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Are you familiar with all of the benefits that NARPM® offers you?

p15

What are your obligations to disclose previous meth contamination in your rentals?

p20

How can you protect your residents from the toxic danger of carbon monoxide?

RESIDENTIALResource



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



We

e will open a new book. Its pages are blank. We are going to put words on them ourselves. The book is called The Foundation of Property Management and its first chapter is January.

~ adapted from prose by Edith Lovejoy Pierce

Thank You NARPM® Members!



We are so proud and happy that NARPM® Members continue to choose AppFolio as their Property Management Software.

If you are not using AppFolio, contact us to learn why so many property management companies love AppFolio's web-based property management software.

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Property Manager

IN THIS ISSUE January 2014

The mission of the National Association of Residential Property Managers is to support professional and ethical practices of rental home management through networking, education, and designation.

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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 e-mail to 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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The *Residential Resource* is designed for the members of the National Association of Residential Property Managers by Organization Management Group, Inc. in Chesapeake, Virginia. (www.managegroup.com)

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PRESIDENT'S Message

"NARPM® is a great organization made up of volunteers who have property management in common and have learned to share their knowledge and experiences with each other. That is why NARPM® is The "Foundation" of Property Management."

THE FOUNDATION OF PROPERTY MANAGEMENT



I want to take this opportunity to thank all of NARPM®'s members for entrusting me with this position during 2014. I was able to visit with many of you at our National Convention in La Jolla this past October. What a fantastic event! It was a little crowded because we booked the hotel four years ago and NARPM® has grown tremendously since then. Don't forget to register for the Broker/Owner Retreat in Las Vegas, February 24-26, 2014. It is being held at the Bellagio. This retreat features members teaching members and is one of our most popular events. Let me tell you why I say this and talk about this year's theme, "The Foundation of Property Management."

I joined NARPM® in 1992 because I saw an ad in a newsletter from Ralph Tutor, who was my property management software provider at the time. In 1995, a group of NARPM® folks visited a meeting of San Antonio property managers who had gathered to consider forming a local NARPM® chapter. Many of us belonged to the San Antonio Board of REALTORS® (SABOR) Property Management Committee and were familiar with each other, but not really friends. A number of us were then invited to visit an Austin Chapter meeting. It was due to these two meetings and the undying stick-to-itiveness of one Charlotte Vaught, RMP®, that we came together and our chapter was formed. Once we started meetings and socials at our "competitors" offices, we discovered that it was actu-

ally fun to share experiences, software, business practices, vendors, forms, and anything else we could think of. From this humble beginning, the San Antonio Metropolitan Area Chapter grew and I became involved with NARPM®.

The 1996 National Convention was held in San Antonio. Since that time, I have attended every National Convention, becoming more and more involved with our local chapter and its members. I then progressed to national with members from all across the country. I have watched our local chapter grow to become one of the largest and best in our organization. I also applied different business methods and practices that I learned from all of you. Resultingly, my business has grown to where it is today.

NARPM® is a great organization made up of volunteers who have property management in common and have learned to share their knowledge and experiences with each other. That is why NARPM® is the "Foundation" of property management.

Here is the full definition of FOUNDATION from Merriam-Webster Online: *Dictionary and Thesaurus*.

1: the act of founding

Twenty-six years ago a small group of property managers with the assistance of a property management software provider "founded" NARPM®.

2: a basis (as a tenet, principle, or axiom) upon which something stands or is supported <the foundations of geometry>

<the rumor is without foundation in fact>

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

3a: funds given for the permanent support of an institution : ENDOWMENT

b: an organization or institution established by endowment with provision for future maintenance

NARPM® contributes each year to charitable institutions with funds raised at national and local events.

4: an underlying base or support; especially : the whole masonry substructure of a building

NARPM® members and National provide that support to each other through networking, list serve, the *Residential Resource*, Chapters and education.

5a: a body or ground upon which something is built up or overlaid.

b: a woman's supporting undergarment : CORSET

c: a cosmetic usually used as a base for makeup

NARPM® supports each of us with opportunities to share, learn, and participate.

Continued on page 26 "Pres Message"

A stylized, handwritten signature in black ink, appearing to read 'Stephen D. Foster'.

Stephen D. Foster, MPM® RMP®
2014 NARPM® President

NARPM®'S FOUNDATION by President Foster
My recognition this month goes to our

NARPM® Board of Directors and National Staff for all that they do for all of us. They

contribute a great deal to make the NARPM® foundation strong. Thank you!

From the **DESK** of the *Executive Director*



Gail S. Phillips, CAE

While building this program, we will also work on educating members about some of the services of which you may not be aware.

Happy New Year! A new year is upon us at NARPM® and in 2014 the organization will concentrate on building NARPM® benefits and services. While building this program, we will also work on educating members about some of the services of which you may not be aware.

In this issue of the *Residential Resource*, we will concentrate on why NARPM® is the Foundation for the property management industry. President Stephen D. Foster, MPM® RMP®, carries the same passion for NARPM® as previous Presidents and wants to assure each of you that NARPM® was formed to help residential property managers. This year, NARPM® will be kicking off a new legislative advocacy program that will push out information through the website on what is happening legislatively around the country. As we say in Virginia, what happens in California will be happening in our state in five (5) years. This service will give everyone time to become educated and knowledgeable. In the future, this service will also allow you to communicate with your legislators when bills come up that may have a negative or positive impact on the residential property management industry. This is an exciting, giant step for NARPM® as the association is finally making an inroad into the legislative arena.

What else will be happening in 2014? In technology, a new website that is easier to navigate and mobile-friendly is on the drawing board, along with the new discussion boards. We had to start over with the discussion boards, as our beta testers did not feel comfortable with what was being built, so the developer agreed to just start over.

In the marketing area, we are looking at how to get the NARPM® brand to be recognized by the media. The organization has made an

impact in the industry, as was evident when we attended the NAR® Conference & Expo trade show in November. REALTORS® actually knew what NARPM® was and wanted more information. We signed up 25 new members and spoke with many more. So, how can we make this same impact with the media? This will be looked at by the Communications Committee, so if you have a marketing background and want to help out, send an email to communicationschair@narpm.org.

In the last all member survey, and at the strategic planning session held this past September, the consensus was for NARPM® to enhance their educational offerings. The instructors had their first class reviewed by a course writer who has supplied several pages of recommended changes. This will happen with every course NARPM® offers. Hopefully, by this time next year, the classes will have a fresh look and up-to-date content.

The Member Services Committee is kicking off a New Member Mentor program for chapters to institute. Mentoring new members at chapters will enhance the growth of NARPM® at all levels. Chapters who use this program will earn points for Chapter Excellence and Mentors can also earn points for their designations. Visit <http://www.narpm.org/members/documents-forms/mentor> for more information about this program.

As you can see, 2014 is on track to be another exciting year. Please feel free to contact me at ExecutiveDirector@narpm.org should you ever need any assistance. 🏠

Gail S. Phillips

Gail S. Phillips, CAE
NARPM® Executive Director

The Value of NARPM® Member Survey Results

In the 2013 All Member Survey, compiled by the NARPM® Member Services Committee, respondents were requested to rank benefits that provide them value as NARPM® members. Here are the results in order of value:

1. Education
2. Networking
3. Conventions
4. Discussion Groups for Property Managers
5. Monthly newsletter (*Residential Resource*)
6. List serve for Broker/Owners
7. Broker/Owner Retreat
8. Professional designations
9. Regional Conferences
10. Legislative or lobbying efforts
11. Member rates on conferences & education classes
12. Members' only area on association's website
13. Membership plaque
Identity with professional organization
14. Personal listing on www.narpm.org
15. Affinity Partnership with vendors
16. Referral Listing on www.narpm.org
17. NARPM® Marketing Program
(WhyUseOne.com)
18. Home Depot Rebate Program

The Board of Directors spent time reviewing those items at the bottom of the list to determine why members did not see value. It was determined that NARPM® needed to promote and educate members about those services. All information on benefits can be found at <http://www.narpm.org/join/benefits.htm>. But, here are a few highlights of the services.

The Home Depot program through NARPM® gives members rebates on their purchases at any store. This program does not require a special credit card, but you must register your credit card with Home Depot and the rebates begin. More information can be found at <https://cpr.homedepot.com/CPR/login.aspx>. Let the rebates roll in!

The NARPM® Marketing Program was designed by the NARPM® management staff and the Communications Committee to provide members with a marketing piece that can be used with prospective clients and tenants to educate them on the benefits of using a NARPM® member. Marketing pieces were also designed for use by the chapters to solicit new members. These marketing pieces can be found at <http://www.whyuseone.com/> under the Marketing Pieces sub-headline. NARPM® can also customize your company or chapter marketing pieces by adding your logo for \$20. Please contact publications@narpm.org for this.

NARPM® has partnerships with several Affiliate

Members that bring discounts to you, along with a royalty back to NARPM®. This has helped keep dues at the same rate for the past nine (9) years. Check out these Affinity Programs from the NARPM® home page. Click on the Affinity Programs icon or go to <http://www.narpm.org/about/affinityprograms.htm>.


Every member of NARPM® has a personal listing on www.narpm.org at "Search for a Property Manager" on the main website page. This page has the highest hits on the website. The site has just been modified so that prospects can fill out a form and send you a detailed email on how you can assist them. Many members will tell you they have received numerous referrals from this part of the site at <http://www.narpm.org/search/search-managers.htm>.

Referrals to other NARPM® members can also be made from this site. Search for a property manager in a vicinity where your customer/client is relocating and click on the "Refer a Client Lead to Member." Send the member information of your referral and they will get an email with all the details. Using this site assures you that the person you refer is being taken care of by a NARPM® member.

NARPM® offers two discussion groups for members. You can find out how to access these groups by logging into the members only section of the website and then going to the tab called Discussion Board: <http://www.narpm.org/members/list-serves.htm>. When you sign up be sure to include your name as it is shown in the NARPM® membership listing.

You can find archived issues of *Residential Resource* newsletters on www.narpm.org and can access previous articles that may contain information you are researching. Log into members only and go to <http://www.narpm.org/members/resources/residential-resource/residential-resource.htm> or type in your topic in the search bar.

Are there more benefits with which you need help? Please send a note to info@narpm.org and the staff will assist you in obtaining your requested information. Don't forget to sign up for one of the Regional Conferences. Details can be found at <http://www.narpm.org/conferences/regional-conferences/index.htm>, or if you are a broker, owner, or company decision maker, sign up for the Broker/Owner Retreat that will be held February 24-26, 2014 at the Bellagio Hotel in Las Vegas. Visit <http://www.narpm.org/conferences/brokerowner> for more information.

Also, do you want to get involved in NARPM® National? Sign up for a committee by completing the form that is located at <http://www.narpm.org/about/officers-board/committee-chairs.htm> and click on the Join a Committee link. 

NARPM® BENEFITS

THE FOUNDATION OF PROPERTY MANAGEMENT

Welcome to a new year with new Board members who will strengthen our association by sharing what makes NARPM®

The Foundation
of Property Management.



PRESIDENT STEPHEN D. FOSTER, MPM® **RMP® CCIM®**, was born and raised in Iowa. He graduated from Iowa State University with a BA in Architecture in 1972, and graduated from Texas A&M University with a Master of Building Design in Architecture in 1974. Steve is an emeritus member of the American Institute of Architects. He became a real estate broker in 1978, and formed Boardwalk Real Property Management, Inc., CRMC® in 1986. He joined NARPM® in 1992, helping to form the San Antonio Metropolitan Area Chapter and is one of its Past Presidents. He also served as the NARPM® Treasurer. Steve received his RMP® designation in 1998, MPM® in 2001 and his company earned the CRMC® designation in 2008.



PRESIDENT-ELECT ANDREW PROPST, MPM® RMP®, has been managing properties for over 15 years for three different property management companies. He was lucky enough to be married to Shonda Propst in 1999. Before working at Park Place Property Management, he was a manager of Heritage Property Management in Portland, OR. After Managing in Oregon for 10 years, they adopted their first child, Samuel Propst, in 2008. Soon after they welcomed Sam into their life, they moved to Boise, ID to be closer to family. In 2011, they adopted their second child, Brooklyn. Andy has been the President of Park Place Property Management for five years. He also holds the Certified Property Manager® (CPM®) Designation from the Institute of Real Estate Management (IREM®). Andy has sat on the NARPM® National Board of

Directors for four years as a Regional Vice President (RVP) and also served as National Treasurer.

TREASURER JOHN R. BRADFORD, III, MPM® RMP®, is the CEO and Founder of Park Avenue Properties, LLC. His firm is headquartered in the greater Charlotte, NC, area and has operations in eight cities within three states with 2,200+ residential assets under management. John has been a member of NARPM® since 2006 and is a Charter member of the Charlotte Regional NARPM® Chapter. For the last four years, he has served NARPM® as the Southeastern Regional Vice President (RVP) and is the 2014 National Treasurer. He is also an elected official and currently serves as a Town Councilman. John worked for ExxonMobil (Engineer – four years) and IBM (Executive Sales – ten years) prior to starting his firm. He is married and has four children ages 10, 8, 6 & 6. He loves camping, fishing, public speaking, politics and, of course, property management.



PAST PRESIDENT JAMES EMORY TUNGSVIK, MPM® RMP®, entered the property management field in 1993, starting out at Around The Clock, Inc., CRMC®, formed in 1990 by Mary Tungsvik, MPM® RMP®, and Suzanne Cameron, MPM® RMP®. Previously, his employment background was in development and implementation of employee programs in the banking industry. James is a second generation property manager in the company—a common occurrence in our industry. In 1995, James joined NARPM® and clearly saw the benefits of belonging to the organization. In 2002, Around The Clock, Inc. received the prestigious CRMC® designation. In 2003, James became one of the corporate officers at Around The Clock, Inc., CRMC®. James is thrilled and proud to be a NARPM® National Officer, serving his fellow members and helping them be the best that they can be in the property management industry.



PACIFIC RVP RICHARD VIERRA, RMP®, is the Director of Property Management and Principle Broker of Hawaii Reserves, Inc. (HRI) in Laie, HI. HRI is a quasi-governmental property management

company. HRI manages residential leasehold units, a homeowners association, residential rentals in Hawaii, and much more. Richard received his BS in Business Management and his MBA prior to receiving his real estate license and broker's license. He was also one of the founding members, the Treasurer, and the 2008 President of the Oahu Chapter of NARPM®.

NORTHWEST RVP LEEANN GHIGLIONE, MPM® RMP®, has been in real estate for 20+ years. She started in sales and then moved into property management. She really started to enjoy this business after joining NARPM® and began to learn so much from so many members, both locally and nationally. She has served as the President of King County Chapter, chaired the 2010 National Convention in Seattle, and served as the Member Services Chair in 2011.



SOUTH CENTRAL RVP BART STURZL, MPM® RMP®, is co-owner and broker of Bella Real Estate, Inc. Bart has degrees in Management and Marketing, where he graduated Summa Cum Laude in both. Bart has been managing properties for over 18 years. Bart is married to his beautiful wife Becky and they have a 6-year-old daughter Emily. Bart has also served at the national level on the Communications, Professional Development, and Membership Committees. He has served NARPM® at the local level as Secretary, President-Elect, President, and Past President of the Austin Chapter. Bart has also served at the state level on the Texas Association of REALTORS® Property Management Committee and at the local level on the Austin Board of REALTORS® Property Management Committee.



NORTHEAST & NORTH CENTRAL RVP DEB NEWELL, MPM® RMP®, has been a Real Estate Investor and Property Manager for close to 14 years and is the sole Owner/Broker of Real-Time Leasing in Burnsville,

MN and Salt Lake City, UT. She received her Bachelor's Degree in Political Science from the University of Colorado – Denver with an emphasis in Intentional Communities. Her degree and emphasis alone has helped her prepare for her career in Real Estate and specifically working in property management. Working with different groups, organizations and legislative committees has helped shape her business. Deb has possessed a life-long passion for governmental affairs and is dedicated to encouraging local and national citizen participation and to educating others about the importance of legislative involvement.



SOUTHEAST RVP ELIZABETH "BETSY" MORGAN, MPM® RMP®, has been in property management for 25 years. Before taking on her current position as Director of Residential Property Management for Prudential Tropical Realty, CRMC® in the Tampa Bay area, she handled a personal portfolio of 250 units. She then became Regional and State Director of Property Management for Coldwell Banker Residential, Inc. She enjoys teaching, volunteer service, and being a grandmother of five.



SOUTHWEST RVP STEVE SCHULTZ, RMP®, is broker of Blue Fox Properties in Tucson, AZ. Blue Fox Properties focuses 100% on residential property management, primarily single-family homes. Steve is an Arizona Department of Real Estate certified instructor who teaches several property management courses. He graduated with a degree in Mechanical Engineering, so he is diligent in systemizing the business to maximize its effectiveness, efficiency, and profitability.



COMMUNICATIONS COMMITTEE CHAIR

TRACEY NORRIS, MPM® RMP®, is President of Property Professionals, Inc. in New Braunfels, TX. In 2001, Tracey graduated from the University of Texas in Austin with a BA in Sociology and a minor in Business. After graduation, Tracey started her official path in property management by managing properties close to the University of Texas campus. In 2007, Tracey moved to New Braunfels, TX to work at Property Professionals, Inc, a third-generation owned company. Tracey was the 2012 San Antonio Metropolitan Area Chapter President.



MEMBER SERVICES COMMITTEE CHAIR

KELLIE TOLLIFSON, MPM® RMP®, has been in the property management business since 1996, first as a landlord managing her own investment properties, and then, soon after as an Owner of T-Square Properties, which now manages over 400 properties for third-party clients. Kellie is the Vice President of Operations and oversees all of the day-to-day activities of the business located in Woodinville, WA. Kellie holds a Bachelor's Degree in Behavioral Science from San Jose State University and is a Past President of the King County NARPM® Chapter.



PROFESSIONAL DEVELOPMENT COMMITTEE CHAIR

CHRYSZTYNA ROWEK PERRY, MPM® RMP®, started at the bottom of the property management business, owning and operating a cleaning company that catered to property management companies. In 2006, she joined Lighthouse Cove Property Management, got her Real Estate License in 2007, and then proceeded to buy the business. In 2009, she bought another book of business, growing to more than 450 units. Today, she is the second largest privately-owned property management company in Kitsap County. She received her Real Estate Broker's License in 2010, was awarded the Key to the City of Bremerton, sits on the board of the Puget Rental Owners Association, is incoming President for her Business Networking International Chapter, was Kitsap County Chapter's President in 2010 and is incoming President for the 2014 year. Married to Jonathan since 2012, she is also mom to Anjelica the Wonderteen, who is on her way to being a big Broadway star.



GOVERNMENTAL AFFAIRS COMMITTEE CHAIR

HEIDI HARTMAN, MPM® RMP®, is the Designated Broker/Owner of Details Property Management in Silverdale, WA, which she opened in 2005. She started in the real estate industry after graduating from the University of Washington in 1992. She has served as the Legislative Chair for the Kitsap County and Washington State Chapters of NARPM®, and the 2013 and 2014 NARPM® Governmental Affairs Chair. In addition to the craziness of property management, she enjoys spending time with her husband and three children, rides off-road motorcycles, coaches fastpitch softball, and plays the electric bass guitar.





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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. For more information about Michael or PropertyBoss Solutions, visit propertyboss.com or call Michael at 864.297.7661 x26.

Keep Track of Your Assets

As more institutional investors enter the residential market, we hear more about the concept of asset management and the role of an asset manager. What's the difference between an asset manager and a property manager? Let's start with some definitions:

Property Manager: responsible for the day-to-day functioning (locating, identifying, operation, control, and oversight) of a piece of real estate

Asset Manager: responsible for maximizing return and (property) value of the property owners' investments

A relevant blog post "Property Management vs. Asset Management" (<http://grelegalartesanato.blogspot.com/search/?q=asset>) addresses this issue directly. A property manager primarily takes an operational perspective:

- property maintenance
- marketing and rental of units
- collecting rents and paying bills
- enforcing property rules and procedures

An asset manager takes a financial perspective:

- How can we increase rents?
- Are all of our rents at market levels?
- Can we charge higher rent for a different lease period?
- Can we reduce our property taxes by protesting the assessed value?
- Can we reduce the insurance expense by changing companies?
- How can we reduce every single line item expense - even by a small percentage?
- How can we increase the value of the property?
- What improvements would maximize value?

Of course many property managers already perform many of these asset management activities, such as reviewing comparable market rents and identifying cost effective vendors to perform property maintenance.

ASSET MANAGEMENT AS A DIFFERENTIATOR

The differences between property and asset management are more in how you view and market your role than in many of the activities you perform. Align yourself more with the objectives of your owners. By expanding your service offerings to include additional asset management functions you can:

- differentiate your company in your market
- command a higher management fee
- add services to your portfolio that generate addi-

tional revenue

How can technology help you in this endeavor? Consider an Asset Management System (AMS) to manage your owner's assets, streamline maintenance, establish a profit center for asset rentals to your tenants, and integrate billing of owners and tenants.

WHAT ARE ASSETS?

Although a traditional definition of an asset is "a resource with economic value," let's consider an asset an item associated with:

- tracking the history of its purchase
- moving the item from one location to another
- having the need to track warranty repairs
- billing tenants for the item
- depreciating them for tax purposes
- issuing them to a tenant with an expectation that it will be returned
- tracking maintenance and repairs
- managing a wait list
- tagging or numbering the physical item
- counting inventory

ASSET CLASSES

In an AMS, assets are typically grouped into classes. An asset class is a definition or template that enables you to delineate the information you keep about assets assigned to the class and how the asset is managed. Typically, an asset class supports:

- **Different descriptive fields** – For example, the information you keep about an appliance, such as manufacturer, serial & model numbers, features, colors, etc., is very different than the information you may keep about a piece of furniture.
- **Warranty information** – Some asset classes like appliances have warranty information; other asset classes like parking spaces do not.
- **Tracking** – Most assets are uniquely identifiable items such as appliances, furniture, parking spaces, etc. Other assets typically used in vacation rentals and corporate housing situations are not uniquely identifiable. These assets include items like sheet sets, kitchen packages, etc.
- **Billing** – Often the method you use to bill owners and tenants is different for different asset classes. The types of asset classes you define depends on the



types of rentals you handle and whether you are interested in managing assets as an additional source of rental revenue. Although many of the assets listed here may not apply to your situation, we are providing this list to stimulate your thinking about how you could incorporate Asset Management into your business:

- **Appliances** – asset classes generally defined by the type of appliance and create separate classes for Water Heaters, Washing Machines, Dryers, Refrigerators, Stoves, Televisions, Air Conditioners, etc.
- **Furniture** – asset classes generally defined by the type of furniture they provide (e.g. couch, recliner, kitchen table, etc.); sometimes defined as packages for specific rooms (e.g. bedroom package consisting of a bed, nightstand, chair, etc.)
- **Parking/Garages** – more often associated with multi-family communities; set up either where specific parking spaces are assigned or access to a limited number of parking spaces is granted; parking often has a wait list requirement
- **Bedding/Towels** – most often associated with Vacation Rentals and Corporate Housing; bedding and towel sets are generally packages of multiple items and not individually tracked; tracked like an inventory item, you do expect to receive the items back at the end of the lease period
- **Furnishing Packages** – most often associated with Corporate Housing; kitchen kits typically consist of pots, pans, dishes, cooking utensils, and small appliances; tracking the number of packages is more important than identifying a specific package

TRACKING MOVEMENT OF ASSETS

Central to any AMS is the ability to identify where your assets are located. A good AMS should be able to provide at any point:

- a list of all assets and their current location
- for a specific unit, the assets assigned to the unit
- for a specific lease, the assets assigned and billable to the lease

An AMS is only as good as the data it holds. The breakdown in most asset management systems is the lack of procedural controls to insure that the data is valid in the system. For this reason, the AMS is typically tightly integrated into the property management system. The types of movements that occur include:

- moving assets into a unit (unrelated to a specific tenant)
- moving assets into a unit for the lease (with associated billing for installation and recurring charges)
- on a move-out, moving the assets back to storage

- for repair, replacing or repairing an asset

AUTOMATING THE BILLING OF ASSETS

The primary value of using asset classes is to define the billing mechanism when the asset is assigned. For each asset class, you can define the following types of charges when an asset is moved into a unit/lease.

- **Installation charges** – The tenant or the property owner can be charged for the installation of the asset.
- **Recurring charges** – The tenant or the property owner can be charged a monthly recurring charge for use of the asset. These charges are directly related to the lease duration and automatically end when the lease ends.
- **Purchase charges** – If you are renting/purchasing the item, you can define a recurring Bill to Pay for the asset.

PREVENTIVE MAINTENANCE, WARRANTIES, AND REPAIR

An effective AMS is tightly integrated to the work order system. When a work order is written against the asset, warranty information is automatically displayed to prevent payment of repair costs to an item still in the warranty period. Preferred vendor lists for the asset can reduce the on-going maintenance costs.

For Fixed Assets like HVAC systems, you typically want to setup a Preventive Maintenance Schedule to ensure the life and reliable use of the asset. For HVAC systems, a simple PM schedule may consist of scheduled filter changes and seasonal inspections. This type of activity and the reporting to property owners shows a proactive approach for managing the owner's property and can differentiate your services in the marketplace.

RELIABILITY AND PREDICTABILITY

Having readily accessible data on the longevity and maintenance history of the assets you manage is very powerful. You can make better purchasing and management decisions and be more proactive than reactive. Think how your value to and relationship with your owners will improve when you are providing them with regular reports on the status of their assets rather than an unexpected invoice to repair or replace them.

IN SUMMARY

There are two ways that you can improve the financial return of your owners – increase their monthly income and raise the value of their property. Implement a good AMS and show your current and prospective owners that you can do both. 🏠

Having readily accessible data on the longevity and maintenance history of the assets you manage is very powerful.

Please view a sample of an Appliance Information Sheet provided by Carol Andree, NARPM® member, at http://www.narpm.org/members/documents-forms/documents_sharing



Scan this code with your smartphone to access additional resources.

LEGISLATIVE Scoop

KEEPING OUR MEMBERS CURRENT ON THE NEWEST INDUSTRY LAWS AND POLICIES NATIONWIDE



Heidi Hartman, MPM® RMP®, is the Designated Broker/Owner of Details Property Management in Silverdale, WA, which she opened in 2005. She started in the real estate industry after graduating from the University of Washington in 1992. She has served as the Legislative Chair for the Kitsap County and Washington State Chapters of NARPM® and the 2013 and 2014 NARPM® Governmental Affairs Chair. In addition to the craziness of property management, she enjoys spending time with her husband and three children, rides off-road motorcycles, coaches fastpitch softball, and plays the electric bass guitar.

Security Deposit Limits

NARPM® member Steve Stein has been attending the Uniform Law Commission's Residential Landlord and Tenant Act Committee meetings and giving input on behalf of the single-family landlord/property manager. The description of the committee is as follows:

This committee will prepare revisions of the Uniform Residential Landlord and Tenant Act (1972). The 1972 Act has been adopted in 21 states and has influenced statutory developments in many other states. Since 1972, however, there have been many new statutory and common law developments that affect residential landlord and tenant law, and the committee will seek to codify best current practices in a revised act. (The source for this description is <http://www.uniformlaws.org/Committee.aspx?title=Residential%20Landlord%20and%20Tenant%20Act>)

among NARPM® members, limiting the amount of deposit that can be charged, may have the unintended consequence of limiting the available housing for some tenants, as property managers will no longer have the option of offering housing to some applicants with credit issues by offsetting the increased risk with increased deposit.

As we reviewed the data from the survey, it was interesting to note that there were some discrepancies on answers from members that do business in the same state. There are several possible explanations for this that are outside the scope of this article, but it was a good reminder that we need to take a moment and make sure that we really do understand what our state laws have to say about security deposits.

As "the professional, educational, and ethical

Steve was able to use the data to show that among NARPM® members who responded, the maximum security deposit allowed by law is not the de facto rate charged.

The most recent topic discussed was limits on security deposits. The argument that NARPM® and other landlord groups have been combating is the idea that landlords will charge the maximum deposit allowed by law. The Governmental Affairs Committee asked our members to give us some information on what their state laws say about security deposits and how they determine what to charge.

The response from our members was fantastic (more than 900 responses) and extremely helpful as we continue this dialogue with ULC Commissioners. Steve was able to use the data to show that among NARPM® members who responded, the maximum security deposit allowed by law is not the de facto rate charged. He was able to further show that

leader for the residential property management industry" it is our duty to make sure that our members have an understanding of what our state laws say about security deposits. We need to make sure that we know the difference between what is state law and what may be company policy.

I would urge you to take the time to read the actual statute in your state. Take a look at what it says, and what it does not. Talk to other NARPM® members at your chapter meetings, attend classes, and consult your legal counsel. Become the professional expert on this topic that your clients need you to be. Make sure that you have a thorough understanding of what is required in your state—you can be sure that your tenants are researching this topic. 🏠



Are You Obligated to Disclose Previous Meth Contamination

Meth labs have been found in some pretty strange places. To name a few: college campuses, hotel rooms, vehicles, and even inside a nursing home. But the most common, and logical (if setting up a meth lab anywhere could be considered logical) place is in a rental property, or home. After all of the cleanup, and the extensive procedures to take care of a previous meth lab on a property, is it still necessary to inform new renters, or potential buyers?

The answer, of course, depends on the state. *The Scripps Howard News Service* conducted a search for states that require meth contamination disclosure to potential home buyers, and tenants. They found that only a little over half of the states in America require disclosure (with varying laws).

Real estate agents and home owners in Washington, Oregon, California, Montana, Idaho, Nevada, Wyoming, Utah, Arizona, South Dakota, Nebraska, New Mexico, Minnesota, Missouri, Oklahoma, Texas, Illinois, Arkansas, Louisiana, Indiana, Kentucky, Mississippi, West Virginia, North Carolina, New Hampshire, Alaska, or Hawaii, are obligated to disclose meth contamination in a home for sale. Some states require written notices, some require no disclosure if the site has been properly cleaned and treated, while others

dance with the law (*Scripps Howard*).

If a rental unit is suspected of housing a meth lab, it needs to be inspected by professionals. The hazardous toxins and chemicals need to be cleaned and treated, as the side effects on humans, and especially children can be disastrous. The hazardous toxins and chemicals need to be cleaned and treated, as the side effects on humans and especially children, can be disastrous, not to mention the explosive tendencies of the chemicals themselves. The website www.methlabhomes.com updates property owners on meth contamination cleanup news.

Now would be a good time to make sure all property management staff have been trained in identifying classic meth lab red flags, since as *Breaking Bad* has taught us - it can happen anywhere, by anyone. You want to be cautious by checking all available resources:

- Check the DEA's National Clandestine Laboratory Register online. Clicking on your state will reveal a list of known contaminated properties and addresses.
- You can also check with your county clerk's office or local police department for any registered



Elizabeth Whited, is the Operations Coordinator at the Rent Rite Directory. She has written educational articles for multifamily magazines and Real Estate websites to help Property Managers and Owners improve their properties, in an effort to reduce crime in their communities. The Rent Rite Directory educates Property Managers and Owners at Crime Watch Meetings, and Crime Free Association Conferences, and works closely with law enforcement nationwide. For more information, visit www.therrd.com.


**They found that only a little over half of the states in America require disclosure (with varying laws).
Be familiar with your state's laws.**

allow disclosures to be undone, once the site is off of the state's contamination list.

Even fewer states require disclosure for rental properties or units. Property managers and leasing agents in Washington, Oregon, California, Montana, Wyoming, Utah, Arizona, South Dakota, Nebraska, New Mexico, Minnesota, Oklahoma, Illinois, Missouri, Kentucky, West Virginia, and New Hampshire need to disclose the creation of methamphetamines in the unit. In Arizona, it is even illegal for anyone other than the owner to enter the unit, until it has been cleaned in accor-

properties with meth use, arrests or complaints previously made.

- Look for telltale signs of meth production, such as old cans, bottles or packages of substances like acetone, muriatic acid, brake cleaner, drain cleaner, iodine, paint thinner, phosphorus or ether lying around. Rubber gloves or tubing, dust masks, propane tanks, coolers and camp stoves may also be a clue.

Source: <http://media2.scrippsnationalnews.com/meth/> 

THE SPOT



Kasey Medina, RMP®
King County Chapter



Dyana Finnegan
Western Montana Chapter



Patrick "PJ" Chapman, MPM® RMP®
Southwest Idaho Chapter



Hilary Leffler
Sacramento Chapter



Lisa Fore
San Diego Chapter



Katherine Hernandez
Unassigned Chapter



Bradley Isa, RA
Oahu Chapter



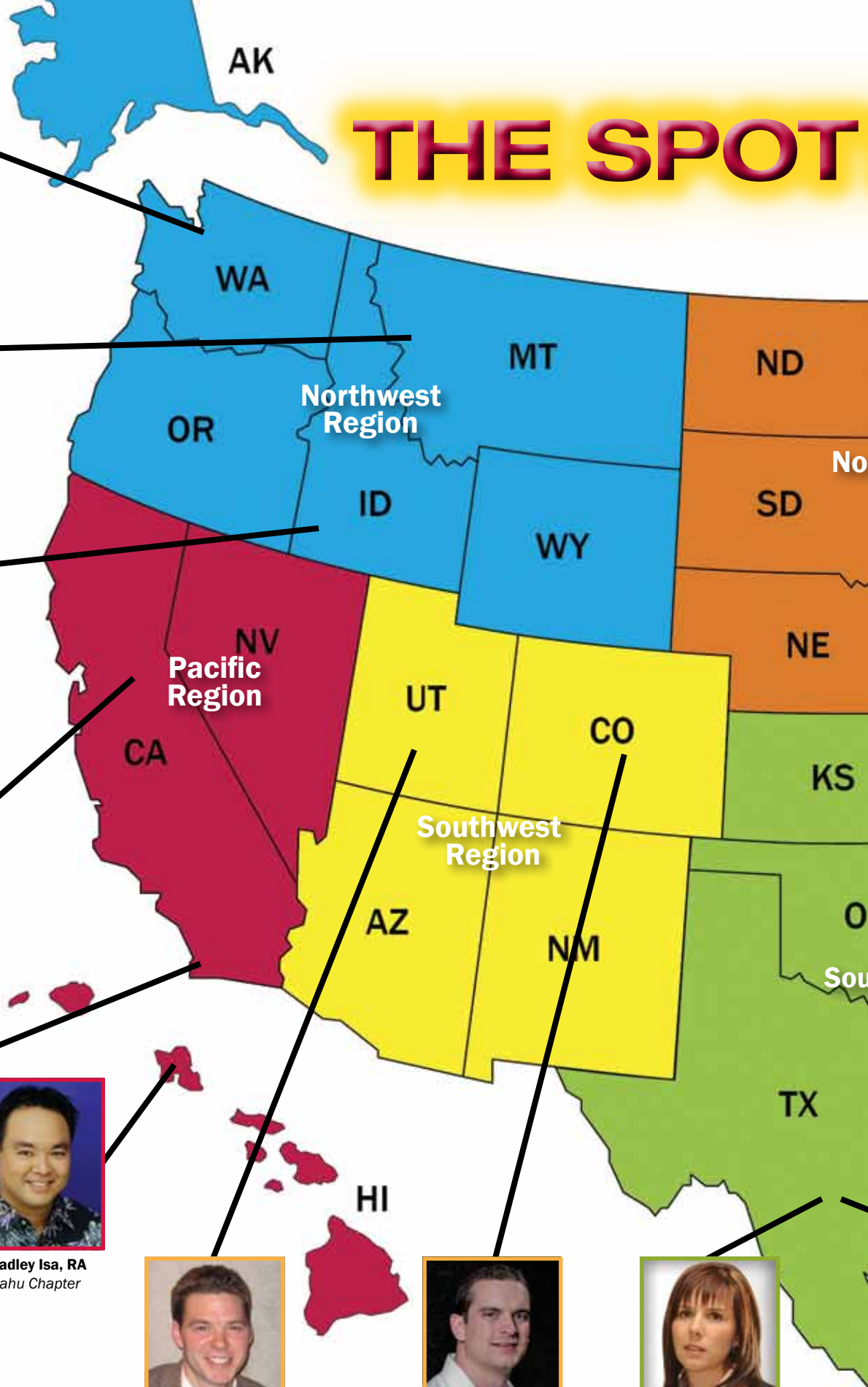
Bradley Randall
Utah Chapter



Alexander Yoder, RMP®
Colorado Springs Chapter



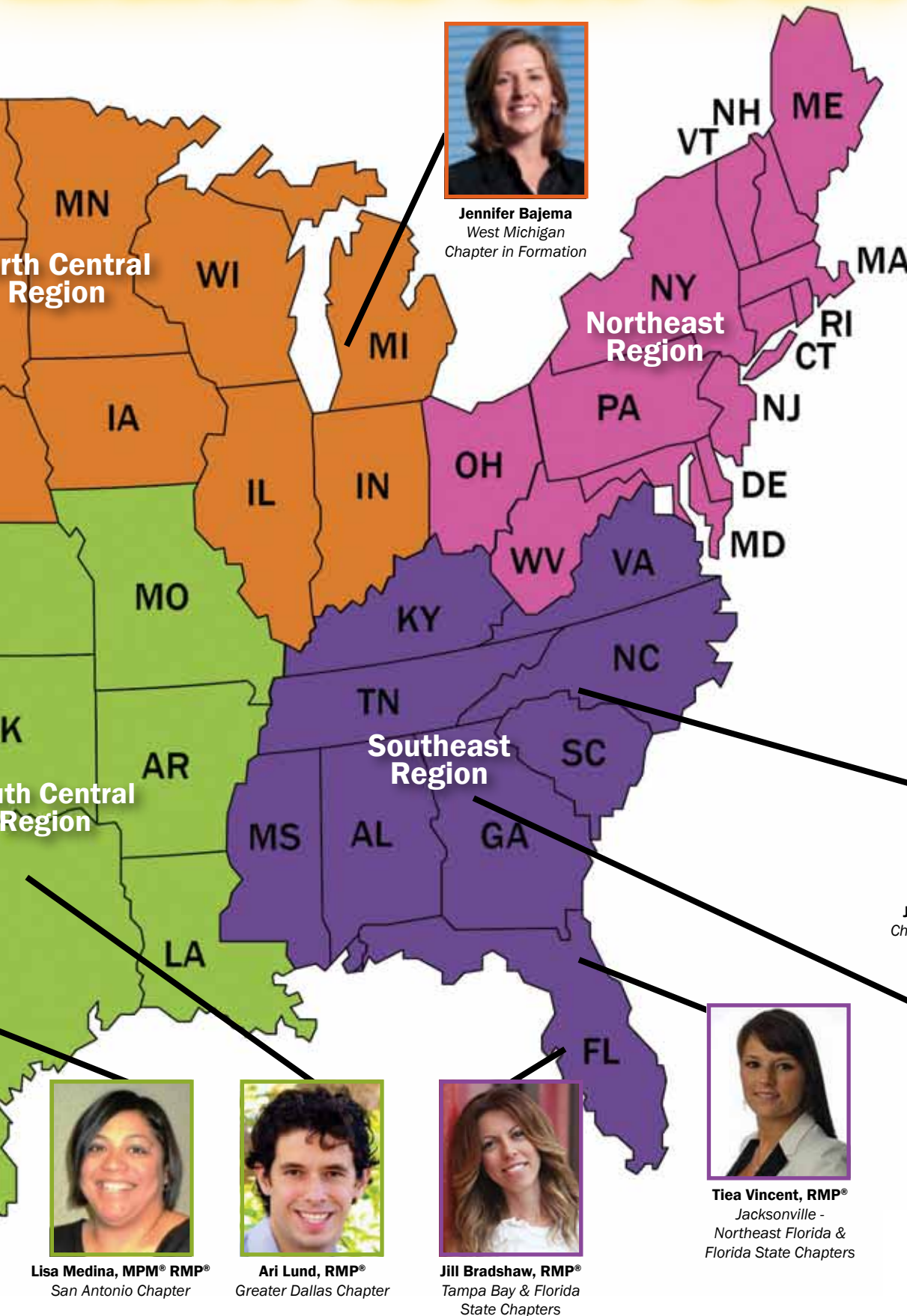
Tracey Norris, MPM® RMP®
San Antonio Chapter



LIGHT IS ON OUR

NGP NARPM® Next Generation Professionals

Each year, the NARPM® NGP (Next Generation Professionals) likes to spotlight some of its outstanding members. Like all NARPM® members, these individuals are considered to be leading industry experts in their areas. They stay up-to-date with changes in the market as well as technology and social media. Their peers turn to them for advice when faced with difficult management issues. These members give back to NARPM® by volunteering on their local and national committees. The NGP would like to thank these individuals for their hard work and dedication to NARPM® and the Real Estate community. NGP members are those under 40 years of age.



Jennifer Bajema
West Michigan
Chapter in Formation



Jennifer Stoops, RMP®
Charlotte Regional Chapter



Megan Zellers, RMP®
Atlanta Chapter



Tiera Vincent, RMP®
Jacksonville -
Northeast Florida &
Florida State Chapters



Jill Bradshaw, RMP®
Tampa Bay & Florida
State Chapters



Ari Lund, RMP®
Greater Dallas Chapter



Lisa Medina, MPM® RMP®
San Antonio Chapter

REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



Bart Sturzl, MPM®
RMP®, is co-owner and broker of Bella Real Estate, Inc. Bart has degrees in Management and Marketing, graduating Summa Cum Laude in both. Bart has been managing properties for over 18 years. Bart is married to his beautiful wife Becky and they have a 6-year-old daughter, Emily. Bart is the current South Central Region Vice President for NARPM® and has also served at the national level on the communications, professional development, and membership committees. He has served NARPM® at the local level as secretary, president elect, president, and past president of the Austin chapter. Bart has also served at the state level on the Texas Association of REALTORS® Property Management Committee and at the local level on the Austin Board of REALTORS® Property Management Committee.

The RVP Bulletin

As 2013 draws to a close, we say goodbye to President James Emory Tungsvik, MPM® RMP®, and “The Keys to Excellence.” We look forward to a new year with President Stephen D. Foster, MPM® RMP®, and “The Foundation of Property Management.” I agree that NARPM® is the foundation of property management, but what is the foundation of NARPM®? The members, you say? That would be a great answer, but the members would be the individual rocks in the slab; the real foundation would be the collective members in the form of chapters. I believe the foundation of NARPM® is the local chapters, and I am proud to have some of the best in NARPM® Chapters right here in the South Central Region.

This year, Fort Worth/Mid Cities is celebrating its 20th year as a chapter. You can read more about that in the Chapter Spotlight article in this very issue of *Residential Resource* (See page 22). John Hashem, RMP®, is the Chapter President this year, and I know this chapter is heading for greatness with John at the helm. This chapter has 56 members and consistently wins Chapter Excellence year after year. The members of this chapter have definitely been a big piece of the NARPM® foundation and are bringing great benefits to our industry through their relationship with their local Board of REALTORS®. Happy 20th, Fort Worth/Mid Cities. Job well done!

Right next door, is Dallas, the second largest chapter in the region with 111 members. Dave Christensen, RMP® is the President of the chapter this year, and he will continue a tradition of excellence with great programs. Every year, this chapter, in conjunction with the MetroTex Association of REALTORS®, hosts a trade show and membership drive. They bring in speakers from around the country to speak; and this draws in, not only NARPM® members, but REALTORS® from the entire area that want to be better at what they do. The bond this chapter has created with the MetroTex Association of REALTORS® is second to none, as they even have property management certifications at the local level. Outstanding job, Dallas!

Several hours down the road from Dallas is the Austin Chapter. Austin weighs in at 110 members and is right on the heels of Dallas for taking that second place spot. Austin is my hometown chapter and is in real good hands with Leola Lamb as President. Austin does so many great things, from social events and charity fundraisers, to monthly education and mobilization with the local board. It is also the chapter of founding members Rick and Karen Ebert, both MPM® and RMP® designees. Their company was one of the first CRMCs.

There's a lot of history with this chapter, and they are another great piece of the NARPM® foundation. Hats off to ya'll, Austin!

If you fail, try, try again. That's Houston in a nutshell. So proud of this chapter! This is a city that had a chapter dissolve years ago and has now come back from the grave and brought life back to the property management industry in Houston. Corrine Luna is the President this year, and she will take this chapter to new heights. Houston is now 51 members strong and, in just two years, is the 24th largest chapter in NARPM®. I just know that under Corrine's leadership Houston will be receiving its first Chapter Excellence award this year. She has lots of support, and I just know all is well in Houston. Houston, we DO NOT have a problem!

Can't finish out Texas without mentioning our largest chapter with 157 members and THE CHAPTER OF THE YEAR award: San Antonio!! Nothing like a three-peat. I just can't say enough about this chapter. The President this year is James Alderson, MPM® RMP®, and he is taking San Antonio in a different direction; they will meet more often and at a new location. San Antonio was one of the first chapters to create a bond with their local Board of REALTORS®. They have members that serve every local, state, and national committee. They are to NARPM® as the Borg is to Star Trek. Resistance is futile; you will be assimilated. They create a foundation that not only supports NARPM®, but thinks of the property management industry and works to make it the best it can be. Congratulations on all of your

Northwest: Leeann Ghiglione, MPM® RMP®
Alaska, Washington, Oregon, Idaho, Montana,
Wyoming.

Pacific: Richard Vierra, RMP®
California, Nevada, Hawaii.

Southwest: Steve Schultz, RMP®
Utah, Arizona, Colorado, New Mexico.

North Central: Deb Newell, MPM® RMP®
North Dakota, South Dakota, Nebraska, Minnesota,
Iowa, Wisconsin, Illinois, Michigan, Indiana.

Northeast: Deb Newell, MPM® RMP®
Maine, New Hampshire, Vermont, Massachusetts,
Rhode Island, Connecticut, New York, Pennsylvania,
New Jersey, Delaware, Maryland, Washington DC,
Ohio, West Virginia.

South Central: Bart Sturzl, MPM® RMP®
Kansas, Oklahoma, Texas, Missouri, Arkansas,
Louisiana.

Southeast: Elizabeth Morgan, MPM® RMP®
Virginia, North Carolina, South Carolina, Georgia,
Florida, Kentucky, Tennessee, Alabama, Mississippi.



2014

accomplishments, San Antonio!!

Let us not forget our chapters outside of Texas. Yes, there are other states besides Texas (I have to constantly remind all of the Texas members of this fact). One of those chapters is also a Chapter of the Year recipient; I am talking about the Central Arkansas Chapter. Along with Central Arkansas is the Kansas City Chapter. Both chapters are under 50 members, so they are both eligible for Small Chapter of the Year awards in 2014! I know Arkansas has proven its worth in the past, but I just know with Lisa Coulter as President, we look forward to them receiving the award again. I also look forward to the Kansas City Chapter moving forward this year and obtaining its first Chapter Excellence award. Just because these chapters are small does not mean they do not add value to the foundation of NARPM®. They bring value to the local members, just as the big chapters do; they are also creating bonds with their local boards that support the property management industry. I'm very proud of the success of both chapters; well done!

Foundations – it all comes down to a solid base to support the entire structure. I am sure our national President Stephen D. Foster, MPM® RMP®, as an architect, knew this when he picked his theme for the year. I look forward to his leadership this year and to the leadership of all the chapter presidents. May we all walk on a more solid foundation when we are finished. 🏠

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Scott Abernathy, MPM® RMP®, has been in property management since 1989 by purchasing his first triplex. His second duplex, purchased in 1990, was heated with natural gas. Scott never even considered the dangers of carbon monoxide (CO) poisoning. Now, with the benefit of more education and sad personal experiences, he is installing CO detectors in each of his personal units and requiring it of all his clients that have houses with fuel-burning appliances. Scott is a graduate of Middle Tennessee State University, but has received much better education for property management through NARPM®.

Most gas companies try to help by adding a “rotten egg” odor so our noses can detect a leak.

Are You Aware of this Toxic Danger? Carbon Monoxide

We recently lost a friend due to carbon monoxide (CO) poisoning. I have always heard about the dangers of excessive carbon monoxide in homes, but never really gave it a second thought. Now I realize how important it is to protect my residents and family from this hidden, fatal danger.

Carbon monoxide is difficult to detect because it is odorless and tasteless. Most gas companies try to help by adding a “rotten egg” odor so our noses can detect a leak. However, most CO is produced by incomplete combustion of fuel. Natural gas, propane, gasoline, oil, kerosene, wood, charcoal, and tobacco (one more reason to give up smoking) are the most common sources of carbon monoxide in our homes.

It seems a little strange that carbon monoxide would be so dangerous. After all, we are carbon-based beings and require oxygen to survive. Without getting too technical, red blood cells are attracted to carbon monoxide and vice versa. When a body breathes it in, the carbon monoxide molecules attach themselves to the red blood cells, blocking necessary oxygen from being absorbed in the body. Your heart and organs quickly begin to fail without oxygen.

According to the Centers for Disease Control and Policy, unintentional carbon monoxide poisonings cause 15,000 emergency room visits and 500 deaths per year. Many other studies claim that these numbers are grossly underestimated due to unreported cases and misdiagnosis by medical professionals.

As you can see, this is a serious problem across the country. Currently, 12 states and a handful of municipalities require that CO detectors be installed in many or all residential dwellings. However, even though CO detectors save lives, the Home Safety Council reports that less than one-third of American homes have them installed. As property managers, we have a responsibility to protect our residents and to use all reasonable efforts to enhance their safety. The second half of Article 4 of NARPM®’s Code of Ethics states, “The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property.” So, what should we do to protect our residents from this toxic danger?

First, install CO detectors in high-risk rental houses. Carbon monoxide poisoning can occur in any home, but the highest risk houses are those that use CO-producing fuels (natural gas, propane, etc.) to run day-to-day operations in the house, such as heating, cooking or water heating. There are a handful of CO detector brands available, but Consumer Reports rated First Alert the highest by a large margin in their independent test.

Most of us already have smoke detectors or fire alarms in our rental houses, so the easiest answer to this problem is to replace some or all of those with a combination smoke/fire/CO detector. However, this is not as easy as it seems. *Consumer Reports* states that one device cannot do it all, especially when it comes to smoke and fire. Some smoke detectors use ionization technology which is great for detecting a flaming fire, such as burning paper. Other detectors use photoelectric technology to detect a smoldering fire, such as a mattress. Then, there are combinations of both of these technologies in smoke detectors. However, there currently is not a combination CO/smoke/fire detector that will detect carbon monoxide and use photoelectric technology and ionization technology. You must choose one or the other for fire detection when using a combination detector.

Maintenance and proper installation are critical. You must strictly follow the installation instructions on the CO detector you choose. *Consumer Reports* suggest that CO detectors NOT be installed:

- In kitchens or garages
- Near a furnace or water heater
- In breezy areas
- In direct sunlight.

Our local fire marshal recommends placing CO detectors in hallways outside of bedrooms, in the living room, and at least one on each floor.

Just like any other man-made item in this world, CO detectors do not last forever. They have a limited useful life, so check the manufacture date when purchasing so you do not get one too stale. CO detectors should be replaced about every five years. Before purchasing a CO detector, check to ensure they meet the Underwriters Laboratories (UL) Standard 2034.

The Environmental Protection Agency (EPA) recommends installing CO detectors on every floor and within hearing range of every sleeping area. The EPA goes on to warn us to not let CO detectors lull us into a false sense of security. There have been questions about CO detectors effectiveness, especially in low-level poisonings and around high-risk groups, such as children, the elderly, and pregnant women. They should be considered a backup to proper use and maintenance of fuel-burning appliances.

Proper care and maintenance of your fuel-burning systems is imperative in the prevention of CO poisonings. Have your fuel systems inspected regularly, ensure appliances are adjusted properly, verify chimney flues are open when the fireplace is in use, see to it that interior fuel-burning appliances are in good condition, and keep portable generators outdoors and far from the home. Make sure your residents know, no matter how cold it is, never use a gas oven to heat a home.

Symptoms of low-level CO poisoning include a mild headache and breathlessness. Continued exposure can result in flu-like symptoms, including severe headaches, dizziness, lethargy, nausea, confusion, irritability, and impaired judgment, memory and coordination. CO poisoning is called the “silent killer” because people frequently decide to “sleep it off” and never wake up.

The EPA shares these ways to distinguish between the flu and CO poisoning:

- You feel better when you are away from your home (or location where you are getting the poisoning);
- More than one person in your home is sick at the same time (the flu has a gestation period that usually prevents everyone in a household from getting sick simultaneously);
- Family members who are most affected spend most of their time at home;
- Symptoms occur or get worse shortly after turning on a fuel-burning device;
- Indoor pets also appear ill;
- And the flu may generate generalized aching, low-grade fever and swollen lymph nodes which you should not get with CO poisoning.

The EPA has developed an acronym, **I CAN B**, to help us remember CO safety:

Install CO alarms near sleeping areas.

Check heating systems and fuel-burning appliances annually.

Avoid the use of non-vented combustion appliances.

Never burn fuels indoors except in devices such as stoves or furnaces that are made for safe use.

Be attentive to possible symptoms of CO poisoning.

Battery-operated combination smoke/fire/CO detectors cost between \$25 and \$40 each. Wired-in combination smoke/fire/CO detectors cost \$35 to \$60 each. Annual inspection costs vary with your location. However, none of this seems to be too much to ask of a landlord or homeowner to protect the health and safety of residents. Don't let yourself, your family or your tenants become a CO poisoning statistic. 🏠

NARPM® MEMBERS GIVE SO MUCH!

Thank You! Thank You!

THE 2013 PAST PRESIDENTS' CHARITY GOLF TOURNAMENT BENEFITTED THE NICE GUYS OF SAN DIEGO AND THE AMERICAN CANCER SOCIETY®.

Presented to the Nice Guys of San Diego - Total of **\$34,943.92**

Presented to the American Cancer Society - Total of **\$29,943.92**



NARPM® presents one of two donations from the 2013 Past Presidents' Charity Golf Tournament. Left to right: Past President of the Nice Guys Zach Zacarias, President of the Nice Guys Skip Hodgetts, 2000/2001 NARPM® Past President Melissa Prandi, MPM® RMP®, 2013 Past President James Emory Tungsvik, MPM® RMP®, and Past President of the Nice Guys Nancy Hamzey.

Hear Ye! Hear Ye!

In accordance with NARPM® guidelines for approval of the Certified Residential Management Company (CRMC®) designation, notice is hereby posted that Mohamed Sulthar, MPM® RMP®, with Sulthar Properties, LLC, has applied for the CRMC® designation.

If anyone knows of any reason why this company should not be eligible, please contact NARPM® National by phone at 800-782-3452 or by e-mail at info@narpm.org. Objections must be received by March 1, 2014.

CHAPTER Spotlight

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



John Hashem, RMP® candidate, has a BBA in Finance from the University of North Texas located in Denton, TX. He works with his wife, Erika Hashem, MPM® RMP®, and mother-in-law, Audrey Cooper, MPM® RMP®, as a property manager for Quest Property Services in Fort Worth, TX. He became a NARPM® member in 2010. He serves as President for the Fort Worth/ Mid-Cities Chapter and sits on the National Membership Committee.

Fort Worth/Mid-Cities, TX

When a new year begins, we start to imagine what it will bring and turn our thoughts away from the year gone by. I will admit, I am excited about what lies ahead for 2014, as I get the privilege of serving as President of the Fort Worth/Mid-Cities Chapter of NARPM® in its 20th anniversary year. In order to continue the success our chapter has experienced, we, the membership, need to remember what it took to build such a solid foundation.

It began by filling a need. Before NARPM®, residential property managers in Texas navigated the industry solely by a book of the Texas Property Code and the experiences shared between a few other like-minded managers. National and local organizations existed for those in real estate and other forms of property management, but they provided very little, if any, information for those in residential property management.

A small group of managers in the Fort Worth area had heard about NARPM® and its vision of raising the level

bership. Each member of the group told those whom they knew in the business about the benefits of NARPM® and membership started to increase. As the chapter grew, it slowly began to overcome one of the bigger challenges it faced – the challenge of changing the perception of property managers and the residential leasing industry. The reminder here is to see obstacles as opportunities, to find answers and create guidelines, and to help other members know how to overcome similar issues in the future.

A willingness to work with others was another essential practice of our founding members. In those early years, the Fort Worth/Mid-Cities Chapter developed a relationship with the Dallas Chapter, which provided additional resources for both, and a larger, united presence in the Texas industry overall. The chapter also reached out to the local real estate association to explain the need for and assist in the formation of a leasing management committee. This helped the

This reminds us that, by being aware of the needs of its members, a chapter can continue to offer relevant information in an ever-changing industry.

of professionalism in the residential property management industry through networking and education. They knew an organization like this was needed to help the local industry thrive. In 1993, they set out to begin a local chapter. This reminds us that, by being aware of the needs of its members, a chapter can continue to offer relevant information in an ever-changing industry.

Next, came the ability to persevere. The group proceeded to set up the chapter and found that, although a charter had existed, a chapter was never established. So, they would have to meet the criteria to reestablish the charter. National gave as much help as they could, but NARPM® was still young and the network of information at that time was limited. But, the group worked hard, meeting at their homes, using National's guidelines and their own experience as members of other organizations to complete the process. They became an official NARPM® chapter in 1994.

Their tasks then became one of growing the mem-

chapter gain recognition as a professional organization, provided a platform for educating those in the residential property management industry, and established an ally in dealing with governmental affairs. We must remember the importance of maintaining good relationships and aligning resources with those of similar interest, as they can provide additional avenues for growth, education, and support.

I would like to recognize and thank our founding members Cathleen Bales, Ann Charlesworth, Donna Housden, MPM® RMP®, Barbara McMaster, RMP®, and Sallye Tinsley, RMP®, for their foresight and dedication in developing our chapter. The 20th anniversary of our Fort Worth/Mid-Cities Chapter is a testament to the strong foundation they laid. Our structure is strengthening, our membership is growing, and our influence in our local industry is being felt. By applying the practices of our founding members, our chapter will continue to succeed now and in the future. 🏡

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Continued from page 5 "Pres Message"

There can be many building blocks in this foundation, and I plan to discuss them over the following months. One of them is health. We have nothing without our health. Our health is the "Foundation" of our lives, both personally and professionally. In fact, it is the first block in the structure that we call self. Our health is controlled or affected by numerous things. Exercise, what we eat, the experiences we have each and every day, the stress of our personal and professional lives, our faith and happiness, all have a place in this foundation. The part of the foundation that we all find the most noticeable is what goes on in and around our business. Our interactions with our employees, owners, tenants, and vendors are the central focus of this thing we call stress. How do you handle this? Through posture, massage, leisure activities, exercise, eating, drinking, swearing, faith, fighting, laughing, and learning. Some of these are good and some not so good. You can be the judge. More about this block next time.

I look forward to speaking with all of you over the following year and pledge myself to the betterment of our profession through sharing with you what I have learned from NARPM® and helping to make it available to you. All you have to do to learn or become part of any group of NARPM® members is to simply ask any one of them a question or how they do something. If there is anything I can do for you or your chapter, please ask. 

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2/5/2014	Austin, TX	Office Operations	Brian Birdy, MPM® RMP®
2/5/2014	Austin, TX	Risk Management Essentials	Dave Holt, MPM® RMP®
2/6/2014	Austin, TX	Ethics	Brian Birdy, MPM® RMP®
2/6/2014	Cary, NC	Habitability	Kitt Garren, MPM® RMP®
2/28/2014	Las Vegas, NV	Owner Client Advanced	Sylvia Hill, MPM® RMP®
2/28/2014	Las Vegas, NV	Habitability	Vickie Gaskill, MPM® RMP®
3/25/2014	Monterey, CA	Tenancy	Raymond Scarabosio, MPM® RMP®
3/25/2014	Monterey, CA	NARPM® 101	Michelle Horneff-Cohen, MPM® RMP®
3/26/2014	Monterey, CA	Marketing	Raymond Scarabosio, MPM® RMP®
3/26/2014	Monterey, CA	Ethics	Michelle Horneff-Cohen, MPM® RMP®
4/24/2014	Lakewood, CO	NARPM® 101	Raymond Scarabosio, MPM® RMP®
4/24/2014	Lakewood, CO	Risk Management Essentials	Suzanne Cameron, MPM® RMP®
4/24/2014	Lakewood, CO	Operating In-House Maint.	Dave Holt, MPM® RMP®
5/27/2014	Denver, CO	Ethics	Peter Meer, MPM® RMP®

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- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
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6-hour Course	Early Registration*	Registration
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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		
Member	\$45	\$45
Non-member	\$95	\$95

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

COURSE INFORMATION

- Course flyers containing additional information may be downloaded from 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®.

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Peter Meer, MPM®
RPM®, is President of Meer & Company, Inc., specializing in residential property management in Denver. He currently manages 150 single-family homes.

It Didn't Sell, But. . . I Can Find a Tenant

The information in this article is particular to Colorado, but may give you cause to further research similar laws in your state.

Fall has arrived and you were unable to sell that really special house. You do a showing one day prior to listing expiration and the potential buyer wants to rent the property. Out of habit you had checked box 3.5.2 in your Exclusive Right-to-Sell Listing Contract (LC50-9-12), which allows you to negotiate leasing of the property. The owner signed the listing agreement, paying little, if any, attention to that portion of your eight-page document. Maybe you even consider managing the property long term. After all, how hard can it be to find a tenant, sign a lease, and collect the rent/security deposit, as well as manage it long term?

Since you have owner authorization to negotiate the lease, you begin to work with this poten-

of laws pertaining to security deposits, habitability, carbon monoxide alarms, asbestos, lead-based paint, handling of confidential information and zoning?

- Prior to engaging in any leasing activity, you must disclose in writing the different brokerage relationships that are available to the tenant (R E-35).
- Since there is no Commission-approved lease form, you must either hire an attorney to draft one or have the (landlord) owner select one. You should avoid counseling the landlord or tenant as to the terms of the document, as this may be considered the unauthorized practice of law.
- The Commission strongly recommends the use of the Exclusive Right-To-Lease Listing Contract (LC57-8-10). While not required, it simply makes good sense to utilize this form, as it hits all the areas you will need to consider as you


**After all, how hard can it be to find a tenant,
 sign a lease, and collect the rent/security deposit,
 as well as manage it long term?**

tial tenant. This could be the beginning of a complaint to the Commission. Commission Position Statement (CP-27) on the Performance of Leasing and Property Management Functions, revised in May of 2013, lays out specifics of which you should be aware. Below, I have bulleted some specific areas that impact your decision to play leasing agent.

- Has the employing broker authorized the leasing activity and agreed to maintain all necessary trust accounts, records, and exercise control over your "new" program of leasing?
- Has the employing broker included the appropriate requirements in the office Policy and Procedure Manual?
- Are you and the employing Broker fully aware

proceed to lease the property.

Now, we get to the heart of the matter. As a result of complaints received and issues identified in Commission investigations and audits, the Commission considers leasing and property management to be a complex area of practice. C.R.S. #12-61-113(1)(n) requires that a Broker be competent and worthy in the performance of their duties so as to not endanger the interest of the public. How comfortable are you and your broker with your competency level in this niche area of real estate practice?

Please consider all the above (and more) before you make that "easy" decision to lease the property. Be sure to investigate and follow the laws that pertain to your state. 

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AMBASSADOR Program

EARN REWARDS AND ACHIEVE AMBASSADOR STATUS FOR REFERRING NEW NARPM® MEMBERS

Who better to spread the word of the benefits of NARPM® than its members? **To achieve Ambassador status, you must refer five new members in one year.** You will then receive an award certificate* and a \$200 NARPM® credit that can be used toward your annual dues, upcoming events, education classes, and more! You can earn multiple award certificates in a 12-month period, so be sure you continue referring new members, even after you have achieved Ambassador status.

1. Contact NARPM® National for membership application brochures. Upon request, National can mail the application directly to the prospective member.
2. The 12-month period to obtain five new members starts the day the first application is processed.
3. When the fifth application is received, an award certificate* will be issued and dated. A \$200 NARPM® credit will also be issued.
***Certificates are non-transferable.**

2013 AMBASSADORS (THRU DECEMBER 6, 2013)

Shelley Alterman
Brian Birdy, MPM® RMP®
Jill Bradshaw, RMP®
Dennis Dodson, II MPM® RMP®

Deborah Henry, RMP®
Jennifer Herman
Trudy M. Hoff, RMP®
Mark Kreditor, MPM® RMP®

Cheryl Y. Kunimoto, R
Stacey McKay
Primrose K. Leong-Nakamoto, S RMP®
Francisco Nieves-Taranto

Lynn Sedlack, MPM® RMP®
Sandra Thomas, RMP®
Tiea Vincent, RMP®
David Whitley

NOVEMBER 1 - DECEMBER 6, 2013

REFERRING MEMBER

Robert Alldredge
William Benton
William Benton
Brian Birdy, MPM® RMP®
Ben Brown
Kathy Burman
Alejandro Cantu, Jr.
Steve Crossland
Fred Culbreath
Wendi Dana
Dennis Dodson, MPM® RMP®
Dennis Dodson, MPM® RMP®
Dennis Dodson, MPM® RMP®
Tony Drost, MPM® RMP®
Tony Drost, MPM® RMP®
Cary Efurd, MPM® RMP®
Brandy Ellzey
Sue Flucke
Aaron Gingerelli, RMP®
Tracye Gorman
Bob Gunson, RMP®
Michael Hauer
Michael Hauer
Michelle Horneff-Cohen, MPM® RMP®
Michelle Horneff-Cohen, MPM® RMP®
Sandra Hughes
Jeremy I. Hunter
Robert Jacobs
Robert Jacobs
David Kane
Chesley Karr, MPM® RMP®
Ben Kinsel
Johnny Kinder
Mark Kreditor, MPM® RMP®
Mark Kreditor, MPM® RMP®
Mark Kreditor, MPM® RMP®
Dorian Kreiling
Dorian Kreiling
Joel Kurosaki
Victoria Lacey
Jan Leasure
Traci Lewis-VanCamp, MPM® RMP®

NEW MEMBER

Ralph R. Germano
Chad Heard
Tyson Schuetze
Kathleen Fry
Kristi N. Malcom
Patricia Hackley
Nichole Nicholson
Deborah R. Hanna
Aubry Larkin
Gary Villani
Eric Purvis
Charles Miller
Winifred Perrow
Tara Pecora
Melissa Sharone
Jennifer C. Travnicek
Donna K. Lester
Robert Davidson
Chastie Willes
Shalove Geter
Paulett J. Gunson
Doris Smith
Jade Thompson
Irma R. Vargas
Hatef Moghimi
Cynthia L. Glover
Kelly Miura
Diane Craig
Paula Lopez
Michelle McNeill
Mark K. Webb
Margaret Farmer
William M. Booker Jr
Paul Julian
Joseph Garcia
Tim Lancaster
Melinda Murphy
Lynda Angel
Kirsten E. Cano
Jeanette Shelby
Helen Bluhm
Harlan Bennett

REFERRING MEMBER

Chris Littleton
Chris Littleton
Donna Littleton
Donna Littleton
Donna Littleton
Donna Littleton
Donna Littleton
Linda Lodge
Jill Lyons
Kevin Martin, RMP®
Jock McNeill, RMP®
Stefanie Mendoza
Mary Molina, RMP®
Curtis Mortenson
Tracey Norris, MPM® RMP®
Tracey Norris, MPM® RMP®
Tracey Norris, MPM® RMP®
Beverly Perina, MPM® RMP®
Roger Perkins
Herman Phelt
Melissa Prandi, MPM® RMP®
Keith Prang
Marshall Ramsey
Cherie Ruchty
Michael Saunders
Cynthia Schneider
Lynn Sedlack, MPM® RMP®
Robert Simmonds
Jennifer Stoops, RMP®
Jean Storms, MPM® RMP®
Sandra Thomas, RMP®
Sandra Thomas, RMP®
Mark Troy
Maria Trunkenbolz, RMP®
Harry Van Mater, MPM® RMP®
Russ VandenToorn
Jim Vanderwarker
Morgan Vecsey
Suzette Vredevoogd
Chuck Warren, MPM® RMP®
Dusty Woodstock, RMP®

NEW MEMBER

Barbara Dull
Shannon Morgan
Nichole Peterman
Barry Garner
Patricia Middleton
Dezaray Riley
Marcie Turner
Richard Henderson II
Susan A. Miller
Richard Duval III
Efren Espinoza
Sylvia Cantu
John J. Garcia
Matthew Mortenson
Judy Perez
Anna Reyna
Melanie Rodriguez
Paris Powell
Alex Dewey
John Ximenez Jr
Kimberly Stevens
Janet Farmer Prang
Danni Gordon
Trish Graham
Amy S. Chapman
Susan Meeks
Heather Sekulich
Delores DeVaul
Brock Sentelle
Daniel T. Moriarty
Larry DeCoursey
Melissa Zimbelman
Jon W. Smith
Bob Schwartz
Sidney Menkis
Lance Griffioen
Mia Perryman
James M. Buckley
Sheri Michetti
Sarah Santa Ana
Hannah Royall

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All information you need is at <http://www.narpm.org/join/> or you can scan the QR code at right with your smartphone or tablet using a QR code reader app.



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