

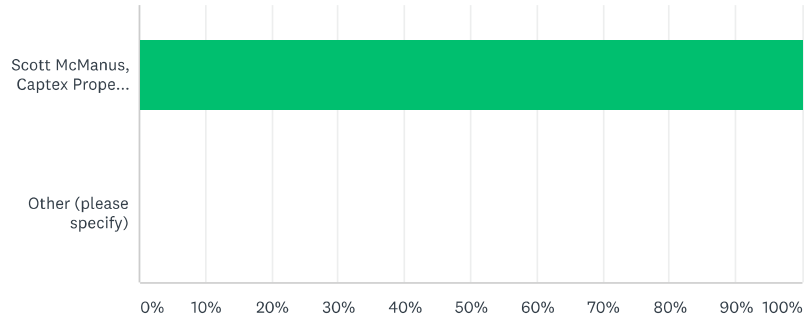


Survey Results

Q1

President Elect

Answered: 23 Skipped: 1

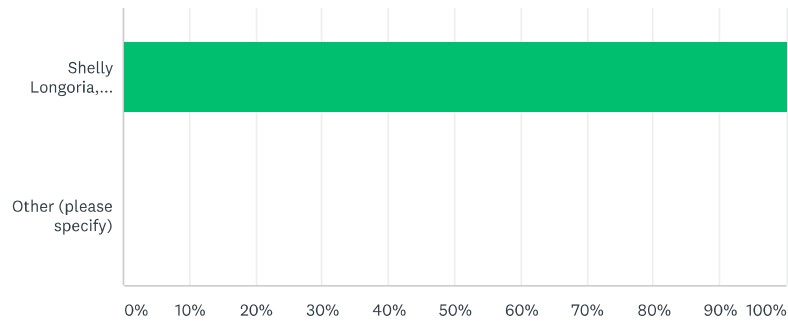


ANSWER CHOICES	RESPONSES	
Scott McManus, Captex Property Management	100.00%	23
Other (please specify)	0.00%	0
TOTAL		23

Q2

Secretary

Answered: 23 Skipped: 1



ANSWER CHOICES	RESPONSES	
Shelly Longoria, Austin Landmark Property Services	100.00%	23
Other (please specify)	0.00%	0
TOTAL		23

Q3

Treasurer

Share Link

<https://http://www.surveymonkey.c>

COPY

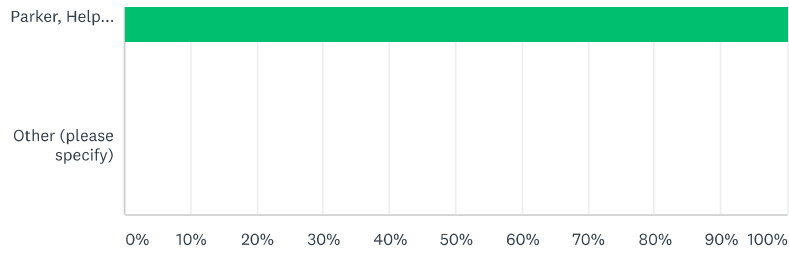
Share

Tweet

Share

Share

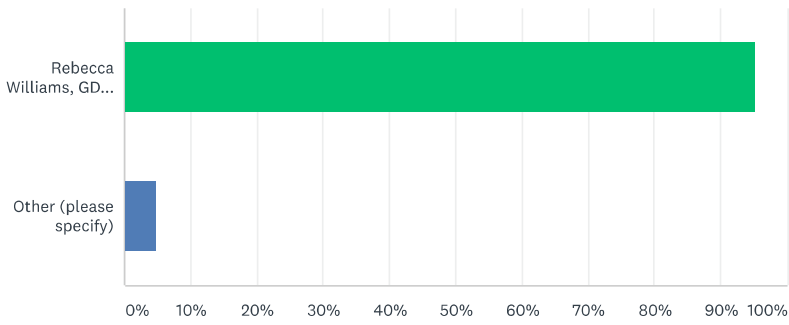
24 responses



ANSWER CHOICES	RESPONSES
Kimberly Parker, Helping Hands Realty Services	100.00% 22
Other (please specify)	0.00% 0
TOTAL	22

Q4
Programs Officer

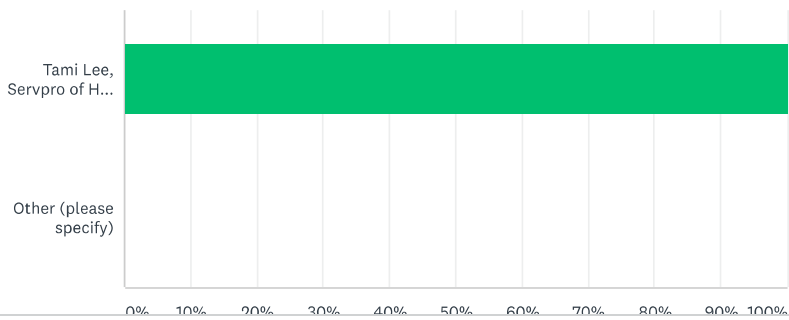
Answered: 21 Skipped: 3



ANSWER CHOICES	RESPONSES
Rebecca Williams, GDAA Property Management	95.24% 20
Other (please specify)	4.76% 1
TOTAL	21

Q5
Communications Officer

Answered: 24 Skipped: 0



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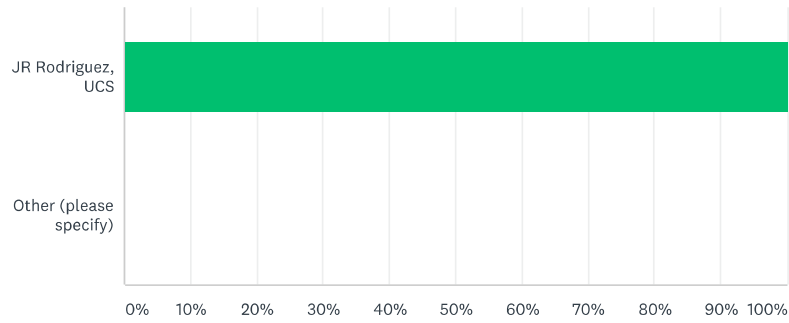
24 responses

Other (please specify)	0.00%	0
TOTAL		24

Q6

Association Liaison

Answered: 23 Skipped: 1

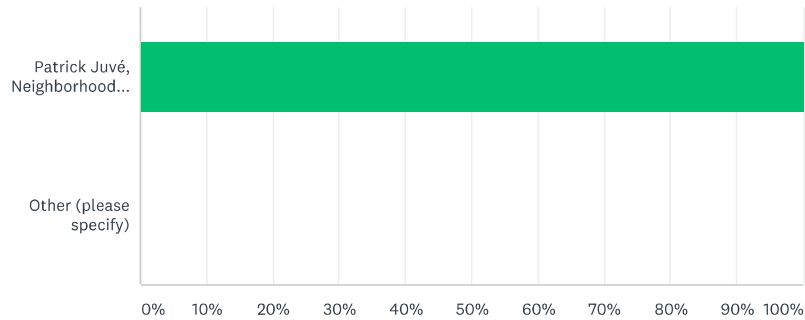


ANSWER CHOICES	RESPONSES	
JR Rodriguez, UCS	100.00%	23
Other (please specify)	0.00%	0
TOTAL		23

Q7

Marketing Officer

Answered: 23 Skipped: 1



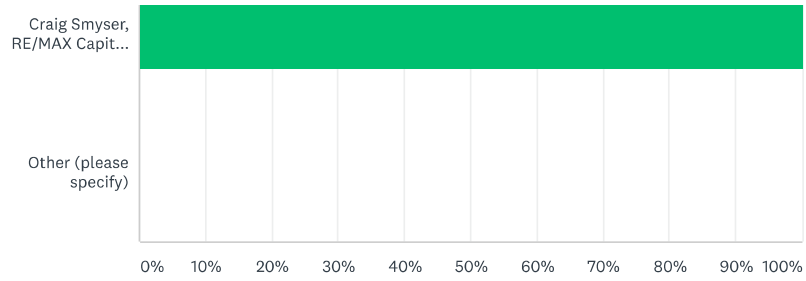
ANSWER CHOICES	RESPONSES	
Patrick Juvé, Neighborhood Property Management	100.00%	23
Other (please specify)	0.00%	0
TOTAL		23

Q8

Share Link

Tweet [Share](#)

24 responses



ANSWER CHOICES	RESPONSES	
Craig Smyser, RE/MAX Capital City	100.00%	23
Other (please specify)	0.00%	0
TOTAL		23

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Share Link

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24 responses

The Austin Chapter of the National Association of Residential Property Managers

BUDGET OVERVIEW: AUSTIN CHAPTER 2018 BUDGET - FY18 P&L

January - December 2018

	JAN - MAR, 2018	APR - JUN, 2018	JUL - SEP, 2018	OCT - DEC, 2018	TOTAL
Income					
Affiliate Membership					\$0.00
Affiliate Partner 275 Membership	1,650.00	0.00	0.00	0.00	\$1,650.00
Affiliate Patron 175 Membership	2,625.00	0.00	0.00	0.00	\$2,625.00
Affiliate Platinum 500 Membership	5,000.00	0.00	0.00	0.00	\$5,000.00
Affiliate Prorated Membership	450.00	0.00	0.00	0.00	\$450.00
Total Affiliate Membership	9,725.00	0.00	0.00	0.00	\$9,725.00
Event Income					
Bat Cruise Income	520.00	0.00	0.00	0.00	\$520.00
Bat Cruise Sponsor	1.00	0.00	0.00	0.00	\$1.00
Christmas Party Income	3,000.00	0.00	0.00	0.00	\$3,000.00
Christmas Party Sponsor	1.00	0.00	0.00	0.00	\$1.00
Total Event Income	3,522.00	0.00	0.00	0.00	\$3,522.00
Luncheon Meetings					
Luncheon	9,500.00	0.00	0.00	0.00	\$9,500.00
Total Luncheon Meetings	9,500.00	0.00	0.00	0.00	\$9,500.00
Member Dues					
Member Dues	5,000.00	0.00	0.00	0.00	\$5,000.00
Discounts given	-300.00	0.00	0.00	0.00	\$ -300.00
Support Staff Dues	210.00	0.00	0.00	0.00	\$210.00
Total Member Dues	4,910.00	0.00	0.00	0.00	\$4,910.00
Total Income	\$27,657.00	\$0.00	\$0.00	\$0.00	\$27,657.00
GROSS PROFIT	\$27,657.00	\$0.00	\$0.00	\$0.00	\$27,657.00
Expenses					
Advertising	500.00	0.00	0.00	0.00	\$500.00
Charitable Donation	100.00	0.00	0.00	0.00	\$100.00
Donations	500.00	0.00	0.00	0.00	\$500.00
Education Grant	500.00	0.00	0.00	0.00	\$500.00
Total Charitable Donation	1,100.00	0.00	0.00	0.00	\$1,100.00
Credit Card Processing Fee					
Anyvite	350.00	0.00	0.00	0.00	\$350.00
PayPal	325.00	0.00	0.00	0.00	\$325.00
QuickBooks Payments Fees	300.00	0.00	0.00	0.00	\$300.00
Square	500.00	0.00	0.00	0.00	\$500.00
Total Credit Card Processing Fee	1,475.00	0.00	0.00	0.00	\$1,475.00
Events					
Bat Cruise	2,550.00	0.00	0.00	0.00	\$2,550.00
Christmas Party Exp	7,000.00	0.00	0.00	0.00	\$7,000.00
Social Event	400.00	0.00	0.00	0.00	\$400.00
Venue Rental	4,500.00	0.00	0.00	0.00	\$4,500.00
Total Events	14,450.00	0.00	0.00	0.00	\$14,450.00

	JAN - MAR, 2018	APR - JUN, 2018	JUL - SEP, 2018	OCT - DEC, 2018	TOTAL
General Liability Insurance	650.00	0.00	0.00	0.00	\$650.00
Legal & Professional Fees	500.00	0.00	0.00	0.00	\$500.00
Meetings					\$0.00
Member Meals	8,000.00	0.00	0.00	0.00	\$8,000.00
Total Meetings	8,000.00	0.00	0.00	0.00	\$8,000.00
Other General and Admin Expenses	250.00	0.00	0.00	0.00	\$250.00
PO Box	100.00	0.00	0.00	0.00	\$100.00
President Leadership Training	1,000.00	0.00	0.00	0.00	\$1,000.00
Speaker Expenses					\$0.00
Speaker Fee	1,000.00	0.00	0.00	0.00	\$1,000.00
Speaker Misc. Expense	100.00	0.00	0.00	0.00	\$100.00
Speaker Travel	800.00	0.00	0.00	0.00	\$800.00
Speakers Meals	1,000.00	0.00	0.00	0.00	\$1,000.00
Total Speaker Expenses	2,900.00	0.00	0.00	0.00	\$2,900.00
Supplies	500.00	0.00	0.00	0.00	\$500.00
Total Expenses	\$31,425.00	\$0.00	\$0.00	\$0.00	\$31,425.00
NET OPERATING INCOME	\$ -3,768.00	\$0.00	\$0.00	\$0.00	\$ -3,768.00
NET INCOME	\$ -3,768.00	\$0.00	\$0.00	\$0.00	\$ -3,768.00



Austin NARPM® Chapter Meeting Agenda

January 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABOR North Office

Thank you to our Platinum Sponsors:

Do we have any Platinum sponsors?

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors present?
 - Mr Rekey, Legal Shield, Austin Roofing and Construction, Acutraq, and Greater Austin Residential Service Company, WOW cleaning, Azuma leasing, easy filter, floor plan resource
- Chapter President Elect Report – Julie Sandham
 - Article from Code of Ethics – Article 2: DISCRIMINATION
 - The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.*
 - STANDARDS OF PROFESSIONALISM
 - 2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws and laws regarding discrimination.
 - 2-2 The Property Manager shall not deny service to any person due to race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.
- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, Broker/Owner
- New Business:
- Featured Speaker –Michael Francis, MPM®, RMP® - “Navigating the Death of a Tenant”
- Announcements:
- Next Meeting and Events Dates/Times- Next meeting is March 14th (Moved to week earlier for Broker/Owner attendees)
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

January 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABOR North Office

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 - Platinum Vendors present?
 - Mr Rekey, Legal Shield, Austin Roofing and Construction, Acutraq, and Greater Austin Residential Service Company, WOW cleaning, Azuma leasing, easy filter, floor plan resource
 - Chapter President Elect Report – Julie Sandham
- Article 6: HANDLING OF FUNDS**
- The Property Manager shall hold all funds received on behalf of others in compliance with state law and shall not commingle the funds with personal or other business funds or use the funds for other than their intended purposes.*
- 6-1** The Property Manager shall keep appropriate records and shall prepare and furnish to the Client accurate and timely financial reports relating to the Client's rental and funds in accordance with the terms of the applicable management agreement.
- Article 7: AREAS OF EXPERTISE**
- The Property Manager must provide competent service within his or her area of expertise, and refrain from the unauthorized practice of any other profession for which he or she is not licensed or qualified.*
- 7-1** The Property Manager shall perform only such services in such locations for which he or she is qualified and can reasonably be expected to perform with professional competence.
- 7-2** The Property Manager shall not perform and shall not represent that he or she can or will perform services outside of his or her area of expertise, particularly services that require a separate license or qualification – such as law, accounting, financial planning, construction, and/or contracting – unless the Property Manager independently possesses such license or qualification.
- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, Broker/Owner
 - New Business: Past Presidents Gold Charity Camp Hope (play video)
 - Featured Speaker –Moses Rodriguez – City of Austin Code Enforcement Officer - *things to know*
 - Announcements:
 - Next Meeting and Events Dates/Times- Next meeting is April 18th

 - Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

April 18th 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABOR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors present? **2 NEW:** Austin All Maids & Home Citizen Solutions
 - Mr Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration
- Chapter President Elect Report – Julie Sandham

Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

STANDARDS OF PROFESSIONALISM

9-1 The Property Manager shall deal with other property managers in an honest and professional manner and shall not knowingly engage in any practice or take any action against a property manager in an un-businesslike manner.

9-2 The Property Manager shall not knowingly interfere with other property managers' contract rights, including by taking actions inconsistent with exclusive agreements that other property managers have with their clients. This does not preclude the Property Manager from otherwise soliciting potential Clients or making general announcements about his or her own services. For purposes of this Code, a general announcement may be defined as a general telephone canvass or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group. This Code does not restrict fair and reasonable competition among property managers.

9-3 In the event of a controversy between Property Managers with different Firms, the Property Manager of the Firm shall use best efforts to resolve the dispute prior to litigation.

9-4 The Property Manager shall not obtain or use the proprietary materials or work of a competing management Firm without the express written permission of that Firm.

9-5 The Property Manager shall cooperate with other property managers when it is in the best interests of the Client or Tenant to do so.

- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, TAR
- Guest Speaker – **Tabby Tatkow of Echo Austin** (www.austinecho.org)
- Featured Speaker – **Bart Sturzl, MPM®, RMP® - Property Management Updates**
- Announcements: Top Golf Social – April 21st 4pm-7pm (*must RSVP to Anyvite to attend*)
- Next Meeting and Events Dates/Times- Next meeting is May 16th featuring Darla Sees speaking about -*"Human Resources - What you don't know, you don't know."*
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

May 16th 2017

11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting

ABoR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

The Property Manager shall protect the public against fraud, misrepresentation, and unethical practices in property management.

STANDARDS OF PROFESSIONALISM

- 1-1 The Property Manager shall endeavor to eliminate, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.
- 1-2 The Property Manager shall cooperate with the governmental agency charged with regulating the practices of Property Managers.
- 1-3 The Property Manager shall comply with all relevant local and state ordinances regarding real estate law, licensing, insurance, and banking.
- 1-4 The Property Manager shall comply with all federal and state antitrust laws and shall follow the NARPM® Antitrust Policy and any related procedures.
- 1-5 The Property Manager shall not reveal confidential information of Clients, Tenants or others except as required in the course of performing his or her duties or as otherwise required by law. The Property Manager shall take all reasonable precautions to protect confidential information.
- 1-6 The Property Manager shall use reasonable efforts to ensure that information on his or her website, or that of his or her Firm, is current and accurate. If it becomes apparent that information on the website is not current or accurate, then the Property Manager shall promptly take corrective action.
- 1-7 Websites of the Property Manager shall not contain any deceptive metatags or other devices/methods to direct, drive, or divert Internet traffic in a deceptive manner or to otherwise mislead users. The websites shall also not manipulate listing content in any deceptive or misleading way.
- 1-8 The Property Manager shall disclose all details on the availability of rental properties to prospective parties on a regular and timely basis.
- 1-9 The Property Manager shall not exaggerate, misrepresent, misinform, or conceal pertinent facts in the advertising, leasing, and management of property.
- 1-10 The Property Manager shall make reasonable attempts to remove from the Internet listings for rentals that are no longer available.
 - Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, TAR
 - Featured Speaker – **Darla Sees** speaking about - "*Human Resources - What you don't know, you don't know.*"
 - Announcements: September Meeting will have speaker, introducing electronic voting! ABoR CEO Paul Hilgers will visit NARPM® Austin July Meeting to speak briefly about ABoR.
 - Next Meeting and Events Dates/Times- Next meeting is June 20th featuring Brad Larsen – "Growing your rent roll"
 - Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

May 16th 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABOR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
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 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

Article 4: OBLIGATIONS TO TENANTS

The Property Manager shall treat all Tenants honestly and professionally when they are applying for, living in, and/or vacating a managed residence, including through the deposit refund process.

STANDARDS OF PROFESSIONALISM

- 4-1 The Property Manager shall offer all prospective Tenants a written application.
- 4-2 The Property Manager shall provide all Tenants with a copy of the signed rental agreement and extensions with all addendums attached.
- 4-3 The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report within 7 days of moving in.
- 4-4 The Property Manager shall respond promptly to requests for repairs.
- 4-5 The Property Manager shall provide a written deposit refund determination to the Tenant within the time prescribed by law after the Tenant has vacated a property. The Property Manager shall not cause any undue delay in refunding or accounting for the security deposit.

Article 5: CARE OF MANAGED PROPERTIES

The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property and shall manage all properties in accordance with safety and habitability requirements of the local jurisdiction.

STANDARDS OF PROFESSIONALISM

- 5-1 The Property Manager shall not manage properties for Clients who refuse, or are unable, to maintain their property in accordance with safety and habitability requirements of the local jurisdiction.
- 5-2 The Property Manager shall terminate management of a property if the Client does not comply with habitability requirements.

- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, TAR
- Featured Speaker – **Brad Larsen, RMP® “How to Grow Your Rent Roll”**
- Announcements: Bat Cruise 8/18, Holiday Party 12/2
- Next Meeting and Events Dates/Times- **Next meeting is July 18th** featuring ABOR CEO Paul Hilgers and NARPM great, Kelli Tollifson, MPM®, RMP®
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

May 16th 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABoR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

Article 8: COMMITMENT TO FIRM

The Property Manager shall act in the best interests of his or her property management Firm.

STANDARDS OF PROFESSIONALISM

8-1 The Property Manager shall not have any undisclosed conflict of interest with his or her Firm. If a conflict or potential conflict should arise, the Property Manager shall notify his or her Firm immediately.

8-2 The Property Manager shall not receive any form of compensation, rebates, or any other benefits without full disclosure to his or her Firm.

8-3 The Property Manager may not take or use any proprietary documentation, including but not limited to Client/Tenant lists, during or after his or her relationship with a Firm without express written consent from the Firm.

Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

STANDARDS OF PROFESSIONALISM

10-1 Regardless of the type of media used, advertising content shall be truthful and honest at all times.

10-2 No property shall be offered as “For Rent” without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.

10-3 Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.

10-4 All marketing materials, whether printed or electronic, shall comply with state laws.

- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, TAR
- Guest Speaker – Austin Board of Realtors® CEO, **Paul Hilgers**
- Featured Speaker – **Kellie Tollifson, MPM®, RMP® “Taking the Trouble out of Security Deposit Disputes”**
- Announcements: Bat Cruise 8/18, Holiday Party 12/2
- Next Meeting and Events Dates/Times- **Next meeting is August 15th**
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

August 15th, 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABoR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions, FilterEasy, Onsite Pros
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

ARTICLE 11: RESPONSIBILITY TO NARPM® AND THE PROFESSION *THE PROPERTY MANAGER SHALL COMPLY WITH ALL POLICIES AND PRONOUNCEMENTS OF NARPM® AND ALL RELEVANT LAWS AND RULES OF THE JURISDICTION IN WHICH HE OR SHE WORKS, AND SHALL STRIVE TO STAY INFORMED OF AND TO EDUCATE OTHERS ABOUT RELEVANT MATTERS AFFECTING THE PROPERTY MANAGEMENT FIELD.*

STANDARDS OF PROFESSIONALISM

11-1 The Property Manager shall strive to improve the property management profession and NARPM® by sharing with others his or her lessons of experience for the benefit of all.

11-2 The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.

11-3 The Property Manager shall maintain his or her real estate license, if a license is required in their state.

11-4 The Property Manager shall abide by NARPM®'s bylaws and any other policies and procedures of NARPM®, and shall do no harm to the organization.

11-5 The Property Manager shall ensure that all electronic communications and marketing he or she prepares is professional with respect given to the recipients

- Updates from the membership-ABOR, City of Austin ETC, ABOR LPM COMMITTEE, TAR
- NARPM Austin Updates – BatCruise, National Convention, Golf Charity
- Guest Speaker – **Edgar Medina** – Austin Community Collage internship
- Featured Speaker – **Gabriel Cepeda** from Farmer's Insurance
- Announcements: Bat Cruise 8/18, National Convention 10/18-10/20, Holiday Party 12/2
- Next Meeting and Events Dates/Times- **September 19th**
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

September 19th, 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABoR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions, FilterEasy, Onsight Pros, ServPro Hyde Park/Central
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

ARTICLE 12: COMPLIANCE AND ENFORCEMENT *THE PROPERTY MANAGER SHALL COMPLY WITH THIS CODE AND SHALL PARTICIPATE IN AND/OR COOPERATE WITH ANY INVESTIGATION AND/OR HEARING CONDUCTED BY NARPM® PURSUANT TO THIS CODE.*

STANDARDS OF PROFESSIONALISM

12-1 The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.

12-2 The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.

12-3 The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.

12-4 The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

- Updates from the membership - ABOR LPM COMMITTEE, TAR
- NARPM Austin Updates – **ELECTION RESULTS**, National Convention, NARPM PAC
- Featured Speaker – **Jeff Kikel** CEO/Co-founder of T-Werx – Business Exit Strategy
- Announcements: National Convention 10/18-10/20, Holiday Party 12/2
- Next Meeting and Events Dates/Times- **November 14th** (*one week early - Thanksgiving*)
- Motion to Adjourn



Austin NARPM® Chapter Meeting Agenda

November 14th, 2017

11:15 – 11:45 Vendor Time

11:45 – 1:00 Chapter Meeting

ABoR North Office

Thank you to our Platinum Sponsors:

- 11:15am – 11:45am: Meet the Vendors and Sponsors
- 11:45 am: Call the meeting to order:
- Welcome – Mike Gonzales, RMP® - Pledge of Allegiance
- Introduction of new members & guests (3 minutes).
- Introduction of Featured Sponsors or other sponsors as required.
 - Platinum Vendors – Mr. Rekey, Azuma Leasing, Residential Improvement Solutions LLC, Austin Roofing & Construction, Acutraq, Flooring Warehouse, Greater Austin Residential Service Co., Floor Plan Resource, Austin Hi Tech Restoration, Austin All Maids, Home Citizen Solutions, FilterEasy, Onsite Pros, ServPro Hyde Park/Central
- Chapter President Elect NARPM® Ethics Review – Julie Sandham

ARTICLE 3: RESPONSIBILITY TO CLIENT

WHEN WORKING IN A DISCLOSED RELATIONSHIP WITH A CLIENT, THE PROPERTY MANAGER SHALL PROTECT THE CLIENT'S BEST INTEREST AT ALL TIMES.

STANDARDS OF PROFESSIONALISM

3-1 The Property Manager shall use written agreements, and written extensions, if required, outlining all responsibilities and fees, if any. The Client will be provided a copy of all signed agreements and extensions, and the Property Manager will retain a copy.

3-2 The Property Manager shall communicate regularly with the Client, either orally or in writing and shall provide the Client with written reports as needed and as agreed between all parties. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.

3-3 Should the Property Manager have a disclosed relationship with a property owner, the Property Manager shall review and verify all Tenant applications to determine the applicant's ability to pay rental fees and to assess the likelihood that the applicant will comply with all provisions of the rental agreement.

3-4 The Property Manager shall accept no commissions, rebates, profits, discounts, or any other benefit which has not been fully disclosed to and approved by the Client.

3-5 The Property Manager shall not mislead a potential Client about the rental market value of a property in an attempt to secure a rental listing.

3-6 The Property Manager shall disclose to his or her Client all pertinent facts relating to any transaction.

- Updates from the membership - ABOR LPM COMMITTEE, TAR
- Featured Speaker – **Andy Propst**, NARPM Past (National) President
- Announcements: Holiday Party 12/2
- Next Meeting and Events Dates/Times- **12/2 @ Bob's Steak & Chop House (during dinner)**
- Motion to Adjourn



January 17th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

AUSTIN NARPM® BOARD OF DIRECTORS AND CHAPTER MEETING AGENDA

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes December '16
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Upcoming speakers for luncheons:
 - Luncheon menu
 - Special Events:
 - Christmas Party
 - Realty Roundup
 - Socials
- **Chapter Communication Officer Report– Tami Lee**
 - Anyvites (sent 3 weeks prior to meetings/events)
 - Chapter Website operation <http://austin.narpm.org>
- **Chapter Association Liason Officer Report – JR Rodriguez**
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Social Media presence to show Chapter's activity
 - Class sponsoring
- **Chapter of Excellence Officer – Craig Smyser**
 - Julie Sandham to assist

- **Unfinished Business:**

- **New Business:** September Meeting speaker vs. elections? Electronic voting. Grants

- **Announcements:**

- Motion to Adjourn



February 8th, 2017
4pm-4:30pm Board Meeting
Embassy Suites Austin Central
Longhorn A room

AUSTIN NARPM® BOARD OF DIRECTORS AND CHAPTER MEETING AGENDA

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting

2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen, Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 1/17/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Upcoming speakers for luncheons – all confirmed now?
 - Special Event updates:
 - Christmas Party – Bob's?
 - Bat Cruise – let's book it (Capital Cruises v. Lone Star)
 - Realty Roundup – 10/18/17 Palmer Events Center
 - Socials – venue/date?
- **Chapter Communication Officer Report– Tami Lee**
 - New newsletters every other month – collab w/ JR, Christine
- **Chapter Association Liaison Officer Report – JR Rodriguez**
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Social Media presence to show Chapter's activity
 - Class sponsoring – which classes are we sponsoring? Need volunteers?
- **Chapter of Excellence Officer – Craig Smyser**
 - Deadline for Excellence 2/28 status?

- **Unfinished Business:** still need electronic voting "system" - MG

- **New Business:** September Meeting speaker vs. elections? Grant applications from MG. NARPM® business cards to Marketing Chair. Need to connect with affiliates.

- **Announcements:** Texas State Chapter, Texas Style '18 volunteers

- Motion to Adjourn



March 14th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

AUSTIN NARPM® BOARD OF DIRECTORS AND CHAPTER MEETING AGENDA

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen, Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 2/8/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Upcoming speakers for luncheons – Bart’s topic?
 - Special Event updates, what is confirmed?
 - Christmas Party, Bat Cruise, Realty Roundup, Socials
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Upcoming events
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Class sponsoring – which classes are we sponsoring? Need volunteers?
 - Time to follow up with members/affiliates who haven’t paid
- **Chapter of Excellence Officer – Craig Smyser**
 - Excellence final points, what areas need most improvement

- **Unfinished Business:** still need electronic voting “system” - MG

- **New Business:** Newsletters, Affiliate reach out and affiliate opportunities

- **Announcements: TAR Day at Hill 4/4/17**

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

April 18th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

Meeting to be called by:	Mike Gonzales	Type of meeting:	Monthly Board, followed by Chapter Meeting
2017 Board Members:	Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen, Craig Smyser Past President Mike Ebert		

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 3/21/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Special events: Bat Cruise confirmed? TG Social – how many more sponsors needed?
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Confirmation for May ABoR/TAR Courses?
 - Have non-paying members/affiliates been notified?
- **Chapter of Excellence Officer – Craig Smyser**
 - Keep eye on point opportunities – suggestions?
 - MCE course at meeting?
- **Unfinished Business:** still need electronic voting system - MG

- **New Business:** Sell NARPM® T-Shirts at the meeting?

- **Announcements:** Top Golf social April 21st 4pm-7pm

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

May 16th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 4/18/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Special events: Bat Cruise & Christmas party updates
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Confirmation for May ABoR/TAR Courses?
 - Anyone left that didn't pay?
- **Chapter of Excellence Officer – Craig Smyser**
 - MCE course at meeting?
- **Unfinished Business:** September Voting will be done via Survey Monkey (like National)

- **New Business:** *Future Planning* Dropbox files – anyone need access? September elections, anyone want to run for same/other office? Should we have nominations subcommittee?

- **Announcements:**

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

June 20th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 5/16/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - September Speaker cancelled, need replacement
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Any new marketing opportunities?
 - Videos – perhaps moved to NARPM youtube page
- **Chapter of Excellence Officer – Craig Smyser**
- **Unfinished Business:** 3 months until elections – consider best ways to campaign

- **New Business:** making edits to Austin Realtor ad, NARPM Austin is an ABoR Affilaite again

- **Announcements:**

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

July 18th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 6/20/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Affiliate Tiered Proposal 2017
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
 - Realty Roundup update
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Any new marketing opportunities?
 - Videos – perhaps moved to NARPM youtube page
- **Chapter of Excellence Officer – Craig Smyser**
- **Unfinished Business:**

- **New Business:** making edits to Austin Realtor ad (MG), need new newsletter (w/ info on elections)

- **Announcements:** over \$30,000 raised for PTSD (Golf Charity)

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

**August 15th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office**

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 6/20/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Changes to Affiliate Tier Programs official?
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
 - Realty Roundup update
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Any new marketing opportunities?
- **Chapter of Excellence Officer – Craig Smyser**
- **Unfinished Business:** MG has sent magazine edits to ABoR, working on newsletter (need nominee information). Need to agree (as Board) how voting will go

- **New Business:** Applying for Grant to send additional member to Leadership Training (need flight receipt)

- **Announcements:**

- Motion to Adjourn



**AUSTIN NARPM® BOARD OF DIRECTORS AND
CHAPTER MEETING AGENDA**

**September 19, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office**

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 8/14/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
 - Changes to Affiliate Tier Programs official?
- **Chapter Communication Officer Report– Tami Lee**
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
 - Realty Roundup final update
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Any new marketing opportunities?
- **Chapter of Excellence Officer – Craig Smyser**
- **Unfinished Business: NARPMPAC pledgecard – decide on donation amount and Convention Charity item**

- **New Business: Applying for Grant to send additional member to Leadership Training (need flight receipt)**

- **Announcements:**

- Motion to Adjourn



AUSTIN NARPM® BOARD OF DIRECTORS AND CHAPTER MEETING AGENDA

November 14th, 2017
10:30 - 11:15 Board Meeting
11:15 – 11:45 Vendor Time
11:45 – 1:00 Chapter Meeting
ABOR North Office

Meeting to be called by: Mike Gonzales **Type of meeting:** Monthly Board, followed by Chapter Meeting
2017 Board Members: Mike Gonzales, Julie Sandham, Shelly Longoria, Liz Bigham; Tami Lee, JR Rodriguez, Christine Bowen,
Craig Smyser
Past President Mike Ebert

BOARD MEETING

- **Call the meeting to order, Mike Gonzales**
- **Chapter Secretary Report, Shelly Longoria**
 - Review/Approval of the minutes from 9/19/17
- **Chapter Treasurer Report, Liz Bigham:**
- **Chapter President Elect Report – Julie Sandham**
- **Chapter Programs Officer Report – Julie Sandham**
- **Chapter Communication Officer Report– Tami Lee**
 - Holiday Party Anyvite launch
- **Chapter Association Liaison Officer Report – JR Rodriguez**
 - Any upcoming events Chapter should attend/join?
- **Chapter Marketing Officer Report (membership) – Christine Bowen**
 - Any new marketing opportunities?
- **Chapter of Excellence Officer – Craig Smyser**
- **Unfinished Business:** Holiday Party: Menu needs to be finalized soon. Anything else needed?
Combined alcohol tab/drink tickets?

- **New Business:** Affiliate of the Year, Member of the Year, Thank you BoD!!!

- **Announcements:** Holiday Party 12/2 6pm-10pm

- Motion to Adjourn



Exempt Organizations Select Check[Exempt Organizations Select Check Home](#)990-N (*e-Postcard*) filer Information

Tax Period:
2017 (01/01/2017 - 12/31/2017)**Employer Identification Number (EIN):**
46-1904470**Legal Name:**
AUSTIN CHAPTER OF THE NATIONAL ASSOC OF RESIDENTIAL PROP MGRS**Mailing Address:**
PO BOX 28105
AUSTIN, TX 78755
United States**Doing Business As:****Gross receipts not greater than:**
\$50,000**Organization has terminated:**
No**Principal Officer's Name and Address:**
KIMBERLY PARKER
PO BOX 28105
AUSTIN, TX 78755
United States**Website URL:**
AUSTIN.NARPM.ORG

Related 990-N (*ePostcard*) Filings:

If the organization has filed additional Forms 990-N (*e-Postcards*), link(s) to additional *e-Postcard* filings are displayed below. Click on the link(s) to see the information included in those filing(s).

[Tax Year 2013](#)
[Tax Year 2014](#)
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NARPM Austin Chapter

2018 Board of Directors

President: Julie Sandham

President Elect: Scott McManus

Past President: Michael Gonzales

Secretary: Shelly Longoria

Treasurer: Kimberly Parker

Program Chair: Rebecca Williams

Marketing: Patrick Juve

Compliance: Craig Smyser