User: jmhaney@nandlpm.com

#### 2016 Chapter Compliance

#### All chapters are required to answer questions 1-10 BY THE LAST DAY OF February

Chapter: Baltimore/Washington

1. Does your chapter have current Yes bylaws on file with National?

**Reminder**: Did you know that you need the approval of the naitonal board to amend your bylaws? If you are unsure you can go to <a href="http://www.narpm.org/members/documents-forms/chapter-documents/">http://www.narpm.org/members/documents-forms/chapter-documents/</a> and verify bylaws on file. If not on file, please upload bylaws below.

Bylaws Upload Bylaws 2016 NAPM BaltWash Chapter.docx

2. Fill in number of RVP calls the chapter's president or their representative participated in:

6

3. Upload a copy of Chapter filed tax return or completed and returned e-post card (99N) to the IRS.

Form 990-N (e-Postcard) Submitted.pdf

4. Upload a copy of your current year budget:

NARPM 2017 BUDGET.xlsx

5. List number of membership

meetings:

Flier Upload

December Meeting.pdf

7

Flier Upload November Meeting.pdf

Flier Upload October Meeting.pdf

Flier Upload September Meeting.pdf

Flier Upload August Meeting.pdf

Flier Upload June Meeting.pdf

Flier Upload Feb Meeting.pdf

Flier Upload

| 6  |
|--|
| 2016.2 AGENDA LEADER CALL ACTUAL Agenda.docx |
| 2016.3 AGENDA LEADER CALL 3 22 2016.docx     |
| 2016.4 AGENDA LEADER CALL 4 26 2016.docx     |
| 2016.5 AGENDA LEADER CALL 5 24 2016.docx     |
| 2016.6 AGENDA LEADER CALL 6 28 2016 1.docx   |
| 2016.7 AGENDA LEADER CALL 7 26 2016.docx     |
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|  |
|  |
| Yes  |
| 100  |
| Yes  |
| 8  |
| Yes  |
|  |



## National Association of Residential Property Managers

## 2016 Chapter Excellence Award Application

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

Chapter Number and Name: Baltimore/Washington

Is this a New Chapter formed

within the last 18 months?

Number of chapter members at

time of Application (excluding

affiliates):

No

31

Total Points from Application: 30

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

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 complete and submit this application annually and that the President-Elect do this.

To qualify the application MUST be received no later than the <u>last day of February</u>, following the award year, (no extensions will be granted). Chapter Excellence awards will be presented at the Annual Convention the following year of award period.

E-mail questions to one of the volunteers: kdm@partnersmgmt.com
Or phone: 404-876-8700 (Eastern Time Zone)

The following reports are to be used as back-up and attached to this application and are available from the National website, <a href="http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/">http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/</a>.

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. All questions cover the period from January 1, through December 31, unless specified otherwise.
- 2. 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.
- 3. 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
- 4. 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 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.
- 5. 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.
- 6. 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, 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 adjustments will be final.
- 7. 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.
- 8. Whenever points are claimed, be sure that the back-up information shows clearly that the chapter is entitled to the points claimed.
- 9. All reviews, revisions, deductions, adjustments, interpretations and other determinations relating to this application are at the sole discretion of NARPM® and are not controvertible.
- 10. This application is for chapter related activities, not for the efforts of individual chapter members.
- 11. 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.
- 12. 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.
- 13. Broker/Owner Retreat is not counted in Chapter Excellence Awards as it is not open to all members.

#### **Application Questions:**

**MEMBERSHIP**: Fifty-Five (55) points available in this category.

1. Enter the number of the following types of members as of December 31st of the award year:

| noreWashington   |   |
|--|---|
| Associate Members:   | 15  |
| Support Staff Members:   | 0   |
| Life Members:  | 0   |
| Combined Total Number of Members:  | 27  |
| reports/chapters/member-roster/member. Enter the number of affi  | c://www.narpm.org/members/tools/chapter-services/member- D) Ensure that the lists contain type of membership for each liate member's as of December 31, of the award year. Attach attached this application will be disqualified  |
| Members List Upload  | 2016 Chapter members.csv  |
| Does the state in which the chapter is located have continuing education requirements for licensing?         | No  |
| members can be obtained on the web reports/professional-membership/mer column U. Earn points for the percent | for your chapter as of December 31, of the award year. A list of new site ( <a href="http://www.narpm.org/members/tools/chapter-services/member-mbers-joined-since-yyyy-mm-dd/">http://www.narpm.org/members/tools/chapter-services/member-mbers-joined-since-yyyy-mm-dd/</a> ). Chaper numbers can be found in tage of new members compated to existing (take number of new mber numbers which will give you the perscentage of growth). |
| Total Points:  | 5   |
| Number of New Members added to Chapter:  | 8   |
| New Member Growth:   | 5=25%+  |
| New Members Upload   | 2016 Chapter New members.xlsx   |
|  | meeting 90% retention of membership after national dues billing hlight your chapter name and goal that was met  |
| Total Points:  | 0   |
| Membership Retention:  | 0   |
| Membership Retention Upload  |   |
| 4. Five (5) point if as of December 3 vendors to join chapter. If yes, please                                | 1, does your Chapter have an active affiliate program that encourages e supply a list of local affiliates.  |
|  |   |
| Total Points:  | 5   |
| Total Points:  Affiliate Members:  | <ul><li>5</li><li>5</li></ul>   |

| 5. <b>Six (6) points</b> each for starting and mentoring a new chapter and three (3) points for mentoring a struggling chapter. Include letters from the leader(s) of the chapter(s) mentored detailing your efforts. Mentoring means substantial on-going effort that results in starting a chapter and/or helping a stuggling chapter succeed. Twelve (12) points available. |
|--|
| Total Points:  |
| Mentored Chapter Name:   |
| Leader of Mentored Chapter:  |
| Type of Mentored Chapter:  |
| Mentored Chapter Name:   |
| Leader of Mentored Chapter:  |
| Type of Mentored Chapter:  |
| Chapter Mentored Upload  |
| Chapter Mentored Upload  |
|  |
| 6. <b>Two (2) points</b> per service for providing a community service project as a group effort. Provide a 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 involved chapter members. Six (6) points available.   |
| Total Points:  |
| Number of Community Service Projects Provided:   |
| Evidence of Community Service Upload   |
| Evidence of Community Service Upload   |
| Evidence of Community Service Upload   |
| 7. <b>One (1) point</b> for each member who participated in the New Member Recruitment program during the application year. Obtain list form the website and highlight their name(s)  (http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/) Five (5) points available.  |
| Total Points:  |
| Number of Participating Members:   |
| Participating Members Upload   |

| 8. <b>Up to ten (10) points.</b> Percentage of members who attended the NARPM Annual Convention during the award year. Obtain a copy of convention attendees from the website and highlight names of those in attendance (http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/)   |
|---|
| Total Points:   |
| Percentage of Members in Attendance:  |
| Membership Attendance   |
| Membership Attendance   |
| 9. <b>Up to ten (10) points</b> based on percentage of members who attended a NARPM State(s) Conference(s) during the award year. Submit a copy of conference attendees list and highlight the names of those in attendance. Name and date of conference must be on the attendee list.  |
| Total Points:   |
| Percentage of Members in Attendance:  |
| Member Attendance Upload  |
| 10. <b>Three (3) points</b> per grant a chapter applied for and used. Information on chapter grants can be obtained at ( <a href="http://www.narpm.org/members/tools/chapter-services/handbook/support-services/">http://www.narpm.org/members/tools/chapter-services/handbook/support-services/</a> ). Provide evidence of use. Nine (9) points available. |
| Total Points:   |
| Number of Grants Applied for and Used:  |
| Evidence of Grant Upload  |
| Evidence of Grant Upload  |
| Evidence of Grant Upload  |
|   |

11. **Up to four (4) points** if your chapter has instituted the New Member Mentor program at the Chapter level. Upload copies of all completed checklist from mentor program in the upload slot(s) to show all new members in this program. (http://www.narpm.org/join/membership-benefits/).

| Percentage | of New Members | 1=21-30% |
|------------|----------------|----------|

Mentored:

Mentor Program Checklist Jill Fischetti NewMember\_MentorProgram.doc

Mentor Program Checklist

**EDUCATION**: Fifty (50) points available in this category.

12. **Two (2) points** for each chapter-sponsored NARPM 6/8 hour educational course. Provide a copy of course flyer. Not applicable if points are taken with other questions within the application. Twenty (20) points are available.

Total Points:

Number of Chapter-Sponsored

Educational Course(s):

Course Flyer Upload

13. **Two (2) points** for each chapter-sponsored educational course that is not a NARPM 6/8 hour educational course. **Award three** (3) points if the course is approved for required state continuing education (CE) hours for license renewal. **Award three** (3) points if state has no Continuing Education requirements and provide documentation from state licensing division that shows no CE or license is required. Provide a copy of course flyer and mark CE information. Not applicable for points if education is used with other questions within the application. Minimum course length - 1 hour. Twenty (20) points available.

Total Points:

Number of Chapter-Sponsored Educational Course(s):

Chapter-Sponsored Educational

Course Upload

14. **Three (3) points** for each function 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 applicable points if education is used with other questions within the application. Six (6) points available.

#### Total Points:

Number of Function(s) Arranged and Performed with Another Chapter and/or Real Estate Related Association:

Applicable Flyer/ Other

Demonstrative Information Upload

Applicable Flyer/ Other
Demonstrative Information Upload

15. **One (1) point** for each regular membership meeting that discussed/ reviewed the NARPM Code of Ethics. A meeting must include speaker, panel, or round-table, be held for a special purpose or other educational/ business opportunity, and is not a "course" as referred to in questions #6, #7, or #9. **One** (1) point per meeting. Submit a copy of each meeting agenda showing ethics discussion item and meeting topic. Six (6) points available.

Number of Regular Membership
Meetings that Discussed NARPM
Code of Ethics:

Copy of Meeting Agenda Upload

16. **Up to three (3) points** based on 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 (<a href="http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/">http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/</a>). Candidates have a C after designation and column U lists chapters where member belongs.

2016.6 JUNE MEETING AGENDA.docx

Total Points: 3

Percentage of Candidates as of

Copy of Meeting Agenda Upload

December 31:

3=15%+

RMP MPM Designations Upload

17. **Up to six (6) points** based on percentage of member companies who are candidates for the CRMC designations as of December 31, of the award year. Applicants must have oficially applied for the designation and paid the required fee. Obtian lists from the website and mark names (http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/).

Total Points:

Percentage of Candidates as of

December 31:

**CRMC** Designations Upload

18. **Up to six (6) points** based on percentage of members who hold the RMP and/or MPM designations as of December 31, of the award year. One (1) 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 in column U where member belongs (<a href="http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/">http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/</a>).

Total Points:

Percentage of Members with RMP/ MPM Designations:

Member List with RMP/ MPM Designations Upload

19. **Up to six (6) points** based on percentage of member companies who hold the CRMC designation as of December 30, of the award year. One (1) 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 desingations held. Obtain list from the website (<a href="http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/">http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/</a>) and mark the names.

Total Points:

Percentage of CRMC Companies as of December 31:

Member Companies who hold CRMC Designation Upload

20. **Up to five (5) points**based on percentage of members who hold the CSS, CMC, and/or CRMB certification as of December 31, this year. One (1) point per member who told 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 (<a href="http://www.narpm.org/members/tools/chapter-services/member-reports/professional-members/members-with-designations/">http://www.narpm.org/members/tools/chapter-services/member-reports/professional-members/members-with-designations/</a>) and mark names. Column U lists chapters where member belongs.

Total Points:

Percentage of Members holding certifications as of December 31:

List of CSS, CMC, CRMB Certified Members Upload

21. **Up to three (3) points** percentage of members who are candidates for the CSS, CMC, and/or CRMB certification as of December 31, of the award year. Applicants must have oficially applied for the certification and paid the required fee. Chapters can only count a member once, regardless of the number of candidacies held (<a href="http://members-with-designations/">http://members-with-designations/</a>). Candidacies have a C after certification and Column U lists chapters where member belongs.

Total Points:

Percentage of Candidates as of December 31:

Members who are Candidates for the CSS, CMC, CRMB Upload

MARKETING: Twenty (20) points available in this category.

Newsletter Upload

Newsletter Upload

22. Two (2) points for each sponsoring and staffing a NARPM booth at a non-NARPM trade show. Provide copy of applicable flyer and/or other demonstrative information. Not applicable points if event is used with other questions within the application. Four (4) points available. Total Points: Number of Sponsoring/ Staffing a NARPM booth at a non-NARPM Trade Show: Name of Event Date of Event Copy of Applicable Flyer/ Other Demonstrative Information Name of Event Date of Event Copy of Applicable Flyer/ Other Demonstrative Information 23. One (1) point per newsletter (electronic or printed). Provide copies with dates printed on front page. Maximum twelve (12) points). Total Points: Number of Newsletters: Newsletter Upload Newsletter Upload

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 programs can include emails, 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.

Copy of Issue/ Other

Copy of Issue/ Other

Documentation Upload

| Total Points: 6  Number of Marketing Efforts: 6  Program Outreach Upload Outreach 1.PDF  Program Outreach Upload Outreach 2.PDF  25. 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.  Total Points:  Membership Committee:  Membership Committee Upload  Education/Designation  Committee:  Education/Designation Committee  Upload  Legislative/Governmental Affairs  Committee:  Logislative/Governmental Affairs  Committee:  Meeting/Program Committee:  Meeting/Program Committee  Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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 potitions and/or latters signed by chapter members or any other documentation substantiating this effort. Six (6) points available.  Total Points: 4  Number of Efforts to Pass or 4  Defeat a Legislative Issues:  Copy of Issue/ Other  Documentation Upload | tir | moreWasnington  |  |
|--|-----|---|--|
| Program Outreach Upload Outreach 1.PDF Program Outreach Upload Outreach 2.PDF  25. 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.  Total Points:  Membership Committee:  Membership Committee Upload  Education/Designation Committee  Upload  Legislative/Governmental Affairs Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee  Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points: 4  Number of Efforts to Pass or 4  Defeat a Legislative Issues:  Copy of Issue/ Other summer study.docx  |     | Total Points:   | 6  |
| Program Outreach Upload Outreach 2.PDF  25. 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.  Total Points:  Membership Committee:  Membership Committee Upload  Education/Designation Committee:  Education/Designation Committee Upload  Legislative/Governmental Affairs Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee:  Upload  Community Service Committee:  Community Service Committee  Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or 4  Defeat a Legislative Issues:  Copy of Issue/ Other  summer study.docx                      |     | Number of Marketing Efforts:  | 6  |
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| Membership Committee:  Membership Committee Upload  Education/Designation Committee:  Education/Designation Committee Upload  Legislative/Governmental Affairs Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee:  Meeting/Program Committee Upload  Community Service Committee Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or Defeat a Legislative Issues: Copy of Issue/ Other  summer study.docx   |     |   |  |
| Education/Designation Committee: Education/Designation Committee Upload Legislative/Governmental Affairs Committee: Legislative/Governmental Affairs Committee: Legislative/Governmental Affairs Committee Upload Meeting/Program Committee: Meeting/Program Committee: Upload Community Service Committee: Upload GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4 Number of Efforts to Pass or Defeat a Legislative Issues: Copy of Issue/ Other summer study.docx  |     | Total Points:   |  |
| Education/Designation Committee:  Education/Designation Committee Upload  Legislative/Governmental Affairs Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee: Upload  Community Service Committee Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or Defeat a Legislative Issues: Copy of Issue/ Other  summer study.docx  |     | Membership Committee:   |  |
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| Upload  Legislative/Governmental Affairs Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee Upload  Community Service Committee:  Community Service Committee Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or Defeat a Legislative Issues:  Copy of Issue/Other  summer study.docx   |     | -   |  |
| Committee:  Legislative/Governmental Affairs Committee Upload  Meeting/Program Committee:  Meeting/Program Committee Upload  Community Service Committee:  Community Service Committee Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or Defeat a Legislative Issues:  Copy of Issue/ Other  summer study.docx   |     | · ·   |  |
| Committee Upload  Meeting/Program Committee:  Meeting/Program Committee Upload  Community Service Committee:  Community Service Committee Upload  GOVERNMENTAL AFFAIRS/LEGISLATION: Fifteen (15) points are available per category.  26. Two (2) 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.  Total Points:  4  Number of Efforts to Pass or Defeat a Legislative Issues:  Copy of Issue/ Other  summer study.docx  |     | _   |  |
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| Number of Efforts to Pass or 4 Defeat a Legislative Issues: Copy of Issue/ Other summer study.docx   |     | issue on a state, county, or city mea<br>letters signed by chapter members of | sure. Provide a copy of the issue and any related petitions and/or |
| Defeat a Legislative Issues:  Copy of Issue/ Other summer study.docx   |     | Total Points:   | 4  |
|  |     |   | 4  |
|  |     |   | summer study.docx  |

Small Market Compliance.pdf

**Documentation Upload** 

27. **Five (5) points** based on percentage for members who contribute at least \$25 for the NARPM PAC. Obtain list of contributors at (<a href="http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/">http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/</a>) and highlight names.

Total Points:

Percentage of Members who Contribute at Least \$25 to the NARPM PAC

List of Contributors Upload

28. **Two (2) points** per chapter hosting, or participating in, a NARPM State Day on the Hill. Submit flyer or information that exhibits promotion of event.

Total Points:

Hosted or Participated in NARPM State Day on the Hill:

Flyer/ Information Promoting the Event Upload

**LEADERSHIP**: Ten (10) points are available per category.

29. **One (1) 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 Volunteers. Chapters can count one point for each volunteer position held by a member. Submit list of volunteers and convert to percentage of membership.

Total Points:

Percentage of Members

Volunteering:

List of Volunteers Upload

30. **Up to five (5) points** based in percentage of members who attended this year's Leadership Training Class in November. Obtain a copy of attendee list from the website (<a href="http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/">http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/</a>) and highlight names.

Total Points:

Percentage of Members in

Attendance:

Attendee List Upload

31. 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: (NOTE: Last year's Chapter of the Year recipient is NOT eligible this year)

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

Total Points from Application: 30

Form Completed By: Joseph Haney

Chapter Title: President

Phone Number: 443-977-9740

E-mail Address: jmhaney@nandlpm.com

# Bylaws of The Baltimore/Washington Chapter of The National Association of Residential Property Managers

ARTICLE I: Name, Purposes, Powers and Definitions

Section A: Name

The name of this organization shall be the Baltimore/Washington chapter of the National Association of Residential Property Managers, Inc., hereinafter referred to as the Chapter.

Section B: Purpose

The purposes for which the organization is established are to:

- 1. Establish a permanent trade association in the residential property management industry in the state of Maryland.
- 2. To promote a standard of business ethics, professionalism and fair practices among its members.
- 3. To establish and promote education of its members.
- 4. To provide and promote an exchange of ideas regarding residential property management.
- 5. To educate and promote legislative initiative in the [insert geographic area, such as city, state, or regional area]

Section C: Powers

The chapter may exercise all powers granted to it as a corporation organized under the non-profit corporation laws of the State of Maryland.

- 1. The chapter shall be subject to all rules, regulations, ethics, and standards and bylaws of the National Association of Residential Property Managers, Inc.
- 2. Chapter bylaws shall not conflict with those of the National Association of Residential Property Managers, Inc., hereinafter referred to as the national association.

Section D: This chapter's geographical definition shall be: state of Maryland.

ARTICLE II: Membership

Professional, Associate, Support Staff, and Affiliate Member

Section A: Professional Member

Professional Member shall be an individual actively engaged in the management of residential properties as an agent for others. The individual must follow his/her specific state regulatory licensing law regarding licensure in performing the duties of a property manager. This member has completed a course of instruction covering the NARPM® Code of Ethics.

A Professional Member may also be an employee of a company, or employee of a property owner, or employee of an investor, who handles all aspects of residential property management. These individuals must comply with state licensing laws, but do not hold an active real estate license.

#### Section B: Associate Member

An Associate Member shall be an individual actively engaged in the management of residential properties as an agent for others. The individual must follow his/her specific state regulatory licensing law regarding licensure in performing the duties of a property manager. An Associate Member cannot hold the RMP® and/or MPM® designation, or hold elective office.

An Associate Member may also be an employee of a company, or employee of a property owner, or employee of an investor, who handles all aspects of residential property management. These individuals must comply with state licensing laws, but do not hold an active real estate license.

#### Section C: Support Staff

A Support Staff Member shall be a person acting in the role of support in the office of a Professional Member and the Support Staff Member must not be acting in a capacity requiring licensure according to his/her state's regulatory licensing law. A Support Staff Member does not vote or hold elective office.

#### Section D: Affiliate Member

An Affiliate Member shall be an individual or business entity, which provides products, services or expertise to the residential property management industry. Requirements relating to acceptance into affiliate membership, suspension of affiliate membership shall be identical to those specified for members, except that affiliate members are not eligible to vote; However, affiliate members can be a chairperson and can serve in advisory positions to the executive committee or chairpersons or committee members. An affiliate member does not vote or hold elective office.

The Chapter [choose one] shall/shall not recognize all NARPM® National Affiliate Members as Affiliate Members of this Chapter.

#### Section I: Application by Professional, Associate, or Support Staff,–Members:

- 1. Acceptance into membership: An applicant for membership in a chapter shall first be a member of the national association. A member of the national association may be a member of more than one chapter as long as that member meets all requirements for each chapter membership. New Members must complete a Code of Ethics course of instruction from the National Association of Residential Property Managers to become a Professional Member.
- 2. Vote: Voting member shall be eligible-to vote in person at the annual meeting of the chapter in which officers are elected. Any member shall be eligible to vote at all meetings of sub-committees upon which the member serves, if any.

ARTICLE III: Suspension, Termination and Resignation of Membership

#### Section A: Suspension of Membership

Suspension of membership shall result in a member being unable to vote in chapter matters for a period of time designated by these or the national association bylaws or, where such discretion is authorized by the national association, for any one of the following reasons:

- 1. Suspension of membership: Suspension of membership for reasons stated in the bylaws of the national association.
- 2. By notification of the National NARPM® Board of Directors as a result of violations of the Code of Ethics and Standards of Professionalism.

#### Section B: Termination of Membership

Membership shall be terminated for reasons identified below. Upon termination, a member shall lose all rights and interests in the chapter and the national association.

#### 1. Resignation:

- a. Any member, other than Affiliate Member, may resign at any time by forwarding a letter stating such intent to the [name of chapter] and the National Association, if applicable. The letter shall indicate the date on which the resignation is effective. No refund of chapter or national association dues shall be made for any reason.
- b. Affiliate member may resign at any time by forwarding a letter stating such intent to the Chapter. The letter shall indicate the date on which the resignation is effective. No refund of chapter or national association dues shall be made for any reason.
- 2. Failure to Pay Obligations: Membership shall terminate automatically when a member fails to pay annual Chapter dues within 75 days of the due date. Members may file a letter of appeal to the executive committee should an extension be needed to pay obligation.
- 3. Delinquency in Payments: Any member failing to pay sums due to the National Association within 30 calendar days of an invoice due date, shall be considered delinquent. Delinquency status shall remain in effect for one year, or until payment of obligations is made in full, whichever occurs first.
- 4. Code of Ethics Violations: By notification from the National Association to the Chapter executive committee, of a violation(s) of the Code of Ethics and Standards of Professionalism or for nonpayment of national annual dues.

#### Section C: Reinstatement of Membership

A former member still meeting all membership requirements shall be reinstated:

- Upon request, if such request is received during the calendar year during which a resignation occurred.
- 2. Upon request, provided that all financial indebtedness incurred has been paid and is current.
- 3. After a waiting period of one calendar year from the date of termination as a result of a presidential request or by an action of the board of directors of the national association.

4. Upon request through the normal application procedures, if the resignation occurred beyond the current fiscal year.

#### ARTICLE IV: Executive Committee/Board of Directors

#### Section A: Responsibilities

The chapter executive committee/board of directors, hereinafter known as the committee, shall have responsibility for the management of the chapter and shall exercise all rights and powers not expressly reserved by these bylaws or the bylaws of the national association. Such management responsibilities shall include, but not be limited to:

- 1. Establishing and implementing an organization framework for the chapter.
- 2. Establishing new or modifying existing operating rules that are not inconsistent with these bylaws, the bylaws of the national association or their intent. Changes to the bylaws must be submitted to the board of directors of the national association for approval.
- 3. Establishing annual chapter dues, application fees and special assessments.
- 4. Establishing new committees and dissolving existing committees.

#### Section B: The Executive Committee

All chapter executive committee members should faithfully attend all chapter executive committee meetings, the executive committee, hereinafter known as the committee, shall be composed of 5 officers as follows:

- 1. President: The president shall:
  - a. Be the chief executive officer of the chapter.
  - b. Preside at all meetings of the chapter.
  - c. Act as an alternate signatory for funds withdrawn from the chapter account(s).
  - d. Sign all legal documents.
  - e. Undertake responsibility for such other activities as deemed appropriate by the committee.
  - f. Shall ensure the completion of all documentation required by the National Association.
  - g. Serve a term of one year commencing with the beginning of the new calendar vear.
  - h. Must be a Professional Member of the Chapter.
  - I. Must attend annual Board Leadership Training offered by the National Association of Residential Property Managers.
- 2. President-Elect: The president-elect shall:
  - Act as an alternate signatory for funds to be withdrawn from the chapter account(s).
  - b. Fulfill the responsibilities of the president during his/her absence.
  - c. Replace the president at the end of the fiscal year.
  - d. Automatically accede to the presidency during a calendar year when the presidency becomes vacant.
  - e. Undertake other activities as are deemed appropriate by the president.
  - f. Serve a term of one year commencing with the beginning of the calendar year.
  - g. Must be a Professional Member of the Chapter.

- 3. Secretary: The secretary shall:
  - a. Maintain current chapter membership records to coincide with the national association's membership database.
  - Record, maintain and distribute minutes of all regular and special meetings of the committee as appropriate.
  - c. File all federal, state and local reports as needed.
  - d. Undertake responsibility for such other activities as deemed appropriate by the committee.
  - e. Serve a term of one year commencing with the beginning of the calendar year.
  - f. Must be a Professional Member of the Chapter.

#### 4. Treasurer: The treasurer shall:

- a. Be a signatory for all funds withdrawn from chapter account(s).
- b. Distribute annual renewal notices for chapter dues and special assessments.
- c. Deposit all funds into a federally insured financial institution.
- d. Prepare a financial report for the committee upon request.
- e. Prepare an end-of-fiscal year report for the national association.
- f. File tax and other financial reports with the appropriate government agencies.
- g. Undertake responsibility for other such activities as deemed appropriate by the committee.
- h. Serve a term of one year commencing with the beginning of the calendar year.
- i. Must be a Professional Member of the Chapter.

#### 6. Past President

- a. Shall serve as Chairman of the Nominating Committee
- b. Undertake responsibilities as assigned by the President
- c. Serve a term of one year commencing with the beginning of the calendar year.

#### ARTICLE V: Eligibility, Nominations, Elections, Terms of Office and Vacancies

#### Section A: Eligibility

To be eligible to serve as a chapter officer, an individual shall be a member in good standing with both the chapter and the national association. Furthermore, the chapter member must be willing to fulfill the duties of the office to which he/she is elected, including those duties relating to the national association.

#### Section B: Notification of Members

Chapter members shall be notified in writing, or electronically if approved by the Chapter Executive Committee, of the pending election and nominations solicited from chapter members at least thirty (30) days prior to the end of the calendar year. Nominations shall be done in two ways:

- a. Write-in: Any member who writes in the name of a nominee shall provide a signed letter from the individual so nominated indicating the said individual's willingness to serve if elected and signed by five percent (5%) of the professional chapter members.
- b. In Person: Any member who is present during the electoral process can be nominated.

#### Section C: Elections

Elections shall be conducted no later than the September chapter meeting, or electronically no later than the month of September, if approved by the chapter executive committee, prior to the end of the calendar year.

- 1. Presiding Authority: The outgoing president shall conduct the election. The outgoing president can delegate the electoral process to the president-elect or any other chapter member provided that member is not a nominee.
- 2. Nominating Committee The immediate past president shall serve as chair of the nominating committee and the President shall appoint the other two members of the committee. The recommendation of the Nominating Committee shall be approved by the [Chapter Name] Executive Committee and presented to the membership for final vote.
- Uncontested Offices: The presiding authority shall identify to the membership those
  offices for which there is only one nominee. Upon a motion to close the nominations for
  such offices, that nominee shall be considered duly elected.
- 5. Contested Offices: In the case of contested office(s), each office shall be dealt with through a ballot presented to those who are in attendance at the chapter meeting, or electronically if approved by the chapter executive committee. The nominee receiving a simple majority shall be elected to the position.
- 6. The Chapter shall allow nominations from the floor of the chapter meeting. If electronic elections take place write-In Candidates must be solicited. Write-in candidates shall be added to the slate if said candidate's names are presented in writing to the Nominating Committee thirty (30) days before the election, accompanied by the signatures of ten percent (10%) of the professional members in good standing recommending the candidates for a director or for an officer position.

#### Section D: Term of Office

An officer's term of office shall commence with the beginning of the chapter's calendar year and conclude at the end of the same.

#### Section E: Vacancy

An office shall be declared vacant when an officer:

- 1. Resigns that office through written notification to the president or the secretary.
- 2. Is no longer eligible for membership in the chapter or the national association.
- 3. Is no longer capable of fulfilling duties of the office involved.

#### Section F: Filling a Vacated Office

In the event that the position of president is vacated, the president-elect shall automatically fill that position and shall continue to serve as both president and president-elect. In the case of other officers, a vacated office shall be filled:

1. When: When more than three (3) calendar months remain before the next election at which the vacancy shall be filled.

2. Procedure: By an individual nominated and approved by the executive committee to fill the remaining year of the term. At the next election, the remainder of the term for the office must be filled through the nominations process.

#### ARTICLE VI: Meetings, Locations and Majority Rules

- Section A: The executive committee shall meet with the same frequency as the chapter meetings, or at a time approved by the chapter executive committee, which must be no fewer than four (4) meetings annually.
  - 1. Notice of Regular Meeting: With the advice and consent of the president, the secretary shall notify all members of the executive committee of the date, time and place by regular letter mailed to each member of the committee.
  - 2. Waiver of Notice: Attendance by any member of the executive committee at a regularly scheduled meeting at which date, time and place is established for the next meeting shall constitute a waiver of notice of the next regular meeting of the committee.
  - 3. Electronic Meetings: If approved by the chapter executive committee, meeting can be held electronically in order to conduct the business of the chapter.

#### Section B: Location

All meetings of the chapter shall be held within the geographic definition of the chapter. All meetings of the executive committee shall be held within the geographic definition of the chapter unless otherwise waived by all the members of the executive committee. Annual meeting location of the Chapter shall be approved by the Executive Committee.

#### Section C: Quorum

- 1. A Majority of the executive committee officers in attendance shall constitute a quorum.
- Quorum: A quorum to conduct business by the members shall be 10% of the member eligible to vote at a regularly scheduled meeting. A chapter event can be held without a quorum but no business can be conducted

#### Section D: Simple Majority Vote

All actions and decisions of the executive committee shall be made official by simple majority vote of the members present at any regular or special meeting of the committee, unless otherwise precluded by law.

#### ARTICLE VII: Committees

#### Section A: Appointment

Except as otherwise stated in these bylaws or the bylaws of the national association, the chairpersons and members of all sub-committees shall be appointed by the president with the advice and consent of the executive committee.

#### Section B: Responsibilities

Committees shall undertake such responsibilities as are identified in these bylaws or as may be assigned to them by the president with the advice and consent of the executive committee. No sub-committee may take any action on behalf of or representative of the chapter unless specifically authorized by the executive committee.

#### Section C: Creation and Dissolution

The president, with the advice and consent of the executive committee, shall have the authority to create and dissolve sub-committees according to the needs of the chapter.

ARTICLE VIII: Code of Ethics & Standards of Professionalism. Acknowledgment and Enforcement

As a condition of membership, all Professional Members of NARPM® must complete a NARPM® Code of Ethics training once within a four year period, beginning January 1, 2012, and each four year period thereafter. Each Professional Member of the association is required to complete a NARPM® approved ethics training either in classroom or through other means as approved by the board of directors of NARPM® National.

Failure to satisfy this requirement will result in the professional members reverting to an associate member until course is completed.

#### Section A: Acknowledgment

A Chapter Charter is granted by the National Association of Residential Property Managers, Inc, only upon the acknowledgment that the chapter members shall:

- 1. Be familiar with Code: Read and be familiar with the applicable Code of Ethics to which continual adherence is mandatory for continuation of a Chapter Charter and individual membership.
- 2. Be Unopposed to Application: By receipt of the Chapter Charter, the chapter does hereby formally agree to not take any legal action(s) against the national association, its officer(s), director(s), committee chairperson(s), committee member(s) or the chapter, its officer(s), sub-committee chairperson(s) or sub-committee member(s) for any prescribed action identified by these bylaws or the bylaws of the national association taken for the purpose of enforcing the applicable Code of Ethics and Standards of Professionalism.

#### Section B: Enforcement

It is the duty of the President of the chapter to report all violations to national association's Code of Ethics and Standards of Professionalism to the national association's grievance committee.

ARTICLE IX: Financial Considerations

Section A: Calendar Year

The chapter's financial year shall be a calendar year.

Section B: Chapter Dues

A The Chapter may charge annual and pro-rated dues, subject to approval by the national association, as outlined below:

- 1. Payable: Dues for local chapters are payable no later then January 1 of each year.
- Non-payment of Dues: Failure to pay the annual chapter dues within 90 days after the
  first day of the year shall result in automatic termination of chapter membership unless
  there are extenuating circumstances.
- 3. Member Dues: The amount of the Chapter dues for all members and each class of membership shall be established annually by the board of directors during the budgeting process.
- 4. Affiliate dues: The amount of local chapter dues for Affiliate dues shall be established annually by the board of directors during the budgeting process. The chapter will charge dues to National Affiliate members.
- 5. Late Fees: Any payment received after the due date will be considered late, and a late fee will be assessed. The Board of Directors must approve any schedule of late fees or returned check fees during the budgeting process.

#### Section C: Special Assessments

Special Assessments may be established by the executive committee and imposed upon its chapter members and/or affiliate members for a specific funding purpose. The purpose and amount of any special assessment shall be announced at a regular or special meeting of the chapter prior to the imposition of such an assessment. No more than one special assessment may be imposed in any calendar year.

#### Section D: Budget

The treasurer, in conjunction with the executive committee, shall prepare an itemized budget of income and expenses for each calendar year. The budget shall not exceed the chapter's ability to pay the same and shall be approved by the [chapter name] Executive Committee or Board of Directors.

#### Section E: Non-Binding

The chapter shall not have any authority to financially obligate or bind the National Association of Residential Property Managers, Inc. for any reason.

#### ARTICLE X: Proposals and Procedures for Amending

#### Section A: Proposals

Amendments to these bylaws may be proposed by any chapter member or board of director of the National Association of Residential Property Managers, Inc., at any time through a letter addressed to the executive committee and presented or mailed to the secretary. Any proposal shall be studied by the entire executive committee or an officer of the executive committee or by a sub-committee created and/or assigned for that purpose as appointed by the president.

#### Section B: Procedure for Amending

The entity assigned for the purpose of reviewing proposed Bylaw revisions shall present the proposed amendment to the executive committee with its findings and proposed recommendations of actions. A two-thirds majority of the Executive Committee is necessary in order to amend these bylaws.

Once approved by the Chapter Executive Committee, amendments shall be subject to approval by the board of directors of the National Association of Residential Property Managers, Inc., prior to their implementation or adoption by the chapter and a final copy of these bylaws are to remain on file at national's office.

ARTICLE XI: Miscellaneous

Section A: Invalidity

The invalidity of any provision of these bylaws shall not impair or affect in any manner the validity, enforceability or affect of the remainder of these bylaws.

Section B: Waiver

No provision of these bylaws shall be deemed to have been abrogated or waived by reason of any failure to enforce the same, regardless of the number of violations or breaches which may have occurred.

Section C: Hold Harmless and Indemnify

The chapter shall hold harmless and indemnify members of the executive committee, officer(s), sub-committee chairperson(s) and sub-committee members, as well as the national association, its board of directors, officers, chairpersons and committee members who are acting within the scope of their responsibilities, duties or these bylaws.

#### Section D: State Laws

These bylaws may be amended to conform and comply with the laws, statues, rules and regulations of the governing bodies of local, county and/or state authorities that have jurisdiction. Should amendments to these bylaws be required by [insert state name] state law, Chapter shall notify the National Association of said amendments but no further action will be required.

#### Section E. Sexual Harassment

Any member of the Association may be reprimanded, placed on probation, suspended or expelled for harassment of an Association employee or Association Officer or Director after a hearing in accordance with the established procedures of the Association. As used in the Section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment. The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, and President-Elect and one member of the Board of Directors selected by the highest-ranking officer not named in the complaint, upon consultation with legal counsel for the Association. If the complaint names the President, or President-Elect, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest-ranking officer not named in the complaint.

## Section E: Dissolution

Should the membership vote by majority to dissolve the operations of the [insert chapter name], all remaining funds in the treasury will be sent to the National Association of Residential Property Managers.

NARPM Budget

| Income            | 2015 Budget | Variance |
|-------------------|-------------|----------|
| members Invoices  |             |          |
| Members           | \$ 2,000    |          |
| Affiliate members | \$ 1,000    |          |
| Grants            | \$ 500      |          |
|                   |             |          |
|                   |             |          |
|                   |             |          |
|                   |             |          |
| Total Income      | \$ 3,500    |          |

| 2015 Budget |
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| Expenses                  | 2015 Budget |  |
|---------------------------|-------------|--|
| Green Turtle meeting room | \$ 270      |  |
| meet up                   | \$ 165      |  |
| Quickbooks                | \$ 168      |  |
| Mail Chimp                | \$ 600      |  |
|                           |             |  |
| Advertising               | \$ 200      |  |
| conference Handbooks      | \$ 400      |  |
|                           |             |  |
| Holiday Party             | \$ 500      |  |
|                           |             |  |
|                           |             |  |
| TOTAL EXPENSES            | \$ 2,303    |  |
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#### AHIA 2014 Budget / Cash Flow

| Income                 | 2  | 014 Budget | Fe | b 2015 Actual | Variance    |
|------------------------|----|------------|----|---------------|-------------|
| AHIA Dues              | \$ | 9,000      | \$ | 8,478         | \$<br>(522) |
| Boat Club Lease        | \$ | 25         | \$ | 25            | \$<br>-     |
| Boat Club Donation     | \$ | 500        | \$ | 500           | \$<br>-     |
| Boat Rack Rental       | \$ | 1,000      | \$ | 875           | \$<br>(125) |
| Newsletter Advertising | \$ | 600        | \$ | 1,630         | \$<br>1,030 |
| Donation (member)      |    |            | \$ | 70            | \$<br>70    |
| Fun Run                | \$ | -          | \$ | 200           | \$<br>200   |
| Total Income           | \$ | 11,125     | \$ | 11,778        | \$<br>653   |

Notes: Income

204 Actual - AHIA dues, two mailings this year

2014 Actual - Didn't budget not knowing how much Fun Run would donate

| Expenses                           | 2014 Budget |        |    | feb20154<br>Actual |    |       |  | Variance |
|------------------------------------|-------------|--------|----|--------------------|----|-------|--|----------|
| Operating Expense                  | +           |        |    |                    |    |       |  |          |
| Bank Charges                       | \$          | 25     | \$ | 6                  | \$ | 19    |  |          |
| Office Supplies                    | \$          | 100    |    |                    | \$ | 100   |  |          |
| Electric                           | \$          | 350    | \$ | 249                | \$ | 101   |  |          |
| PO Box                             | \$          | 80     | \$ | 80                 | \$ | -     |  |          |
| Insurance                          | \$          | 1,800  | \$ | 1,771              | \$ | 29    |  |          |
| Internet                           | \$          | 100    | \$ | 482                | \$ | (382) |  |          |
| Mowing                             | \$          | 3,700  | \$ | 3,143              | \$ | 557   |  |          |
| Newsletter Printing                | \$          | 750    | \$ | 297                | \$ | 454   |  |          |
| Membership Mailing                 | \$          | 900    | \$ | 1,007              | \$ | (107) |  |          |
| Weems Creek Testing                | \$          | 200    | \$ | -                  | \$ | 200   |  |          |
| Memberships                        | \$          | 180    | \$ | 180                | \$ | -     |  |          |
| Facility Maintenance               | \$          | 1,000  | \$ | 956                | \$ | 44    |  |          |
| Yard Sale Advertising              | \$          | 60     | \$ | 54                 | \$ | 6     |  |          |
| Operating Expense Subtotal         | \$          | 9,245  | \$ | 8,225              | \$ | 1,020 |  |          |
| Event Expense                      | +           |        |    |                    |    |       |  |          |
| Greenscape                         |             |        |    |                    |    |       |  |          |
| Food and Supplies                  | \$          | 50     | \$ | -                  | \$ | 50    |  |          |
| Meet The Creek                     |             |        |    |                    |    |       |  |          |
| Water Taxi Rental                  | \$          | 500    | \$ | 500                | \$ | -     |  |          |
| Food and Supplies                  | \$          | 200    | \$ | 52                 | \$ | 148   |  |          |
| Bike Parade                        |             |        |    |                    |    |       |  |          |
| Food and Supplies                  | \$          | 200    | \$ | 173                | \$ | 27    |  |          |
| August Block Party                 |             |        |    |                    |    |       |  |          |
| Equipment Rental                   | \$          | 400    | \$ | 400                | \$ | -     |  |          |
| Food and Supplies                  | \$          | 400    | \$ | 307                | \$ | 93    |  |          |
| Halloween Party                    |             |        |    |                    |    |       |  |          |
| Food and Supplies                  | \$          | 200    | \$ | 156                | \$ | 44    |  |          |
| Navy Tailgate                      |             |        |    |                    |    |       |  |          |
| Equipment Rental                   | \$          | 400    | \$ | 400                | \$ | -     |  |          |
| Food and Supplies                  | \$          | 400    | \$ | 414                | \$ | (14)  |  |          |
| Santa Visit                        |             |        |    |                    |    |       |  |          |
| Food and Supplies                  | \$          | 50     | \$ | 37                 | \$ | 13    |  |          |
| Event Expense Subtotal             | \$          | 2,800  | \$ | 2,438              | \$ | 362   |  |          |
| Operating and Event Expenses Total | \$          | 12,045 | \$ | 10,663             | \$ | 1,382 |  |          |

| Operating and Event Expense Total | \$<br>12,045 | \$<br>10,663 |
|-----------------------------------|--------------|--------------|
| Total Income                      | \$<br>11,125 | \$<br>11,778 |
| Balance                           | \$<br>(920)  | \$<br>1,115  |

#### Assets

| Assets       | Sep 2014 |        |  |
|--------------|----------|--------|--|
| CD           | \$       | 12,059 |  |
| Checking     | \$       | 4,155  |  |
| Pay Pal      | \$       | 164    |  |
| Assets Total | \$       | 16,378 |  |

### AHIA 2012 Budget / Cash Flow and Proposed 2013 Budget

| Income                 | 2  | 2014     | Budge<br>t | 2014<br>Actual |        | V  | ariance | 20 | 15Budge<br>t |
|------------------------|----|----------|------------|----------------|--------|----|---------|----|--------------|
| AHIA Dues              | 9  | 9.00     | 0.00       | \$             | 8,479  | #  | VALUE!  | \$ | 9,000        |
| Boat Club Lease        | Ş  | 5        | 25         | \$             | 25     | \$ | -       | \$ | 25           |
| Boat Club Donation     | Ç  | 5        | 500        | \$             | 500    | \$ | -       | \$ | 500          |
| Boat Rack Rental       | \$ | 5        | 1,000      | \$             | 875    | \$ | (125)   | \$ | 1,000        |
| Newsletter Advertising | Ç  | 5        | 600        | \$             | 1,630  | \$ | 1,030   | \$ | 600          |
| Fun Run                |    |          |            | \$             | 200    | \$ | 200     |    |              |
| Total Income           | \$ | <b>5</b> | 2,125      | \$             | 11,709 | \$ | 9,584   | \$ | 11,125       |

Notes: Income

| Expenses                           |    | 2012    | 2012 |        | Variance |         | 2013 |        |
|------------------------------------|----|---------|------|--------|----------|---------|------|--------|
|                                    |    | Budget  | 4    | Actual | •        | Tidrice | В    | udget  |
| Event Expense                      |    |         |      |        |          |         |      |        |
| Greenscape                         |    |         |      |        |          |         |      |        |
| Food and Supplies                  | \$ | 40      | \$   | -      |          |         | \$   | 50     |
| Meet The Creek                     | \$ | 750     |      |        |          |         |      |        |
| Water Taxi Rental                  | \$ | 1,500   | \$   | 500    |          |         | \$   | 500    |
| Food and Supplies                  | \$ | 25      | \$   | 98     |          |         | \$   | 200    |
| Bike Parade                        |    |         |      |        |          |         |      |        |
| Food and Supplies                  |    |         | \$   | 176    |          |         | \$   | 200    |
| August Block Party                 |    |         |      |        |          |         |      |        |
| Equipment Rental                   |    |         | \$   | 170    |          |         | \$   | 200    |
| Food and Supplies                  |    |         | \$   | 319    |          |         | \$   | 400    |
| Halloween Party                    |    |         |      |        |          |         |      |        |
| Food and Supplies                  |    |         | \$   | 200    |          |         | \$   | 200    |
| Navy Tailgate                      |    |         |      |        |          |         |      |        |
| Equipment Rental                   |    |         | \$   | 300    |          |         | \$   | 300    |
| Food and Supplies                  |    |         | \$   | 395    |          |         | \$   | 400    |
| Santa Visit                        |    |         |      |        |          |         |      |        |
| Food and Supplies                  |    |         | \$   | 21     |          |         | \$   | 50     |
| Event Expense Subtotal             | \$ | 2,315   | \$   | 2,179  | \$       | 136     | \$   | 2,500  |
| Operating and Event Expenses Total | \$ | 12,005  | \$   | 10,869 | \$       | 1,136   | \$   | 11,745 |
| Operating and Event Expense Total  |    | 12,005  | \$   | 10,869 |          |         | \$   | 11,745 |
| Total Income                       | \$ | 2,125   | \$   | 11,709 |          |         | \$   | 11,125 |
| Balance                            | \$ | (9,880) | \$   | 840    |          |         | \$   | (620)  |

#### **Assets**

| Assets       | Fe | eb 2012 | F  | Feb 2013 |  |
|--------------|----|---------|----|----------|--|
| CD           | \$ | 6,855   | \$ | 11,854   |  |
| Money Market | \$ | 2,096   | \$ | 4,096    |  |
| Checking     | \$ | 6,572   | \$ | 641      |  |
| Pay Pal      | \$ | 747     | \$ | 866      |  |
| Assets Total | \$ | 16,270  | \$ | 17,457   |  |

AHIA 2012 Budget / Cash Flow and Proposed 2013 Budget

| Income                 | 2  | 2012 Budget | 2012 | Actual | Variance      |
|------------------------|----|-------------|------|--------|---------------|
| AHIA Dues              | \$ | 9,300       | \$   | 7,409  | \$<br>(1,891) |
| Boat Club Lease        | \$ | 25          | \$   | 25     | \$<br>-       |
| Boat Club Donation     | \$ | 500         | \$   | 500    | \$<br>-       |
| Boat Rack Rental       | \$ | 980         | \$   | 910    | \$<br>(70)    |
| Newsletter Advertising | \$ | 1,000       | \$   | 2,135  | \$<br>1,135   |
| Donation (member)      | \$ | 200         | \$   | 70     | \$<br>(130)   |
| Fun Run                |    |             | \$   | 1,000  | \$<br>1,000   |
| BGE tree replacement   |    |             | \$   | 350    | \$<br>350     |
| Total Income           | \$ | 12,005      | \$   | 12,399 | \$<br>394     |

| 2013 Budget  |
|--------------|
| \$<br>9,000  |
| \$<br>25     |
| \$<br>500    |
| \$<br>1,120  |
| \$<br>600    |
|              |
| \$<br>1,000  |
|              |
| \$<br>12,245 |

Notes: Income

2012 Budget - Fun Run had limited history and was not budgeted

2012 Actual - only one membership mailing

2013 Budget - two membership mailings planned

2013 Budget - newsletter advertising income may be less due to perceived value

Notes: Expenses (shown on page 2)

2012 Actual: PO Box and Internet payment is for two years

2012 Actual: facility maintenance included property transfer from Mr. Steffy and Dewey Dock repair

2013 Budget: office supply includes one time purchase of QuickBooks

| Expenses                           | nses 2012 Budget |        | 20 | 12 Actual | Variance |       |  |
|------------------------------------|------------------|--------|----|-----------|----------|-------|--|
| Operating Expense                  |                  |        |    |           |          |       |  |
| Bank Charges                       | \$               | 25     | \$ | 6         | \$       | 19    |  |
| Office Supplies                    |                  |        | \$ | -         |          |       |  |
| Electric                           | \$               | 175    | \$ | 200       | \$       | (25)  |  |
| PO Box                             | \$               | -      | \$ | 168       | \$       | (168) |  |
| Insurance                          | \$               | 1,550  | \$ | 1,633     | \$       | (83)  |  |
| Internet                           | \$               | 100    | \$ | 180       | \$       | (80)  |  |
| Landscaping (mulch, plastic)       | \$               | -      | \$ | 32        | \$       | (32)  |  |
| Mowing                             | \$               | 3,730  | \$ | 2,730     | \$       | 1,000 |  |
| Newsletter Printing                | \$               | 1,000  | \$ | 775       | \$       | 225   |  |
| Membership Mailing                 | \$               | 736    | \$ | 458       | \$       | 278   |  |
| Weems Creek Testing                | \$               | 189    | \$ | 189       | \$       | -     |  |
| Memberships                        | \$               | 125    | \$ | 55        | \$       | 70    |  |
| Facility Maintenance               | \$               | 2,000  | \$ | 2,204     | \$       | (204) |  |
| Yard Sale Advertising              | \$               | 60     | \$ | 60        | \$       | -     |  |
| Operating Expense Subtotal         | \$               | 9,690  | \$ | 8,690     | \$       | 1,000 |  |
| Event Expense                      |                  |        |    |           |          |       |  |
| Greenscape                         |                  |        |    |           |          |       |  |
| Food and Supplies                  | \$               | 40     | \$ | -         |          |       |  |
| Meet The Creek                     | \$               | 750    |    |           |          |       |  |
| Water Taxi Rental                  | \$               | 1,500  | \$ | 500       |          |       |  |
| Food and Supplies                  | \$               | 25     | \$ | 98        |          |       |  |
| Bike Parade                        |                  |        |    |           |          |       |  |
| Food and Supplies                  |                  |        | \$ | 176       |          |       |  |
| August Block Party                 |                  |        |    |           |          |       |  |
| Equipment Rental                   |                  |        | \$ | 170       |          |       |  |
| Food and Supplies                  |                  |        | \$ | 319       |          |       |  |
| Halloween Party                    |                  |        |    |           |          |       |  |
| Food and Supplies                  |                  |        | \$ | 200       |          |       |  |
| Navy Tailgate                      |                  |        |    |           |          |       |  |
| Equipment Rental                   |                  |        | \$ | 300       |          |       |  |
| Food and Supplies                  |                  |        | \$ | 395       |          |       |  |
| Santa Visit                        |                  |        |    |           |          |       |  |
| Food and Supplies                  |                  |        | \$ | 21        |          |       |  |
| Event Expense Subtotal             | \$               | 2,315  | \$ | 2,179     | \$       | 136   |  |
| Operating and Event Expenses Total | \$               | 12,005 | \$ | 10,869    | \$       | 1,136 |  |

|  | 2013 Budget            |          |
|--|------------------------|----------|
|  |                        |          |
| \$   | 2                      | 5        |
| \$   | 20                     | 0        |
| \$   | 30                     |          |
| \$   |                        | 0        |
| \$   | 1,80                   |          |
| \$   | 10                     | 0        |
| \$   | 10                     | 0        |
| \$   | 3,70                   | 0        |
| \$   | 10<br>3,70<br>75<br>75 | 0        |
| \$   | 75                     | 0        |
| \$   | 20                     | 0        |
| \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ | 18                     | 0        |
| \$   | 1,00                   | 0        |
| \$   | 6                      | 0        |
| \$   | 9,24                   | 5        |
| \$   | 5                      | 0        |
| \$   | 50                     | 0        |
| \$   | 20                     |          |
|  |                        |          |
| \$   | 20                     | 0        |
| \$   | 20                     | 0        |
| \$   | 40                     |          |
| \$<br>\$<br>\$<br>\$<br><b>\$</b>                        | 20                     | 0        |
| <u>ر</u>   | 30                     | <u> </u> |
| <del>ب</del><br>د  | 40                     |          |
| ٧  | 40                     |          |
| \$   | 5                      | 0        |
| \$   | 2,50                   | 0        |
| ÷  |                        |          |

Note: Highlighted expense were described in the 2012 Budget as Event marketing, services, supplies and permits

| Operating and Event Expense Total | \$<br>12,005 | \$<br>10,869 |
|-----------------------------------|--------------|--------------|
| Total Income                      | \$<br>12,005 | \$<br>12,399 |
| Balance                           | \$           | \$<br>1,530  |

| \$ | 11,745 |
|----|--------|
| \$ | 12,245 |
| Ś  | 500    |

#### **Assets**

| 1.0000       |              |              |
|--------------|--------------|--------------|
| Assets       | Feb 2012     | Feb 2013     |
| CD           | \$<br>6,855  | \$<br>11,854 |
| Money Market | \$<br>2,096  | \$<br>4,096  |
| Checking     | \$<br>6,572  | \$<br>641    |
| Pay Pal      | \$<br>747    | \$<br>866    |
| Assets Total | \$<br>16,270 | \$<br>17,457 |



#### nandlpropertymanagement < nandlpropertymanagement@gmail.com >

## Join us from 3p to 6p for a Holiday Happy Hour for National Association of **Residential Property Managers**

NARPM Balt / Wash Chapter <BaltWashNARPM@gmail.com> Reply-To: BaltWashNARPM@gmail.com

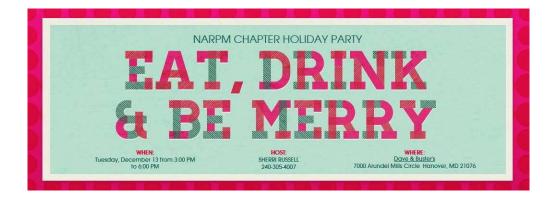
To: Joe <NANDLPROPERTYMANAGEMENT@gmail.com>

Wed, Nov 30, 2016 at 2:00 PM

Holiday Happy Hourly 12/13 3p-6p

View this email in your browser





RSVP by 12/7 noon

## Tuesday, December 13th 3pm to 6 pm

The Professional, educational, and ethical

leader for the Residential Property Management industry.

We are very excited for you to attend our annual Holiday Celebration held again this year

at "Dave and Busters" in Hanover Maryland (Arundel Mills Shopping Center)

## Please come party with us from 3PM until 6PM

We have reserved pool tables. There will be food and drinks for your

added enjoyment. Bring your kids and enjoy the wide array of games.

Let's get this party started!!!

Our selected charity this year is "Rebuilding together Baltimore, Inc". Please feel free to make an online donation or bring your donation to the party!





\*\*\*\*\*\*\*No meeting in December just come and have a good time\*\*\*\*\*\*\*\*

Our *monthly meetings are held at 11:30am on the third Tuesday* at the Green Turtle in Hanover

The Green Turtle 7556 Teague Road, Hanover, MD 21076

http://www.thegreeneturtle.com/location/Hanover-at-Arundel-Mills

January Preview: Installation of new Chapter officers and Committee Chairs for 2017

Promotion 2017 Chapter Membership: Everyone is welcome to visit two meetings for free.

Your NARPM Chapter Leadership Team - Sherri Russell-President, Joe Haney-President-Elect, Melissa Marseden-Secretary, Virginia Stephenson - Marketing chair, Ted Porter-Affiliate Chair

BaltWashNARPM@gmail.com

Chapter Website: http://baltimore.narpm.org/

NARPM® is the professional, educational, and ethical leader for the residential property management industry. We are an association designed for real estate professionals who know first-hand the unique challenges of managing single-family and small residential properties. NARPM® offers an effective,

professional learning environment for owners of property management companies and their employees.

For more information on the National Association of Residential Property Managers visit www.NARPM.org







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Our mailing address is: NARPM Baltimore-Washington Chapter c/o DEMCO Properties LLC 2126 Espey Court, Ste. F Crofton, MD 21114

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#### Meeting Reminder

NARPM Baltimore-Washington Chapter <BaltWashNARPM@gmail.com> Reply-To: BaltWashNARPM@gmail.com

To: NANDLPROPERTYMANAGEMENT@gmail.com

Mon, Nov 14, 2016 at 12:59 PM

Meeting reminder -November 15, 2016 - 1130 am National Association of Residential Property Managers - NARPM

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The professional, educational, and ethical leader for the residential property

management industry.

# **November 15, 2016**

# TOPIC: "LEAD notices and effects Roundtable" Discussion leader: Sherrie Russell - DEMCO **Properties LLC**

Come out and share what you know about this and get additional information of how to respond to this issue.

Never attended one of these meetings? It's not to late to get involved. We have several round tables on our 2017 agenda so if you have some ideas now is the time get them on the upcoming meetings schedule.

Final details for the 2016 Holiday Celebration will be available.

#### **MEMBERS UPDATES -**

#### There's a still a Board Position available for 2017. Thinking about

how you can be involved in our chapter?



\*Membership goal - 16% increase over 2015. We need you the join us. Invite others to visit so they can see the value.

\*\*\*\*Stop at Membership table to update you membership information/payments\*\*\*\*

Time is running out to be apart of the \*2016 New Member special - If a current member brings a new member, when they join, both get a free lunch. This includes anyone who joined and has paid their 2016 dues.

\*Have you invited anyone lately? If not why not? Recruitment ideas?

Our meetings are held from 11:30am to 1:30pm on the 3rd Tuesday of of every month

The Green Turtle <u>410-799-5001</u> 7556 Teague Road, Hanover, MD 21076

http://www.thegreeneturtle.com/location/Hanover-at-Arundel-Mills

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3/1/2017 Gmail - "LEAD"



#### nandlpropertymanagement <nandlpropertymanagement@gmail.com>

#### "LEAD"

**PropMgmt Association - NARPM** <BaltWashNARPM@gmail.com>Reply-To: BaltWashNARPM@gmail.com
To: NANDLPROPERTYMANAGEMENT@gmail.com

Tue, Oct 18, 2016 at 6:59 AM

Meeting reminder -October 18, 2016 - 1130 am National Association of Residential Property Managers - NARPM

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The professional, educational, and ethical leader for the residential property

management industry.

# October 18, 2016

TOPIC: "LEAD"

**SPEAKER**: TBD - Arc Environmental

Never attended one of these meetings? It's not to late to get involved.

Come out and get in on the planning for our 2016 Holiday Celebration.

#### **MEMBERS UPDATES -**

There a still a few Board Positions available for 2017. Thinking about

how you can be involved in our chapter?



3/1/2017 Gmail - "LEAD"

\*Membership goal - 16% increase over 2015. We need you the join us.

Invite others to visit so they can see the value.

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#### The "Mold" Solution

PropMgmt Association - NARPM <BaltWashNARPM@gmail.com> Reply-To: BaltWashNARPM@gmail.com To: NANDLPROPERTYMANAGEMENT@gmail.com

Thu, Sep 15, 2016 at 2:45 PM

Meeting reminder - September 20, 2016 - 1130 am National Association of Residential Property Managers -NARPM

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The professional, educational, and ethical leader for the residential property

management industry.

# September 20, 2016

TOPIC: "Mold"

SPEAKER: Ted Porter - Puroclean Restoration Services "The Parametics of property Damage"

# Hopefully everyone has had a safe, fun-filled Labor day.

#### **MEMBERS UPDATES -**

New board elections to be held this month. Thinking about how you can be involved in our chapter? click here



\*Membership goal - 16% increase over 2015. We need you the join us. Invite others to visit so they can see the value.

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#### nandlpropertymanagement < nandlpropertymanagement@gmail.com >

#### Landlord (client) Advocacy; A case for action

PropMgmt Association - NARPM <BaltWashNARPM@gmail.com> Reply-To: BaltWashNARPM@gmail.com To: NANDLPROPERTYMANAGEMENT@gmail.com

Mon, Aug 15, 2016 at 8:59 PM

Meeting reminder - August 16, 2016 - 1130am National **Association of Residential Property Managers - NARPM**  View this email in your browser



The professional, educational, and ethical leader for the residential property

management industry.

# **August 16, 2016**

**TOPIC**: Landlord (client) Advocacy; A case for action

SPEAKER: Brian Wojacik, diy Realty

Welcome back. If you missed the vendor fair check out the logos of the industry professionals that participated. Feel free to reach out to any or all of them to assist in your business. The vendor fair was an excellent opportunity to get first hand information about the services they provide.

# Thank you to our VENDORS!!

For the presentations, information and lunch. Thank you - to Dyan Slakes from PuroCean for putting the Vendor Fair together.











Ken Roberts Life Insurance Commercial Insurance Home, Auto, Umbrella W 410-257-6766 | C 410-610-9517| F 410-286-3191

#### **MEMBERS UPDATES -**

\*Start thinking about how you can be involved in our chapter. New board elections to be held in September. click here



\*Membership goal - 16% increase over 2015. We need you the join us. Invite others to visit so they can see the value.

\*\*\*\*Stop at Membership table to update you membership information/payments\*\*\*\* \*2016 New Member special - If a current member brings a new member, when they join, both get a free lunch. This includes anyone who joined and has paid their 2016 dues.

\*Have you invited anyone lately? If not why not? Recruitment ideas?

Our meetings are held from 11:30am to 1:30pm on the 3rd Tuesday of of every month

The Green Turtle 410-799-5001 7556 Teague Road, Hanover, MD 21076

http://www.thegreeneturtle.com/location/Hanover-at-Arundel-Mills

Your NARPM Chapter Leadership Team - Sherri Russell-President, Joe Haney-President

Elect, Maria Lebow - Treasurer, Tyrus Shivers-Membership Chair, Melissa Marsden-Secretary,

Virginia Stephenson-Marketing Chair, Dyan Slakes-Affiliate Chair

Chapter General email: BaltWashNARPM@gmail.com

Chapter Website: http://baltimore.narpm.org/

NARPM® provides resources for residential property management professionals who desire to learn, grow and build relationships. We are an association designed for real estate professionals who know firsthand the unique challenges of managing single family and small residential properties. NARPM

offers an effective, professional learning environment for owners of property management companies and their employees.

For more information on the National Association of Residential Property Managers visit www.NARPM.org

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Our mailing address is: NARPM Baltimore-Washington Chapter c/o DEMCO Properties LLC 2126 Espey Court, Ste. F Crofton, MD 21114

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nandlpropertymanagement < nandlpropertymanagement@gmail.com >

# VENDOR FAIR, Free Lunch and Opportunity to meet multiple vendors in one location **溪 溪**

NARPM Baltimore-Washington Chapter <BaltWashNARPM@gmail.com> Reply-To: BaltWashNARPM@gmail.com

To: Joe <NANDLPROPERTYMANAGEMENT@gmail.com>

Mon, Jun 20, 2016 at 12:59 PM

Joining us for Vendor Fair 6/21 11:30am - NARPM?

View this email in your browser



# June 21st Vendor Fair and Local Chapter Meeting of NARPM

The professional, educational, and ethical

leader for the residential property management industry.

Click here to RSVP - We want to have plenty of food for you. Thank You to our Vendors!

# Topic: "2016 VENDOR FAIR"

Come out and hear vendor presentations and get your questions answered from the industry professionals.











Come early and enjoy lunch served at 11:15am before the 11:30 meeting. \*\*\*Vendor presentations start at 12:00\*\*\*

#### VENDORS IT IS NOT TOO LATE TO JOIN OUR Annual Vendor Fair

Affiliate and non-affiliate tables are still available. Affiliate Members \$25. Non members fee of \$175 includes lunch and membership for the remainder of the year. If you are interested contact Dyan Slakes on (410)991-9638 or DYAN@puroclean.com

#### **MEMBERS** - Ask your vendors to reserve a table.

\*Membership goal - 16% increase over 2015. We need you the ioin us.

Invite others to visit so they can see the value.

\*2016 New Member special - If a current member brings a new member, when they join, both get a free lunch. This includes anyone who joined and has paid their 2016 dues.

\*Have you invited anyone lately? If not why not? Recruitment ideas?

Our meetings are held from 11:30am to 1:30pm on the 3rd Tuesday of of every month \*\*\*\*\*\*\*NO MEETING IN JULY\*\*\*\*\*\*

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Gmail - VENDOR FAIR, Free Lunch and Opportunity to meet multiple vendors in one location 滅 滅 offers an effective, professional learning environment for owners of property management companies and their employees.

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#### nandlpropertymanagement <nandlpropertymanagement@gmail.com>

# Fwd: Having issues with on site inspection? Come hear how to address them and hear about the vendor round table at the NARPM Chapter Meeting Tues 2/16

**Sherri Russell - DEMCO Properties LLC** <sherridemco@gmail.com> To: N & L Properties <nandlpropertymanagement@gmail.com>

Tue, Feb 9, 2016 at 1:27 PM

Hi, Thanks again for taking the time to meet me. I was a little confused by her heading. Did this have something to do with a discussion at the conference call?

#### THANK YOU and Make it a Great Day!

Sherri Russell - Broker DEMCO Properties LLC

410-451-9655

www.DEMCOrentORsell.com



Like us on Facebook

Join us on Twitter

-----National Association of Residential Property Managers----President of Balt / Wash Chapter 2016-2014 www.NARPM.org

——— Forwarded message ———

From: NARPM Baltimore-Washington Chapter <BaltWashNARPM@gmail.com>

Date: Tue, Feb 9, 2016 at 11:44 AM

Subject: Having issues with on site inspection? Come hear how to address them and hear about the vendor round

table at the NARPM Chapter Meeting Tues 2/16

To: SHERRI <SHERRIDEMCO@aol.com>

Meeting Reminder for Residential Property Managers 1/19 11:30am - NARPM View this email in your browser



# **Next Local Chapter**

# **Meeting of NARPM**

The professional, educational, and ethical

leader for the residential property management industry.

# **FEBRUARY 16, 2016**

The ground hog did not see is shadow! If we didn't see you at the last meeting you missed a great presentation on "Virtual Assistance" presented by Tyrus Shivers. Tyrus shared with the group; what, why, where to find and the misconceptions of having a virtual assistant.

\*\*\*\*Traci Van Camp, RVP visiting with National Updates and news\*\*\*\*

It's still not to late to serve on the 2016 Nominating Committee of NARPM. I you are interested in serving go to <a href="http://www.narpm.org/members/get-involved/national-committees/">http://www.narpm.org/members/get-involved/national-committees/</a> and review the Nominating Committee section to download the application.

Broker/Owner Retreat - April 11-13, 2016 The Mirage Hotel and Casino for information visit <a href="https://www.NARPM.org">www.NARPM.org</a>

Have you heard of "Rebuilding Together"? This group serves homeowners who lack the financial and physical abilities needed to repair a home. Rebuilding day is Thursday, April 30, 2016. Sherrie has additional details if you are interested.

In the works: Chapter Excellence Awards
Revised New Member Mentorship Program

Vendor Fair - Dyan Stakes, coordinating

# \*\*\* 2016 New Member special\*\*

If a current member brings a new member, when they join, both get a free lunch. This includes anyone who joined Oct-Dec 2015 and paid their 2016 dues.

Have you invited anyone lately? If not why not? Recruitment ideas?

Got any ideas? Suggestions requested for future Holiday celebrations and locations.

Our meetings are held from 11:30am to 1:30pm on the 3rd Tuesday of of every

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# Next Local Chapter Meeting of NARPM

The professional, educational, and ethical

leader for the residential property management industry.

# **JANUARY 19,2016**

Happy New Year! We had a wonderful time at our Holiday celebration with several vendors in attendance. We are looking forward to an exciting 2016. We will be installing our new officers and distributing pins to our five (5) year members.

Tyrus will be sharing a presentation on "Virtual Assistance"

If you are planning to attend the State Conference January 21 - 22 in Virginia Beach time is running out to register on the NARPM Website. Texas Style on February 5 and CALNARPM February 9-10.

# \*\*\* 2016 New Member special\*\*

If a current member brings a new member, when they join, both get a free lunch. This includes anyone who joined Oct-Dec and paid their 2016 dues.

Have you invited anyone lately? If not why not? Recruitment ideas?

Brief review and suggestions requested for future Holiday celebrations.

Our meetings are held from 11:30am to 1:30pm on the 3rd Tuesday of of every month

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#### Agenda & General Discussion: Leaders 2/23

- -Get to meeting at 11:15am block out on your schedule.
- -Call in for monthly conf planning call block out on your schedule.

\*\*\*\*I AM THANKFUL THAT SO MANY PEOPLE STEPPED UP TO BE ON THE BOARD THIS YEAR. ALTHOUGH, I AM UN CLEAR WHY PEOPLE ARE MAKING APPTS THAT ARE CONFLICTING WITH CONF CALLS AND MONTHLY MEETINGS? IF YOU CANT MAKE YOURSELF AVAILABLE FOR THESE, WE NEED TO HAVE A PRIVATE CONVERSATION BEFORE THE END OF THE DAY TMW OTHERWISE I WOULD EXPECT YOU TO ATTEND THESE AND OTHER CHAPTER COMMITMENTS\*\*\*\*\*

- -Everyone is at every meeting. "Groupme" to let everyone know your not coming or will be late.
- Help with greeting & sign in ( membership chair & treasurer responsible for coverage)
- -Responding to emails/calls within a business week.
- -If you are going to be out of touch for vacation or other, let us know via email or text or set a away message so we know why we can't reach you.

#### -WE NEED COMMUNICATION AND PARTIPATION

Do we want to get to meeting earlier to have board meetings? If we do everyone has to step up and do their part. I am doing the agenda, sign in, updating green turtle if change of floor plan, checkin in with speaker that other people will have to step up so I can prepare for the board meeting. Also, this would give us 1-20 mins of time (turtle doesn't open until 11am with setting up. I feel we would still need a call.

#### Joe - CHAPTER VICE PRESIDENT

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To assist in the leadership of the organization and prepare for the presidency. Duties/Responsibilities:

- 1. Utilize resources provided by national at <a href="www.narpm.org">www.narpm.org</a> under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
- 2. Attend Leadership Conference in the absence of the president. Up to \$100 will be paid for by the membership committee. Chapters should plan to send their president-elect to the conference in future years at the expense of the chapter
- 3. Assist in the coordination and execution of organizational activities.
- 4. Arrange membership meeting location and speaker needs.
- 5. Prepare the chapter excellence application annually.
- 6. Facilitate board meetings in the absence of the president.
- 7. Facilitate chapter meetings in the absence of the president.

Dyan - NARPM CHAPTER AFFILIATE CHAIR Job Description Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize

the benefit of NARPM association. To invite and welcome the participation of vendor members in the organization. Duties/Responsibilities: 1. Utilize resources provided by national at <a href="www.narpm.org">www.narpm.org</a> under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site. 2. Solicit and welcome participation of vendors in the chapter. 3. Arrange for vendor spotlights at meetings in the chapter newsletter. 4. Consider holding and arrange vendor fairs. 5. Select the best quality vendors for the affiliate relationships with the chapter. 6. Leverage vendor benefits (i.e., vendor discounts, vendor preference to services to NARPM members, etc.)

#### Melissa - CHAPTER SECRETARY

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To maintain the official records of the chapter.

Duties/Responsibilities:

- 1. Utilize resources provided by national at <a href="www.narpm.org">www.narpm.org</a> under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
- 2. Maintain the official records of the association.
- 3. Record the minutes of the organization's board meetings.
- 4. Provide the member sign-in sheet for membership meetings and file.
- 5. Send out meeting notices by broadcast fax or broadcast email.

Virginia - NARPM CHAPTER MARKETING CHAIR Job Description Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To promote chapter events and communication with members and prospective members. Duties/Responsibilities: 1. Utilize resources provided by national at <a href="https://www.narpm.org">www.narpm.org</a> under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site. 2. Coordinate the chapter newsletter. Contact <a href="https://www.landlordsource.com">www.landlordsource.com</a> to

Chaunya - NARPM CHAPTER EDUCATION CHAIR Job Description Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To select and arrange for educational topics, speakers, and membership activities. Duties/Responsibilities: 1. Utilize resources provided by national at <a href="https://www.narpm.org">www.narpm.org</a> under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site. 2. Determine educational wants of members (i.e., verbal and written surveys). 3. Solicit and secure speakers for meetings. Be creative because there are thousands of topics that would be beneficial and equally as many local speakers who would be willing to lead discussions or speak to your chapter. 4. Coordinate national speakers and classes as desired by the chapter. 5. Work with other chapters to provide combined educational events and state or regional conferences. 6. Arrange for continuing education credit if possible.

Tyrus - NARPM CHAPTER MEMBERSHIP CHAIR Job Description Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To invite and welcome the participation of prospective members in the organization. Duties/Responsibilities: 1. Utilize resources provided by national at <a href="https://www.narpm.org">www.narpm.org</a> under the chapter leader tab. Be sure to read each position description and browse through the chapter leadership section of the web site. 2. Record prospective members in the online database. 3. Personally call and invite prospective members to meetings. 4. Welcome members as they enter the meeting..

Chapter Excellence & Compliance is now combined and due no later than March 31st. – Set another call if don't finish today

- -Topic for March meeting STRUCTURE/INTERNAL SYSTEMS PM BUSINESS
- -Treasurer & membership man the sign in table. People ask about if they paid or how to, etc, so I think the treasurer is the best person to be there.
- -Should try to have members as speakers before non members
- non member speakers buy lunches (approx \$200) / option to join would be \$150 come back to

NARPM held the first leadership session at The Chase Park Plaza, St. Louis. MO, on January 29, 2016. Joe went. What can Joe tell us about it, briefly.

\*\*Please remember all leaders are responsible for their transportation to & from the Leadership training.\*\* Should the chapter chip in on or pay?

SEPT is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Early bird discount ends in April. Do we want to do this event?

John L — signed up for <u>Certification Chair</u>. Certification Committee promotes NARPM® classes and designations to members. I attached Education chair to see difference in two jobs: <u>Education Chair</u>. Education Committee selects and arranges for educational topics, speakers, and membership activities.

#### AGENDA CHAPTER LEADER CALL 3/22 1 ½ hrs 12PM

Lets plan on a conference call at 12pm on the call my office 410-451-9655 ext 9 (not on the menu) the access code is 93770. Call in a few minutes before so we can start at noon. Be prepared to give updates on topics by your name or anything else you have to address.

#### **General Discussion:**

#### -Some one watch the TIME

- -Get to meeting at 11:15am-block out on your schedule.
- -Call in for monthly conf planning call block out on your schedule.
- -Everyone is at every meeting. "Groupme" to let everyone know your not coming or will be late.
- Help with greeting & sign in ( membership chair & treasurer responsible for coverage)
- -Responding to emails/calls within a business week.
- -If you are going to be out of touch for vacation or other, let us know via email or text or set a away message so we know why we can't reach you.

Do we want to get to meeting earlier to have board meetings? If we do everyone has to step up and do their part. I am doing the agenda, sign in, updating green turtle if change of floor plan, checkin in with speaker that other people will have to step up so I can prepare for the board meeting. Also, this would give us 1-20 mins of time (turtle doesn't open until 11am with setting up. I feel we would still need a call.

Silent auction item for broker owner - let Traci, Scott Abernathy or Gail know

### Leadership book

Chapter Excellence & Compliance is now combined and due no later than March 31st.

- Set another call if don't finish today

#### -Topic for March meeting - STRUCTURE/INTERNAL SYSTEMS PM BUSINESS

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- non member speakers buy lunches (approx \$200) / option to join would be \$150 come back to

SEPT Sun or Mon til Tues or Wed -- is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Early bird discount ends in April. Do we want to do this event?

John L – signed up for <u>Certification Chair</u>. Certification Committee promotes NARPM® classes and designations to members. I attached Education chair to see difference in two jobs : <u>Education Chair</u>. Education Committee selects and arranges for educational topics, speakers, and membership activities.

**Rebuilding Together** - I came across a group called Rebuilding Together www.RTbaltimore.org Serve Homeowners who lack the financial and physical abilities needed to repair a home.

Is this something we might want to do as a Chapter & involve our businesses (employees & venders?)?

Opportunites (rebuilding day is April 30 2016- Thursday):

1 -Adopt a house with a min of 5K & provide a team of 10-20

- 2 House captain for a a project (manage a project 2-3 month commitment)) or Community beautification projects in neighborhoods (1-2 month commitment)
- 3- Work on community Beautification projects (1full day outside commitment)
- 4- Volunteer at neighborhood Headquarters on Rebuilding day (1 full day commitment)
- 5- Volunteer your professional skills (Plumbers, electricians, carptenters, general contgractors, occupational therapist, engineers and architects

#### Oct/Nov – ask about holiday party

Ask why not attend holiday party? Suggestions? Would Week before be better? Spent \$508 on holiday party -

Mostly board attended - it was suggested we go out to dinner just board

We supplied appetizers and non alcoholic drinks

Collected toys for tots and take donations to Greene Turtle after event – didn't collect much

Accts linked to a debt card: Sherris card – Quickbooks \$12.99/mo?

Sherri's card - mailchimp \$50/mo + meetups \$14.99/mo

#### Board and committee updates:

**MELISSA (Secretary)** –Grant for Oct conf? was it applied for? – If not since cancelled we don't want. Done 12/29

**MARIA (Treasurer)** – Notices for chapter dues PRIORITY –Maria said meeting 2/9 hope to have out before meeting

- -advertising grant for \$500 for mailing was requested by Sanford sent in 12/29— I haven't rec'd a check for that?
- -When will email 2016 dues invoices be sent out with link to pay on line with Flick?
- CAN YOU GET A LIST OF PHONE NUMBERS FOR PREVIOUS MEMBERS FOR MARCIA TO CALL VENDOR FAIR- FOR OCT MEETING IT WAS DECIDED TO HOLD OFF TIL NEXT YEAR. TRY TO TALK TO VENDERS WHO PARTICIPATED TO GET FEEDBACK.

Duties – Monthly sign ins and new people need to be added to mailchimp within week after meeting Keep sign ins updated keeping members vs non members

JOE (Pres elect) -SURVEY? Any responses?

- Scott talk about meet up.com

#### Tyrus (MEMBERSHIP) –

-Regional call they said the emails I get from Natl with new members are only the people how have marked to affiliate with our chapter. We don't get any notification of the at large new members. They will see if that can get changed. In the mean time we have to check periodically & add them to our list.

#### **Duties:**

- -Did you get new attenders emails in mail Chimp from last meeting? Tyrus & Dyan not getting emails
- -New members welcome email and follow up on new members with mentor program

Please start talking to people now about being on the board and how good they would be to encourage them. This way when we start asking people in June they will be ready to step up in Sept when we vote this year.

#### -New Member Mentor Program:

How is it going? Need help? any further thoughts on this? I made a form for all new members in last year for excellence.

The Purpose of the New Member Mentoring Program is to create and develop a relationship between a new member of NARPM® and their local chapter in order to facilitate a long and rewarding

relationship with the organization and other members.

http://www.narpm.org/docs/members/useful-docs/misc/NewMember MentorProgram.doc

#### Virginia (Marketing) - Great job on this month's email notice - great marketing

When will you be able to update the chapter web site

Meet up.com = Has Scott has given control for meet up Scott as Administrator

Mailchimp monthly fee \$50 on my chapter credit card

Update web site - updating & directions - Tracy Norris is Natl contact for web sites

LOG IN - Baltimore / champ0662 / 072

- Need to update featured member on chapter site. How to become a featured member?

**DYAN** (Affiliate)— What areas they service? What number to advertise to chapter? What else?

- made affiliate membership list to hand out at meeting to promote affiliates

Vendor fair – When (on schedule for June) and Who plan it? Have it tentatively in June.

Chaunya (Education) – get email on working with Region to set up a education class or ethics?

-Anything else you all have.

#### FYI

**Membership special for next year** —2016 If a current member brings a new member, when they join, both get a free lunch. Agreed that anyone who joined in Oct on would include 2016 dues -Reimbursement is in job descriptions as to how much money each position can receive to attend events. Was thinking about paying out to each in January

Next Regional call anyone can join call. Calls 2<sup>nd</sup> Wed of every month at 3pm W /Traci RVP call – Call-in Number: Phone # 888-886-8047 Code: 5593823

\*\*Note: no calls in June, October & November\*\*

-Status of calling /email chapter members /that didn't attend end of year /at large not coming SCOTT DID TALK TO MARCIA( summer of 2015 ish) AND SHE IS HAPPY TO MAKE THE CALLS & DO SURVEY. We NEED TO MAKE A SCRIPT.- can we just give her the mentor list?

**Meeting notices:** -Scott got (<u>meetup.com</u>) set up. WE AGREED ON THE \$10/MO VERSION AND SEE WHAT WE GET (Mar or April) There is a \$9.99/mo for 50 members & 4 organizers or \$14.99/mo for unlimited. Scott said a group he attends uses & they have people come from the posting. Joseph mentioned using google events? To also notify people?

Need to add people to group – Scott should have add a members.

-\$500 general grant use for anything

-5x7 spiral imprinted notebooks (150) chapter purchased at Sherri's ofc For MAR conf 2015 that was cancelled.

Meeting location suggestions for tri state: Poncho & pepe's (upstairs area) Crofton, Ihop in Greenbelt (40 people), Colony South(meeting rms to rent) Rt 5 & Rt 301 Clinton, Greene turtle in Burtonsville

#### TO DO NON MEETING IN YELLOW:

| 2016                 | Proposed                                 | ****Actual****   |
|----------------------|--|--|
| JAN 19               | Board Installation & RVP updates         | Board Installation, 5yr anniv (2) pins to give out Virtual Assist Presentation from Tyrus Why not attend? Suggestions? Week before a better date? Some said earlier in month |
| JAN 29 <sup>th</sup> | Chapter Pres training in St Louis, MO    |  |
| FEB 16               | On site inspections Vender / round table | Traci Lewis Van Camp -RVP updates  5yr anniv (2) pins to give out  |
| MAR 15               | STRUCTURE/INTERNAL SYSTEMS PM BUSINESS   | Clothes Call - what can be saved of personal belongs   |
| MARCH<br>Chapter     |  |  |

| Excellence: -     |                                |   |
|-------------------|--------------------------------|---|
| DATE CHG          |                                |   |
| 31 <sup>ST</sup>  |                                |   |
| APR 19            | VIRTUAL ASSIST Vender          |   |
| APR 11-13         | BROKER / OWNER IN VEGAS        |   |
| CONF              |                                |   |
| MAY 17            | NON RESIDENT OWNER TAX         |   |
| JUNE 21           | VENDER FAIR                    | -talk about election for Sept and       |
|                   |                                | positions. Transition in Oct/Nov so     |
|                   |                                | ready to go for Jan Mention my          |
|                   |                                | expectations and board calls monthly    |
| JULY              | NO MEETING                     | NO MEETING                              |
|                   |                                |   |
| AUG 16            | ACCTING - TAX PREP             | -talk about election for Sept and       |
|                   |                                | positions. Transition in Oct/Nov so     |
|                   |                                | ready to go for Jan Mention my          |
|                   |                                | expectations and board calls monthly    |
| <b>SEPT 12-14</b> | MD REALTORS CONF IN OC-Do we   |   |
|                   | want to do again??             |   |
| SEPT 20           | TECH                           | -Vote on chapter board                  |
|                   |                                | -Ask about Holiday event - # that would |
|                   |                                | attend? Week before a better date?      |
|                   |                                | Some said earlier in month at Jan       |
|                   |                                | survey                                  |
| OCT CONF          | IN HAWAII NAT'L CONF           |   |
| OCT 18            | LOCAL BANKER TRUST ACCOUNTING  |   |
| NOV               | NATIONAL LEADERSHIP TRAINING   |   |
| NOV 15            | SOCIAL MEDIA – POSSIBLE ROUND  |   |
|                   | TABLE                          |   |
| DEC 1ST           | DEC 1ST CHAPTER COMPLIANCE DUE |   |
|                   |                                |   |
| DEC               | HOLIDAY PARTY                  |   |

Other topics: APPLIANCE REPAIR, HOME WARRANTY COMPANY

**DEC** 1<sup>ST</sup> Chapter Compliance Updates: All chapters are required to complete a Chapter Compliance and submitted to National by **December 1st**. Found on website in: tools/Chapter Leader tools/Handbook/support services.

MID Feb -- Chapter Excellence: This is our way of recognizing your efforts at the chapter level. The period that is tallied runs from July 1 to Dec 31 this year. Applications from the chapters who wish to be considered must be received by mid-July. http://www.narpm.org/members/tools/chapter-services/handbook/recognition-awards/

| Attendance | 2014 | 2015 | 2016 |
|------------|------|------|------|
| JAN        |      |      | 16   |
| FEB        |      |      |      |
| MAR        |      |      |      |

| APR  | 9          |               |            |
|------|------------|---------------|------------|
| MAY  | 10         | 14            |            |
| JUNE | 11         | 13            |            |
| JULY | 13         | No meeting    | No meeting |
| AUG  | No meeting | 16            |            |
| SEPT | 15         | 17            |            |
| OCT  |            | 14            |            |
| NOV  | 10         | 21            |            |
| DEC  | 9 members/ | 6 members/    |            |
|      | 4kids/ 2-3 | 5 kids/ 1 non |            |
|      | non        | members       |            |
|      | members    |               |            |

| JAN Board Installation & RVP updates FEB SOCIAL MEDIA – POSSIBLE ROUND TABLE FEB 17 & 18 BROKER / OWNER IN VEGAS  MAR STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)???  MAR 19th NARPM 101 IN FREDERICK  APR INSPECTIONS SOFTWARE (W FREDERICK)  APR CONF Classes 22 & 23 / Conf 24th in Florida  INSPECTIONS SOFTWARE (W FREDERICK)?  Glenn emailed wont wk for April  JUNE SOCIAL MEDIA CK WITH NARPM VENDERS— POSSIBLE ROUND TABLE  JULY  JULY 31ST  AUG STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  APR CONF Chapters with 30 or more points.  AUG STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  APR CONF COT MD COT MD COT MD COT MD COF ON VENDOR FAIR TIL NEXT YEAR  NOV Preparing for yearend 1099's -  DEC 1ST DEC 1S | 2015          | Proposed   | Actual                           |
|--|---------------|--|----------------------------------|
| FEB 17 & 18  BROKER / OWNER IN VEGAS  MAR  STRUCTURE BUSINESS - ROSE THOMAS (SUB MD)???  MAR 19th  APR  INSPECTIONS SOFTWARE (W FREDERICK)  APR  Classes 22 & 23 / Conf 24th in Florida  MAY  INSPECTIONS SOFTWARE (W FREDERICK)?  Glenn emailed wont wk for April  SOCIAL MEDIA CK WITH NARPM VENDERS-POSSIBLE ROUND TABLE  JULY NO MEETING IT WAS DECIDED TO HOLD OF ON VENDOR FAIR TIL NEXT YEAR  NATL - TRACI VAN CAMP BUILDEM, 50% DRAWING  Cancelled due to storm   | JAN           | Board Installation & RVP updates   | Board Installation & RVP updates |
| MAR STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)???  MAR 19th NARPM 101 IN FREDERICK –  APR INSPECTIONS SOFTWARE (W FREDERICK) PuroClean –Ted Porter Water, Fire and Mold Damage  APR CONF Classes 22 & 23 / Conf 24th in Florida  MAY INSPECTIONS SOFTWARE (W FREDERICK)? –  Glenn emailed wont wk for April Maintenance mgmt & Inspection SOFTWARE REP SPEAKER – INCLUDE LUNCH FROM BANQUET MENU  JUNE SOCIAL MEDIA CK WITH NARPM VENDERS—POSSIBLE ROUND TABLE  JULYNO MEETING—— NO MEE    | FEB           | SOCIAL MEDIA – POSSIBLE ROUND TABLE  | MEETING CANCELLED DUE TO WEATHER |
| MAR 19th NARPM 101 IN FREDERICK APR INSPECTIONS SOFTWARE (W FREDERICK) PuroClean -Ted Porter Water, Fire and Mold Damage  APR CONF Classes 22 & 23 / Conf 24th in Florida MAY INSPECTIONS SOFTWARE (W FREDERICK)? Glenn emailed wont wk for April REP SPEAKER - INCLUDE LUNCH FROM BANQUET MENU  JUNE SOCIAL MEDIA CK WITH NARPM VENDERS-POSIBLE ROUND TABLE Legal update Joseph Stovall  JULYNO MEETING JULY 31ST Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  AUG STRUCTURE BUSINESS - ROSE THOMAS (SUB MD)  SEPT NAT'L SPEAKER SOW DRAWING  OCT MD COT MD COT MD COT 20th Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV Preparing for yearend 1099's DEC 1ST DEC 1ST CHAPTER COMPLIANCE DUE  Maintenance mgmt & Inspection SOFTWARE REP SPEAKER - INCLUDE LUNCH FROM Mold Administration of SOFTWARE SOFTWARE INSPECTION OF THE ACTUAL SOFT OF                              | FEB 17 &18    | BROKER / OWNER IN VEGAS  |                                  |
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| APR CONF Classes 22 & 23 / Conf 24th in Florida  | MAR 19th      | NARPM 101 IN FREDERICK   |                                  |
| MAY  INSPECTIONS SOFTWARE (W FREDERICK)? - Glenn emailed wont wk for April  SOCIAL MEDIA CK WITH NARPM VENDERS- POSSIBLE ROUND TABLE  JULY NO MEETING  - Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  AUG  STRUCTURE BUSINESS - ROSE THOMAS (SUB MD)  SEPT  NAT'L SPEAKER -  NAT'L SPEAKER -  NAT'L SPEAKER -  OCT MD CONF IN OC  OCT 20th Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV Preparing for yearend 1099's -  DEC 1ST  Waintenance mgmt & Inspection SOFTWARE REP SPEAKER - INCLUDE LUNCH FROM BANQUET MENU SUPSEALER REP SPEAKER - INCLUDE INCLUDE  SOW DRAWING  ROUND TABLE PICK TOPIC / BRING A FORM TO SHARE 50% DRAWING  Cancelled due to storm  Attenders Discuss conf classes  Winter prep by Ted Porter & 1099's by Sanford Dec 1st CHAPTER COMPLIANCE DUE  Done emailed 11/23  | APR           | INSPECTIONS SOFTWARE (W FREDERICK)   | ·                                |
| Glenn emailed wont wk for April  REP SPEAKER – INCLUDE LUNCH FROM BANQUET MENU  JUNE  SOCIAL MEDIA CK WITH NARPM VENDERS— POSSIBLE ROUND TABLE  JULY NO MEETING  JULY 31ST  OCHApter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  AUG  STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  NAT'L SPEAKER -  NAT'L SPEAKER -  NAT'L SPEAKER -  NAT'L SPEAKER -  OCT MD CONF IN OC  OCT 20th  Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV  Preparing for yearend 1099's -  DEC 1ST CHAPTER COMPLIANCE DUE  DONE BANQUET MENU  50% DRAWING NO MEETINGNO MEETINGNO MEETINGNO MEETINGNO MEETINGNO MEETINGNO MEETINGNO MEETINGNO MEETING  | APR CONF      | Classes 22 & 23 / Conf 24th in Florida   |                                  |
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| JULY 31ST  - Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  AUG  STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  SEPT  NAT'L SPEAKER -  NAT'L SPEAKER -  OCT MD CONF IN OC  OCT 20th  Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV  Preparing for yearend 1099's -  DEC 1ST  DEC 1ST CHAPTER COMPLIANCE DUE  |               | POSSIBLE ROUND TABLE   |                                  |
| point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  AUG STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  SEPT NAT'L SPEAKER - NAT'L SPEAKER - NAT'L SPEAKER - NAT'L SPEAKER - NOC OCT MD CONF IN OC OCT 20th Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV Preparing for yearend 1099's - DEC 1ST DEC 1ST  Winter prep by Ted Porter & 1099's by Sanford Done emailed 11/23  |               | NO MEETING   | NO MEETING                       |
| MD)  TO SHARE 50% DRAWING  NAT'L SPEAKER -  NATL – TRACI VAN CAMP BUILDEM, 50% DRAWING  OCT MD CONF IN OC  OCT 20th  Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV  Preparing for yearend 1099's -  DEC 1ST  DEC 1ST CHAPTER COMPLIANCE DUE  NATL – TRACI VAN CAMP BUILDEM, 50% DRAWING  Cancelled due to storm  Attenders Discuss conf classes  Winter prep by Ted Porter & 1099's by Sanford Done emailed 11/23   | JULY 31ST     | point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to |                                  |
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| CONF IN OC OCT 20th Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  NOV Preparing for yearend 1099's - Winter prep by Ted Porter & 1099's by Sanford DEC 1ST DEC 1ST CHAPTER COMPLIANCE DUE  Attenders Discuss conf classes  Winter prep by Ted Porter & 1099's by Sanford Done emailed 11/23   | SEPT          | NAT'L SPEAKER -  |                                  |
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| DEC 1ST DEC 1ST CHAPTER COMPLIANCE DUE Done emailed 11/23  |               | FOR OCT MEETING IT WAS DECIDED TO HOLD   |                                  |
|  |               |  |                                  |
| DEC PARTY – door prizes by venders?  | DEC 1ST       | DEC 1 <sup>ST</sup> CHAPTER COMPLIANCE DUE   | Done emailed 11/23               |
| <u> </u>   | DEC           | PARTY – door prizes by venders?  |                                  |

# 

-Elite school — I was contacted by them to meet to create classes for PM. Review information we discussed.

#### -SOMEONE WANT TO TALK TO HARRY AT SUB MD?

#### -discuss email I forwarded to everyone for their option on how to proceed

Where would the class be held at Arundel Mills? The MDREC says it must be a classroom type setting. would you want to submit this class as Legislative credit or Elective Credit?

Who exactly would be teaching the class? We'd need a resume and have to approve them as an instructor. What do you mean you'd like to 'sponsor' a class?

- -Speaker July Chris ARC Enviornmental lead class CE advertise. (ask DC & MD) ck min # of people / 7/14LM AACAR for person incharge of classes who is vac this week. 5/30 LM & emailed for GBBR Mary to call or email about details of holding a class. GBBR got back to me and said they can't coordinate classes because Arnudel Mills isn't in there area.
- -mailings to 12k agents to advertise our meetings use zip your flyers for CE class (PG, AA, Balt city area) hit 2 times
- -called and emailed guy from Amerispec and he hasn't got back to me

FYI- New members from Natl tracking saved in dropbox as" NEW MEMBER FROM NATIONAL" - To send welcome email and add to mail chimp

-New member check list in dropbox in member infor forms as NEW MEMBER CHECKLIST

| 2014 | *****PROPOSED****                      | ****ACTUAL****   |
|------|--|--|
| JAN  | Installation 1099s. Where do they go?  | Canceled snow  |
| FEB  | Roundtable Discussion                  | PM software - Glen   |
| MAR  | Preparing for Spring and Summer        | Best app's – from broker/owner                                     |
| APR  | Conference Prep, Proper Bookkeeping    | Accting procedures   |
| MAY  | Conference Wrap Up, Top 6 Action Ideas | Top Idea from Eastern Conf   |
| JUNE | Legal Update                           | Vendor Fair  |
| JULY | Vendor List, Document Sharing          | Form & procedure sharing   |
| AUG  | No Meeting, Vacations                  | No meeting   |
| SEPT | National Speaker                       | LEAD - CHRIS   |
| OCT  | Inspections Vendor                     | Inspector / Winter ck list /maintanence class – ask about facebook |
| NOV  |  | 1099's & Open forum other end of year                              |
|      | Social Media Marketing                 | tips   |
| DEC  | Holiday Party                          | Holiday Party  |

Disputes security dep / list cost –SPEAKER

Elite academy - classes

## A NARPM® Chapter Leader's Guide to Marketing Campaigns

Dailey Fly, Member Services Manager <dfly@narpm.org>

Tue, Apr 14, 2015 at 10:25 AM

Reply-To: "Dailey Fly, Member Services Manager" <dfly@narpm.org>

To: "SherriDEMCO@gmail.com" <SherriDEMCO@gmail.com>

# Don't Miss this Upcoming Event

The Eastern Regional Conference set to take place April 24, 2015 (Education classes will be held April 22 and 23) at One Ocean Resort & Spa in Atlantic Beach, FL. Visit the website for more information and to register.

The 27th Annual NARPM® Convention and Trade Show will take place October 14-16, 2015 at the Hyatt Regency in Atlanta. Visit the website for more information and to register.

## **Tips for Marketing Your Chapter**

This week I would like to take this time to share some key benefits and marketing resources that you have access to as NARPM® Chapter Leaders.

Did you know that you have the ability to run member reports through the NARPM® National website of your members? Membership reports can be run directly from NARPM.org. A full listing of the Member Reports can be found on the website at <a href="http://www.narpm.org/members/tools/chapter-services/member-reports/">http://www.narpm.org/members/tools/chapter-services/member-reports/</a>. You can choose from reports relative to Professional Membership, Chapters, and Prospects.

These member reports include email addresses that you can use as mailing lists to market your upcoming chapter events, chapter updates, and chapter newsletters to your members. The page to send Chapter E-mails can be found the website at <a href="http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/">http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/</a>.

#### **Some Tips for Effective Email Marketing Campaigns:**

- Have a Plan- Check your calendar and see what events and opportunities you have to market to your members and prospects and then schedule your emails to meet those deadlines.
- It's all in the subject line- An email subject line should indicate directional tag line words that indicate some sort of response time expected, including "action", "updates", "request", and "attached". These types of messages are more likely to be opened and responded to. Please note that "high-priority" is often over used in email marketing and deleted by recipients.
- Keep your audience in mind when drafting this email. Think from the prospect's perspective. Ask as a prospect or member "What is in it for me" while drafting your content.
- Less is more. Do your best to include the most important information quickly and succinctly. Contact information and where to find further information is included in this, effectively using hyperlinks can also drive your membership to your website.

I hope this information is helpful to you in marketing NARPM® and your local chapter events and recruitment.

Please contact me if you have any further questions.

Best Regards,

Dailey Fly, Member Services Manager

# Chapter Meeting Ideas - FROM NARPM WEB SITE 2012 OR EARLIER

- 1. Make personal telephone calls to encourage meeting attendance.
- 2. Send announcements to:
- Property Owner's Associations
- Boards of REALTORS®
- Local Property Managers
- Local Newspapers
- 3. Use name badges.
- 4. Have an informative program with a good speaker. Ideas for topics:
- Fair Housing Issues
- Local Building Inspector
- Stress Management
- Disaster Planning
- Insurance Adjuster
- Newspaper Classified Ads Specialist
- Judge
- Lead Base Paint Issues
- State Real Estate Auditor
- Real Estate Attorney
- Fire Marshall
- Technology Speaker
- Credit Reporting Agency

Real Estate commission speaker

- 5. Emphasize ethics at every meeting. Perhaps read and discuss at least one article from the NARPM® Code of Ethics at each meeting.
- 6. Have a new member contest. To qualify, you must recruit at least three new members. Include affiliate members in the contest.

include affiliate members in the contest.

- 7. Have non-members pay more for the meal than members.
- 8. Put an ad in the local newspaper in the classified section listing the names of the members.
- 9. Have occasional evening meetings.
- 10. Have a "pot-luck" holiday meal.
- 11. Have a holiday banquet and invite affiliate members to attend.
- 12. Have an affiliate member speak at each meeting for five minutes detailing some of their services.
- 13. Hold a 50/50 raffle at each meeting. This is a great way to accumulate some money for your treasury.
- 14. Sponsor a course or seminar for continuing education credits.
- 15. Develop a local membership directory. Sell ads in the directory to affiliate members to help pay for the printing, etc.
- 16. Encourage members to bring another property manager to the meeting who isn't a member. Have a "guests eat free" policy.
- 17. Hold an occasional meeting at a vacant property and invite affiliate members like plumbers,

air conditioning contractors, carpet cleaners, etc. to demonstrate common repair situations.

- 18. Have affiliate members donate one or two door prizes to give away at the meetings.
- 19. Give recognition and thanks for all of the members who work to organize the meetings.
- 20. Members can go together for a Yellow Pages ad under the NARPM® logo. (Be sure to follow all logo guidelines found at www.narpm.org.)
- 21. Form a committee to revise major forms for use of NARPM® members only, such as a Rental Application, Management Agreement, and Lease. Be sure to have an attorney review and finalize. This cost can be shared between the chapter and members wishing to use the forms.

# Here is the member list from the website 5/27/14. - Found 22 results:

| Chaunya Blackwell  | Welco Management, LLC   | Chevy Chase                 | More Info              |
|--|---|-----------------------------|------------------------|
| Scott Bloom Professional Member  | Columbia Property Management,<br>LLC                              | Washington                  | More Info              |
| Jeremy Boardman Professional Member  |   | Washington                  | More Info              |
| Corey Brown Professional Member  | C Brown Property Management & Inves                               | Baltimore                   | More Info              |
| Sanford Collins Professional Member<br>Peter Cook Professional Member      | Allegiant Property Management<br>Annapolis Property Services      | Upper Marlboro<br>Annapolis | More Info<br>More Info |
| Kimberly Damewood Professional Member                                      | Development Management Group                                      | Ellicott City               | More Info              |
| Joe Haney Professional Member  | N & L Property Management   | Baltimore                   | More Info              |
| Tim Hodgin   | Prolific Properties Management,<br>LLC                            | Sykesville                  | More Info              |
| David Illes Professional Member  | Rock Creek Enterprises LLC  | Washington                  | More Info              |
| Cindy Jacobs Professional Member   | Maryland Residential Management Com                               | Crofton                     | More Info              |
| Michelle Lee-Mitchiner Professional<br>Member                              | Open Window Property<br>Management LLC                            | Camarillo                   | More Info              |
| Marcia Lewis RMP® Professional Member                                      | L & J Property Management, Inc.                                   | Crofton                     | More Info              |
| Carlyn Lowery Professional Member  | Dovetail Properties, LLC  | Annapolis                   | More Info              |
| Melissa Marsden Professional Member<br>James Mattingly Professional Member | A Touch of Class Property Mgmt<br>Vantage Property Management     | Annapolis<br>Millersville   | More Info<br>More Info |
| Karen Morris Professional Member<br>Sherri Russell Professional Member     | Annapolis Property Services DEMCO Properties, LLC                 | Annapolis<br>Crofton        | More Info<br>More Info |
| Joseph Stovall<br>Lowanda Studevent  | Legacy Real Property Management RE/MAX Professionals and ACN, Inc |                             | More Info<br>More Info |
| William Wieland Professional Member  | Diamondback Property Mgmt.  | Easton                      | More Info              |
| Chandra Wright   | Wright Management, LLC  | Gaithersburg                | More Info              |

#### Nonresident Tax Advisors CPA

Hello again. It's been a while since we had a conversation about doing a presentation for your NARPM chapter. To bad we didn't get to hook up with your chapters last year, but we'd love to get something in the books for this year. I know a lot of chapters are planning for 2016 already and I wanted to see if there was still interest in a presentation on foreign homeowner/investors and the compliance needs for property managers? If there is anything else I can supply, please let me know.

Don't Turn Away Those Foreign Dollars!: Are you unclear how youshould handle international clients? Do you worry about entity structuring or keeping all your sales while addressing investor responsibilities? In this session you will learn how to avoid and protect yourself from an IRS audit when managing international clients, what your responsibilities are for collecting the proper information for IRS reporting, owner classification, what information your international clients will need from you, managing your rent payments, year end reporting and much more. Christopher J. Picciurro, CPA, MBA, PFS, ARA from Nonresident Tax Advisors, CPA will be discussing these issues and answering questions that will help keep your organization compliant with the government laws and increased enforcement of these regulations while providing great management services.

Presenter information: Chris Picciurro, CPA, MBA, PFS, ARA: Executive Officer & Co-Founder of Integrated Financial Group. Over 15 years of CPA experience including adjunct Instructor Davenport University & Baker College - Accounting instructor in Davenport\'s MBA program. Graduate of Michigan State University and MBA from University of Detroit Mercy. Presenter experience includes; Curriculum Task Force member for the Michigan Association of CPAs, Financial Literacy Series presenter at large Michigan based bank, NARPM National Conference, IREM Leadership Summit, and Rich Dad educational events.

#### **Bobby Samborsky**

Nonresident Tax Advisors CPA (A division of Integrated Financial Group)

888-434-7791 X:202 bsamborsky@integratedfg.com www.usnonresidenttax.com

#### AGENDA CHAPTER LEADER CALL 4/26 1 hrs 12PM

Lets plan on a conference call at 12pm on the call my office 410-451-9655 ext 9 (not on the menu) the access code is 93770. Call in a few minutes before so we can start at noon. Be prepared to give updates on topics by your name or anything else you have to address.

#### **General Discussion:**

#### -Some one watch the TIME

- -Topic for May meeting -??? Virginia will contact Dyan
- -Treasurer & membership man the sign in table. People ask about if they paid or how to, etc, so I think the treasurer is the best person to be there.
- -Should try to have members as speakers before non members
- non member speakers buy lunches (approx \$200) / option to join would be \$150 come back to
- Next couple months meeting speakers May Filter Easy ? / June- Vendor Fair August Property Meld

Get to meeting at 11A– How is this going? Ended up having individual meetings with each person. We will try a schedule and include board meeting at 1:15p

Arrive at 11:15a, 11:30 11: 45 network / 11:45 start ordering / 1:15 board welcome to join. Try starting a

Who is adding people who attend meetings to mailchimp? - Tyrus update list New chapter members send to entire board

Chapter Excellence & Compliance is now combined and due no later than March 31st –Joe thanks for pulling all this together

Leadership book-

#### CHANDRA IS NO LONGER ON THE BOARD

CHAPTER WEB SITE – I had been getting a lot of complaints so I went on our site and noted no meeting in July. Listed vendor fair and Dyan as contact. Removed old venders. Checked but could not update our board list. Joe and a couple people are on there. Joe would you contact Natl to get this updated. I have a list I can send you of who is and isn't on site. I could not attach or link our application to the site, I was able to add a payment link for PM and venders.

SEPT Sun or Mon til Tues or Wed -- is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Early bird discount ends in April. Do we want to do this event?

Oct/Nov – ask about holiday party

Ask why not attend holiday party? Suggestions? Would Week before be better?

Spent \$508 on holiday party -

Mostly board attended - it was suggested we go out to dinner just board

We supplied appetizers and non alcoholic drinks

Collected toys for tots and take donations to Greene Turtle after event – didn't collect much

Accts linked to a debt card: Sherris card – Quickbooks \$20/mo + mailchimp \$50/mo + meetups \$14.99/mo

#### Board and committee updates:

MELISSA (Secretary) – mins for meetings / calls

**MARIA (Treasurer)** – Notices for chapter dues PRIORITY –Maria said meeting 2/9 hope to have out before meeting

- -advertising grant for \$500 for mailing was requested by Sanford sent in 12/29– I haven't rec'd a check for that?
- -When will email 2016 dues invoices be sent out with link to pay on line with Flick?
- CAN YOU GET A LIST OF PHONE NUMBERS FOR PREVIOUS MEMBERS FOR MARCIA TO CALL VENDOR FAIR- FOR OCT MEETING IT WAS DECIDED TO HOLD OFF TIL NEXT YEAR. TRY TO TALK TO VENDERS WHO PARTICIPATED TO GET FEEDBACK.

Duties – Monthly sign ins and new people need to be added to mailchimp within week after meeting Keep sign ins updated keeping members vs non members

JOE (Pres elect) –SURVEY? Any responses? What about leaving cards on tables for suggestions – someone suggested? UPDATE natl our chapter web site Leaders not accurrate

#### Tyrus (MEMBERSHIP) -

- -Did you get new attenders emails in mail Chimp from last meeting? Tyrus & Dyan not getting emails
- -New members welcome email and follow up on new members with mentor program

Please start talking to people now about being on the board and how good they would be to encourage them. This way when we start asking people in June they will be ready to step up in Sept when we vote this year.

#### -New Member Mentor Program:

How is it going? Need help? any further thoughts on this? I made a form for all new members in last year for excellence.

The Purpose of the New Member Mentoring Program is to create and develop a relationship between a new member of NARPM® and their local chapter in order to facilitate a long and rewarding relationship with the organization and other members.

http://www.narpm.org/docs/members/useful-docs/misc/NewMember MentorProgram.doc

-Regional call they said the emails I get from Natl with new members are only the people how have marked to affiliate with our chapter. We don't get any notification of the at large new members. They will see if that can get changed. In the mean time we have to check periodically & add them to our list.

**Duties:** 

#### Virginia (Marketing) - Great job on this month's email notice - great marketing

When will you be able to update the chapter web site

Meet up.com = Has Scott has given control for meet up Scott as Administrator

Mailchimp monthly fee \$50 on my chapter credit card

Update web site - updating & directions – Tracy Norris is Natl contact for web sites LOG IN - Baltimore / champ0662 / 072

- Need to update featured member on chapter site. How to become a featured member?

DYAN (Affiliate)— What areas they service? What number to advertise to chapter? What else?

- made affiliate membership list to hand out at meeting to promote affiliates

Vendor fair – When (on schedule for June) and Who plan it? Have it tentatively in June.

Free lunch for vender fair

(Education) –work with Region to set up a education class or ethics?

-Anything else you all have.

FYI

**Membership special for next year** —2016 If a current member brings a new member, when they join, both get a free lunch. Agreed that anyone who joined in Oct on would include 2016 dues -Reimbursement is in job descriptions as to how much money each position can receive to attend events. Was thinking about paying out to each in January

Next Regional call anyone can join call. Calls 2<sup>nd</sup> Wed of every month at 3pm W /Traci RVP call – Call-in Number: Phone # 888-886-8047 Code: 5593823

\*\*Note: no calls in June, October & November\*\*

-Status of calling /email chapter members /that didn't attend end of year /at large not coming SCOTT DID TALK TO MARCIA( summer of 2015 ish) AND SHE IS HAPPY TO MAKE THE CALLS & DO SURVEY. We NEED TO MAKE A SCRIPT.- can we just give her the mentor list?

**Meeting notices:** -Scott got (<u>meetup.com</u>) set up. WE AGREED ON THE \$10/MO VERSION AND SEE WHAT WE GET (Mar or April) There is a \$9.99/mo for 50 members & 4 organizers or \$14.99/mo for unlimited. Scott said a group he attends uses & they have people come from the posting.

Joseph mentioned using google events? To also notify people?

Need to add people to group – Scott should have add a members.

-\$500 general **grant** use for anything

-5x7 spiral imprinted notebooks (150) chapter purchased at Sherri's ofc For MAR conf 2015 that was cancelled.

**Meeting location** suggestions for tri state: Poncho & pepe's (upstairs area) Crofton, Ihop in Greenbelt (40 people), Colony South(meeting rms to rent) Rt 5 & Rt 301 Clinton, Greene turtle in Burtonsville

**Rebuilding Together** - I came across a group called Rebuilding Together www.RTbaltimore.org Serve Homeowners who lack the financial and physical abilities needed to repair a home. Is this something we might want to do as a Chapter & involve our businesses (employees & venders?)? Opportunites:

- 1- Work on community Beautification projects (1full day outside commitment)
- 2- Volunteer at neighborhood Headquarters on Rebuilding day (1 full day commitment)

#### TO DO NON MEETING IN YELLOW:

| 2016                 | Proposed                                 | ****Actual****   |
|----------------------|--|--|
| JAN 19               | Board Installation & RVP updates         | Board Installation, 5yr anniv (2) pins to give out Virtual Assist Presentation from Tyrus Why not attend? Suggestions? Week before a better date? Some said earlier in month |
| JAN 29 <sup>th</sup> | Chapter Pres training in St Louis, MO    |  |
| FEB 16               | On site inspections Vender / round table | Traci Lewis Van Camp -RVP updates 5yr anniv (2) pins to give out   |
| MAR 15               | STRUCTURE/INTERNAL SYSTEMS PM BUSINESS   | Clothes Call - what can be saved of personal belongs   |
| APR 19               | VIRTUAL ASSIST Vender                    | SUNTRUST - FRAUD   |
| APR 11-13<br>CONF    | BROKER / OWNER IN VEGAS                  |  |
| MAY 17               | NON RESIDENT OWNER TAX                   |  |
| JUNE 21              | VENDER FAIR                              | -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan Mention my expectations and board calls monthly                                    |
| JULY                 | NO MEETING                               | NO MEETING   |
| AUG 16               | ACCTING - TAX PREP                       | -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan Mention my expectations and board calls monthly                                    |

| SEPT 12-14      | MD REALTORS CONF IN OC-Do we want to do again?? |  |
|-----------------|---|--|
| SEPT 20         | TECH  | -Vote on chapter board -Ask about Holiday event - # that would attend? Week before a better date? Some said earlier in month at Jan survey |
| <b>OCT CONF</b> | IN HAWAII NAT'L CONF                            |  |
| OCT 18          | LOCAL BANKER TRUST ACCOUNTING                   |  |
| NOV             | NATIONAL LEADERSHIP TRAINING                    |  |
| NOV 15          | SOCIAL MEDIA – POSSIBLE ROUND                   |  |
|                 | TABLE   |  |
| CK DATE         | CHAPTER COMPLIANCE DUE                          |  |
|                 |   |  |
| DEC             | HOLIDAY PARTY                                   |  |

Other topics: APPLIANCE REPAIR, HOME WARRANTY COMPANY

**DEC** 1<sup>ST</sup> Chapter Compliance Updates: All chapters are required to complete a Chapter Compliance and submitted to National by **December 1st**. Found on website in: tools/Chapter Leader tools/Handbook/support services.

-- Chapter Excellence: This is our way of recognizing your efforts at the chapter level. The period that is tallied runs from Jan to Dec 31. Applications from the chapters who wish to be considered must be received by mid-July. http://www.narpm.org/members/tools/chapter-services/handbook/recognition-awards/

| Attendance | 2014       | 2015          | 2016       |
|------------|------------|---------------|------------|
| JAN        |            |               | 16         |
| FEB        |            |               | 9          |
| MAR        |            |               | 15         |
| APR        | 9          |               |            |
| MAY        | 10         | 14            |            |
| JUNE       | 11         | 13            |            |
| JULY       | 13         | No meeting    | No meeting |
| AUG        | No meeting | 16            |            |
| SEPT       | 15         | 17            |            |
| OCT        |            | 14            |            |
| NOV        | 10         | 21            |            |
| DEC        | 9 members/ | 6 members/    |            |
|            | 4kids/ 2-3 | 5 kids/ 1 non |            |
|            | non        | members       |            |
|            | members    |               |            |

| 2015       | Proposed                              | Actual                           |
|------------|---------------------------------------|----------------------------------|
| JAN        | Board Installation & RVP updates      | Board Installation & RVP updates |
| FEB        | SOCIAL MEDIA – POSSIBLE ROUND TABLE   | MEETING CANCELLED DUE TO WEATHER |
| FEB 17 &18 | BROKER / OWNER IN VEGAS               |                                  |
| MAR        | STRUCTURE BUSINESS - ROSE THOMAS (SUB | HVAC SPEAKER                     |

|                         | MD)???   |  |
|-------------------------|--|--|
| MAR 19th                | NARPM 101 IN FREDERICK   |  |
| APR                     | INSPECTIONS SOFTWARE (W FREDERICK)   | PuroClean –Ted Porter Water, Fire and Mold Damage                                    |
| APR CONF                | Classes 22 & 23 / Conf 24th in Florida   |  |
| MAY                     | INSPECTIONS SOFTWARE (W FREDERICK)? –<br>Glenn emailed wont wk for April   | Maintenance mgmt & Inspection SOFTWARE REP SPEAKER – INCLUDE LUNCH FROM BANQUET MENU |
| JUNE                    | SOCIAL MEDIA CK WITH NARPM VENDERS-  | 50% DRAWING  |
|                         | POSSIBLE ROUND TABLE   | Legal update – Joseph Stovall  |
| JULY                    | NO MEETING   | NO MEETING   |
| JULY 31ST               | - Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points. |  |
| AUG                     | STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  | ROUND TABLE PICK TOPIC / BRING A FORM<br>TO SHARE<br>50% DRAWING                     |
| SEPT                    | NAT'L SPEAKER -  | NATL – TRACI VAN CAMP BUILDEM,<br>50% DRAWING  |
| OCT MD<br>CONF IN<br>OC | 10/3-10/6 BOOTH TO MAN   | Cancelled due to storm   |
| OCT 20th                | Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  | Attenders Discuss conf classes   |
| NOV                     | Preparing for yearend 1099's -   | Winter prep by Ted Porter & 1099's by Sanford  |
| DEC 1ST                 | DEC 1ST CHAPTER COMPLIANCE DUE   | Done emailed 11/23   |
| DEC                     | PARTY – door prizes by venders?  |  |

# 

- -Elite school I was contacted by them to meet to create classes for PM. Review information we discussed.
- -SOMEONE WANT TO TALK TO HARRY AT SUB MD?
- -discuss email I forwarded to everyone for their option on how to proceed

Where would the class be held at Arundel Mills? The MDREC says it must be a classroom type setting. would you want to submit this class as Legislative credit or Elective Credit?

Who exactly would be teaching the class? We'd need a resume and have to approve them as an instructor. What do you mean you'd like to 'sponsor' a class?

- -Speaker July Chris ARC Enviornmental lead class CE advertise. (ask DC & MD) ck min # of people / 7/14LM AACAR for person incharge of classes who is vac this week. 5/30 LM & emailed for GBBR Mary to call or email about details of holding a class. GBBR got back to me and said they can't coordinate classes because Arnudel Mills isn't in there area.
- -mailings to 12k agents to advertise our meetings use zip your flyers for CE class (PG, AA, Balt city area) hit 2 times
- -called and emailed guy from Amerispec and he hasn't got back to me

FYI- New members from Natl tracking saved in dropbox as" NEW MEMBER FROM NATIONAL" - To send welcome email and add to mail chimp

-New member check list in dropbox in member infor forms as NEW MEMBER CHECKLIST

| 2014 | ****PROPOSED****                       | ****ACTUAL****                          |
|------|--|---|
| JAN  | Installation 1099s. Where do they go?  | Canceled snow                           |
| FEB  | Roundtable Discussion                  | PM software - Glen                      |
| MAR  | Preparing for Spring and Summer        | Best app's – from broker/owner          |
| APR  | Conference Prep, Proper Bookkeeping    | Accting procedures                      |
| MAY  | Conference Wrap Up, Top 6 Action Ideas | Top Idea from Eastern Conf              |
| JUNE | Legal Update                           | Vendor Fair                             |
| JULY | Vendor List, Document Sharing          | Form & procedure sharing                |
| AUG  | No Meeting, Vacations                  | No meeting                              |
| SEPT | National Speaker                       | LEAD - CHRIS                            |
| OCT  |  | Inspector / Winter ck list /maintanence |
|      | Inspections Vendor                     | class – ask about facebook              |
| NOV  |  | 1099's & Open forum other end of year   |
|      | Social Media Marketing                 | tips                                    |
| DEC  | Holiday Party                          | Holiday Party                           |

Disputes security dep / list cost –SPEAKER Elite academy - classes

## A NARPM® Chapter Leader's Guide to Marketing Campaigns

Dailey Fly, Member Services Manager <dfly@narpm.org>

Tue, Apr 14, 2015 at 10:25 AM

Reply-To: "Dailey Fly, Member Services Manager" <dfly@narpm.org>

To: "SherriDEMCO@gmail.com" <SherriDEMCO@gmail.com>

Having difficulty viewing this e-mail? Log on to www.narpm.org.

All blast e-mails are placed under the News & Updates section on the home page.

# Don't Miss this Upcoming Event

The Eastern Regional Conference set to take place April 24, 2015 (Education classes will be held April 22 and 23) at One Ocean Resort & Spa in Atlantic Beach, FL. Visit the website for more information and to

# **Tips for Marketing Your Chapter**

This week I would like to take this time to share some key benefits and marketing resources that you have access to as NARPM® Chapter Leaders.

Did you know that you have the ability to run member reports through the NARPM® National website of your members? Membership reports can be run directly from NARPM.org. A full listing of the Member Reports can be found on the website at <a href="http://www.narpm.org/members/tools/chapter-services/member-reports/">http://www.narpm.org/members/tools/chapter-services/member-reports/</a>. You can choose from reports relative to Professional Membership, Chapters, and Prospects.

These member reports include email addresses that you can use as mailing lists to market your upcoming chapter events, chapter updates, and chapter

register.

The 27th Annual NARPM® Convention and Trade Show will take place October 14-16, 2015 at the Hyatt Regency in Atlanta. Visit the website for more information and to register.

newsletters to your members. The page to send Chapter E-mails can be found the website at <a href="http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/">http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/</a>.

# **Some Tips for Effective Email Marketing Campaigns:**

- Have a Plan- Check your calendar and see what events and opportunities you
  have to market to your members and prospects and then schedule your emails to
  meet those deadlines.
- It's all in the subject line- An email subject line should indicate directional tag line words that indicate some sort of response time expected, including "action", "updates", "request", and "attached". These types of messages are more likely to be opened and responded to. Please note that "high-priority" is often over used in email marketing and deleted by recipients.
- Keep your audience in mind when drafting this email. Think from the prospect's perspective. Ask as a prospect or member "What is in it for me" while drafting your content.
- Less is more. Do your best to include the most important information quickly and succinctly. Contact information and where to find further information is included in this, effectively using hyperlinks can also drive your membership to your website.

I hope this information is helpful to you in marketing NARPM ${\mathbb R}$  and your local chapter events and recruitment.

Please contact me if you have any further questions.

Best Regards,

Dailey Fly, Member Services Manager

# Chapter Meeting Ideas - FROM NARPM WEB SITE 2012 OR EARLIER

- 1. Make personal telephone calls to encourage meeting attendance.
- 2. Send announcements to:
- Property Owner's Associations
- Boards of REALTORS®
- Local Property Managers
- Local Newspapers
- 3. Use name badges.
- 4. Have an informative program with a good speaker. Ideas for topics:

- Fair Housing Issues
- Local Building Inspector
- Stress Management
- Disaster Planning
- Insurance Adjuster
- Newspaper Classified Ads Specialist
- Judge
- Lead Base Paint Issues
- State Real Estate Auditor
- Real Estate Attorney
- Fire Marshall
- Technology Speaker
- Credit Reporting Agency

Real Estate commission speaker

- 5. Emphasize ethics at every meeting. Perhaps read and discuss at least one article from the NARPM® Code of Ethics at each meeting.
- 6. Have a new member contest. To qualify, you must recruit at least three new members. Include affiliate members in the contest.
- 7. Have non-members pay more for the meal than members.
- 8. Put an ad in the local newspaper in the classified section listing the names of the members.
- 9. Have occasional evening meetings.
- 10. Have a "pot-luck" holiday meal.
- 11. Have a holiday banquet and invite affiliate members to attend.
- 12. Have an affiliate member speak at each meeting for five minutes detailing some of their services.
- 13. Hold a 50/50 raffle at each meeting. This is a great way to accumulate some money for your treasury.
- 14. Sponsor a course or seminar for continuing education credits.
- 15. Develop a local membership directory. Sell ads in the directory to affiliate members to help pay for the printing, etc.
- 16. Encourage members to bring another property manager to the meeting who isn't a member. Have a "guests eat free" policy.
- 17. Hold an occasional meeting at a vacant property and invite affiliate members like plumbers, air conditioning contractors, carpet cleaners, etc. to demonstrate common repair situations.
- 18. Have affiliate members donate one or two door prizes to give away at the meetings.
- 19. Give recognition and thanks for all of the members who work to organize the meetings.
- 20. Members can go together for a Yellow Pages ad under the NARPM® logo. (Be sure to follow all logo guidelines found at www.narpm.org.)
- 21. Form a committee to revise major forms for use of NARPM® members only, such as a Rental Application, Management Agreement, and Lease. Be sure to have an attorney review and finalize. This cost can be shared between the chapter and members wishing to use the forms.

### Here is the member list from the website 5/27/14. - Found 22 results:

| Chaunya Blackwell                   | Welco Management, LLC                | Chevy Chase | More Info |
|-------------------------------------|--------------------------------------|-------------|-----------|
| Scott Bloom Professional Member     | Columbia Property Management,<br>LLC | Washington  | More Info |
| Jeremy Boardman Professional Member |                                      | Washington  | More Info |
| Corey Brown Professional Member     | C Brown Property Management & Inves  | Baltimore   | More Info |

| Sanford Collins Professional Member<br>Peter Cook Professional Member      | Allegiant Property Management<br>Annapolis Property Services       | Upper Marlboro<br>Annapolis | More Info<br>More Info |
|--|--|-----------------------------|------------------------|
| Kimberly Damewood Professional Member                                      | Development Management Group                                       | Ellicott City               | More Info              |
| Joe Haney Professional Member  | N & L Property Management  | Baltimore                   | More Info              |
| Tim Hodgin   | Prolific Properties Management,<br>LLC                             | Sykesville                  | More Info              |
| David Illes Professional Member  | Rock Creek Enterprises LLC   | Washington                  | More Info              |
| Cindy Jacobs Professional Member   | Maryland Residential Management<br>Com                             | Crofton                     | More Info              |
| Michelle Lee-Mitchiner Professional<br>Member                              | Open Window Property<br>Management LLC                             | Camarillo                   | More Info              |
| Marcia Lewis RMP® Professional Member                                      | L & J Property Management, Inc.                                    | Crofton                     | More Info              |
| Carlyn Lowery Professional Member  | Dovetail Properties, LLC   | Annapolis                   | More Info              |
| Melissa Marsden Professional Member<br>James Mattingly Professional Member | A Touch of Class Property Mgmt<br>Vantage Property Management      | Annapolis<br>Millersville   | More Info<br>More Info |
| Karen Morris Professional Member<br>Sherri Russell Professional Member     | Annapolis Property Services DEMCO Properties, LLC                  | Annapolis<br>Crofton        | More Info<br>More Info |
| Joseph Stovall<br>Lowanda Studevent  | Legacy Real Property Management RE/MAX Professionals and ACN, Inc. |                             | More Info<br>More Info |
| William Wieland Professional Member  | Diamondback Property Mgmt.   | Easton                      | More Info              |
| Chandra Wright   | Wright Management, LLC   | Gaithersburg                | More Info              |

#### Nonresident Tax Advisors CPA

Hello again. It's been a while since we had a conversation about doing a presentation for your NARPM chapter. To bad we didn't get to hook up with your chapters last year, but we'd love to get something in the books for this year. I know a lot of chapters are planning for 2016 already and I wanted to see if there was still interest in a presentation on foreign homeowner/investors and the compliance needs for property managers? If there is anything else I can supply, please let me know.

**Don't Turn Away Those Foreign Dollars!:** Are you unclear how youshould handle international clients? Do you worry about entity structuring or keeping all your sales while addressing investor responsibilities? In this session you will learn how to avoid and protect yourself from an IRS audit when managing international clients, what your responsibilities are for collecting the proper information for IRS reporting, owner classification, what information your international clients will need from you, managing your rent payments, year end reporting and much more. Christopher J. Picciurro, CPA, MBA, PFS, ARA from Nonresident Tax Advisors, CPA will be discussing these issues and answering questions that will

help keep your organization compliant with the government laws and increased enforcement of these regulations while providing great management services.

Presenter information: *Chris Picciurro, CPA, MBA, PFS, ARA*: Executive Officer & Co-Founder of Integrated Financial Group. Over 15 years of CPA experience including adjunct Instructor Davenport University & Baker College - Accounting instructor in Davenport\'s MBA program. Graduate of Michigan State University and MBA from University of Detroit Mercy. Presenter experience includes; Curriculum Task Force member for the Michigan Association of CPAs, Financial Literacy Series presenter at large Michigan based bank, NARPM National Conference, IREM Leadership Summit, and Rich Dad educational events.

#### **Bobby Samborsky**

Nonresident Tax Advisors CPA (A division of Integrated Financial Group)

888-434-7791 X:202 bsamborsky@integratedfg.com www.usnonresidenttax.com

## AGENDA CHAPTER LEADER CALL 5/24 hrs 12PM

Lets plan on a conference call at 12pm on the call my office 410-451-9655 ext 9 (not on the menu) the access code is 93770. Call in a few minutes before so we can start at noon. Be prepared to give updates on topics by your name or anything else you have to address.

#### **General Discussion:**

#### -Some one watch the TIME

**-Topic for May meeting** – Dyan, Thanks for coordinating the speakers that are our chapter members. You are doing a great job at getting all that lined up.

Dyan needs to get speaker infor to Virginia for emails. When is the speaker getting to Virginia?

- -Treasurer & membership man the sign in table. People ask about if they paid or how to, etc, so I think the treasurer is the best person to be there.
- -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan.. Mention my expectations and board calls monthly
- -Should try to have members as speakers before non members
- non member speakers buy lunches (approx \$200) / option to join would be \$150

Vendor Fair -

Dyan what do you need?

What day should we have a call to finalize fair?

I have been in touch Greene Turtle for the menu. Include evite in meeting emails to get a idea of number coming.

We need to get them a table set up drawing?

What is problem with the links I sent?

Next couple months meeting speakers –June- Vendor Fair
 August – Property Meld (spoke in May) / talk about election in Sept

Who would you suggest we approach to be on the board? We need to all talk to these people to tell them how they would be a great addition and how it has benefited us by being on the board.

Get to meeting at 11A– How is this going? May we sat at a separate table. Maria gave her update 1st. Around 11:30 we wrapped up and moved to large table. I think it worked well this month. What did others think?

We did say will try a schedule and include board meeting at 1:15p, although we didn't do it in May. Arrive at 11:15a, 11:30 11: 45 network / 11:45 start ordering / 1:15 board welcome to join.

Who is adding people who attend meetings to mailchimp? - Tyrus update list

Are the new people who have emailed interest being added?

When there is are new chapter members send their membership form to entire board so we all know who has joined. And they are saved in dropbox folder for members

Meeting signing form – whoever maintains the document check down list and check anyone who came but didn't sign in. There are usually 3-5 people who don't sign in.

Leadership book-

# RVP - Traci Lewis Van Camp requests:

\*\*\*\*As you hold your monthly meetings please send me your chapter report.

\*\*\*\*Here is the information we need:

# Members (can be found on NARPM.org) - Tyrus since you and Melissa have been working on this would you pull the data.

# members at chapter meeting - I added to bottom of 1st page of sign in

# guests at chapter meeting - I added to bottom of 1st page of sign in

PLEASE email this information to me as soon as possible so its fresh in your mind!

You can also send me a Chapter health assessment (found online or in your chapter guide).

#### CHANDRA IS NO LONGER ON THE BOARD

CHAPTER WEB SITE – I had been getting a lot of complaints so I went on our site and noted no meeting in July. Listed vendor fair and Dyan as contact. Removed old venders. Checked but could not update our board list. Joe and a couple people are not on there. Joe would you contact Natl to get this updated. I have a list I can send you of who is and isn't on site. I could not attach or link our application to the site, I was able to add a payment link for PM and venders. Anyone know who to make a google document that people can fill out on line and have link at end of doc to pay?

SEPT Sun or Mon til Tues or Wed -- is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Do we want to do this event?

**Sept** – need to vote for 2017 board

ask about holiday party

Ask why not attend holiday party? Suggestions? Would Week before be better?

Spent \$508 on holiday party -

Mostly board attended - it was suggested we go out to dinner just board

We supplied appetizers and non alcoholic drinks

Collected toys for tots and take donations to Greene Turtle after event – didn't collect much

Accts linked to a debt card: Sherris card – Quickbooks \$20/mo + mailchimp \$50/mo + meetups \$14.99/mo

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| MAY 17               | NON RESIDENT OWNER TAX                          | Property Meld - Millennials and Property Management by Ray Hespen  |
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| CK DATE              | CHAPTER COMPLIANCE DUE                          |  |
| DEC                  | HOLIDAY PARTY                                   |  |

Other topics: APPLIANCE REPAIR, HOME WARRANTY COMPANY, INSURANCE WHO PAYS WHAT & HOW TO HANDLE TENANT VS OWNER?, SENSITIVITY TRAINING FOR MULTI CULTURAL CLIENTS

**DEC 1**<sup>ST</sup> **Chapter Compliance Updates:** All chapters are required to complete a Chapter Compliance and submitted to National by **December 1st**. Found on website in: tools/Chapter Leader tools/Handbook/support services.

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## Board and committee updates:

MELISSA (Secretary) - mins for meetings / calls

**MARIA (Treasurer)** – Notices for chapter dues PRIORITY –Maria said meeting 2/9 hope to have out before meeting

- -advertising grant for \$500 for mailing was requested by Sanford sent in 12/29– I haven't rec'd a check for that?
- -When will email 2016 dues invoices be sent out with link to pay on line with Flick?
- CAN YOU GET A LIST OF PHONE NUMBERS FOR PREVIOUS MEMBERS FOR MARCIA TO CALL VENDOR FAIR- FOR OCT MEETING IT WAS DECIDED TO HOLD OFF TIL NEXT YEAR. TRY TO TALK TO VENDERS WHO PARTICIPATED TO GET FEEDBACK.

Duties – Monthly sign ins and new people need to be added to mailchimp within week after meeting Keep sign ins updated keeping members vs non members

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Mailchimp monthly fee \$50 on my chapter credit card

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LOG IN - Baltimore / champ0662 / 072

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| 2015       | Proposed   | Actual   |
|------------|--|--|
| JAN        | Board Installation & RVP updates   | Board Installation & RVP updates   |
| FEB        | SOCIAL MEDIA – POSSIBLE ROUND TABLE  | MEETING CANCELLED DUE TO WEATHER   |
| FEB 17 &18 | BROKER / OWNER IN VEGAS  |  |
| MAR        | STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)???   | HVAC SPEAKER   |
| MAR 19th   | NARPM 101 IN FREDERICK   |  |
| APR        | INSPECTIONS SOFTWARE (W FREDERICK)   | PuroClean –Ted Porter Water, Fire and Mold Damage                                    |
| APR CONF   | Classes 22 & 23 / Conf 24th in Florida   |  |
| MAY        | INSPECTIONS SOFTWARE (W FREDERICK)? –<br>Glenn emailed wont wk for April   | Maintenance mgmt & Inspection SOFTWARE REP SPEAKER – INCLUDE LUNCH FROM BANQUET MENU |
| JUNE       | SOCIAL MEDIA CK WITH NARPM VENDERS-<br>POSSIBLE ROUND TABLE  | 50% DRAWING<br>Legal update – Joseph Stovall   |
| JULY       | NO MEETING   | NO MEETING   |
| JULY 31ST  | - Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points. |  |
| AUG        | STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  | ROUND TABLE PICK TOPIC / BRING A FORM<br>TO SHARE<br>50% DRAWING                     |

| SEPT     | NAT'L SPEAKER -                             | NATL – TRACI VAN CAMP BUILDEM,                |
|----------|---|---|
|          |   | 50% DRAWING                                   |
| OCT MD   | 10/3-10/6 BOOTH TO MAN                      | Cancelled due to storm                        |
| CONF IN  |   |   |
| OC       |   |   |
| OCT 20th | Attendees share conference infor with group | Attenders Discuss conf classes                |
|          | FOR OCT MEETING IT WAS DECIDED TO HOLD      |   |
|          | OFF ON VENDOR FAIR TIL NEXT YEAR            |   |
| NOV      | Preparing for yearend 1099's -              | Winter prep by Ted Porter & 1099's by Sanford |
| DEC 1ST  | DEC 1 <sup>ST</sup> CHAPTER COMPLIANCE DUE  | Done emailed 11/23                            |
| DEC      | PARTY – door prizes by venders?             |   |

## 

- -Elite school I was contacted by them to meet to create classes for PM. Review information we discussed.
- -SOMEONE WANT TO TALK TO HARRY AT SUB MD?
- -discuss email I forwarded to everyone for their option on how to proceed

Where would the class be held at Arundel Mills? The MDREC says it must be a classroom type setting. would you want to submit this class as Legislative credit or Elective Credit?

Who exactly would be teaching the class? We'd need a resume and have to approve them as an instructor. What do you mean you'd like to 'sponsor' a class?

- -Speaker July Chris ARC Enviornmental lead class CE advertise. (ask DC & MD) ck min # of people / 7/14LM AACAR for person incharge of classes who is vac this week. 5/30 LM & emailed for GBBR Mary to call or email about details of holding a class. GBBR got back to me and said they can't coordinate classes because Arnudel Mills isn't in there area.
- -mailings to 12k agents to advertise our meetings use zip your flyers for CE class (PG, AA, Balt city area) hit 2 times
- -called and emailed guy from Amerispec and he hasn't got back to me

FYI- New members from Natl tracking saved in dropbox as" NEW MEMBER FROM NATIONAL" - To send welcome email and add to mail chimp

-New member check list in dropbox in member infor forms as NEW MEMBER CHECKLIST

| 2014 | *****PROPOSED****                      | ****ACTUAL****                          |
|------|--|---|
| JAN  | Installation 1099s. Where do they go?  | Canceled snow                           |
| FEB  | Roundtable Discussion                  | PM software - Glen                      |
| MAR  | Preparing for Spring and Summer        | Best app's – from broker/owner          |
| APR  | Conference Prep, Proper Bookkeeping    | Accting procedures                      |
| MAY  | Conference Wrap Up, Top 6 Action Ideas | Top Idea from Eastern Conf              |
| JUNE | Legal Update                           | Vendor Fair                             |
| JULY | Vendor List, Document Sharing          | Form & procedure sharing                |
| AUG  | No Meeting, Vacations                  | No meeting                              |
| SEPT | National Speaker                       | LEAD - CHRIS                            |
| OCT  |  | Inspector / Winter ck list /maintanence |
|      | Inspections Vendor                     | class – ask about facebook              |

| NOV |                        | 1099's & Open forum other end of year |
|-----|------------------------|---------------------------------------|
|     | Social Media Marketing | tips                                  |
| DEC | Holiday Party          | Holiday Party                         |

Disputes security dep / list cost –SPEAKER Elite academy - classes

## A NARPM® Chapter Leader's Guide to Marketing Campaigns

Dailey Fly, Member Services Manager <dfly@narpm.org>

Tue, Apr 14, 2015 at 10:25 AM

Reply-To: "Dailey Fly, Member Services Manager" <dfly@narpm.org>

To: "SherriDEMCO@gmail.com" <SherriDEMCO@gmail.com>

Having difficulty viewing this e-mail? Log on to www.narpm.org.

All blast e-mails are placed under the News & Updates section on the home page.

# Don't Miss this Upcoming Event

The Eastern Regional Conference set to take place April 24, 2015 (Education classes will be held April 22 and 23) at One Ocean Resort & Spa in Atlantic Beach, FL. Visit the website for more information and to register.

The 27th Annual NARPM® Convention and Trade Show will take place October 14-16, 2015 at the Hyatt Regency in Atlanta. Visit the website for more information and to register.

## **Tips for Marketing Your Chapter**

This week I would like to take this time to share some key benefits and marketing resources that you have access to as NARPM® Chapter Leaders.

Did you know that you have the ability to run member reports through the NARPM® National website of your members? Membership reports can be run directly from NARPM.org. A full listing of the Member Reports can be found on the website at <a href="http://www.narpm.org/members/tools/chapter-services/member-reports/">http://www.narpm.org/members/tools/chapter-services/member-reports/</a>. You can choose from reports relative to Professional Membership, Chapters, and Prospects.

These member reports include email addresses that you can use as mailing lists to market your upcoming chapter events, chapter updates, and chapter newsletters to your members. The page to send Chapter E-mails can be found the website at <a href="http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/">http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/</a>.

# Some Tips for Effective Email Marketing Campaigns:

- Have a Plan- Check your calendar and see what events and opportunities you have to market to your members and prospects and then schedule your emails to meet those deadlines.
- It's all in the subject line- An email subject line should indicate directional tag line words that indicate some sort of response time expected, including "action", "updates", "request", and "attached". These types of messages are more likely to be opened and responded to. Please note that "high-priority" is often over used in email marketing and deleted by recipients.
- Keep your audience in mind when drafting this email. Think from the prospect's perspective. Ask as a prospect or member "What is in it for me" while drafting your content.
- Less is more. Do your best to include the most important information quickly

and succinctly. Contact information and where to find further information is included in this, effectively using hyperlinks can also drive your membership to your website.

Please contact me if you have any further questions.

Best Regards,

Dailey Fly, Member Services Manager

# Chapter Meeting Ideas - FROM NARPM WEB SITE 2012 OR EARLIER

- 1. Make personal telephone calls to encourage meeting attendance.
- 2. Send announcements to:
- Property Owner's Associations
- Boards of REALTORS®
- Local Property Managers
- Local Newspapers
- 3. Use name badges.
- 4. Have an informative program with a good speaker. Ideas for topics:
- Fair Housing Issues
- Local Building Inspector
- Stress Management
- Disaster Planning
- Insurance Adjuster
- Newspaper Classified Ads Specialist
- Judge
- Lead Base Paint Issues
- State Real Estate Auditor
- Real Estate Attorney
- Fire Marshall
- Technology Speaker
- Credit Reporting Agency

Real Estate commission speaker

5. Emphasize ethics at every meeting. Perhaps read and discuss at least one article from the NARPM® Code of Ethics at each meeting.

- 6. Have a new member contest. To qualify, you must recruit at least three new members. Include affiliate members in the contest.
- 7. Have non-members pay more for the meal than members.
- 8. Put an ad in the local newspaper in the classified section listing the names of the members.
- 9. Have occasional evening meetings.
- 10. Have a "pot-luck" holiday meal.
- 11. Have a holiday banquet and invite affiliate members to attend.
- 12. Have an affiliate member speak at each meeting for five minutes detailing some of their services
- 13. Hold a 50/50 raffle at each meeting. This is a great way to accumulate some money for your treasury.
- 14. Sponsor a course or seminar for continuing education credits.
- 15. Develop a local membership directory. Sell ads in the directory to affiliate members to help pay for the printing, etc.
- 16. Encourage members to bring another property manager to the meeting who isn't a member. Have a "guests eat free" policy.
- 17. Hold an occasional meeting at a vacant property and invite affiliate members like plumbers, air conditioning contractors, carpet cleaners, etc. to demonstrate common repair situations.
- 18. Have affiliate members donate one or two door prizes to give away at the meetings.
- 19. Give recognition and thanks for all of the members who work to organize the meetings.
- 20. Members can go together for a Yellow Pages ad under the NARPM® logo. (Be sure to follow all logo guidelines found at www.narpm.org.)
- 21. Form a committee to revise major forms for use of NARPM® members only, such as a Rental Application, Management Agreement, and Lease. Be sure to have an attorney review and finalize. This cost can be shared between the chapter and members wishing to use the forms.

#### Here is the member list from the website 5/27/14. - Found 22 results:

| Chaunya Blackwell                             | Welco Management, LLC                  | Chevy Chase    | More Info |
|---|--|----------------|-----------|
| Scott Bloom Professional Member               | Columbia Property Management,<br>LLC   | Washington     | More Info |
| Jeremy Boardman Professional Member           |  | Washington     | More Info |
| Corey Brown Professional Member               | C Brown Property Management & Inves    | Baltimore      | More Info |
| Sanford Collins Professional Member           | Allegiant Property Management          | Upper Marlboro | More Info |
| Peter Cook Professional Member                | Annapolis Property Services            | Annapolis      | More Info |
| Kimberly Damewood Professional<br>Member      | Development Management Group           | Ellicott City  | More Info |
| Joe Haney Professional Member                 | N & L Property Management              | Baltimore      | More Info |
| Tim Hodgin                                    | Prolific Properties Management,        | Sykesville     | More Info |
| David Illes Professional Member               | Rock Creek Enterprises LLC             | Washington     | More Info |
| Cindy Jacobs Professional Member              | Maryland Residential Management Com    | Crofton        | More Info |
| Michelle Lee-Mitchiner Professional<br>Member | Open Window Property<br>Management LLC | Camarillo      | More Info |
| Marcia Lewis RMP® Professional                | L & J Property Management, Inc.        | Crofton        | More Info |

#### Member

| Carlyn Lowery Professional Member  | Dovetail Properties, LLC   | Annapolis                 | More Info              |
|--|--|---------------------------|------------------------|
| Melissa Marsden Professional Member<br>James Mattingly Professional Member | A Touch of Class Property Mgmt<br>Vantage Property Management      | Annapolis<br>Millersville | More Info<br>More Info |
| Karen Morris Professional Member<br>Sherri Russell Professional Member     | Annapolis Property Services DEMCO Properties, LLC                  | Annapolis<br>Crofton      | More Info<br>More Info |
| Joseph Stovall<br>Lowanda Studevent  | Legacy Real Property Management RE/MAX Professionals and ACN, Inc. |                           | More Info<br>More Info |
| William Wieland Professional Member  | Diamondback Property Mgmt.   | Easton                    | More Info              |
| Chandra Wright   | Wright Management, LLC   | Gaithersburg              | More Info              |

#### Nonresident Tax Advisors CPA

Hello again. It's been a while since we had a conversation about doing a presentation for your NARPM chapter. To bad we didn't get to hook up with your chapters last year, but we'd love to get something in the books for this year. I know a lot of chapters are planning for 2016 already and I wanted to see if there was still interest in a presentation on foreign homeowner/investors and the compliance needs for property managers? If there is anything else I can supply, please let me know.

Don't Turn Away Those Foreign Dollars!: Are you unclear how youshould handle international clients? Do you worry about entity structuring or keeping all your sales while addressing investor responsibilities? In this session you will learn how to avoid and protect yourself from an IRS audit when managing international clients, what your responsibilities are for collecting the proper information for IRS reporting, owner classification, what information your international clients will need from you, managing your rent payments, year end reporting and much more. Christopher J. Picciurro, CPA, MBA, PFS, ARA from Nonresident Tax Advisors, CPA will be discussing these issues and answering questions that will help keep your organization compliant with the government laws and increased enforcement of these regulations while providing great management services.

Presenter information: Chris Picciurro, CPA, MBA, PFS, ARA: Executive Officer & Co-Founder of Integrated Financial Group. Over 15 years of CPA experience including adjunct Instructor Davenport University & Baker College - Accounting instructor in Davenport\'s MBA program. Graduate of Michigan State University and MBA from University of Detroit Mercy. Presenter experience includes; Curriculum Task Force member for the Michigan Association of CPAs, Financial Literacy Series presenter at large Michigan based bank, NARPM National Conference, IREM Leadership Summit, and Rich Dad educational events.

#### **Bobby Samborsky**

Nonresident Tax Advisors CPA (A division of Integrated Financial Group)

888-434-7791 X:202 bsamborsky@integratedfg.com www.usnonresidenttax.com

### AGENDA CHAPTER LEADER CALL 6/28 1 – 1 1/2 hrs 12PM

Lets plan on a conference call at 12pm on the call my office 410-451-9655 ext 9 (not on the menu) the access code is 93770. Call in a few minutes before so we can start at noon. Be prepared to give updates on topics by your name or anything else you have to address.

#### **General Discussion:**

#### -Some one watch the TIME

### -Topic for meeting -

Dyan, Thanks for coordinating the speakers that are our chapter membersYou are doing a great job at getting all that lined up.

GREAT JOB on vendor fair. Although the turn out of PM's wasn't what we had hoped. The evite didn't get added until the week before. We had 4 not regular attenders rsvp.

**Aug** – with so many new vendors how pick speakers? Put email out and say 1st come 1st serve?

Dyan needs to get speaker infor to Virginia within a week of the call for emails. Virginia even if you don't have the topic they will speak on 1<sup>st</sup> email can just note who company it is and use part of the infor we have on the company. Dyan can you save the list in the dropbox so Virginia can access it. If we don't have any confirmation on speaker just send email with everything else. Do we want to have a rsvp in emails for meetings?

**Sept** – need to vote for 2017 board & ask about holiday party

2<sup>nd</sup> tues of Dec for holiday party is what was discussed in Jan/Feb

Mostly board attended - it was suggested we go out to dinner just board

We supplied appetizers and non alcoholic drinks - Spent \$508 in 2015 prev years we spent \$250ish Collected toys for tots and take donations to Greene Turtle after event – didn't collect much Do we want to do something else? We can link the charity to our emails and collect funds that way.

- -Treasurer & membership man the sign in table. People seem to ask if they paid or how to, etc, so I think the treasurer is the best person to be there.
- -Try to have members as speakers before non members
- non member speakers buy lunches (approx \$200) / option to join would be \$150
- Next couple months meeting speakers –August speaker ???? & talk about election in Sept

Who would you suggest we approach to be on the board? We need to all talk to these people to tell them how they would be a great addition and how it has benefited us by being on the board. Brian asked and is interested in legislative / Lisa White- wasn't at vendor fair. // Tyrus can't do at this time.

Potiential: John L.,, Atwan Kwan (not sure he has joined yet) Lisa White

\*\*Joe moves to PRES\*\*, Virginia would like to stay on, I would like to stay on thinking taking membership so Tyrus can move to another position... Melissa? Maria?

Get to meeting at 11A— sitting at a separate table worked well. Maria gave her update 1<sup>st</sup>. Around 11:30 we wrapped up and moved to large table.

We did say will try a schedule and include board meeting at 1:15p, although we didn't do it in May.

Arrive at 11:15a, 11:30 11: 45 network / 11:45 start ordering / 1:15 board welcome to join.

Who is adding people who attend meetings to mailchimp? - Tyrus update list?

Are the new people who have emailed interest being added?

When there is are new chapter members send their membership form to entire board so we all know who has joined. And they are saved in dropbox folder for members

- \*\*\*\*RVP Traci Lewis Van Camp requests: As you hold your monthly meetings please send me your chapter report. \*\*\*\*Here is the information we need:
- # Members (can be found on NARPM.org) Tyrus since you and Melissa have been working on this would you pull the data.
- # members at chapter meeting I added to bottom of 1st page of sign in
- # guests at chapter meeting I added to bottom of 1st page of sign in
- PLEASE email this information to me as soon as possible so its fresh in your mind!

You can also send me a Chapter health assessment (found online or in your chapter guide).

Meeting signing form – whoever maintains the document look down list and check anyone who came but didn't sign in. There are usually 3-5 people who don't sign in.

## Leadership book-

CHAPTER WEB SITE – new sites are up and running. All the updates I made didn't come over to the new site. Virginia please Remove old venders, as soon as possible. Joe did you have a chance to look into why you and a couple people are not on there. Attach or link our application to the site and add a payment link for PM and venders. Anyone know how to make a google document that people can fill out on line and have link at end of doc to pay?

SEPT - Mon 5/12 til Wed 5/14 -- is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Do we want to do this event? Can sign up until Aug

Accts linked to a debt card: Sherri's card – Quickbooks \$20/mo + mailchimp \$50/mo + meetups \$14.99/mo

# Board and committee updates:

## MELISSA (Secretary) – mins for meetings / calls

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- someone suggested? UPDATE natl our chapter web site Leaders not accurate
- -set your expecations for board so that can be mentioned at meeting and when talking to people about board

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- 1- Work on community Beautification projects ( 1full day outside commitment)
- 2- Volunteer at neighborhood Headquarters on Rebuilding day (1 full day commitment)

## TO DO NON MEETING IN YELLOW:

| 2016                 | Proposed  | ****Actual****   |
|----------------------|---|--|
| JAN 19               | Board Installation & RVP updates                | Board Installation, 5yr anniv (2) pins to give out Virtual Assist Presentation from Tyrus Why not attend? Suggestions? Week before a better date? Some said earlier in month |
| JAN 29 <sup>th</sup> | Chapter Pres training in St Louis, MO           |  |
| FEB 16               | On site inspections Vender / round table        | Traci Lewis Van Camp -RVP updates 5yr anniv (2) pins to give out   |
| MAR 15               | STRUCTURE/INTERNAL SYSTEMS PM BUSINESS          | Clothes Call - what can be saved of personal belongs   |
| APR 19               | VIRTUAL ASSIST Vender                           | SUNTRUST - FRAUD   |
| APR 11-13<br>CONF    | BROKER / OWNER IN VEGAS                         |  |
| MAY 17               | NON RESIDENT OWNER TAX                          | Property Meld - Millenniums  |
| JUNE 21              | VENDER FAIR                                     | Vendor Fair -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan Mention my expectations and board calls monthly                        |
| JULY                 | NO MEETING                                      | NO MEETING   |
| AUG 16               | ACCTING - TAX PREP                              | -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan Mention my expectations and board calls monthly                                    |
| SEPT 12-14           | MD REALTORS CONF IN OC-Do we want to do again?? |  |
| SEPT 20              | TECH  | -Vote on chapter board -Ask about Holiday event - # that would attend? Week before a better date? Some said earlier in month at Jan survey                                   |
| OCT CONF             | IN HAWAII NAT'L CONF                            |  |
| OCT 18               | LOCAL BANKER TRUST ACCOUNTING                   |  |
| NOV                  | NATIONAL LEADERSHIP TRAINING                    |  |
| NOV 15               | SOCIAL MEDIA – POSSIBLE ROUND<br>TABLE          |  |

| CK DATE | CHAPTER COMPLIANCE DUE |   |
|---------|------------------------|---|
| DEC     | HOLIDAY PARTY          | Holiday party 2 <sup>nd</sup> Tues – charity? |

Other topics: APPLIANCE REPAIR, HOME WARRANTY COMPANY

**DEC** 1<sup>ST</sup> Chapter Compliance Updates: All chapters are required to complete a Chapter Compliance and submitted to National by **December 1st**. Found on website in: tools/Chapter Leader tools/Handbook/support services.

-- Chapter Excellence: This is our way of recognizing your efforts at the chapter level. The period that is tallied runs from Jan to Dec 31. Applications from the chapters who wish to be considered must be received by mid-July. http://www.narpm.org/members/tools/chapter-services/handbook/recognition-awards/

| Attendance | 2014       | 2015          | 2016        |
|------------|------------|---------------|-------------|
| JAN        |            |               | 16          |
| FEB        |            |               | 9           |
| MAR        |            |               | 15          |
| APR        | 9          |               | 15          |
| MAY        | 10         | 14            | 17          |
| JUNE       | 11         | 13            | 16 (7 where |
|            |            |               | vendors)    |
| JULY       | 13         | No meeting    | No meeting  |
| AUG        | No meeting | 16            |             |
| SEPT       | 15         | 17            |             |
| OCT        |            | 14            |             |
| NOV        | 10         | 21            |             |
| DEC        | 9 members/ | 6 members/    |             |
|            | 4kids/ 2-3 | 5 kids/ 1 non |             |
|            | non        | members       |             |
|            | members    |               |             |

| 2015       | Proposed   | Actual                                     |
|------------|--|--|
| JAN        | Board Installation & RVP updates                   | Board Installation & RVP updates           |
| FEB        | SOCIAL MEDIA – POSSIBLE ROUND TABLE                | MEETING CANCELLED DUE TO WEATHER           |
| FEB 17 &18 | BROKER / OWNER IN VEGAS                            |  |
| MAR        | STRUCTURE BUSINESS - ROSE THOMAS (SUB              | HVAC SPEAKER                               |
|            | MD)???   |  |
| MAR 19th   | NARPM 101 IN FREDERICK                             |  |
| APR        | INSPECTIONS SOFTWARE (W FREDERICK)                 | PuroClean –Ted Porter Water, Fire and Mold |
|            |  | Damage                                     |
| APR CONF   | Classes 22 & 23 / Conf 24th in Florida             |  |
| MAY        | INSPECTIONS SOFTWARE (W FREDERICK)? –              | Maintenance mgmt & Inspection SOFTWARE     |
|            | Glenn emailed wont wk for April                    | REP SPEAKER – INCLUDE LUNCH FROM           |
|            |  | BANQUET MENU                               |
| JUNE       | SOCIAL MEDIA CK WITH NARPM VENDERS-                | 50% DRAWING                                |
|            | POSSIBLE ROUND TABLE                               | Legal update – Joseph Stovall              |
| JULY       | NO MEETING   | NO MEETING                                 |
| JULY 31ST  | - Chapter Excellence: We had 59 points in 2015. 68 |  |

| AUG                     | point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points.  STRUCTURE BUSINESS – ROSE THOMAS (SUB | ROUND TABLE PICK TOPIC / BRING A FORM         |
|-------------------------|--|---|
| AUG                     | MD)  | TO SHARE 50% DRAWING                          |
| SEPT                    | NAT'L SPEAKER -  | NATL – TRACI VAN CAMP BUILDEM,<br>50% DRAWING |
| OCT MD<br>CONF IN<br>OC | 10/3-10/6 BOOTH TO MAN   | Cancelled due to storm                        |
| OCT 20th                | Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  | Attenders Discuss conf classes                |
| NOV                     | Preparing for yearend 1099's -   | Winter prep by Ted Porter & 1099's by Sanford |
| DEC 1ST                 | DEC 1 <sup>ST</sup> CHAPTER COMPLIANCE DUE   | Done emailed 11/23                            |
| DEC                     | PARTY – door prizes by venders?  |   |

- -Elite school I was contacted by them to meet to create classes for PM. Review information we discussed.
- -SOMEONE WANT TO TALK TO HARRY AT SUB MD?
- -discuss email I forwarded to everyone for their option on how to proceed

Where would the class be held at Arundel Mills? The MDREC says it must be a classroom type setting. would you want to submit this class as Legislative credit or Elective Credit?

Who exactly would be teaching the class? We'd need a resume and have to approve them as an instructor. What do you mean you'd like to 'sponsor' a class?

- -Speaker July Chris ARC Enviornmental lead class CE advertise. (ask DC & MD) ck min # of people / 7/14LM AACAR for person incharge of classes who is vac this week. 5/30 LM & emailed for GBBR Mary to call or email about details of holding a class. GBBR got back to me and said they can't coordinate classes because Arnudel Mills isn't in there area.
- -mailings to 12k agents to advertise our meetings use zip your flyers for CE class (PG, AA, Balt city area) hit 2 times
- -called and emailed guy from Amerispec and he hasn't got back to me

\*

FYI- New members from Natl tracking saved in dropbox as" NEW MEMBER FROM NATIONAL" - To send welcome email and add to mail chimp

-New member check list in dropbox in member infor forms as NEW MEMBER CHECKLIST

| 2014 | *****PROPOSED****                      | ****ACTUAL****                 |
|------|--|--------------------------------|
| JAN  | Installation 1099s. Where do they go?  | Canceled snow                  |
| FEB  | Roundtable Discussion                  | PM software - Glen             |
| MAR  | Preparing for Spring and Summer        | Best app's – from broker/owner |
| APR  | Conference Prep, Proper Bookkeeping    | Accting procedures             |
| MAY  | Conference Wrap Up, Top 6 Action Ideas | Top Idea from Eastern Conf     |

| JUNE | Legal Update                  | Vendor Fair                             |
|------|-------------------------------|---|
| JULY | Vendor List, Document Sharing | Form & procedure sharing                |
| AUG  | No Meeting, Vacations         | No meeting                              |
| SEPT | National Speaker              | LEAD - CHRIS                            |
| OCT  |                               | Inspector / Winter ck list /maintanence |
|      | Inspections Vendor            | class – ask about facebook              |
| NOV  |                               | 1099's & Open forum other end of year   |
|      | Social Media Marketing        | tips                                    |
| DEC  | Holiday Party                 | Holiday Party                           |

Disputes security dep / list cost –SPEAKER Elite academy - classes

## A NARPM® Chapter Leader's Guide to Marketing Campaigns

Dailey Fly, Member Services Manager <dfly@narpm.org>

Tue, Apr 14, 2015 at 10:25 AM

Reply-To: "Dailey Fly, Member Services Manager" <dfly@narpm.org>

To: "SherriDEMCO@gmail.com" <SherriDEMCO@gmail.com>

Having difficulty viewing this e-mail? Log on to www.narpm.org.

All blast e-mails are placed under the News & Updates section on the home page.

# Don't Miss this Upcoming Event

The Eastern Regional Conference set to take place April 24, 2015 (Education classes will be held April 22 and 23) at One Ocean Resort & Spa in Atlantic Beach, FL. Visit the website for more information and to register.

The 27th Annual NARPM® Convention and Trade Show will take place October 14-16, 2015 at the Hyatt Regency in Atlanta. Visit the website for more information and to register.

# **Tips for Marketing Your Chapter**

This week I would like to take this time to share some key benefits and marketing resources that you have access to as NARPM® Chapter Leaders.

Did you know that you have the ability to run member reports through the NARPM® National website of your members? Membership reports can be run directly from NARPM.org. A full listing of the Member Reports can be found on the website at <a href="http://www.narpm.org/members/tools/chapter-services/member-reports/">http://www.narpm.org/members/tools/chapter-services/member-reports/</a>. You can choose from reports relative to Professional Membership, Chapters, and Prospects.

These member reports include email addresses that you can use as mailing lists to market your upcoming chapter events, chapter updates, and chapter newsletters to your members. The page to send Chapter E-mails can be found the website at <a href="http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/">http://www.narpm.org/members/tools/chapter-services/send-chapter-emails/</a>.

# Some Tips for Effective Email Marketing Campaigns:

- Have a Plan- Check your calendar and see what events and opportunities you have to market to your members and prospects and then schedule your emails to meet those deadlines.
- It's all in the subject line- An email subject line should indicate directional tag line words that indicate some sort of response time expected, including "action",

- "updates", "request", and "attached". These types of messages are more likely to be opened and responded to. Please note that "high-priority" is often over used in email marketing and deleted by recipients.
- Keep your audience in mind when drafting this email. Think from the prospect's perspective. Ask as a prospect or member "What is in it for me" while drafting your content.
- Less is more. Do your best to include the most important information quickly and succinctly. Contact information and where to find further information is included in this, effectively using hyperlinks can also drive your membership to your website.

I hope this information is helpful to you in marketing NARPM® and your local chapter events and recruitment.

Please contact me if you have any further questions.

Best Regards,

Dailey Fly, Member Services Manager

# Chapter Meeting Ideas - FROM NARPM WEB SITE 2012 OR EARLIER

- 1. Make personal telephone calls to encourage meeting attendance.
- 2. Send announcements to:
- Property Owner's Associations
- Boards of REALTORS®
- Local Property Managers
- Local Newspapers
- 3. Use name badges.
- 4. Have an informative program with a good speaker. Ideas for topics:
- Fair Housing Issues
- Local Building Inspector
- Stress Management
- Disaster Planning
- Insurance Adjuster
- Newspaper Classified Ads Specialist
- Judge
- Lead Base Paint Issues
- State Real Estate Auditor
- Real Estate Attorney

- Fire Marshall
- Technology Speaker
- Credit Reporting Agency
   Real Estate commission speaker
- 5. Emphasize ethics at every meeting. Perhaps read and discuss at least one article from the NARPM® Code of Ethics at each meeting.
- 6. Have a new member contest. To qualify, you must recruit at least three new members. Include affiliate members in the contest.
- 7. Have non-members pay more for the meal than members.
- 8. Put an ad in the local newspaper in the classified section listing the names of the members.
- 9. Have occasional evening meetings.
- 10. Have a "pot-luck" holiday meal.
- 11. Have a holiday banquet and invite affiliate members to attend.
- 12. Have an affiliate member speak at each meeting for five minutes detailing some of their services.
- 13. Hold a 50/50 raffle at each meeting. This is a great way to accumulate some money for your treasury.
- 14. Sponsor a course or seminar for continuing education credits.
- 15. Develop a local membership directory. Sell ads in the directory to affiliate members to help pay for the printing, etc.
- 16. Encourage members to bring another property manager to the meeting who isn't a member. Have a "guests eat free" policy.
- 17. Hold an occasional meeting at a vacant property and invite affiliate members like plumbers, air conditioning contractors, carpet cleaners, etc. to demonstrate common repair situations.
- 18. Have affiliate members donate one or two door prizes to give away at the meetings.
- 19. Give recognition and thanks for all of the members who work to organize the meetings.
- 20. Members can go together for a Yellow Pages ad under the NARPM® logo. (Be sure to follow all logo guidelines found at www.narpm.org.)
- 21. Form a committee to revise major forms for use of NARPM® members only, such as a Rental Application, Management Agreement, and Lease. Be sure to have an attorney review and finalize. This cost can be shared between the chapter and members wishing to use the forms.

#### Here is the member list from the website 5/27/14. - Found 22 results:

| Chaunya Blackwell                        | Welco Management, LLC                  | Chevy Chase    | More Info |
|--|--|----------------|-----------|
| Scott Bloom Professional Member          | Columbia Property Management,<br>LLC   | Washington     | More Info |
| Jeremy Boardman Professional Member      |  | Washington     | More Info |
| Corey Brown Professional Member          | C Brown Property Management & Inves    | Baltimore      | More Info |
| Sanford Collins Professional Member      | Allegiant Property Management          | Upper Marlboro | More Info |
| Peter Cook Professional Member           | Annapolis Property Services            | Annapolis      | More Info |
| Kimberly Damewood Professional<br>Member | Development Management Group           | Ellicott City  | More Info |
| Joe Haney Professional Member            | N & L Property Management              | Baltimore      | More Info |
| Tim Hodgin                               | Prolific Properties Management,<br>LLC | Sykesville     | More Info |
| <b>David Illes Professional Member</b>   | Rock Creek Enterprises LLC             | Washington     | More Info |

| Cindy Jacobs Professional Member  Michelle Lee-Mitchiner Professional Member  | Maryland Residential Management<br>Com<br>Open Window Property<br>Management LLC | Crofton<br>Camarillo      | More Info              |
|---|--|---------------------------|------------------------|
| Marcia Lewis RMP® Professional<br>Member<br>Carlyn Lowery Professional Member | L & J Property Management, Inc. Dovetail Properties, LLC                         | Crofton<br>Annapolis      | More Info              |
| Melissa Marsden Professional Member<br>James Mattingly Professional Member    | A Touch of Class Property Mgmt<br>Vantage Property Management                    | Annapolis<br>Millersville | More Info<br>More Info |
| Karen Morris Professional Member<br>Sherri Russell Professional Member        | Annapolis Property Services DEMCO Properties, LLC                                | Annapolis<br>Crofton      | More Info<br>More Info |
| Joseph Stovall<br>Lowanda Studevent   | Legacy Real Property Management RE/MAX Professionals and ACN, Inc.               |                           | More Info<br>More Info |
| William Wieland Professional Member   | Diamondback Property Mgmt.   | Easton                    | More Info              |
| Chandra Wright  | Wright Management, LLC   | Gaithersburg              | More Info              |
|   |  |                           |                        |

#### Nonresident Tax Advisors CPA

Hello again. It's been a while since we had a conversation about doing a presentation for your NARPM chapter. To bad we didn't get to hook up with your chapters last year, but we'd love to get something in the books for this year. I know a lot of chapters are planning for 2016 already and I wanted to see if there was still interest in a presentation on foreign homeowner/investors and the compliance needs for property managers? If there is anything else I can supply, please let me know.

Don't Turn Away Those Foreign Dollars!: Are you unclear how youshould handle international clients? Do you worry about entity structuring or keeping all your sales while addressing investor responsibilities? In this session you will learn how to avoid and protect yourself from an IRS audit when managing international clients, what your responsibilities are for collecting the proper information for IRS reporting, owner classification, what information your international clients will need from you, managing your rent payments, year end reporting and much more. Christopher J. Picciurro, CPA, MBA, PFS, ARA from Nonresident Tax Advisors, CPA will be discussing these issues and answering questions that will help keep your organization compliant with the government laws and increased enforcement of these regulations while providing great management services.

Presenter information: Chris Picciurro, CPA, MBA, PFS, ARA: Executive Officer & Co-Founder of Integrated Financial Group. Over 15 years of CPA experience including adjunct Instructor Davenport University & Baker College - Accounting instructor in Davenport\'s MBA program. Graduate of Michigan State University and MBA from University of Detroit Mercy. Presenter experience includes; Curriculum Task Force member for the Michigan Association of CPAs, Financial Literacy Series presenter at large Michigan based bank, NARPM National Conference, IREM Leadership Summit, and Rich Dad educational events.

# **Bobby Samborsky**

Nonresident Tax Advisors CPA (A division of Integrated Financial Group)

888-434-7791 X:202 bsamborsky@integratedfg.com www.usnonresidenttax.com AGENDA CHAPTER LEADER CALL 7/26 hrs 12PM (Dyan, Virginia, Melissa & me – on call)

Lets plan on a conference call at 12pm on the call my office 410-451-9655 ext 9 (not on the menu) the access code is 93770. Call in a few minutes before so we can start

at noon. Be prepared to give updates on topics by your name or anything else you have to address.

#### **General Discussion:**

-Some one watch the TIME

-**Topic for August meeting** – Dyan, Thanks for coordinating the speakers that are our chapter members. You are doing a great job at getting all that lined up.

August - DIY Realty -talk about election for Sept and positions. Transition in Oct/Nov so ready to go for Jan. Mention my expectations and board calls monthly – Joe thought abouat what you might want to do different that we can tell group?

September - Ted Porter from Puroclean

Speaker infor (Get speaker info 3 weeks before next meeting) Dyan needs to get speaker infor to Virginia for emails a week after our call. Even it is just who is speaking and not the topic.

-Treasurer & membership man the sign in table. People ask about if they paid or how to, etc, so I think the treasurer is the best person to be there.

Speakers - Should try to have members as speakers before non members. Non member speakers buy lunches (approx \$200) / option to join would be \$150

Who would you suggest we approach to be on the board? We need to all talk to these people individually to tell them how they would be a great addition & how it has benefited us by being on the board.

Potiential: Tyrus –out due to illness, John L., Brian Wozek- legistiative, Atwan Kwan (not sure he has joined yet), Lisa White.

\*\*Joe moves to PRES\*\*, Virginia would like to stay on, I would like to stay on thinking taking membership so Tyrus can move to another position... Melissa would like to step down Maria – would like to stay on

Get to meeting at 11A– How is this going? August – 11-11:25am. We will sit at a separate table. Maria gave her update 1<sup>st,</sup> So she can them set up and be at the front door. Around 11:30 we wrapped up and moved to large table

We did say will try a schedule and include board meeting at 1:15p, although we didn't do it in May. Arrive at 11:15a, 11:30 11: 45 network / 11:45 start ordering / 1:15 board welcome to join.

Who is adding people who attend meetings to mailchimp? - Tyrus update list

Are the new people who have emailed interest being added?

When there is are new chapter members send their membership form to entire board so we all know who has joined. And they are saved in dropbox folder for members

Meeting signing form – whoever maintains the document check down list and check anyone who came but didn't sign in. There are usually 3-5 people who don't sign in.

Leadership book-

RVP - Traci Lewis Van Camp requests: As of 7/26 - 22 members affiliated with our chapter / 44 members Natl members in MD \*\*\*\*As you hold your monthly meetings please send me your chapter report.

\*\*\*\*Here is the information we need:

# Members (can be found on NARPM.org) - Tyrus since you and Melissa have been working on this would you pull the data.

# members at chapter meeting (PM's separate from Affliates) - I added to bottom of 1st page of sign in

# guests at chapter meeting - I added to bottom of 1st page of sign in

Any chapter activities or educational events the chapter held or is upcoming

PLEASE email this information to Traci after our call week after meeting.

You can also send me a Chapter health assessment (found online or in your chapter guide). —Everyone fill one oin Aug Spread them out.

CHAPTER WEB SITE – New sites are up. When I looked at ours it looks like all the infor I updated didn't take. I had been getting a lot of complaints so I went on our site and noted no meeting in July. Listed vendor fair and Dyan as contact. Removed old venders. Checked but could not update our board list. Joe and a couple people are not on there. Joe would you contact Natl to get this updated. I have a list I can send you of who is and isn't on site. I could not attach or link our application to the site, I was able to add a payment link for PM and venders. Anyone know who to make a google document that people can fill out on line and have link at end of doc to pay?

SEPT - Sun or Mon til Tues or Wed -- is MD State Real Estate conf in OC \$800 to have a booth. We have spiral note books to give out. Do we want to do this event?

Sept – need to vote for 2017 board

ask about holiday party: Suggestions? Would Week before be better? – 2<sup>nd</sup> week is what people said

Spent \$508 on holiday party -

Mostly board attended - it was suggested we go out to dinner just board

We supplied appetizers and non alcoholic drinks

Collected toys for tots and take donations to Greene Turtle after event – didn't collect much

#### Vendor Fair -

Dyan - We discussed offering a \$75 credit to vendor towards 2017 chapter membership. Copy me and Maria so separate link can be sent for 2017 for these vendors getting discount.

The evite didn't get added until the week before. Besides the board 4 people rsvp'd, that were not regular attenders.

2017 - April may Vendor Fair

Accts linked to a debt card: Sherris card – Quickbooks \$20/mo + mailchimp \$50/mo + meetups \$14.99/mo

| Attendance | 2014           | 2015         | 2016          |
|------------|----------------|--------------|---------------|
| JAN        |                |              | 16            |
| FEB        |                |              | 9             |
| MAR        |                |              | 15            |
| APR        | 9              |              | 15            |
| MAY        | 10             | 14           | 17            |
| JUNE       | 11             | 13           | 16*includes 8 |
|            |                |              | vendors(fair) |
| JULY       | 13             | No meeting   | No meeting    |
| AUG        | No meeting     | 16           |               |
| SEPT       | 15             | 17           |               |
| OCT        |                | 14           |               |
| NOV        | 10             | 21           |               |
| DEC        | 9 members/     | 6 members/ 5 |               |
|            | 4kids/ 2-3 non | kids/ 1 non  |               |
|            | members        | members      |               |

#### TO DO NON MEETING IN YELLOW:

| 2016                 | Proposed                                 | ****Actual****                                       |
|----------------------|--|--|
| JAN 19               | Board Installation & RVP updates         | Board Installation, 5yr anniv (2) pins to give out   |
|                      |  | Virtual Assist Presentation from Tyrus               |
|                      |  | Why not attend? Suggestions? Week before a better    |
|                      |  | date? Some said earlier in month                     |
| JAN 29 <sup>th</sup> | Chapter Pres training in St Louis, MO    |  |
| FEB 16               | On site inspections Vender / round table | Traci Lewis Van Camp -RVP updates                    |
|                      |  | 5yr anniv (2) pins to give out                       |
| MAR 15               | STRUCTURE/INTERNAL SYSTEMS PM BUSINESS   | Clothes Call - what can be saved of personal belongs |
| APR 19               | VIRTUAL ASSIST Vender                    | SUNTRUST - FRAUD                                     |
| APR 11-13            | BROKER / OWNER IN VEGAS                  |  |
| CONF                 |  |  |
| MAY 17               | NON RESIDENT OWNER TAX                   | Property Meld - Millennials and Property             |

|            |   | Management by Ray Hespen                                |
|------------|---|---|
| JUNE 21    | VENDER FAIR                             | -talk about election for Sept and positions. Transition |
|            |   | in Oct/Nov so ready to go for Jan Mention my            |
|            |   | expectations and board calls monthly                    |
| JULY       | NO MEETING                              | NO MEETING  |
| AUG 16     | ACCTING - TAX PREP                      | -talk about election for Sept and positions. Transition |
|            |   | in Oct/Nov so ready to go for Jan Mention my            |
|            |   | expectations and board calls monthly                    |
| SEPT 12-14 | MD REALTORS CONF IN OC-Do we want to do |   |
|            | again??                                 |   |
| SEPT 20    | TECH                                    | -Vote on chapter board                                  |
|            |   | -Ask about Holiday event - # that would attend?         |
|            |   | Week before a better date? Some said earlier in         |
|            |   | month at Jan survey                                     |
| OCT CONF   | IN HAWAII NAT'L CONF                    |   |
| OCT 18     | LOCAL BANKER TRUST ACCOUNTING           |   |
| NOV        | NATIONAL LEADERSHIP TRAINING            |   |
| NOV 15     | SOCIAL MEDIA – POSSIBLE ROUND TABLE     |   |
| CK DATE    | CHAPTER COMPLIANCE DUE                  |   |
|            |   |   |
| DEC        | HOLIDAY PARTY                           |   |

Other topics: APPLIANCE REPAIR, HOME WARRANTY COMPANY, INSURANCE WHO PAYS WHAT & HOW TO HANDLE TENANT VS OWNER?, SENSITIVITY TRAINING FOR MULTI CULTURAL CLIENTS

**DEC 1**<sup>ST</sup> **Chapter Compliance Updates:** All chapters are required to complete a Chapter Compliance and submitted to National by **December 1st**. Found on website in: tools/Chapter Leader tools/Handbook/support services.

-- Chapter Excellence: This is our way of recognizing your efforts at the chapter level. The period that is tallied runs from Jan to Dec 31. Applications from the chapters who wish to be considered must be received by mid-July. http://www.narpm.org/members/tools/chapter-services/handbook/recognition-awards/

# Board and committee updates:

#### **MELISSA (Secretary)** – mins for meetings / calls

**MARIA (Treasurer)** – Notices for chapter dues PRIORITY –Maria said meeting 2/9 hope to have out before meeting

- -advertising grant for \$500 for mailing was requested by Sanford sent in 12/29— I haven't rec'd a check for that? Follow up doc sent is in dropbox
- -When will email 2016 dues invoices be sent out with link to pay on line with Flick?
- CAN YOU GET A LIST OF PHONE NUMBERS FOR PREVIOUS MEMBERS FOR MARCIA TO CALL VENDOR FAIR- FOR OCT MEETING IT WAS DECIDED TO HOLD OFF TIL NEXT YEAR. TRY TO TALK TO VENDERS WHO PARTICIPATED TO GET FEEDBACK.

Duties – Monthly sign ins and new people need to be added to mailchimp within week after meeting Keep sign ins updated keeping members vs non members

JOE (Pres elect) –SURVEY? Any responses? What about leaving cards on tables for suggestions – someone suggested? UPDATE natl our chapter web site Leaders not accurrate

**Sherri** - Should we print up a flyer or post card, similar to what we made up last year that we sent out, giving our meeting information. I attached the copy from what we printed last year. We spent about \$300 for 250 cards to hand out. I am checking on the number of seats in the 2 PM classes. I

think it will be 350-400 seats.

I am going to move all the files to google drive on BaltWashnarpm@gmail.com acct. PW chapter14

### Tyrus (MEMBERSHIP) -

-Did you get new attenders emails in mail Chimp from last meeting? Tyrus & Dyan not getting emails

-New members welcome email and follow up on new members with mentor program

Please start talking to people now about being on the board and how good they would be to encourage them. This way when we start asking people in June they will be ready to step up in Sept when we vote this year.

### -New Member Mentor Program:

How is it going? Need help? any further thoughts on this? I made a form for all new members in last year for excellence.

The Purpose of the New Member Mentoring Program is to create and develop a relationship between a new member of NARPM® and their local chapter in order to facilitate a long and rewarding relationship with the organization and other members.

http://www.narpm.org/docs/members/useful-docs/misc/NewMember\_MentorProgram.doc

-Regional call they said the emails I get from Natl with new members are only the people how have marked to affiliate with our chapter. We don't get any notification of the at large new members. They will see if that can get changed. In the mean time we have to check periodically & add them to our list.

**Duties:** 

### Virginia (Marketing) – Great job on this month's email notice – great marketing

When will you be able to update the chapter web site

Meet up.com = Has Scott has given control for meet up Scott as Administrator

Mailchimp monthly fee \$50 on my chapter credit card

Update web site - updating & directions - Tracy Norris is Natl contact for web sites LOG IN - Baltimore / champ0662 / 072

- Need to update featured member on chapter site. How to become a featured member?

**DYAN** (Affiliate)— What areas they service? What number to advertise to chapter? What else?

- made affiliate membership list to hand out at meeting to promote affiliates

Vendor fair – When (on schedule for June) and Who plan it? Have it tentatively in June.

Free lunch for vender fair

(Education) –work with Region to set up a education class or ethics?

-Anything else you all have.

#### FYI

**Membership special for next year** —2016 If a current member brings a new member, when they join, both get a free lunch. Agreed that anyone who joined in Oct on would include 2016 dues -Reimbursement is in job descriptions as to how much money each position can receive to attend events. Was thinking about paying out to each in January

Next Regional call anyone can join call. Calls 2<sup>nd</sup> Wed of every month at 3pm W /Traci RVP call – Call-in Number: Phone # 888-886-8047 Code: 5593823

\*\*Note: no calls in June, October & November\*\*

-Status of calling /email chapter members /that didn't attend end of year /at large not coming SCOTT DID TALK TO MARCIA( summer of 2015 ish) AND SHE IS HAPPY TO MAKE THE CALLS & DO SURVEY. We NEED TO MAKE A SCRIPT.- can we just give her the mentor list?

**Meeting notices:** -Scott got (<u>meetup.com</u>) set up. WE AGREED ON THE \$10/MO VERSION AND SEE WHAT WE GET (Mar or April) There is a \$9.99/mo for 50 members & 4 organizers or \$14.99/mo for unlimited. Scott said a group he attends uses & they have people come from the posting.

Joseph mentioned using google events? To also notify people? Need to add people to group – Scott should have add a members.

-\$500 general grant use for anything

-5x7 spiral imprinted notebooks (150) chapter purchased at Sherri's ofc For MAR conf 2015 that was cancelled.

**Meeting location** suggestions for tri state: Poncho & pepe's (upstairs area) Crofton, Ihop in Greenbelt (40 people), Colony South(meeting rms to rent) Rt 5 & Rt 301 Clinton, Greene turtle in Burtonsville

**Rebuilding Together** - I came across a group called Rebuilding Together www.RTbaltimore.org Serve Homeowners who lack the financial and physical abilities needed to repair a home. Is this something we might want to do as a Chapter & involve our businesses (employees & venders?)? Opportunites:

- 1- Work on community Beautification projects ( 1full day outside commitment)
- 2- Volunteer at neighborhood Headquarters on Rebuilding day (1 full day commitment)

| 2015                    | Proposed   | Actual   |
|-------------------------|--|--|
| JAN                     | Board Installation & RVP updates   | Board Installation & RVP updates   |
| FEB                     | SOCIAL MEDIA – POSSIBLE ROUND TABLE  | MEETING CANCELLED DUE TO WEATHER   |
| FEB 17 &18              | BROKER / OWNER IN VEGAS  |  |
| MAR                     | STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)???   | HVAC SPEAKER   |
| MAR 19th                | NARPM 101 IN FREDERICK   |  |
| APR                     | INSPECTIONS SOFTWARE (W FREDERICK)   | PuroClean –Ted Porter Water, Fire and Mold Damage                                    |
| APR CONF                | Classes 22 & 23 / Conf 24th in Florida   |  |
| MAY                     | INSPECTIONS SOFTWARE (W FREDERICK)? –<br>Glenn emailed wont wk for April   | Maintenance mgmt & Inspection SOFTWARE REP SPEAKER – INCLUDE LUNCH FROM BANQUET MENU |
| JUNE                    | SOCIAL MEDIA CK WITH NARPM VENDERS-  | 50% DRAWING  |
|                         | POSSIBLE ROUND TABLE   | Legal update – Joseph Stovall  |
| JULY                    | NO MEETING   | NO MEETING   |
| JULY 31ST               | - Chapter Excellence: We had 59 points in 2015. 68 point in 2014 FORM FOR EXCELLENCE STATES: This Award will be presented at the Annual Convention to Chapters with 30 or more points. |  |
| AUG                     | STRUCTURE BUSINESS – ROSE THOMAS (SUB MD)  | ROUND TABLE PICK TOPIC / BRING A FORM<br>TO SHARE<br>50% DRAWING                     |
| SEPT                    | NAT'L SPEAKER -  | NATL – TRACI VAN CAMP BUILDEM,<br>50% DRAWING  |
| OCT MD<br>CONF IN<br>OC | 10/3-10/6 BOOTH TO MAN   | Cancelled due to storm   |
| OCT 20th                | Attendees share conference infor with group FOR OCT MEETING IT WAS DECIDED TO HOLD OFF ON VENDOR FAIR TIL NEXT YEAR  | Attenders Discuss conf classes   |
| NOV                     | Preparing for yearend 1099's -   | Winter prep by Ted Porter & 1099's by Sanford  |
| DEC 1ST                 | DEC 1 <sup>ST</sup> CHAPTER COMPLIANCE DUE   | Done emailed 11/23   |
| DEC                     | PARTY – door prizes by venders?  |  |

\*CLASS\*

-Elite school – I was contacted by them to meet to create classes for PM. Review information we discussed.

#### -SOMEONE WANT TO TALK TO HARRY AT SUB MD?

-discuss email I forwarded to everyone for their option on how to proceed

Where would the class be held at Arundel Mills? The MDREC says it must be a classroom type setting.

would you want to submit this class as Legislative credit or Elective Credit?

Who exactly would be teaching the class? We'd need a resume and have to approve them as an instructor.

What do you mean you'd like to 'sponsor' a class?

-Speaker July Chris ARC Enviornmental lead class CE advertise. (ask DC & MD) ck min # of people / 7/14LM AACAR for person incharge of classes who is vac this week. 5/30 LM & emailed for GBBR Mary to call or email about details of holding a class. GBBR got back to me and said they can't coordinate classes because Arnudel Mills isn't in there area.

-mailings to 12k agents to advertise our meetings – use zip your flyers for CE class (PG, AA, Balt city area) – hit 2 times

FYI- New members from Natl tracking saved in dropbox as" NEW MEMBER FROM NATIONAL" - To send welcome email and add to mail chimp

-New member check list in dropbox in member infor forms as NEW MEMBER CHECKLIST

| 2014 | *****PROPOSED****                      | ****ACTUAL****                          |
|------|--|---|
| JAN  | Installation 1099s. Where do they go?  | Canceled snow                           |
| FEB  | Roundtable Discussion                  | PM software - Glen                      |
| MAR  | Preparing for Spring and Summer        | Best app's – from broker/owner          |
| APR  | Conference Prep, Proper Bookkeeping    | Accting procedures                      |
| MAY  | Conference Wrap Up, Top 6 Action Ideas | Top Idea from Eastern Conf              |
| JUNE | Legal Update                           | Vendor Fair                             |
| JULY | Vendor List, Document Sharing          | Form & procedure sharing                |
| AUG  | No Meeting, Vacations                  | No meeting                              |
| SEPT | National Speaker                       | LEAD - CHRIS                            |
| OCT  |  | Inspector / Winter ck list /maintanence |
|      | Inspections Vendor                     | class – ask about facebook              |
| NOV  |  | 1099's & Open forum other end of year   |
|      | Social Media Marketing                 | tips                                    |
| DEC  | Holiday Party                          | Holiday Party                           |

Disputes security dep / list cost -SPEAKER

Elite academy - classes

# A NARPM® Chapter Leader's Guide to Marketing Campaigns

Dailey Fly, Member Services Manager <dfly@narpm.org>

Tue, Apr 14, 2015 at 10:25 AM

Reply-To: "Dailey Fly, Member Services Manager" <dfly@narpm.org>

To: "SherriDEMCO@gmail.com" < SherriDEMCO@gmail.com>

# Chapter Meeting Ideas - FROM NARPM WEB SITE 2012 OR EARLIER

- 1. Make personal telephone calls to encourage meeting attendance.
- 2. Send announcements to:
- Property Owner's Associations

- Boards of REALTORS®
- Local Property Managers
- Local Newspapers
- 3. Use name badges.
- 4. Have an informative program with a good speaker. Ideas for topics:
- Fair Housing Issues
- Local Building Inspector
- Stress Management
- Disaster Planning
- Insurance Adjuster
- Newspaper Classified Ads Specialist
- Judge
- Lead Base Paint Issues
- State Real Estate Auditor
- Real Estate Attorney
- Fire Marshall
- Technology Speaker
- Credit Reporting Agency

Real Estate commission speaker

- 5. Emphasize ethics at every meeting. Perhaps read and discuss at least one article from the NARPM® Code of Ethics at each meeting.
- 6. Have a new member contest. To qualify, you must recruit at least three new members. Include affiliate members in the contest.
- 7. Have non-members pay more for the meal than members.
- 8. Put an ad in the local newspaper in the classified section listing the names of the members.
- 9. Have occasional evening meetings.
- 10. Have a "pot-luck" holiday meal.
- 11. Have a holiday banquet and invite affiliate members to attend.
- 12. Have an affiliate member speak at each meeting for five minutes detailing some of their services.
- 13. Hold a 50/50 raffle at each meeting. This is a great way to accumulate some money for your treasury.
- 14. Sponsor a course or seminar for continuing education credits.
- 15. Develop a local membership directory. Sell ads in the directory to affiliate members to help pay for the printing, etc.
- 16. Encourage members to bring another property manager to the meeting who isn't a member. Have a "guests eat free" policy.
- 17. Hold an occasional meeting at a vacant property and invite affiliate members like plumbers, air conditioning contractors, carpet cleaners, etc. to demonstrate common repair situations.
- 18. Have affiliate members donate one or two door prizes to give away at the meetings.
- 19. Give recognition and thanks for all of the members who work to organize the meetings.
- 20. Members can go together for a Yellow Pages ad under the NARPM® logo. (Be sure to follow all logo guidelines found at www.narpm.org.)
- 21. Form a committee to revise major forms for use of NARPM® members only, such as a Rental Application, Management Agreement, and Lease. Be sure to have an attorney review and finalize. This cost can be shared between the chapter and members wishing to use the forms.

Here is the member list from the website 5/27/14. - Found 22 results:

| Chaunya Blackwell  | Welco Management, LLC   | Chevy Chase                 | More Info              |
|--|---|-----------------------------|------------------------|
| Scott Bloom Professional Member  | Columbia Property Management, LLC   | Washington                  | More Info              |
| Jeremy Boardman Professional Member<br>Corey Brown Professional Member | Urbane Results LLC Washington C Brown Property Management & Inves Baltimore |                             | More Info<br>More Info |
| Sanford Collins Professional Member<br>Peter Cook Professional Member  | Allegiant Property Management<br>Annapolis Property Services                | Upper Marlboro<br>Annapolis | More Info<br>More Info |

| Kimberly Damewood Professional Member<br>Joe Haney Professional Member     | Development Management Group N & L Property Management            | Ellicott City<br>Baltimore | More Info<br>More Info |
|--|---|----------------------------|------------------------|
| Tim Hodgin<br>David Illes Professional Member                              | Prolific Properties Management, LLC<br>Rock Creek Enterprises LLC | Sykesville<br>Washington   | More Info<br>More Info |
| Cindy Jacobs Professional Member   | Maryland Residential Management Com                               | Crofton                    | More Info              |
| Michelle Lee-Mitchiner Professional Membe                                  | Open Window Property Management                                   | Camarillo                  | More Info              |
| Marcia Lewis RMP® Professional Member<br>Carlyn Lowery Professional Member | L & J Property Management, Inc.<br>Dovetail Properties, LLC       | Crofton<br>Annapolis       | More Info<br>More Info |
| Melissa Marsden Professional Member<br>James Mattingly Professional Member | A Touch of Class Property Mgmt<br>Vantage Property Management     | Annapolis<br>Millersville  | More Info<br>More Info |
| Karen Morris Professional Member<br>Sherri Russell Professional Member     | Annapolis Property Services DEMCO Properties, LLC                 | Annapolis<br>Crofton       | More Info<br>More Info |
| Joseph Stovall   | Legacy Real Property Management                                   | Lanham                     | More Info              |
| Lowanda Studevent  | RE/MAX Professionals and ACN, Inc.                                | Bowie                      | More Info              |
| William Wieland Professional Member  | Diamondback Property Mgmt.  | Easton                     | More Info              |
| Chandra Wright   | Wright Management, LLC  | Gaithersburg               | More Info              |

#### Nonresident Tax Advisors CPA

Hello again. It's been a while since we had a conversation about doing a presentation for your NARPM chapter. To bad we didn't get to hook up with your chapters last year, but we'd love to get something in the books for this year. I know a lot of chapters are planning for 2016 already and I wanted to see if there was still interest in a presentation on foreign homeowner/investors and the compliance needs for property managers? If there is anything else I can supply, please let me know.

Don't Turn Away Those Foreign Dollars!: Are you unclear how youshould handle international clients? Do you worry about entity structuring or keeping all your sales while addressing investor responsibilities? In this session you will learn how to avoid and protect yourself from an IRS audit when managing international clients, what your responsibilities are for collecting the proper information for IRS reporting, owner classification, what information your international clients will need from you, managing your rent payments, year end reporting and much more. Christopher J. Picciurro, CPA, MBA, PFS, ARA from Nonresident Tax Advisors, CPA will be discussing these issues and answering questions that will help keep your organization compliant with the government laws and increased enforcement of these regulations while providing great management services.

Presenter information: Chris Picciurro, CPA, MBA, PFS, ARA: Executive Officer & Co-Founder of Integrated Financial Group. Over 15 years of CPA experience including adjunct Instructor Davenport University & Baker College - Accounting instructor in Davenport\'s MBA program. Graduate of Michigan State University and MBA from University of Detroit Mercy. Presenter experience includes; Curriculum Task Force member for the Michigan Association of CPAs, Financial Literacy Series presenter at large Michigan based bank, NARPM National Conference, IREM Leadership Summit, and Rich Dad educational events.

#### **Bobby Samborsky**

Nonresident Tax Advisors CPA (A division of Integrated Financial Group)

888-434-7791 X:202 bsamborsky@integratedfg.com www.usnonresidenttax.com

| NARPM ID Company First MI<br>842078828 CRE Proper Jill<br>842078980 Simmons N Constantin<br>842080618 PMI Elite Thomas L<br>842081080 Anna Victor Christine V<br>842082110 Calhoun Pro Duane C<br>842080652 Alligent Pro Zina S<br>842083511 Modern Pro Nicole | Fischetti Anagnostopoulos Smith Olfus Calhoun Dixon Matos | tior Address Care Of PO BOX 39 8911 60th / 409 Rose W 12138 Cent 9900E Gree 9701 Apollc 3 Church Ci | City ST Laurel MD College Par MD Bel Air MD Mitchellvill MD Lanham MD Upper Marl MD Annapolis MD | Zip Office Phon Fax Email Website Type 20725 443-583-40443-403-10cremanage www.crem; ASM 20740 301-513-9300 caa@sigmawww.sigma ASM 21014 410-575-11410-504-60tsmith@prchttp://www ASM 20721 301-802-4751 christine@εannavictori ASM 20706 301-744-97240-266-11dcalhoun@www.Calho ASM 20774 240-450-2995 zinadixon8!www.Allegi ASM 21401 410-919-9621 info@modεwww.mode ASM | Type Desc. State Chapters  NARPM Associate  Baltimore/Washington  NARPM Associate  Baltimore/Washington  NARPM Associate  Baltimore/Washington  NARPM Associate  Baltimore/Washington | Join Date  1/5/2016  1/20/2016  3/3/2016  3/28/2016  6/29/2016  3/21/2016  11/4/2016 |
|--|---|---|--|--|---|--|
| 842084326 KLE Propert Kayman   | Khaloughi   | 163 Mitche  | Edgewater MD   | 21037 800-368-97800-368-97kayman@k ASM   | NARPM Associate Baltimore/Washington  | 12/30/2016   |

| <b>Name</b> | Company & Contact     | Member | <b>Email - UPATES</b> |
|-------------|-----------------------|--------|-----------------------|
|             | ARC ENVIRONMENTAL     | Υ      |                       |
|             | CHRIS WHITE           | 2016   |                       |
|             | BAYPORT HOMES         | Y      |                       |
|             |                       | 2016   |                       |
|             | EASY HAULING          | Y      |                       |
|             | MARK                  | 2016   |                       |
|             | FILTER EASY           | Y      |                       |
|             | MARK BRANDT           | 2016   |                       |
|             | MAX AIR               | Y      |                       |
|             | TOMI O'CONNOR         | 2016   |                       |
|             | NATIONWIDE INSURANCE  | Y      |                       |
|             | KEN / MATTHEW         | 2016   |                       |
|             | OFFIT KUNMAN. PA      | Y      |                       |
|             | REVEE WALTERS         | 2016   |                       |
|             | ONSIGHT PROS          | Y      |                       |
|             | BILL RUSSELL          | 2016   |                       |
|             | PROPERTY MELD         | Y      |                       |
|             | RAY HESPEN            | 2016   |                       |
|             | PUROCLEAN RESTORATION | Y      |                       |
|             | SERVICES - TED / DYAN | 2016   |                       |
|             | SUNTRUST              | Y      |                       |
|             | MARIA LEBOW           | 2016   |                       |

| LEAD PROBE             | N    |  |
|------------------------|------|--|
| NEIL ROSEMAN           | 2016 |  |
| PMI MARYLAND SOLUTIONS | N    |  |
| TRACY MCABEE           | 2016 |  |
| SERVPRO OF CROFTON     | N    |  |
| JIM SHUEY              | 2016 |  |

# NARPM New Member Mentor Checklist

| New Member Name: |          |  |
|------------------|----------|--|
| Mentor Name:     | NATLICCA |  |

| Mentor Name: MELISSA                                      |        |       |
|---|--------|-------|
| 1st Call-to be made within 2 weeks of                     |        |       |
| membership  | Date   | NOTES |
| Welcome new member to NARPM                               |        |       |
| Brief intro of self- your favorite part about NARPM       |        |       |
| Ask why did member join?                                  |        |       |
| Briefly review logging into the NARPM® Website            |        |       |
| Residential Resource Magazine                             |        |       |
| List Serve sign up. Directions and archives found at      |        |       |
| http://www.narpm.org/members/list-serves.htm              |        |       |
| Next Upcoming event                                       |        |       |
| Follow up discussion with an email                        |        |       |
| 2nd Contact-within 2-3 weeks of meeting or last contact   | Date   | NOTES |
| Any questions from new member?                            |        |       |
| Introduce NARPM education opportunities.                  |        |       |
| http://www.narpm.org/education/index.htm                  |        |       |
| Discuss Designations, if appropriate                      |        |       |
| Mention Vendor relationships within local area            |        |       |
| Remind about upcoming State, Regional, & National Conve   | ntions |       |
| 3rd Contact-to be made a month after last contact         | Date   | NOTES |
| General follow up   |        |       |
| Did member join List Serve?                               |        |       |
| Have they had a chance to look at the website?            |        |       |
| Check out the NARPM® marketing campaign for your use      |        |       |
| http://www.whyuseone.com/                                 |        |       |
| Residential Resource articles you find valuable           |        |       |
| Any questions?  |        |       |
| 4th Contact- four to five weeks from last contact         | Date   | NOTES |
| Are they enjoying their interaction with the Chapter?     | 5/15   |       |
| Are they using services provided by National              |        |       |
| Check out affinity program:                               |        |       |
| http://www.narpm.org/about/affinityprograms.htm           |        |       |
| 5th Contact- six to seven weeks from last contact         | Date   | NOTES |
| Are you attending any of the free webinars offered by NAR | PM®?   |       |
| http://www.narpm.org/education/education                  |        |       |
| If you missed them they are recorded and saved at         |        |       |
| http://www.narpm.org/members/resources/videos.htm         |        |       |

| Did you know that all copies of the residential resource are archived at <a href="http://www.narpm.org/members/resources/residential-resource/resource-archives.htm">http://www.narpm.org/members/resources/residential-resource/resource-archives.htm</a> ? |      |       |
|--|------|-------|
| 6th Contact- eight to ten weeks from last contact  | Date | NOTES |
| Ask local questions and make sure they have registered for   |      |       |
| upcoming National events   |      |       |
| Are they using the list serves?  |      |       |
|  |      |       |
| 7th Contact- eleven weeks from last contact  | Date | NOTES |
| Hope you are finding your membership beneficial  |      |       |
| Is there any feedback I can supply to the NARPM® leaders?  |      |       |
|  |      |       |

# Email Format Email 1

# Welcome new member to NARPM!

My name is Melissa Marsden. I have a company called A Touch of Class Property Management. I have been a member of NARPM since 2010. My only employee is myself. That means I get to wear all of the hats, business operator, leasing coordinator, maintenance coordinator, marketing director, relationship manager etc. I where so many hats I changed my business cards to read Vice President, General Matters!

NARPM has been a wonderful organization for me. I have learned so much information it is incredible. The more meetings you attend the more information you will gain. You just don't know, what you don't know. It is great to learn from others who are in the same boat and doing the same things.

Why did you join NARPM?

There is a boat load of information on the NARPM® Website. If you have not logged in, please check it out. www.NARPM.org

The Residential Resource Magazine is a monthly publication (online as well). You will find many article that apply to your business now and in the future.

My favorite benefit of NARPM is the List Serve. Property managers around the country use this to share ideas and ask questions to each other. I can truly say this is the one resource I have used the most and have gained tremendous business knowledge from reading. Caution, there are a LOT of postings think about how you want your post to show up in your email. Directions and archives are found at http://www.narpm.org/members/list-serves.htm

Next Upcoming event...The third Tuesday of every month at the Greene Turtle near Arundel Mills Mall. Meeting are from 11:30 to 1:30.

Follow up discussion with an email

Just thought I would follow up and see how things are going. Do you have any questions?

I don't know if you have been to the website yet. We have great online education opportunities. http://www.narpm.org/education/index.htm

Discuss Designations, if appropriate

Mention Vendor relationships within local area

Remind about upcoming State, Regional, & National Conventions

3rd Contact-to be made a month after last contact

General follow up



companies and their employees.

# **MEETING 1/19/16 - AGENDA**

Introduction of all Attendees – Affliate members give a quick pitch

NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

| Chapte | er business:  |
|--------|---|
|        | Treasurer Report  |
|        | <b>New Member - Special for 2016</b> Tyrus / Melissa - When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter) |
|        | Brief review and suggestions requested for future Holiday celebrations.   |
|        | We will be installing our new officers and distributing pins to our five (5) year members.  |
|        | Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take the chapter member survey at: https://columbiapm.wufoo.com/forms/s1unpdhw0l2e8be/                                   |
|        | ETHICS - Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC  |
|        | The Property Manager shall protect the public against fraud, misrepresentation, and unethical   |
|        | practices in property managementsee back of agenda for <u>STANDARDS OF PROFESSIONALISM</u>  |
|        | Virtual Assistance  |
| •      | Shiver (Chapter member & board member) will be sharing a presentation on how he has used assistance in his business. How to choose a company, how to set up with them and much more.                                      |
|        |   |

Mission Statement – NARPM® provides resources for residential property management professionals who desire to learn, grow, and build relationships. We are an association designed for real estate professionals who know first-hand the unique challenges of managing single-family and small residential properties.

NARPM® offers an effective, professional learning environment for owners of property management

Previous - NARPM® is the professional, educational, and ethical leader for the residential property management industry. We are an association designed for real estate professionals who know first-hand the unique challenges of managing single-family and small residential properties. NARPM® offers an effective, professional learning environment for owners of property management companies and their employees.

It is the policy of the NARPM to comply fully with all **antitrust laws**. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM's membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

- Triple Play Realtor Convention & Expo (Atlantic City, NJ) December 7-10, 2015 (TRI State area NJ, PA & NY)
- Virginia State NARPM Conference (Virginia Beach, VA) January 21-22, 2016
- February Chapter meeting Visit from RVP Traci Van Camp with National updates & news
- Ethics Class (tentative) end February 2016 in the Washington Metro Area
- Broker /Owner Retreat April 11-13, 2016 The Mirage Hotel and Casino
- For more information visit www.NARPM.org

# **Ethics - 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.

Your NARPM Chapter Leadership Team
General Chapter email: BaltWashNARPM@gmail.com

| Sherri Russell         | President           | SherriDEMCO@gmail.com DEMCO Properties LLC                     | 443-292-8064 |
|------------------------|---------------------|--|--------------|
| Joe Haney              | President<br>Elect  | NandLpropertymanagement@gmail.com N and L Property Management  | 443-977-9740 |
| Melissa Marsden        | Secretary           | ATouchofClassPM@gmail.com A Touch of Class Property Management | 443-995-2064 |
| Maria Lebow            | Treasurer           | Maria.Lebow@suntust.com Suntrust Bank                          | 410-443-3683 |
| Dyan Stakes            | Affiliate Chair     | Dyan@puroclean.com Puroclean                                   | 410-991-9638 |
| Tyrus Shivers          | Membership<br>Chair | Tyrus@agentshivers.realtor AMS Property Renovations LLC        | 240-206-6710 |
| Chaunya<br>Blackwell   | Education<br>Chair  | cb@welcomanagement.com Welco Management                        | 301-875-2167 |
| Virginia<br>Stephenson | Marketing<br>Chair  | Vstephenson@mris.com<br>LL Bridges LLC                         | 301-706-0189 |

Chapter Website: <a href="http://Baltimore.NARPM.org">http://Baltimore.NARPM.org</a>
Chapter Facebook: NARPM Baltimore Washington Chapter



# **MEETING 2/16/16 - AGENDA**

Introduction of all Attendees – Affliate members give a quick pitch

NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

| Chap  | ter business:   |
|-------|---|
|       | Treasurer Report - Maria Lebow  |
|       | National & chapters dues are due by 3/1 – Maria is set up to take credit cards today for anyone who wants to pay with a credit card.  |
|       | <b>New Member - Special for 2016</b> Tyrus / Melissa - When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter) |
|       | We will be distributing pins to our five (5) year members.  |
|       | Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take the chapter member survey at: https://columbiapm.wufoo.com/forms/s1unpdhw0l2e8be/                                   |
| ETHIC | S - Article 2: DISCRIMINATION & Article 3: RESPONSIBILITY TO CLIENT   |
|       | see back of agenda for STANDARDS OF PROFESSIONALISM   |
|       | Traci Lewis Van Camp, MPM, RMP  |
|       | 2015 & 2016 Atlantic Regional Vice President  |
| Ass   | ociate Broker, ABR, GRI, RE/MAX Alliance / Sales and Property Management HRRA Circle of Excellence / RE/MAX Hall of Fame Visiting with National Updates and news  |
| No    | otes:   |

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- March 17th MD Suburban is sponsoring a Risk reduction class sign up at narpm.org
- April 11-13, 2016 Broker / Owner Retreat The Mirage Hotel and Casino Early bird disc ends 3/17
- June 22-24, 2016 Southern States area conf Savannah, GA (Hosted by Atlanta Chapter)
- For more information visit <u>www.NARPM.org</u>

<u>Ethics - Article 2: DISCRIMINATION</u> - The Property Manager shall not discriminate in the rental, lease, or negotiation for real property based on Fair Housing Laws as disseminated by the U.S. Department of Housing and Urban Development 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.

**Article 3: RESPONSIBILITY TO CLIENT** - The Property Manager has a fiduciary responsibility to the Client and shall at all times act in the best interests of the Client.

### STANDARDS OF PROFESSIONALISM

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

- 3-1 The Property Managers shall communicate regularly with the Client and provide written reports of receipts and disbursements on a regular and agreed upon basis. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.
- 3-2 Tenant applications shall be reviewed and verified in order to determine the Applicant's ability to pay and to determine the likelihood that the Applicant will comply with all provisions of the rental agreement.
- 3-3 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- 4 The Property Manager shall not mislead owners about the rental market value of their property in an attempt to secure a rental listing.
- 3 5 Property Managers shall disclose to their Client all pertinent facts relating to the transaction.

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|                 | Chair           | AMS Property Renovations LLC         |              |
| Chaunya         | Education       | cb@welcomanagement.com               | 301-875-2167 |
| Blackwell       | Chair           | Welco Management                     |              |
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# **MEETING 3/15/16 - AGENDA**

Introduction of all Attendees – Affliate members give a quick pitch

NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

| er business:   |
|--|
| Treasurer Report - Maria Lebow   |
| <b>National &amp; chapters dues are due by 3/1</b> – Maria is set up to take credit cards today for anyone who wants to pay with a credit card.  |
| <b>New Member - Special for 2016</b> Tyrus / Melissa - When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter)    |
| We will be distributing pins to our five (5) year members.   |
| Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take the chapter member survey at: https://columbiapm.wufoo.com/forms/s1unpdhw0l2e8be/S - Article 4: OBLIGATIONS TO TENANTS |
|  |

The Property Manager shall treat all Tenants honestly and professionally when applying for, living in, and vacating a managed residence. The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property. ----see back of agenda for STANDARDS OF PROFESSIONALISM

# Clothes Call - what can be saved of personal belongs

| Notes: |  |  |  |
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# Article 4: OBLIGATIONS TO TENANTS - STANDARDS OF PROFESSIONALISM

- 4-1 The Property Manager shall offer all Prospective Renters 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 at the time of moving in.
- 4-4 The Property Manager shall respond promptly to requests for repairs.
- 4-5 Within the time prescribed by law, a written deposit refund determination shall be provided to the Tenant after they have vacated the property. No undue delay in refunding or accounting for the security deposit shall take place.

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# **MEETING 4/19/16 - AGENDA**

# Introduction of all Attendees – Affliate members give a quick pitch

# NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

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|  | Treasurer | Report | - | Maria | Le | bow |
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|--|-----------|--------|---|-------|----|-----|

- □ **June 21 Vendor Fair** in place for our meeting Dyan Stakes, coordinating. Affiliate and non-affiliate table are available. anyone interested can contact Dyan on (410)991-9638 or dyan@puroclean.com
- □ **Chapters dues are due** Maria is set up to take credit cards today for anyone who wants to pay with a credit card.
- □ **New Member Special for 2016** Tyrus / Melissa When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter)
- ☐ Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take the chapter member survey at: https://columbiapm.wufoo.com/forms/s1unpdhw0l2e8be/

**ETHICS - Article 5: CARE OF MANAGED PROPERTIES -** The Property Manager 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 Property Manager shall terminate management of property if client does not comply with habitability requirements.

**Article 6: PROTECTION OF FUNDS** - The Property Manager shall hold all funds received on behalf of others in compliance with state law with full disclosure to the Client and these funds will be kept separate from the firm's or personal funds of the Property Manager.

# STANDARDS OF PROFESSIONALISM

6-1 Property Managers shall prepare and furnish to the client accurate and timely financial reports relating to their rental unit in accordance with the terms of the management agreement

Topic: "Fraud on accounts"

"How Property managers can protect their accounts"

Speaker: Justin Roath - Vice President
SunTrust Bank, Treasury and Payment Solutions

| Notes: |  |  |
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- April 27, Colorado Property Management Conference, Denver, CO
- May 19 20, 2016 This year's NW Regional Conference will be held in Seattle WA.
- June 22-24, 2016 Southern States area conf Savannah, GA (Hosted by Atlanta Chapter)
- For more information visit <u>www.NARPM.org</u>

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# **MEETING 5/17/16 - AGENDA**

Introduction of all Attendees – Affliate members give a quick pitch

NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

| NAKPI          | vivission Statement (BELOW) & Review ANTI TROST POLICY  |
|----------------|---|
| Chapte         | er business:  |
|                | Treasurer Report - Maria Lebow  |
|                | June 21 - Vendor Fair in place for our meeting - Dyan Stakes, coordinating. Affiliate and non-affiliate table are available. Anyone interested can contact Dyan on (410)991-9638 or dyan@puroclean.com  |
|                | NO MEETING IN JULY  |
|                | <b>Chapters dues are due</b> — Maria is set up to take credit cards today for anyone who wants to pay with a credit card.   |
|                | <b>New Member - Special for 2016</b> Tyrus - When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter)   |
|                | Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take one of the 3 x 5 cards on the tables and make any suggestions and drop in the small basket on sign in. desk.  |
| ETHICS         | - Article 7: CHARGE TO DISCLOSE EXPERTISE   |
| the un         | roperty Manager must provide accurate information within his area of expertise, but refrain from nauthorized practice of any other profession-that may require a separate license, such as. law, inting, and financial planning, construction, and contracting. |
| STAND          | ARDS OF PROFESSIONALISM   |
| 7-1<br>perforr | Members shall undertake only those areas of expertise that they can reasonably be expected to m with professional competence.   |
| Тор            | ic: "Millennials and Property Management" What you need to know about the most sought-after demographic in property management  |
|                | Speaker: Ray Hespen - Property Meld   |
| No             | tes:  |
|                |   |
|                |   |
|                |   |

- May 19 20, 2016 This year's NW Regional Conference will be held in Seattle WA.
- June 22-24, 2016 Southern States area conf Savannah, GA (Hosted by Atlanta Chapter)
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# **MEETING 6/21/16 - AGENDA**

Introduction of all Attendees – Affliate members give a quick pitch

NARPM Mission Statement (BELOW) & Review ANTI TRUST POLICY

| Chapt | er business:  |
|-------|---|
|       | Treasurer Report - Maria Lebow  |
|       | NO MEETING IN JULY  |
|       | <b>HOT Topic</b> - Check NARPM web site for updates on the service and assistance pet issues, as well as, criminal background compliance.   |
|       | <b>Chapters dues</b> – Are mostly paid up we have a few people we ned to get with. Maria and I are set up to take credit cards today for anyone who wants to pay with a credit card.  |
|       | <b>New Member - Special for 2016</b> Tyrus - When a current member brings a new member, when they join, both get a free lunch (for any new professional members, when you join National and Balt/ Wash chapter)   |
|       | We will be holding our <b>elections in Sept</b> this year, National has mandated the timing. Oct / Nov will be a transition time for you to be a part of our board meeting. This give you plenty of time to meet who you will be taking over for. Your official effective date is Dec 1 <sup>st</sup> to take over duties. I am not sure what Joe will ask of you. I had requested the board to be to the meeting early to greet people, set up and a monthly conference call for 1-1 ½hr for the board planning. There will also be a training in St Louis, Nov 15 <sup>th</sup> that the Pres Elect should attend. It is a 1 day event. |

☐ Help us know how we are doing & if changes are needed (ie topics, meeting location, etc), Please take one of the 3 x 5 cards on the tables and make any suggestions and drop in the small basket on sign in.

### **ETHICS - Article 8: COMMITMENT TO FIRM**

desk.

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

- **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.
- **3-2** The Property Manager shall not receive any form of compensation, rebates, or any other benefits without full disclosure to his or her Firm.
- **3-3** 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.

# Vendor Fair – Thank you to Dyan from Puroclean for an excellent job on putting this together. Property Meld, Onsight PROs, diy Realty, Easy Hauling, Nationwide, Filter Easy and Maxair.

Each vendor will have a 5 minute presentation that should wrap up around 1pm so you have time to visit with the vendors you would like more information from.

- June 22-24, 2016 Southern States area conf Savannah, GA (Hosted by Atlanta Chapter)
- Sept 21-23 Florida State Chapter conference in Tampa
- Oct 19-21 National Conference in Hawaii
- March 20-23, 2017 Broker / Owner at Mirage Hotel and Casino in fabulous Las Vegas, Nevada
- For more information visit www.NARPM.org

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Need a Property Manager ??



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National Association of Residential Property Managers

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Brian Wojcik served on an invite only Summer Study Work Group, created by the Chief Justice of Maryland in both the Legislative and Judicial Policy subcommittee's.

# **Excerpt from the Summer Study Work Group Final Report**

### 3. Senate Bill 801 and House Bill 796

After the publication of the *Justice Diverted* Report, State Senator Catherine E. Pugh and State Delegate Samuel I. Rosenberg introduced Senate Bill 801 and House Bill 796, adopting the recommendations in the Report. However, they withdrew the proposed legislation believing that further inquiry about the fairness and effectiveness of Rent Court was needed.

In a letter to Chief Judge John Morrissey of the District Court of Maryland dated April 5, 2016, Sen. Pugh and Del. Rosenberg suggested that the Honorable Mark F. Scurti, Associate Judge in the District Court for Baltimore City, and Judge in-charge of its Civil Division, convene and chair a work group.9 (see appendix) The broad mission of the work group would be to consider and make recommendations as to needed changes in legislation, judicial policy, and procedures, as well as local government programs particularly in Baltimore City, to fairly and effectively adjudicate the rights and responsibilities of both landlords and tenants. The letter acknowledged that any changes could be evaluated for statewide consistency. Sen. Pugh and Del. Rosenberg specifically suggested that the work group should consider reforms to:

- 2 Reduce the number of eviction cases that require involvement of the legal system.
- ② Fully and fairly determine both the tenant's responsibility to pay rent when lawfully due and the landlord's obligation to provide safe and habitable housing in those eviction cases that do require judicial intervention.
- Enforce and/or reform existing lead compliance and licensing/registration laws.
- Encourage fair out-of-court resolutions.
- Establish a level playing field for parties in contested cases.
- Increase renters' access to information, legal advice, and representation in order to bridge the justice gap.
- Establish and adequately support the infrastructure and personnel needs of the court system to handle eviction cases fairly and efficiently.
- 2 Address the issues and solutions set out in HB 796/SB 801.
- 2 Address other issues identified by the work group.

Further, Sen. Pugh and Del. Rosenberg suggested that the work group be composed of

representatives from tenant advocates, community-based organizations, landlord advocates, the judiciary and court administration, the Access to Justice Department, Baltimore City Government, and others identified by the work group who can bring a valuable perspective. A formal opinion was provided to Del. Rosenberg providing guidance that the summer work group was not subject to the open meetings law. 7

Finally, Sen. Pugh and Del. Rosenberg mentioned that the work group's goal should be to report its conclusions to the relevant committees of the General Assembly by December 1, 2016.

# 4. Convening the Rent Court Summer Work Group / List of participants

In response to the request, Chief Judge Morrissey of the District Court of Maryland, appointed Judge Mark F. Scurti to chair the Rent Court Summer Work Group. An Ethics opinion was obtained. (see appendix)

Consecutively, Judge Scurti reached out to tenant advocates, community-based organizations, landlord advocates, the judiciary and court administration, the Access to Justice Department of the judiciary, and Baltimore City government, and invited all of them to take part in the Rent Court Summer Work Group and to identify any additional organizations or groups that needed to participate.

The following organizations/persons have, at one or more times, participated in the Rent Court Summer Work Group:

Administrative Office of the Courts, Government Relations and Access to Justice Department

Apartment and Office Building Association of Metropolitan Washington

Baltimore City Department of Housing and Community Development

Baltimore City Sheriff's Department

**Baltimore Neighborhood Association** 

Baltimore Neighborhoods, Inc.

Ben Frederick Realty, Inc.

Blibaum & Associates, P.A.

Bristol Credit, Inc.

**Bristol House Tenant Association** 

Del. Sandy Rosenberg

District Court of Maryland, various judges and clerks

**Eviction Prevention Unit** 

Green & Healthy Homes Initiative

Housing Authority of Baltimore City

Jews United For Justice 8

Kenny Law Group, LLC

Law Offices of Edward J. Maher

Leon & Allen Amernick, LLP

Mid Atlantic Real Estate Investors Association

Maryland Legal Aid Bureau

Maryland Multi-Housing Association

The Maryland State Bar Association

My Rent Court

# **National Association of Residential Property Managers**

North Star Realty

Office of the Attorney General, Consumer Protection Division

**Public Justice Center** 

Right to Housing Alliance

Regional Management, Inc.

Sagal, Filbert, Quasney & Betten P.A.

University of Baltimore School of Law



## nandlpropertymanagement < nandlpropertymanagement@gmail.com>

# HUD DECREASING BALTIMORE CITY HCVP RENTS - LAST CHANCE TO HAVE YOUR VOICE HEARD

Jack Bevier < jack@thedominiongroup.com> To: nandlpropertymanagement@gmail.com

Tue, Jun 30, 2015 at 10:33 AM

Having trouble viewing this email? Click here

# Good morning,

Thanks to everyone who provided comments to the White Paper that we circulated last week. If you would like to add your signature to our White Paper in opposition to the new rental determination system, which will decrease HCVP rents in Baltimore City, please let me know.

Just email me with permission to add your name, and I'll do that.

THIS IS YOUR LAST CHANCE. OUR COMMENTS WILL BE SUBMITTED TO HUD THIS THURSDAY.

DOZENS OF LANDLORDS AND CONCERNED CITIZENS HAVE ALREADY ADDED THEIR SIGNATURES. ADD YOUR NAME IN OPPOSITION OF THIS POORLY CONCEIVED POLICY.

Please take a moment to review our paper and join the voices of your peers in opposition to this change. It is bad for Baltimore City.

To send your own comments before July 2nd, use this link: http://www.regulations.gov/#!documentDetail;D=HUD-2015-0051-0001

Thank you very much.

NAHRO June 2 2015

SAFMRs for Baltimore City

White Paper - SAFMR Impact on Baltimore City & It's Residents

# Jack BeVier

The Dominion Group 1029 N Calvert St Baltimore, MD 21202 c. 410.353.5667 o 410.727.4305 x117 f. 443.873.1665

Corporate Overview - www.TheDominionGroup.com

Financing for Real Estate Investors - www.DominionPrivateLending.com

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