

RESIDENTIALResource

THE OFFICIAL MONTHLY NEWS MAGAZINE OF THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS



January 2007

Come Experience Virginia
at this year's Leadership Symposium



This issue features...

Bugs! Whose Problem Are They?
Identity Theft & Fraud Alerts
Motivating Employees to Adopt New Procedures
The Birth and Evolution of a Model Chapter
AND Introducing Your 2007 NARPM Leadership

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Focusing on
PROFESSIONALISM



at the 2007 Leadership Symposium
February 8th & 9th, Holiday Inn, Chesapeake, VA

Come strengthen your leadership skills with specialized NARPM training focusing on creating and maintaining strong chapters. The schedule includes Board and Committee meetings on the 8th and Leadership Training on the 9th.

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Grant Available! Did you know that NARPM provides a \$95 grant to help send chapter leaders to this event? For more information visit www.narpm.org/chapter-services/support-services.html.



From the President

It is an honor to serve as your 2007 President. Through my years as a NARPM member, I have received insight, education, and encouragement from many of you reading this. My business has grown and become more professional as I put into practice what has been shared. I have also been impressed by our members' growth in professionalism as they network, learn, and gain certifications.

NARPM's 2007 theme is "Focusing on Professionalism" and is intended to remind us that we must take all of the knowledge we have gained and put it into action. The word "professional" is in our name and our mission statement. It is the core of NARPM. Where does professionalism begin? In our day-to-day policies and practices. What does "Focusing on Professionalism" mean? It means that we continue to learn, develop positive habits, and set goals that are in line with our core values. It means continuing to better oneself through reading, education, and helping others along the way.

In 2007, a National Director will be assigned to each region as a voice for the members in that region. Get to know your representative. They will be a valuable resource for you and your chapters. The committees have also been restructured for ease of communication and focusing on goals.

NARPM is built on volunteerism. There are many ways that you can help at the local, regional, and/or national level. Offer to assist struggling chapters, to mentor new chapter leaders, or to bring an education class to your area. What does that have to do with "Focusing on Professionalism?" A true professional gives back a portion of what they have received.

The 2007 Leadership Symposium includes chapter leader training. This year, the same training will be taught in Virginia and in conjunction with the Northwest Regional Conference in Seattle. Keep watch as more information is added to the website and make plans to attend the session that is closest to you.

This year is going to be very exciting. The 2007 Board of Directors and Committee Chairs met in November (see the photos below) for a special planning session to set new goals and to stay on track with the goals already achieved. Will there be challenges? Sure, but we will face them by "Focusing on Professionalism."

Sincerely,

Sylvia L. Hill, MPM®
2007 NARPM President



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From the Desk of the Executive Director



Happy New Year! Can you believe that 2007 is already here? I am still amazed at how much NARPM accomplished in 2006, and the plan is in effect to make 2007 just as grand. Let me take a moment to introduce the committee chairs and give a brief synopsis of their goals.

In November, we completed a planning session with the Board of Directors and Committee Chairs. At the conclusion of this intense session, a plan was formulated that will keep the members and chapters the center focus of NARPM. Quality education is a major initiative in 2007 and the new Professional Development Committee Chair, Darryl Kazen, MPM®, will have his plate full keeping all of his sub-chairs focused on bringing quality education to the members.

The Member Services Committee is being chaired by Chuck Warren, MPM®. Chuck has spent a great deal of time at Headquarters (since he lives in Virginia Beach) sharing his plan on how NARPM will be

supporting chapters and bringing assistance to those who need it. In 2007, Member Services will be busy helping those chapters who did not get certified during chapter certification. Also, congratulations to Member Services on their successful visit to Charlotte, NC, to form a new chapter. This new chapter is almost ready to be certified.

The Governmental Affairs Committee Chair, Jerry Bangerter, has great plans to bring grassroots legislative education and involvement to the local level. Jerry is ready to hit the ground running, so if you like politics get involved and try to keep up with him.

The Communications Committee, chaired by Brenda Gerdes, MPM®, will be working with Headquarters to develop an image campaign that promotes "Use a Member of NARPM." This campaign will be sent to local chapters to use in their publications and any time they want to promote their chapters and members. If you like to write, or just want to work on the new cam-

paign, this is a great opportunity.

Finally, the Long Range Planning Committee will be reviewing the entire NARPM Strategic Plan this year to see if it is still a living and breathing document that works for the betterment of the organization and its members. Chris Hermanski, MPM® is the chair and this group is made up of truly strategic thinkers that recommend several initiatives for NARPM to study.

NARPM is blessed to have great leaders, and I encourage each of you to get involved. This is a growing organization that needs everyone to participate. It is your association and you can make a difference. I hope to get a note from you wanting to volunteer and get involved soon.

Sincerely,

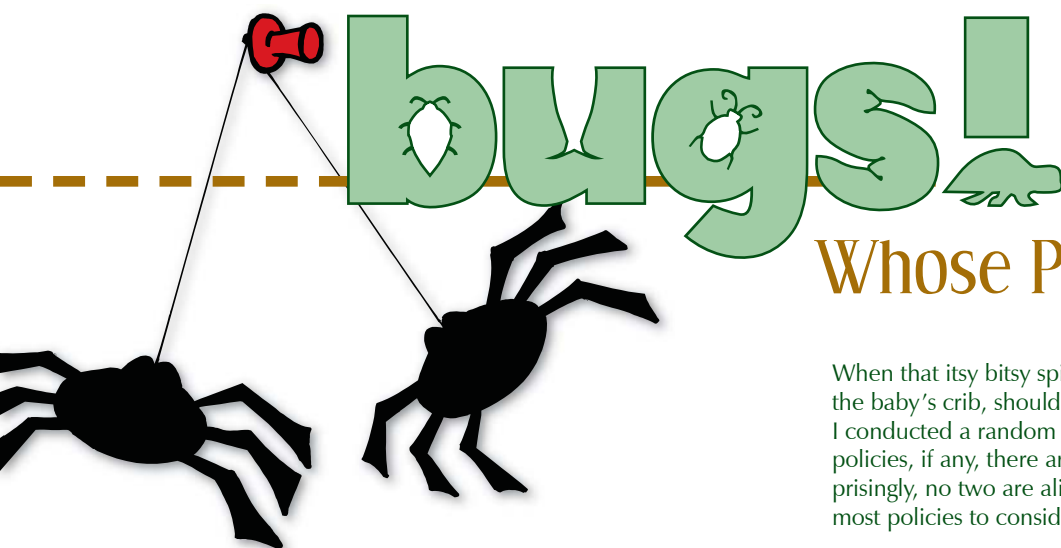
Gail S. Phillips

Gail S. Phillips, CAE
Executive Director

The *Residential Resource* has recently been announced as a **Gold Winner of the MarCom Creative Awards**. Gold Awards are presented to publications that exceed the high standards of the industry norm.



THE COMMUNICATOR AWARDS



Whose Problem Are They?

When that itty bitsy spider comes down the waterspout or hangs over the baby's crib, should we, as property managers or landlords, care? I conducted a random survey of property managers to find out what policies, if any, there are concerning insect and rodent issues. Surprisingly, no two are alike. However, there are common elements in most policies to consider when developing or reviewing a bug policy.

- **Health and Safety:** Serious infestations of mice, vermin, roaches, and poisonous insects need to be taken seriously as they can cause damage to a person and/or property. A manager needs to take action to protect the property from damage and minimize risk for the personal safety of the tenant.
- **Owner Obligation:** A tenant should be provided a residence that is relatively free of pests upon occupancy. If not, the owner is generally responsible for treatment(s) within a set period of time after the tenant's original possession date. The owner is also responsible for rectifying any structural or mechanical defect with the property that attracts or encourages pest invasion. Examples of defects are: open or leaking sewer lines, cracks or openings in foundation or exterior walls, openings in roofs and eaves that would allow squirrels, birds, etc., to enter and nest.
- **Tenant Obligation:** Bugs and mice like food. They are also attracted to warm, dark, damp, and smelly places to hang out. Think like a cockroach. Where would you go and why? Anything a tenant does or does not do that creates or maintains an attractive nuisance for pests equates ownership. Tenant bugs equal tenant responsibility.
- **Local and State Statutes and Ordinances:** Check to see if any local or state ordinances or statutes address or regulate obligations or responsibilities for rental properties. For example, in our jurisdiction (Albuquerque, New Mexico), city code states the occupant is responsible for extermination and the owner is responsible for "... maintaining a dwelling in a rodent-proof or reasonable insect-proof condition...unless the building contains two or more dwelling units."
- **Professional Extermination Services:** Remember that these folks are your friends. Whether you have a regular service contract or use them on a one-time basis depends on the nature of the circumstances, type of pest you are going after, and other factors mentioned above. A reliable exterminator can help the property manager and tenant achieve a pest-free goal by more than just applying bug juice or setting traps.



Chesley Karr, RMP®, broker of the Bruni Karr Rental and Property Management Agency, has been managing single family residential property since 1989. The Bruni Karr Agency manages approximately 400 houses with a staff of six employees. Chesley was the founding president of the NARPM Albuquerque/Metro Chapter in 1997 and has served on their Board of Directors since that time. He is a member of the National NARPM Education Committee and is committed to the growth of educational opportunities for property managers. His wife, Kari, and son, Aaron, are tolerant of Chesley's obsession with classic muscle cars and skiing.

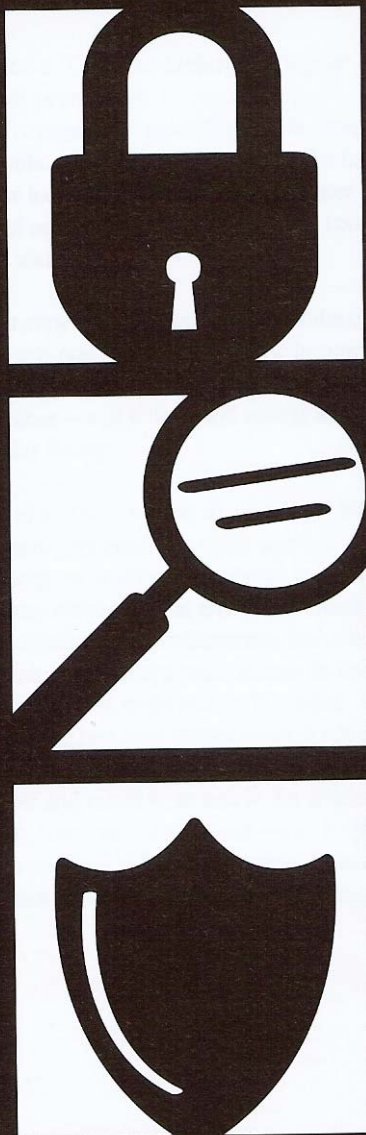
QUIZ



1. How can you tell the difference between an ant and a termite?
2. If all insect life on Earth were to disappear today, how long would it be until our environment could no longer support human life?
3. On an annual basis do more people die of bee stings or lightning strikes?

Answers

1. Ants have three body segments; termites have two.
2. Thirty (30) days.
3. Bee stings.



Identity Theft & Fraud Alerts

The next time you order checks, have only your initials (instead of your first name) and last name put on them. If someone takes your check book they will not know if you sign your checks with just your initials or your first name, but your bank will know how you sign your checks.

Put your work phone number on your checks instead of your home phone. If you have a P.O. Box, use that instead of your home address. If you do not have a P.O. Box, use your work address. Never have your Social Security number printed on your checks. You can add it if it is absolutely necessary. If you do decide to have it printed, remember, anyone can gain access to it.

Place the contents of your wallet on a photocopy machine, copy both sides of each license, credit card, etc. This way, you will know exactly what you had in your wallet and have all of the account numbers and phone numbers so that you are able to call and cancel the cards. Keep the photocopy in a safe place. It is also a good idea to carry a photocopy of your passport when traveling abroad.

We have all heard the fraud horror—from stealing names, addresses, Social Security numbers, credit cards, etc. This story is about a lawyer who had his wallet stolen a few months ago. Within one week, the thief had ordered an expensive monthly cell phone package, applied for a Visa credit card, had a credit line approved to buy a Gateway computer, received a PIN number from DMV to change the lawyer's driving record information online, and more.

Here is some critical information to limit the damage in case this happens to you or someone you know:

- We have all been told to cancel our credit cards immediately, but the key is having the toll-free numbers and your card numbers handy so you know whom to call. Keep those where you can find them easily.
- File a police report immediately in the jurisdiction where it was stolen, this proves to credit providers you were diligent, and is the first step toward an investigation if there ever is one.
- Call the three national credit reporting organizations immediately to place a fraud alert on your name and Social Security number. The alert means any company that checks your credit knows your information was stolen and they have to contact you by phone to authorize new lines of credit. The numbers are: Equifax: 1-800-525-6285; Experian (formerly TRW): 1-888-397-3742; Trans Union: 1-800-680-7289; and the Social Security Administration (fraud line): 1-800-269-0271.

By the time the lawyer was advised to do these things, almost two weeks after the theft, all the damage had been done. There were records of all the credit checks initiated by the thieves' purchases, none of which he knew about before placing the alert. Since then, no additional damage has been done, and the thieves recently threw his wallet away (someone turned it in). It seems to have stopped them in their tracks.

COMMON WAYS ID THEFT HAPPENS

Dumpster Diving: Identity thieves rummage through trash looking for bills or other paper with your personal information on it.

Skimming: Credit/debit card numbers are stolen by using a special storage device when processing your card.

Phishing: Thieves pretend to be financial institutions or companies and send spam or pop-up messages to get you to reveal your personal information.

Changing the Address: Diverting your billing statements to another location by completing a "change of address" form is yet another popular identity theft method.



DETER

DETER: Deter identity thieves by safeguarding your information.



DETECT

DETECT: Detect suspicious activity by routinely monitoring your financial accounts and billing statements.



DEFEND

DEFEND: Defend against identity theft as soon as you suspect a problem.

Legislative Scoop

by Jerry Bangerter, Governmental Affairs Committee Chair

The NARPM Board of Directors has established an ambitious legislative agenda for the Governmental Affairs Committee for 2007. For good or bad, governmental legislation concerning landlord-tenant-property manager relations increasingly impact the way we do business and the way landlords, tenants, and property managers interrelate with one another. Properly conceived, these laws, rules, and regulations can improve the business climate in which we work. Frequently, however, they create a landscape unfairly biased against our landlord clients and in favor of our tenants, or alternatively, in favor of our landlords at the unfair expense of our tenants.

Right now, California is struggling against "just cause eviction" laws which allow bad tenants to stay in units even though they are creating problems in the neighborhood and causing grief to other tenants and property managers. While our California chapters are working with allied professional organizations to mold this legislation to better support our professional interests, we need to consider where such legislation might have come from in the first place.

Governmental actions like this are routinely taken at the request of special interest groups having no interest in the landlord-tenant-property manager landscape whatsoever, but which work to our immediate and significant disadvantage. Florida is facing a situation where condo and homeowner associations are moving to reduce the number of renters in their facilities and have been trying to change their HOA rules to state that no one under 22 can rent in the complex. Others are charging a \$500 non-refundable registration rental fee. Some cities in Florida are implementing legislation stating that property managers cannot rent to more than two unrelated people per household no matter how large the home.

While our Florida chapters are aware of and working to control this situation, rules

like these might also develop in cities or states wherein our profession is absent or silent at the conception and deliberation of governmental initiatives that might be taken in opposition to, or in mitigation of, such rules. We hope to change this.

The old adage, "the squeaky wheel gets the grease" applies in government like few other places, and if our position is not heard, our governmental representatives are easily convinced to pass or protect existing legislation that benefits other professions or special interests, to our disadvantage.

"...it is time NARPM... becomes an active voice in introducing appropriate legislation in pursuit of our high ethical standards and the interests of our profession."

vantage. Last year, Hawaii was unable to get legislation approved that would change restrictions on the use of handymen by property managers, because of lobbying being done on behalf of professional contractors. Most of these professional contractors will not take these same jobs under any circumstance, nor will they perform on a timely basis in the unlikely event that they do take them. Small jobs are their last priority and concern. Meanwhile, Hawaii property managers struggle to obey the law and at the same time meet their obligations to their landlords and properly maintain the properties entrusted to their care.

While NARPM provides tremendously valuable professional services to our membership, we have another responsibility—both to ourselves and our government. The responsibility uniquely falls to us to insure that our side of the argument is heard when governments are lobbied to pass legisla-

tion that impacts our profession. Indeed, it is time NARPM moves beyond testifying either for or against legislation introduced by others and becomes an active voice in introducing appropriate legislation in pursuit of our high ethical standards and the interests of our profession. It is time NARPM becomes an organization highly esteemed to provide expert testimony when such is required.

It has been accurately noted that "all politics are local," and this certainly holds true in the property management business. There have been few national initiatives that impact property managers in any significant way. Alternatively, our cities and states are being lobbied heavily by interests having no purpose relating to our business other than extracting advantage from property owners and property managers.

What happens in one state often rapidly migrates to another. This is particularly true wherein governments with the active assistance of lobbying special interest groups, find ways to obtain funds from within the property management community for a pet project or program. Thus, we all have an interest in what happens in Florida, Idaho, or Virginia, regardless of where we live.

It thus seems appropriate that our National Governmental Affairs Committee will need to help and assist our local chapters in establishing Governmental Affairs Committees where there are none, and helping those where such committees or groups already exist, in expanding and improving their involvement. The Board has asked the Governmental Affairs Committee to work to this end. We will need your help and support!



Jerry Bangerter, the 2007 Government Affairs Committee Chair, can be reached by e-mail at jerry@rxkl.com or by telephone at 808-237-5333; toll free, 877-254-1586.

Motivating Employees to Adopt New Procedures

You have just gotten back from the NARPM Annual Convention and have tons of new ideas on how to improve your company and make it more profitable. You take your enthusiasm to your first staff meeting after getting back and you see it on all of their faces, "Not another list of changes for our company!"

It is very common for us all to resist change. We get used to routines and procedures. Most of us inherently avoid change. However, sometimes change can be good for everyone. Making change good for your employees is the key to successfully implementing it within your company.

A few years ago, at another NARPM convention, I sat next to a gentleman from Atlanta during one of the lunches. He told me how his company had recently begun imposing an administrative fee chargeable to all new residents at the time of their lease closing. I took his idea back to my company and it was immediately met with resistance. The leasing staff told me it would kill our ability to rent our vacancies. That was until I told them that a portion of the fees collected would be placed into a staff pool to be distributed to them semi-annually. Suddenly, it was good idea. In fact, it was likely a major reason that our new policy was met with little, if any, resistance by renters—funny, isn't it? The best part about it was that the net proceeds after my deposits to the staff pool went straight to the bottom line. We netted \$12,000 in additional funds for the year simply because of that one change that

resulted from my sitting at the same table with that property manager from Atlanta. Do not ever discount the value of non-session networking at our conventions.

Another negative effect that I was able to overcome in a similar fashion involved assuming new management accounts. I observed how the staff was never very thrilled about taking on a new property, a process that it is vital for growth and/or necessary to keep the portfolio from shrinking. With the success of the other employee compensation plan in mind, I decided to also throw into my new employee pool the first full month's management fee from any new account. The bigger the new account, the more money that we would deposit into the pool. This was in addition to the higher commission that I automatically pay to the licensed property manager who directly oversees the management of the new property. Almost overnight, it seems, I had employees telling me about "For Rent by Owners" in their home neighborhoods and how we should get in touch with the owners to offer our services to them.

Perhaps some employees would rather convert their dollars into time off. If so, it could be offered as an alternative. But recognize that the key point is that they need something in it for them. It might be prudent to check with your state real estate commission to make sure that

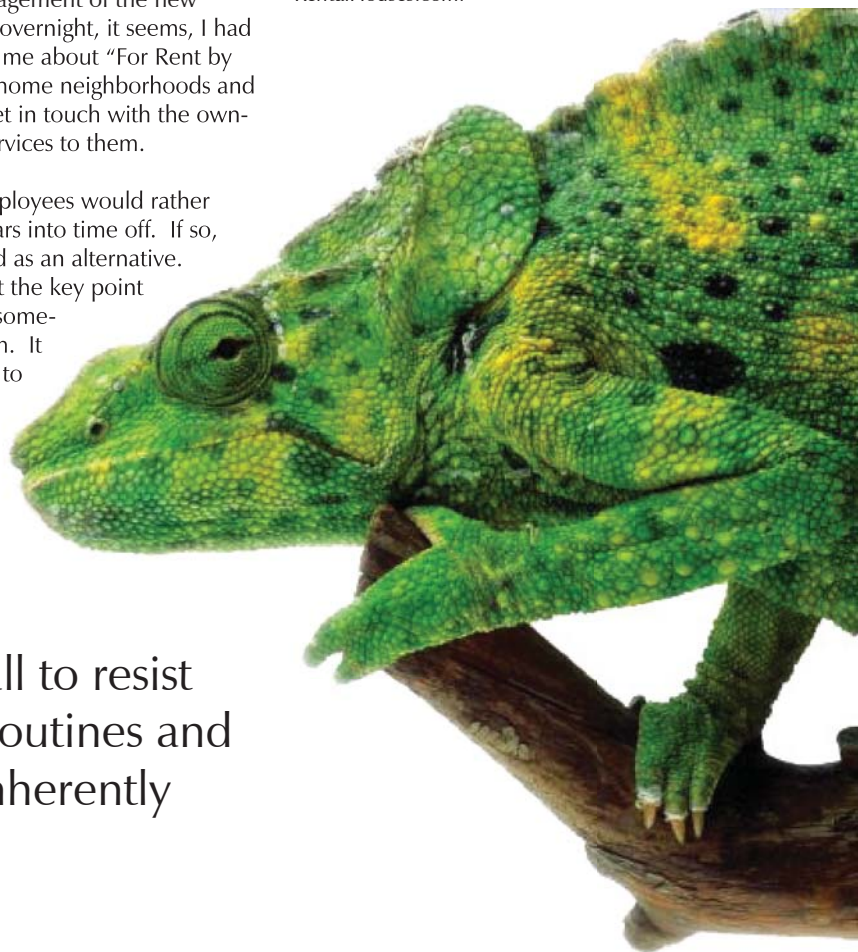
these forms of compensation to non-licensed employees are legal in your state.

In any case, when developing new ideas for your company, either from a convention or simply out of new creative thought, remember that motivating your employees to embrace the new procedure will work wonders towards making the implementation successful.



Rob Massey Jr., CPM, has served as a local president for NARPM, the Institute of Real Estate Management, and the Apartment Association in his hometown of Louisville, KY. He has taught several property management classes and managed nearly 1,000 apartments and houses before scaling back his property management company to pursue the national Internet listing service he founded known as *RentalHouses.com*.

“It is very common for us all to resist change. We get used to routines and procedures. Most of us inherently avoid change.”



YOU Make the Ethics Call

by Rick Ebert, MPM®

Case Eight

Investor A, who lives out of town, had Property Manager B manage his sixplex. Property Manager B purchased janitorial supplies, light bulbs, paint, and landscaping materials at wholesale prices and then billed the supplies, as they were needed, to Investor A at retail prices.



After securing a different property manager to manage his sixplex, Investor A filed an ethics complaint charging that Property Manager B's conduct was unethical. Property Manager B was able to prove that the prices that he charged for the supplies used at Investor A's property were no higher than those found on the open retail market.

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 3: DUTY TO THE CLIENT has been violated. As set forth in the Standards of Professionalism, "The Property Manager shall accept no commissions, rebates, profits, discounts...which have not been fully disclosed to and approved by the Client."

To comply with the article, the property management agreement must contain a clear statement stating that the wholesale buying of supplies are to be purchased at retail prices by the client.



Rick Ebert, MPM® is owner-manager of Austin Landmark Property Services, Inc. CRMC® in Austin, Texas. Rick is a founding member of NARPM.

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THE BIRTH AND EVOLUTION of a Model Chapter

by Andrea Caldwell, MPM®

A long time ago and pretty far away, a property manager invited some other property managers to eat a free meal and listen to him and his property manager friend from another state (non-resident expert) talk about a new association for property managers. This was in 1992 and several property managers showed up for the free food and then quickly recognized the benefits of being able to talk to each other on a regular basis. Two of the attendees began comparing notes on lost keys and the frustrations of a perpetually ringing telephone. This was the birth of a best friend relationship which would continue long past their respective careers at the time. These two and four others began to meet monthly at a local café to talk about property management and how they could help themselves by helping each other. The best memory during this early era of this collection of property managers, was of a dedicated waitress who memorized each manager's order and tried to get the group into a quieter corner of the restaurant. Soon other property managers began to show up and the group needed a bigger table. While still meeting in the middle of a busy, noisy café, the group invited speakers relevant to their industry to attend the breakfasts. More managers came, some from far away, and were warmly welcomed into the fold.

The property manager sending out the original invitation later became known in the association as the Godfather of NARPM. His trusty sidekick from Arizona also became a living legend within the association. Inspired by these two visionaries, the little group began to organize. Their first leader was an employee of the Godfather and served for two years. The next leader was a baseball coach and property manager who moved the ever-expanding group to a better meeting location and began to conduct the meetings in a proper format in a private room. The meetings continued as they had started by including an opportunity for the members to visit with each other. Friendships bloomed and hilarity ensued, as the walls came down between these property managers, and they began to have fun together.

The members began to share their vendors with each other and an affiliate membership quickly developed within the group as these vendors received the same benefits as the manager members. The members also began to take on tasks necessary to keep the organization running smoothly and a formal board of directors grew from this effort. The newly organized chapter drafted articles of incorporation which were filed with the state, and began to accumulate a bank balance. Looking at the finances prompted another move to a

more central meeting location with less costly meals. The meetings were held on the third Thursday of each month at 8:30 am. One of the original managers began a fax tree, full of amusing items, to announce the monthly meeting and program, which contributed to more growth. Some of the original members, who had come from far away, started their own group as they began to see the benefits of a more local membership and the original group was happy to be the birthplace of a second chapter.

As events grew within the chapter, the Board of Directors began to meet monthly, two weeks before the chapter meeting. This step contributed to strong organization, good financial controls, account-



ability of the individual Board members and unity. The chapter greatly benefited by this behind-the-scenes management. As prospective new members and guests attended the meetings, the consensual comments were about the warmth and friendliness within the group. Members continued to volunteer to assume leadership positions and new members came from a variety of efforts from the chapter. Often it would be "cold calling" sessions where members simply generated a contact list by calling from the yellow pages or educational sessions were scheduled and prospects were invited to the chapter for these opportunities. The most productive efforts were a combination of the calling prior to the scheduled classes. The year that the chapter had the strongest growth, which yielded seventeen new members, the chapter was nationally recognized and awarded Chapter of the Year with another chapter from Austin, Texas. One of the original two women who founded the chapter led the growth initiative, as the second of the two served as the local president.

“ This was a classic example of how the chapter started—
property managers helping themselves by helping each other. ”

Several members attended the national events and brought back the news and benefits to the local chapter. These members began to receive national designations and from this came the chapter's first sponsorship of a national certification course. It was a resounding success. The chapter had evolved into a fixed format, which subsequent leaders continued to follow. One early Board member repeatedly volunteered to assume the responsibility of treasurer but declined advancement up the leadership ladder. The chapter continued to prosper with well-attended monthly breakfast meetings, successful affiliates who also began to bring in new members, excellent educational offerings beyond the monthly meetings, an annual planning session in the fall, social occasions including an annual Christmas party, and a good bank account balance. Another member volunteered to set up a website for the chapter long before anything was available at the national level so the chapter benefited from this early site at no cost. Communication within the chapter advanced into the electronic age. The long-volunteering treasurer finally was persuaded to assume the presidency, and from her leadership grew an annual golf tournament. During the tenure of a past president, a local charity to provide housing for the mentally disabled was established and much of the chapter's fundraising went to this charity. And so it went; the golf tournament, annual Christmas party, and the charity became an integral part of the chapter.

This little chapter had grown up and evolved into a tightly woven network of bonded property managers and local affiliates who survived the retirement and death of many of the original members. New leaders took their places and the chapter continued on as a vibrant and exciting place for property managers to gather. The once treasurer and now president of the chapter joined many other local members at the national convention in Hawaii, to watch a past local president and one of the original founders rise to the national presidency. Surpassing that event and also surprising everyone, the chapter again was awarded Chapter of the Year. It was a great moment for the group and a validation of the efforts of many. The now national president was able to assume the considerable responsibilities of that office with a little help from her friends and fellow chapter members. This was a classic example of how the chapter started—property managers helping themselves by helping each other.

The chapter continued on into a new era with newer members assuming leadership roles but still following the original template. The meeting location changed again and the chapter developed a synergistic relationship with the local apartment owners association which yielded positive legislative benefits. Another local member began to rise through the ranks of national leadership. Local members attended the state and national events on a regular basis and began to volunteer at that level as well. The local chapter profited from these efforts and continually received national recognition by applying for and earning the Chapter Excellence Award every year. As the second local member was nominated into the national presidency, the chapter received an unprecedented third Chapter of the Year Award.

The Santa Clara County Chapter located in San Jose, California considers itself a model chapter and is immensely proud of its fourteen-year history of accomplishments. It is apparent that this level of achievement comes from the dedication and commitment of many

members. The basic tenets of its birth are still in place today. It is a warm, welcoming, and fun place for property managers to gather; it is a place to learn more about the practice of property management; it is a place to focus on and build professionalism; and it is a place to increase one's business. The Santa Clara County Chapter thanks NARPM and especially two of its early presidents, Rocky Maxwell, MPM® and Steve Urie, MPM®, for birthing the chapter and for providing the opportunity to develop to its current excellent status. We encourage other chapters throughout the country to follow this format and reap the exceptional benefits of what NARPM offers on a local basis.



Andrea Caldwell, MPM® is a property manager for Century 21 Alpha in San Jose, CA where she manages single family and small multi-family townhomes, condominiums, and homeowners' associations. A past NARPM national president, Andrea has learned to gracefully coordinate her duties as a property manager, wife and mother, and caretaker to her three dogs, two goats, horse, and rabbit.

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Do You Have a Personal Board of Directors?

by Ernest F. Oriente, The Coach

Property management is rapidly changing, and you are faced with more decisions than ever before. Today's fast-paced lifestyles create information overload. During your lifetime, you will have 10 or 15 major decisions and another 25-30 semi-major decisions. Developing a personal Board of Directors will help you make great decisions and once in place, you will never look back.

DEVELOPING YOUR BOARD

Let us start with the obvious. Your personal Board of Directors might include: a doctor as a health/medical resource, a CPA for tax advice, an attorney for legal guidance, a banker for financial guidance, and a priest/rabbi/deacon for spiritual support. Here are some of the less obvious: a sales and marketing professional, a public relations expert, a business coach, a child care specialist, a human resource professional, a webmaster for Internet guidance, a property management professional three levels above you, an executive in an unrelated industry to property management, and/or a business owner in the property management industry, but not a competitor, based on geography or your resident profile.

Tip From The Coach: Think of a personal Board as your "inner circle," as each person on your Board will share in very important information about your personal and professional life. Carefully consider every individual you invite to be on your Board, as they should be selected and remain on your Board for the rest of your life. You can always make changes to the people on your Board, but richness comes from working together during good times and bad. Like a great bottle of wine, proper "aging" of your Board will give it fullness, maturity, and increasing value.

WORKING WITH YOUR BOARD

Once you have formed your personal Board of Directors, the next step is to make a list of the ways your Board can assist and support your success. Some examples of professional and personal topics to discuss with your Board: a new career, the start of a new business, advancement in your property management company, the relocation of your family for professional or personal reasons, how to handle a problem employee or supplier, life and legacy planning, your children and their development, financial planning, and the health of your marriage, just to name a few. You see, your Board will be a rich resource to you in many ways, so long as you speak truthfully with them and are open to their specific advice and feedback.

Tip From The Coach: While your Board can give you powerful guidance and suggestions, the final decision must always be yours. When making an important professional or personal decision, take a blank sheet of paper and list all the pros and cons surrounding the issue, then ask for and gather the feedback from your Board. Next, write a brief summary statement to yourself explaining the reasons for your decision and store this sheet in a special place. Lastly, mark your calendar for some point in the future to evaluate the results of this important decision. A review of each important decision you make during your lifetime will help you evaluate your accuracy and clarity about the future. Remember, "perfect practice" makes for perfect decisions.

COMMUNICATING WITH YOUR BOARD

The next step is to decide how often you will meet with your Board. For some, monthly is perfect, for others twice a year is great, and many meet on a quarterly basis.

The frequency is up to you and your Board members, but the frequency should depend on the velocity of issues or decisions you are making. Here are some examples of ways you can meet or communicate with your Board: in person, by telephone, by teleconference as a group, by e-mail, by fax, by letter, by videoconference, or during a nice meal. With today's menu of technology, the distance between you and your Board members is no longer an issue. Instead, invite only the best to be on your Board and allow technology to facilitate your communications.

Tip From The Coach: As you invite each member to participate on your Board, be very clear about your expectations for each Board member, the frequency you will meet or be in touch, and your request for pointed and honest feedback. After each person agrees to be on your Board, discuss how they would like to be compensated for their time. In most cases, a trade or barter is done for goods or services; in many cases, a small gift or favor is enough. If necessary, offer to pay a small fee to each Board member, as the value of their feedback will be returned many times over.



Ernest F. Oriente, The Coach, is the founder of PowerHour®, a professional business coaching/recruiting service and the author of SmartMatch Alliances™.

Since 1988, he has spent over 19,100 hours delivering customized training by telephone, in leadership, Internet marketing and sales for property management companies, apartment locator/corporate housing services, and multi-housing sales/service companies worldwide. Earnest can be reached by phone at 435-615-8486 or by e-mail at ernest@powerhour.com.

INTRODUCING YOUR 2007 NARPM LEADERSHIP

Sylvia L. Hill, MPM® *President*

Sylvia Hill, MPM®, CPM® is president of H.M.S. Development, Inc., CRMC®. She is a licensed real estate broker in California and has managed a wide range of investment properties including single-family homes, small apartment projects, small investment properties, and small office buildings.

Active in real estate since 1993, Sylvia has presented property management at several different industry-related events and has been a guest speaker for numerous professional organizations and is a NARPM instructor for designation classes. Sylvia is currently the 2007 NARPM President. She has held several positions with both the California State Chapter and the Santa Clara County Chapter of NARPM. She is a REALTOR® and a member of IREM®, the Chamber of Commerce, and other local real estate associations.

Prior to becoming active in property management, Sylvia had a successful career at IBM. She held several management positions that included solving critical customer situations at the Directors' level. This was good training for working with tenants, legal issues, and providing excellent customer service. Her problem solving skills, computer knowledge, and interpersonal skills have helped create the professional environment that you can find at H.M.S. Development, Inc., CRMC®.



Betty Fletcher, MPM® *President-elect*

Betty Fletcher, MPM® is owner and principal broker of Fletcher Property Management, Inc., CRMC® in Little Rock, Arkansas. She has managed residential rental property since 1992 and is currently managing about 260 units for 88 owners.



Searching for property management specific education, Betty joined the National Association of Residential Property Managers (NARPM) in September 1999 and is the founding president of the Central Arkansas chapter. She also served as chair of the 2003-2004 Membership and 2006 Editorial Committees.

Earning the prestigious Residential Management Professional (RMP®) designation in February 2001, Betty continued striving for excellence and received the Master Property Manager (MPM®) designation in September 2002. Fletcher Property Management is proud to be the first in Arkansas to have earned the Certified Residential Management Company (CRMC®). Betty and Dave, her husband of 27 years, and their two cats are thoroughly enjoying their new home.

Fred Thompson, MPM® *Treasurer*



Fred Thompson, MPM® started his real estate career specializing in residential property management in 1988. After working for a broker, he decided to go independent with RE/MAX 200 Realty in 1998 and started the RE/MAX 200 Realty Property Management Division.

Fred has a staff of four full-time property managers, a full-time bookkeeper, and a full-time assistant. He and his staff currently manage 370 single-family homes, most of which are located in Northeast and Southeast Orlando.

Fred has been very active with the National Association of Residential Property Managers (NARPM). Fred joined NARPM in 1995 as a founding member of the Orlando Chapter and has served as Membership Committee Chair, First Vice President, President-elect, and President. Fred achieved his Residential Management Professional designation (RMP®) in 1997 and his Master Property Managers designation (MPM®) in 2006.

Fred has also attended many national and state convention since 1996, as well as several mid-year conventions to stay abreast of current trends in the residential property management arena.

Rose G. Thomas, MPM®
Past President



Rose G. Thomas, MPM® has been a member since 1995. Entering the real estate industry in 1980 and licensed in 1981, Rose has been actively involved since. She has served NARPM in a variety of capacities including as a member of the Affiliate Committee, Editorial Committee Chair, and was editor of the *Residential Resource*. Additionally, she chaired the 2004 Annual Convention in Baltimore, is a past president of the Maryland Suburban Chapter, and, since 1999, has served on the Board of Directors as secretary, treasurer, vice-president, president-elect, and president.

Rose founded Property Management People, Inc. (PMP) in 1980 and has served as president since 1981. PMP has two primary divisions, residential management and community association management. The Residential Division manages a variety of single-family houses, small multi-family,

townhouses, condominiums, and some warehouse space. The Community Association Division manages associations in Maryland, Virginia, and West Virginia. The two combined divisions employ approximately 40 staff members in three offices and two large scale on-site properties.

Rose has also been an active member of several other volunteer organizations over the years including the Arthritis Foundation, the Chamber of Commerce, and the local Board of REALTORS® Legislative Committee. She has raised funds for breast cancer awareness as well.

As an industry leader, she has taught "Independent Living" for the Frederick County Board of Education in the High School system and "Basic Property Management" in the local Community College. She earned her Bachelor of Arts from Shepherd University, West Virginia, and works with her husband Ed, a partner in PMP. They have been married for 28 years and have two sons, Kyle and Chase.

Susan Alber, MPM®
Director (Region 3)

Susan Alber, MPM® is the president of Rocky Mountain Property Management, Inc., CRMC® and, with a team of 15, manages 600 rental units and nearly 2,500 homes in 24 homeowners associations in the Northern Colorado area. She is currently serving as a regional vice president for the National Association of Residential Property Managers (NARPM), has served nationally on several committees, was the 2005 and 2006 Membership Committee Chair, and has served in several leadership capacities for the Northern Colorado Chapter since 2000. She is also a member of the Community Associations Institute (CAI).

Susan began her real estate sales career in 1985 in upstate New York and has worked in property management since 1995. Susan earned a Bachelor's in Business Administration and completed nearly all of the coursework for a Master's in Counseling before property management captivated her interest. She is a Master Property Manager (MPM®), and her company has received the Certified Residential Management Company (CRMC®) designation in 2005, a designation held by only 20 management firms nationwide. Susan has also led several property management workshops locally and nationally and is a recognized instructor by the Real Estate Commission in the state of Colorado.



Tony A. Drost, RMP®
Director (Region 4)

Tony A. Drost, RMP® is the founder and owner of First Rate Property Management, Inc. (FRPM) located in Boise, Idaho. Although licensing is not required in Idaho, Tony is a licensed real estate agent to provide additional support and service to his clients.

Tony grasped the benefits of owning real estate at a very young age. At the age of 22, Tony purchased his first duplex. Since then, Tony has grown his personal portfolio and is now owner or part-owner of over 100 residential income properties.

Tony earned a Bachelor's in Operational Management, which he credits as giving him the tools to be an effective manager. It is his "get things done" attitude that most contributes to FRPM's high regard in the community. However, the real financial success and streamlining of the operation is all directly due to his involvement with NARPM, both on the local and national level.

Tony joined NARPM in 2002 and has been involved with the Southwest Idaho Chapter leadership ever since. Over the past few years, NARPM has taught Tony how to increase revenues, enabling him to hire additional staff, which in turn has allowed Tony to be spend more time with his family. Life is good, thanks to NARPM.



CONTINUED...

Vickie Gaskill, MPM® *Director (Region 1)*

Vickie's career in property management began over 26 years ago. Originally, she worked as a vendor that serviced the property management industry. She came to work for Bell-Anderson and Associates, LLC, in May of 1986. Initially, Vickie was a bookkeeper, then a property manager, and now an owner. In September of 2002, she and her husband, Tim, purchased Bell-Anderson.



Vickie has managed homeowners' associations, single-family dwellings, small multi-family communities, and a few small commercial properties. She has earned four professional property management designations (ARM®, CPM®, RMP®, and MPM®) and has served as an instructor on the National Faculty for the Institute of Real Estate Management (IREM®). Vickie is also a member of the local Board of REALTORS®. In 2005, her company, Bell-Anderson & Associates, LLC, was approved as an ACCREDITED MANAGEMENT ORGANIZATION® (AMO®).

Vickie and her husband have two daughters, two sons-in-law, and three grandchildren, all of whom they love to spoil as much as possible.

Harold E. Kalles, MPM® *Director (Region 5)*

Harold was born and raised in the Puyallup Valley. He has been in real estate sales since 1977 and property management since 1980. He opened his own property management company, Kalles Properties, Inc., and stopped doing sales in 2000. Kalles Properties, Inc. currently manages over 300 single-family properties.



Harold serves as a Director on the NARPM National Board and is a past Website Committee and Affiliate Committee Chair. Harold has also served on the Convention Committee, Mid-Year Committee, Northwest Regional Committee, and served two years as the president of his local chapter.

Elizabeth Morgan, MPM® *Director (Region 2)*



Elizabeth "Betsy" Morgan, GRI, MPM® has been a property manager for over 22 years in the Tampa Bay area. She handled a personal portfolio of over 250 units for six years with Marie Powell and Associates Better Homes and Gardens. Then she became a Region Director of Property Management for Coldwell Banker in 1993 and was their State Director of Property Management from 1999 to 2001. Currently she is the Director of the Property Management Division for Prudential Tropical Realty and supervises 12 property managers handling residential rental units in Pinellas, Pasco, Polk, Hernando, and Hillsborough Counties, and assists with rental portfolio acquisitions and business development.

Betsy believes strongly that active participation in professional organizations enhances her ability to assist in her personal development and enables her to guide her team to handle the needs of owners and tenants in the most efficient and professional manner. She served as president of the Tampa Bay NARPM Chapter and is currently president of FARPM, Inc. She has served on the Professional Standards Committee of the Pinellas REALTOR® Organization (PRO) for the past six years and is also a member of the Florida Apartment Association (FAA).

Prior to entering the real estate business, Betsy was a high school English and public speaking teacher in Philadelphia and Atlanta. Betsy enjoys travel with her husband of 38 years and interaction with her three sons and their families who live in Sarasota, St. Petersburg, and Clearwater.

James Emory Tungsvik, MPM®
Director (Region 6)



James entered the property management field in 1993, starting out at Around The Clock, Inc., CRMC®, formed in 1990 by Suzanne Cameron, MPM® and Mary Tungsvik, MPM®. Previously, his employment background was in development and implementation of employee programs in the banking industry. James is a second generation property manager in the company, a common occurrence in our industry.

In 1995, James joined NARPM and clearly saw the benefits of belonging to the organization. Three years later, he received his first designation, RMP®. In 2002, Around The Clock, Inc. received the prestigious CRMC® designation. James received his MPM® designation and became one of the Corporate Officers in Around The Clock, Inc., CRMC® in 2003.

James is thrilled to be a NARPM National Officer serving his fellow members and helping them be the best that they can be in the property management industry. He always asks himself not what NARPM can do for him but what he can do for NARPM. Keeping that mindset has enabled him to learn, grow, and meet several members that have become like family to him.

When James is not living the NARPM dream or being a property manager, he spends his free time with his family and nephew, playing with his two Chihuahuas, Sweetie and Smiley, and just stopping to smell one of 50 different varieties in his rose garden.

Jerry Bangerter
Governmental Affairs

Jerry Bangerter entered the real estate industry with RE/MAX Honolulu as a property manager in April of 2000. He successfully built and established the company's Property Management Department from the ground up.

Jerry, his wife, Sam, and daughter, Cori, went on to open RE/MAX Kai Lani in Kailua in June, 2005, where Jerry is now president and a practicing residential property manager.

Jerry joined the Hawaii Association of REALTORS® Legislative Committee in 2001 and served as chair of that committee for two years. He is currently the Honolulu Board of REALTORS® (HBR) Political Action Committee Chair and NARPM's Legislative Committee Chair.



Brenda F. Gerdes, MPM®
Communications

Brenda has been the owner and broker of Management Specialists, Inc. since its inception in St. Croix, USVI in 1989. She, along with her husband, Clarence, and son, Matthew, relocated to the East Coast of Florida and re-established the company in 1998.

Brenda is a founding member of the Treasure Coast of Florida NARPM Chapter and has held many offices and other volunteer positions including president of her local Rotary club, secretary/treasurer and president of the local Board of REALTORS®, Property Management Committee Chair, and is also a member of various other Boards of Directors of volunteer and charitable groups.

Recently, she bought the commercial building where her office is located, manages approximately 300 properties, and works four days a week.



CONTINUED...

Darryl Kazen, MPM® *Professional Development*

Darryl was born and raised in the San Francisco Bay Area. He joined the military in 1963 and married in 1969. He retired from the United States Air Force in 1985, after nearly 23 years of active duty. Darryl served in Texas, New Mexico, Thailand, Great Britain, and Spain. He also worked in the defense industry for Lockheed.

After friends began asking him to manage their properties, Darryl decided to get a real estate license and go into management on a full-time basis. He joined NARPM in 1994, as the 655th member, because of the industry specific education available.

During a convention session about working smart, not hard, he decided to limit his management business to one hundred units (including the ones he owned). Darryl says he has finally found a job that allows him to play, even when working, thanks to the cell phone and the Internet.



Chuck Warren, RMP® *Member Services*

Chuck Warren, RMP®, "The Rental Property Whisperer," is a REALTOR® and broker who has ranked in the top 175 sales agents out of over 3300 for the past nine years. He has also obtained the Circle of Excellence every year for the 23 years he has been in the real estate industry. Over the years, Chuck has helped more than 1100 families with real estate transactions. He is currently the vice president of Realty World Hampton Roads.

Chuck and his wife, Susan, have been married for 32 years. They have a son, Kevin, a loan officer for First Horizon Home Loans, and a daughter, Kristy, a dental hygienist in Virginia Beach.



Christopher Hermanski, MPM® *Long Range Planning*

Christopher Hermanski, MPM® is the owner and founder (1981) of Mainlander Property Management, CRMC® in Lake Oswego, Oregon. His company's portfolio consists of a majority of single-family homes, lofts, condominiums, small multiplexes, and a few commercial offices.

Chris has been a member of NARPM since 1994 and is currently the chapter president of the Greater Portland NARPM Chapter and is the NARPM Long Range Planning Committee Chair. He has served on and chaired other various NARPM committees including: Legislative, Marketing, Finance, Nominations, Bylaws, Web Team, Long Range Planning, and Membership. Chris also served as the Convention

Committee Chair for the Kansas City Convention in November of 2001. He has served on the NARPM National Board from 1998 to 2004 and was president in 2003. Chris teaches national education workshops as well.

Chris has volunteered in his children's schools including several years on Lakeridge High School's Site Council and Advisory Committee. He has also coached his children's baseball and soccer teams.

Chris actively volunteers and serves in his Church. He is active in leadership positions and teaches youth.

Chris is a native of Southern California. He resides in Tualatin, Oregon with his wife, Kathi, and two of their four children.



What Did You Just Agree To?

by Robert L. Cain

There was a time when a handshake meant an agreement had been reached. There was even a time when a handshake was enough to cement an agreement with a tenant when you rented to him or her. Those were the good old days. The days before landlord-tenant laws, landlord-hating attorneys, and tenant-friendly judges.

When you rent to a tenant, and let them move into your rental property with just a handshake agreement, exactly what are you agreeing to? When you rent your property with a handshake, you may be agreeing to one thing, and your tenant to something entirely different. Each of you thinks you are agreeing to the same things, but you probably aren't.

You think that you are agreeing that the tenant will pay the rent on the first day of every month. Your brand-new tenant thinks that it will be okay as long as the rent is there sometime during the month. I once had a tenant tell me that he had never had to pay rent in advance before. I was curious what planet he was from, but his application said he was from California.

You think that the tenant will ask you what colors he can paint the apartment. Your tenant thinks that whatever he wants to do in his new home is his decision alone.

You think that "normal wear and tear" means the apartment should look pretty much as it did when the tenant first moved in—a few

dings in the wall maybe, but certainly clean. Your tenant thinks that "normal wear and tear" means that the apartment is still standing when he moves out.

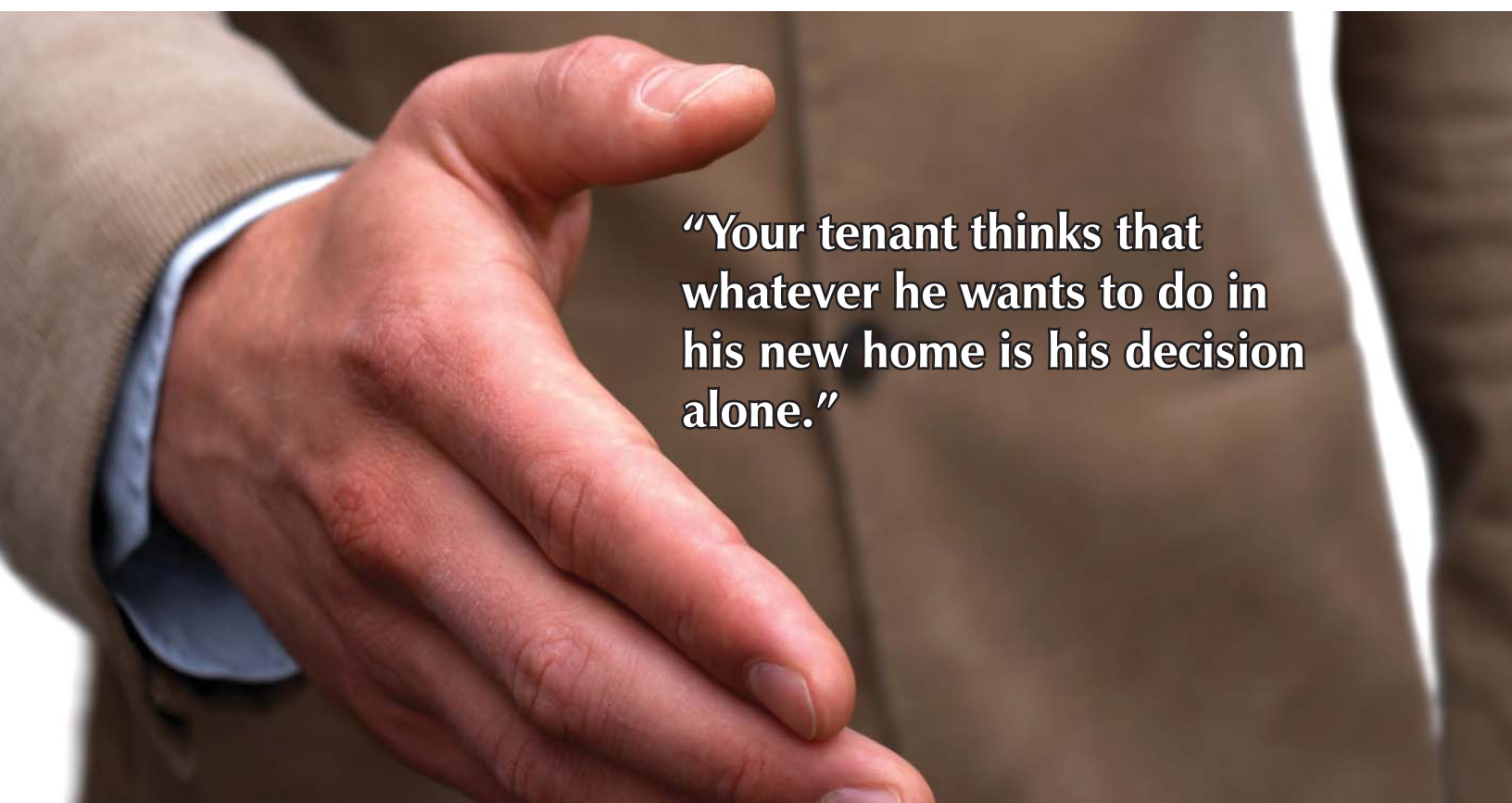
You think that when you rent to a husband, his wife, and child that they are the only people who will be living in your property. The tenant thinks that he can rent out rooms and move in his extended family, amounting to 10 people in a two-bedroom apartment.

This is why we have rental agreements and leases. Rental agreements and leases do not mean you distrust the other person, they mean you are both on the same page. Even minor disagreements and misunderstandings as to what was meant can lead to hard feelings and/or a good tenant moving out. Major disagreements and misunderstandings can end up in eviction court.

Good rental agreements are easy to come by. Your local apartment, landlord, or rental owners associations have forms designed for your state and locality. A good rental agreement means better tenant relations and everybody agreeing to the same things.



Robert L. Cain is a nationally-recognized speaker and writer on property management and real estate issues. For a free sample copy of the *Rental Property Reporter* or *Northwest Landlord* call 800-654-5456 or visit the website at www.rentalprop.com.



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The RVP Bulletin

REGIONAL VICE PRESIDENT

BY VICKIE GASKILL, ARM®, CPM®, MPM®

Are you wondering what NARPM had done for you lately? We are proud to say that lately, NARPM has been doing a lot.

In order to better address the wants and needs of its members and chapters, the 2006 NARPM Board of Directors made some major structural changes for the organization. Part of that structural change was creating the Regional Vice President position.

In 2007 there will be six Regional Vice Presidents/Directors, each representing different areas of the United States where our members are located. The regions were equally defined based on the number of members in each. The regional assignments are as follows:

- **Region 1** – Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington D. C., West Virginia, Virginia, North Carolina, South Carolina, and Georgia
- **Region 2** – Florida
- **Region 3** – Michigan, Indiana, Ohio, Kentucky, Tennessee, Alabama, Mississippi, Louisiana, Arkansas, Missouri, Illinois, Iowa, Wisconsin, Minnesota, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma, and Texas
- **Region 4** – Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Arizona, and Nevada
- **Region 5** – Washington, Oregon, Alaska, and Hawaii
- **Region 6** – California


Every region of NARPM will be supervised by the Regional Vice President/Director assigned to it. Your region's RVP will represent the region at the NARPM Board meetings. They will be responsible to relay the needs and wants of the chapters and members in their region.


By conducting chapter visits, as well as attending any state/regional events, the Regional Vice President will get the "pulse" of their region's chapters. They will share the latest tools for successful chapters. Also, RVPs will work closely with the chapter's members when they identify areas of concern within the chapter.


Want a chapter in your local area? Your Regional Vice President can assist you in starting a strong and viable chapter. They can guide you through the process from the initial meeting, to incorporating your new chapter, to providing your members with maximum benefits.


To schedule a chapter visit from your Regional Vice President or to receive assistance in making your chapter the best it can be, call or e-mail your RVP today.


 **Region 1** – Vickie Gaskill, ARM®, CPM®, MPM®
1-800-755-5397, region1vp@narpm.org

 **Region 2** – Elizabeth "Betsy" Morgan, MPM®
727-569-2312, region2vp@narpm.org

 **Region 3** – Susan Albern, MPM®
970-669-0842, region3vp@narpm.org

 **Region 4** – Tony Drost, RMP®
208-321-1900, region4vp@narpm.org

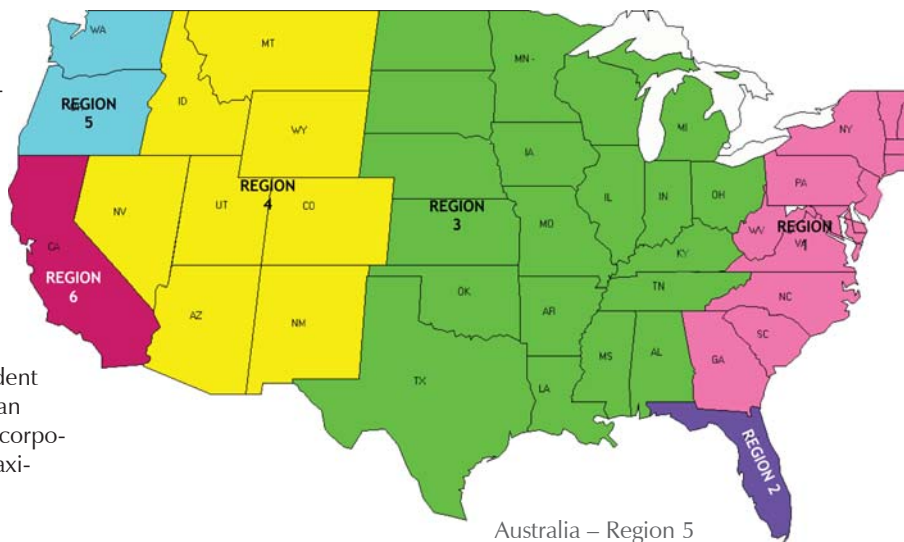
 **Region 5** – Harold Kalles, MPM®
253-848-9393, region5vp@narpm.org

 **Region 6** – James Emory Tungsvik, MPM®
253-852-3000, region6vp@narpm.org

President Sylvia Hill, MPM®, your Regional Vice Presidents, the Membership Committee, and Headquarters staff will work closely with each region to provide the most beneficial services and programs to their members. Give your RVP a call today and put into action what NARPM is doing for you now.



Vickie Gaskill, ARM®, CPM®, MPM® began her career in property management in 1986 as a bookkeeper at Bell-Anderson and Associates, Inc. After becoming a property manager, she and her husband, Tim, purchased the company in September 2002. In addition to her MPM® designation, Vickie has also earned the designations of ARM® (Accredited Residential Manager) and CPM® (Certified Property Manager).



**Additional
Countries:**

Australia – Region 5
Canada – Region 4
South America – Region 1
West Indies – Region 1

Welcome New NARPM Members!

Members that joined NARPM from November 1 to November 30, 2006

NEW MEMBERS

Mary Calvert
Mary Calvert & Company
2230W Colorado Avenue
Colorado Springs, CO 80904
719-540-3697

Angela Cantrill
Thorne Realty Group
478 Howe Avenue
Sacramento, CA 95825
916-921-6511

Chuck Garrett
Cathy George & Associates, Inc.
850 W Hind Drive, #210
Honolulu, HI 96821
808-373-9844

Jay Holman
Mel & Jay Management, LLC
2507 Cemetery Road
Fabius, NY 13063
315-256-9817

Brad Johnson
Croler Leasing & Development
PO Box 10008
Olathe, KS 66051
913-634-3340

Barrett Klutts
Klutts Property Management
1433 Emerywood Drive
Charlotte, NC 28210
704-554-8861

Louis MacCubbin
Comble Property Management
4049 Ames Lake-Carnation Rd. NE
Redmond, WA 98053
425-458-1002

Mark Mara
Property AZ
10645 N Tatum Blvd., #200-420
Phoenix, AZ 85028
888-445-9525

Tami Masuda
Oahu Realty
575 Cooke Street A2320
Honolulu, HI 96813
808-285-5007

Markus Mignat
DBI & Associates/Envision
141 Walt Whitman Avenue
Newport News, VA 23606
757-596-4663

Linda Moutoqiannis
Bayshore Assoc. Management
1304 SW Bayshore Boulevard
Port Saint Lucie, FL 34983
772-871-0004

Daniel Neddo
Cashflow Management
301 E 41st Street
Boise, ID 83714
208-343-5626

Mark Pagdin
Warner Quinlan
3216 Corrine Drive
Orlando, FL 32803
407-894-0671

Lawrence Parks
Prime Partners, LLP
PO Box 26279
Austin, TX 78755
512-342-9566

Eric Pesek
Sienna Properties
105 W Riverside, #210
Austin, TX 78704
512-328-0600

Bert Pustay
Signature Realty & Management
725 Grand Parke Drive
Jacksonville, FL 32259
904-268-0035

Stacy Rust
Metro Property Management
2785 NW Town Center Drive, #4
Beaverton, OR 97006
503-748-7368

Jakaria Stewart
Jakaria Stewart
1241 Madalen Drive
Milpitas, CA 95035
408-799-9208

Keri Valdez
Thorne Realty Group
478 Howe Avenue
Sacramento, CA 95825
916-921-6511

Lourdes Vazquez
Warner Quinlan
3216 Corrine Drive
Orlando, FL 32803
407-894-0671

NEW AFFILIATES

Ken Adams
Newsletter Exchange, Inc.
6834 Cantrell Road PMB 171
Little Rock, AR 72207
800-960-4976

Ernie Riddle
LandLordLocks.com, Inc.
73 Commercial Park Road
Washington, IN 47501
800-847-8729

NEW SUPPORT STAFF

Nancy Browne
33rd Company, Inc.
PO Box 17181
Minneapolis, MN 55417
651-777-5500

Kay Lynne McDougal
Bayshore Assoc. Management
1304 SW Bayshore Boulevard
Port Saint Lucie, FL 34983
772-871-0004



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Affiliate Members

Listed by Service

BUSINESS PRODUCTS AND SERVICES

ACH Direct, Inc.
Alliance Property Services
American Blinds & Draperies
Appliance Warehouse of America
Austin Landmark Properties
Black Ink Insurance Services, Inc.
Careerlook, Inc.
Centex House Leveling
Coastal Residential Corp.
Company Gear
Eli Research
FARPM
First Horizon Home Loans
Florida Spirit Real Estate Services
HRA Solutions
Ian H. Graham Insurance
Kiley J. Brenneman Agency
Northstar Moving Corporation
Paychex, Inc.
PayClix.com
Paylease, Inc.
Peachtree Business Products
Professional Office Services of ID
Rekey.com Locksmith Services
RE Manuals/Landlord Source
Residency Guide
Roper Lock Box, LLC
Runzheimer International, Ltd.
Southwest Recovery Services
Starker Services, Inc.
Sylvan Electronics, Inc.
The Real Estate Board
Two Men and a Truck
Unibind

INTERNET TOOLS AND MARKETING

1SourceRents.com
All Property Management
AudioVu.com
HomeRentalAds.com
HomeRentals.net
HotPads.com
Info on the Web
Innercircuit, Inc.
InteloQuence
MetroLeases.com
Move, the new RENTNET
My New Place
PointWide Solutions
Property Bridge, LLC
Red Door Christian Investments
Rent Marketer
Rent One Online
Rent.com
Rent2Buy America, LLC
RentalHomesPlus
RentalHouses.com
RentalSource.com
RentBlurb.com
RentClicks
Socrates Media, LLC
StudentRent

LEGAL SERVICES

Law Offices of Davis, Rothwell,
Mullin, Earle & Xóchihua, PC
Law Offices of Heist, Weisse &
Lucrezi

MAINTENANCE

All Animal and Bat Control
American Mold Institute
Blusky Restoration Contractors
Christian Nissen Landscaping
Citrusolution Carpet Cleaning
Clements & Clements Services
Crime Clean of Texas, Inc.
Gutter Love It!

Handyman Matters
J-Phase Electric, LLC
KMH Technologies, Inc.
Mr. Electric of Tarrant and Park
Pacific Pest Management, Inc.
Paul Davis Restoration
Power Lift Foundation Repair
Servpro of Gilbert
Sherwin Williams Company
Water Damage Solutions

REAL ESTATE EDUCATION

Americas Best Real Estate Education
Auto Pilot Complete

SOFTWARE

Dick Jonilonis & Associates
DIY Real Estate Solutions
Escapia, Inc.
Intuit
Logicbuilt, Inc.
PROMAS Landlord Software
Property Automation Software
Property Boss Solutions, LLC
Softalot, LLC
Tracker Systems, Inc.
Winning Edge Software, Inc.

TENANT SCREENING

Clear Screening
Contemporary Information Corp.
Hunter Warfield
Interstate Information Services
National Tenant Info. Services
National Tenant Network
Real Screening
Reliable Background Screening
RentGrow, Inc.
ScreeningOne
Tenant Plus Corp.
TVS Tenant Verification Service
United Screening Services Corp.
VeriQuest Screening Solutions

2006 Designation Candidates

RMP® CANDIDACY

Michael Anderson
Susan Bielser
Tammy Billington
Patrick Chapman
Barney Christiansen
Pamela Crosslin
Michael Ebert
Pamela Foster
Ruby Gonzalez
Christine Goodin
Jayci Grana

Jay Hartley
Michael Hoff
Trudy Hoff
Marti Hutchison
Elizabeth Loop
Barbara Mayo
Brenda Needham
Worth Ross
Matt Scheel
Thais Soler
Bart Sturzl
Chris Warren

MPM® CANDIDACY

James Bigham, RMP®
Patricia Callahan, RMP®
Tony Drost, RMP®
Chesley Karr, RMP®
Lambert Munz, RMP®
Mary Rinaldi, RMP®

CRMC® CANDIDACY

MacPherson's Property Mgmt.
Tamara Welliver, MPM®

NARPM Ambassador Program

The Ambassador Program was first designed in 2000 to reward our current members for referring new members to our organization. Who better to spread the word of the benefits of NARPM than its members? To achieve Ambassador status, you must refer five new members in one year. Afterwards, you will receive an award certificate and a \$195 NARPM credit that can be used toward your annual dues, upcoming events, education classes, and more! You will also be listed in a special section here, in the *Residential Resource*, after achieving Ambassador status. You can earn multiple award certificates in a 12-month period, so be sure you continue referring new members even after you have achieved Ambassador status.

How Do You Start Referring?

- Call NARPM Headquarters at 800-782-3452 to request member 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 period to obtain the five new members starts the day the first new membership application is processed by Headquarters.
- When Headquarters receives the fifth new membership application, an award certificate will be issued and dated.
- A recognition certificate will also be issued, and you, the "Ambassador," will be recognized in the *Residential Resource*.

November 2006 List

New Member

Nancy Browne
Ernie Riddle
Angela Cantrill
Chuck Garrett
Eric Pesek

Referring Member

Lynn Sedlack
Mike Butler
Ken Thorne
Helen Skov
Deborah Smith

2006 Ambassadors

Susan Alber, MPM®
Carrie Appling-Lake
Beverly Browning, MPM®
Wanda Franklin, RMP®
Geri Stephens, RMP®

What Would YOU Do... with \$195?

education classes

annual dues

convention
registration

NARPM store



RMP®/MPM® Certification Classes

Date	Location	Class	Instructor
Mar. 21, 2007	Seattle, WA	RMP® Applying Technology	Ray Scarabosio, MPM®
Mar. 21, 2007	Seattle, WA	MPM® Operating a Maintenance Company	Sylvia Hill, MPM®
Mar. 22, 2007	Seattle, WA	Ethics	Suzanne Cameron, MPM®
Mar. 27, 2007	Albuquerque, NM	Ethics	Peter Meer, MPM®
Mar. 28, 2007	Albuquerque, NM	RMP® Tenancy	Peter Meer, MPM®
Apr. 17, 2007	Lakewood, CO	RMP® Habitability Standards	Kit Garren, MPM®
Apr. 17, 2007	Lakewood, CO	MPM® Personnel Procedures	Sylvia Hill, MPM®
Apr. 18, 2007	Lakewood, CO	RMP® Applying Technology	Ray Scarabosio, MPM®
Apr. 23, 2007	Monterey, CA	MPM® Owner/Client Relations	Sylvia Hill, MPM®
Apr. 24, 2007	Monterey, CA	RMP® Marketing	Suzanne Cameron, MPM®
Apr. 25, 2007	Monterey, CA	Ethics	Suzanne Cameron, MPM®
Apr. 27, 2007	Monterey, CA	RMP® Tenancy	Ray Scarabosio, MPM®

To register for classes, complete the registration form below and mail or fax with payment to NARPM Headquarters. For additional information, contact Headquarters at 800/782-3452 or info@narpm.org.

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 month's lead-time if you wish to sponsor one of these events.

Find out more by calling Headquarters, at 800/782-3452 or e-mailing info@narpm.org. We can provide you with the details you need to make your certification class a successful venture.

Class Registration Form

FEES RMP® Classes	Early Registration*	Registration*
Member	\$195	\$225
Nonmember	\$295	\$325
Retake	\$100	\$130
RMP®/MPM®	\$97.50	\$127.50

MPM® Classes	Early Registration*	Registration*
Member	\$395	\$450
Nonmember	\$495	\$550
Retake	\$300	\$355
MPM®	\$197.50	\$252.50

Ethics Class	Early Registration*	Registration*
Member	\$45	\$55
Nonmember	\$95	\$105

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

CLASS INFORMATION

- On-site registration begins at 8 am. Class hours are 8:30 am-4 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 the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

If NARPM cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM.

(Please print or type)

Name _____
 Company _____
 Address _____
 City/State/Zip _____
 Telephone _____ Fax _____
 E-mail _____

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.

Two Easy Ways to Register

1. MAIL your form with payment to NARPM,
 184 Business Park Drive, Suite 200-P
 Virginia Beach, VA 23462

2. FAX your form with credit card payment to
 866-466-2776. Please do not mail the original.



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2005 & 2006 NARPM AFFILIATE OF THE YEAR!

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¹Alexa and Media Metrix October 2006

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