



National Association of Residential Property Managers

Chapter Excellence Award Worksheet

Covers 12-month period January 1 through December 31 of the award year

This is ONLY a worksheet. All Chapter Excellence information must be completed through the website at: docs.narpm.org

Chapters must have 30 or more points to submit an application.

Health of your chapter. The Regional Vice President for your chapter will be asked to rate the health of your chapter based on information supplied by your chapter in reports submitted to the Board and the visit by your RVP to the chapter. A chapter must have at least a Five (5) in health rating by the RVP to be considered for Chapter Excellence.

Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members.

The NARPM® **Chapter Excellence Award** is earned by the activities a chapter accomplishes. It is requested, but not required, that all chapters' President-Elects complete and submit this application annually.

To qualify, the application **MUST** be received no later than the **June 1st** following the award year, (no extensions will be granted). Chapter must be a fully certified chapter at the time of application in order to qualify for Chapter Excellence.

**Chapter Excellence awards will be presented
at the Annual Convention the following year of award period.**

All Chapter Excellence applications must be completed through the website at: docs.narpm.org

**The following reports are to be used as back-up and attached to this application
and are available from the National website at:**

<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>

**New Member Recruiter list; list of CRMC® Candidate and CRMC® designees; PAC Contributors;
Leadership Conference attendee list; Convention Attendee list**

Notes to All Applicants:

- 1) **Chapter must be a fully certified chapter at the time of application in order to qualify for Chapter Excellence.**
- 2) All questions cover the period from January 1, through December 31, unless otherwise specified.
- 3) Back-up information/documentation should be underlined or highlighted appropriately, marked in upper corner with the corresponding question number, and included in numerical order. Zip files, or one PDF attachments can be used as uploads rather than individual documents.
- 4) *Be sure that highlights are clearly visible in scanned documents for upload. All information must be legible and any items that are not legible will be subtracted from the total points.*
- 5) *The Chapters who apply and are qualified for the award with 30 or more points will be announced to all members in the second quarter after the award year. The Top Awards will be presented at the Annual Convention. The Award for "Chapter of the Year" will be presented to two chapters, depending on size, with the highest point total after review. Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members. New Chapters are eligible to receive Chapter Excellence and the New Chapter of the Year Award.*
- 6) Provide accurate and specific back-up supported information. Points will be deducted for incorrect information/back-up/totals. For all answers, be prepared to explain back-up information.
- 7) Review of the application is usually done within 14 days of the deadline for Award. Sometimes the reviewer(s) of applications has questions or needs clarification about the back-up information, so please be sure that the person who is knowledgeable about the application is readily available. In any event, if adjustments are needed, the reviewing person will make appropriate adjustments, and these will be final.
- 8) Information relating to points on applications is confidential and is not available to people other than the Chapter Excellence volunteers, National staff, and a limited number of NARPM® leadership.
- 9) Whenever points are claimed, be sure that the back-up information shows clearly that the chapter is entitled to the points claimed.
- 10) All reviews, revisions, deductions, adjustments, interpretations and other determinations relating to this application are at the sole discretion of NARPM® and are not controvertible.
- 11) This application is for chapter related activities, not for the efforts of individual chapter members.
- 12) References to "*members*" in this application shall mean Professional, Associate, Support Staff, and Life members of individual chapters as listed in back-up information from question 1.
- 13) Submit backup documents for each question number as listed on the upload site. If a conflict between paper application and upload exists, follow upload instructions.
- 14) Broker/Owner Conference is not counted in Chapter Excellence Awards as it is not open to all members.
- 15) **Health of your chapter.** The Regional Vice President for your chapter will be asked to rate the health of your chapter based on information supplied by your chapter in reports submitted to the Board and the visit by your RVP to the chapter. A chapter must have at least a Five (**5**) in health rating by the RVP to be considered for Chapter Excellence.
- 16) The yellow highlights are key words that you will find in the upload portal for each question.

Application Questions:

MEMBERSHIP: Seventy-four (74) points available in this category.

1. Enter the number of the following types of members as of December 31 of the award year. Attach lists from the website (<https://www.narpm.org/members/tools/chapter-services/member-reports/chapters/member-roster/>) Ensure that the lists contain type of **Chapter members** for each category.
 - i. Professional members = (ACM) Active Members, (ACC) Addtl Comm Contact and (AC) Professional Member in list
 - ii. Associate members = (ASC) Associate Company Membership and (ASM) NARPM Associate in list
 - iii. Support staff members = (SSC) Add'l Company Member, (SC) Support Company and (SS) Support Staff in list
 - iv. Life members = Life Member in list
 - v. Combined total number of members = add all of the above
 - vi. Company Memberships if applicable = (AMP) Company Membership in list
2. Provide list of all **new members** in your chapter as of December 31 of the award year. A list of new members can be obtained on the website (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-joined-since-yyyy-mm-dd/>) Chapter numbers can be found in column U. Earn points for the percentage of new members compared to existing members (take number of new members and divide by prior year member numbers will give you the percentage of growth).
 1. Number of New Members added to Chapter:

3 – 9%	2 point
10 – 14%	4 points
15 – 19%	6 points
20 – 24%	8 points
25% +	10 points
3. **Three** (3) points for your chapter meeting 90% retention rate for membership after national dues billing (March 10). See spreadsheet and highlight your chapter name and **membership retention** goal that was met.
4. **Five** (5) points if as of December 31, Chapter has an active **affiliate program** that encourages vendors to join chapter. If yes, supply list of local affiliates and add five (5) points.
 - a. Number of affiliate members:_____
5. **Six** points each for starting and mentoring a new chapter and **three** points for mentoring a struggling chapter. Include letters from the leader(s) of the chapter(s) mentored detailing your efforts. Mentoring means substantial ongoing effort that results in starting a chapter and/or helping a struggling chapter succeed. Up to twelve (12) points available for **Chapter Mentorship**.
6. **Two** points per service for providing a **community service** project as a group effort. Provide copy of evidence of the event and the service provided. This does not include just raising money for a donation but rather a project that involves chapter members. Up to six (6) points available for 3 projects.
7. **One** point for each member who participated in the **New Member Recruitment** program during the application year (<https://www.narpm.org/new-member-recruitment-program/>). Obtain list from the website and highlight names (<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>). Five (5) points available.

8. Percentage of members who attended the NARPM **Annual Convention** during the award year. Obtain copy of convention attendees from the website in zip folder and highlight names of those in attendance. (<https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>)

- i. Number of members in attendance:

1-9%	3 points
10-19%	4 points
20-24%	5 points
25-30%	6 points
30%+	10 points

9. Up to **ten** (10) points for percentage of members who attended a **NARPM State(s) Conference** during the award year. Submit a copy of conference attendees list and highlight names of those in attendance. Name and date of conference must on attendee list.

- i. Number of members in attendance: _____

1-9%	3 points
10-19%	4 points
20-24%	5 points
25-30%	6 points
30%+	10 points

10. **Three** points per **Chapter Grant** a chapter applied for and used. Information on chapter grants can be obtained at <https://www.narpm.org/members/tools/chapter-services/chapter-grants/>. Provide evidence of use. Nine (9) points available.

11. Up to **four** points if your chapter has instituted the **New Member Mentor program** at the Chapter level. Upload copies of all completed checklists from mentor program (<https://www.narpm.org/members/documents-forms/mentor-program/>) in the one upload slot to show all new members in this program. (<https://www.narpm.org/join/membership-benefits/>)

- i. Percentage of New Members Mentored:

21-30%	1 point
31-40%	2 points
41-50%	3 points
51%+	4 points

EDUCATION: Eighty-one (81) points available in this category

12. **Two** points for each chapter-sponsored **NARPM® 6-hour educational course**. Provide copy of course flyer. Not applicable if points are taken with other questions within the application. Twenty (20) points available.
13. **Two** points for each chapter-sponsored educational course that is a **non-NARPM® 6 hour educational course**. **Award three** points if the course is approved for required state continuing education (CE) hours for license renewal. **Award three** points if state has no Continuing Education requirements and provide documentation from state licensing division that shows no CE or license required. Provide copy of course flyer and mark CE information. No eligible points if education is used with other questions within the application. Minimum course length –1 hour. Twenty (20) points available.
14. **Three** points for each **joint function and/or event** arranged and performed with another chapter and/or another real estate related association such as educational courses or other business-related opportunity. Provide copy of applicable flyer or other demonstrative information. Not eligible if education points are used with other questions within the application. Six (6) points available.
15. **One** point for each regular membership meeting that discussed/reviewed the **NARPM® Code of Ethics**. A meeting must include speaker, panel, or roundtable, be held for a special purpose or other educational/business opportunity, and is not a “course” as referenced in this award. **One** point per meeting. Submit copy of meeting agenda showing ethics discussion item and meeting topic. Six (6) points available.
16. Percentage of members who are **candidates for the RMP® and/or MPM®** designations as of December 31 of the award year. Applicants must have officially applied for the designation and paid the required fee. Chapters can only count a member once regardless of the number of designation candidacies held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>) Candidacies have C after designation and column U lists chapters where member belongs.
- | | | |
|---|--------|----------|
| Number of Candidates as of December 31: | | |
| | 1 – 7% | 1 point |
| | 7-14% | 2 points |
| | 15+% | 3 points |
17. Number of member companies who are **candidates for the CRMC** designations as of December 30 of the award year. Applicants must have officially applied for the designation and paid the required fee. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>)
- | | | |
|---|---------|----------|
| Number of Candidates as of December 31: | | |
| | 1 - 5 | 2 point |
| | 6 - 10 | 3 points |
| | 11 - 15 | 4 points |
| | 16 - 20 | 5 points |
| | 21 + | 6 points |
18. Percentage of members **who hold the RMP® and/or MPM®** designations as of December 31 of the award year. One point per member regardless the number of designations held. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of designations held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional->

[membership/members-with-designations/](#)) Column U lists chapters where member belongs.

Number of Designees as of December 31:

1 – 14%	2 point
15-19%	3 points
20-24%	4 points
25-29%	5 points
30% +	6 points

19. Number of member companies who hold the **CRMC® designation** as of December 30 of the award year. One point per company. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of designations held. Obtain lists from the website and mark names (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>)

Number of CRMC® companies as of December 31:

1 - 5	2 point
6 - 10	3 points
11 - 15	4 points
16 - 20	5 points
21 +	6 points

20. Percentage of members who **hold the CSS®** certification as of December 31 this year. One point per member who hold certifications. Obtain list from the website and mark each member/company once. Chapters can only count a member once regardless of the number of designations held. Obtain lists from the website and mark names (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Column U lists chapters where member belongs.

Number of members holding certifications as of December 31:

1 – 14%	1 point
15-19%	2 points
20-24%	3 points
25-29%	4 points
30% +	5 points

21. Percentage of members who are **candidates for the CSS®** certification as of December 30 of the award year. Applicants must have officially applied for the certification and paid the required fee. Chapters can only count a member once regardless of the number of certification candidacies held. (<https://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Candidacies have C after certification. Column U lists chapters where member belongs.

Number of Candidates as of December 31:

1 – 7%	1 point
7-14%	2 points
15+%	3 points

MARKETING: Forty-two (42) points available in this category.

22. **Two** points each for sponsoring and staffing a NARPM® booth at a **non-NARPM® trade show**. Provide copy of applicable flyer and/or other demonstrative information. No applicable points if event is used with other questions within the application. Four (4) points available.

Event	Date

23. **One** point per **newsletter** (electronic or printed). Provide copies with dates printed on front page. Maximum twelve (12) points.
24. Three (3) points for each **marketing effort** the Chapter has made to promote membership in the Chapter. This program shall be an outreach promoting chapter growth. (Examples of program can include emails, postcards, fliers, social media postings, etc., which are sent to market events that are used to grow membership, or special emails, social media posting, postcards, fliers, etc., that promote membership in the chapter.) Provide copies of all marketing material and documents, along with date of activity. Six (6) points available.
25. **Award four (4) points** for each **Chapter Committee who has a Chair AND Vice Chair**. Total of twenty (20) points and upload a copy of the committee agenda.

- Membership Committee
- Education/Designation Committee
- Legislative/Governmental Affairs Committee
- Meeting/Program Committee
- Community Service Committee

GOVERNMENTAL AFFAIRS/LEGISLATIVE: Twenty-three (23) points available in this category.

26. **Two** points per issue when members join together in an attempt to pass or defeat a **legislative issue** on a state, county, or city measure. Provide a copy of the issue and any related petitions and/or letters signed by chapter members or any other documentation substantiating this effort. Six (6) points available.

27. Earn points based on percentage of members who contribute at least **\$25 to the NARPM® PAC** or **NARPM® Advocacy Fund**. Five (5) points available. Obtain list of contributors from the website in zip folder and highlight names. <https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>

1 – 5%	1 point
6-10%	2 points
11-15%	3 points
16-20%	4 points
21% +	5 points

28. **Two** points for chapter hosting or participating in a **NARPM® State Day on the Hill**. Submit flyer or information that exhibits promotion of event.

29. Percentage of members who attended a **NARPM National Day on the Hill** during the award year. Submit a copy of attendees list and highlight names of those in attendance. Name and date of event must be on attendee list.

Number of members in attendance: _____

1-9%	3 points
10-19%	4 points
20-24%	5 points
25-30%	6 points
30%+	10 points

LEADERSHIP: Ten (10) points is available in this category.

30. One point for each member who actively served on a State or Local Chapter Committee and/or as a State or Local Chapter Officer or Director. Provide list of **Members that Volunteered**. Chapters can count one point for each volunteer position/leadership role held by a member. Submit list of volunteers.

Percentage of members volunteering compared to membership:

1 – 14%	1 point
15-19%	2 points
20-24%	3 points
25-29%	4 points
30% +	5 points

Total Points: _____

31. Percentage of members who attended this year's **Leadership Training Classes/Meet-up** at Convention and the Nuts and Bolts class in November. Obtain a copy of attendee list from the website in zip folder and highlight names <https://www.narpm.org/members/tools/chapter-services/chapter-excellence-compliance-awards/>

Number of members in attendance:

1 – 8 %	1 point
9-11 %	2 points
12-14 %	3 points
15-17 %	4 points
18 % +	5 points

Please answer the following question in 100 words or less to receive additional consideration, in case of a tie, for the “Chapter of the Year” and “New Chapter of the Year” award:

What has the Chapter done during the award year that promotes the growth, ethics and professionalism of NARPM® within its membership?
