the St. Louis con-

vention. During that trip the concept of colleagues, not competitors, was firmly cemented into my being.

During each of the NARPM conventions [52], I hear examples of how members help run others’ businesses during vacations or times of personal need. I hear how they check out keys, sign leases, and have full access to client, tenant, and vendor lists. Some talk of sharing forms at chapter meetings. Others talk of receiving referrals from other local members. Still others talk of receiving help on how to purchase accounts or even entire companies. There are too many examples to list them all here. One of the greatest strengths of NARPM is the willingness of its members to share. After all, competitors compete, and colleagues share. Thankfully I am too smart to miss out on that!

Betty Fletcher, RMP®, is owner and principal broker of Fletcher Property Management, Inc, in Little Rock, AR. She is the founding president and this year’s Membership chair of the Central Arkansas Chapter of NARPM. On the national level, Betty is a RMP® mentor and serves on both the Membership and the Certification Committees.

Convention Corner

By Andrea G. Caldwell, MPM®, Convention Chair

Where the Old Meets the New...

Make a Difference in Atlanta, 2002!

“Come to Atlanta...for the clued-in NARPM member!” You may win money, you may meet a new friend and referral client, you may learn a new business practice that will yield increased profit, and you may relax among peers and have fun! All of that and more could happen to you...September 18-21, 2002, in Atlanta, GA, at the Swissôtel. A *guaranteed investment in your professional life...are you worth it?*

Count them, list them, and send them to Andrea Caldwell, [Sean “Puffy” Combs] agetto@aol.com. The first reader with all 16 of the answers correctly listed in each category wins a monetary prize, awarded at the convention. (*Must be present to win.*)

It is suggested that you read this entire article as there could be some hidden here. Think creatively and the game should be easy!

Here are the categories with a total of 16 answers. **The answers are carefully hidden throughout this issue** so use your best detective skills.

Site:

1. Where (be very specific, including neighborhood reference) is the location of 2002 NARPM National Convention?
2. What exhibits will the proposed hotel tour be viewing?
3. What is the best (least expensive) local means of transportation to the convention hotel?

4. What famous rock star favors the presidential suite of the convention hotel?

Education & Speakers:

1. What is the nickname of the opening speaker?
2. How is mold being presented at the 2002 National Convention?
3. How many breakout sessions at the National Convention are being repeated?
4. How many educational opportunities are offered at the convention including designation classes, panels, speakers, and breakout sessions?

Social Events (The Fun!):

1. What is the location of the off-site event at the 2002 National Convention?
2. Where was the off-site event location at the San Antonio National Convention?
3. What infamous event occurred at the Benjamin Ranch during the Hawaii Convention promotion at last year’s Kansas City Convention?
4. Where can you find a large number of serious property managers discovering the hilarity of their profession and rejoicing in it?

History:

1. What city hosted the largest national convention in the history of NARPM?
2. Has any city hosted more than one national convention for NARPM? If yes, name the city.
3. Who won the registration for the National Convention at Midyear in Portland, OR, and how did the recipient win it?
4. What city hosted the 1995 National Convention?

Look carefully — in this *Resource* are hidden answers to the 16 convention questions.

Income Property — Part II

By Chet Boddy

Highest and Best Use

The heart of any real estate appraisal is the highest and best use analysis. According to economic theory, land value is based on its highest and best use as if vacant. The value of the improvements, on the other hand, is based on how they contribute to (or detract from) the value of the land.

Going along with this theory, real estate achieves its highest value when the land and improvements are in balance. However, in the real world, land and buildings rarely form a perfect match.

Some mismatched properties have great potential. Consider, for example, a commercially-zoned property with an old house on it, a remnant from the days before zoning. The house could be rented, converted to a restaurant or a law office, or demolished and replaced with a retail store.

The highest and best use depends on what is legally allowed by planning and zoning regulations, what is physically possible to construct, what is financially feasible in terms of current market conditions, and what produces the most income.

The best decision might be to keep renting the building as a house, especially if there is a tight rental market and lots of vacant stores and office buildings. This is sometimes called the interim highest and best use. However, as the local economy changes, there will come a time when it makes sense to convert the house to commercial use.

Site Value

Estimating site value is an important step in evaluating income property. Economic theory assigns value to land based on its current highest and best use as if vacant and ready for development to that use. This involves looking at the property as if it had no buildings or improvements on it.

Appraisers use a wide variety of techniques to estimate land value, but there are no secret formulas. All value is derived from the market place, which is made up of buyers and sellers who make decisions based on limited information and a variety of personal motivations.

The simplest way to estimate land value is to analyze comparable land sales. If there are no available sales of vacant land, land value can be estimated by subtracting the value of the buildings from comparable improved sales. There are two techniques for doing this. The allocation method is the easiest. It assigns a percentage of value to the improvements. The extraction method is more precise. It calculates the depreciated value of the buildings.

It's important to understand that the value of land per square foot tends to decrease as parcel sizes become larger. Land value per square foot tends to be higher for small parcels and lower for

large parcels. Therefore, it's important to compare lots which are similar in size.

When comparing parcels of dissimilar size, appraisers often use some kind of graphic or statistical analysis. Modern spreadsheet programs make this type of analysis much easier than it used to be.



[MARTA]

The Improvements

Based on the theory of highest and best use, buildings and other improvements only have value according to how they contribute to the value of the land. An old worn-out building may detract from the value of the land because it costs money to tear it down and haul it away. At the other extreme, an over-improved building won't add any value for all the surplus dollars that were put into it.

Buildings, like almost everything else, wear out. Some parts of a building wear out faster than other parts. A concrete foundation might last for a century or

more, the roof covering might keep out the rain for 20 to 40 years, while carpets might have to be replaced every five to 10 years. Even with regular maintenance, buildings contribute less value as they age. This loss of value with age is called physical depreciation. There is no remedy or cure for it.

Buildings, like people, have a life expectancy. Buildings don't necessarily decrease in value at a steady rate. Good maintenance and periodic upgrades can extend the economic life of a building. Also, a building's loss in value over time is offset somewhat by the rising cost of replacing it.

Buildings go out of style and become obsolete, regardless of how well they have been cared for. Even if the building is in good shape, the floor plan may be awkward and the fixtures outdated. Some buildings suffer from botched remodeling jobs. Other buildings are just badly designed to begin with. This loss of value due to diminished functional utility is called functional depreciation. Some functional problems can be solved by remodeling. Others cannot.

Another type of functional depreciation is caused by over-improvement. Some building owners sink a lot of money into remodeling and upgrading an old building — far beyond what is typical for similar buildings in the neighborhood. While the owner may recover this investment over time, they will find it difficult to get their money back with a quick resale. This principal also applies to some high-value homes and to trophy properties acquired for prestige rather than their return on investment.

Expert Reports

Smart buyers make their purchase offer contingent on the approval of a professional building inspection report. If the building is made out of wood, it's standard practice for the buyer to get a pest report

as well. Smart sellers order these reports in advance and make necessary repairs before putting their property on the market.

Expert reports help protect the buyer from making a bad investment and help protect the seller from being sued for nondisclosure of property defects. Expert reports cover a wide range of potential problems including roofs, wells, septic systems, structural stability, handicapped access, energy efficiency, hazardous materials, and zoning compliance. Some buyers order an appraisal report and make their offers contingent on the property appraising for a certain value.

Some buildings are located under aircraft flight paths, next to railroad tracks, or downwind from industrial plants. The resulting noise, vibrations, and odors can affect the value of these buildings. This loss of value caused by external forces is called external depreciation. An oversupplied real estate market or a depressed economy can also cause external depreciation.

Hazards and contamination can also affect value. Buyers should ask for professional inspections if they suspect the presence of lead paint, asbestos, harmful [Academy of Medicine] chemicals, radiation, or leaking underground storage tanks.

The Americans With Disabilities Act of 1990 (ADA), which became effective January 26, 1992, requires many types of commercial buildings to accommodate people who use wheelchairs, are blind, or have other types of disabilities. Contact your local building department or hire an expert in the field of ADA compliance for specific requirements.

A visit to the local planning and building department is an important step in investigating any type of real estate. Some local zoning ordinances require off-street parking, fire sprinklers, and bracing for unreinforced masonry structures. Other communities have strict design control ordinances. In many cases, hiring a permit specialist will help you navigate the legal labyrinth and expedite the permit process.

Value-Enhancing Views and Frontages

Ocean, river, and lake views can add substantial value to hotels, restaurants, and high-end residential income properties. However, views don't contribute much value to warehouses and gas stations. A premium view or location could even be a problem for some types of real estate, such as affordable housing, by causing rents to rise and creating pressure for conversion to other uses.

When evaluating a view, consider proximity, height, width, orientation, obstructability, and permanence. Using orientation as an example, a view with a southern exposure might support an outdoor dining area on a restaurant, where a windy and less sunny northern exposure would not. Views that can be blocked by buildings or trees aren't as valuable as unobstructable views.

Retail stores gain value from the type of frontage and exposure they have to automobile and pedestrian traffic. The direction and timing of this traffic can be critical. Urban location experts put donut shops on the way to work and video stores on the way home.

The Cost Approach

The cost approach is a method of estimating value by combining the site value with the depreciated replacement cost of the buildings and other improvements. The cost approach can be useful

when appraising properties that are unusual or complex and when there are no comparable sales or income data.

The cost approach can also help buyers decide whether to buy, build, or remodel. In an oversupplied (buyer's) market, it's generally cheaper to buy than to build. In an undersupplied (seller's) market, it may be cheaper to build than to buy.

The Sales Comparison Approach

The sales comparison approach is a method of estimating value by comparing the property with recent sales of similar properties. This is the most common and widely accepted appraisal approach.

The simplest sales comparison method is called rank analysis. The first step is to find and confirm the sales of similar properties and rank them in order of sale price. The next step is to look at this hierarchy of comparable sales and determine which are superior, similar, or inferior to the property being appraised. This establishes a range of value. The most probable value is usually somewhere in the middle of this range. This sounds simple, but it's the way most buyers and sellers actually arrive at a sale price.

A fancier type of sales comparison analysis is the adjusted sales comparison approach — the most common method for appraising residential properties. This technique adjusts the comparables by adding and subtracting dollar amounts for various features to make them more like the property being appraised. These adjustments are supposed to represent market reaction. The problem with this method is that it involves a lot of guessing. The only way to support these dollar adjustments is to conduct a statistical analysis using a large number of sales, and few appraisers do this.

For some income properties, the sales comparison analysis uses units of comparison, such as price per apartment unit or price per square foot of rentable space.

Copyright © 2001 Chet Boddy. All Rights Reserved. Chet Boddy is a certified general real estate appraiser and real estate consultant who has lived on the Mendocino Coast since 1976. Look for this and other real estate columns on Chet's Web site at www.chetboddy.com.

Chapter Source

Santa Clara County Chapter (past Co-chapter of the Year) is pleased to announce that its entire board of directors will be attending the 14th Annual National Convention in Atlanta, GA. The chapter is funding a portion of the board's travel and expenses, which has led to the individual board member's commitment to attend the convention.

The chapter feels that the investment in the board members is well worth the expense as it rewards the board for its hours of dedication, which directly benefits the chapter. It also is an industry commitment in that attending the national convention is the best way to increase the professionalism of a property manager! The Santa Clara County Chapter challenges all other Chapter of the Year recipients to follow suit and bring their board of directors to Atlanta. We will make an awesome group as we welcome the new Chapter of the Year into our ranks.

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Ambassador Program

NARPM continues to grow, and you are part of that growth success. This year we have a goal of 15 new members per month. Our Ambassador Program allows you to help NARPM achieve this goal and reward yourself at the same time. Recruit five new members in one 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 Leadership Conference or National Convention.
- ★ It must be used in full at the time of use and attached to your dues or registration for Leadership Conference 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 earn only one Award Certificate per 12-month period. However, a member can earn unlimited Recognition Certificates.

Ambassador Program

June 2002 New Members

New Member

Wendy Swainston
Gilbert Hill
Dominique Higa
Paul Elkins
Dan Zellars
James Rogers
Janelle Eash
Rhonda Rosa
Kelly Stafford
Shannon Gilman
David Notvedt
Wayne Guthals
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Ambassador Member

Leone M. Dimler, RMP®
Sylvia L. Hill, MPM®
Kimberly McKnight
Valarie Bethel Dopson, MPM®
Beverly Browning, MPM®
Ron Redder
April Sanders, RMP®
April Sanders, RMP®
Sallye Tinsley, RMP®
Carolyn Rogers, RMP®
Jody Bedal, RMP®
Kara Julien
James Pickett, RMP®
Christina S. Walters

“Target Marketing” — Don’t You Become the Target!

By Nadeen Green, 2002 Atlanta Convention Speaker

The apartment industry knows the value of marketing and advertising apartment communities. Just look at the wealth of ads in newspapers, print publications, flyers, on billboards, cable television, and the Internet. Many of you are well aware of the perils and pitfalls of what you say (the words you use) and how you say it (inferences from the pictures you use), and there are many excellent articles out there to help you with these topics. But *where* you say your message can be problematic as well, and, as you know, in the fair housing arena, problems can mean big dollars.

It is not unusual for our industry to engage in “target marketing,” by which landlords seek to target certain groups (perhaps residents at competing communities) as potential residents. But that target marketing could be interpreted to indicate a preference for certain people over others, or be considered discouraging to the nontargeted folks, and that is discrimination under fair housing law.

Let’s look at some industry marketing practices and some of the pitfalls that might await you:

Zip Code Mailings: Quite often management companies will design a mailer, flyer, or postcard as a marketing tool. They will then choose certain zip codes within the metropolitan area to which to send these. The Fair Housing Act (FHA) actually has a term for this type of marketing, and that term is selective geographic advertising. The concern is that this practice can possibly lead to discriminatory results and may even indicate a violation of the FHA.

If you decide to do zip code mailings, do so with great caution. In your company’s records there should be documentation of the good, sound business reasons for selecting the particular zip codes. And if you can’t articulate just what those business reasons are, then reconsider this particular marketing practice.

Nationwide Insurance Company found itself in a fair housing lawsuit in Virginia. One of the allegations against Nationwide was that they had chosen to send their brochures (for people to buy homeowner’s insurance) only to the zip codes for neighborhoods known to be white or predominantly white, and that a conscious decision had been made not to send those brochures to neighborhoods known to be minority neighborhoods or significantly mixed. This was particularly egregious in the eyes of the jury and apparently contributed to the jury’s verdict.

Targeting the Competition: We know just how competitive this business can be, and many landlords are not above trying to steal away residents from down the street. How better to do this than to send those residents a marketing piece, an invitation, so to speak, to consider a different apartment home? But why do you want the competitor’s residents to begin with? Aren’t there lots of people throughout the metropolitan area to whom to extend that invitation? Could it be that the residents down the street are so like the residents you have or want? Oops! Now maybe, just maybe, you’ve crossed a line you certainly didn’t intend to cross and one which you probably don’t want to cross.

Once again, if you choose to do this type of marketing be sure you can justify your decision with business reasons that do not reflect

an intentional or unintentional bias against particular groups of people who may have standing under the fair housing laws.

Targeting Certain Groups: Sometimes you will find that circumstance and location will give your property a limited diversity as particular groups will often settle into certain neighborhoods within a metropolitan area. This is fine as long as it has happened and continues to happen by choice of the prospects and residents, and not by choice of the landlord. So let’s say that your community is predominately Somali or Hispanic in its demographics. Is it now OK to target Somali or Hispanic prospects (after all, wouldn’t they like to live among others of their own kind and culture)? Hmm...maybe and maybe not. (Now you know for sure that a lawyer is writing this article!) It is probably not OK if you only advertise to one group (no matter how well-intentioned you may be) as that once again raises the preference for or discouraging of all other groups of people issues. It may be OK however, if your overall advertising campaign (all of your advertising efforts during the relative period of time) together show a broad outreach. Before you act, think out just why you are planning to do what you are planning to do. When you are sure you have good reasons, write them down as part of your policy or procedure. Then follow what you have decided and document that you have done so.

Please be careful that your targeted marketing programs don’t target you as the defendant in a fair housing proceeding!

“Fair Housing Focus” is written by Nadeen Green, senior counsel with For Rent Magazine®. The information contained in this article is not to be considered legal advice, and the author and FRM strongly recommend that you consult with your own counsel as to any Fair Housing questions or problems you may have.



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Mold Continues to Threaten Multifamily Housing

By Wendy L. Buller, Benchmark (Richard McFarlane of Benchmark will be a 2002 Atlanta Convention Speaker)

Media coverage, steadily increasing litigation, and the direct links to health issues has caused mold to threaten owners of rental properties throughout the state and nation. From New York to Los Angeles, the media has been releasing a scare on mold that mimics that of asbestos back in the early '80s. The problem with the coverage is that it has created a panic without expressing proper treatment of the situation. It has left no answers for an individual to follow.

The phones of environmental consultants that specialize in microbial investigations ring frantically every time a show is aired or a complex gets front-page coverage with headlines that read "Home Owner's forced to Move," "Mold chasing 270 from apartments," or "Mold plagues tenants, landlords." With constant coverage like this, it makes it difficult to separate the true nature of the problem from hysteria. This type of hysteria has created litigation that stems from charges of building defect to negligence. There are a litany of potential causes of action available to the plaintiff, including, but not limited to, negligence, professional malpractice, strict liability, breach of implied and express warranties, constructive eviction, worker's compensation, violations of the Americans with Disabilities Act, breach of contract, fraud, failure to disclose in sale of property, and violations of the Unfair Competition Act pursuant to Business & Professions Code Section 17200 et. Seq.

The most common cause of action asserted for mold contamination is negligence itself.

Because Americans spend between 75% to 90% of their time indoors, they are exposed to a variety of indoor air pollutants, which the Environmental Protection Agency (EPA) claims may have between 100 and 200 times the actual amount of pollutants found in outdoor air. Lawsuits arising from indoor air pollution typically involve both personal injury and property damage components. Personal injuries caused by indoor air pollution fall into three categories: sick building syndrome (SBS), building related illness (BRI), and multiple chemical sensitivity (MCS).

It is not uncommon, especially during the rainy season, to encounter mold/fungi in homes/buildings. Mold is found everywhere, indoors and outdoors. It is common to find mold spores in the air of homes and growing on damp surfaces. There are a number of factors that influence the growth of mold: environmental humidity and moisture content of materials, temperature, air cir-

ulation, light, and the chemical composition of potential substrates. Additional sources of indoor moisture that may cause problems are flooding, backed-up sewers, leaky roofs, humidifiers, constant plumbing leaks, steam from cooking, shower/bath steam and leaks, [Hula dance with two board members in grass skirts (still pleading to remain anonymous)] wet cloths, clothes dryers vented indoors, and combustion appliances not exhausted to the outdoors.

There are a number of things you can do when faced with mold in your buildings, and moisture prevention is the first step. It is important to regularly check moisture condensation on windows, cracking of plasterboard, drywall tape loosening, wood warping, and musty odors. If you see any of the above, seek out and take steps to eliminate the source of water penetration as quickly as possible. In all situations the underlying cause of water accumulation must be rectified or fungal growth will recur. Any initial water infiltration should be stopped and cleaned immediately. An immediate response (within 24 – 48 hours) and thorough clean up, drying, and/or removal of water-damaged materials will prevent or limit mold growth. Five different levels of abatement are described by the size of the area impacted by fungal contamination. Level 1 remediation is considered small isolated areas (10 sq. ft or less); Level 2 remediation is considered mid-sized isolated areas (10 – 30 sq. ft.); Level 3 remediation is considered large isolated areas (30 – 100 sq. ft.); Level 4 remediation is considered extensive contamination (greater than 100 contiguous sq. ft.); and Level 5 remediation includes remediation of the HVAC system.

These are written guidelines by the New York City Department of Health Bureau of Environmental & Occupational Disease Epidemiology for remediation of fungi indoor environments. There are also water restoration guidelines established by the Institute of Inspection Cleaning Restoration Certification (IICRC) S500 that remediation and restoration contractors follow.

As a rental property owner, by establishing a maintenance routine that eliminates moisture on a regular basis and by generating consistent emergency response actions to water infiltration situations, you are more likely to alleviate any ramifications from mold growth. It is also wise to be proactive and send a pamphlet to your tenants asking them to report leaks immediately, use hood ventilators when cooking, wipe up water from shower overspills, etc. With a pamphlet asking for the tenant's assistance, you should be able to cut down occupant-related moisture issues, which make up some 20% of all microbial investigations.

Proper maintenance, a system for emergencies, direct relationships with environmental consultants/contractors, and proactive tenant relations will do a great deal to keep your properties mold free.

Wendy L. Buller works with Benchmark Environmental Engineering. Additional sources were the California Dept. of Health Services "Indoor Air Quality Info. Sheet", Alexander Robertson (of Knopfler & Roberston) "The Mold Monster."

Wendy Buller has been in the environmental industry since 1986 specializing in asbestos, lead, and indoor air quality. She is a board member of the California Environmental Information Association. Her firm, Benchmark, specializes in building inspections, environmental engineering, specialized training, and contract management.

Contribute to the Residential Resource

<u>Issue Date</u>	<u>Submission Due Date</u>
November	September 15, 2002
December	October 15, 2002
January, 2003	November 15, 2002

If you are interested in writing an article, please e-mail an attachment of your article in Word or text format to Jessica Jacobs jjacobs@assn mgmt.com or send her 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 and approval of subject matter.

Membership Benefits Part V — Unparalleled Opportunities for Networking at National and Local Levels

By Marcy Walsh, MPM®, Membership Chair

How do you get new business? Is it your Yellow Page advertising or the daily/weekly classified ads? These may be some of the ways you grow your business, but my guess is that more business comes through your door from previous clients, past tenants and friends, or other realtors. Whatever the answer, they are all forms of networking. No one can sit in a vacuum and expect businesses to grow. It is all about getting out and meeting people, letting them know the nature of your business. Every person you meet is an opportunity to network.

When I began my career in property management, I knew very little about the profession. The first thing I did was seek out other managers and groups who did what I did. I needed to pick their brains, ask questions, and maybe get some good ideas that would help me succeed. That is one of the most important benefits we have as NARPM members. Networking opportunities with property management colleagues throughout North America and around the world are available to NARPM members who seek them.

Last month I attended a NARPM state conference where there were two speakers from “down under.” Both shared their ideas on what procedures worked in their offices and how to maintain client loyalty. When I returned and shared what I’d learned, my staff created our first client survey and made our inspection report more user-friendly. In addition we are looking into a pocket PC program for doing the infield inspections and then downloading the information to the office computer for quick reporting to clients. Something that was said at these classes triggered my interest, and I wanted to spend more time with these speakers. Taking advantage of such an opportunity is networking — not to mention making some new friends!

Often at NARPM conventions, one can learn as much from casual conversations over a cup of coffee during a break with other property managers as from attendance in the workshops. But these networking opportunities do not stop at the national level.

Those who are fortunate enough to have a local NARPM chapter in their area find that chapter participation can offer all sorts of opportunities. Opportunities to develop a local referral basis, expand their preferred vendor list from affiliate members, and build a community presence for local property managers. Remember the old adage, “Why fight city hall alone?” Networking with other property managers to lobby for fairer landlord/tenant legislation, for helping find adequate housing for the less fortunate, or for whatever your community need is, can be best accomplished through the networking efforts of many.

The door is open and it is your responsibility to take advantage of the opportunities that you have before you. NARPM is all about networking — both nationally and locally. [Seattle]

Note: If you do not have a local chapter in your area, contact the NARPM Membership Committee to see what you can do to get a chapter started. Contact Theresa Reed, MPM®, NARPM Chapter Development chair at theresa@whidbeyrentals.com.

Marcy Walsh, MPM®, manages seasonal and annual rental properties for Vineyards Properties, Inc., in Naples, FL. She serves as a national director, NARPM Membership Committee chair, and state director for the Florida Association of Residential Property Managers (FARPM).

Affiliate Members Listed By Services

Access Controls:

Marwest Access Controls, Inc.
Risco Lock Box Company

Accounting:

Thomas C. Roberge & Company

Advertising:

Rentalhouses.com

Business Products:

Peachtree Business Products
Professional Office Services
of ID, Inc.

Claim Services:

Home Claim Services
Claim Source One

Inspections:

House Master Property Inspections
Service Access, Inc.

Internet Tools:

HomeRentals.net
Mayaco Marketing & Internet

Legal Services:

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

Maintenance

Handyman Matters
C&G Contracting, Inc.
Northern Electric, Inc.

Marketing:

Home Management Network

Software:

Copper River Technology Solutions
PROMAS Landlord Software Center
Small Computer Services, Inc.
Winning Edge Software Solutions
Yardi Systems, Inc.

Telecommunications:

AMI Telecommunications Corporation

Tenant Screening:

Merchants Association of Florida, Inc.
National Credit Reporting
Orca Information
SafeRent, Inc.

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

Advertising in Compliance with the Federal Fair Housing Act

By Judy Cook

As a professional property manager, you already know your advertising must not contain anything indicating a limitation or preference based on a “protected class” as defined under both Federal and State Fair Housing Laws. However, there seems to remain a bit of confusion in the industry as to whether we can use certain words or phrasing to describe residences in our portfolios.

In a 1995 internal HUD memorandum, Assistant Secretary for Fair Housing and Equal Opportunity Roberta Achtenberg clarified this issue. [*Hot topic with expert panel & breakout sessions*] Her report is still relied upon today by investigators and enforcement personnel and is a good guideline for housing providers. It is reprinted, in part, below:

The following is policy guidance on certain advertising issues which have arisen recently...

Race, color, national origin. Real estate advertisements should state no discriminatory preference or limitation on account of race, color, or national origin... advertisements which are facially neutral will not create liability. Thus, complaints over use of phrases such as “master

bedroom”, “rare find”, or “desirable neighborhood” *should not be filed.*

Religion. Advertisements which use the legal name of an entity which contains a religious reference (for example, “Roselawn Catholic Home”), or those which contain a religious symbol, (such as a cross), standing alone, may indicate a religious preference. However, if such an advertisement includes a disclaimer (such as the statement “This Home does not discriminate on the basis of race, color, religion, national origin, sex, handicap, or familial status”) it will not violate the Act.

Sex. Advertisements for single-family dwellings or separate units in a multifamily dwelling should contain no explicit preference, limitation, or discrimination based on sex. Use of the term “master bedroom” does not constitute a violation of either the sex discrimination provision or the race discrimination provision. Terms such as “mother-in-law suite” and “bachelor apartment” are commonly used as physical descriptions of housing units and do not violate the Act.

Handicap. Real estate advertisements should not contain explicit exclusions, limitations, or other indications of discrimination based on handicap (i.e., “no wheelchairs”). Advertisements containing descriptions of properties (“great view”, “fourth-floor walk-up”, “walk-in closets”), services or facilities (“jogging trails”), or neighborhoods (walk to bus stop) do not violate the Act....Advertisements containing descriptions of accessibility features are lawful (wheelchair ramp).

Family status. Advertisements may not state an explicit preference, limitation, or discrimination based on familial status. Advertisements may not contain limitations on the number or ages of children, or state a preference for adults, couples, or singles...

When placing advertising for a rental property, a good rule of thumb is to advertise the property, and not its prospective residents. For the full text of Roberta Achtenberg’s memorandum, and the latest Fair Housing news on a national level, log on to www.hud.gov.

NARPM members, if you would like to submit questions or comments for discussion in an upcoming column of “Fair Housing Corner,” please send your suggestions to judy@cookcompany.net.

DISCLAIMER: Judy Cook is a trainer and consultant for property managers and other housing providers and has over 20 years’ experience managing 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.

Attention Florida Members!!

Did you know that FARPM® offers:

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Florida Association of Residential Property Managers
A State Chapter of NARPM

Electrical Wiring

By Rick Ebert, MPM®

Defective electrical wiring, according to the U.S. Consumer Products Safety Commission, caused 40,000 home fires last year resulting in \$2 billion in property damage. The loss in lives is incalculable. Most of these electrical problems could have been avoided if the residents of these homes would have used electricity safely and if the home had a safe electrical system. A certified electrician or home inspector can uncover electrical wiring defects, but there are many red flags that should attract the attention of the alert property manager.

First, pay particular attention to older properties. With so many labor-saving devices now being offered and placed into use, many older homes simply do not have an electrical system that can handle the increased electrical load being placed upon them by residents who want to run two televisions, two hair dryers, a computer, a garbage disposal, a microwave, and a vacuum all at the same time in their beautifully quaint 1940's bungalow! Short of rewiring the home, the property manager should try a dose of educating the tenant by informing them to shut down specific appliances in certain rooms to avoid overloading the electrical system and blowing fuses. A telltale sign of over loading an electrical circuit is burn marks at electrical outlets. This is a very serious matter that requires a look by an electrical expert. Often overlooked, but extremely dangerous, is the use of extension cords in substitution of permanent electrical wiring. Owners will use this kind of wiring to run anything from exterior lighting to ceiling fans, all in violation of the National Electrical Code (NEC). When you see it, you need to make a recommendation to get rid of it as

such wiring can easily short circuit as well as overtax the electrical circuit.

Aluminum wiring was commonly installed in branch wiring systems of residential dwellings in the mid '60s to late '70s, and is 55 times more prone to have fire hazard conditions than a home with copper wiring. With time it became evident that aluminum wiring was not up to the standard of copper wiring. Electricians were required to install special plugs and breakers in homes to accommodate aluminum wiring that had a tendency to wiggle when used and to have loose connections. For those homes having aluminum wiring, the role of the property manager should be to be receptive to service requests from tenants who inform you that they have a malfunctioning electrical plug or that only half the plug works, making sure that any electrical plug replacement is up to code. Replacement plugs for aluminum wiring would be designated with CO/ALR or have a "pigtail" copper wire to the aluminum wire.

New for 2002 are ARC Fault Circuit Interrupters that the NEC will require in all bedrooms of new homes. Each year tens of thousands of fires and millions of dollars in property damage is caused by electrical arching. [Original art collection]. Again, the older the home, a greater risk for an arch fire is increased by improperly installed wiring and by frayed wiring.

Rick Ebert, MPM®, is a founding NARPM member and has been an instructor of the RMP® Maintenance Class for several years. He has authored over 100 hours of property management classes and is a frequent lecturer, instructor, and author.

Collecting Bad Debts

continued from page 1

- may not threaten violence, use obscene or profane language, repeatedly telephone or harass the debtor, make collect telephone calls, or use false or misleading information in an effort to collect the debt.

Send a FINAL DEMAND FOR PAYMENT letter.

Your second letter is more sternly worded than the first. Again, send a return envelope with postage, and advise your next action.

Send an attorney letter.

You may be able to negotiate an arrangement with your attorney to send, at a reasonable cost, a collection letter to your debtors.

Report the debt to the credit reporting agencies.

Under the Federal Fair Credit Reporting Act, the landlord has the right to report a debt, as long as evidence exists to prove the debt. Although this action does not often result in immediate payment, the property manager will likely get paid if/when the tenant applies for credit in the future.

Should you file a lawsuit?

Many property managers find that "small claims" actions are a good way to collect tenant debt. Check with your local justice court as to rules and procedures.

Follow up with the owner.

Constant communication with the owner is a must. Whether or not you are successful in collecting the debt, the owner will remember your professionalism in handling the situation.

Judy Cook is not an attorney, but a speaker and trainer in property management issues. This article is written from that perspective and is not to be construed as legal advice.

Hear Ye! Hear Ye!

In accordance with NARPM's guideline for approval of the Certified Residential Management Company (CRMC®) designation, notice is hereby posted that:

Whisler Land Company in Sacramento, CA, has applied for its CRMC® designation.

If you know of any reason why this firm should not be certified by NARPM, please submit objections in writing to: Greg A. Fedro, RMP®, Certification Chair, c/o NARPM Headquarters, PO Box 140647, Austin, Texas 78714-0647 or fax to: 512/454-3036. Objections must be received at Headquarters no later than 30 days after publication date.



President Mike Mengden invites you to...

Atlanta, Georgia

Why you must attend the 14th Annual National Association of Residential Property Managers Convention and Trade Show, September 18-21, 2002, at the Swissôtel:

- **Unparalleled Education** — Over 40 different workshops with many tailored specifically for staff and company owners/managers, three nationally recognized general session speakers, six expert panels, five technology classes and user groups, all the certification classes with flexible schedules, plus a *brand new* designation class, and much more!
- **Networking Opportunities** — Two luncheons with special sessions to learn from your peers, three social events and open time slots to chat with friends and colleagues, and six “All About NARPM” Committee Meetings!
- **Business Tools** — The trade show featuring many vendors eager to share cutting edge products/services, opportunities for special one-on-one sessions with vendors, and the NARPM store with new products. Make the most of this array of professional tools at your fingertips!

Location

Our 2002 Annual Convention and Trade Show will be at the **Swissôtel**, 3391 Peachtree Road, NE, Atlanta, GA 30326, near Phipps Plaza and Lenox Square Shopping Center with over 250 stores, in the fashionable Buckhead area of Atlanta. The Hotel boasts the famous New York-based Palm Restaurant, Buckhead’s only kosher kitchen, a health and fitness center equipped with indoor pool, steam room, saunas, weight room and outdoor sundeck, an on-site day spa/salon, and 24-hour room service. All guest rooms include three phones, two room lines, voice mail, computer compatibility, hair dryer, iron and ironing board, and refreshment center. There are many fine varied restaurants, with all price levels and all types of food, within walking distance of the hotel.

Convention attendees will enjoy the NARPM special rate of \$169 single/double and \$189 triple/quad, plus tax, by calling 404/365-0065 by **the group cut-off date of August 18, 2002**, and mentioning the NARPM Convention. After this date, reservations will be on a space and rate-available basis. Ask the Hotel about Swiss Executive Club or suite rates. Check-in time is 3:00 pm, and check-out is noon. Self-parking is available for \$12 and valet parking for \$17 overnight.

All About NARPM Sessions

If you haven’t “Made A Difference” by contributing your one hour a month to NARPM for 2002, this is your opportunity to learn about your association and to develop your talents fully within a professional structure. All committee meetings are open and welcome new members except for Long Range Planning, Certification, and Professional Standards (which are closed due to the nature of their discussions). If you truly want to connect with other property managers around the country and develop a referral base, this is your best opportunity. Give your time and be prepared for the fantastic returns! The meetings are scheduled for your convenience as part of the convention on Wednesday, September 18, 2002.

Special Networking Events

Wednesday Night Opening Reception

Our Welcome Reception and Grand Opening of the Exhibits will be held on September 18, 2002, 6:00 – 8:30 pm. Hors d’oeuvres will be served, with a cash bar available. The ribbon cutting of the Trade Show will be done by 2001 Affiliate Member of the Year, Mike Anderson, Home Rentals.net.

Thursday Lunch — “Membership Awards and Networking Fun”

Cheer for our newest chapters and chapter excellence awards while joining your peers in a creative and challenging opportunity in problem solving [*At the fun events of the National Convention!*].

Thursday Evening Off-site Event — “A Night in the Ol’ South”

Colonel Jefferson D. “Bossman” Bragg and Magnolia Blossom Bragg invite you to the great social event of the season at their Mansion under the Magnolias on West Peachtree St., located just 10 minutes from the Hotel, September 19, 2002, 6:00 – 10:00 pm. There will be plenty of Ol’ South foods (served under the original *Gone With the Wind* chandelier), liquid libations, enjoyable entertainment, and the premiere reenactment of *The Battle of Snellville, The Untold Story*. This ambitious pageant is the brain-child of Beauregard T. Bedford, III. Rumor has it that there might be trouble, even tragedy! A little bit of everything is happening at this Night in the Ol’ South!

You can be an honored guest at the Mansion for the evening’s dinner and entertaining performance(s), transportation included, with the \$45 Thursday off-site event ticket.

Friday Lunch — “Certification Awards and Community Service”

Habitat for Humanity Director Clive Rainey will be describing the program, 21st Century Challenge. NARPM’s cash portion of the 50/50 raffle will be donated to the cause. Please come prepared to give to this very worthwhile organization. Celebrate our newest designation holders as we welcome the Certification Awards!

Friday Night Annual Convention Gala — “Celebrate the New”

A Gala to “Celebrate the New!” including the newest, latest, most innovative property managers in 2002! “*Make a Difference*” by showing off your most contemporary, avant-garde, innovative, and fresh look. Come have fun with us in casual attire sparked by something extraordinary, be it a hat, clothing, makeup, or hair color. Open yourself to the possibility of change. Enjoy a fresh and special evening with the latest and hottest party band in Atlanta, Party Nation! They will “wow” you with costumes and music to set the tone of the New You in 2002! Food for the evening is a sumptuous buffet of modern delicacies from the New South. Dance your feet off or kick back and watch the fun unfold. It’s a time for all property managers to renew themselves with new city energy and excitement! Ticket price for the Annual NARPM Convention Gala, held at the Hotel, which includes the reception, dinner, world-class entertainment, and dance, is \$50.

National Association of Residential Property Managers
14th Annual Convention Registration Form
 September 18-21, 2002 • Atlanta, GA

1. REGISTRATION (Please type or print)

Name _____ Name for Badge _____
 Company Name _____ Title _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Fax _____ E-mail _____
 Check your designation: RMP® MPM® CRMC® Candidate: RMP® MPM® CRMC®
 NARPM Chapter or CIF _____
 Are you a Chapter leader? Yes No
 If yes, what position do you hold? _____

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: _____

2. REGISTRATION FEES

	Postmarked by Aug. 16	After Aug. 16	Fees Paid
Convention Registration			
<input type="checkbox"/> NARPM Member	\$395	\$450	\$ _____
<input type="checkbox"/> Join NARPM & Register*	\$590	\$645	\$ _____
<input type="checkbox"/> Nonmember	\$470	\$525	\$ _____
<input type="checkbox"/> Team Discount**	-\$50	-\$50	\$ _____
<i>One Day Only:</i> <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday			
<input type="checkbox"/> Friday <input type="checkbox"/> Saturday	\$175	\$175	\$ _____
Additional Ticketed Events			
<input type="checkbox"/> Thursday Night Off-site Event	\$45	\$50	\$ _____
<input type="checkbox"/> Friday Night Dinner Gala, Entertainment, Dance	\$50	\$55	\$ _____
Guest Tickets (included in Convention Registration)			
<input type="checkbox"/> Wednesday Welcome Reception	\$15	\$15	\$ _____
Breakfast: <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday			
<input type="checkbox"/> Friday <input type="checkbox"/> Saturday	\$15 each day	\$15 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"/> RMP® Operations Course (Sept. 17)	\$195	\$250	\$ _____
<input type="checkbox"/> RMP® Habitability Standards & Maintenance Course (Sept. 17)	\$195	\$250	\$ _____
<input type="checkbox"/> RMP® Marketing Course (Sept. 18)	\$195	\$250	\$ _____
<input type="checkbox"/> RMP® Tenancy Course (Sept. 22)	\$195	\$250	\$ _____
<input type="checkbox"/> MPM® Risk Management (Sept. 16-17)	\$395	\$450	\$ _____
<input type="checkbox"/> MPM® Client Relations (Sept. 16-17)	\$395	\$450	\$ _____
<input type="checkbox"/> RMP® 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 _____

City, State, Zip _____

Signature _____

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

Preregistrations must be postmarked, faxed, or e-mailed by August 16, 2002. After August 16, send higher fee shown in second column. Do not send registration after September 2, 2002, 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 call 1-800-782-3452 for a membership application.

**** 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 RMP® classes and \$55 for MPM® classes is required if registering after August 16.

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 18, 2002, there is a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to September 18, there is a 50% refund. There is NO refund if cancelled 1-14 days prior to September 18.

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 non-sufficient 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.



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QUESTIONS TO ASK YOURSELF

Am I satisfied with the features of my Property Management Software?

Yes No

Are there plans for upgrading the software to add new features?

Yes No

When I need support do I get a timely response?

Yes No

Are the support personnel knowledgeable and helpful?

Yes No

Will my current software be meeting my needs 12 months from now?

Yes No

If you answered yes to all of the above, then you should stay with what you have. If not, now is the time to start looking for replacement software.

OK - New Software - How to Decide

The obvious choice is to order PROMAS Landmaster but before deciding look at several packages. The four most popular with NARPM members are PROMAS Landmaster, Property Manager EDGE, Tenant Pro, Yardi Professional. You can't go wrong with any one of them, but there is probably one that will best suit your needs. Ask each company for references (NARPM members only). Call and talk to at least two for each package. Eliminate any you aren't interested in pursuing.

Next month - what to consider when making your purchase decision.

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Property Management Software

PROMAS Landmaster

CONTACT

sales@promas.com

888-591-5179

541-504-0612 fax



Welcome New NARPM Members

The following is a list of new members who joined NARPM from June 1 to June 30, 2002.

Professional

Linda Baker
Double Z, Inc.
14401 Pacific Avenue S
Tacoma, WA 98444
253/531-9431

Steve Donell
12121 Wilshire Blvd. #200
Los Angeles, CA 90025
310/207-8481

Paul Elkins
Compass Property Management
7512 Stanich Avenue #5
Gig Harbor, WA 98335
253/851-6060

Shannon Gilman
All Seasons, LLC
1610 S Tejon Street
Colorado Springs, CO 80906
719/632-3368

Wayne Guthals
McGinnis Property Management
300 Garden of the Gods Road #100
Colorado Springs, CO 80907
719/265-4350

Dominique Higa
TNT Property Management, Inc.
1118 Willow Creek Road
Prescott, AZ 86301
928/445-8000

Diane Idle
Kitsap Property Management
3010 Bethel Road
Port Orchard, WA 98366
360/769-3333

David Johnson
Community Real Estate Group, Inc.
1115 Elkton Drive, Ste. 300
Colorado Springs, CO 80907
719/277-6636

Jack Kennelly
Kennelly & Associates
2175 The Alameda, Ste. 101
San Jose, CA 95126
408/244-2411

Carlos Martinez
MC Properties, Inc.
6759 N Longmeadow Avenue
Lincolnwood, IL 60712
847/763-1140

David Notvedt
Long and Foster Real Estate, Inc.
610 Thimble Shoals Blvd., Ste 201B
Newport News, VA 23606
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[New Orleans]

2002 RMP®/MPM® Certification Classes

Date	Location	Class	Instructor
September 16-17	Atlanta, GA	RMP® Risk Management	Dave Holt, MPM®
September 16-17	Atlanta, GA	MPM® Client Relations	Wallace Gibson, MPM®
September 17	Atlanta, GA	RMP® Habitability Standards & Maintenance	Rick Ebert, MPM®
September 17	Atlanta, GA	RMP® Operations	Sally Backus, MPM®
September 18	Atlanta, GA	RMP® Marketing	Raymond Scarabosio, MPM®
September 21	Atlanta, GA	RMP® Tenancy	Peter Meer, MPM®
October 25	Tacoma, WA	RMP® Operations	Suzanne Reeder, 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 Marc Banner, MPM®, at 208/377-8889 or e-mailing him at mbanner@fiberpipe.net. Marc 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.

RMP®/MPM® Class Registration

FEES

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

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

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

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

CLASS INFORMATION

- On-site registration begins at 8:00 am. Class hours are 8:30 am to 4:00 pm.
- RMP® 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.



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

FIRST-CLASS MAIL
U.S. POSTAGE PAID
AUSTIN TX
PERMIT NO. 2714

Wisdom, Fun, and How It's Done

By Betty Fletcher, RMP®

An Insider's 12-Step Guide to the 14th Annual NARPM Convention.

Step 1

Register! Send in your registration form by August 16 and receive a \$55 discount. Bring another NARPM member from your office and save another \$50.

Step 2

Share your hotel room with a roommate for double benefits — you save money *and* you gain a new friend. PS: this could be a good source of reference letters for your certification checklist.

Step 3

Assist Sherri and Natalie at the registration desk or the NARPM Store and meet *everyone!*

Step 4

At every opportunity, sit with someone you don't yet know. You will gain a new perspective on this business and also a new friend.

Step 5

Make a Difference by joining a committee — choose from Marketing, Legislative, Membership, Affiliate, Convention, or Education. This is where the future policy of NARPM is created and refined.

Step 6

Bring *lots* of your business cards and exchange them with everyone you meet. After all, you never know who will send you your next referral.

Step 7

Attend the off-site events — besides having *lots* of fun you can further develop the budding friendships you started in Step 4!

Step 8

Educate yourself — there are over 40 different workshops, not to mention the six certification classes. Start working now towards receiving your RMP® or MPM® designation.

Step 9

Visit with our great Affiliate members and other vendors during the Trade Show — they represent a wide variety of [*Plaza on the River Walk*] excellent products and their support of NARPM helps keep our convention costs down. This is your chance to support them.

Step 10

Sit in on the Board of Directors meetings — they are voting on the policy recommendations [*Answered most questions correctly in Who Wants to be a Millionaire, NARPM Style game, Phillip Wilson*] you and your committee completed in Step 5.

Step 11

Remember to return the favor — if someone made you feel welcome during your first convention, return the favor now. Look for new attendees (they wear the 'First Timer' ribbon) and welcome them into our NARPM family.

Step 12

Share your ideas — if you picked up ideas from other members who have made or saved you money, it is now your turn to share. Someone here is just waiting to learn from you! The willingness of our membership to share is one of our greatest strengths.

Pack your smiles and join us in Atlanta for an outstanding 14th Annual NARPM Convention. Together, we will Make a Difference in NARPM!

Betty Fletcher, RMP®, is owner and principal broker of Fletcher Property Management, Inc, in Little Rock, AR. She is the founding president and this year's Membership chair of the Central Arkansas Chapter of NARPM. On the national level, Betty is a RMP® mentor and serves on both the Membership and the Certification Committees.