

**p7**

Southern hospitality was real at the Convention. See how y'all can learn from it.

**p11**

Did you ever think that HVAC could be an unfamiliar concept?

**p16**

Are you prepared to expedite the repair timeline following a catastrophic fire?

# RESIDENTIALResource



THE OFFICIAL MONTHLY NEWS MAGAZINE OF THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

## *The 2015 numbers don't lie.*

- All NARPM® Chapters were 100% compliant.
- All NARPM® Chapters received Chapter Excellence.
- There were 1,103 registered attendees at our Annual Convention.
- *See page 5 for more recordbreaking numbers.*

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# IN THIS ISSUE December 2015

NARPM® is the professional, educational, and ethical leader for the residential property management industry.

## FEATURE ARTICLES

### **p6** The 2015 27th Annual Convention and Trade Show Recap

**p15** Enjoy the photos from this year's recordbreaking Convention, including the President's Celebration at the Georgia Aquarium, the Past Presidents' Charity Golf Tournament presentation, workshops, general sessions, award winners, and more.

### **p7** Breaking Records: Southern Hospitality

By attending this year's Annual Convention in Atlanta, Kassandra Rose, NARPM® Member, learned that Southern hospitality is not only a real thing, but it's something the rest of us could learn a thing or two from in other parts of our country. She presents five highlights from this recordbreaking event.

### **p11** Take a Little Time to Explain: HVAC for Dummies

While trying to advise clients about the maintenance of furnaces in their rental properties, Marcie Turner, CSS® Candidate, realized that sometimes you have to take a little extra time to explain things in order to allow your clients to fully appreciate the services you offer to them. Her story just goes to show that what seems obvious to us may not be so clear to others.

### **p16** What I Wish I Knew Then: A Property Fire

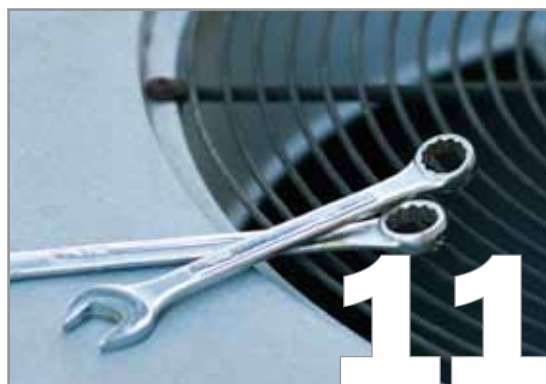
Leah Benson, CMC Candidate, explains that being prepared will go far in having an expeditious timeline, when extensive loss and property damage occur, following a fire. Working with the owner, tenant, insurance company, and contractor is a difficult balancing act.

### **p26** Settlement with the Federal Trade Commission: Antitrust Compliance

As part of a settlement with the Federal Trade Commission ("FTC"), NARPM® agreed to change its Code of Ethics and will not adopt, encourage its members to follow, or enforce any Code of Ethics provision relating to solicitation of property management work that does not comply with the FTC Consent Order. (NARPM® is required to run this notice every December.)



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## EDITORIAL MISSION

Since 1989, the NARPM® news magazine has been a key focal point for the organization. The *Residential Resource* keeps Members up-to-date on association events, and provides valuable industry advice and insight. NARPM® Members receive the *Residential Resource* as part of their membership, included in their annual dues.

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by email to [publications@narpm.org](mailto:publications@narpm.org). Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. The Communications Chair and Graphic Designer reserve the right to edit or refuse all publications for content and selection.

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If you are not a Member of NARPM® and wish to receive a yearly subscription to *Residential Resource* for \$49.95 per year (11 issues), please contact [info@narpm.org](mailto:info@narpm.org) to sign up.

## NARPM® ANTITRUST STATEMENT

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.

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# PRESIDENT'S Message

“My final and best share this year is simply – Get involved in NARPM®. That has been the best thing for my business. Find an opportunity to give to this great organization and this organization will find a way to give back tenfold.”



Well, friends – it has been a fantastic year. It has been my absolute pleasure to serve with such wonderful volunteers who have made great things happen for our amazing organization. I would like to thank all of those who worked so hard to ensure that our Annual Convention was a success.

I am so proud of the amazing work our National Board of Directors and Committee Chairs put in this year to ensure that our goals were met. I am also forever grateful to all the Chapter Leaders and Members who made so many sacrifices this year to ensure the same.

To highlight some of the great things NARPM® was able to accomplish in 2015 – just take a look at the numbers.

- In January of this year, all NARPM® Chapters were 100% compliant for the first time in NARPM®'s history.
- In August of this year, all NARPM® Chapters received Chapter Excellence, which was also a first! This was also a major milestone for the Board and Committee Chairs because this was our first goal.
- In October of this year, we accomplished our second goal of having more than 1,000 registered attendees at our Annual Convention. Our total number of attendees ended up being 1,103!!! To put that in perspective – over 20% of our membership

showed up at our Annual Convention.

- We also had a record number of educational opportunities that more than 20% of our membership took advantage of in 2015. NARPM® offered 62 courses and 1,200 Members attended.
- Our membership grew past the 5,000 mark in 2015. Last October, we had a total of 4,938 Members. In October of this year, we had a total of 5,174 total Members.
- Our membership has been extremely busy collecting designations and certifications in 2015 – another NARPM® record. We had 52 Members receive their RMP® this year. We also had seven Members receive their MPM®. With the introduction of some new certifications, we also had two new CMCs and one new CRMB. Hampton & Hampton Management & Leasing, Inc., CRMC® and GDAA Property Management, LLC, CRMC® were awarded our CRMC® certification. See page 29 for a full list.

Like the people say, “The numbers don’t lie.” It has been an amazing year. That being said, it is just the start of something great for this organization. I am so proud to hand the gavel to Bart Sturzl, MPM® RMP®, our current President-Elect. He has been there every step of the way for this organization this year, and I have no doubt that he will be the best

NARPM® President we will ever have.

I am so excited to see some of the great changes that are on the horizon for our organization. With the leadership team that is in place, along with some first-class Chapter training on the horizon, I can’t wait to see all the amazing things to come. Thank you all for this opportunity. I will remember this year for the rest of my life.

## PRESIDENT'S SHARE

My final and best share this year is simply – Get involved in NARPM®. That has been the best thing for my business. Find an opportunity to give to this great organization and this organization will give back tenfold. So, pick up the phone and call a National Committee Chair or your Chapter President and ask how you can help. As the incoming Nomination Chair, I hope we receive an application for the Board of Directors from everyone who meets the requirements. So, please get involved and watch how much you get back. 🏠

**Andrew L. Propst, MPM® RMP®**  
2015 NARPM® President

## THE GREEN JACKET by President Propst

This month, the Green Jacket goes to the staff of Park Place Property Management, CRMC®. If it wasn't for these amazing people, I couldn't take time away from the business to do what I do for NARPM®. Thanks Adri, Angie, Amanda, Amber, Autumn, Britnie, Brook, Christy,

Danny, Deanne, Erika, Hannah, Holly, Jessica, Jody, Kaiti, Kelly, Laura, Brianna, Martha, Monica, Ross, Serena, Shauna, Shelli, Stephanie, Summer, Taylor, Todd, Christian, Chris, Jerry, Kerry, Lee, Darren, Chuck, TJ, Dick, Forest, Nick, Fred, Craig, Isaac, Ed and Travis! I love you all very much.



# MASTERS OF PROPERTY MANAGEMENT

## 27<sup>TH</sup> ANNUAL CONVENTION AWARDS

OCTOBER 12-16, 2015 ~ Atlanta, Georgia



**President's Award:**  
Danny Harlow, RMP®  
Park Place Property Management, CRMC®  
Meridian, ID



**Affiliate Longevity Award:**  
Yardi



**Affiliate of the Year:**  
Rent Manager



**Large Chapter of the Year:**  
San Antonio Chapter



**Rocky Maxwell Award:**  
Justin LaManna  
Homevest Realty  
Orlando, FL



**Small Chapter of the Year:**  
Nashville Chapter



**New Chapter of the Year:**  
Southwest Florida



**Chapter Excellence Recipients:**

Alameda/Contra Costa  
Albuquerque Metro  
Atlanta  
Austin  
Baltimore/Washington  
Big Island of Hawaii East  
Big Island of Hawaii West  
California State  
Central Arizona  
Central Arkansas  
Charleston  
Charlotte Regional  
Colorado Springs  
Denver  
Florida State  
Florida West Coast  
Fort Worth/Mid Cities  
Greater Dallas  
Greater Kansas City  
Greater Portland  
Greater Richmond  
Greater Snohomish  
County  
Houston  
Inland Northwest  
Counties  
Jacksonville/  
Northeast Florida  
King County  
Kitsap County  
Los Angeles  
Marin/Sonoma  
Maryland Suburban

Minnesota  
Monterey Bay  
Nashville  
Northern California  
Central Valley  
Northern Colorado  
Northern Nevada  
Northern Virginia  
Northwest Counties  
Oahu  
Orlando/Central Florida  
Pensacola  
Phoenix  
Pierce County  
Sacramento  
San Antonio  
San Diego  
Santa Clara  
Sarasota/Bradenton  
Southeastern Virginia  
Southern Arizona/Tucson  
Southern Nevada  
Southwest Florida  
Southwest Idaho  
Southwest Washington  
Tampa Bay  
Triangle  
Utah  
Virginia Peninsula  
Virginia State  
West Michigan  
Western Colorado  
Western Montana



**Volunteers of the Year (l to r):**  
Brian Birdy, MPM® RMP®  
Birdy Properties, LLC, CRMC®  
San Antonio, TX



Michael McCreary, MPM® RMP®  
McCreary Realty Management, Inc.  
Marietta, GA  
Steve Schultz, MPM® RMP®  
Blue Fox Properties, LLC  
Tucson, AZ



# Breaking Records Southern Hospitality

In October, I had the pleasure of attending the 27th Annual NARPM® Convention and Trade show in Atlanta, Georgia. This would be my first visit to the South and man, oh man, I couldn't be more pleased with my travels. I would like to share my top five highlights of this event with you!

## SOUTHERN HOSPITALITY IS REAL!

Honestly, I had no idea how incredibly kind hearted, present, and genuine people in the South can be. From the cab drivers to the hotel staff to the musicians entertaining us in the evenings, never in my life have I been greeted with such love and adoration each and every place I went. There is something so refreshing about engaging with the person right in front of you and treating them with respect. Southern hospitality is not only a real thing, but it's something the rest of us could learn a thing or two from in other parts of our country.

## BREAKING RECORDS IS FUN!

The challenge that our 2015 NARPM® President presented us with was a big one. His goal was to hit an all-time record by getting more than 1,000 NARPM® Members to

“Eighty percent of success is showing up.”  
~ Woody Allen

attend an Annual Convention. Not only did he reach his goal, but he blew it away. Together, as a nationwide community, we encouraged our

Members to participate by traveling to Atlanta. This can be an expensive investment, and all those who made the decision to attend weren't disappointed. The vendor participation skyrocketed and the classes were jam-packed with information about how to run a more efficient property management company. Seeing the ballroom full of adoring eyes and listening ears was magic in and of itself.

## NARPM® TRULY IS A FAMILY

It's not as though I never noticed the love before. In fact, I've now been to four Conventions/Conferences from Nevada to Minnesota to Montana, and now, Georgia. It's just that something special happened at this Atlanta Convention. For the first time, I really started to feel part of the group. Members recognized me in the banquet line. They

called out my name while passing in the halls as we hurried to our next classes. They texted me to see where I was because they wanted to introduce me to someone. They invited me to select events, and ultimately, made me feel like I was part of the tribe. The level of respect and adoration I saw for one another is unlike anything I've experienced before.

## CHANGE IS INEVITABLE

The hardest part was watching some of our Leaders break down in tears over the loss of some amazing friends in our NARPM® community. This group was affected on a deep emotional level and really rallied together to love one another for connection and support. No one held back their tears, hid their pain or stopped showing up when faced with conversations of their loss. Change is inevitable. People will come and go out of our lives, but this group has a deep-rooted connection to one another that is unlike anything I have ever seen before. The tears of sadness always quickly became tears of joy and gratitude.

## VALUE IN THE AFFILIATE MEMBERS

Wow, there are some amazing technology platforms coming out to help us run our businesses better. The companies that choose to make property management solutions their business, we thank you! Without your die-hard drive to produce better products and services, we would still be hand writing applications and using fax machines. We are all so grateful to have such wonderful support and opportunities simply by engaging in new solutions and experimenting with what is possible.

In closing, if you have not been to a NARPM® Annual Convention, State Conference or Broker/Owner Retreat, I highly recommend you start in 2016. When I became a Member in 2014, I was nervous, awkward and felt a bit out of place. Less than two years later, I'm a seasoned Chapter President with a new beautiful support system and family. I'm so proud to be included in this awesome movement of socially conscience individuals, loving and supporting one another to reach all of our highest potential. Thank you for including me in the family and here's to many more years to come! As the 2016 NARPM® National President, Bart Sturzl, MPM® RMP®, was being sworn in, I noticed the support surrounding the stage and enjoyed watching the NARPM® family unite once again. 🏡



**Kassandra Rose** has been in sales and management for 20 years. She started her career in leasing and property management in 2007 when she went to work for the #1 foreclosure company in the Northwest. In 2012, after leasing thousands of homes, she decided to take the plunge and open her own brokerage. Two years later, she and her team manage more than 250 homes in the King County, Washington area and she is thrilled to be the 2015 NARPM® King County Chapter President.

**I'm so proud to be included in this awesome movement of socially conscience individuals, loving and supporting one another to reach all of our highest potential.**

# MEMBER ANNIVERSARY Recognition

VALUABLE MEMBERS WHO WERE NOT INCLUDED IN THE CONVENTION MEMBERSHIP PROGRAM

## 25 Years

Mark Kreditor, MPM® RMP®

## 20 Years

Melissa Prandi, MPM® RMP®  
Laurie Tinsley, MPM® RMP®  
Anne LaValley  
Deborah Pickett  
Fred Thompson, MPM® RMP®  
H. Meredith Anderson, MPM® RMP®  
James Emory Tungsvik, MPM® RMP®  
James Pickett, MPM® RMP®  
Kevin H. Knight, MPM® RMP®  
Rose G. Thomas, MPM® RMP®

## 15 Years

Kaye Bradford  
Sharon Wilson

## 10 Years

Bob Melcher  
Bradley Isa, RA  
Brandi Oshiro, RA, RMP®  
Elizabeth P. Ishimitsu, RA  
Helena Race  
Larry Porter

Linda Fogarty, R  
Michael Ebert, RMP®  
Paul Matthews, RMP®  
Rhonda King, RMP®  
Samantha Simmons  
Sarah M. Laroa, RMP®  
Shelley Millay, RMP®  
Sherry A. Bates, RA  
Tammy Schembri-Billington, MPM® RMP®

## 5 Years

Amanda Frazier  
Andrew J. Pokorny  
Angie King  
Ashley Martin  
Bob Abbott  
Brian Smith  
Caleb M. Lee  
Carlos Cardo  
Christy L. Lake  
Clyde Cooper  
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It's a **NEW** Date  
It's a **NEW** Location  
It's a **NEW** Program

# 2016

## BROKER/OWNER RETREAT AND TRADE FAIR

The NARPM® Broker/Owner Retreat is for Designated Brokers, Company Owners, and major decision makers. Only these Members are entitled to attend the Broker/Owner Retreat.

April 11-13, 2016 • Trade Fair opens April 12 • Education April 14  
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# Take a Little Time to Explain HVAC for Dummies

With cold weather creeping upon us, I decided to send a letter to all of our clients regarding the maintenance of furnaces in their rental properties. In my opinion, the letter was pretty standard, offering a service of cleaning and inspecting of the HVAC system.

To my surprise, I received several responses from our Australian clients, asking questions, such as “What is a furnace?” and “Why does it need servicing?” and “What does HVAC mean?” After a couple of emails and phone calls, it became clearly evident that these folks were completely unaware of how we heat and cool our homes in the United States. Most of them thought I was referring to a fireplace or a portable heater.

Apparently, the weather is so mild in Australia, that most people do not have a need for central heat and air and are not really aware of what it is and how it works. Being from Georgia, this made me green with envy. I could just imagine opening my power bill in the middle of July and NOT seeing triple digits for my air conditioning use, not to mention how nice it would be to NOT fight over the thermostat. This is a running joke in my home. No one ever knows or fesses up to who moved the thermostat dial.

At any rate, I put my envy aside and decided that maybe it would help if I explained the HVAC system and its purpose and why it was important to do the checkups for them.

I started off by explaining that HVAC is a term that we use to recognize cooling and heating for our homes and that the abbreviation stands for Heating, Ventilation and Air Conditioning.

And since I was not an HVAC expert, I decided to trust my handy-dandy internet to search for proper explanations. After several hours of searching, I came up with the following brief definition of a furnace: a mechanical device permanently installed in a home that is used for heating. It may be powered by gas or electricity, depending upon several factors, such as builders’ choice, gas service availability, etc. The heat from the furnace is distributed throughout

the home through a ventilation system usually installed in the attic area or in the crawl space under the home. Each room in the home receives the heat through an opening that is vented at the ceiling or floor, depending on the type of ventilation system installed. The air conditioning system works in the same manner and also has a permanent structure installed in the home. We use the term central heating and air for this process.

I also provided them with a link which contained great detail, in case they were interested in more information on how our systems work: <http://en.wikipedia.org/wiki/HVAC>

Once I felt confident that I had explained the heating system to them, I thought it would be a good time to bring up the inspections again. After all, that’s why I threw myself into this entire educational process. I advised them that there were several reasons we recommend the checkups:

- Maintaining and cleaning the furnace will help the unit operate more efficiently and prolong the lifespan of the unit.
- The evaluation may help spot issues early, and those issues can be repaired before they become major issues.
- Simple problems left unrepaired can cause major damage later down the road.

I was so excited when I received an overwhelming response from our Aussies, thanking me and advising me to do the checkups. It just goes to show that what seems obvious to us, may not be so clear to others.

This made me realize that sometimes you have to take a little time to explain things in order to allow your clients to fully appreciate the services you offer to them. This applies to all of our client base, foreign and domestic, as well.

In the famous words of Burt Reynolds from *Smokey and the Bandit*, ““When you tell somebody somethin’, it depends on what part of the United States you’re standin’ in, as to just how dumb you are.” I guess this could apply to countries, too! 🏠



**Marcie Turner, CSS®**  
Candidate, is the Assistant Property Manager for Solutions Realty Network, Inc., located in Tyrone, Georgia. She has been involved with HOA Property Management and Residential Property Management for the last nine years. Marcie has been a Member of the Communications Committee, serving on the Residential Resource Sub-Committee since 2014, using her valuable skills in proofreading. She spends most of her free time vacationing at either the beach or camping in the mountains with her husband.

**It just goes to show that what seems obvious to us, may not be so clear to others.**



**Michael Mino** is President and CEO of PropertyBoss Solutions, a provider of property management software. A serial entrepreneur, he has started a number of software technology firms and became a landlord in 1977 when he purchased his first rental units. PropertyBoss Solutions is a NARPM® Affiliate Member, based in Greenville, South Carolina. For more information about Michael or PropertyBoss Solutions, visit [www.propertyboss.com](http://www.propertyboss.com) or call Michael at 864.297.7661 x26.

## Cyber Ransom

It started innocently enough one night. I was unusually tired that evening, but dragged myself down to my home office to accomplish one last thing. After pulling my laptop from my travel bag and booting it up, in my Gmail inbox I discovered a resume from my daughter, who is a senior in college. She was preparing to attend a career fair the following day and was looking for some help polishing her self-describing masterpiece. This work was not the one last thing I had in mind, but wanting to be that helpful dad, I downloaded the attached Word document. Upon opening the document, the “standard” warning appeared at the top of the display — **“Protected View** This file originated as an email attachment and might be unsafe. Click for more details [Enable Editing].” Recognizing this message as one of those annoying “Are you sure you what to do this” type warnings that I have seen many times before, without hesitation, I clicked on the [Enable Editing] button.

After about twenty minutes of editing, I reviewed my “improvements” and silently congratulated myself for a job well done. My daughter would surely find herself showered with a number of job offers after they reviewed this masterpiece. I clicked on the Save button and was greeted with the familiar purr of my internal hard drive (I had not installed my solid state drive yet) and the accompanying flicker of the drive activity light. While waiting for this operation to complete, I turned my attention to that one last thing I had descended to my office to do.

I was not initially alarmed by the extended flashing of the drive activity LED. My laptop has a number of active network connections creating some contention when some of them cannot be reestablished. I was distracted from my day dreaming as the LED continued to blink. Annoyed, I attempted to bring up Task Manager to see what was happening, at the same time that I pulled my network connection. My irritation grew as I waited for minutes (at this point, time seemed to be suspended) for my computer to respond. About the same time as Task Manager came to life, the disk activity stopped and control was returned to me.

I was horrified by what I discovered next. The document I had saved had an ‘encrypted’ appended to the file name. Worse yet, I found that I could not reopen the document after removing the encrypted suffix.

Further investigation revealed that hundreds of files on my laptop had been tagged with the ‘encrypted’ appendage and attempts to open them provided the following error messages:

“The file <filename> cannot be opened because there are problems with the contents.”

“Word found unreadable content in <filename> Do you want to recover the contents of this document? If you trust the source of this document, click Yes.”

Of course, I did not “trust the source of this document” and clicked No. At this point, after a few choice words, I gently (you don’t believe this, do you?) closed the lid of my laptop and went to bed, hoping that I would awaken in the morning and discover this was just a bad nightmare. By that time, I had forgotten what that one last thing I had hoped to accomplish was (still don’t remember what it was) and doubt that I had any energy to tackle it if I had remembered.

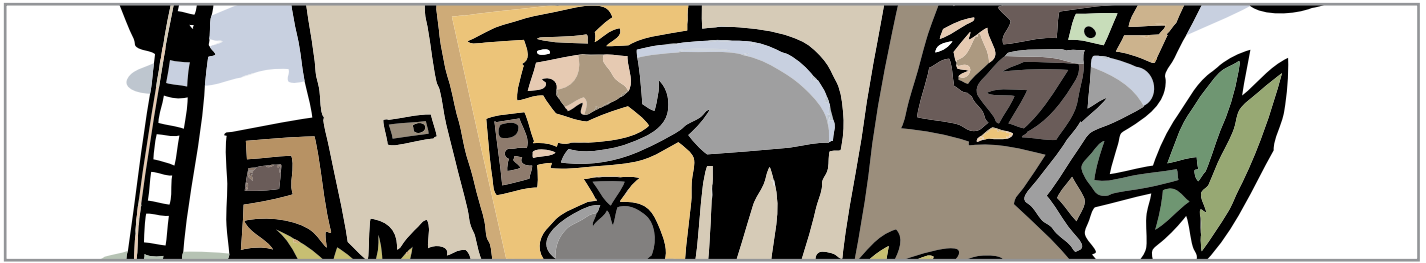
### INVESTIGATION

The next morning, I arose with my characteristic three-quarters full optimism. We have an incredible technical team that I was sure would quickly get to the bottom of the problem and restore my laptop to its former self. I dropped my laptop off at the office with a note on it before heading to a breakfast meeting. Surely, I would return to find order restored.

What I found on my return was a new laptop all setup on my desk. I smiled at this thoughtfulness and headed over to the tech group. They informed me that my computer had been infected with TorrentLocker, a file-encrypting ransomware program. This virus scans your computer for selective data file types and encrypts them using AES encryption so that you cannot read them without decrypting them with a key. After encrypting all of your data files, it typically displays a ransom note with instructions on how to get your files back. I had interrupted the process so I did not see the “ransom note.”

### RECOVERY

The first dilemma was whether to pay the ransom. Advice from law enforcement officials, and most of the online advice, is to not make payment — the arguments being that it reinforces the bad behavior, and there is no assurance that they will follow through after the ransom



is paid. The reality is that most of the extortionists are businessmen, albeit evil, self-serving ones, and maintaining their reputation of following through on restoring your files is good for business. Their level of sophistication is evident in their location-specific pricing model. The ransom amount is varied, based on what country is identified with the IP address of the victim's computer. This ability-to-pay model is similar to the concept used in revenue management software.

This payment option was off the table when we found the file-recovery website had been taken down. The word on the Net was that the extortionists had been apprehended by law enforcement or that they were on the run. Further investigation identified an Italian anti-virus company that offered to help. We sent them a couple of both encrypted and unencrypted (from the backup media) large files (greater than 2 MB). They returned the encryption key which successfully decoded the files with one problem. Although the first part of the file was restored, we found the remaining part was encrypted with a different key. This recent variant of the virus created another dead end.

At this point, I accepted my fate that we were not likely to restore the encrypted files. Time is the enemy in these situations — the problem resolution time and the unproductive time waiting for the solution. I commissioned a new laptop (which meant I needed to install all of the applications I use) and restored the most recent data backup. I then went in search of the recent data files since the backup. Most of these files had been shared with someone, allowing me to retrieve them from email attachments or from the individual directly.

## HOW TO PROTECT YOURSELF

Unfortunately, there is no foolproof way to protect yourself from a virus like I experienced. So how can you reduce the chance and severity of an attack? Here are a few suggestions:

- Back up your data frequently, using an online backup service or external media. If you use the latter, disconnect the media from your computer when the backup process is complete or you risk having it compromised also.
- Use a reliable antivirus software and firewall, maintain a tight firewall, and apply the latest update to your security software.
- Make sure your popup blocker is enabled in your

browser. This is a popular mechanism used by villains; so only click on the X in the right-hand corner to close it, since the contents of the popup may have been altered.

- Be paranoid. Delete any unsolicited email messages, and don't click on any links in an email — cut and paste it into your browser and examine it before executing the link; avoid suspicious websites.

## Should you suspect that you are under attack, follow these suggestions:

- Immediately disconnect your network connections. Pull your Ethernet cable if you are connected directly; turn off your wireless connection — typically one of your Function keys on the top row of your keyboard.
- Power down your computer if the suspicious activity persists — hold down your power button for ten seconds; when you restore power, select safe mode.
- Use a different computer, not the infected computer, to research the conditions you observe.
- Seek help from a trustworthy and competent security professional.
- Alert authorities if you have a confirmed intrusion. This is a serious crime — if your local police are not responsive, contact the FBI.

## OBSERVATIONS AND COMMENTS

Although I followed the suggestions in this article, my efforts were not enough. Security experts advise that it is not if, but when you will be compromised.

I have implicated my daughter in this narrative for delivering this evil to my computer, but I have no conclusive proof that her document was the cause. In fact, we have not been able to definitely locate the source of the virus that caused this devastation. We had received a number of fake resume emails the previous week, a known carrier of the TorrentLocker ransomware.

The time spent addressing and recovering from this attack is maddening, including those lost files that could not be recovered. What felt worse was the emotional response from my personal space being violated. I liken it to a similar reaction some have described after a break-in to their home, particularly if they do not know how the perpetrator was able to get in. They do not feel secure and are helpless knowing there is no sure way to prevent a recurrence of this specific act. 🏠

**The time spent addressing and recovering from this attack is maddening, including those lost files that could not be recovered.**



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To All My NARPM® Buddies,

This has been a phenomenal year for NARPM®. October brought the greatest Annual Convention of all time. Thanks a million to the Convention Committee with Duke Dodson, MPM® RMP®, as their Chair and Andy Probst, MPM®

RMP®, as our fearless Leader who saw the potential for this grand achievement from the very beginning.

I especially would like to thank Tony Drost, MPM® RMP®, and Fred Thompson, MPM® RMP®, for the work they did for the Past Presidents' Charity. Their chosen charity this year was the American Brain Tumor Association (ABTA). Tony was a very good friend of my husband. Tim passed away as a result of brain cancer four years ago. Fred is a survivor of brain tumors. And we are all aware of the death this year of our very good friend and fellow NARPM® Member, Daryl Kazen, MPM® RMP®. He, too, had brain cancer. So, you can understand that this charity was extremely significant to our entire NARPM® family.

Tony and Fred kicked off their fundraising event at the Broker/Owner Retreat in Las Vegas this past year. They had some pretty audacious goals. With their enthusiasm and a whole bunch of marvelous NARPM® Members, they raised over \$65,000 at this event alone. Tony talked about his company's plans for raising money, as well as his personal goal to take Tim's 1931 Model A Hot Rod to NARPM® events across the nation. He used the Hot Rod as a symbol of what the fundraiser was attempting to accomplish. I have to say an apology here to Propertyware. They won the opportunity to ride in the Hot Rod down the Las Vegas strip because of their large contribution. Unfortunately, the Hot Rod broke down on the strip and had to be towed home. Fortunately, this didn't happen when two other large contributors, Gail Moncla, MPM® RMP®, and Bob Machado, MPM® RMP®, got to actually enjoy their ride.

Tony and Mike Mumford, MPM® RMP®, hauled the Hot Rod clear across the country to our Atlanta Convention. The largest contributor was given a ride in it to the golf tournament. Guess what? That was me, or should I say, my company! Yes, I had ridden in it many times when Tim and I would go to car shows and such, but this was the most special ride I've ever taken.

The final count for this year's charity fundraiser came in at over \$165,000 raised for ABTA. (Note: The final amount was greater than that pictured below.) I personally want to thank each and every one of you who saw it in your hearts to make a contribution. I know that in today's environment, you are inundated with requests for funds for one charity or another. But you, my NARPM® buddies, really came through on this one. I will be forever grateful.

After listening to Jennifer Sloan, ABTA Advancement Manager of Events, when she was presented with the check, I am assured that the funds that were raised will be put to the best of uses in research to fight this dreaded disease.

A big thank you goes to the staff at Bell-Anderson And Associates, LLC, CRMC®. My company alone was able to raise almost \$18,000. Once I shared with staff what the charity was this year, they took the "bull by the horns," formed a committee, and dedicated their year to raising money for "the cause." We had a parking lot sale, raffles, potlucks (dime-a-dip), sent letters to our owners/tenants, sold T-shirts, placed information on the signature lines of our email, and many, many more events. Thank you, Bell-Anderson.

Once Again...THANKS A MILLION!!!

Vivkie Gaskill, MPM® RMP®



**Leah Benson, CMC Candidate**, is a new NARPM® Member, working towards her designation as a Certified Maintenance Coordinator. She is employed at 33rd Company Property Management, Inc., CRMC®, in Woodbury, Minnesota, overseeing the maintenance department's daily processes and procedures. This includes managing the vendor network, directing activities for large-scale repair or renovation work, as well as seasonal and episodic maintenance. Leah is new to property management, but has related experience in the HVAC and appraisal fields.

## What I Wish I Knew Then A Property Fire

Following a fire, when extensive loss and property damage occur, it can be a long road to getting the property back to rent-ready condition. Working with the owner, tenant, insurance company, and contractor is a difficult balancing act. Being as prepared as possible will go far in having an expeditious timeline.

### STABILIZE THE PROPERTY

First things first, it's critical to stabilize the property and prevent further damage. Following a fire at the property, there will be extensive water damage caused by the effort to extinguish the flames. The property will need to be dried out as soon as possible to prevent microbial growth. If the property is not stabilized, you may get push back from the insurance company regarding any additional damage that develops. Utilizing a remediation company familiar with this kind of work has many benefits. They have the right equipment and certifications to eval-

address from everyone with whom you speak. Follow up phone calls with an email so you have a date and time-stamped documentation of the conversation. There will be a lot of information to keep track of and keeping detailed records from the beginning will save you time and prevent headaches later on.

### BE PROACTIVE

Being proactive will go far in maintaining an organized and prompt timeline for the restoration. Many factors will be out of your control, but being clear on all parties' needs and expectations keeps the work progressing. You may need a letter of representation verifying your ability to act on behalf of the owner, copies of the HOA declarations and bylaws, if applicable, owner tax documents verifying rental income, and a copy of the fire report/investigation once it has been released. Requesting these items early will help you be prepared and ahead of the curve.

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**Many factors will be out of your control,  
but being clear on all parties' needs and expectations  
keeps the work progressing.**

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uate and mitigate any number of issues that may arise including, asbestos, smoke damage, and dry outs. Be sure you make contact with the fire marshal immediately, as there may be restrictions on what can be disturbed while they complete the investigation and develop a fire report.

### DOCUMENT EVERYTHING

It's important to document everything and make a list of everyone with whom you have spoken from the beginning. Visit the property immediately to take photographs or video. Get the name, company, phone number, and email

### FILE THE INSURANCE CLAIM

Once the claim has been filed, an adjuster will need to visit the property to determine the scope of work. Having a trusted and capable contractor meet with each adjuster ensures having clear and detailed expectations. Some insurance companies may prefer and offer incentives to use their own vendors, even waiving the deductible if you do so. A tried and true contractor from our own vendor pool is our preference, however, no matter the situation. If you do use an insurance company's vendor, you may want to consider getting a second opinion. An experienced third-party adjuster will

work with you and the insurance company to make sure everyone is on the same page and in agreement with a clear plan to proceed. If you're unable to reach an understanding, the third-party adjuster can also provide you with helpful information should you need to dispute the settlement.

#### CLARIFY INSURANCE COMPANY'S ROLE

When dealing with multiple insurance companies, understanding the responsibility of each company's role is essential. HOAs typically have a master policy that covers the shared structures, such as common walls, lobbies, roofs, or shared green spaces. You may be working hand-in-hand with the HOA, as they will be filing a claim separate from your owner. The owner's policy must be a rental dwelling policy to ensure it will cover the cost of remediation, rebuilding, lost rental income, and any personal property left onsite for tenant use. Many tenants do not understand that the owners are not responsible for their personal property. Especially in the case of a fire, renter's insurance will help them replace lost items, reimburse a hotel stay, and cover moving expenses, if needed. Requiring tenants to purchase rental insurance and taking a moment to clearly outline for them the benefits will prevent many disputes should the worst happen.

#### UNDERSTAND THE SCOPE OF WORK

Review the insurance company's estimate for repair in detail and don't hesitate to contact them with questions or concerns. While an HOA policy may cover a microwave that's bolted to the wall, the owner policy may cover the refrigerator. This again is where it's a great benefit to have an experienced, third-party contractor available to help you navigate. Additional items may need upgrades to be brought to current code, such as electrical panels. You will want to be one hundred percent in agreement with all involved insurance companies before any builder proceeds with work. Confirm you will have an opportunity to revisit the claim should unforeseen issues develop. Each company is different and will have standards for this type of situation.

Although the process can be demanding, it can go smoothly when you're prepared. Being as proactive as possible, maintaining detailed notes, and working with a competent contractor will go far in creating a successful and timely remediation and restoration. 🏠

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**Steve Schultz, MPM® RMP®**, is the Designated Broker and Owner of Blue Fox Properties in Tucson, Arizona. Blue Fox Properties specializes 100% in managing single-family homes, individual townhomes and condos. Steve teaches property management courses across the country and is a national speaker and author. He is diligent in systematizing the business to maximize its effectiveness, efficiency, and profitability. He currently serves as the Southwest Regional Vice President of NARPM® and will be President-Elect in 2016.

## The RVP Bulletin



Wow, what a year it has been! Congratulations to you all! For the first time ever in the history of NARPM®, every Chapter in the country earned Chapter Compliance, every Chapter in the country achieved Chapter Excellence, and we exceeded our goal of 1,000 Convention attendees!

As I end my 2.75 year (yeah, I said 2.75!) commitment to serve as the Southwest Regional Vice President (RVP), I want to thank all of the Chapter Leaders who have worked tirelessly to serve their Chapter Members. I know there is a lot of hard work and dedication that goes into leading a Chapter, and I want you to know that your efforts have not gone unnoticed. I also want to publicly thank the RVP Team of Ambassadors that have served with me during different periods over the past 2.75 years (yeah, I said it again!). The past and current Ambassadors include; Lyle Haas, MPM® RMP®, Alex Yoder, MPM® RMP®, Danielle Coke, RMP®, and Anne McCawley, MPM®

Chapter soon. Mike teaches several state-certified classes in Arizona, Colorado, and other states outside the Southwest region. Mike will be bringing his wealth of knowledge, experience and classes to the region. I can't wait to see the positive results! (No pressure Mike!)

Over the past several years, I have really appreciated all of your feedback about how we can make NARPM® better. Sometimes, the feedback is through a personal conversation at a Chapter meeting, Chapter Board meeting or Regional meeting. Sometimes, it is during the Annual Convention or the Broker/Owner Retreat. I'd be lying if I didn't admit, that sometimes, it's at the bar of the venue of one of those events. We also receive feedback from the formal surveys that are sent through NARPM® National. I want you to know that your feedback is always welcomed, appreciated, and heard. As the National Board of Directors, we are listening and we are striving to make NARPM® the best it can be. Every year, as part of the strategic plan-

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**If you're not already involved in your Chapter or otherwise, yesterday isn't soon enough. I promise you, the rewards will be well worth the effort.**

---

RMP®. I also want to thank each and every one of you that serves in your local Chapter. As we all continue to work together to pull this thing we call NARPM® to new heights, we must all continue to contribute. If you're not already involved in your Chapter or otherwise, yesterday isn't soon enough. I promise you, the rewards will be well worth the effort.

As my year serving as the Southwest RVP comes to an end, I look forward to serving in my new capacity next year as the 2016 President-Elect. My successor in the position of Southwest RVP will be Mike Mumford, MPM® RMP®. In the Southwest, we are fortunate to have such a great RVP who has so much to share with all of us. Mike is going to be outstanding, and if you haven't already met him, you're in for a treat when you do. If you are in the Southwest region, he'll be visiting your

ning event, each of us who participates in the planning session, reads each and every comment that is submitted through the NARPM® National survey. We develop the future years' plans with those comments in the front of our minds. I will be counting on your continued feedback as my service continues in the years ahead. So please, be sure to participate in any surveys that come out in the future.

The journey of serving at the National level as the Southwest RVP has been extremely rewarding. Although I will miss serving the Southwest region directly, I look forward to continuing to build my existing relationships with my Southwestern friends and forge new relationships, as I continue to serve this irreplaceable organization in the years ahead. I look forward to seeing you at a NARPM® event soon! 📍

**Northwest:** PJ Chapman, MPM® RMP®

Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

**Pacific:** Keith Becker, MPM® RMP®

California.

**Pacific Islands:** Keith Becker, MPM® RMP®

Hawaii.

**Southwest:** Steve Schultz, MPM® RMP®

Nevada, Utah, Arizona, Colorado, New Mexico.

**Central:** Tracey Norris, MPM® RMP®

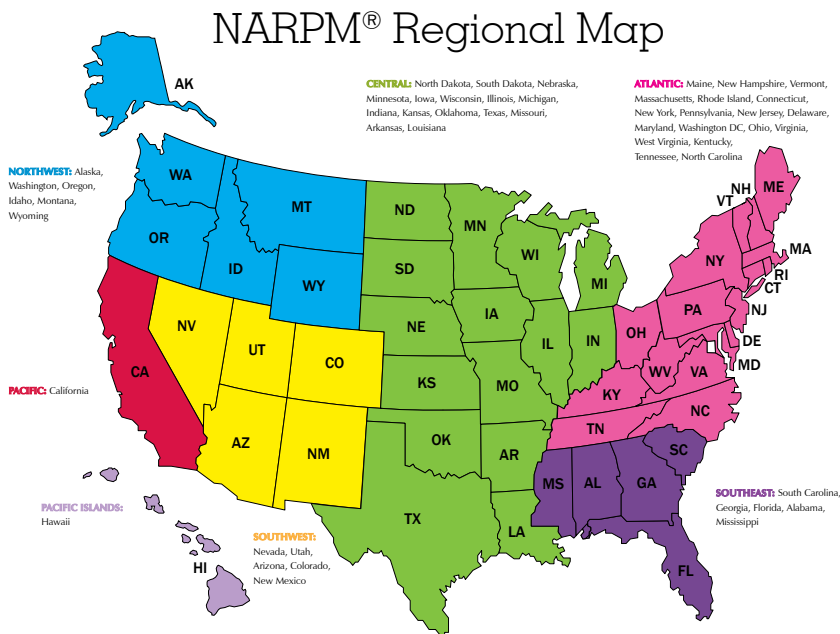
North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

**Atlantic:** Traci Lewis VanCamp, MPM® RMP®

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Virginia, North Carolina, Ohio, West Virginia, Kentucky, Tennessee.

**Southeast:** Brian Birdy, MPM® RMP®

South Carolina, Georgia, Florida, Alabama, Mississippi.



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Opportunities are available to Chapters that would like to further educate their Members and increase their Chapter funds. However, it takes time to plan a class so give your Chapter five to six month's lead time if you wish to sponsor.

DATE	LOCATION	CLASS	INSTRUCTOR
12/10/2015	Bremerton, WA	Ethics	Vickie Gaskill, MPM® RMP®
12/17/2015	Colorado Springs, CO	Ethics	Rob Lynde, MPM® RMP®
02/09/2016	San Diego, CA	Personnel Procedures Essentials	Vickie Gaskill, MPM® RMP®
02/09/2016	San Diego, CA	Developing Rewarding Owner Relationships	Peter Meer, MPM® RMP®
02/10/2016	San Diego, CA	Personnel Procedures Advanced	Vickie Gaskill, MPM® RMP®
02/10/2016	San Diego, CA	Owner Client Relations Advanced	Peter Meer, MPM® RMP®
02/10/2016	San Diego, CA	Ethics	Melissa Prandi, MPM® RMP®

Full listing of courses for 2015 can be found at <http://www.narpm.org/education/course-schedule/>

**Online Designation Courses** are now available through OMG Distance Learning. For information and/or to enroll visit [www.narpm.org/education](http://www.narpm.org/education).

- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
- 2. Fax** your form with credit card payment to 866-466-2776. Please do not mail the original.
- 3. Online** registration is also available through Internet Member Services at [www.narpm.org](http://www.narpm.org).

## FEES (subject to change)

6-hour Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250

6-hour NARPM® 101	Early Registration*	Registration
Member	\$99	\$99
Non-member	\$99	\$99
Retake	\$99	\$99
RMP®/MPM®	\$99	\$99
Candidate	\$99	\$99

3-hour Ethics	Early Registration*	Registration
Member	\$45	\$45
Non-member	\$95	\$95

\*To receive the early registration price, payment must be postmarked, faxed or emailed 30 days prior to the class.

## COURSE INFORMATION

- Course flyers containing additional information may be downloaded from [www.narpm.org/education/schedules.html](http://www.narpm.org/education/schedules.html).
- All materials will be given to students on the day of the class.
- Attendees required to make their individual hotel reservations.

## CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/ST/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

## Register for Classes

Name of Class	Class Date	Cost
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_____	_____	\$ _____
_____	_____	\$ _____
Total		\$ _____

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Signature \_\_\_\_\_

I authorize NARPM® to charge my credit card.

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# Settlement with the Federal Trade Commission

## Antitrust Compliance

As part of a settlement with the Federal Trade Commission (“FTC”), NARPM® agreed to change its Code of Ethics and will not adopt, encourage its members to follow, or enforce any Code of Ethics provision relating to solicitation of property management work that does not comply with the FTC Consent Order.

### FTC SETTLEMENT STATEMENT

Dear Member:

As you may know, the Federal Trade Commission conducted an investigation concerning the provisions in NARPM®’s Code of Ethics and Standards of Professionalism (“Code of Ethics”) that stated:

NARPM® Professional Members shall refrain from criticizing other property managers or their business practices.

The Property Manager shall not knowingly solicit competitor’s clients.

The Federal Trade Commission alleges that these provisions in the Code of Ethics violate the Federal Trade Commission Act because they unnecessarily restrict members of NARPM® from competing for clients, thereby depriving clients of the benefits of competition among property managers.

To end the investigation expeditiously and to avoid disruption to its core functions, NARPM® voluntarily agreed, without admitting any violation of the law, to the entry of a Consent Agreement and a Decision and Order by the Federal Trade Commission. As a result, NARPM® is in the process of revising its Code of Ethics, ethics training, and will implement an antitrust compliance program.

In general, the Federal Trade Commission has prohibited NARPM® from maintaining bylaws, code of ethics, operational policies, or membership requirements that restrict members from advertising for or soliciting property management work.

You must disregard any instruction you received in any NARPM® ethics training regarding the above provisions. Those provisions are no longer valid or part of the Code of Ethics.

The Decision and Order does not prohibit NARPM® from adopting and enforcing Codes of Ethics or similar documents that govern the conduct of members with respect to representations that NARPM® reasonably believes would be false or deceptive within the meaning of Section 5 of the Federal Trade Commission Act.

A copy of the Decision and Order is enclosed. It is also available on the Federal Trade Commission website at [www.FTC.gov](http://www.FTC.gov), and through the NARPM® web site.

NARPM® was required to list any revisions of NARPM®’s Organization Documents. Therefore, Article 9 of the Code of Ethics and Standards of Professionalism was changed. The amended article now states:

### ARTICLE 9: RELATIONS WITH OTHER PROPERTY MANAGERS

*NARPM® Professional Members shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.*

### STANDARDS OF PROFESSIONALISM

- **9-2** 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 clients. This does not preclude the Property Manager from otherwise soliciting clients or making general announcements about their 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.

### PRESS RELEASE ISSUED BY THE COMMISSION IN THIS MATTER (OCTOBER 10, 2014)

**FTC Approves Final Orders Requiring Two Professional Associations to Eliminate Rules that Restrict Competition among Their Members**

### Associations Agree to End Restraints Contained in Codes of Ethics

For Your Information

October 10, 2014

Following a public comment period, the Federal Trade Commission has approved final orders settling charges that the National Association of Residential Property Managers, Inc. (NARPM) and the National Association of Teachers of Singing, Inc. (NATS) restrained competition among their respective members through their codes of ethics.

Under the FTC orders, the National Association of Residential Property Managers must stop restraining members from soliciting competitors’ clients or engaging in comparative advertising that is not false or deceptive and the National Association of Teachers of Singing cannot prohibit its members from soliciting students from other members. The NATS order also requires it to obtain a certification from each of its Chapters that the Chapter is not engaged in any prohibited practices and both associations must implement compliance programs.

The Commission votes approving the final orders were both 5-0. (NARPM: FTC File No 141 0031; the staff contact is Armando Irizarry, Bureau of Competition, 202-326-2964; NATS: FTC File No 131 0127; the staff contact is Karen A. Mills, Bureau of Competition, 202-326-2052.)


The FTC’s Bureau of Competition works with the Bureau of Economics to investigate alleged anticompetitive business practices and, when appropriate, recommends that the Commission take law enforcement action. To inform the Bureau about particular business practices, call 202-326-3300, send an e-mail to [antitrust@ftc.gov](mailto:antitrust@ftc.gov), or write to the Office of Policy and Coordination, Bureau of Competition, Federal Trade Commission, 600 Pennsylvania Ave, Room CC-5422, Washington, DC 20580. To learn more about the Bureau of Competition, read Competition Counts. Like the FTC on Facebook, follow us on Twitter, and subscribe to press releases for the latest FTC news and resources.

Contact Information

MEDIA CONTACT:

Betsy Lordan

Office of Public Affairs

202-326-3707 

(Note: As required, we are repeating this information, previously included in the December 2014 issue.)



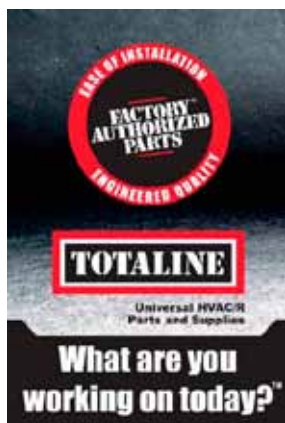
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Charleston WV	304-722-8760	Lynchburg VA	434-316-7260	Waldorf MD	301-705-5001
Frederick MD	301-228-2688	Newport News VA	757-249-2605	White Marsh MD	410-391-4600
Fredericksburg VA	540-710-2500	Richmond VA	804-678-5199	Winchester VA	540-723-9881
Gaithersburg MD	240-683-8610	Ripley WV	304-372-7018	Woodbridge VA	703-491-1804
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MPM®	Kathleen Gaspari, MPM® RMP® BHHS Florida Properties Group New Port Richey, FL	Charlene Minor, MPM® RMP® Elite Home Management Services Atlanta, GA	Thomas Sedlack, MPM® RMP® 33rd Company, Inc., CRMC® Woodbury, MN		
	Debbie T. Henry, MPM® RMP® Henry Property Management Cary, NC	Dawn Ostovich, MPM® RMP® Paradise Property Management of Brevard South Patrick, FL	Eric Wetherington, MPM® RMP® Carolina One Property Management Charleston, SC		
	Jock McNeill, MPM® RMP® Alliance Property Management Santa Rosa, CA	Claire Schwartz, MPM® RMP® Claire Schwartz & Associates, LLC Orlando, FL	Megan Zellers, MPM® RMP® McCreary Realty Management Marietta, GA		
RMP®	Melanie Adrian, RMP® A & G Rental Management, LLC Portland, OR	Terri Clair, RMP® 3 Options Realty, LLC, CRMC® Roswell, GA	Rob Kazen, RMP® 1st Choice Property Management North Richland Hills, TX	Jason McGuire, RMP® RE/MAX Infinity Pace, FL	Cassandra Swanson, RMP® Paramount Property Management Meridian, ID
	Jerry Allred, RMP® Allred Properties Fayetteville, AR	Barbara Clark, RMP® enTrust Association Management Albuquerque, NM	Ben Kincel, RMP® Henderson Properties, Inc. Charlotte, NC	Cindy Minion, RMP® Barker Realty, Inc. Raleigh, NC	Erlin Taylor, RMP® A & G Rental Management, LLC Portland, OR
	Shelley Alterman, RMP® LeaseUP Jacksonville, FL	Liz Cleyman, RMP® Dennis Realty & Investment Corp. Lutz, FL	Stephen Kittrell, RMP® Dodson Property Management, CRMC® Richmond, VA	Christina Nelson, RMP® Legends Realty Lake Mary, FL	Scott Taylor, RMP® SCV Leasing, Inc. Tehachapi, CA
	Tom Barron, RMP® Barrons Property Managers, Inc. Gulf Breeze, FL	Denise Day, RMP® Blue Mountain Real Estate Colorado Springs, CO	Sally Knight, RMP® Academy Properties Stockbridge, GA	Pete Neubig, RMP® Empire Industries Property Managers Houston, TX	Jennifer Tolley, RMP® Backyard Realty Group Woodstock, GA
	Kathy Boyes, RMP® 33rd Company, Inc., CRMC® Woodbury, MN	Lisa Doud, RMP® Doud Realty Services, Inc. Portsmouth, VA	Gina L. Kowacz, RMP® Pierce Property Management Prescott Valley, AZ	Tino Peabody, RMP® Peabody Residential Reston, VA	Russ VandenToorn, RMP® United Properties of West Michigan, LLC Grand Rapids, MI
	Danyel Brooks, RMP® Beyond Property Management Encinitas, CA	Jason Evans, RMP® Trio Property Management, Inc. Eugene, OR	Dandan Lee, RMP® Skyline Properties Group, Inc. Acworth, GA	Dora Pinter, RMP® Service Star Realty Phoenix, AZ	Kristi Villani, RMP® V2 Properties Gresham, OR
	Nicole Brown, RMP® Turner Properties, LLC Columbia, SC	Jennifer Evans, RMP® Trio Property Management, Inc. Eugene, OR	Glenn Lehman, RMP® Lehman Property Management Harrisburg, PA	Suzy Rodoni-Silverberg, RMP® Real Estate Eight Three One Capitola, CA	Steve Welty, RMP® Good Life Property Management San Diego, CA
	Richard Burton, RMP® PowerHouse Property Management Alpharetta, GA	Thomas Gaspari, RMP® BHHS Florida Properties Group New Port Richey, FL	Christopher M. Lundstrom, RMP® South Florida Realty Management Stuart, FL	Michele Rogers, RMP® Select Homes Waynesville, NC	Jamie Williams, RMP® Homes Plus Property Management, LLC Puyallup, WA
	Jaime M. Caballero, RMP® Key West Residential Property Management Key West, FL	Sherry Hallmark, RMP® Pickett Property Management, CRMC® Silverdale, WA	Nancy Marks, RMP® Henry Property Management Cary, NC	Lisa Saunders, RMP® Re/MAX Allegiance Chesapeake, VA	Matt Williams, RMP® Bison Properties Portland, OR
	Elias Camhi, RMP® ELDA Management Services, Inc. Houston, TX	Lori Hendrix, RMP® Dennis Realty & Investment Corp. Lutz, FL	William Martin, RMP® Meer & Company, Inc., CRMC® Denver, CO	Bonnye L. Sirk, RMP® Rossmoyne Property Management Glendale, CA	Joyce Zimdahl, RMP® Randolph Field Realty Schertz, TX
	Elizabeth Cane, RMP® Dodson Property Management, CRMC® Richmond, VA	Marshall Henson, RMP® Ally Property Management San Antonio, TX	Sherri Mayes, RMP® Advantage Gold Realty, Inc. Jacksonville, NC	David L. Swaim, RMP® Service Star Realty Phoenix, AZ	

# CHAPTER Spotlight

SHEDDING SOME LIGHT ON THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES



**Alex Yoder, MPM® RMP®**, is a Colorado Springs NARPM® Chapter Past President and is the Director of Residential Management at Dorman Real Estate Services, a management firm of approximately 350 doors, located in Colorado Springs, Colorado.

## Colorado Springs

Hello from Colorado Springs!

What an interesting year 2015 has proven to be in our state. Yes, please read into my tone. Last time we were writing about our Chapter, there was a lot of talk about major wild fires; hundreds of homes and acres burning. Well, now we've been dealing with that opposing element known as water. If you don't know, Colorado is a very dry state – and we like it that way. It's pretty normal for us to get a few showers in the spring, and maybe a few in the fall. This year, however, it basically rained every day for about two months starting in May (little to no exaggeration). Our NARPM® gatherings were full of Members with stress-induced sweat beads trickling down their foreheads. Thank God for the affordable therapy that is NARPM®.

I am very proud to be able to honestly say that every year our Chapter just gets better. We offer more value, we become more professional, and we have more fun refining our skill and knowledge in this uniquely challenging craft called property management. We're also very proud to be seeing much of the same on a national level!

biggest problems that we have seen and experienced.

To start, because it's legal to smoke the herb, there are a number of people who, of course, look to capitalize upon that in a way that could be detrimental to a rental home. What I'm talking about is grow houses, licensed and unlicensed. After initial legalization, we were seeing a lot of damage from these by way of improperly rerouted electrical and ventilation systems, in addition to mold resulting from the high humidity levels required for efficient cultivation. However, as the laws have changed, we've seen a lot more people attempting to do this legitimately. On several occasions, our office has received phone calls from prospective tenants asking if the homeowner would approve a 'grow' in their home if a premium rental rate was paid. Believe it or not, some of these homeowners are gladly saying yes – all the way to the bank. If you could get \$2,000 per month for a \$1,000 per month rental, wouldn't you say yes? There are specific insurance companies who offer homeowners insurance coverage for grow houses, which of course also comes at a premium. We've even seen

### Additionally, the laws governing medical marijuana growing and distribution are constantly changing.

Now, let's jump right into it, and talk about marijuana. There is often some level of panic when major changes are introduced into our lives, which often ends up being unwarranted on some level. However, there have been challenges. For those who don't know, in Colorado Springs, you can smoke recreational marijuana legally, but cannot purchase it legally (yet). Most believe that Colorado Springs has been less progressive in legalization because of the many military installations that we have in this city. Legalization may cause the military to consider relocation, and the last thing we want to do is encourage cut-backs in stationing here, when our economy relies so heavily on a military presence. With that said, folks can drive about ten minutes west to Manitou or an hour north to Denver, and purchase it recreationally. They can then bring it back to Colorado Springs and smoke it legally. Additionally, the laws governing medical marijuana growing and distribution are constantly changing. With all of that said, why do we care? Personal feelings and bias aside, what impact has this actually had on our industry? Well, here are the

management companies advertise properties as being grow-house-friendly. I did not see that coming. The second challenge we have experienced is the strength of the marijuana odor. For tenants who disregard the common lease provision which prohibits smoking in the property, we will occasionally need to place our ozone machines for a few days after they vacate to resolve the odor. When it's really bad (although I have yet to experience this) full vent cleaning or repainting may also be required.

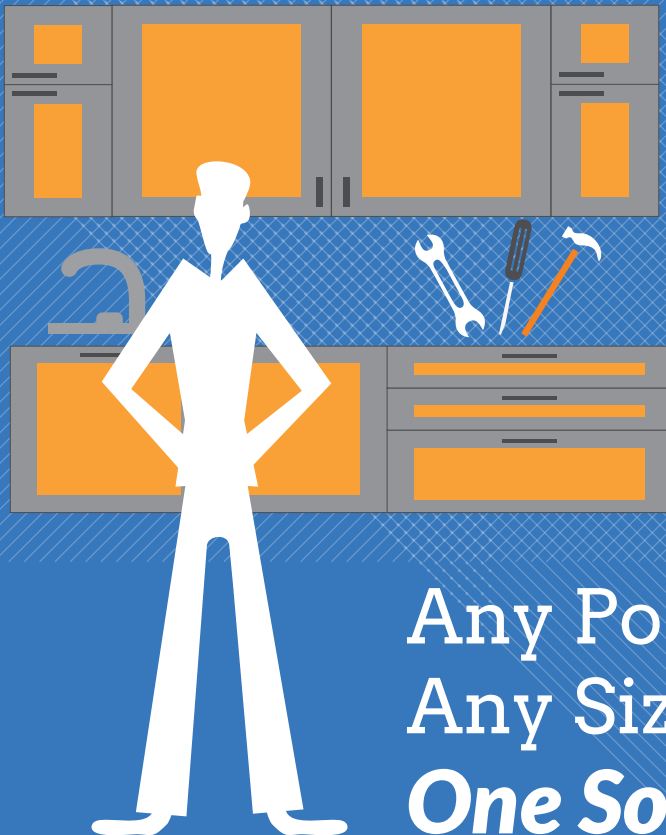
Jumping completely off topic for a moment – two blocks from our office there is a new gas station opening called Gas and Grass. Why not buy some medical marijuana while filling up your tank!? – just in case you needed a laugh.

With all of that said, there are certainly challenges when laws like these are passed. But for those of us who are willing to adapt, it is absolutely possible to turn a negative into a positive, and to position ourselves and our policies and contracts to protect our clients' interests. Happy managing! 🍀



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# MEMBERSHIP Growth (Continued on pages 33 & 34)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM SEPTEMBER 1 - OCTOBER 31, 2015

## PROFESSIONAL & ASSOCIATE MEMBERS

### ALABAMA

Solomon Marlow  
40/40 Real Estate  
Solutions, LLC  
Montgomery, AL  
334-451-5152

### ARIZONA

Stacie Dominguez  
Cobb Property  
Management  
Tucson, AZ  
520-318-5711

Brian England  
Arizona Focus Realty  
Gilbert, AZ  
480-215-2659

Dee Dee Hulberson  
Integrity Plus Property  
Management  
Casa Grande, AZ  
520-423-0722

Jeremy Jack  
West USA Realty  
Scottsdale, AZ  
602-826-5225

Janet McSpadden  
Arizona Focus Realty  
Gilbert, AZ  
480-215-2659

Nicholas Stratton  
Bullseye Property  
Management  
Mesa, AZ  
480-907-9050

Sherman Weekes  
Crest Premier Properties  
Tempe, AZ  
480-838-9558

### CALIFORNIA

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Balboa Realty  
Newport Beach, CA  
949-412-9055

Matthew Burch  
Feel Good Property  
Management, LLC  
Oceanside, CA  
760-814-9878

Richard Brillantes  
Member Group Realty  
San Diego, CA  
916-995-1555

Joshua Bussey  
Eagle Property  
Management  
Elk Grove, CA  
916-714-0123

Ryan Childers  
Ryan Childers  
El Centro, CA  
760-353-3483

Marc Cohen  
Priority One  
Real Estate Consultants  
San Diego, CA  
858-877-3029

Michael Connolly  
Property Management, Inc.  
Fremont, CA  
925-980-3943

Salvatore Friscia  
San Diego Premier  
Property Management  
San Diego, CA  
858-724-6304

Pascale Mercier  
Pascale Real Estate  
San Diego, CA  
858-414-6804

David Moreci  
Signature Realty  
Incorporated  
Redwood City, CA  
650-368-8600

Ron Precht  
Prellis Property  
Management  
Granada Hills, CA  
818-366-8812

Monique Reneaux  
SIG Property  
Management  
La Crescenta, CA  
818-248-0190

### COLORADO

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Red White and Blue  
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Colorado Springs, CO  
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Brewer & Stratton  
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Gilbert, AZ  
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Property Group  
Longmont, CO  
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Karen Erfman  
High Point  
Property Management  
Denver, CO  
720-608-4700

Leo Holmes  
PMI Mile-Hi SE  
Parker, CO  
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Rudy Kubasta  
RK Real Estate  
Services, LLC  
Loveland, CO  
970-980-9024

Jerald Ridenour  
Ridenour Realty  
Colorado Springs, CO  
719-599-7653

Joann Velasquez  
Grace Property  
Management &  
Real Estate  
North Glenn, CO  
303-255-1990

Robert Werthman  
Cornerstone Real  
Estate Team  
Colorado Springs, CO  
719-243-6400

### FLORIDA

Rick Amorose  
Amorose & Associates  
Realty  
Clearwater, FL  
727-441-3974

Lisa Anderson  
Lisa Marie Anderson, PA  
Apollo Beach, FL  
813-731-4085

Nicole Anderson  
Lisa Marie Anderson, PA  
Apollo Beach, FL  
813-731-4085

Matt Bailey  
Florida Executive Realty  
Tampa, FL  
813-326-2569

Joanne Bello  
Joanne Bello  
St. Petersburg, FL  
813-598-1156

Laurie Branch-Conner  
Branch Conner  
Management Group  
Kissimmee, FL  
407-891-2815

Joe Capelotti  
Coastal Realty Services  
Fort Walton Beach, FL  
850-244-2100

Ashley Carlisle  
Keller Williams Realty  
Plant City, FL  
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