



National Association of Residential Property Managers

NARPM® Auditor Manual

Revised 2016

Introduction

Greetings!

We would like to thank you for your decision to volunteer your time as an Auditor. This two year term as an Auditor it is critical to the Professional Development goals of NARPM®. It is very important that you be consistent in auditing each packet as you verify the information presented by each Candidate. Therefore this manual is designed to help give you tips on how to make sure you are receiving the necessary information to complete your task.

We have been working to insure that the designation process is a smooth experience for each Auditor. We hope that you will find this Handbook helpful. Please let Headquarters know if you have any questions.

Provided by: The Auditor/Mentor Sub-Committee of the NARPM® Professional Development Committee.

Chapter 1-An Auditor

What is an Auditor?

By sheer definition, an auditor is one that is authorized to examine and verify accounts. As an auditor, your job will be to examine and verify the information submitted by the candidates to ensure that they have met all of the qualifications to receive their designations. This is similar to their final exam. It is a serious process and each candidate should respect the process and take the time to present a complete packet. In addition, we, as auditors, should take the time to review and confirm that all of the information is correct and applies to the checklist.

As an auditor, what do I do?

Being an auditor isn't a hard job, but it does take time and dedication to the process. It is a job that you can perform in your own time. As outlined in the Auditor Agreement, all audits are expected to be completed within 10 business days of receipt. You should schedule about 30 minutes of uninterrupted time to complete each audit. Once you have completed the audit and the candidate has met all the requirements, you will complete a form and return it to Headquarters approving the candidate.

Candidate packets will be sent to you via email through the Online Control Panel managed by NARPM® National. Please note that the Online Control panel is most compatible with Internet Explorer and you must allow pop-up to view the data. Chrome may not work to view the documents.

What if a packet is missing something?

If you have questions or the packet is not complete, you will notify Headquarters who will make the contact with the candidate to provide the missing information. You will confirm that the information is now complete. At this point, you will complete the form and then send it to Headquarters.

What if there are contingencies?

On occasion, you will review a packet that is basically complete but the candidate has made arrangements to complete something at the upcoming convention or regional meeting. This may be a requirement to take the Ethics course or a requirement to attend a convention. There is a place on the form to note these contingencies. Once they perform the missing requirement they can receive their designation.

What is the best way to audit a packet?

You will likely find your own best way to audit a packet using the on-line system, but the way a few auditors find it easier, to print out the checklist. Then click on each document that is submitted to review it. If complete, put a check mark by the item on the checklist. If incomplete, circle it. Once you complete the checklist, you can easily go back and see what is circled to see what is missing.

Chapter 2-Incomplete Items

When auditing packets, it is important to carefully follow the checklist and be sure that there is correct documentation for each item submitted. The checklist is very detailed as to what is required, but often times candidates get in a hurry to meet the deadline and don't fully comply. Below is a list of items that are frequently overlooked or incomplete. The most up to date Candidate Checklists are available on the narpm.org website.

Dates to keep in mind! *Packets must be completed within 3 years of application (unless extension is attached). Verification of service cannot be older than 3 years of the application date. Potential of 6 year window. Education courses must be completed within 5 years of application to be valid.*

Membership verification *(Dues): member profile from NARPM website does not show if dues were paid. Verification should show \$0 balance. Acceptable forms of proof of member in good standing are:*

*NARPM invoice receipt (emailed by NARPM)
view unpaid/paid invoices on IMS account showing balance paid
Membership card for current year*

Verification of years as a licensed real estate agent

RMP®

The requirement for RMP® is for verification of 2 years. Be sure that you can verify two full years prior to the designation and that their license is current. For example, if the license is for January 2010 to January 2012 and they are submitting their packet in June of 2011 – you will need to get proof of the license from June 2009 to June 2011 (or the previous period. And sometimes they will give you proof for January 2010 – January 2012 but will be applying in March 2012 so you will need to get the newest current license.

MPM®

The requirement for MPM® is for verification of 5 years. So use the same guidelines as for RMP® only look for 5 years as opposed to 2.

~~*** Please note that both of these apply only if you are from a state that requires a license. A full listing of licensing requirements by state can be found on narpm.org.~~

***** Please note that both of these apply only if you are from a state that requires a license which can be found on narpm.org. If a RMP candidate is licensed in a state that requires licensing, and the Broker/Owner of the company in which the candidate works for completes the verification of units form, the candidate will be eligible to receive the RMP designation.**

Verification of unit years

RMP®

The requirement is for 100 unit years acquired over a minimum of **two consecutive years**. The problem here is that they will sometimes only give you one list of the properties they manage. There should be two lists for separate consecutive years.

Please note that the candidate must manage at least 25 residential units during the candidacy period and at the time of receiving the designation. Verification may be provided by: 1) property lists/**rent rolls** for last **two years**, or 2) **letter from employing Broker, or 3) letter from your independent accountant (not staff bookkeeper 4) copies of rent rolls)-completed verification of units form**

If rent roll/property lists are used as verification it must contain dates of management and showing that the designee was the assigned manager.

MPM®

The requirement is for 500 unit years acquired over a minimum of **five consecutive years**. Again, sometimes you will only get one list. Here you will need five lists, each for a separate consecutive year.

**Please note that the candidate must manage at least 50 residential units during the candidacy period and at the time of receiving the designation.*

Completion of Designation Courses

Candidates should provide either Course Certificates of Completion or a print out of their Education History from Internet Member Services. The packet can be approved contingent upon completing required course. If packet approval is contingent upon the completion of a class, this should be included the Audit Verification form returned to National. **Courses must be within 5 years of application date to be valid.**

Candidates should complete 18 hours of NARPM designated education courses. The only exception is IREM certifications. Honoring IREM Designations toward RMP® and MPM®

Any NARPM® Member who holds an ARM® (Accredited Residential Manager) designation from IREM and applies for the RMP® designation from NARPM® shall be deemed to have satisfied all education requirements ONLY for the RMP® designation. The RMP® applicant will still need to satisfy all other requirements for the RMP® designation, including, but not limited to, successfully attending and passing the NARPM® Ethics Course, all NARPM® service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith.

Any NARPM® Member who holds the CPM designation from IREM and applies for the RMP® and MPM® designations from NARPM® shall be deemed to have satisfied education requirements for the RMP® and MPM® designations, except for individuals seeking the MPM® designation will be required to take the NARPM® 101 course. The member applicant would still need to satisfy all other requirements for the RMP® and MPM® designation, including, but not limited to successfully attending and passing the NARPM® Ethics Course, all NARPM® service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith.

Letters of Recommendation

RPM® & MPM®

Letters of recommendation are required to be completed on the approved Letter of Recommendation forms provided to the candidate. Copies of these forms are available on narpm.org. Letters of Recommendation solicited cannot be provided from a RMP®/MPM® affiliated with the Applicant's own company or firm. Candidate Letters of Recommendation cannot be provided by family members of the applicant.

Attendance at Conventions/Conferences

Sometimes it is hard to determine which badge is for what convention or conference so don't be afraid to get verification on that if it is needed to correctly confirm which convention it was. In a perfect world the candidate would make it clear which badge goes to which event, but that doesn't always happen. Candidates can provide copies of their Event History as provided by the Internet Member Services site.

When approving a packet for MPM® make sure that candidate it is not using the same convention on both the RMP® and MPM® designation. They must have additional conventions/conferences for the MPM®. You should have a copy of the RMP® checklist included in the MPM® so that you can double check this.

Conference attendance does not expire toward designations.

Electives

For any service used whether it is being on the board or a committee or whatever, be sure that the entire year has been served before counting the service. For example, if they have said they were on a committee for January 1, 2012 to December 31, 2012 and yet they are submitting their packet in September of 2012, this service cannot be counted as it has not yet been completed. Verification of Service Forms must be completed for any service projects by the Supervising Party.

Auditors will request/require candidates to re-submit the RMP checklist with only approved points on the checklist from the auditor's review. Once re-submitted the auditor can approve the packet. This way if we approve for example 60 points it will only show 60 points on the checklist when we review the MPM packet in the future.

Minimum 30 hours in Property Management Education

- Be sure it is from source other than NARPM® correct?

- Be sure it has to do with property management – not just general education
- Be sure there are proof of the # of hours
- Be sure there are 30 hours or the points don't count
- Be sure the education has been within the last 36 months **60 months?**

Chapter 3 - Resources

RMP® / MPM® Self Managed Candidacy Checklist

This will be your main tool as you verify each document that is presented to be sure the candidate qualifies for the designation. Each item included on the checklist has the outline of exactly what is accepted to provide documentation verification. The most up to date Candidate Checklists are available on narpm.org.

Audit Verification Form

This will be the form used to approve/decline a candidate for their designation. (not required if completing review through online portal)

Auditor Mentor

New auditors will be assigned an incumbent auditor to provide assistance and support during the transition period of auditing term.