



National Association of Residential Property Managers

BALTIMORE / WASHINGTON CHAPTER

MEETING AGENDA – 02/18/2020

*NARPM® – The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM® founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,800 members (as of April 2019) comprised of real estate agents, brokers, managers and their employees.*

**Introduction of all Attendees – Affiliate members give quick pitch**

**NARPM Mission Statement & ANTI TRUST POLICY**

**Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC (Continued)**

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

**STANDARDS OF PROFESSIONALISM**

- **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.

*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.*

**2020 Officers**

Mary Jo Whelan	McGinley Group	President
Melissa Marsden	A Touch of Class	President Elect
Sherri Russell	DEMCO Properties LLC	Secretary
Sheri Wallace	Savvy Bookkeeping	Treasurer
Brian Gallagher	Council Baradel	Legislative Chair
Kim Damewood	Development Mgmt Group	Education Chair
Sherry Young	Select PCS	Membership Chair
Open		Marketing Chair
Open		Affiliate Chair

## General NARPM business:

- **Save Money** – Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- **Annual chapter membership dues for 2020 are now.** Please see Sherry Young to pay dues.
- **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who is referred by a member – both get a free lunch when they join!
- **3X5 Index Card** – Is there a topic you would like to hear? What do you like about the meeting? Do you have any suggestions for us? Use this index card to give us your feedback and turn in after the meeting.
- **APP SUGGESTIONS: OUTSOURCE WORK TASKS:**
  - Fancy Hands**- US based Virtual Assistants for Small Tasks - fancyhands.com
  - Fiverr**- Freelance Marketplace for Small Jobs Starting at Five Bucks – Fiverr.com
  - Thumbtack**- Freelancer Marketplace for Projects and Experts – thumbtack.com
  - Upwork**- Freelance Community for Larger Projects – upwork.com

## Upcoming events Local and National:

- March 17, 2020 – NARPM Monthly Event – Speaker TBA
- April 20-22, 2020 – Broker/Owner Conference and Expo Turtle Bay Resort, Oahu, HI  
200 spots left out of 550
- May 18-19, 2020 – Legislative Conference Washington Court Hotel, Washington, DC
- **May 28, 2020 9am to 4pm- NARPM Risk Awareness Class 9am-4pm, (formally Essentials of Risk Management). Location TBD**
- October 19-22, 2020 – 32<sup>nd</sup> Annual Convention and Trade Show Amelia Island, Fernandina Beach, FL

## Speaker: Larry Taccone/State Farm Insurance – *When to put in an Insurance Claim / Umbrella Policy / Landlord Coverage / Renters Insurance*

Notes:

Shari Sally A Bookkeeper

Ted Porter Pro Clean ~

Gindy Jacobs

Sherita - Wooten Appliance (Darryl) owner

Paula - Mary Jo's assist. residential multi family

Mary Jo - McKinley group

John Casey - Byers So properties

Sherry Russell - 30 years

gent spree / Applications, zillion

Your Baltimore Washington NARPM Chapter Leadership Team General Chapter email:

**BaltWashNARPM@gmail.com**

**Chapter Website:** <https://baltimore.narpm.org> **Chapter Facebook:** NARPM Baltimore Washington Chapter



---

**Larry Taccone**

**Agent/Owner**

**410-344-6153**

**Larry.taccone.fc04@statefarm.com**

## Agenda

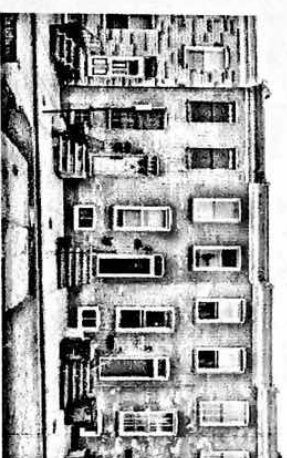
---

- Rental Properties policy
- Personal Umbrella policy
- Renter's policy- Reasons owners should require tenants
- Claims-When an owner should file ? The effect on policy ?
- Value that we bring

Nb pm

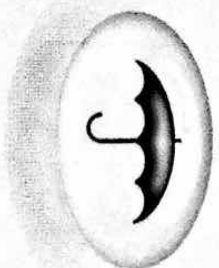


# Rental Properties



- **Dwelling Coverage:** To pay for covered repairs or reconstruction of the dwelling and other structures on the same property.
- **Personal Property Coverage:** To pay for covered losses to your property located at your rental dwelling. This includes furniture and other personal property rented with or used to maintain the property.
- **Loss of Rents Coverage:** To reimburse you for fair rental value lost if your rental dwelling is damaged by an insured loss that causes the property to be uninhabitable.
- **Liability Coverage:** To protect yourself financially against costly liability lawsuits.

## Personal Umbrella



- This coverage may help you protect your assets and your financial future in case of a liability lawsuit. It may also help protect you against personal injury claims.
- Additional liability protection(\$1M & up). Adding this coverage may help you:
  - ✓ Protect your current finances & future income
  - ✓ Protect assets like homes, cars and investment/rental properties
  - ✓ Feel confident about your financial future

## Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
Meeting Agenda – February 18, 2019

Chapter Mission: Engagement and Growth Through Value!

### MEETING INFORMATION

**Location:** The Green Turtle  
**Time:** 1:15pm – 2:15pm  
**Facilitator:** Mary Jo Whelan  
**Attendees:** Mary Jo Whelan, Melissa Marsden, Sherri Russell, Sheri Wallace, Brian Gallagher, Kim Damewood, Sherry Young

### Call Meeting to order

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Welcome new Board members** – Affiliate chair US Inspect is interested & SI -chuck willing to help but not be in charge  
**Chapter meetings** –board members please volunteer to read the ethics, antitrust laws.

### Presidents Report:

- No speaker for March. I am suggesting a round table.
- QuickBooks invoice due. See today's email from Sherry Young
- IMPORTANT - Need info to fill out SurveyMonkey from Jackie Sabogal – see email February 6
- No MD Realtor Trade show for 2020
- Should we have a one-day event, on October , including Jim Roman & Tracy Lewis? Suburban Chapter cannot help. There are grants we can get for membership drive & one day event  
Jim just attended the Florida State Chapter one day event that went very well. He said I could reach out to Kim Hampton for info.
  1. Jim's cost is \$2,500 plus travel and hotel (he said maybe an extra \$300)
  2. He would be available for a meet and greet the evening before. (possibly September 16)
  3. All day workshop possibly on September 17th (second choice was October 1)
  4. We charge from \$59 to \$100
  5. We have two sponsors to help cover the total cost (suggested On Sight Pro, he said they are always happy to be involved)
  6. He suggested to have a local eviction attorney speak. I have someone who can do that for us.
  7. Speakers: Jim Roman, Traci Lewis, possible local eviction attorney and two sponsors spot.

Sherri suggested Darren Hunter from Australia as a possible speaker.

[Deniz@inspiredgrowthtraining.com](mailto:Deniz@inspiredgrowthtraining.com)

- RVP call changed from 4 per year to 2 with AJ Shepard, January 22<sup>nd</sup> & June 9<sup>th</sup>, REQUIRED TO ATTEND BOTH
- RVP, AJ Shepard, visiting sometime this year.
- **Class – May 28, 2020 Risk Awareness 9am-4pm – NEED LOCATION** / The Hyatt BWI, \$350 Boxed lunch \$15 Last year we ordered 25 box lunches from Jason's Deli at \$8.76 each
  - See Kim's email from February 14 for list of locations Sherry Young looking into SCORE classroom for price?
  - HYATT PLACE BALTIMORE/BWI AIRPORT 940 International Drive, Linthicum Heights, MD 21090, USA
  - Boxed Lunch Ham & Swiss or Italian Wrap, chips & Cookie & Beverage \$15.00
  - Lunch last year was \$219.28 for 25 box lunches / Includes Delivery fee – 7.00 and tax 12.03

- Should we select a charity to support?
- April 7, 2020 – City Workshop for Rental Buyers - Neighborhood Development and Outreach
- Need list of affiliates so we can add an affiliate page to our monthly agenda
- March 17<sup>th</sup> - Melissa will run the meeting and board meeting. Mary Jo will not be at the March 17<sup>th</sup> meeting.

DATE	TOPIC	SPEAKER
<b>2020</b>		
December 15, 2020	In 2019 there was NO MEETING	
November 17, 2020		
October 20, 2020		
September 15, 2020		
August 18, 2020	Round Table / choose topic	
July 21, 2020		
June 16, 2020	ESA vs Service Dogs, NEED TO CONFIRM	John Bradford
May 19, 2020	Protect Yourself Against Lead Paint Lawsuits	Barry Goldstein
April 21, 2020		
March 17, 2020		
February 18, 2020	When to put in an Insurance Claim / Umbrella Policy / Landlord Coverage / Renters Insurance	Larry Taccone
January 21, 2020	Understanding Taxes for Property Managers	Jeff Cohen
<b>POSSIBLE SPEAKERS &amp; TOPICS</b>		
	<b>RVP AJ Shepard &amp; Traci Lewis VanCamp</b>	
	<b>Furnace Filter Delivery</b>	<b>Alexandra Hurlman</b>
		<b>Regional Sales</b>
		<b>Manager</b>
	Service Calls / Mr. Handyman	Latesaha Armstrong
	ServPro	Jim Shuey
	Legislative Update	
<b>Roundtable OR MEETING Topic Ideas</b>		
	Firing your Owner	
	Late Fees	
	Real Estate Agent and Property Management	
	Hoarders	
	All About Pets	
	Section 8	
	Raising rent	
	Rental Walk Through list and procedures	
	Maintenance & Handling Emergencies	
	Tenant Screening	
	Denying applicants with criminal records without taking the severity, or date of the arrest into account. (avoid lawsuit)	



STANDARD TO DO EVERY YEAR:	
	Reconciling membership records between National & Local WITHOUT PENALTY
JANUARY	
MARCH 15	CHAPTER COMPLIANCE DUE (use portal)
MARCH 30	CHAPTER EXCELLENCE DUE (use portal)
APRIL 20 - 22 CONF	BROKER / OWNER IN HAWAII
APRIL 17 <sup>TH</sup>	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
MAY 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
MAY 28	RISK AWARENESS CLASS 9am to 4pm
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT 20-22 CONF	NAT'L CONFERENCE IN FLORIDA
NOV 2019	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

**President Elect Report**

**Secretary Report**

**Treasurer's Report**

**Membership Chair Report**

**Marketing Chair Report**

**Education Chair Report**

**Legislative Chair Report**

#### **New Business**

- Bring forward motion for items to come to the floor, followed by second, discussion and vote
- Continue this action on all items

<b>Mary Jo Whelan</b> maryjo@themcginleygroup.com	McGinley Group	President
<b>Melissa Marsden</b> melissamarsden@comcast.net	A Touch of Class	President Elect
<b>Sherri Russell</b> melissamarsden@comcast.net	DEMCO Properties LLC	Secretary
<b>Sheri Wallace</b> sheri@savvybookkeeping.com	Savvy Bookkeeping	Treasurer
<b>Brian Gallagher</b> Gallagher@councilbaradel.com	Council Baradel	Legislative Chair
<b>Kim Damewood</b> KimDamewood@dmggroup.net	Development Mgmt Group	Education Chair
<b>Sherry Young</b> SelectPCSPROPERTYManagement@gmail.com	Select PCS	Membership Chair
<b>Open</b>		Marketing Chair
<b>Open</b>		Affiliate Chair

## **Chapter Member Feedback 2017-2018**

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
  - Handling evictions
  - Maintenance issues
  - That should property managers be real estate agents
  - promoting in growing property management business
  - Legislative updates and changes as a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.

Department of the Treasury  
Internal Revenue Service

for Tax-Exempt Organization not Required to File Form 990 or 990-EZ

2019

Open to Public Inspection

**A** For the **2019** Calendar year, or tax year beginning **2019-01-01** and ending **2019-12-31**

**B** Check if available

☐ Terminated for Business

☒ Gross receipts are normally \$50,000 or less

**C** Name of Organization: **BALTIMORE WASHINGTON**

**CHAPTER OF THE NATIONAL ASSOCIATION OF RESIDENTS**

**2126 Espey Ct, Crofton, MD,**

**US, 21114**

**D** Employee Identification

Number **46-3468042**

**E** Website:

**F** Name of Principal Officer: **Sherri Russell**

**2126 Espey Ct, Crofton, MD,**

**US, 21114**

**Privacy Act and Paperwork Reduction Act Notice:** We ask for the information on this form to carry out the Internal Revenue laws of the United States. You are required to give us the information. We need it to ensure that you are complying with these laws.

The organization is not required to provide information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. The rules governing the confidentiality of the Form 990-N is covered in code section 6104.

The time needed to complete and file this form and related schedules will vary depending on the individual circumstances. The estimated average times is 15 minutes.

**Note:** This image is provided for your records only. Do Not mail this page to the IRS. The IRS will not accept this filing via paper. You must file your Form 990-N (e-Postcard) electronically.

# BALT WASH CHAPTER OF NAT'L ASSOC. OF PROPERTY MANAGERS

## PROFIT AND LOSS

January - December 2019

	TOTAL
Income	
Affiliate Memberships	593.60
Chapter Dues	1,946.20
Designation Class	879.63
Meeting Income	20.00
OTHER INCOME	1,570.00
Professional Memberships	296.80
QuickBooks Payments Sales	100.00
Sales of Product Income	837.29
Unapplied Cash Payment Income	150.00
Uncategorized Income	0.00
<b>Total Income</b>	<b>\$6,393.52</b>
GROSS PROFIT	<b>\$6,393.52</b>
Expenses	
Administrative Expense	543.70
Advertising and Promotion	1,923.16
Computer and Internet Expenses	139.00
Dues & Subscriptions	245.60
Meals and Entertainment	139.48
Meeting Room Expense	690.09
Member Event	62.85
Office Supplies	69.08
QuickBooks Payments Fees	112.50
Stripe Payment Fees	3.20
Trade Show / Expo Expenses	975.00
Travel Expense	303.96
<b>Total Expenses</b>	<b>\$5,207.62</b>
NET OPERATING INCOME	<b>\$1,185.90</b>
NET INCOME	<b>\$1,185.90</b>



**Elected Board**

<b>President</b>	<b>MaryJo Whelan</b>	<b>McGinley Group</b>	<a href="mailto:maryjo@themcginleygroup.com">maryjo@themcginleygroup.com</a>	
<b>President Elect</b>	<b>Melissa Marsden</b>	<b>A Touch of Class Prop Mgmt</b>	<a href="mailto:M5Held@aol.com">M5Held@aol.com</a>	<b>443-995-2064 cell</b>
<b>Secretary</b>	<b>Sherri Russell</b>	<b>DEMCO Properties LLC</b>	<a href="mailto:sherridemco@gmail.com">sherridemco@gmail.com</a>	<b>240-305-4007</b>
<b>Treasurer</b>	<b>Sheri Wallace</b>	<b>Savvy Bookkeeping</b>	<a href="mailto:sheri@savvybookkeeping.com">sheri@savvybookkeeping.com</a>	
<b>Legislative Chair</b>	<b>Brian Gallagher</b>	<b>Council Baradel</b>	<a href="mailto:Gallagher@councilbaradel.com">Gallagher@councilbaradel.com</a>	
<b>Education Chair</b>	<b>Kim Damewood</b>	<b>Development Mgmt Group</b>	<a href="mailto:KimDamewood@dmggroup.net">KimDamewood@dmggroup.net</a>	
<b>Membership Chair</b>	<b>Open</b>	<b>Sherry Young</b>	<a href="mailto:SherryYoung@remax.net">SherryYoung@remax.net</a>	
<b>Affiliate Chair</b>	<b>Open</b>			

<p style="text-align: center;"><b>NARPM</b>  <b>Baltimore/ Washington Chapter</b>  <b>2020 Ballot for Board Members.</b></p>
--

Please circle your vote for candidate:

President	Mary JO Whellan
Vice President	Melissa Marsden
Treasurer	Sherri Wallace
Secretary	Sherri Russell
Write in : name /position	
Chair Positions:(see below descriptions)	Write in.
Affiliate	
Certification	
Legislative	
Marketing	
Membership	

#### Chair Descriptions:

- [Affiliate Chair](#). Affiliates Committee invites and welcomes the participation of vendor members in the organization.
- [Certification Chair](#). Certification Committee promotes NARPM® classes and designations to members.
- [Education Chair](#). Education Committee selects and arranges for educational topics, speakers, and membership activities.
- [Legislative Chair](#). Legislative Committee keeps abreast of local laws and ordinances that impact members in your chapter.
- [Marketing Chair](#). Marketing Committee promotes chapter events and communicates with members and prospective members.
- [Membership Chair](#). Membership Committee invites and welcomes the participation of prospective members in the organization.

## Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
**Meeting Agenda - January 22, 2019**

Chapter Mission: Engagement and Growth Through Value!

Chapter Vision: **To Be Determined**

### MEETING INFORMATION

**Location:** Conference Call  
**Time:** 12:00 – 1pm  
**Call-In Number:** 410-451-9655 ext 9      **Call-In Code:** 93770  
**Facilitator:** Sherri Russell  
**Minutes Keeper:** Lisa White  
**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, May Jo Whelan, Brian Gallagher, Joseph Haney, Brian Wojcik,

	Carried	Failed	Description
1			<b>Call Meeting to order</b>
2			<b>Roll Call determines quorum is present. If quorum (2/3) is not present cannot hold meeting</b>
3			<b>Discussion</b>
			<p>Is there anything happening in the industry that affects the chapter. Bring any topics for discussion.</p> <p>Treasurer Position – People who expressed interest in treasurer:  Kim Damewood – we all know her  Arlene Harris (?-anyone know her?),  ** Zolela Caster (has been attending meetings &amp; is Natl member)  ** Sheri Wallace (Savvy Bookkeeping- just joined as affiliate)  Rhonda Hayes – LouRu PM (not a Natl member or chapter)  These 2 (**) people responded with their credentials for treasurer position.</p> <p>Topic for next 2 meetings:</p> <p>Which Class / date for NARPM required class?</p> <p>Lisa – last time or how often are members at large added to our mailchimp list?</p> <p>Should we select a charity to support?</p> <p>Chapter excellence will be due soon. Mary Jo as Pres elect will be responsible for gathering the information and imputing in form or uploading.</p> <p>Thoughts on separate google emails: is 1 person good? How do we transfer admin use? Is it worth the hassle to change everything over every year? What about Info@ , membership@ ? and have 2/3 people watch each? Or we could go back to <a href="mailto:baltwashnarp@gmail.com">baltwashnarp@gmail.com</a> - free acct and have msges fwd to a couple</p>

			Sometimes these discussions will lead to a motion by the directors on action that is needed.
4			<b>Treasurer's Report</b>
			1. Review the financial report to assure the board understands details
			2. Make sure when a budget is suggested it shows actual vs forecasted amounts
			3. Reports from any financial advisors or institutions
5			<b>Presidents Report</b>
			1. Report on what information that is relevant to the board of action around chapter a. New Monthly Reporting Requirements (See Attachment)
			2. Update on meeting attended as President of the Chapter
			3. Any other pertinent information that should be shared with the Directors
6			<b>President-Elect Report</b>
			1. Review action of committees/work groups/task forces that met who are not in attendance at meeting
			2. Other actions that were assigned by the President
7			<b>Committee Reports</b>
			1. If action is needed have Committees reports given here <ul style="list-style-type: none"> <li>Membership Chair Report</li> <li>Education Chair Report</li> <li>Legislative Chair</li> </ul>
			<b>Business Action</b>
8			<b>Consent agenda (items on a consent agenda do not need discussion or formal motion. They are reoccurring monthly items such as below:</b>
			1. Written Committee Reports that are informational only (no action needed)
			2. Minutes of previous meeting if no additions or corrections must be made
			<b>**Any item under the consent agenda can be removed by an agreement by the group and moved under discussion item on agenda (below)</b>
9			<b>Unfinished Business</b>
10			<b>New Business</b>
			1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
			2. Continue this action on all items
12			<b>Adjourn Meeting</b>
			President can adjourn meeting, no need for a motion



STANDARD TO DO EVERY YEAR:

CK DATE	CHAPTER COMPLIANCE DUE
FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JULY	---NO MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV	NATIONAL LEADERSHIP TRAINING
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

\*\*[HTTP://WWW.DAT.MARYLAND.GOV/BUSINESSPP](http://www.dat.maryland.gov/businesspp) -- NEED TO SIGN UP FOR EMAIL REMINDERS THEY ARE NO LONGER SENDING THE FORMS. UPDATED 1/25/17

Month Meeting topic	Proposed topic	Actual topic
JANUARY	LEGAL UPDATES	LEGAL UPDATES
FEBRUARY	Round Table	
FEBRUARY	BROKER OWNER IN VEGAS	
MARCH	Jim Harris - Understand credit reports	
APRIL		
MAY	Tenant Turner	
JUNE		
JUNE	NATIONAL REQUIRED CLASS	
JULY		
AUGUST		
SEPTEMBER	ELECTIONS / +	
OCTOBER		
OCTOBER	NATIONAL CONF	
NOVEMBER 2ND TUES		
DECEMBER 2ND TUES	HOLIDAY GATHERING	

## Membership Reporting Requirements

### Reported for January

- **Number of PM members end of year 2017:** 36
- **Number of current PM members:** 38 (under review)
- **Number of designees (RMP, MPM, etc.) end of year 2017:** 4
- **Number of current designees:** 4
- **Number of current designee candidates:** 0
- **Have you established an annual plan?** Still Working on it.
- **Date of your education course to be held:** June 12th, 2018
- **Items you feel your chapter needs to focus on.** Getting ahead of the basics to focus on growth. Institute use of templates provided by National to assist running our Chapter more smoothly. Strengthen membership value and affiliate program.

## Chapter Member Feedback

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time. Topics:
  - Handling evictions
  - Maintenance issues
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings

- Topics:
  - That should property managers be real estate agents
- Meetings:
  - Set up tables as four-tops to accommodate more attendees
- Venue good, may need to consider changing as we grow
- Topic: promoting in growing property management business
- Topics: Legislative updates and changes
  - As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meetings: Problem/Resolution Session
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.





National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 2/19/19 - AGENDA

*NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of January 25, 2019: 5,985) comprised of real estate agents, brokers, managers and their employees.*

### **Introduction of all Attendees – Affiliate members give a quick pitch**

### **NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **Chapter business:**

- ☐ 2019 Chapter Membership fees \$100 for PM's & \$150 for Affiliates are now due. Can pay today to me if you have a credit card you want to use, go to chapter web site listed on back or we will be sending out a link.
- ☐ Kim Damewood w/Development Mgmt Group – WON FREE 2019 MEMBERSHIP at Holiday Party
- ☐ Brian Gallagher will be giving us a Update on Baltimore City Licensing & other legal updates
- ☐ Brian Wojcik stepped down as President. We have a few positions to fill. Treasure position- Not your typical position. We now have a bookkeeping service in place. Treasurer's basic responsibility would be to bill and collect membership fees, provide financial stmts, prepare any tax records needed, forward bank statements, receipts, etc to the bookkeeping company.
- ☐ Swearing in of new Board
- ☐ Each month we review a Article from the NARPM Ethics.

### **Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC**

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

**1-1** The Property Manager shall endeavor to eliminate, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.

**1-2** The Property Manager shall cooperate with the governmental agency charged with regulating the practices of Property Managers.

**1-3** The Property Manager shall comply with all relevant local and state ordinances regarding real estate law, licensing, insurance, and banking.

**1-4** The Property Manager shall comply with all federal and state antitrust laws and shall follow the NARPM® Antitrust Policy and any related procedures.

**1-5** The Property Manager shall not reveal confidential information of Clients, Tenants or others except as required in the course of performing his or her duties or as otherwise required by law. The Property Manager shall take all reasonable precautions to protect confidential information.

**1-6** The Property Manager shall use reasonable efforts to ensure that information on his or her website, or that of his or her Firm, is current and accurate. If it becomes apparent that information on the website is not current or accurate, then the Property Manager shall promptly take corrective action.

**1-7** Websites of the Property Manager shall not contain any deceptive metatags or other devices/methods to direct, drive, or divert Internet traffic in a deceptive manner or to otherwise mislead users. The websites shall also not manipulate listing content in any deceptive or misleading way.

**1-8** The Property Manager shall disclose all details on the availability of rental properties to prospective parties on a regular and timely basis.

**1-9** The Property Manager shall not exaggerate, misrepresent, misinform, or conceal pertinent facts in the advertising, leasing, and management of property.

**1-10** The Property Manager shall make reasonable attempts to remove from the Internet listings for rentals that are no longer available.

## **Baltimore City Licensing & Other Legal Updates**

**Brian Gallagher, Esquire / [www.CouncilBaradel.com](http://www.CouncilBaradel.com)**

Notes:

### **Upcoming events Local and National:**

- February – Texas and Virginia State Chapter conferences
- Feb 25-27 2019 Broker / Owner at Mirage Hotel & Casino in fabulous Las Vegas, Nevada
- May 13-14, 2019 Day on the Hill will be held & reserved a Room Block at the Washington Court Hotel
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona
- Register & Check [NARPM.org](http://NARPM.org) for state conferences & Classess
- For more information visit [www.NARPM.org](http://www.NARPM.org)

*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.*

### **Your Baltimore Washington NARPM Chapter Leadership Team**

**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

<b>Sherrl Russell</b>	President
<b>Mary Jo Whelan</b>	President Elect
<b>Lisa White</b>	Secretary
<b>***OPEN***</b>	Treasurer
<b>Brian Gallagher - Esquire</b>	Legislative Chair
<b>Kim Damewood,</b>	Education Chair
<b>***OPEN***</b>	Membership Chair
<b>***OPEN***</b>	Marketing Chair
<b>***OPEN***</b>	Affiliate Chair
<b>Brian Wojcik</b>	Past President
<b>Joe Haney</b>	Past President

**Chapter Website: <http://Baltimore.NARPM.org>**  
Chapter Facebook: NARPM Baltimore Washington Chapter

# Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
**Meeting Agenda - February 26, 2019**

Chapter Mission: Engagement and Growth Through Value!

## MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 12:00 – 1pm

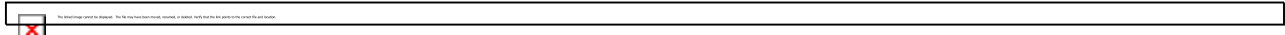
**Call-In Number:** 410-451-9655 ext 9

**Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, May Jo Whelan, Brian Gallagher, Joseph Haney, Sheri Wallace, Zoleta Caster, Sherry Young



**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Discussion:**

**Welcome new members - Sheri Wallace, Zoleta Caster, Sherry Young**

**Topic for next meetings:**

March - Teasha & Crystal Armstrong from Mr. Handyman

April - Jim Harris - Understanding Credit Reports

May - James Barrett - Tenant Turner

Upcoming Filter Easy

**Logo-** Be sure new red and blue logo is being used.

**Dues / Guests** – Collected 90% of membership fees for 2019, in past allow to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch, in past.

**Chapter meetings** – it would be great if the board members would volunteer to read the ethics, antitrust laws.

Best email and cell for each board member- Did I get from everyone?

**Chapter compliance due 3/15 & excellence will be due 3/31.** Mary Jo as Pres elect will be responsible for gathering the information and inputting in form or uploading.  
Agendas 2018 - if anyone has any can they scan and email to me we will need them for the Chapter excellence (soon)

**Class** -NARPM required class – 6/13/19 Tenancy

Need: location / contact MD suburban to get CE / Ask MD Sub if there are any requirement if we offer CE (ie monitors / sign in and out – timed) / lunch?get a vendor to sponsor -offer FREE lunch that will up attendance. Vendor could give a 10-15 presentation during lunch.

What is needed from Brian: Gsuite / PO box # 244 infor & when ckd last / Bank- card I have / address in Qkbks 7476 New Ridge Rd, ste G, Hanover/  
Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@

have 2/3 people watch(fwd to who?) each? [baltwashnarp@gmail.com](mailto:baltwashnarp@gmail.com) – still have coming to Sherri

**Member\_engagement\_brochure** - GIVE AT LEAST 1 THING THAT THEY LIKED AND THOUGHT WE COULD DO APP'S THAT WE LIKE TO USE /

Other treasurer offers:

Rhonda Hayes – LouRu PM (not a Natl member or chapter), Attended Jan meeting, didn't respond to detailed request

Arlene Harris - don't find her on Natl list, not sure she has attended a meeting before, didn't respond to detailed request

### **Presidents Report:**

Should we select a charity to support?

MD Realtor trade show in Fall / 1k grant from National

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018

[Is there anything happening in the industry that affects the chapter.](#)

### **President Elect Report**

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis

2. Review action of committees/work groups/task forces that met who are not in attendance at meeting

3. Other actions that were assigned

### **Secretary Report**

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / send check sign in with emails to get others.

[Other actions that were assigned](#)

### **Treasurer's Report**

1. Review the financial report to assure the board understands details

2. Make sure when a budget is suggested it shows actual vs forecasted amounts

3. Reports from any financial advisors or institutions

<b>Expenses:</b>	<b>Budget</b>	<b>Actual</b>
Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$?		
Meeting Expenses (room, food, etc.)		
Marketing Expenses (newsletter, etc.)		
Education Expenses (speaker, equipment, etc.)		
Legal & Accounting Expenses (tax return, corporation fees)		
Reimbursements / Officer Travel (to national event(s))		
<b>Income:</b>		
Professional/Support Membership Fees		
Affiliate Membership & Sponsorship Fees		

Meeting Fees		
50/50 Raffle		
Continuing Education Fees		
Chapter Grant		

### **Committee Reports -**

**Membership Chair Report** – need to meet with Mary Jo and I to get going

**Marketing Chair Report** – facebook page is closed page? Update vendors on chapter web site. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

**Education Chair Report**

**Legislative Chair Report**

### **New Business**

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

SEE STANDARD TO DO EVERY YEAR--->>>



STANDARD TO DO EVERY YEAR:	
CK DATE	CHAPTER COMPLIANCE DUE
FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

\*\*[HTTP://WWW.DAT.MARYLAND.GOV/BUSINESSPP](http://www.dat.maryland.gov/businesspp) -- NEED TO SIGN UP FOR EMAIL REMINDERS THEY ARE NO LONGER SENDING THE FORMS. UPDATED 1/25/17

### Adjourn Meeting

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time. Topics:
  - Handling evictions
  - Maintenance issues
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
- Topics:
  - That should property managers be real estate agents

- Meetings:
  - Set up tables as four-tops to accommodate more attendees
- Venue good, may need to consider changing as we grow
- Topic: promoting in growing property management business
- Topics: Legislative updates and changes
  - As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meetings: Problem/Resolution Session
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE / WASHINGTON CHAPTER

## MEETING 2/19/19 - AGENDA

NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of January 25, 2019: 5,985) comprised of real estate agents, brokers, managers and their employees.

### **Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **Chapter business:**

- ☐ 2019 Chapter Membership fees \$100 for PM's & \$150 for Affiliates are now due. Can pay today to me if you have a credit card you want to use, go to chapter web site listed on back or we will be sending out a link. We have received several payments from the email that went out.
- ☐ Treasurer position – has been filled by Sheri Wallace of Savvy Bookkeeping
- ☐ Marketing Chair – has been filled by Zoleta Caster of Caster Management LLC
- ☐ Membership & Affiliate Chair positions are still open. To grow our chapter we really need a membership chair. See any board member for more information on those positions.
- ☐ Chapter sponsored class – 6/13/19 Tenancy Look for details and sign up as soon as you can so we can lock in the date.
- ☐ Each month we review an Article from the NARPM Ethics.

### **Round Table Discussion on Working with utility companies & PG County rental licensing**

Notes:

---

---

---

---

#### **Upcoming events Local and National:**

- Feb 25-27 2019 Broker / Owner at Mirage Hotel & Casino in fabulous Las Vegas, Nevada
- May 13-14, 2019 Day on the Hill will be held & reserved a Room Block at the Washington Court Hotel
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

**Article 2: DISCRIMINATION** -The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.

**STANDARDS OF PROFESSIONALISM**

2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws and laws regarding discrimination.

2-2 The Property Manager shall not deny service to any person due to race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

**Article 3: RESPONSIBILITY TO CLIENT** The Property Manager shall serve the Client and act in the best interests of the Client.

**STANDARDS OF PROFESSIONALISM**

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

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

3-3 On behalf of the Client, the Property Manager shall review and verify all Tenant applications to determine the applicant's ability to pay rental fees and to assess the likelihood that the applicant will comply with all provisions of the rental agreement.

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

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

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

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**

**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

<b>Sherrl Russell</b>	President
<b>Mary Jo Whelan</b>	President Elect
<b>Lisa White</b>	Secretary
<b>Sheri Wallace</b>	Treasurer
<b>Brian Gallagher - Esquire</b>	Legislative Chair
<b>Kim Damewood,</b>	Education Chair
<b>***OPEN***</b>	Membership Chair
<b>Zoleta Caster</b>	Marketing Chair
<b>***OPEN***</b>	Affiliate Chair
<b>Brian Wojcik</b>	Past President
<b>Joe Haney</b>	Past President

**Chapter Website: <http://Baltimore.NARPM.org>**

**Chapter Facebook: [NARPM Baltimore Washington Chapter](#)**

# Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
**Meeting Agenda - March 26, 2019**

Chapter Mission: Engagement and Growth Through Value!

## MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 12:00 – 1pm

**Call-In Number:** 410-451-9655 ext 9

**Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, May Jo Whelan, Brian Gallagher, Joseph Haney, Sheri Wallace, Zoleta Caster, Sherry Young

---

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Discussion:**

**Welcome new members - Sheri Wallace, , Sherry Young**

**Topic for next meetings: ( What month can we also fit RVP in?)**

**April 16, 2019 – Jim Harris** - Understanding credit reports

**May 21, 2019 – James Barrett** - Tenant Turner

**June 18, 2019 – Sherri Wallace** – Savvy Bookkeeping

### These speakers said yes but later in the year

**Jeff Tapper** / Collections Lawyer – collecting from tenants

**Jim Shuey** – SERVPRO

**Mr. Handyman**

### Waiting to hear back from this speaker

**Alexandra Hurlman** / Filter Easy

**Logo-** Be sure new red and blue logo is being used.

**Dues / Guests** – Collected 95% of membership fees for 2019,

**Announced at March meeting** - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.

**Chapter meetings** – it would be great if the board members would volunteer to read the ethics, antitrust laws.

Best email and cell for each board member- Did I get from everyone?

**Chapter compliance due 3/15 & excellence will be due 3/31.** Mary Jo as Pres elect will be responsible for gathering the information and inputting in form or uploading.

Agendas 2018 - if anyone has any can they scan and email to me we will need them for the Chapter excellence (soon)

**Class** -NARPM required class – 6/13/19 Tenancy

Need: location / contact MD suburban to get CE / Ask MD Sub if there are any requirement if we offer CE (ie monitors / sign in and out – timed) / lunch?get a vendor to sponsor -offer FREE lunch that will up attendance. Vendor could give a 10-15 presentation during lunch.

What is needed from Brian: (we met in Feb/ Mar)

Gsuite - still waiting on

PO box # 244 infor & I checked when meet Brian / Nothing in it / pd thru summer 2019

Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton

Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@ have 2/3 people watch(fwd to who?) each? [baltwashnarp@gmail.com](mailto:baltwashnarp@gmail.com) – still have coming to Sherri

**Member\_engagement\_brochure** - GIVE AT LEAST 1 THING THAT THEY LIKED AND THOUGHT WE COULD DO APP'S THAT WE LIKE TO USE /

### Presidents Report:

Should we select a charity to support?

MD Realtor trade show in Fall / 1k grant from National

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018

[Is there anything happening in the industry that affects the chapter.](#)

### President Elect Report

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis

2. Review action of committees/work groups/task forces that met who are not in attendance at meeting

3. Other actions that were assigned

### Secretary Report

Work with Zoleta Caster in Mailchimp.

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / check sign in with emails to get others.

[Other actions that were assigned](#)

### Treasurer's Report

Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. [sanfordcollins@gmail.com](mailto:sanfordcollins@gmail.com)

1. Review the financial report to assure the board understands details

2. Make sure when a budget is suggested it shows actual vs forecasted amounts

3. Reports from any financial advisors or institutions

Expenses:	Budget	Actual
Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$?		
Meeting Expenses (room, food, etc.)		
Marketing Expenses (newsletter, etc.)		
Education Expenses (speaker, equipment, etc.)		
Legal & Accounting Expenses (tax return,		

corporation fees)		
Reimbursements / Officer Travel (to national event(s))		
<b>Income:</b>		
Professional/Support Membership Fees		
Affiliate Membership & Sponsorship Fees		
Meeting Fees		
50/50 Raffle		
Continuing Education Fees		
Chapter Grant		

### Committee Reports -

**Membership Chair Report – Sherry Young** need to meet with Mary Jo and I to get going

**Marketing Chair Report** – facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

**Education Chair Report -**

**Legislative Chair Report**

### New Business

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

STANDARD TO DO EVERY YEAR:	
CK DATE	CHAPTER COMPLIANCE DUE
FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

\*\*[HTTP://WWW.DAT.MARYLAND.GOV/BUSINESSPP](http://www.dat.maryland.gov/businesspp) -- NEED TO SIGN UP FOR EMAIL REMINDERS THEY ARE NO LONGER SENDING THE FORMS. UPDATED 1/25/17

### Adjourn Meeting

Month Meeting topic	Proposed topic	Actual topic
JANUARY	LEGAL UPDATES	LEGAL UPDATES
FEBRUARY	Round Table	
FEBRUARY	BROKER OWNER IN VEGAS	
MARCH	Jim Harris - Understand credit reports	
APRIL		
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**	
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc	
MAY	Tenant Turner	
JUNE		
JUNE 13 <sup>th</sup>	NATIONAL REQUIRED CLASS	
JULY		
AUGUST		
SEPTEMBER	ELECTIONS / +	
OCTOBER		
OCTOBER	NATIONAL CONF	
NOVEMBER 2ND TUES		
DECEMBER 2ND TUES	HOLIDAY GATHERING	

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value



- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
  - Handling evictions
  - Maintenance issues
  - That should property managers be real estate agents
  - promoting in growing property management business
  - Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE / WASHINGTON CHAPTER

## MEETING 3/19/19 - AGENDA

### **Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **General NARPM business:**

- ❑ 2019 Chapter Membership fees \$100 for PM's & \$150 for Affiliates are now due. Can pay today to me if you have a credit card you want to use, go to chapter web site listed on back or we will be sending out a link.
- ❑ Affiliate Chair position is open. Help grow our chapter. See any board member for more information on positions.
- ❑ Chapter sponsored class GREAT NEWS – CE approved for Realtors – 6/13/19 - Tenancy. Look for details and sign up as soon as you can so we can lock in the date.
- ❑ If there are local issues we want National to Call to Action, contact the Governmental affairs committee.
- ❑ SAVE MONEY - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several national vendors and NARPM Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. Some offer significant discounts - and sign up for your FREE NARPM eSignature Account with BlueInk!
- ❑ Membership Specials - 1 meeting free then join or pay \$20 to attend. Any new member who was referred by a member - both get a free lunch when they join!
- ❑ Each month we review an Article from the NARPM Ethics.

Technology- Best uses from successful PM – Dodson PM in Richmond

Notes:

---

---

---

---

#### **Upcoming events Local and National:**

- May 13-14, 2019 Day on the Hill will be held & reserved a Room Block at the Washington Court Hotel
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona
- Registration will open mid-April
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 4: OBLIGATIONS TO TENANTS

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

### STANDARDS OF PROFESSIONALISM

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

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

<b>Sherrl Russell</b>	President
<b>Mary Jo Whelan</b>	President Elect
<b>Lisa White</b>	Secretary
<b>Sheri Wallace</b>	Treasurer
<b>Brian Gallagher - Esquire</b>	Legislative Chair
<b>Kim Damewood,</b>	Education Chair
<b>Sherry Young</b>	Membership Chair
<b>Zoleta Caster</b>	Marketing Chair
<b>***OPEN***</b>	Affiliate Chair
<b>Brian Wojcik</b>	Past President
<b>Joe Haney</b>	Past President

**Chapter Website: <http://Baltimore.NARPM.org>**  
**Chapter Facebook: [NARPM Baltimore Washington Chapter](#)**

# Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
**Meeting Agenda - April 23, 2019**

Chapter Mission: Engagement and Growth Through Value!

## MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 12:00 – 1pm

**Call-In Number:** 410-451-9655 ext 9

**Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, May Jo Whelan, Brian Gallagher, Joseph Haney, Sheri Wallace, Zoleta Caster, Sherry Young

---

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Discussion:**

**Welcome new members -**

**Topic for next meetings: ( What month can we also fit RVP in?)**

**April 16, 2019 – Jim Harris - Understanding credit reports**

**May 21, 2019 – James Barrett - Tenant Turner**

**June 18, 2019 – Sherri Wallace – Savvy Bookkeeping**

**These speakers said yes but later in the year**

**Jeff Tapper / Collections Lawyer – collecting from tenants**

**Jim Shuey – SERVPRO**

**Mr. Handyman**

**Waiting to hear back from this speaker**

**Alexandra Hurlman / Filter Easy**

**Logo- Be sure new red and blue logo is being used.**

**Dues / Guests – Collected 95% of membership fees for 2019,**

**Announced at March meeting - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.**

**Chapter meetings –board members please volunteer to read the ethics, antitrust laws.**

**Class -NARPM required class – 6/13/19 Tenancy**

**Howard community College, Charles I. Ecker Business Training Center**

**6751 Columbia Gateway Drive, Room 3, Columbia, Maryland 21046 / capacity 32**

**/ Ask MD Sub if there are any requirement if we offer CE (ie monitors / sign in and out – timed) / lunch?get a vendor to sponsor -offer FREE lunch that will up attendance. Vendor could give a 10-15 presentation during lunch.**

**General Chapter info:**

**PO box # 244 infor & I checked when meet Brian / Nothing in it / pd thru summer 2019**

**Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in**

**Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton**

Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@ have 2/3 people watch(fwd to who?) each? [baltwashnarp@gmail.com](mailto:baltwashnarp@gmail.com) – still have coming to Sherri  
Gsuite - still waiting on Brian 4/5 texted

### Presidents Report:

Should we select a charity to support?

MD Realtor trade show in Fall / 1k grant from National

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018

[Is there anything happening in the industry that affects the chapter.](#)

### President Elect Report

[1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis](#)

[2. Review action of committees/work groups/task forces that met who are not in attendance at meeting](#)

[3. Other actions that were assigned](#)

### Secretary Report

Work with Zoleta Caster in Mailchimp.

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / check sign in with emails to get others.

[Other actions that were assigned](#)

### Treasurer's Report

Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. [sanfordcollins@gmail.com](mailto:sanfordcollins@gmail.com)

[1. Review the financial report to assure the board understands details](#)

[2. Make sure when a budget is suggested it shows actual vs forecasted amounts](#)

[3. Reports from any financial advisors or institutions](#)

Expenses:	Budget	Actual
Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$?		
Meeting Expenses (room, food, etc.)		
Marketing Expenses (newsletter, etc.)		
Education Expenses (speaker, equipment, etc.)		
Legal & Accounting Expenses (tax return, corporation fees)		
Reimbursements / Officer Travel (to national event(s))		
Income:		
Professional/Support Membership Fees		
Affiliate Membership & Sponsorship Fees		

Meeting Fees		
50/50 Raffle		
Continuing Education Fees		
Chapter Grant		

### **Committee Reports -**

**Membership Chair Report – Sherry Young** need to meet with Mary Jo and I to get going

**Marketing Chair Report** – facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

**Education Chair Report -**

**Legislative Chair Report**

### **New Business**

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

STANDARD TO DO EVERY YEAR:	
CK DATE	CHAPTER COMPLIANCE DUE
FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

\*\*[HTTP://WWW.DAT.MARYLAND.GOV/BUSINESSPP](http://www.dat.maryland.gov/businesspp) -- NEED TO SIGN UP FOR EMAIL REMINDERS THEY ARE NO LONGER SENDING THE FORMS. UPDATED 1/25/17

### **Adjourn Meeting**

Month Meeting topic	Proposed topic	Actual topic
JANUARY	LEGAL UPDATES	LEGAL UPDATES
FEBRUARY	Round Table	
FEBRUARY	BROKER OWNER IN VEGAS	
MARCH	Jim Harris - Understand credit reports	
APRIL		
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**	
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc	
MAY	Tenant Turner	
JUNE		
JUNE 13 <sup>th</sup>	NATIONAL REQUIRED CLASS	
JULY		
AUGUST		
SEPTEMBER	ELECTIONS / +	
OCTOBER		
OCTOBER	NATIONAL CONF	
NOVEMBER 2ND TUES		
DECEMBER 2ND TUES	HOLIDAY GATHERING	

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value



- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
  - Handling evictions
  - Maintenance issues
  - That should property managers be real estate agents
  - promoting in growing property management business
  - Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 4/16/19 - AGENDA

*NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.*

### Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)

#### General NARPM business:

- ❑ Chapter sponsored class is – CE approved for Realtors – 6/13/19 - Tenancy. Look for details and sign up as soon as you can so we can lock in the date. Chapter member have opportunity to sign up before we open it up to other people. We have not advertised outside of NARPM, yet. I expect to have a great turn out. You many want to register soon, in case we full up.
- ❑ Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- ❑ **Money Making Tip** – Charge for after hours move out inspection.
- ❑ **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. Some offer significant discounts - and sign up for your FREE NARPM eSignature Account with BlueInk!
- ❑ Membership Specials - 1 meeting free then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- ❑ Each month we review an Article from the NARPM Ethics – see back

*Property Evaluation information by US INSPECT - Adam Morville*  
*Move in / out / Annual Evaluations*

Notes:

---

---

---

---

---

### Upcoming events Local and National:

- May 13-14, 2019 Day on the Hill will be held & reserved a Room Block at the Washington Court Hotel
- June 13<sup>th</sup> CE class Tenancy at Howard CCC in Columbia, MD
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

~~~~~

### Article 5: CARE OF MANAGED PROPERTIES

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

#### STANDARDS OF PROFESSIONALISM

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

5-2 The Property Manager shall terminate management of a property if the Client does not comply with habitability requirements.

### Article 6: HANDLING OF FUNDS

*The Property Manager shall hold all funds received on behalf of others in compliance with state law and shall not commingle the funds with personal or other business funds or use the funds for other than their intended purposes.*

#### STANDARDS OF PROFESSIONALISM

6-1 The Property Manager shall keep appropriate records and shall prepare and furnish to the Client accurate and timely financial reports relating to the Client's rental and funds in accordance with the terms of the applicable management agreement.

~~~~~

*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.*

### Your Baltimore Washington NARPM Chapter Leadership Team

General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)

Sherrl Russell	President
Mary Jo Whelan	President Elect
Lisa White	Secretary
Sheri Wallace	Treasurer
Brian Gallagher - Esquire	Legislative Chair
Kim Damewood,	Education Chair
Sherry Young	Membership Chair
Zoleta Caster	Marketing Chair
***OPEN***	Affiliate Chair
Joe Haney	Past President
Brian Wojcik	Past President

Chapter Website: <http://Baltimore.NARPM.org>

Chapter Facebook: [NARPM Baltimore Washington Chapter](#)

# Board of Directors Meeting

Baltimore/Washington Chapter of the National Association of Residential Property Managers  
**Meeting Agenda - May 28th, 2019**

Chapter Mission: Engagement and Growth Through Value!

## MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 11:00 – 12pm / finished about 11:35am

**Call-In Number:** 410-451-9655 ext 9 **Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, ~~Mary Jo Whelan, Brian Gallagher, Joseph Haney,~~  
Sheri Wallace, ~~Zoleta Caster, Sherry Young~~

---

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Welcome new Board members –** Affiliate chair US Inspect is interested & SI -chuck willing to help but not be in charge

## Discussion:

**Topic for next meetings: ( What month can we also fit RVP in?)**

<b>May 21, 2019 – <u>James Barrett</u></b>	Tenant Turner	<b>Self Access Viewings:</b> How to Combat Against Squatters, Scammers, and Scoundrels
<b>June 18, 2019</b> Jeff Tapper, Lawyer		- Collecting from Tenants after they move out
<b>July 16, 2019 - Adam Morville Sr.</b>	US INSPECT	- Property Inspections with a Licensed Home Inspector
<b>August 20, 2019</b>	BookKeeping Practices	<u>Sherri Wallace</u> – Savvy Bookkeeping
<b>September 17, 2019</b>		Understanding Credit Reports

**These speakers said yes but later in the year**

**US Inspect - Adam**

**Jeff Tapper / Collections Lawyer –** collecting from tenants

**Jim Shuey – SERVPRO**

**Mr. Handyman**

**Jim Harris -** Understanding credit reports

**Alexandra Hurlman / Filter Easy -** Waiting to hear back from this speaker

Money making ideas – ~~After hours move out charge,~~ heater/a/c rental, filter easy, early deposit return,

**Logo-** Be sure new red and blue logo is being used.

**Dues / Guests** – Collected 95% of membership fees for 2019,  
**Announced at March meeting** - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.

**Chapter meetings** –board members please volunteer to read the ethics, antitrust laws.

**Class** -NARPM required class – 6/13/19 Tenancy  
Howard community College, Charles I. Ecker Business Training Center  
6751 Columbia Gateway Drive, Room 3, Columbia, Maryland 21046 / capacity 32  
/ we need to have a sign in to ck IDs, monitors / sign in and out – timed when leave class / lunch? get a vendor to sponsor -offer FREE lunch that will up attendance. Vendor could give a 10-15 presentation during lunch.  
Advertising – chapter & realtors

MD Realtor trade show in Fall / 1k grant from National Will 1 ½ days surveyed to see if everyone was still on board to do. There is usually a drawing for an item or gift card and give aways.

General Chapter info:

Gsuite - still waiting on Brian 3/12 emailed 4/5 texted 4/12 emailed  
PO box # 244 infor & I checked when meet Brian / Nothing in it / pd thru summer 2019  
Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in  
Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton  
Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@  
have 2/3 people watch(fwd to who?) each? [baltwashnarpn@gmail.com](mailto:baltwashnarpn@gmail.com) – still have coming to Sherri  
PO Box keys and checking – who is near there that can check monthly

### **Presidents Report:**

Should we select a charity to support?  
Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018  
Natl will be sending new members a video vs a email to read starting any day now.  
Oct conf registration is opening the end of this month  
Anitrust does only have to be read thru the end of 2019 at meetings  
Chapter meeting idea was to stream the meeting or offer a chapter meeting that is a victual meeting  
We have 5 x7 spiral note books to use (old logo) up 30-40/ we could give out at meetings or give out at the class.  
Everyone rec trello invite to track tasks?  
Everyone rec invite to share docs in drive bwnarpm.org?  
[Is there anything happening in the industry that affects the chapter.](#)

### **President Elect Report**

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis
2. Review action of committees/work groups/task forces that met who are not in attendance at meeting
3. Other actions that were assigned

### **Secretary Report**

Work with Zoleta Caster in Mailchimp.  
Last time or how often are members at large added to our mailchimp list?  
Added vendors to emails / check sign in with emails to get others.  
[Other actions that were assigned](#)

### Treasurer's Report

Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. sanfordcollins@gmail.com

1. Review the financial report to assure the board understands details
2. Make sure when a budget is suggested it shows actual vs forecasted amounts
3. Reports from any financial advisors or institutions

Expenses:	Budget	Actual
Recurring Expenses: \$30/ mailchimp - \$30 intuit - \$30 gsuite - PO box \$?		
Meeting Expenses (room, food, etc.)		
Marketing Expenses (newsletter, etc.)		
Education Expenses (speaker, equipment, etc.)		
Legal & Accounting Expenses (tax return, corporation fees)		
Reimbursements / Officer Travel (to national event(s))		
<b>Income:</b>		
Professional/Support Membership Fees		
Affiliate Membership & Sponsorship Fees		
Meeting Fees		
50/50 Raffle		
Continuing Education Fees		
Chapter Grant		

### Committee Reports -

**Membership Chair Report – Sherry Young** need to meet with Mary Jo and I to get going

**Marketing Chair Report** – facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

**Education Chair Report -**

**Legislative Chair Report**

### New Business

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

STANDARD TO DO EVERY YEAR:	
CK DATE	CHAPTER COMPLIANCE DUE

FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

\*\*[HTTP://WWW.DAT.MARYLAND.GOV/BUSINESSPP](http://www.dat.maryland.gov/businesspp) -- NEED TO SIGN UP FOR EMAIL REMINDERS THEY ARE NO LONGER SENDING THE FORMS. UPDATED 1/25/17

**Adjourn Meeting**



Month Meeting topic	Proposed topic	Actual topic
JANUARY	LEGAL UPDATES	LEGAL UPDATES
FEBRUARY	Round Table	
FEBRUARY	BROKER OWNER IN VEGAS	
MARCH	Jim Harris - Understand credit reports	
APRIL		
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**	
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc	
MAY	Tenant Turner	
JUNE		
JUNE 13 <sup>th</sup>	NATIONAL REQUIRED CLASS	
JULY		
AUGUST		
SEPTEMBER	ELECTIONS / +	
OCTOBER		
OCTOBER	NATIONAL CONF	
NOVEMBER 2ND TUES		
DECEMBER 2ND TUES	HOLIDAY GATHERING	

ETHICS – Jan 1 / Feb – 2 & 3 / Mar 4 / Apr 5 & 6 / May 7 / June 8 / July no meeting / Aug 9 / Sept 10 / Oct 11 / Nov 12 / Dec - Holiday Happy Hour

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings

- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
  - Handling evictions
  - Maintenance issues
  - That should property managers be real estate agents
  - promoting in growing property management business
  - Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 5/21/19 - AGENDA

*NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.*

### **Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **General NARPM business:**

- ☐ Chapter sponsored class is – CE approved for Realtors – 6/13/19 - Tenancy. Look for details and sign up as soon as you can so we can lock in the date. Chapter member have opportunity to sign up before we open it up to other people. We have not advertised outside of NARPM, yet. I expect to have a great turn out. You many want to register soon, in case we full up.
- ☐ Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- ☐ **Money Making Tip** – Charge for after hours move out inspection.
- ☐ **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- ☐ Membership Specials – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- ☐ Each month we review an Article from the NARPM Ethics – see back

### **Learn about the benefits of self access and best practices by Tenant Turner - James Barrett**

Notes:

---

---

---

---

---

### Upcoming events Local and National:

- May 13-14, 2019 Day on the Hill will be held & reserved a Room Block at the Washington Court Hotel
- June 13<sup>th</sup> CE class Tenancy at Howard CCC in Columbia, MD
- September 2019 – Chapter have booth at MD Realtor Conf at Nat'l Harbour
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 7: AREAS OF EXPERTISE

*The Property Manager must provide competent service within his or her area of expertise, and refrain from the unauthorized practice of any other profession for which he or she is not licensed or qualified.*

### STANDARDS OF PROFESSIONALISM

- **7-1** The Property Manager shall perform only such services in such locations for which he or she is qualified and can reasonably be expected to perform with professional competence.
- **7-2** The Property Manager shall not perform and shall not represent that he or she can or will perform services outside of his or her area of expertise, particularly services that require a separate license or qualification – such as law, accounting, financial planning, construction, and/or contracting – unless the Property Manager independently possesses such license or qualification.

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)

<b>Sherri Russell</b>	DEMCO Properties LLC	President
<b>Mary Jo Whelan</b>	McGinley Group	President Elect
<b>Lisa White</b>	White House Prop Mgmt	Secretary
<b>Sheri Wallace</b>	Savvy Bookkeeping	Treasurer
<b>Brian Gallagher - Esquire</b>	Council Baradel	Legislative Chair
<b>Kim Damewood,</b>	Development Mgmt Group	Education Chair
<b>Sherry Young</b>	Select PCS	Membership Chair
<b>Zoleta Caster</b>	Caster Mgmt	Marketing Chair
Adam Morville	US Inspect	Affiliate Chair
<b>Joe Haney</b>	N & L Property Mgmt	Past President
<b>Brian Wojcik</b>	DIY Realty	Past President

**Chapter Website:** <http://Baltimore.NARPM.org>  
**Chapter Facebook:** [NARPM Baltimore Washington Chapter](#)

## Board of Directors Meeting

Meeting Agenda - June 25<sup>th</sup>, 2019

Baltimore/Washington Chapter of the National Association of Residential Property Managers

Chapter Mission: Engagement and Growth Through Value!

### MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 11:00 – 12pm

**Call-In Number:** 410-451-9655 ext 9

**Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, May Jo Whelan, ~~Brian Gallagher, Joseph Haney,~~  
Sheri Wallace, Zoleta Caster, Sherry Young

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

**Welcome new Board members – Affiliate chair**

**Class** - Our Chapter sponsored class on 6/13/19 - Tenancy. WAS A **HUGE SUCCESS** – THANKS TO **KIM DAMEWOOD** FOR PUTTING IT ALL TOGETHER and **MARY JO MCGINLEY** FOR COORDINATING & GETTING LUNCH PROVIDED. **ZOLETA CASTER** FOR HELP WITH THE FLYERS. **SHERRY YOUNG** FOR HELP SENDING FLYERS, SETTING UP AND TAKING DOWN. **MD SUBURBAN CHAPTER** FOR GETTING IT CE APPROVED. AND THANKS TO ALL WHO ATTENDED THE CLASS. 10 agents for CE & 9 non agents registered. **The instructor said it was well organized and one of the largest attended classes he has taught in the chapter held classes. GREAT JOB - THANK U ALL!**

- ROOM FEES? I don't remember giving a credit card for the room fee and we will have the coffee and tea.
- Advertising – chapter (we did well on) & realtors Sherry Y sent one out in APR or MAY. The one we were sending as a chapter (got out really late)
- Anyone with expenses scan and email me the bills with a total so I can reimburse you.

**Topic for next meetings: ( What month can we also fit RVP in?)**

July 16, 2019 .	Collecting from Tenants after they move out	Jeff Tapper, Lawyer
August 20, 2019	BookKeeping Practices	<u>Sheri Wallace</u> – Savvy Bookkeeping
September 17, 2019	Understanding Credit Reports <b>ELECTIONS</b>	<u>Jim Harris</u> Jim Harris

**These speakers said yes but later in the year**

Jim Shuey – SERVPRO

Mr. Handyman

Alexandra Hurlman / Filter Easy - Waiting to hear back from this speaker

**Chapter meetings** –board members please, go out of your way to meet and welcome new people at the meetings & volunteer to read the ethics, antitrust laws.

**Money making ideas** – ~~After hours move out charge,~~ heater/a/c rental, filter easy, expedited early deposit return,

-----ELECTION PROCESS FROM NAT'L-----

The Leadership Team of a NARPM chapter will consist of a minimum of four professional members who are elected to oversee the operations of their local chapter. National staff will work closely with the local chapter to provide the most beneficial services and programs to their members. The leadership team will be a representation of their chapter at local, state and national NARPM Meetings. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. When speakers are needed to provide presentations at meetings, when vendors are approached about affiliate membership, when articles and pictures are submitted to the local newspaper, when the chapter performs community service, your name is associated with these activities.

**How much time would each of you say you spend a month on chapter business? By volunteering what have you gotten out of it? Meet people from all over and have them as a resource, at classes, conferences, hear so many ideas you don't know where to start. For me I spend maybe 3-4 hrs on meeting day, 1 hr to prepare agenda & sign in, 1-2 hrs misc & follow up. PM's should be Pres & Pres elect -**

**Recruit nominees – survey chapter – Who would be great leader? Who has impacted you & your business the most? Who is the most positive & supportive members in chapter? PM's should be Pres & Pres elect**

**Approach individually – Let them know the team or board met and we believe you would make a great leader in our chapter are you open to taking on a board position? If not why? Let them know what the expectations are Nat'l & chapter. If Pres & pres elect must attend leadership training in Nov 18-19 this year (web site might still have wrong dates)**

### **Election of Officers**

- Elections shall be no later than September and must be identified to National by October so they can RSVP for Leadership Training, or electronically if approved by the chapter executive committee, prior to the end of the calendar year
- 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.
- 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 Executive Committee and presented to the membership for final vote
- Uncontested Offices: The presiding authority shall identify 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
- 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

The link to the Chapter Success Guide is [https://www.narpm.org/docs/chapter-services/chapter\\_success\\_guide.pdf](https://www.narpm.org/docs/chapter-services/chapter_success_guide.pdf)

**THE MORE YOU GIVE THE MORE YOU GET BACK!**

---

MD Realtor trade show in Fall / 1k grant from National Will 1 ½ -registration is open.  
There is usually a drawing for an item or gift card and give aways.

2020- class selection open now –

May –  
Risk Awareness (Formerly Essentials of Risk Management) /  
Developing Rewarding Owner Relationships /  
Advanced Risk Management /

June –

Risk Awareness (Formerly Essentials of Risk Management)

Finance: Cash Flow Analysis

Profitability and Owner Relations (Formerly Mastering Owner Client Relations)

In-House Maintenance – Running a Profitable Operation

Intro to Maintenance: Covering the Basics of Standards, Codes & Safety

Maintenance: Beyond the Basics /

Intro to Maintenance: Covering the Basics of Standards, Codes & Safety /

July –

Marketing for Residential Property Management /

NARPM 101: Basics of Property Management /

Personnel Procedures Essentials – Hiring and Firing /

Personnel Procedures Advanced /

Office Operations – Policy & Procedures

Aug –

Finance: Cash Flow Analysis /

Risk Awareness (Formerly Essentials of Risk Management) /

Developing Rewarding Owner Relationships /

Advanced Risk Management /

Sept –

Maintenance: Beyond the Basics /

Intro to Maintenance: Covering the Basics of Standards, Codes & Safety /

In-House Maintenance – Running a Profitable Operation /

Profitability and Owner Relations (Formerly Mastering Owner Client Relations) /

General Chapter info:

Gsuite - still waiting on Brian 3/12 emailed 4/5 texted 4/12 emailed 6/25 emailed

PO box # 244 infor / Sheri W has the key and will ck box monthly / pd thru summer 2019

Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in

Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton

Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@

have 2/3 people watch(fwd to who?) each? [baltwashnarp@gmail.com](mailto:baltwashnarp@gmail.com) – still have coming to

Sherri

### **Presidents Report: Check Trello list:**

We rec'd \$300 check from Natl for maintaining 90% of our chapter membership – This is people who paid

Natl dues that affiliate with our chapter.

New leadership training dates for pres & pres elect for 2020 to attend.

Natl conf early bird ends 9/15 / Conf Oct 15-18 in Phoenix AZ

Should we select a charity to support?

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie

Lisa to talk to them about downloading our PM list & list from MD conf 2018

Natl will be sending new members a video vs a email to read starting any day now.

Oct conf registration is open

Anitrust does only have to be read thru the end of 2019 at meetings

Chapter meeting idea was to stream the meeting or offer a chapter meeting that is a virtual meeting

5 x7 spiral note books – most were given out at class we have a few left I will bring to next meeting.

[Is there anything happening in the industry that affects the chapter.](#)

### **President Elect Report**

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis

2. Review action of committees/work groups/task forces that met who

are not in attendance at meeting

3. Other actions that were assigned

**Secretary Report**

Work with Zoleta Caster in Mailchimp.

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / check sign in with emails to get others.

Other actions that were assigned

**Treasurer's Report**

Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. sanfordcollins@gmail.com

1. Review the financial report to assure the board understands details

2. Make sure when a budget is suggested it shows actual vs

forecasted amounts

3. Reports from any financial advisors or institutions

Expenses:	Budget	Actual
Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$60/yr Meeting Expenses (room, food, etc.) Marketing Expenses (newsletter, etc.) Education Expenses (speaker, equipment, etc.) Legal & Accounting Expenses (tax return, corporation fees) Reimbursements / Officer Travel (to national event(s))		
Income:		
Professional/Support Membership Fees Affiliate Membership & Sponsorship Fees Meeting Fees 50/50 Raffle Continuing Education Fees Chapter Grant		

**Committee Reports -**

**Membership Chair Report – Sherry Young**

Membership drive idea – have a campaign to “Bring a Friend” to a meeting OR we could push it more in Our meeting emails. **Announced at March meeting** - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.

**Marketing Chair Report** – facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

**Education Chair Report -**

**Vendor Chair Report** – US Inspect is interested & SI -chuck willing to help but not be in charge .

Zoleta was provided the vendor name for the web site and was asked to work with the vendor chair to make a list to pass out to members.

**Legislative Chair Report**

**New Business**

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote

2. Continue this action on all items



STANDARD TO DO EVERY YEAR:	
CK DATE	CHAPTER COMPLIANCE DUE
FEB / MARCH CONF	BROKER / OWNER IN VEGAS
APRIL 17 <sup>TH</sup> 2017	MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**
May 15 <sup>th</sup> ***	*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc
JUNE or JULY	---DO WE WANT TO CANCEL A MEETING---
SEPT	ELECTION
OCT CONF	NAT'L CONF
NOV 18 & 19, 2019	NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK
DEC	HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)

Month	Meeting topic	Proposed topic	Actual topic
JANUARY		LEGAL UPDATES	LEGAL UPDATES
FEBRUARY		Round Table	
FEBRUARY		BROKER OWNER IN VEGAS	
MARCH		Jim Harris - Understand credit	
APRIL			
APRIL 17 <sup>TH</sup> 2017		MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**	
May 15 <sup>th</sup> ***		*** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc	
MAY		Tenant Turner	
JUNE			
JUNE 13 <sup>th</sup>		NATIONAL REQUIRED CLASS	
JULY			
AUGUST			
SEPTEMBER		ELECTIONS / +	
OCTOBER			
OCTOBER		NATIONAL CONF	
NOVEMBER 2ND TUES			
DECEMBER 2ND TUES		HOLIDAY GATHERING	

\*\*HTTP://  
WWW.DA  
T.MARYLA  
ND.GOV/  
BUSINESS  
PP --  
NEED TO  
SIGN UP  
FOR  
EMAIL  
REMINDE  
RS THEY  
ARE NO  
LONGER  
SENDING  
THE

FORMS. UPDATED 1/25/17

### Adjourn Meeting

ETHICS – Jan 1 / Feb – 2 & 3 / Mar 4 / Apr 5 & 6 / May 7 / June 8 / July no meeting / Aug 9 / Sept 10 / Oct 11 / Nov 12 / Dec - Holiday Happy Hour

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost

- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures
  - How to hire the right people
  - Handling evictions
  - Maintenance issues
  - That should property managers be real estate agents
  - promoting in growing property management business
  - Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 6/18/19 - AGENDA

*NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.*

### **Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **General NARPM business:**

- Chapter sponsored class on 6/13/19 - Tenancy. WAS A HUGE SUCCESS – THANKS TO KIM DAMEWOOD and MARY JO MCGINLEY FOR COORDINATING & GETTING LUNCH PROVIDED. ZOLETA CASTER FOR HELP WITH THE FLYERS. SHERRY YOUNG FOR HELP SENDING FLYERS, SETTING UP AND TAKING DOWN. MD SUBURBAN CHAPTER FOR GETTING IT CE APPROVED. AND THANKS FOR ATTENDING - 10 agents for CE & 9 non agents registered (ALL NARPM MEMBERS).
- Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- **Money Making Tip** – Charge for after hours move out inspection.
- **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- Membership Specials – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- Elections are coming up in Sept. President elect is open and possibly secretary. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. President and president elect would need to attend Leadership Training in November 18-19, 2019 in San Antonio. You would be reimbursed for your travel expenses.
- Each month we review an Article from the NARPM Ethics – see back

### **Learn about Property Evaluation information - Move in / out / Annual Evaluations by US INSPECT - Adam Morville**

Notes:

---

---

---

---

---

### Upcoming events Local and National:

- July 23<sup>rd</sup>, CE class Introduction to Maintenance, 478 Prospect Blvd, Frederick, MD
- September 2019 – Chapter have booth at MD Realtor Conf at Nat'l Harbour
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

\*\*\*\*\*

## Article 8: COMMITMENT TO FIRM

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

### STANDARDS OF PROFESSIONALISM

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

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

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

~~~~~

*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.*

### Your Baltimore Washington NARPM Chapter Leadership Team

General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)

|                                  |                        |                   |
|----------------------------------|------------------------|-------------------|
| <b>Sherri Russell</b>            | DEMCO Properties LLC   | President         |
| <b>Mary Jo Whelan</b>            | McGinley Group         | President Elect   |
| <b>Lisa White</b>                | White House Prop Mgmt  | Secretary         |
| <b>Sheri Wallace</b>             | Savvy Bookkeeping      | Treasurer         |
| <b>Brian Gallagher - Esquire</b> | Council Baradel        | Legislative Chair |
| <b>Kim Damewood,</b>             | Development Mgmt Group | Education Chair   |
| <b>Sherry Young</b>              | Select PCS             | Membership Chair  |
| <b>Zoleta Caster</b>             | Caster Mgmt            | Marketing Chair   |
| Adam Morville                    | US Inspect             | Affiliate Chair   |
| <b>Joe Haney</b>                 | N & L Property Mgmt    | Past President    |
| <b>Brian Wojcik</b>              | DIY Realty             | Past President    |

Chapter Website: <http://Baltimore.NARPM.org>

Chapter Facebook: [NARPM Baltimore Washington Chapter](#)

## Board of Directors Meeting

Meeting Agenda - JuLY 23, 2019

Baltimore/Washington Chapter of the National Association of Residential Property Managers

Chapter Mission: Engagement and Growth Through Value!

### MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 11:00 – 12pm

**Call-In Number:** 410-451-9655 ext 9 **Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper:** Lisa White

**Attendees:** Lisa White, ~~Kimberly Damewood~~(in class), Sherri Russell, Mary Jo Whelan, ~~Brian Gallagher,~~  
~~Joseph Haney,~~ Sheri Wallace, ~~Zoleta Caster(vac?),~~ Sherry Young (in class), Adam Merville

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

### Topic for next meetings: ( What month can we also fit RVP in?)

|                                                                |                                                  |                                                     |
|----------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------|
| August 20, 2019                                                | BookKeeping Practices                            | <u>Sheri Wallace</u> – Savvy Bookkeeping<br><br>RVP |
| September 17, 2019                                             | Understanding Credit Reports<br><b>ELECTIONS</b> | <u>Jim Harris</u> Jim Harris                        |
| October 15 <sup>th</sup> , 2019<br>( NARPM NATL CONF 10/15-18) | Round Table- topic?                              |                                                     |

### These speakers said yes but later in the year

Jim Shuey – SERVPRO

Mr. Handyman

Alexandra Hurlman / Filter Easy - Waiting to hear back from this speaker

**Chapter meetings** –board members please, go out of your way to meet and welcome new people at the meetings & volunteer to read the ethics, antitrust laws.

---June attendance sign in?????

**Class** - Risk Awareness (Formerly Essentials of Risk Management) May 28<sup>th</sup> 9-4pm. We spent \$400 on room, if you have any other location suggestions let Kim know. Hyatt place \$450 rm 40-50 classrm /  
- Expenses from last class \$400 rm + coffee + \$800 speaker

**Money making ideas** – What other ideas? filter easy, expedited early deposit return / After hours move out charge(MAY & JUNE), heater/a/c rental(July)

-----ELECTION PROCESS FROM NAT'L-----

Who should we approach about getting on the board? It would be great if someone already on the board would step up to Pres-Elect.....

The Leadership Team of a NARPM chapter will consist of a minimum of four professional members who are elected to oversee the operations of their local chapter. National staff will work closely with the local chapter to provide the most beneficial services and programs to their members. The leadership team will be a representation of their chapter at local, state and national NARPM

Meetings. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. When speakers are needed to provide presentations at meetings, when vendors are approached about affiliate membership, when articles and pictures are submitted to the local newspaper, when the chapter performs community service, your name is associated with these activities.

**How much time would each of you say you spend a month on chapter business? By volunteering what have you gotten out of it? Meet people from all over and have them as a resource, at classes, conferences, hear so many ideas you don't know where to start. For me I spend maybe 3-4 hrs on meeting day, 1 hr to prepare agenda & sign in, 1-2 hrs misc & follow up. PM's should be Pres & Pres elect -**

**Recruit nominees – survey chapter – Who would be great leader? Who has impacted you & your business the most? Who is the most positive & supportive members in chapter? PM's should be Pres & Pres elect**

**Approach individually – Let them know the team or board met and we believe you would make a great leader in our chapter are you open to taking on a board position? If not why? Let them know what the expectations are Nat'l & chapter. If Pres & pres elect must attend leadership training in Nov 18-19 this year (web site might still have wrong dates)**

#### Election of Officers

- Elections shall be no later than September and must be identified to National by October so they can RSVP for Leadership Training, or electronically if approved by the chapter executive committee, prior to the end of the calendar year
- 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.
- 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 Executive Committee and presented to the membership for final vote
- Uncontested Offices: The presiding authority shall identify 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
- 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

The link to the Chapter Success Guide is [https://www.narpm.org/docs/chapter-services/chapter\\_success\\_guide.pdf](https://www.narpm.org/docs/chapter-services/chapter_success_guide.pdf)

THE MORE YOU GIVE THE MORE YOU GET BACK!

---

**MD Realtor trade show** – Sept 10-13 – booth #204 /EXPO 11 & 12th at Gaylord Nat'l Harbour / 1k grant from National Will 1 ½ -registration is open.  
There is usually a drawing for an item or gift card and give aways. \_ Sheri info on non profit / Rebuilding Together Baltimore / RPAC – NARPM?

#### General Chapter info:

Gsuite - still waiting on Brian 3/12 emailed 4/5 texted 4/12 emailed 6/25 emailed  
PO box # 244 infor / Sheri W has the key and will ck box monthly / pd thru summer 2019  
Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in  
Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton  
Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@  
have 2/3 people watch(fwd to who?) each? [baltwashnarpm@gmail.com](mailto:baltwashnarpm@gmail.com) – still have coming to Sherri

**Presidents Report: Check Trello list:****Pick date in Oct to have a board dinner for current and incoming members.**

We rec'd \$300 check from Natl for maintaining 90% of our chapter membership – This is people who Paid Natl dues that affiliate with our chapter.

Leadership training dates for pres & pres elect for 2020 to attend - November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect

Natl conf early bird ends 9/15 / Conf Oct 15-18 in Phoenix AZ

Should we select a charity to support? We could do a 50/50 at MD Realtor EXPO vs a drawing for a give away.?

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018

Natl will be sending new members a video vs a email to read starting any day now.

Anitrust does only have to be read thru the end of 2019 at meetings

Chapter meeting idea was to stream the meeting or offer a chapter meeting that is a virtual meeting

5 x7 spiral note books – most were given out at class we have a few left I will bring to next meeting.

Name tags have old logo – asked Sherry Y to go on line and order more? President, President-Elect, Past President (3), Secretary, Treasurer, Marketing Chair, Membership Chair, Education Chair, Vendor Chair, Legislative Chair

[Is there anything happening in the industry that affects the chapter.](#)

**President Elect Report**

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis

2. Review action of committees/work groups/task forces that met who

are not in attendance at meeting

3. Other actions that were assigned

**Secretary Report**

Work with Zoleta Caster in Mailchimp.

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / check sign in with emails to get others.

[Other actions that were assigned](#)

**Treasurer's Report**

Status on old tax returns? Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. sanfordcollins@gmail.com

1. Review the financial report to assure the board understands details

2. Make sure when a budget is suggested it shows actual vs

forecasted amounts

3. Reports from any financial advisors or institutions

| Expenses:                                                                                                                                                                                                                                                                                                                                  | Budget | Actual |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|
| Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$60/yr<br>Meeting Expenses (room, food, etc.)<br>Marketing Expenses (newsletter, etc.)<br>Education Expenses (speaker, equipment, etc.)<br>Legal & Accounting Expenses (tax return, corporation fees)<br>Reimbursements / Officer Travel (to national event(s)) |        |        |
| Income:                                                                                                                                                                                                                                                                                                                                    |        |        |



|                                                                                                                                                                                                       |          |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|
| Professional/Support Membership Fees<br>Affiliate Membership & Sponsorship Fees<br>Trade show/EXPO - \$1000 booth fee +<br>Meeting Fees<br>50/50 Raffle<br>Continuing Education Fees<br>Chapter Grant | \$1000 + |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|

## Committee Reports -

### Membership Chair Report – Sherry Young

Membership drive idea – have a campaign to “Bring a Friend” to a meeting OR we could push it more in Our meeting emails. **Announced at March meeting** - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.

**Marketing Chair Report** – Status on chapter web site updating? facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

### Education Chair Report -

**Vendor Chair Report** – US Inspect is interested & SI -chuck willing to help but not be in charge .

Zoleta was provided the vendor name for the web site and was asked to work with the vendor chair to make a list to pass out to members.

### Legislative Chair Report -

### New Business

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

| STANDARD TO DO EVERY YEAR:  |                                                                             |
|-----------------------------|-----------------------------------------------------------------------------|
| CK DATE                     | CHAPTER COMPLIANCE DUE                                                      |
| FEB / MARCH CONF            | BROKER / OWNER IN VEGAS                                                     |
| APRIL 17 <sup>TH</sup> 2017 | MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**                      |
| May 15 <sup>th</sup> ***    | *** 990 N form to be filed with IRS by 5/15<br>All info in IMPT Chapter doc |
| JUNE or JULY                | ---DO WE WANT TO CANCEL A MEETING---                                        |
| SEPT                        | ELECTION                                                                    |
| OCT CONF                    | NAT'L CONF                                                                  |
| NOV 18 & 19, 2019           | NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK                     |
| DEC                         | HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)                     |

### Adjourn Meeting

| Month                       | Meeting topic | Proposed topic                                                           | Actual topic  |
|-----------------------------|---------------|--------------------------------------------------------------------------|---------------|
| JANUARY                     |               | LEGAL UPDATES                                                            | LEGAL UPDATES |
| FEBRUARY                    |               | Round Table                                                              |               |
| FEBRUARY                    |               | BROKER OWNER IN VEGAS                                                    |               |
| MARCH                       |               | Jim Harris - Understand credit                                           |               |
| APRIL                       |               |                                                                          |               |
| APRIL 17 <sup>TH</sup> 2017 |               | MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**                   |               |
| May 15 <sup>th</sup> ***    |               | *** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc |               |
| MAY                         |               | Tenant Turner                                                            |               |
| JUNE                        |               |                                                                          |               |
| JUNE 13 <sup>th</sup>       |               | NATIONAL REQUIRED CLASS                                                  |               |
| JULY                        |               |                                                                          |               |
| AUGUST                      |               |                                                                          |               |
| SEPTEMBER                   |               | ELECTIONS / +                                                            |               |
| OCTOBER                     |               |                                                                          |               |
| OCTOBER                     |               | NATIONAL CONF                                                            |               |
| NOVEMBER 2ND TUES           |               |                                                                          |               |
| DECEMBER 2ND TUES           |               | HOLIDAY GATHERING                                                        |               |

\*\*HTTP://  
WWW.DA  
T.MARYLA  
ND.GOV/  
BUSINESS  
PP --  
NEED TO  
SIGN UP  
FOR  
EMAIL  
REMINDE  
RS THEY  
ARE NO  
LONGER  
SENDING  
THE

FORMS. UPDATED 1/25/17

ETHICS 2019 July 9 / Aug 10 / Sept -skip / Oct 11 / Nov 12 / Dec Holiday Happy hour  
2020– Jan 1 / Feb – 2 / Mar 3 / Apr 4 / May 5 & 6 / June 7 / July 8 / Aug 9 / Sept 10 / Oct 11 / Nov  
12 / Dec - Holiday Happy Hour

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures

- How to hire the right people
- Handling evictions
- Maintenance issues
- That should property managers be real estate agents
- promoting in growing property management business
- Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 7/16/19 - AGENDA

NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.

### **Introduction of all Attendees – Affiliate members give a quick pitch NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **General NARPM business:**

- Chapter sponsored class on 6/13/19 - Tenancy. WAS A HUGE SUCCESS AND THANKS TO ALL WHO ATTENDED - 10 agents for CE & 9 non agents registered (ALL NARPM MEMBERS).
- Class for 2020 will be May 28<sup>th</sup> 9-4pm Risk Awareness (formerly Essentials of Risk Management). We spent \$400 on room, if you have any other location suggestions let Kim know.
- Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- **Money Making Tip** – Rent heater and a/c units
- **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- **Elections** are coming up in Sept. President elect is open and possibly secretary, however you can run for any open position. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. President and president elect would need to attend Leadership Training in November 18-19, 2019 in San Antonio. You would be reimbursed for your travel expenses.
- Each month we review an Article from the NARPM Ethics – see back

### **Learn: How to be successful collecting delinquent rents from Tenants -Jeff Tapper-Esquire**

Notes:

---

---

---

#### **Upcoming events Local and National:**

- July 23<sup>rd</sup>, CE class Introduction to Maintenance, 478 Prospect Blvd, Frederick, MD
- September 10-13, 2019- MD Realtor Conf - Chapter has booth #204 (EXPO 11<sup>th</sup> & 12<sup>th</sup>) at Gaylord Nat'l Harbour
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

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

### STANDARDS OF PROFESSIONALISM

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

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

**9-3** In the event of a controversy or dispute with a property manager at a different Firm, the Property Manager shall use best efforts to resolve the dispute prior to litigation.

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

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

**Note:** The Federal Trade Commission (the "FTC") has conducted an investigation concerning certain provisions in the NARPM® Code of Ethics and Standards of Professionalism ("Code of Ethics"). The provisions of the Code of Ethics that were addressed by the FTC are those that stated: "NARPM® Professional Members shall refrain from criticizing other property managers or their business practices" and "The Property Manager shall not knowingly solicit competitor's clients." The FTC has alleged that these provisions in the Code of Ethics restrict members of NARPM® from competing for clients, thereby depriving clients of the benefits of competition among property managers, in violation of the Federal Trade Commission Act. Without admitting a violation of the law, NARPM® has agreed to the entry of a Consent Agreement and a Decision and Order by the FTC in this matter (the "Order"). The Order requires NARPM® to amend the Code of Ethics by deleting these two provisions; please note that such restrictions on solicitation or advertising by NARPM® members no longer apply.

*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.*

### Your Baltimore Washington NARPM Chapter Leadership Team

General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)

|                                  |                        |                   |
|----------------------------------|------------------------|-------------------|
| <b>Sherri Russell</b>            | DEMCO Properties LLC   | President         |
| <b>Mary Jo Whelan</b>            | McGinley Group         | President Elect   |
| <b>Lisa White</b>                | White House Prop Mgmt  | Secretary         |
| <b>Sheri Wallace</b>             | Savvy Bookkeeping      | Treasurer         |
| <b>Brian Gallagher - Esquire</b> | Council Baradel        | Legislative Chair |
| <b>Kim Damewood,</b>             | Development Mgmt Group | Education Chair   |
| <b>Sherry Young</b>              | Select PCS             | Membership Chair  |
| <b>Zoleta Caster</b>             | Caster Mgmt            | Marketing Chair   |
| Adam Morville                    | US Inspect             | Affiliate Chair   |
| <b>Joe Haney</b>                 | N & L Property Mgmt    | Past President    |
| <b>Brian Wojcik</b>              | DIY Realty             | Past President    |

Chapter Website: <http://Baltimore.NARPM.org> / Chapter Facebook: NARPM Baltimore Washington Chapter

## Board of Directors Meeting

### Meeting Agenda - Sept 24, 2019

Baltimore/Washington Chapter of the National Association of Residential Property Managers

Chapter Mission: Engagement and Growth Through Value!

#### MEETING INFORMATION

**Location:** Conference Call / video chat via google chats

**Time:** 11:00 – 12pm

**Call-In Number:** 410-451-9655 ext 9 **Call-In Code:** 93770

**Facilitator:** Sherri Russell

**Minutes Keeper :** Lisa White

**Attendees:** Lisa White, Kimberly Damewood, Sherri Russell, Mary Jo Whelan- vac, Brian Gallagher, Joseph Haney, Sheri Wallace, Zoleta Caster, Sherry Young

**Call Meeting to order / share screen bring up chapter web site**

**Roll Call (determines quorum is present. If quorum (2/3) is not present cannot vote in meeting)**

#### Topic for next meetings: ( What month can we also fit RVP in?)

|                                                                |                                         |                                                               |
|----------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|
| September 17, 2019                                             | Round Table- topic-<br><b>ELECTIONS</b> | Rent increases & Upgrades-What renters value and will pay for |
| October 15 <sup>th</sup> , 2019<br>( NARPM NATL CONF 10/15-18) |                                         | Sheri Wallace Jim Harris                                      |
| <b>November 12<sup>th</sup></b>                                | Understanding Credit Reports            | <u>Jim Harris</u>                                             |
| <b>December 10th</b>                                           | HOLIDAY EVENT                           |                                                               |

#### These speakers said yes but later in the year

Jim Shuey – SERVPRO

Mr. Handyman

Alexandra Hurlman / Filter Easy - Waiting to hear back from this speaker

**Chapter meetings** –board members please, go out of your way to meet and welcome new people at the meetings & volunteer to read the ethics, antitrust laws.

Election – Thanks for handling. We do need a Pres elect or chapter will have to close. How do you suggest we move forward?

|                   |                                                         |
|-------------------|---------------------------------------------------------|
| NOV 18 & 19, 2019 | NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK |
|-------------------|---------------------------------------------------------|

**Nov – Dec meeting date we usually move up a week, would make it Nov 12<sup>th</sup> and Dec 10<sup>th</sup> Holiday event**  
- who will confirm with green turtle? Dec in bar area unless we want to do something else

**Class** - Risk Awareness (Formerly Essentials of Risk Management) May 28<sup>th</sup> 9-4pm. We spent \$400 on room, if you have any other location suggestions let Kim know. Hyatt place \$450 rm 40-50 classrm /  
- Expenses from last class \$400 rm + coffee + \$800 speaker / rec'd ck \$491.70 from Natl

**Money making ideas** – What other ideas? expedited early deposit return / After hours move out charge(MAY & JUNE), heater/a/c rental(July) filter easy ( August)

-----ELECTION PROCESS FROM NAT'L-----

Who should we approach about getting on the board? It would be great if someone already on the board would step up to Pres-Elect.....

The Leadership Team of a NARPM chapter will consist of a minimum of four professional members who are elected to oversee the operations of their local chapter. National staff will work closely with the local chapter to provide the most beneficial services and programs to their members. The leadership team will be a representation of their chapter at local, state and national NARPM Meetings. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. When speakers are needed to provide presentations at meetings, when vendors are approached about affiliate membership, when articles and pictures are submitted to the local newspaper, when the chapter performs community service, your name is associated with these activities.

**How much time would each of you say you spend a month on chapter business? By volunteering what have you gotten out of it? Meet people from all over and have them as a resource, at classes, conferences, hear so many ideas you don't know where to start. For me I spend maybe 3-4 hrs on meeting day, 1 hr to prepare agenda & sign in, 1-2 hrs misc & follow up. PM's should be Pres & Pres elect -**

**Recruit nominees – survey chapter – Who would be great leader? Who has impacted you & your business the most? Who is the most positive & supportive members in chapter? PM's should be Pres & Pres elect**

**Approach individually – Let them know the team or board met and we believe you would make a great leader in our chapter are you open to taking on a board position? If not why? Let them know what the expectations are Nat'l & chapter. If Pres & pres elect must attend leadership training in Nov 18-19 this year (web site might still have wrong dates)**

#### Election of Officers

- Elections shall be no later than September and must be identified to National by October so they can RSVP for Leadership Training, or electronically if approved by the chapter executive committee, prior to the end of the calendar year
- 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.
- 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 Executive Committee and presented to the membership for final vote
- Uncontested Offices: The presiding authority shall identify 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
- 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

The link to the Chapter Success Guide is [https://www.narpm.org/docs/chapter-services/chapter\\_success\\_guide.pdf](https://www.narpm.org/docs/chapter-services/chapter_success_guide.pdf)

THE MORE YOU GIVE THE MORE YOU GET BACK!

---

**MD Realtor trade show – Sept 10-13 – booth #214 (chg'd) /EXPO 11 & 12th at Gaylord Nat'l Harbour / \$975 grant from National – already rec'd & depd / Membership disc offered at conf – how many joined? Gift card drawing when done, who won notified? send me pictures or upload to drive Sherry bring items we purchased to next meeting to give out to members.**

General Chapter info:

Gsuite - still waiting on Brian 3/12 emailed 4/5 texted 4/12 emailed 6/25 emailed  
PO box # 244 infor / Sheri W has the key and will ck box monthly / pd thru summer 2019



Bank- card I have one / got one for Sheri W / paperwork for Maryjo to be added / I got logged in Changed address in Qkbks from 7476 New Ridge Rd, ste G, Hanover bank to my office in Crofton Email - Once we have access from Brian - agreed to chg to 2 addresses Info@ , President@ have 2/3 people watch(fwd to who?) each? [baltwashnarp@gmail.com](mailto:baltwashnarp@gmail.com) – still have coming to Sherri

### **Presidents Report: Check Trello list:**

#### **Pick date in Oct to have a board dinner for current and incoming members.**

We rec'd \$300 check from Natl for maintaining 90% of our chapter membership – This is people who Paid Natl dues that affiliate with our chapter.

Leadership training dates for pres & pres elect for 2020 to attend - November 18-19, 2019 in San Antonio –

Leadership training President & Pres Elect

Natl conf Conf Oct 15-18 in Phoenix AZ

Should we select a charity to support? We could do a 50/50 at meetings or holiday event?

Natl is asking for names of potential PM members that they can market to. Contact member svcs Jackie Lisa to talk to them about downloading our PM list & list from MD conf 2018

Natl will be sending new members a video vs a email

Anitrust does only have to be read thru the end of 2019 at meetings

Chapter meeting idea was to stream the meeting or offer a chapter meeting that is a virtual meeting

Name tags have old logo – asked Sherry Y to go on line and order more? President, President-Elect, Past President (3), Secretary, Treasurer, Marketing Chair, Membership Chair, Education Chair, Vendor Chair, Legislative Chair

[Is there anything happening in the industry that affects the chapter.](#)

#### **President Elect Report - vacation**

1. 5-10 mins Training/Info from Leadership manual/Training in Nov in St Louis

2. Review action of committees/work groups/task forces that met who

are not in attendance at meeting

3. Other actions that were assigned

#### **Secretary Report**

Work with Zoleta Caster in Mailchimp.

Last time or how often are members at large added to our mailchimp list?

Added vendors to emails / check sign in with emails to get others.

[Other actions that were assigned](#)

#### **Treasurer's Report**

Status on old tax returns? Found that personal property tax returns not done since 2016. Sanford did the last one and he offered to do the years not completed and file for us. Sheri W. check with Sanford to see what he needs to complete. [sanfordcollins@gmail.com](mailto:sanfordcollins@gmail.com)

1. Review the financial report to assure the board understands details

2. Make sure when a budget is suggested it shows actual vs

forecasted amounts

3. Reports from any financial advisors or institutions

| <b>Expenses:</b>                                                                  | <b>Budget</b> | <b>Actual</b> |
|-----------------------------------------------------------------------------------|---------------|---------------|
| Recurring Expenses: \$30/ mail chimp - \$30 intuit - \$30 gsuite - PO box \$60/yr |               |               |
| Meeting Expenses (room, food, etc.)                                               |               |               |
| Marketing Expenses (newsletter, etc.)                                             |               |               |
| Education Expenses (speaker, equipment, etc.)                                     |               |               |
| Legal & Accounting Expenses (tax return, corporation fees)                        |               |               |
| Reimbursements / Officer Travel (to national event(s))                            |               |               |
| <b>Income:</b>                                                                    |               |               |



|                                                                                                                                                                                                       |          |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|
| Professional/Support Membership Fees<br>Affiliate Membership & Sponsorship Fees<br>Trade show/EXPO - \$1000 booth fee +<br>Meeting Fees<br>50/50 Raffle<br>Continuing Education Fees<br>Chapter Grant | \$1000 + |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|

## Committee Reports -

### Membership Chair Report – Sherry Young

Membership drive idea – have a campaign to “Bring a Friend” to a meeting OR we could push it more in Our meeting emails. **Announced at March meeting** - allowed to attend 1 meeting free then join or pay \$20 to attend. Also offered any member who brings a new member both get a free lunch.

**Marketing Chair Report** – Status on chapter web site updating? facebook page is closed page? Update chapter web site & vendors. And update our meetings and Class 6/13/19 / Work with vendor SI Renovations to make vendor brief description to handle out to members.

### Education Chair Report -

**Vendor Chair Report** – US Inspect is interested & SI -chuck willing to help but not be in charge .

Zoleta was provided the vendor name for the web site and was asked to work with the vendor chair to make a list to pass out to members.

### Legislative Chair Report -

### New Business

1. Bring forward motion for items to come to the floor, followed by second, discussion and vote
2. Continue this action on all items

| STANDARD TO DO EVERY YEAR:  |                                                                             |
|-----------------------------|-----------------------------------------------------------------------------|
| CK DATE                     | CHAPTER COMPLIANCE DUE                                                      |
| FEB / MARCH CONF            | BROKER / OWNER IN VEGAS                                                     |
| APRIL 17 <sup>TH</sup> 2017 | MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**                      |
| May 15 <sup>th</sup> ***    | *** 990 N form to be filed with IRS by 5/15<br>All info in IMPT Chapter doc |
| JUNE or JULY                | ---DO WE WANT TO CANCEL A MEETING---                                        |
| SEPT                        | ELECTION                                                                    |
| OCT CONF                    | NAT’L CONF                                                                  |
| NOV 18 & 19, 2019           | NATIONAL LEADERSHIP TRAINING / MOVE MEETING TO 2ND WEEK                     |
| DEC                         | HOLIDAY PARTY (1 <sup>ST</sup> OR 2 <sup>ND</sup> WEEK)                     |

### Adjourn Meeting

| Month                       | Meeting topic | Proposed topic                                                           | Actual topic  |
|-----------------------------|---------------|--------------------------------------------------------------------------|---------------|
| JANUARY                     |               | LEGAL UPDATES                                                            | LEGAL UPDATES |
| FEBRUARY                    |               | Round Table                                                              |               |
| FEBRUARY                    |               | BROKER OWNER IN VEGAS                                                    |               |
| MARCH                       |               | Jim Harris - Understand credit                                           | **HTTP://     |
| APRIL                       |               |                                                                          | WWW.DA        |
| APRIL 17 <sup>TH</sup> 2017 |               | MUST FILE A BUSINESS PERSONAL PROPERTY RETURN FOR MD**                   | T.MARYLA      |
| May 15 <sup>th</sup> ***    |               | *** 990 N form to be filed with IRS by 5/15 All info in IMPT Chapter doc | ND.GOV/       |
| MAY                         |               | Tenant Turner                                                            | BUSINESS      |
| JUNE                        |               |                                                                          | PP --         |
| JUNE 13 <sup>th</sup>       |               | NATIONAL REQUIRED CLASS                                                  | NEED TO       |
| JULY                        |               |                                                                          | SIGN UP       |
| AUGUST                      |               |                                                                          | FOR           |
| SEPTEMBER                   |               | ELECTIONS / +                                                            | EMAIL         |
| OCTOBER                     |               |                                                                          | REMINDE       |
| OCTOBER                     |               | NATIONAL CONF                                                            | RS THEY       |
| NOVEMBER 2ND TUES           |               |                                                                          | ARE NO        |
| DECEMBER 2ND TUES           |               | HOLIDAY GATHERING                                                        | LONGER        |
| FORMS. UPDATED 1/25/17      |               |                                                                          | SENDING       |
|                             |               |                                                                          | THE           |

ETHICS 2019 July 9 / Aug 10 / Sept -skip / Oct 11 / Nov 12 / Dec Holiday Happy hour  
2020– Jan 1 / Feb – 2 / Mar 3 / Apr 4 / May 5 & 6 / June 7 / July 8 / Aug 9 / Sept 10 / Oct 11 / Nov  
12 / Dec - Holiday Happy Hour

## Chapter Member Feedback 2017-2018

- Add survey to e-mail list with brief questionnaire asking who manages properties
- Setup table so waiters can get around outside speaker at the other end of the room
- I would like to see the property managers use vendors that are in the group who are members instead of outside companies, of course within reason pertaining to cost
- I would like to see the meetings start on time.
- I would like to see minutes distributed from the meetings
- Email Surveys to attendees - measure effectiveness and value
- It's important to have budget updates consistently, members want to know how their dues are being spent, value vs. cost
- Implement a Facebook landing page and other social media
- Green turtle is a good location. Topics:
  - Designation classes
  - Legal updates
- Creative private Facebook page for members only
- Have a place to share best practices and to ask questions while on the run
- Topics:
  - Legal topics are always good
  - Property maintenance: how to winterize
  - Technology, a software apps good for property management
  - Process in procedures

- How to hire the right people
- Handling evictions
- Maintenance issues
- That should property managers be real estate agents
- promoting in growing property management business
- Legislative updates and changes As a property manager and not a realtor, it will be helpful to CVS update of each meeting
- Meeting Venue:
  - Too early
  - Have in PM near happy hour for social networking
  - Or have a sponsored social networking in addition to meetings
  - Set up tables as four-tops to accommodate more attendees
  - Venue good, may need to consider changing as we grow
- Meetings: Problem/Resolution Session, question and answer period at each session
- Meetings: Can remove the meetings from Tuesday's? There is a recurring conflict for this person on Tuesday.



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 8/20/19 - AGENDA

NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.

### **Introduction of all Attendees – Affiliate members give a quick pitch, NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)**

#### **General NARPM business:**

- ❑ Chapter sponsored class on 6/13/19 - Tenancy. WAS A HUGE SUCCESS AND THANKS TO ALL WHO ATTENDED - 10 agents for CE & 9 non agents registered (ALL NARPM MEMBERS).
- ❑ Class for 2020 will be May 28<sup>th</sup> 9-4pm Risk Awareness (formerly Essentials of Risk Management). We spent \$400 on room, if you have any other location suggestions let Kim know.
- ❑ Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- ❑ **Money Making Tip** – Second Nature ( formerly Filter Easy) Plan
- ❑ **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- ❑ **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- ❑ **Elections** are coming up in Sept. President elect is open and possibly secretary, however you can run for any open position. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. President and president elect would need to attend Leadership Training in November 18-19, 2019 in San Antonio. You would be reimbursed for your travel expenses.
- ❑ Each month we review an Article from the NARPM Ethics – see back

### **Building The Right Organizational Structure**

***Presented by Tim Wehner-NARPM Regional VP***

Notes:

---

---

---

---

### Upcoming events Local and National:

- September 10-13, 2019- MD Realtor Conf - Chapter has booth #214 (EXPO 11<sup>th</sup> & 12<sup>th</sup>) at Gaylord Nat'l Harbour
- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 10: TRUTH IN ADVERTISING

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

### STANDARDS OF PROFESSIONALISM

- **10-1** Regardless of the type of media used, advertising content shall be truthful and honest at all times.
- **10-2** No property shall be offered as “For Rent” without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.
- **10-3** Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.
- **10-4** All marketing materials, whether printed or electronic, shall comply with applicable laws and licensing requirements.

~~~~~

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

<b>Sherri Russell</b>	DEMCO Properties LLC	President
<b>Mary Jo Whelan</b>	McGinley Group	President Elect
<b>Lisa White</b>	White House Prop Mgmt	Secretary
<b>Sheri Wallace</b>	Savvy Bookkeeping	Treasurer
<b>Brian Gallagher - Esquire</b>	Council Baradel	Legislative Chair
<b>Kim Damewood,</b>	Development Mgmt Group	Education Chair
<b>Sherry Young</b>	Select PCS	Membership Chair
<b>Zoleta Caster</b>	Caster Mgmt	Marketing Chair
Adam Morville	US Inspect	Affiliate Chair
<b>Joe Haney</b>	N & L Property Mgmt	Past President
<b>Brian Wojcik</b>	DIY Realty	Past President



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 9/17/19 - AGENDA

NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,200 members (as of April 2019: 5,802) comprised of real estate agents, brokers, managers and their employees.

### Introduction of all Attendees – Affiliate members give a quick pitch, NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)

#### General NARPM business:

- September 10-13, 2019- MD Realtor Conf – Sherry Young set up and ran a booth #214 (EXPO 11<sup>th</sup> & 12<sup>th</sup>) at Gaylord Nat'l Harbour – offered discount on membership - Booth looked GREAT and good responses
- Class for 2020 will be May 28<sup>th</sup> 9-4pm Risk Awareness (formerly Essentials of Risk Management). We spent \$400 on room, if you have any other location suggestions let Kim know.
- Contact the Governmental affairs committee, if there are local issues we want National to "Call to Action".
- **Money Making Tip** – Second Nature (formerly Filter Easy) Plan
- **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- **Elections** are coming up in Sept. President elect is open and possibly secretary, however you can run for any open position. There are many benefits to being part of the leadership team of your chapter. As a NARPM chapter leader, you'll gain meaningful exposure. President and president elect would need to attend Leadership Training in November 18-19, 2019 in San Antonio. You would be reimbursed for your travel expenses.
- Each month we review an Article from the NARPM Ethics – see back

### Round table on "Rent increases & Upgrades- What renters value and will pay for"

Notes:

---

---

---

---

## Upcoming events Local and National:

- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Registration will open mid-April
- November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 10: TRUTH IN ADVERTISING

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

### STANDARDS OF PROFESSIONALISM

- **10-1** Regardless of the type of media used, advertising content shall be truthful and honest at all times.
- **10-2** No property shall be offered as “For Rent” without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.
- **10-3** Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.
- **10-4** All marketing materials, whether printed or electronic, shall comply with applicable laws and licensing requirements.

~~~~~

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

|                                  |                        |                   |
|----------------------------------|------------------------|-------------------|
| <b>Sherri Russell</b>            | DEMCO Properties LLC   | President         |
| <b>Mary Jo Whelan</b>            | McGinley Group         | President Elect   |
| <b>Lisa White</b>                | White House Prop Mgmt  | Secretary         |
| <b>Sheri Wallace</b>             | Savvy Bookkeeping      | Treasurer         |
| <b>Brian Gallagher - Esquire</b> | Council Baradel        | Legislative Chair |
| <b>Kim Damewood,</b>             | Development Mgmt Group | Education Chair   |
| <b>Sherry Young</b>              | Select PCS             | Membership Chair  |
| <b>Zoleta Caster</b>             | Caster Mgmt            | Marketing Chair   |
| Adam Morville                    | US Inspect             | Affiliate Chair   |
| <b>Joe Haney</b>                 | N & L Property Mgmt    | Past President    |
| <b>Brian Wojcik</b>              | DIY Realty             | Past President    |



National Association of Residential Property Managers  
BALTIMORE / WASHINGTON CHAPTER

## MEETING 11/12/19 - AGENDA

NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,800 members (as of April 2019) comprised of real estate agents, brokers, managers and their employees.

### Introduction of all Attendees – Affiliate members give a quick pitch, NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)

#### General NARPM business:

- ❑ **NO MEETING OR EVENT IN DEC** - SEE YOU IN JANUARY
- ❑ Class for 2020 will be May 28<sup>th</sup> 9-4pm Risk Awareness (formerly Essentials of Risk Management). We spent \$400 on room, if you have any other location suggestions let Kim know.
- ❑ Contact the Governmental affairs committee, if there are local issues we want National to “Call to Action”.
- ❑ **App Tip** – CamScanner scans and clears up background color. Can save the document and share document.
- ❑ **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- ❑ **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- ❑ Election in Sept Melissa Marsden stepped up as President Elect. She has been on the board for 6 years as secretary. Has taken a break last 2-3 years. Mary Jo and Sherri Russell will be attending Leadership Training in November 18-19, 2019 in San Antonio.
- ❑ Each month we review an Article from the NARPM Ethics – see back

**Speaker: Understanding Credit Reports BEFORE You Rent Your Rental Properties  
Jim Harris / Blue Water Properties**

Notes:

---

---

---

---



### Upcoming events Local and National:

- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Sherri Russell, Peter Cook a couple from DC & Frederick.
- November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect
- April 20-22 2020, HI - Daymond John Key Speaker / space limited
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 12: COMPLIANCE AND ENFORCEMENT

*The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM® pursuant to this Code.*

### STANDARDS OF PROFESSIONALISM

- **12-1** The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.
- **12-2** The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.
- **12-3** The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.
- **12-4** The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

~~~~~

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

<b>Sherri Russell</b>	DEMCO Properties LLC	President
<b>Mary Jo Whelan</b>	McGinley Group	President Elect
<b>Lisa White / Sherri Russell</b>	White House Prop Mgmt	Secretary
<b>Sheri Wallace</b>	Savvy Bookkeeping	Treasurer
<b>Brian Gallagher - Esquire</b>	Council Baradel	Legislative Chair
<b>Kim Damewood,</b>	Development Mgmt Group	Education Chair
<b>Sherry Young</b>	Select PCS	Membership Chair
<b>****OPEN****</b>		<b>Marketing Chair</b>
<b>Tom Shelton</b>	US Inspect	Affiliate Chair
<b>Melissa Marsden</b>	A Touch of Class	President Elect 2019

**Chapter Website:** <http://Baltimore.NARPM.org> / **Chapter Facebook:** [NARPM Baltimore Washington Chapter](#)



National Association of Residential Property Managers  
BALTIMORE/WASHINGTON CHAPTER

## MEETING 11/12/19 - AGENDA

*NARPM® -The National Association of Residential Property Managers is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. NARPM founded in October 1988, provides a permanent trade organization for the residential property management industry. NARPM® continues to be the premier professional association of residential property managers, currently representing more than 5,800 members (as of April 2019) comprised of real estate agents, brokers, managers and their employees.*

### Introduction of all Attendees – Affiliate members give a quick pitch, NARPM Mission Statement & Review ANTI TRUST POLICY (ON BACK)

#### General NARPM business:

- ❑ **NO MEETING OR EVENT IN DEC** - SEE YOU IN JANUARY
- ❑ Class for 2020 will be May 28<sup>th</sup> 9-4pm Risk Awareness (formerly Essentials of Risk Management). We spent \$400 on room, if you have any other location suggestions let Kim know.
- ❑ Contact the Governmental affairs committee, for local issues we want National to “Call to Action”.
- ❑ **App Tip** – CamScanner - scans and clears up background color. Save & share the document.
- ❑ **SAVE MONEY** - Sign up for NARPM Affinity Programs. Discounts and services are offered to NARPM Members through several NARPM National Affiliate Members. Companies such as Cox, Citrix, The Home Depot, and Lowe's. FREE NARPM eSignature Account with BlueInk!
- ❑ **Membership Specials** – Attend 1 meeting free, then join or pay \$20 to attend, thereafter. Any new member who was referred by a member - both get a free lunch when they join!
- ❑ Election in Sept Melissa Marsden stepped up as President Elect. She has been on the board for 6 years as secretary. Has taken a break last 2-3 years. Mary Jo and Sherri Russell will be attending Leadership Training in November 18-19, 2019 in San Antonio.
- ❑ Each month we review an Article from the NARPM Ethics – see back

## Speaker: Jim Harris / Blue Water Properties Understanding Credit Reports BEFORE You Rent Your Rental Properties

Notes:

---

---

---

---

### Upcoming events Local and National:

- October 15-18, 2019 31<sup>st</sup> Annual Convention & Trade show – Phoenix, Arizona / Sherri Russell, Peter Cook a couple from DC & Frederick.
- November 18-19, 2019 in San Antonio – Leadership training President & Pres Elect
- April 20-22 2020, HI - Daymond John - Key Speaker / space limited
- Register & Check NARPM.org for state conferences & Classes
- For more information visit [www.NARPM.org](http://www.NARPM.org)

## Article 12: COMPLIANCE AND ENFORCEMENT

*The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM® pursuant to this Code.*

### STANDARDS OF PROFESSIONALISM

- **12-1** The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.
- **12-2** The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.
- **12-3** The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.
- **12-4** The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

~~~~~

*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.*

**Your Baltimore Washington NARPM Chapter Leadership Team**  
**General Chapter email: [BaltWashNARPM@gmail.com](mailto:BaltWashNARPM@gmail.com)**

|                                    |                        |                        |
|------------------------------------|------------------------|------------------------|
| <b>Sherri Russell</b>              | DEMCO Properties LLC   | President              |
| <b>Mary Jo Whelan</b>              | McGinley Group         | President Elect        |
| <b>Lisa White / Sherri Russell</b> | White House Prop Mgmt  | Secretary              |
| <b>Sheri Wallace</b>               | Savvy Bookkeeping      | Treasurer              |
| <b>Brian Gallagher - Esquire</b>   | Council Baradel        | Legislative Chair      |
| <b>Kim Damewood,</b>               | Development Mgmt Group | Education Chair        |
| <b>Sherry Young</b>                | Select PCS             | Membership Chair       |
| <b>****OPEN****</b>                |                        | <b>Marketing Chair</b> |
| <b>Tom Shelton</b>                 | US Inspect             | Affiliate Chair        |
| <b>Melissa Marsden</b>             | A Touch of Class       | President Elect 2019   |
|                                    |                        |                        |

**Chapter Website: <http://Baltimore.NARPM.org> / Chapter Facebook: [NARPM Baltimore Washington Chapter](#)**



## CHAPTER COMPLIANCE REQUIREMENTS

**All chapters are required to answer questions 1-8 by March 15. ....2020**

1. Has your chapter made any changes to your bylaws since last year's compliance submission? ☐ Yes ☒ **No**
2. How many Chapter Leader Calls, hosted by the RVP, did the chapter president, or their representative, participate in? **5**  
Your chapter president, or their representative, must attend at least three of these calls to obtain chapter compliance.
3. Upload copy of Chapter filed tax return, or e-post card (99N) filed with the IRS.  
**yes**
4. Upload copy of the year-end financial report and following year budget. **yes**
5. Upload fliers for Membership Meetings your Chapter held last year?  
Your Chapter must hold at least 4 Membership Meetings during the year to obtain chapter compliance. **We meet monthly and have 12 meeting a year.**
6. Upload minutes from the Board of Directors/Executive Committee meetings held last year?  
Your Chapter must hold at least 4 Board of Directors/Executive Committee meetings during the year to obtain chapter compliance. **We have 12 board meeting per year. Meeting are either after general meetings or the following Tuesday. Here is an example of the invite for the conference calls.**

*You have been invited to the following event.*

### NARPM Board Phone Meeting

When Thu Mar 26, 2020 11am – 12:30pm Eastern Time - New York

Joining info Join Hangouts Meet  
[meet.google.com/dra-ymmh-hdn](https://meet.google.com/dra-ymmh-hdn)

Join by phone  
+1 484-416-2408 (PIN: 821593872)

[More phone numbers](#)

Calendar Sherri Russell

Who

- [maryjo@themcginleygroup.com](mailto:maryjo@themcginleygroup.com) - organizer
- Sherri Russell
- [melissamarsden@comcast.net](mailto:melissamarsden@comcast.net)
- [sheri@savvybookkeeping.com](mailto:sheri@savvybookkeeping.com)
- [kimdamewood@dmgroup.net](mailto:kimdawewood@dmgroup.net)
- [sherryyoung@remax.net](mailto:sherryyoung@remax.net)

[more details »](#)

Going ([sherrirussell@demcorentorsell.com](mailto:sherrirussell@demcorentorsell.com))? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

7. Upload a document with the names and positions of each elected Board of Directors/Executive Committee positions as outlined in your bylaws.

**Here are the Elected Board Members:**

|                          |                        |                                   |
|--------------------------|------------------------|-----------------------------------|
| <b>President</b>         | <b>MaryJo Whelan</b>   | <b>McGinley Group</b>             |
| <b>President Elect</b>   | <b>Melissa Marsden</b> | <b>A Touch of Class Prop Mgmt</b> |
| <b>Secretary</b>         | <b>Sherri Russell</b>  | <b>DEMCO Properties LLC</b>       |
| <b>Treasurer</b>         | <b>Sheri Wallace</b>   | <b>Savvy Bookkeeping</b>          |
| <b>Legislative Chair</b> | <b>Brian Gallagher</b> | <b>Council Baradel</b>            |
| <b>Education Chair</b>   | <b>Kim Damewood</b>    | <b>Development Mgmt Group</b>     |
| <b>Membership Chair</b>  | <b>Open</b>            |                                   |
| <b>Affiliate Chair</b>   | <b>Open</b>            |                                   |

8. Upload a document that substantiates the chapter held an election in accordance with their bylaws.

Examples: Copy of electronic elections results, meeting minutes, ballot, etc.

#####

[Here is a copy of the ballot.](#)

**NARPM Ballot**  
**Baltimore Washington Chapter**  
**2020**

**Please vote for a candidate for each position. You may also write in a candidate name in the empty space to the right. Votes will be counted and announcement will be made at the end of the meeting. Installation of elected officers will occur at the next meeting.**

|                  |                      |  |
|------------------|----------------------|--|
| <b>President</b> | <b>MaryJo Whelan</b> |  |
|------------------|----------------------|--|

|                   |                 |  |
|-------------------|-----------------|--|
| President Elect   | Melissa Marsden |  |
| Secretary         | Sherri Russell  |  |
| Treasurer         | Sheri Wallace   |  |
| Legislative Chair | Brian Gallagher |  |
| Education Chair   | Kim Damewood    |  |
| Membership Chair  | Open            |  |
| Affiliate Chair   | Open            |  |

#####

#### *Levels of Recertification*

**The levels of recertification are:**

##### **Full recertification**

1. The chapter has met all recertification requirements, indicated by compliance with items listed on the certificate of compliance. Only fully certified chapters are eligible for Chapter Excellence Awards. Once recertified, an email will be sent along with a recertification certificate.

##### **Chapter in Review**

2. The chapter submittal displays lack of submission of any of items on the certificate of compliance. Chapters will have 6 months to restore their certification. NARPM Board of Directors must confirm that a chapter can be taken off Chapter in Review status.

##### **De-certification**

3. De-certification must be preceded by a period of Chapter in Review and indicates continued non-compliance of recertification requirements. NARPM Board of Directors must approve all de-certification of chapters.