

**Q1. Do you feel the NARPM website is easy to navigate?**

1	I don't like signing in twice - once for internet items and then for regular stuff. Just allow us to sign in once and be able to access every thing.	Oct 13, 2011 7:27 AM
2	Still getting used to new site - but it is a magnificent effort and represents us all well!	Oct 11, 2011 4:12 PM
3	I have not really used	Oct 11, 2011 2:39 PM
4	Especially the part of the page where I try to click on a search, the black portion from above drops down and covers up the search box.	Aug 25, 2011 3:17 PM
5	The Search bar should be user friendly...Should be able to type in a word and the website pull anything with that word. I don't seem to get what I'm looking for when searching. (For example: I search chapter excellence or excellence and it doesn't provide the checklist. I would think this a common document among chapters.)	Aug 25, 2011 2:21 PM
6	I like to occasionally print out a listing of our current membership for our local chapter (San Diego) and each time I attempt to print it, the list is unavailable. I've contacted the secretary in the National office, but continue to have issues....seems like a possible web site glitch. Can you address this and get it resolved? - Thanks!	Aug 25, 2011 10:15 AM
7	Hate the new design. Looks very childish and not professional. We have had tons of problems with the transition to our chapter website.	Aug 25, 2011 9:11 AM
8	Except for chapter excellence award info. There was NO way to have figured out the steps to do that without someone walking you step by step how to get to the right spot! I tried for months to get hot links to pages to work but kept getting a 404 error code.	Aug 25, 2011 8:04 AM
9	listserves are hard to navigate- make changes on	Aug 10, 2011 2:30 PM
10	You still cannot upload flyers and send out to a chapter or upload a flyer to your website. its harder to find the forms you need.	Aug 10, 2011 5:31 AM
11	I think the Find a Property Manager function could be improved and marketed for the benefit of all members.	Aug 10, 2011 5:12 AM
12	I would like to make it easier to find NARPM members in different states and then regions	Aug 10, 2011 3:30 AM
13	too many menus and sub menus...I always get lost...and can't find my way back to things I've found before.	Aug 10, 2011 12:54 AM
14	Just as easy as the last . . . do not like the look of it - for a redesign it is pedestrian	Aug 9, 2011 8:45 PM
15	I would like to be able to customize my sign on information username and password.	Aug 9, 2011 8:16 PM
16	Basic stuff is good but when logged in as a Chapter Leader I sometimes get lost and can't find what I need.	Aug 9, 2011 7:10 PM

**Q1. Do you feel the NARPM website is easy to navigate?**

17	There's alot of valuable info on the website but unless I search each heading,it takes me a long time to find what I'm looking for	Aug 9, 2011 6:19 PM
18	Still areas that aren't working. I like the fact that there is more for the chapters to use on line now but we need to do a better job in getting the chapter leaders using the site. Can we please have a chapter calendar on the site where each chapters meetings/events are posted? This would coordinate visitations from RVP and other multi chapter events as well as a location for a new member to check out meeting times and/or speakers.	Aug 9, 2011 4:56 PM
19	I rarely use it because it's so difficult. I don't even know if I need two different passwords, one for regular members and one for chapter leaders. I also can't participate in the list serve because I can't sign on. Very frustrating.	Aug 9, 2011 3:28 PM
20	Terminology needs to be easier to understand	Aug 9, 2011 1:34 PM
21	limit use of initials e.g. IMS	Aug 9, 2011 1:29 PM
22	I have a very hard time using the navigation buttons for chapter leaders (the orange bar). The black navigation bar above it always drops down over the orange bar and won't allow me to use those buttons.	Aug 9, 2011 1:23 PM

**Q2. Are there any specific positive or negative examples within your chapter you would like to share with NARPM#174; National?**

1	Still several broken links... i presume still under construction	Oct 13, 2011 8:23 AM
2	I believe between National fees and local fees, plus educational cost holds many people back from joining; NARPM should target smaller offices and the costs are prohibited.	Oct 13, 2011 7:27 AM
3	We have a great President who has worked tirelessly and finding speakers and encouraging others to join. In the beginning there were only a few of us, but we are slowly growing in size and this is in large part to Lynn's dedication.	Oct 12, 2011 9:34 PM
4	Jay (President) has gone above and beyond to keep the chapter going.	Oct 12, 2011 3:00 PM
5	Andrew Propst has really been hands on with helping our chapter grow. He has called to check on the progress of our chapter on several occasions and has personally sat down with me and offered new ideas to implement with in our chapter to generate more interest.	Oct 11, 2011 8:25 PM
6	Lack of broad understanding of NARPM objectives and therefore lack of strategic vision.	Oct 11, 2011 4:12 PM
7	I do not know anything currently	Oct 11, 2011 2:39 PM
8	examples of what?	Oct 11, 2011 2:21 PM
9	Our new state chapter leaders are really working well together to try to organize a state event for our members in September, only in existence for less than a year and being scattered throughout the state.	Aug 29, 2011 9:26 PM
10	I appreciate the ability to put local pictures in the heading.	Aug 25, 2011 3:17 PM
11	Ingongruity of the member's information on national and chapter websites. Too many menus and submenus...and I don't visit it often...so, because the format is not intuitive to me...I either can't find the information needed..or its not there...or I give up before I find it. Too slow to get things I need.	Aug 25, 2011 10:59 AM
12	We have a pretty group, but most of the people are "bench-warmers". Not terribly involved and we would like ideas on how to get them from being "observers to being excited participants. Any ideas?	Aug 25, 2011 10:15 AM
13	Mostly people getting involved to take positions that don't them just to say that are a member of the board.	Aug 25, 2011 9:11 AM
14	Unfortunately, there are some that choose to serve and have all the best intentions of doing so. Lack of time, busy schedules, and forgetfulness tend to play into this and it becomes an issue of minimal service to the chapter. Our chapter and NARPM all in all is just running over with great, great, great people with the best of intentions but sometimes the duties we're to perform aren't quite attainable when the world of busy business takes over.	Aug 25, 2011 8:19 AM
15	Chapter is growing and I'm impressed with % of activities attended like national and regional convention for size.	Aug 25, 2011 8:04 AM
16	no	Aug 25, 2011 8:00 AM

**Q2. Are there any specific positive or negative examples within your chapter you would like to share with NARPM#174; National?**

17	We have great team work, reasonable budget, and volunteers who care.	Aug 25, 2011 7:51 AM
18	NO	Aug 25, 2011 7:46 AM
19	no	Aug 10, 2011 2:30 PM
20	We received several complaints about our website and it was "junk" for months because of the national conversion	Aug 10, 2011 1:51 PM
21	Hard to get on Hard to navigate once on Therefore at this point it is useless to us	Aug 10, 2011 11:13 AM
22	Local chapters should have their own Facebook account	Aug 10, 2011 7:41 AM
23	no	Aug 10, 2011 5:51 AM
24	I have resigned my positions on my local Chapter after being on the Chapter in several key positions for over 6 years and have not received so much as a email from anyone on the Board about it and it was based upon their way of handling affiliate applications very unprofessionally. It has amazed me how unprofessional the Chapter is being handled and it is being run by one person that seems to think he knows it all and can do it all. I have put in alot of hard work and time for NARPM on a whole and am even devbating on whether i will be renewing my membership to the organization. I have recruited probably over 50 plus people in my time of being a member and have held positions as high as local and state Chapter President but I am very disappointed in the way things are being processed and handled. The application for the Affiliate is only a example. I could name a few more.	Aug 10, 2011 5:31 AM
25	Positive - we set up a real estate school so that all the NARPM designation classes, and other PM classes, would qualify for CE credit for attendees.	Aug 10, 2011 5:12 AM
26	They have helped me a lot and I love the classes	Aug 10, 2011 3:30 AM
27	Geting the members in the area to join. I think that if a member joins NARPM they should be reuquired to join a local chapter if available.	Aug 10, 2011 3:21 AM
28	list serve stuff should be incorporated into a blog sty'e page	Aug 10, 2011 12:54 AM
29	OMG is difficult to work with at times. Often it is the same people stepping up - need new volunteers.	Aug 9, 2011 8:45 PM
30	We have an issue with pleasing the "seasoned" PMs and the newer PMs.	Aug 9, 2011 8:16 PM
31	no thank you	Aug 9, 2011 6:36 PM
32	Our membership is stale. We are not able to attract new members even though there are certainly pm's who could benefit	Aug 9, 2011 6:19 PM
33	There has been too much turn over in the chapter support person so there has been little to no support for the chapter (Santa Clara County) this year through that staff person. Does the board have a job description for that person? If so, how is he/she evaluated. It was a waste of NARPM funds to have one of chapter	Aug 9, 2011 4:56 PM

**Q2. Are there any specific positive or negative examples within your chapter you would like to share with NARPM National?**

support new people come to convention last year and then leave shortly thereafter. The chapter would like to see the support person refer the new member to the chapter president and/or the web site for meeting info as well as strongly encourage the new member to join a chapter if they haven't already.

**Q3. Are there any services you would like to see offered by NARPM to assist your Chapter in meeting their objectives?**

1	The ability to use our local web site	Oct 13, 2011 7:27 AM
2	Aside from the email that goes out to the NEW members of the area - I think a quarterly email to ALL members of the Chapter from NARPM National would be beneficial encouraging local membership and recapping some key events that happened either at National or Regional Conferences. We can only talk about these events so often, but I think excerpts would be great.	Oct 12, 2011 9:34 PM
3	They should take up and coming chapters under their wing. Hold their hand through the process on how to become a successful chapter.	Oct 12, 2011 3:00 PM
4	-Meeting topic suggestions and outlines would be nice. -Legislative updates (local resources as well)	Oct 12, 2011 2:24 PM
5	It would be helpful if you offered a webinar or some sort of education once a year specifically for chapter board members, going over by-laws, how NARPM began, the role of National, and helpful information to those serving our chapters. I don't know if all chapters hold elections the same time of year, ours are in January- but I am sure this would benefit quite a few.	Oct 12, 2011 8:56 AM
6	Basic maint. issues and how to deal with them.	Oct 11, 2011 8:26 PM
7	Please continue to offer suggestions as to meeting topics and how to shake things up year to year.	Oct 11, 2011 6:47 PM
8	I want an IPAD application to use when I am at the Chapter meetings to let prospective members sign up for three free Residential Resources	Oct 11, 2011 6:35 PM
9	Leadership training that focuses on NARPM's National strategic objectives and creates opportunities for local leadership to help National reach those objectives.	Oct 11, 2011 4:12 PM
10	yes, please compile a list of speakers willing to speak at other chapters.	Oct 11, 2011 3:20 PM
11	promote and develop a strong state association	Oct 11, 2011 2:39 PM
12	Better website	Aug 31, 2011 10:24 AM
13	I think the Chapter Excellence criteria should be evaluated. Need to have a different set of questions for the state chapters vs local chapters.	Aug 29, 2011 9:26 PM
14	On the annual compliance request form, it would be helpful, if National could somehow keep the info that repeats, so we did not have to repeatedly fill it in.	Aug 25, 2011 3:17 PM
15	Our chapter has a local chapter membership fee...this has never been clearly communicated from National to members who join national and fail to join the local chapter. This should be clearly communicated, along with the expectation that you must join the local chapter if it is available. I see the local manifestation of NARPM as the primary focus and believe any national efforts should be directly primarily towards support of the local chapters. Pushing a national membership that does not emphasize (or even communicate) the connection with the local chapter is counter to my belief that national should support local.	Aug 25, 2011 10:59 AM

**Q3. Are there any services you would like to see offered by NARPM to assist your Chapter in meeting their objectives?**

16	I think it would be great if national would develop a recommended "meeting topic" list. It would give us good ideas that we could then go out into the marketplace and find capable speakers to address the pre-determined topic of the month!	Aug 25, 2011 10:15 AM
17	In Rotary we have a PETS Conference each year. "President Elect Training Seminar" We need one similar to walk the new President through all of the required reports, deadlines etc.	Aug 25, 2011 10:02 AM
18	Further assistance with planning events and making more grants available when and where possible. Many of the grants come up short, even if just by a small amount. Nevertheless, I'm thankful that there are grants and other programs in place that offer us assistance at all--not complaining. :)	Aug 25, 2011 8:19 AM
19	Website templates available for chapter to link to national.	Aug 25, 2011 8:04 AM
20	None I can think of.	Aug 25, 2011 8:01 AM
21	You probably already have this and I just not aware of it, but more online training.	Aug 25, 2011 7:47 AM
22	NEWS RELEASES THAT COULD BE LOCALIZED FOR THE LOCAL PRESS	Aug 25, 2011 7:46 AM
23	an online ongoing checklist to follow for chapter in excellence	Aug 10, 2011 9:17 PM
24	Video sessions from regional and national conventions and make available to chapters for meetings.	Aug 10, 2011 4:41 PM
25	Easier way for chapter leaders to email all NARPM members in Chapter and/or state and/or region.	Aug 10, 2011 3:34 PM
26	Forms that we can all use	Aug 10, 2011 2:56 PM
27	na	Aug 10, 2011 2:30 PM
28	Maybe National needs to have better guidelines for the qualifications of Chapter leaders.	Aug 10, 2011 5:31 AM
29	The larger chapters have good leadership, etc. However the smaller or newer chapters could benefit from having someone act as the "parent" for the new chapter: participate in board meetings by conference call, keep the minutes, follow up with assigned individuals on assigned tasks. Some of our smaller boards of Realtors are now using the big board staff as shared support. This is what I am suggesting for the new or small chapters where you don't have developed leadership yet. Set up a reasonable fee for the chapter to pay from their dues to cover the support until they no longer need it.	Aug 10, 2011 5:12 AM
30	not at this time.	Aug 10, 2011 5:05 AM
31	help make it a license requirement. I see photographers managing properties.	Aug 10, 2011 3:30 AM

**Q3. Are there any services you would like to see offered by NARPM to assist your Chapter in meeting their objectives?**

32	Tax compliance - Federal/State or remove it from Chapter Compliance or help us. This is often the demise of many chapters and should be guided by the management company. We are property manager VOLUNTEERS - OMG does this for a living and should oversee all tax compliance filings.	Aug 9, 2011 8:45 PM
33	any suggestions are great.	Aug 9, 2011 8:16 PM
34	See above about the web site. Is it possible to consolidate the billing and change our charter to require membership at both the national and local level when joining? This would drive membership to the chapter which would create a more vital member. We need more membership benefits to offset loss of benefits such as the membership directory. It would be helpful too if the chapters were polled more often before large changes were effected by the Board.	Aug 9, 2011 4:56 PM
35	More affordable education options.	Aug 9, 2011 4:25 PM
36	I wish our members could RSVP electronically through the website. A good example of this system is RHAPS' website.	Aug 9, 2011 1:23 PM



**Q5. Does NARPM effectively manage the solicitation, training, involvement and recognition of volunteer efforts?**

1	I'm not aware of the need for volunteers in other areas of NARPM - only because I serve currently do I know the need; but I'm not aware of specific solicitation or recognition that goes out.	Oct 12, 2011 9:34 PM
2	Let get some nice plaques made to give to guest speakers	Oct 11, 2011 6:35 PM
3	Pulling volunteers into the National vision.	Oct 11, 2011 4:12 PM
4	I do not see much at the local level. Training only gets done at the National convention or a regional. Quality of the leadership training sessions is poor	Aug 25, 2011 3:17 PM
5	I think it would be great for NARPM to offer the chapter leaders a discount on their national dues just for being chapter leaders!	Aug 25, 2011 10:15 AM
6	#3 Above	Aug 25, 2011 10:02 AM
7	I have volunteered to teach. No follow ups, nada.	Aug 25, 2011 9:46 AM
8	Sometimes	Aug 25, 2011 9:11 AM
9	I don't know	Aug 25, 2011 8:01 AM
10	I have no idea	Aug 25, 2011 8:00 AM
11	too many heirachical restrictions - let people volunteer!	Aug 25, 2011 7:58 AM
12	???	Aug 25, 2011 7:46 AM
13	na	Aug 10, 2011 2:30 PM
14	I have volunteered for many things over the years and take NARPM to all kinds of Functions wherever I go and i have NEVER been recongized for anything I have ever done. I have maintained 2 websites and sat on 2 Chapters in my state and brought Education to the whole State and never have I been recognize for anything I have ever done !	Aug 10, 2011 5:31 AM
15	I don't think the question is very clear.	Aug 10, 2011 5:12 AM
16	not sure	Aug 10, 2011 3:30 AM
17	I would encourage some mentoring in the various positions such as RVPs.	Aug 10, 2011 3:21 AM
18	national does not support local chapters well.	Aug 10, 2011 12:54 AM
19	It does not appear that they have participated in any efforts whatsoever.	Aug 9, 2011 8:45 PM
20	Not really sure what this question is asking.	Aug 9, 2011 7:10 PM
21	Volunteers aren't effectively recruited any more and key committee positions are some times filled with inexperienced people.	Aug 9, 2011 4:56 PM

**Q5. Does NARPM effectively manage the solicitation, training, involvement and recognition of volunteer efforts?**

22 Yes on the national level and no on the local level.

Aug 9, 2011 1:21 PM

**Q6. Have you seen positive changes within NARPM?**

1	Seems to have flatlined for me...	Oct 13, 2011 8:23 AM
2	I would like to see "Spotlight Recognitions" at National and Regional Conferences. I think they should be recommended individuals who 'make a difference' (even if small) and just deserve a 'shout out'. That would boost motivation and it really makes someone feel good. I would volunteer to lead this if needed.	Oct 12, 2011 9:34 PM
3	Definetly like the new website!!	Oct 12, 2011 3:00 PM
4	NARPM has always been positive for me.	Oct 11, 2011 6:35 PM
5	Closer ties between National and local leadership which is structured. Currently in many ways the collaboration is dependent upon the commitment of the local leadership instead of charging leadership with specific goals/tasks.	Oct 11, 2011 4:12 PM
6	I've only been with the organization about a year.	Aug 25, 2011 8:01 AM
7	Seattle Conference was very poor for a national conference	Aug 25, 2011 7:58 AM
8	Doing a great job!	Aug 25, 2011 7:40 AM
9	The National Website	Aug 10, 2011 2:30 PM
10	Seems to have flatlined the past few years...	Aug 10, 2011 7:41 AM
11	More enthusiasm evident.	Aug 10, 2011 5:51 AM
12	I think that some of our membership money needs to be going back into Chapter recognition. I have said this many times before. When a Chapter exceeds a goal or gets maybe say 5 new members in one month they should see some kind of monetary value for it. When a Chapter holds a State Education Event or they are part of a Statewide Education event that the Chapter has funded, then they should get extra recognition from National and if new members are brought in because of the event then a monetary value should be given to the Chapter of the person that signed them in. and a mention of the name of that person/people that brought the event together in the Resource. We all work hard but to get alittle recognition among our peers is a special reward.I don't think that it is asking to much or will be taking to much money .	Aug 10, 2011 5:31 AM
13	organization seems somewhat stagnate to me...little change, minor numerical growth, no political clout to influence the political setting for our industry.	Aug 10, 2011 12:54 AM
14	Seems to have more rules that make it difficult to jump through hoops for NARPM compliance	Aug 9, 2011 8:45 PM
15	I liked the fact that the Board courageously did an RFP for new management as the fees seem to be spiraling out of control. It remains to be seen whether there will be any real changes from this effort or not. A lot of the ED's interaction is still personality driven which is unfortunate.	Aug 9, 2011 4:56 PM
16	National meetings should be detailed and planned a year in advance. if they	Aug 9, 2011 1:29 PM

**Q6. Have you seen positive changes within NARPM&#174;?**

are, the details should be published for the members.

**Q7. What specific positive or negative examples would you like to point out in regards to your interaction with NARPM#174; Regional Vice Presidents/Directors?**

1	They have always been good to work with	Oct 13, 2011 7:27 AM
2	I have great interaction. We have a great BOD who currently go out of their way to make people feel like they are needed/belong.	Oct 12, 2011 9:34 PM
3	Stephen Foster is always available, he's a great asset to NARPM	Oct 12, 2011 3:00 PM
4	Our Chapter has been very please with our RVP, he has been to a few of our meetings and I would feel comfortable going to him with any Chapter issues.	Oct 12, 2011 8:56 AM
5	Love it when they take the time to visit the chapters.	Oct 11, 2011 6:47 PM
6	I wish I knew all of them	Oct 11, 2011 6:35 PM
7	They are dedicated group of folks and the webinar approach to mtgs has helped with communication.	Oct 11, 2011 4:12 PM
8	historically they are minimially engaged	Oct 11, 2011 3:20 PM
9	They are helpful and willing to give of their time	Oct 11, 2011 2:39 PM
10	Very supportive of local chapter and made the effort to visit our meetings. Also very helpful with trying to get all the chapters to support our state legislative efforts.	Oct 11, 2011 2:27 PM
11	It is a very time consuming job for our VP's. I appreciate the energy it takes, but something needs to come from them to all local members, possibly assisted by National staff to all members on a consistent predictable pattern to inform us of what is happening.	Aug 25, 2011 3:17 PM
12	Our Regional VP, Steve Foster, has been great! Steve is always available when I had questions and eager to help the chapter when possible.	Aug 25, 2011 2:21 PM
13	all of my personal interactions with NARPM individuals has been positive.	Aug 25, 2011 10:59 AM
14	I think Richard is great! Very knowlwdgeable and seems to want to make a big difference!	Aug 25, 2011 10:15 AM
15	I feel that Carolyn Rogers is doing very good work. Was similarly impressed with Tony Drost.	Aug 25, 2011 9:46 AM
16	We have very little knowledge of those directors who are moving up on the board. Most of the contact is with the current President.	Aug 25, 2011 9:11 AM
17	There are no instances that come to mind.	Aug 25, 2011 8:19 AM
18	SE Regional manager is very active and makes himself available	Aug 25, 2011 8:00 AM
19	too busy	Aug 25, 2011 7:58 AM

**Q7. What specific positive or negative examples would you like to point out in regards to your interaction with NARPM#174; Regional Vice Presidents/Directors?**

20	They care and communicate well. Thanks!	Aug 25, 2011 7:51 AM
21	Ours has not related very well to the chapter	Aug 10, 2011 9:17 PM
22	Communication and greatly improved with Regional VP's	Aug 10, 2011 3:34 PM
23	Steve is great- very patient and always helpful!	Aug 10, 2011 2:30 PM
24	good experience	Aug 10, 2011 11:13 AM
25	na	Aug 10, 2011 5:51 AM
26	I think they all do a good job and deserve more recognition. They should have maybe a little space in teh Resource to update everyone on whats going on in their Region. We could cut down on the space of the Excutive Director/ Gail Phillips , I don't think it is necessary for her to have so much space. Sorry Gail:)	Aug 10, 2011 5:31 AM
27	no opinion	Aug 10, 2011 3:30 AM
28	Very positive. They are always willing to help.	Aug 10, 2011 3:21 AM
29	Richard Vierra...good guy, greatly appreciate the personal contact, visitations etc. seems to be a bit of confusion over region vs. state organizations.	Aug 10, 2011 12:54 AM
30	Pacific RVP is very pleasant and helpful - however, it does not appear that he has any real say in anything on the board	Aug 9, 2011 8:45 PM
31	Conference calls with them could use a more specific agenda perhaps.	Aug 9, 2011 8:45 PM
32	My interaction has all been positive.	Aug 9, 2011 8:16 PM
33	It has been minimal except for the conference calls	Aug 9, 2011 7:10 PM
34	I think the RVPs work hard to meet with their respective chapters and for the most part bring a positive energy to the chapter from national. I like the concept and think it is working well.	Aug 9, 2011 4:56 PM
35	Positive: website, Residential Resource, online classes...	Aug 9, 2011 4:32 PM
36	Carolyn Rogers is great.	Aug 9, 2011 3:28 PM
37	I like the idea of Regional Vice Presidents, keeps the Chapter more in touch with national	Aug 9, 2011 3:22 PM
38	I think things go rather well	Aug 9, 2011 1:34 PM
39	They do a great job! We are lucky to have such a dedicated group of volunteers	Aug 9, 2011 1:23 PM
40	My experiance has been great.	Aug 9, 2011 1:21 PM

**Q8. What specific positive or negative examples can you cite about your interaction with NARPM's National Officers?**

1	I think our National Officers work hard and within their regions do a wonderful job encouraging Chapter growth and assist with what they can. They are available and that's key.	Oct 12, 2011 9:34 PM
2	Nothing negative at all...	Oct 11, 2011 8:25 PM
3	They are approachable and very, very hard working.	Oct 11, 2011 6:47 PM
4	Tony Drost has been very helpful at our Chapter and wish he could come more often	Oct 11, 2011 6:35 PM
5	A super dedicated group who truly live the "NARPM way". Very inspiring - I wish it were more contagious and we could bottle it and spray it at every local meeting.	Oct 11, 2011 4:12 PM
6	Great people - but remember you're always being watched.	Oct 11, 2011 3:20 PM
7	I have not had any interaction	Oct 11, 2011 2:39 PM
8	I always get a quick and complete answer to questions. I appreciate that.	Aug 25, 2011 3:17 PM
9	don't know who they are or what they do or whom I should talk to if there is a concern.	Aug 25, 2011 10:59 AM
10	We love having Betty Fletcher come visit. Thank you!	Aug 25, 2011 9:46 AM
11	Excellent!	Aug 25, 2011 8:19 AM
12	Luke was so kind and helpful with helping me do the excellence award. I was amazed he took so much time out of his busy work schedule to help me!	Aug 25, 2011 8:04 AM
13	I have had any interaction.	Aug 25, 2011 8:01 AM
14	Appreciate the visits to our chapter meeting every so often.	Aug 25, 2011 7:51 AM
15	The national officers are very accessible, easy to contact. They also provide valuable information. I hope their positions are adequately compensated.	Aug 25, 2011 7:47 AM
16	Always been positive and informative.	Aug 25, 2011 7:40 AM
17	I don't think national officers should drink publicly at any NARPM functions. They lose creditability.	Aug 10, 2011 9:17 PM
18	Available and willing to listen	Aug 10, 2011 4:41 PM
19	Always great	Aug 10, 2011 2:30 PM
20	na	Aug 10, 2011 5:51 AM
21	Give more space in the Regional for us to hear from our other officers what is going on and less from Gail( sorry again Gail ) this used to be a organization run	Aug 10, 2011 5:31 AM

**Q8. What specific positive or negative examples can you cite about your interaction with NARPM's National Officers?**

by the members and managed by a management team, now we are run by the management team. please lets get back in control and start being on top again. we have lost our way. We dont share like we used to , its all about making money. Does anyone remember when we shared things so openly ? It was fun, you just dont see that as much anymore. When was the last class you went to and some one passed out their favorite form to you ? Melissa and Betty used to do that all the time. Mark Kreditor used to give you a whole list of fees and crack you up with jokes while doing it. are those days gone ? we dont share any of that anymore.

22	Our leaders need to "think bigger". Plan for how to improve our profession over the next 20 years, not next year, and implement that plan. To do that we need to identify what the "do it yourself" landlords want and figure out how to deliver it to them.	Aug 10, 2011 5:12 AM
23	none	Aug 10, 2011 3:30 AM
24	I haven't had much interaction but it has been positive.	Aug 10, 2011 3:21 AM
25	no/little support for local chapters. national office seems to have an etirely separate agenda	Aug 10, 2011 12:54 AM
26	Not very polished - NARPM should put time and effort into training these individuals on how to speak in public. Find the National Officers to be unflexible to the needs of individual chapters.	Aug 9, 2011 8:45 PM
27	Having met Tony Drost years ago as a speaker in Seattle it has been very encouraging to see his growth and feel that it is possible for myself as well. He has always been approachable and very joyful about his role in NARPM.	Aug 9, 2011 8:45 PM
28	I don't recall any negative ones, once you get to know them, they are very nice.	Aug 9, 2011 7:10 PM
29	I think there was a break down in communication at the end of last year between the LRP Committee and the Board but this has been effectively addressed and remedied.	Aug 9, 2011 4:56 PM
30	Fine.	Aug 9, 2011 3:28 PM
31	All friendly and helpful, nothing negative at all	Aug 9, 2011 3:22 PM
32	Tony has been great to work with, I have not had really any contact with anyone else outside our region	Aug 9, 2011 1:34 PM
33	Another fabulous group of people!	Aug 9, 2011 1:23 PM
34	My experiance has been great.	Aug 9, 2011 1:21 PM



**Q9. Do you feel the quarterly Regional Vice President conference calls with the chapter leaders in your region are beneficial and productive?**

1	It often seems to be repetitive from what was in the newsletter or just common knowledge. Perhaps when we change the person this year that will change as well.	Oct 11, 2011 6:47 PM
2	Quarterly calls are not enough. That is only 4 calls a year and I think 6 calls would be much better	Oct 11, 2011 6:35 PM
3	cancelled too often	Oct 11, 2011 3:20 PM
4	Not sure	Oct 11, 2011 2:39 PM
5	Yes and no. There is some good info that is discussed. Most of it is rehashing what is sent out via email though. So, nice to have the more personal phone call but much more efficient use of time to use email.	Oct 11, 2011 2:27 PM
6	Minimally beneficial because we are a state chapter. Maybe consider having a State Chapter leaders (from all over the US) call in 2012 so we can network and share our issues and help each other.	Aug 29, 2011 9:26 PM
7	too much chatter...a webinar formate with less input from attendees would likely make it a more efficient call. A simple summary of what's going on, plans, dates,...if you want feedback do a webinar survey with very specific responses...but don' t let the conversations run all over the place. the last one was much better than previous times.	Aug 25, 2011 10:59 AM
8	Richard does a great job in leadinf the meetings. Their informative and timely!	Aug 25, 2011 10:15 AM
9	I've only been involved in one.	Aug 25, 2011 8:01 AM
10	Lets have some meat when we call	Aug 25, 2011 7:58 AM
11	they keep being rearranged, its hard to plan for	Aug 10, 2011 9:17 PM
12	na	Aug 10, 2011 2:30 PM
13	The last one was not very organized. Too many interuptions as each attendee checked in. Some were 20 minutes late, and the leader was greeting them. Nice leader, poor game plan.	Aug 10, 2011 5:51 AM
14	I suggest the RVP send out a message a month in advance and ask for topics, questions, or concerns from the members then create an agenda to address those issues. Then send out the agenda to show what will be discussed. Follow up with the people that made suggestions to make sure they can be on the call to participate in the discussion.	Aug 10, 2011 5:12 AM
15	not sure	Aug 10, 2011 3:30 AM
16	I like to know what is going on with other chapters	Aug 10, 2011 3:21 AM
17	too much chatter...too little content	Aug 10, 2011 12:54 AM

**Q9. Do you feel the quarterly Regional Vice President conference calls with the chapter leaders in you region are beneficial and productive?**

18	Waste of time - cancel them	Aug 9, 2011 8:45 PM
19	They have seemed repetitive in the past as far as the agenda goes. It really depends upon who is on the line and that is luck of the draw in this business as far as our schedules allow on any certain day. It is good to connect a bit with others in this matter; it provides a touch of sanity at times.	Aug 9, 2011 8:45 PM
20	It is nice to hear what other groups are doing.	Aug 9, 2011 8:16 PM
21	I am unsure as to the participation level from the chapters. This would indicate the effectiveness.	Aug 9, 2011 4:56 PM
22	not sure	Aug 9, 2011 3:22 PM

**Q11. What additional support do you feel NARPM's Staff/Regional Vice President could provide your chapter?**

1	I think a month call to the Chapter Leaders would be nice.	Oct 12, 2011 9:34 PM
2	Perhaps, what I answered in question 3 would be something that the RVP could offer once a year.	Oct 12, 2011 8:56 AM
3	Encouragement	Oct 11, 2011 6:47 PM
4	More contact	Oct 11, 2011 6:35 PM
5	More focus, more structure, more examples of how others are problem solving	Oct 11, 2011 4:12 PM
6	Staff has been great	Oct 11, 2011 2:39 PM
7	Regional stats would be interesting. If Richard could poll some of the larger property management companies in his region on things like vacancy rates, marketing ideas for vacancies, average amount of time that units are vacant and a million other things, those of us that are smaller could use this information as a bench mark for our own organizations - just a thought.	Aug 25, 2011 10:15 AM
8	I feel that if they are a director that should be involved in their chapter, as well as being a regional director.	Aug 25, 2011 9:11 AM
9	Can't think of anything.	Aug 25, 2011 8:19 AM
10	Revamp award procedures	Aug 25, 2011 8:04 AM
11	none	Aug 25, 2011 8:00 AM
12	Help us handle the business	Aug 25, 2011 7:58 AM
13	He could handle my outstanding rents on a monthly basis : )	Aug 25, 2011 7:40 AM
14	na	Aug 10, 2011 2:30 PM
15	web page education	Aug 10, 2011 11:13 AM
16	I think they could email out in December the tax forms to everyone so that everyone would have it and know what form needs to be sent. They could send more reminders on when the different Chapter certifications and things are due. they could send out monthly reminders to all chapters of the deadline dates for all the things that are due.	Aug 10, 2011 5:31 AM
17	not sure	Aug 10, 2011 3:30 AM
18	Recruiting of other members	Aug 10, 2011 3:21 AM
19	networking between local chapters within region would be good. common source of info on ed events and chapter meetings would facilitate some cross polinization.	Aug 10, 2011 12:54 AM
20	Tax issues listed above	Aug 9, 2011 8:45 PM

**Q11. What additional support do you feel NARPM's Staff/Regional Vice President could provide your chapter?**

21	Visits	Aug 9, 2011 8:45 PM
22	none	Aug 9, 2011 6:36 PM
23	none that I can think of, great job	Aug 9, 2011 3:22 PM
24	It would be helpful to hear when we have new members	Aug 9, 2011 1:23 PM

**Q13. Is there anything you feel NARPM's staff/leadership should do differently to more effectively manage NARPM operations?**

1	The web site now offers a list of the classes and leadership positions that we have, however it is not complete. How do we update that?	Oct 12, 2011 2:24 PM
2	nothing I can think of.	Oct 12, 2011 8:56 AM
3	There is always room to improve, but I find them very effective.	Oct 11, 2011 6:35 PM
4	The technology is helping tremendously, but many times webinars aren't as well rehearsed/presented as they could be. The delays between visual presentation and audio presentation can be disconcerting and time consuming.	Oct 11, 2011 4:12 PM
5	Not really	Oct 11, 2011 2:39 PM
6	again...there's too much disconnect with who does what and how we are to interact with them. Everyone that's a part of the leadership seems to know each other...but no one outside of the circle knows who's who and whom to talk with if there are concerns. A more explicit connection would like facilitate better communication and more effective work.	Aug 25, 2011 10:59 AM
7	Nothing that comes to mind.	Aug 25, 2011 8:19 AM
8	no	Aug 25, 2011 8:00 AM
9	I think I personally need to get to know them better in order to answer this questions.	Aug 25, 2011 7:47 AM
10	na	Aug 10, 2011 2:30 PM
11	they need to go through the online classes before they put online so that we are all not embarrassed when they are not working the way they are supposed to. this should be done periodically on anything online to make sure there is no bugs in teh system. there should be a email sent to memebbers maybe every 6 months asking them if any of there information has changed. we can all rely heavily on the information that is in the NARPM National info and some people forget when they move companies, tehy change there phone number, etc to contact everyone in there world for teh changes needed. it would be nice if that could take place. maybe do 3 months a-d the next 3 months e-g and etc so that in a year you can update everyone. I know we are not children but you would be surprised the people( adults) taht dont remember to do thsi and i think it could be set up on autopilot and then only when someone filled in the info to chnage something it would come back tosomeone to change the info. or you could make it so the email would take them to the area where they would update their own information right then and therefore take the task off operations.	Aug 10, 2011 5:31 AM
12	What would be the cost to self manage? OMG does a great job but at some point it would be less expensive to self manage so more resources could be directed to other projects.	Aug 10, 2011 5:12 AM
13	not sure	Aug 10, 2011 3:30 AM
14	No	Aug 10, 2011 3:21 AM

**Q13. Is there anything you feel NARPM's staff/leadership should do differently to more effectively manage NARPM operations?**

15	local orientation needed. most national staff seems to be self serving and not supporting the local chapter or the individual property manager.	Aug 10, 2011 12:54 AM
16	Non-members are using the NARPM logo on their websites. How can this be prevented?	Aug 9, 2011 6:19 PM
17	I think too much of the Board's focus is on operational issues rather than the futuristic agenda. I think the Board could do a much better job thinking in terms of years ahead rather than month to month. Reviewing "Mega Issues" on the Board agenda is most often operational and that is frustrating.	Aug 9, 2011 4:56 PM
18	Be more receptive to change, I am not a chapter leader any longer, but yet I still receive communications such as this. I am a past president.	Aug 9, 2011 1:34 PM

**Q15. Does the NARPM Staff and Regional Vice President support your chapter in meeting its goals and objectives?**

1	Rather than giving us grant money for stuff, provide us with software to manage the chapter's books or help purchasing equipment such as a projector or IPAD	Oct 11, 2011 6:35 PM
2	Do they even know what our goals and objectives are?	Oct 11, 2011 4:12 PM
3	I am not sure that there is much support for an established chapter. I get the feeling they pretty much expect us to make a request, then there is support or an attempt to solve the request. Not much in forward thinking about potential problems, or how to grow a chapter, or expand into the future to insure our viability.	Aug 25, 2011 3:17 PM
4	in general....it runs like a seperate organization. It seems like our chapter could easily exist without any connection to national (and I don't like that_).	Aug 25, 2011 10:59 AM
5	I fail to understand why state conferences were stopped. It may have helped the other states in our region, but it wasn't a good thing for Colorado.	Aug 25, 2011 9:46 AM
6	I don't know.	Aug 25, 2011 8:01 AM
7	small chapter needs more support - although money from regional was nice	Aug 25, 2011 7:58 AM
8	na	Aug 10, 2011 2:30 PM
9	see 14	Aug 10, 2011 11:13 AM
10	I have spoken with anyone on any of this recently.	Aug 10, 2011 5:31 AM
11	not sure	Aug 10, 2011 3:30 AM
12	national has its own agenda and is disconnected from local roots.	Aug 10, 2011 12:54 AM
13	He tries	Aug 9, 2011 8:45 PM
14	See above comments.	Aug 9, 2011 4:56 PM