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# RESIDENTIALResource



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

# 2015

**THE GOALS HAVE BEEN SET!**

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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

“Considering my success story in NARPM®, I pondered what we could do this year to create as many NARPM® maniacs as possible.”



In September of 2014, the Board of Directors and I sat down and discussed what one or two things we could focus on that would have the biggest value impact on NARPM®'s membership. You see, when I joined NARPM®, I was lucky enough to be part of a very active Chapter which was highly involved locally and nationally. This gave me access to top-notch speakers, Members, and Mentors. I fell in love with NARPM® at a local level and I knew that I had to get involved nationally. I attended my first Convention in 2009, and I was completely hooked.

Considering my personal success story in NARPM®, I pondered what we could do this year to create as many NARPM® maniacs as possible. Thus, our goals for 2015.

1. Every Chapter in NARPM® to receive Chapter Excellence.
2. To have at least 1,000 Members at our National Convention in Atlanta.



Goal #1 gets everyone immediate value on the local level. The activities that Chapter

Excellence requires makes Chapters better, which in turn, helps our Members. Goal #2 introduces them to the infinite possibilities of being involved on a national level. The more people who attend the Convention, the more value all of our Members receive. I wish every Member would have been able to attend in

Minneapolis. It was the best NARPM® Convention I have attended and we hope next year, with twice the people, will be twice as good.



The ultimate vision is to have at least 1,000 Members standing on their feet in Atlanta next October clapping, while every Chapter in NARPM® receives Chapter Excellence. If

that happens, we are swiftly on our way to becoming Masters of Property Management (2015 Theme).

Talking about goals is fine and good, but it cannot happen without your help. Please find a way to get involved on a local level. See what you can do to encourage and help your Chapter Leaders to achieve Chapter Excellence next year. Also, if you have never attended a National Convention – please start planning now to join us this year in Atlanta. We have upped the ante in Atlanta with first class events, inspiring speakers, and amazing breakouts. Please don't miss it.

I am humbled and grateful to be serving as your National President in 2015. I hope to make my predecessors proud and leave NARPM® a better place for those who follow. Thanks to all of those who serve this organization on a local and national level. Your efforts to fulfill our mission of being an

ethical leader in residential property management are very much appreciated.

## THE PRESIDENT'S SHARE OF THE MONTH:

Do you find your workload to be extremely heavy the first week or two of the month? Most property managers are flooded with move-outs, move-ins, and incoming rents. In 2010, we started to stagger our lease expiration dates to expire on the 1st, 10th and the 20th of every month. Every day our system sends a report to all of our property managers of the lease expiration dates for the next year, and they try to evenly assign those lease expirations on the 1st, 10th and 20th so we can have a steady workflow. Also, if you have in-house maintenance, this keeps your crew consistently busy throughout the month.

## THE GREEN JACKET GOES TO

When Tony Drost, MPM® RMP®, was President in 2011, I loved his idea of identifying a "First-Rate" volunteer. As volunteers, we give our time, talents, and resources to continue to leave a legacy, just as the volunteers in the past have done for us. The least we can do is take every opportunity possible to thank those who serve this great organization. 🏠

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

## THE GREEN JACKET by President Propst

In the spirit of the Masters Tournament symbol of achievement, January's Green Jacket goes to Kellie Tollifson, MPM® RMP®, of T-Square Properties in

Woodinville, WA. Kelly is continuing as our Member Services Chair in 2015. Her amazing work in 2014 as Chair has added enormous value to this organization. Currently, Kellie and her amazing

Committee are working on even more projects to add value for all Members. Thank you, Kellie, for all you do.



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



Gail S. Phillips, CAE

Education is the major change that has been going on in NARPM®. We offered the first revamped classes at the National Convention in Minneapolis and received great feedback.

A new year is upon us and NARPM® is continuing to grow and prosper. Many exciting adventures and studies will be taking place, so watch for some changes in the near future.

Education is the major change that has been going on in NARPM®. We offered the first revamped classes at the National Convention in Minneapolis and received great feedback. Additional classes are being redesigned for implementation at the Regional Conferences. This is an exciting time to take a class, even if you are a current designee, so consider signing up and see the substantial changes that have taken place.

Two workgroups have been established to study the events that NARPM® offers. The 2015 NARPM® Strategic Plan includes a major priority called Member Engagement. Under this priority, we will be studying the Convention, Broker/Owner Retreat, and Regional Conferences to reassure Leaders that these events are bringing a value proposition to current and future Members. Through this process, NARPM® will also look at enhancing the overall value proposition of NARPM® to current and future Members.

Along with this task, NARPM® will be studying the restructuring of the current membership categories. As our Association has grown, more categories have been added. Are they necessary and do we need them in the future? This is an issue the Member Services Committee will be tackling this year, and we all look forward to a strong recommendation from the Committee.

The Governmental Affairs Committee will be handling the issue of how to get Members more engaged in the legislative process. The NARPM® Political Action Committee (PAC) had a wonderful kickoff at the Convention with \$38,000 raised and more is coming in through dues. This is great, but how do we get Members to participate in the process, along with giving funds? The action from the Committee will also involve Chapters becoming more involved legislatively. Please be open and receptive to their recommendations.

The Communications Committee will also assist in the efforts to increase Members' engagement with NARPM®. They will look at the way we communicate with Members, as well as revamping the current referral network. They will continue to work with other organizations to get the NARPM® name known throughout the industry.


As you can see, NARPM® Committees have a full and exciting year ahead of them. Consider getting involved. Just go to <http://www.narpm.org/about/officers-and-board/committee-chairs/> and fill out the Join a Committee form you will find on that page. Return it to

[info@narpm.org](mailto:info@narpm.org).

We ended 2014 with a blast! Stephen D. Foster, MPM® RMP®, Andy Propst, MPM® RMP®, Bart Sturzl, MPM® RMP®, and myself attended the National Association of REALTORS® (NAR) Convention as an exhibitor,



putting NARPM® in front of thousands of REALTORS®. We had visits from many friends and NAR Past Presidents, and we signed up 25 new Members. It was exciting to speak with people who were in property management and just didn't know how to take their business to the next level. Steve, Andy, and Bart spoke to them about the sharing that happens within NARPM®. If you attend a meeting and see a new Member, please welcome them into NARPM® and make them feel at home!

I look forward to seeing you at one of the upcoming Regional Conferences or the Broker/Owner Retreat in Las Vegas. It will be a great year, so join us as we promote the "Masters of Property Management." 

*Gail S. Phillips*

Gail S. Phillips, CAE  
NARPM® Executive Director





# New Member Mentor Program Establish a Relationship

Remember back when you first joined NARPM®? Did you feel a bit like a fish out of water at first? Did you have any idea of the wealth of information NARPM® provided or the wonderful people you would meet?

NARPM® is proud to be a growing Association. In 2014, we exceeded our membership goal with over 5,000 Members strong! We continue to grow in membership, education, professional development, governmental affairs and Member benefits. As we grow, we learn how to be more efficient and offer the best services that benefit the Members.

One of the key ideas for any organization's growth is to keep the new Members and engage them early in their membership. While we value new Members and continue to focus on creating value for all the membership, we discovered new Members needed some encouragement and connection. Our response to that need is the New Member Mentor Program (<http://www.narpm.org/join/membership-benefits/>).

to eight opportunities for an established Member to make contact with a new Member. Each contact, by phone or in person, is designed to introduce the new Member to a variety of services and benefits that NARPM® provides and to establish a relationship between the new Member and the Mentor. For example, in the first contact, the Mentor should talk about what they like about NARPM®, ask the new Member why they joined, and tell them about the website, the discussion group, and a few other things. Each call is designed to last about 15 minutes. The regular contact between the seasoned Member and the new Member is intended to establish a connection for the new Member.

A nice bonus for the Chapters who utilize the New Member Mentor Program is the addition of points on their Chapter Excellence Application (Question #26). Only Chapter Leaders may view this area at <http://www.narpm.org/members/tools/Chapter-services/handbook/recognition-awards/>. The Chapter Excellence Application is comprised



**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 and 40 Homeowner Associations. Kellie is the Vice President of Operations and oversees all of the day-to-day activities of the business located in Woodinville, WA, which is a suburb of Seattle. 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. She earned her RMP® Designation in 2010 and her MPM® Designation in 2012. She has served on several NARPM® Committees including Finance and National Convention. She also participated in the 2014 Strategic Planning at the NARPM® headquarters in Virginia last fall. Kellie currently serves as the 2014 National Member Services Committee Chair.

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**One of the key ideas for any organization's growth is to keep the new members and engage them early in their membership.**

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The New Member Mentor Program (NMMP) was introduced in 2014 and is a simple tool for each Chapter to use to help welcome new Members, identify future Leaders, and advance the growth of the Chapter. The goal of the NMMP is to maximize new Member retention. The New Member Mentor should share with the new Member the knowledge, resources, and experiences they have gained by being a Member of NARPM® and how that knowledge relates to their success in the property management industry.

At first glance, the NMMP may seem a bit complicated, but you'll find it is really quite simple. The NMMP is set up with a series of benefits to discuss with the new Member. The Program consists of six

of 28 questions focused on the quality of each Chapter throughout the year, one of which includes utilization of the New Member Mentor Program. A Chapter can earn up to four points by implementing the Program. A candidate for the RMP® or MPM® Designation also receives points for being a New Member Mentor!

Two of the wildly important goals for NARPM® in the upcoming year are to have 100% of the Chapters apply for Chapter Excellence and to have at least 1,000 Members attend the 2015 Annual Convention in Atlanta, GA. Implementing the New Member Mentor Program will help in reaching these goals and create a stronger and more robust Association. 🏠



**Nicole Brown, RMP®** Candidate, began her property management career in 2011. Her focus is to manage and lease quality homes, all while placing qualified long-term tenants. Nicole is a licensed Property Manager in South Carolina. Along with a passion for property management, Nicole is a certified judge for the Miss America Organization and National Federation of State High School Associations (NFSHA) for competitive cheerleading. Nicole has been married to Kyle for 11 years, where his Marine Corps lifestyle has taken them from coast to coast.

**It is time that property management companies (either through their own research, or external consulting) draft a Data Security Policy.**

# Vulnerabilities and Threats Continue Avoiding a Data Breach

My, how the times are changing! In recent years, property management has quickly outgrown key lockers and file cabinets. Today's state-of-the-art property management company is making use of cloud-based, third-party service providers to manage many, if not all, aspects of their daily workflow. Some offices, like ours, have gone entirely paperless! The rising use of these types of services is exciting, efficient, and innovative to the industry. But, it does create concerns as well.

In a world where data leaks are a mainstay on the evening news, how do we avoid becoming the next company faced with the need to send out an expensive round of breach notifications? There is no easy way, nor is there a sure-fire way. The number of vulnerabilities and threats will only continue to increase, particularly as use of this technology gains more traction and popularity. Suffering a data breach can be very expensive. It can also be devastating to your business' professional reputation. Can you imagine having to inform all of your owners and tenants that you've lost their payment information? Would they still trust you?

This is not an issue that is isolated to the big-box stores. Sure, when Target gets breached it gets a lot of attention. But, according to the National Cyber-Security Alliance, small businesses are the primary target for hackers looking to gain illegal access to consumer data. In fact, 95% of credit card breaches discovered by Visa are from small business customers. Perhaps a more frightening statistic is that, after suffering a breach, nearly 60% of small businesses close up shop within the next six months.

If there's no way to be certain you will never suffer a data breach, what can you do? It all starts with your company taking a firm stance on the issue. It is time that property management companies (either through their own research, or external consulting) draft a Data Security Policy. This Policy should include requirements for third-party services. When shopping around for service providers, analyze their security practices to make sure they have taken a hardline stance that is compatible with your Data Security Policy. Is your customer's data being encrypted in transit and at rest? Does the company have a Security Department that is scanning their network, making an effort to detect

threats? What is their plan of action in the event of a breach? Remember, it is easy to say "Well, our company wasn't breached. It was a vendor." Remember, your owners and tenants didn't sign on to do business with "Vendor X." At the end of the day, it's your company's reputation on the line.

Often, employee error opens the door to attacks. So, the second part of your Data Security Policy should address local requirements. It doesn't matter how much technology is used to protect customer data if employees have poor computing practices. Did you know that current password practices are traced back to a Department of Defense standard developed in 1985? Passwords alone are no longer an acceptable stand-alone login token. Have you even given thought to requiring passphrases?

Unlike a password, passphrases tend to be longer. They're typically more personalized and easier to remember. Instead of using "MyPassword," create a personalized passphrase. By combining unique (but memorable) words, numbers, and symbols, it's possible to create a strong passphrase that can stop most brute-force attacks in its tracks.

In your Policy, you should also consider requiring multi-factor authentication (MFA), also known as Enhanced Login Security. MFA is the future of web authentication. If you're unfamiliar, these services require something (in addition to a password) to allow access to a system. According to the selected MFA provider, that could mean a code that is texted to your phone. It could be a physical device you plug into a USB port. It could even be a phone call to verify your identity. Without regard to which provider (or technology) you choose for MFA, it is a game-changer for information security.

At the end of the day, the "head in the sand" approach to information security and cyber-threats will not work. In order to preserve your company's reputation (and future), it's time to take a few necessary steps to safeguard customer information. Keep your computers clean and up-to-date. Make sure your employees develop proper computing practices. Make sure you document your stance in your Policy. If you lose your customer's trust, what do you really have left? 🚩



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Welcome to a new year with new Board Members who will show you how to become Masters of Property Management.



**PRESIDENT ANDREW PROPST, MPM® RMP®**, has been managing properties for over 16 years for three different property management companies. He is 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 sat on the NARPM® National Board of Directors for four years as a Regional Vice President (RVP) and also served as National Treasurer and President-Elect.



**PRESIDENT-ELECT 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 19 years. He is married to his beautiful wife Becky and they have a seven-year-old daughter, Emily. Bart served as the 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.

**TREASURER 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.



**PAST PRESIDENT STEPHEN D. FOSTER, MPM® RMP®**, was born and raised in Iowa, graduated from Iowa State University with a B.A. in Architecture in 1972 and graduated from Texas A&M University with a Master of Building Design in Architecture in 1974. He is an Emeritus Member of the American Institute of Architects. Steve became a real estate Broker in 1978 and formed Boardwalk Real Property Management, Inc. in 1986. He received the CCIM designation in 1991. He joined NARPM® in 1992 and helped form the San Antonio Metropolitan Area Chapter and served as President of that Chapter. He received his RMP® designation in 1998, the MPM® in 2001 and his company, Boardwalk Real Property Management, Inc. was designated a Certified Residential Management Company (CRMC®) in 2008. Steve is married to Linda G. Foster and they have two grown children and four grandchildren.





**PACIFIC & PACIFIC ISLANDS RVP KEITH BECKER, MPM® RMP®**, is a real estate Broker and Owner of DeDe's Rentals & Property Management, Inc., located in Santa Rosa, CA. He has been a property

manager since he relocated to California from New England in 1994. Since then, he has dramatically expanded the number of units under portfolio management; he and his team presently supervise in excess of 500 doors. Keith is Past-President of both CALNARPM and the Marin-Sonoma Chapter of NARPM®. In addition, he is presently a Member of the NARPM® Pacific RVP's Task Force. He and his wife enjoy travelling with their three children, and Keith can typically be found on most weekends riding his bike through the beautiful vineyards of Sonoma County's wine country.



**ATLANTIC RVP TRACI LEWIS VANCAMP, MPM® RMP®**, began her career in real estate more than 20 years ago. Traci is an award winning REALTOR® and holds an Associate Broker license with RE/MAX Alliance

in Virginia Beach, Virginia. In her 10 years as a NARPM® Member, she has served on several Committees, assisted Regional Vice Presidents (RVPs), and Co-Chaired the 2014 Eastern Regional Conference. Traci is a Past President of both The Virginia Peninsula and Virginia State Chapters and recently served on the NARPM® Board of Directors as the 2014 Southeast Region Vice President.

**NORTHWEST RVP PATRICK "PJ" CHAPMAN, MPM® RMP®**, has devoted the last 16 years developing his expertise in the business of managing people and property. PJ is also an active member of the Institute of Real Estate Management (IREM®). He recently purchased Chapman Properties, the family business company. In 2007 at the NARPM® National Convention, PJ was honored with the prestigious Rocky Maxwell Award, which is given to only one new Member for recognition of accomplishments spanning the first year of NARPM® membership. Locally, he has served as Education Chair and was voted President-Elect for the 2008 year. PJ went on to serve as the Southwest Idaho Chapter President and Membership Chair, then moving on to a NARPM® national role as the 2012 Membership Chair.



**CENTRAL RVP TRACEY NORRIS, MPM® RMP®**, is the Owner/Broker of Property Professionals, Inc. in New Braunfels, TX. Tracey has a BA in Sociology and a minor in Business from the University of Texas. Tracey is the current Central Region Vice President for NARPM® and has also served as the National Communications Committee Chair for the last four years. Besides NARPM® and real estate, Tracey is involved with her local Rotary (New Braunfels Rotary Club). She spends her free time with her dogs, Kona and Darby.



**SOUTHEAST RVP BRIAN BIRDY, MPM® RMP®**, served for 15 years in the United State Air Force before starting in Property Management. In 2000, he earned his Texas Real Estate License and went to work in the family business at Birdy Properties, LLC, CRMC®. In 2004, he received his Texas Real Estate Broker's License and bought the company from his father. Birdy Properties is a Real Estate Company that has specialized in Property Management for over 34 years. Brian has taken the company from a one-man office with 75 doors to a business of 25 employees that manages more than 1,400 properties. Brian has received his Residential Management Professional (RMP®) and Master Property Manager (MPM®) designations from NARPM®, and the Certified Property Manager (CPM) designation from IREM®. He is an approved Property Management Instructor for both the State of Texas and NARPM®.



**SOUTHWEST RVP STEVE SCHULTZ, MPM® RMP®**, is the Designated Broker and Owner of Blue Fox Properties in Tucson, AZ. 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®.

## COMMUNICATIONS COMMITTEE CHAIR

**ARI LUND, MPM® RMP®**, is the Broker for Get There First Realty, CRMC® in Dallas, TX and has been with the company since 2006. He oversees operations and supervises the accounting, leasing, and collections for the 1,600+ properties managed by the firm. Ari has served on the Board of his local NARPM® Greater Dallas Chapter and is the 2015 NARPM® Communications Chair. Both Ari and his wife are from the Dallas area and have three sons.



## 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 and 40 Homeowner Associations. Kellie is the Vice President of Operations and oversees all of the day-to-day activities of the business located in Woodinville, WA, which is a suburb of Seattle. 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. She earned her RMP® Designation in 2010 and her MPM® Designation in 2012. She has served on several NARPM® Committees, including Finance and National Convention. She also participated in the 2014 & 2015 Strategic Planning at the NARPM® headquarters in Virginia. Kellie is currently serving her second year as the NARPM® National Member Services Committee Chair.



## PROFESSIONAL DEVELOPMENT COMMITTEE CHAIR

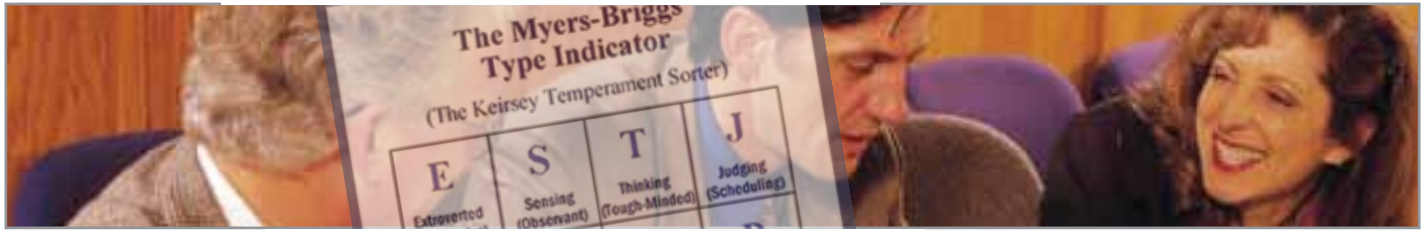
**LYNN SEDLACK, MPM® RMP®**, is the President/Broker and co-owns 33rd Company, Inc. with her husband Tom. 33rd Company offers single-family home and Homeowner Association (HOA) management as well as Realty Services. Before becoming the Chair in 2015, Lynn was a member of the Professional Development Committee. Lynn has been an active Member of NARPM® since 2006 and has held various Committee positions: Communications, National Convention Chair 2014, Nominating Committee, founding Member and Past Chapter President of the Minnesota Chapter and continues at the Chapter level as the Education chair. Prior to starting 33rd Company, Inc., Lynn was previously a Family Nurse Practitioner.



## GOVERNMENTAL AFFAIRS COMMITTEE CHAIR

**SCOTT ABERNATHY, MPM® RMP®**, is a property manager for Reliant Realty, LLC, located outside of Nashville, TN. He has been renting homes since 1989 while he was still serving in the United States Air Force. He graduated from Middle Tennessee State University with an Aerospace Degree and a minor in Real Estate. While in college he got his real estate license and began his career. He insists he has received much better education through NARPM®. Scott has served on the NARPM® Governmental Affairs Committee, as well as the Government Affairs Committee for his local Association of REALTORS®.





# Chapter Leadership Training What Are the Benefits?

Have you ever attended a Leadership Training hosted by NARPM®? If you haven't and you are a Chapter Leader, you should. It's beneficial training to learn how to run your Chapter and to learn about the tools that NARPM® provides that will help you run it productively.

The San Antonio Metropolitan Area Chapter (SAMAC) of NARPM® took this great idea a step further and implemented it within our Chapter. Usually in late November or early December, we host our Chapter Leadership Training Session for the incoming Executive Committee, Board of Directors, Committee Chairs, and Vice-Chairs. We bring in high-octane NARPM® National Leaders and Speakers, do team-building exercises, and work as a team to set goals for the upcoming year. This Leadership Training Session is one of the many reasons SAMAC has achieved Chapter Excellence every year since 2008 and won Chapter of the Year during its eligible years since 2009.

I write this as we just wrapped up our 2015 Chapter Leadership Training in early December 2014. I was lucky enough to have Bart Sturzl, MPM® RMP®, lead

has been one of most instrumental Leaders and was our Chapter President in 2008. Marty split our four-hour training session with Bart and focused on some more detailed information – our newly revised Bylaws and our new Policies & Procedures Manual. Marty led a task force in 2014 to revise our Bylaws to fit our larger and more structured Chapter and helped create a new Policies & Procedures Manual to refine many of our policies amongst many other important procedures that help our Chapter run like a well-oiled machine. Marty recognized that we had outgrown our old Bylaws and didn't have the support structure that a Policies & Procedures Manual provides. Because of these changes, Marty helped us each understand the Bylaws and Policies & Procedures Manual more, as well as helped us establish job descriptions for each of our Chapter positions.

I firmly believe every NARPM® Chapter should host their own Chapter Leadership Training Session to help their members work together to achieve productivity and greatness. This training provides



**Kerrick Hutchison, RMP®**, is a Broker Associate with Alderson Properties, LLC, in Canyon Lake, TX. Kerrick is currently President-Elect of the San Antonio Metropolitan Area Chapter of NARPM® and was a past recipient of the Rocky Maxwell Award in 2011.

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**...lead our team through a team-building exercise. Using the Myer-Briggs personality test, we saw how each of us are different and how we can work together, and help us establish a set of Core Values.**

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our team through a team-building exercise. Using the Myer-Briggs personality test, we saw how each of us are different and how we can work together, and help us establish a set of Core Values. Bart is a visionary Leader who has helped us step up our game as a Chapter. Between our own NARPM® Past President Stephen D. Foster, MPM® RMP®, and now NARPM® President-Elect Bart Sturzl, MPM® RMP®, from Austin, we've been blessed to have amazing National Leaders help support our Chapter. We have two RVPs that are Past Presidents of our Chapter as well – Brian Birdy, MPM® RMP®, and Tracey Norris, MPM® RMP®. All of these Leaders have been phenomenal Mentors as we grow.

We also have Marty Hutchison, MPM® RMP®, who

purpose, understanding, and structure to our Leadership Team for the upcoming year.

For further influence, here are the top three reasons your Chapter should host its own Leadership Training Session:

## TEAM BUILDING

Our team-building exercises aren't weekend getaways doing rope courses, but rather a short, intense program lead by our session Leader to help us learn how to work together better. I've always found this very important to any Chapter Leadership Training Session. Often, you have new Mem-

**Continued on page 22 "Chapter"**





**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](http://propertyboss.com) or call Michael at 864.297.7661 x26.

## Mobile Personal Safety

The national news brought the death of Arkansas real estate agent Beverly Carter to our doorsteps last September. Beverly Carter was abducted and slain after showing a house to a prospective buyer. When the suspect was questioned as to why he chose Beverly, he responded, “She was a rich Broker” and “Because she was just a woman who worked alone – a rich Broker.”

Betty Fletcher, MPM®, Owner and principal Broker with Fletcher Property Management, Inc., CRMC®, in Little Rock, approached me at the Convention in Minnesota suggesting that we could use technology to help prevent this type of tragedy. The Beverly Carter incident had literally hit too close to home; less than 15 miles from her office. Later, my reflection on our conversation evolved into the genesis of this article.

### LOW-TECH APPROACHES

Depending on your situation, a low-tech approach may be all that is required to make you feel safe. The low-tech approach can be effective, but it requires you to strictly follow a manual series of steps to insure your safety.

Beverly had called her husband prior to her appointment to let him know the address where she would be. This practice could be improved by using a text message providing a precise location that can be readily retrieved later if needed. Also, set a specific time that you will check back with your “personal security team.” If you have not responded by that time, a member of your team should immediately become suspicious that something is wrong. Beverly’s husband waited a number of hours before he “knew something was wrong” and took action.

Beverly’s real estate office now requires the first meeting with a potential buyer be at the office. They make a copy of their identification, typically a driver’s license. A better practice is to hold the license until the prospect returns after the showing (a technique used when test-driving a car).

Some tips for improving your security when visiting a property:

- Never enter a vacant house alone.
- Write down a description of the car, license number and any other observations; take pictures with your

smart phone and text the photos and information to co-workers. If you are attacked, you want that information immediately available to someone else.

- Walk behind the prospect; direct them rather than lead them; don’t enter a room before the client — you could find yourself locked in.
- Establish a code word with your office and buddy; use the pretense of checking on an appointment or requesting information to interject the code word if you are in danger or feel uncomfortable.

Betty has provided self-defense training for her employees since the Carter incident. The objective of this training is to improve awareness of your surroundings and learn techniques to buy you critical seconds to aid in your potential escape.


Although the referenced tragedy is a real estate agent, a leasing agent faces the same risks. Betty pointed out some of the differences:


- Buyers can have a pre-approval letter, while a prospective tenant would not.
- Buyers are often referrals from someone the Agent knows, while prospective tenants hardly ever are.
- Buyers are often more affluent than renters.


### MOBILE APPS


A class of apps is available for your smart phone under the category of “personal safety.” Many were on display by exhibitors at the National Association of REALTORS® Conference and Expo in New Orleans last November. These apps utilize a combination of features available in most smart phones, such as location services (through the GPS receiver), text messaging (via SMS), streaming video (internal camera), live audio (microphone), alerts and alarms.

A brief description of many of these apps follows using the following icons:

 Available for Android phones in the Play Store

 Available for IOS phones on iTunes

 A free version of the app is available

 There is a charge for the app and/or service

**WatchOverMe** [www.watchovermeapp.com](http://www.watchovermeapp.com)   

Shake your phone to trigger an emergency alert which sounds an alarm, records a video, and sends your location to your selected contacts.



#### **V.ALRT** [www.vsnmobil.com](http://www.vsnmobil.com)

A small wearable device (pendant, wristband, belt clip) that works with a smartphone to sound an alarm and send out urgent calls and text messages with the press of a button.

#### **SafeTREC** [www.safetrec.com](http://www.safetrec.com)

Summon immediate help with the push of a panic button that connects with emergency contacts or a 24/7 response call center (paid version).

#### **Real Alert** [www.realalertapp.com](http://www.realalertapp.com)

The features of this app include quick tap "Call 911", "Alert a Friend" and "Alarm" buttons, locate nearest hospital using current GPS location, and record "Creep Data." A REALTOR® in Texas created this app with a developer.

#### **Real Agent Guard** [www.realagentguard.com](http://www.realagentguard.com)

This real-time monitoring app, designed specifically for real estate agents, is still in development. It utilizes a dashboard monitored at the office and depends on the field agent to "check-in" at periodic intervals.

#### **MyWitness** [www.mywitness.co](http://www.mywitness.co)

Double press your volume button (Android only) to send video, audio and GPS location to your personal response team to evaluate and take action.

#### **MyForce** [www.myforce.com](http://www.myforce.com)

Press the emergency button, and a live security agent instantly starts listening, recording and tracking you. They assess the situation and coordinate on-location assistance with the nearest public emergency responders.

#### **Guardly** [www.guardly.com](http://www.guardly.com)

This app allows for quick (minimum taps) dialing of 911 or contacting (via email, phone, SMS) individuals in different lists providing real-time location data. An emergency beacon feature plays a maximum-volume whistle sound.

#### **GPS Tracker Pro**

Provides real-time location updates using your

phone's GPS navigation. This app is also useful for tracking the whereabouts of your children or elder family members.

#### **fieldsafe** [www.snapone.com](http://www.snapone.com)

Tap the power button a preset number of times and your location is sent via SMS, voicemail and email.


#### **Emergensee** [emergensee.com](http://emergensee.com)

When you launch / start an Incident: Live Streaming Video allows your pre-selected contacts to immediately see, hear and follow your incident as it unfolds, effectively responding to the scene with full situational awareness. Virtual Escort -- automatically streams live video and GPS to your pre-selected contacts if a pre-timer expires before you deactivate it.

#### **bSafe** [www.getbsafe.com](http://www.getbsafe.com)

The Guardian Alert button immediately notifies your contacts, and lets them know where you are (GPS) and what's happening (video). Other features include "Timer Mode" that will trigger if you have not checked in on time, "I'm Here" tells selected people where you are right now, and "Fake Call" makes the phone ring when you want it to.

### **IN SUMMARY**

Your safety and that of your employees is serious business. It is important to maintain your attention to this area, particularly after the hype subsides. Also, review any related policy changes with your attorney before you implement them. The mobile apps listed above are only a subset of the offerings available. A complete list of the mobile personal safety apps, including links to the developer's website is available online at: <http://www.propertyboss.com/property-management-support/narpm/>. 

**Disclaimer:** I do not endorse or recommend, nor have I tested or evaluated the products referenced above. The descriptions were taken from the website of the provider of the app. This is a dynamic area, and it is likely that some of the information provided will not be correct when you read this. I will happily correct any errors or omissions brought to my attention.

**Your safety and that of your employees is serious business. It is important to maintain your attention to this area, particularly after the hype subsides.**



Scan this code with your smartphone to access additional resources.

# LEGISLATIVE Scoop

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



**Scott Abernathy, MPM® RMP®**, is a property manager for Reliant Realty, LLC, located outside of Nashville, TN. He has been renting homes since 1989 while he was still serving in the United States Air Force. He graduated from Middle Tennessee State University with an Aerospace Degree and a minor in Real Estate. While in college, he got his real estate license and began his career. He insists he has received much better education through NARPM®. Scott has served on the NARPM® Governmental Affairs Committee, as well as the Government Affairs Committee for his local Association of REALTORS®.

**First, when you learn of some legislative action that effects property management, no matter how local it is, let us know.**

## Help Us Help You

I am thrilled to be your Governmental Affairs Committee Chair this year. I, and many other staff and volunteers, have already been working to make 2015 the best year yet for NARPM®'s Legislative Committee, but we cannot be a success without your help.

Before we get into how you can help us to help you, let me acknowledge the hard work that Heidi Hartman, MPM® RMP®, has done to move us forward to this point. Under her leadership, the Governmental Affairs Committee (GAC) has become much more involved in the day-to-day activities of the membership, as well as establishing a foundation of recognition in the national discussion of residential property management.

- She lead us to join with the National Apartment Association and four other national real estate associations to produce an amicus brief to the Supreme Court arguing our point regarding disparate impact in the Fair Housing Law;
- She lead the charge to implement the "Engage" platform to keep our membership informed on legislative issues locally and establish a repository of key issues impacting the entire country; and
- She lead the first contingent of NARPM® leadership, who traveled to Washington, DC, working with Congress to keep our agenda front and center.

The biggest feather in Heidi's cap, as well as that of all the volunteers in the GAC, was the vision and creation of a Political Action Committee, the NARPM® PAC. The PAC will enable NARPM® to put some muscle behind the issues we care most about. Thank you so much, Heidi, for all your efforts.

Moving forward, there are many issues to which we are paying close attention:

- The Protecting Tenants from Foreclosure Act (PFTA) to be extended indefinitely;
- Steve Stein is continuing to represent the NARPM® membership on the Uniform Law Commission, re-vamping the Uniform Landlord and Tenant Laws, bringing his insight on how things work in the real world being a valued perspective in a room filled with lawyers used to drafting policy;
- And Section 8 reform.

Our membership often suggests issues that we may want to further research and tackle in the future. One issue that came to your GAC from an Atlanta Chapter Member, and that we will be tackling soon, is to attempt to have the one-unit to four-unit exclusion in fair housing eliminated. Discrimination should be banned regardless of how many units you own.

As you can see, your GAC is working hard for you, but

we cannot do it without your help. Fortunately, helping is easy and most of it can be done right from your computer. Simply use the "Engage" platform on the website. You can get to it by logging onto [www.narpm.org](http://www.narpm.org) and, after signing in with your Member ID, clicking on the "Legislative" tab. There, you will find the proposed legislation on which we are taking action, as well as issues we are monitoring, in every region. There are literally dozens of items we are watching across the country from the east (concerning attorney's fees and expenses in landlord-tenant disputes in New Jersey) to the west (changing rules on medical marijuana in Hawaii); from the south (attempting to require certifications by landlords that rental properties are free of toxic mold in Louisiana) to the north (regarding landlords' responsibility for abandoned property in Montana), and everywhere in between. No matter where your base of operations is, we can help you keep track of issues going on in your area.

You have all heard the saying "garbage in/garbage out." The website information is only as good as the data provided. Much of the data is "scraped" from local and state newspapers, websites, and media outlets. This is where you come in. The best information comes from the boots on the ground, the NARPM® Member in the field.

You can help us in two ways. First, when you learn of some legislative action that effects property management, no matter how local it is, let us know. We can then include it on the issues that we are watching or, if necessary, spur the membership into action for or against it.

Second, you can surf over to the Legislative tab of [www.narpm.org](http://www.narpm.org) from time to time and search in your area. When you find something that needs an update or change, let us know so we can make any corrections. If you want to be extra helpful, provide us with the documentation showing what is incorrect in the feed or provide us your story on how the issue is impacting you directly.

These actions are very simple, all you have to do is email them to [govtaffairschair@narpm.org](mailto:govtaffairschair@narpm.org) and we can take it from there. If you want to do more, feel free. For that matter, the GAC has openings. We'd love to have you jump in with both feet along with us.

One more thing before I let you go, if you have never been to Washington, DC, this spring is the opportunity for you to do so. We will be there lobbying our congressmen and senators from April 11 – 15, 2015. The more folks we have, the more emphasis our issues will get.

Again, thank you all so much for giving me this opportunity to serve you as your Governmental Affairs Chairman in 2015. 🙏





# Principle vs. Compromise

## A Good Balance

Principle: “A moral rule or belief that helps you know what is right and wrong and that influences your actions.” (From the *Merriam-Webster Dictionary*). In the realm of real estate management, one of the most controversial topics among landlords and property managers is that of the balance between principle and compromise. We, as landlords or property managers, are often faced with trying to strike a good balance between the two. Compromise is almost always required to make any relationship work, but how far we should bend before it truly violates our principles, is often the question. But, perhaps that’s not the question we should be asking.

I’m reminded of something that our local small claims court magistrate says, which I will paraphrase:

If you are here to make me or the other party know that you are right and they are wrong, I’m afraid you are going to leave this court room very disappointed.

He says this because so many people walk into his court room with an aggressive “I’m right, you’re wrong” attitude. They just want the other party, or even the judge, to acknowledge that they are RIGHT. Often, this is the tenant trying to demonstrate that they have been victimized by a bloodsucking landlord

going to take us to court, in addition to telling the homeowner (who is in the military and is well aware of the details), the new tenants, the local media, the military to get us “black listed,” and post on every review site so that the world knows how evil we are.

Because this tenant was a mid-ranked military gentleman, who had always been quite collected in his communications, we were inclined to believe that he will do every one of these things. My immediate reaction is that of extreme frustration. You mean you are going to lie to the public about our integrity because you damaged the house and don’t think your lease means anything? Really!?

In this example, the difference between the amount the homeowner and tenant were willing to settle on was about \$150. Since our company charges homeowners when we appear in court for deposit disputes, it would have ended up costing the homeowner a great deal more than \$150 if this went into the court house. Even with that understanding, it still took many hours of discussion to convince the homeowner to simply yield on the extra \$150. At one point the homeowner actually stated, “this is not about money any more, this is about teaching this bully tenant a lesson.” It is



**Alex Yoder, MPM®**  
**RMP®**, is a Past President of the Colorado Springs NARPM® Chapter and is the Director of Residential Management at Dorman Real Estate Services, a management firm of approximately 400 doors. He has been in property management for 10 years and has over 2,000 unit years of experience.

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**You mean you are going to lie to the public about our integrity because you damaged the house and don’t think your lease means anything? Really!?**

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– who, in their minds, is wealthy beyond reason.

The inspiration of this article actually stems from a recent deposit dispute with which I had the pleasure of dealing. An example of one of the bullet points on their list of disputes was:

“I could have called ABC Carpet Cleaning and had this done for \$40 less. Your invoice is inflated and I demand the return of the difference.”

Yes, our lease states that we have the carpets cleaned by our carpet cleaner and the cost is deducted from the tenant’s deposit. Even though the tenant agreed to this, they feel they are the victim of a horrible crime. Because of this and other items charged against their deposit (which were all very obvious tenant charges in our opinion), they were

at times like this that we must ask the most important question that a landlord or property manager should be asking, the question that trumps all questions:

### **WHAT ARE THE RISKS OF STICKING TO PRINCIPLE OVER COMPROMISE AS IT PERTAINS TO MY FINANCIAL BOTTOM LINE?**

In my opinion, in the event of a financial dispute, this is the only question we, as landlords, property managers, and business operators, should be asking. Even if the answer to that question makes us cringe, swear, and throw things against the wall. This is not about ego and this is not about our opinion of right and wrong – this is a business decision and nothing else. 🏠

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# DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT

## Interested in Sponsoring?

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
01/08/2015	Richmond, VA	Ethics	Traci Lewis VanCamp, MPM® RMP®
01/14/2015	San Jose, CA	Property Management 101 – Everything You Need to Know	Michelle Horneff-Cohen, MPM® RMP®
01/26/2015	San Antonio, TX	Risk Management Essentials	Dave Holt, MPM® RMP®
01/27/2015	San Antonio, TX	In-house Maintenance Company	Dave Holt, MPM® RMP®
02/05/2015	Austin, TX	Ethics	Brian Birdy, MPM® RMP®
02/05/2015	Austin, TX	Tenancy	Betty Fletcher, MPM® RMP®
02/20/2015	Las Vegas, NV	Risk Management Essentials	Vickie Gaskill, MPM® RMP®
02/20/2015	Las Vegas, NV	Maintenance: Basics & Beyond	Kit Garren, MPM® RMP®
02/24/2015	Hampton, VA	NARPM® 101	Kit Garren, MPM® RMP®
03/18/2015	Frederick, MD	NARPM® 101	Michael McCreary, MPM® RMP®
03/24/2015	Napa, CA	Risk Management Essentials	Vickie Gaskill, MPM® RMP®
03/24/2015	Napa, CA	In-house Maintenance Company	Dave Holt, MPM® RMP®
03/25/2015	Napa, CA	Risk Management Advanced	Vickie Gaskill, MPM® RMP®
03/25/2015	Napa, CA	Habitability	Dave Holt, MPM® RMP®
03/25/2015	Napa, CA	Ethics	Keith Becker, MPM® RMP®
04/15/2015	Fort Collins, CO	Ethics	Beverly Perina, MPM® RMP®
04/23/2015	Mesa, AZ	Ethics	Mike Mumford, MPM® RMP®

**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)

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

<b>6-hour NARPM® 101</b>	<b>Early Registration*</b>	<b>Registration</b>
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 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®.

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 Address \_\_\_\_\_  
 City/ST/Zip \_\_\_\_\_  
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## Register for Classes

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

## Method of Payment

- ☐ I have enclosed a check for \$ \_\_\_\_\_ Check # \_\_\_\_\_
- ☐ Please charge my credit card in the amount of \$ \_\_\_\_\_
- ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Name of Cardholder \_\_\_\_\_

Signature \_\_\_\_\_

I authorize NARPM® to charge my credit card.

All information below this line will be shredded

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_ Sec. Code \_\_\_\_\_

## Current Designation Candidates

### RMP® CANDIDACY

Rachel Acuff  
Melanie Adrian  
Raul Aleman  
Alana Alger  
Shelley Alterman  
Christian Amacker  
Joseph Amatangelo  
Jennifer Bajema  
Vicki Baker Sims  
Ronda Banks  
Tom Barron  
Evlyn Berge  
Devin Bewley  
Lindsey Blackburn  
Scott Bolin  
Kathy Boyes  
Jason Born  
Aaron Bosshardt  
Kaye Bradford  
Ned Brandenberger  
Jason Bridgman  
Nicole Brown  
Cassie Bruce  
Tammy Bryant  
Steve Burggraff  
Kathy Burman  
Richard Burton  
Melanie Butler  
Elias Camhi  
Terri Clair  
Barbara Clark  
Derek Clark  
Marcia Clemendor  
Laura Cleyman  
Michael Collins  
Robert Collins  
Sanford Collins  
Christopher Cossitor  
Michael Craig  
Daniel Craney  
Susan Creedon  
Joanie Cullity  
Denise Day  
Kendra Dazey  
BJ Deal  
Deborah Deckard

Joe Deulloa  
Ronald Dickerson  
Chris Dougal  
Charlene Dufresne  
John M. Durham  
Debrah Dyck  
Evey Edwards  
Rich Elias  
Jason Evans  
Jennifer Evans  
Lisa Fairlie  
Jackelyne Ferreira  
Curt Fluegel  
Lori Hendrix  
Michelle Fox  
Amanda Frazier  
Silas Frazier  
Thad Gantt  
John Garcia  
Barry Garner  
Thomas Gaspari  
Ralph Germano  
Mike Giallanza  
Michael Gonzales  
J. Mario Gonzalez  
Larry Gray  
Sherry Hallmark  
Joe Haney  
Colleen Harding  
Desiree Haste  
John Hashem  
Tim Hendricks  
Marshall Henson  
Ron Herdt  
Liz Ishimitsu  
Bryan Jenkins  
Rob Kazen  
Ben Kinsel  
Lindsey Kinzer  
Stephen Kitrell  
Sally Knight  
Gary Knippa  
Cheryl Kunitomo  
James Kopteros  
Gina Kowacz  
Leola Lamb  
Christine Lanno

Joelle Larson  
Matthew Ledingham  
Melanie Ledingham  
Dandan Lee  
Glenn Lehman  
Chris Littleton  
Shelly Longoria  
Tina Lopez  
Shon Lorg  
Chris Lundstrom  
Nola Lusk  
Kristi Malcom  
Nancy Marks  
William Martin  
Dax Marutzky  
Sherri Mayes  
Melissa McCall Owen  
Jason McGuire  
Stacey McKay  
Keefe McSweeney  
Kristine Mendez  
Patricia Middleton  
Denny Miller  
Cindy Minion  
Tatiana Montez  
Andrew Moore  
Lois Moore  
Rael Narvell  
Thomas Neal  
Christina Nelson  
Pete Neubig  
Francisco Nieves-Taranto  
Jennifer Noland  
Michele Odems  
Rebecca Panacci  
Kristy Paredes  
Luana Patterson  
Nichole Peterman  
Jana Pickett  
Dora Pinter  
Mary Pinto  
Ellen Purdy  
Trent Ratliff  
Gaston Reboredo  
Maily Roberts-Jacobs  
Suzanne Rodini-Silverburg  
Dena Rodrigues

Michele Rogers  
Tressa Rossi  
Kate Roth  
John Rudolph  
Mindy Russell  
Sherri Russell  
Debbie Sanderson  
Lisa Saunders  
Christine Savoie  
John Scheffert  
Hensley Scott  
Melissa Sharone  
Steve Shugarts  
Alisha Sill  
Bonnye Sirk  
Annette Slater  
Christy Smith  
Kyle Stephenson  
Charlotte Stewart  
Carl Stratton  
David Swaim  
Cassandra Swanson  
Phyllis Sweazy  
Erlin Taylor  
Cynthia Thomas  
Jennifer Tolley  
Lola Traylor  
Amanda Trent  
Chris Turner  
Russ VandenToorn  
Timothy VandenToorn  
Gary Villani  
Kristi Villani  
Steve Welty  
Jennifer Whaley  
William Wieland  
Jamie Williams  
Jamie L. Williams

Trevor Wood  
Laura Wozniak  
Ann Yueh  
Joyce Zimdahl

### MPM® CANDIDACY

Barbara Barrows, RMP®  
Eric Bessett, RMP®  
Angela Brinkley-Morris, RMP®  
Sherrie Featherly, RMP®  
Carl Frazier, RMP®  
Kathleen Gaspari, RMP®  
Bob Gunson, RMP®  
Deanna Hansen, RMP®  
Danny Harlow, RMP®  
Debbie Henry, RMP®  
Trudy Hoff, RMP®  
Colleen Hooper, RMP®  
Kirk McGary, RMP®  
Jock McNeill, RMP®  
Michael McVety, RMP®  
Charlene Minor, RMP®  
Primrose Leong-Nakamoto, RMP®  
Leesa Rispoli, RMP®  
Sherri Russell, RMP®  
Claire Schwartz, RMP®  
Mary Sheffield, RMP®  
Megan Zellers, RMP®

### CSS® CANDIDACY

Oralia Bustos  
Christen Escobedo  
David Kane  
Jennifer Rhoads  
Dezaray Riley  
Marcie Turner

### CMC CERTIFICATION

Tara Pecora

### CRMC® CANDIDATES

Hampton & Hampton Management & Leasing,  
Kim Meredith-Hampton, MPM® RMP®  
Local Dwelling Property Management, Worth Ross, MPM® RMP®  
Real-Time Leasing, LLC, Deborah Newell, MPM® RMP®  
Sulthar Properties, LLC, Mohamed Sulthar, MPM® RMP®  
Specialized Property Management, Inc., Tony Sims, MPM® RMP®

## DESIGNATIONS & CERTIFICATION

The power that comes with increased knowledge and confidence is tangible. It is what sets you apart from your competition. Professional designations from NARPM® have an impact on your company and your clients – and the results translate directly to the bottom line. Add the credibility of our professional designations to your name and to your company name!

NARPM® designations are earned with a combination of property management experience, NARPM® and industry education, and service to the association through volunteer activities. You may have taken clock-hour courses to maintain your license. Imagine the gains when the courses are specifically focused on what you do as a property manager – and are being taught by a property management professional. Take it one step further and envision networking with other experienced property managers from across the country. Earning your NARPM® designation will bring a whole new dimension to your daily tasks.

## Continued from page 13 "Chapter"

bers who have volunteered to serve as a Committee Chair or Vice-Chair or maybe a Member who was elected to the Board. If we don't already know them more than as an acquaintance, this session allows us to know each other more so we can understand how we can work together to achieve the same goals.

### PROVIDING A PERSONALITY TEST IS ALSO BENEFICIAL

Because of the test Bart gave us, I learned that I am a INTJ on the Myer Briggs test. I - Introvert, N - Intuition, T - Thinking, J - Judgment. I'm the only one on our leadership team with this personality set. I'm a heavy introvert, so the extroverts learned how I communicate. As Bart said, "I'm the man behind the curtain running things – I don't like the spotlight." It was great for him to explain that so they understand why I am the way I am.

### VISIONARY STATEMENTS

"If you fail to plan, you are planning to fail." - Benjamin Franklin. Quite true. I broadly say "visionary statements" to include your Chapter's Mission Statement, Vision Statement, and Core Values. We already had Mission and Vision Statements that we didn't feel needed any change, so Bart assisted us in establishing our Core Values.

We simply did this by using our Chapter acronym "SAMAC" as the acronym for our core values.

S - Sharing Knowledge

A - Achieving Excellence

M - Motivation through Mentoring

A - Ambition to Serve

C - Comradery

These are all values our leadership team felt defined our Chapter and its overall goals.

To elaborate a little further:

- **Sharing Knowledge** – Our Members share so much experience and knowledge with each other everyday. Even though we are "competitors" in a business sense, we are all friends who work to help each other. We share forms, help each other through the difficult times, and help each other win.
- **Achieving Excellence** – We've achieved Chapter Excellence every year since 2008. It's not just excellence with NARPM® National for points, but excellence in everything we do and touch.
- **Motivation through Mentoring** – The veteran Leaders in our Chapter have passionately taken new Members under their wings to help them earn their designations, volunteer locally, regionally, and nationally, as well as help them with general property management issues. Their guidance has helped us foster the future Leaders of the Chapter and industry.
- **Ambition to serve** – Our Members ambitiously serve NARPM®. This has been a supreme value of our membership.

- **Comradery** – As I mentioned above, we are competitors in our general market. But we view each other as friends and help each other when needed. Being able to help each other in property management has enabled us to feel like family within our Chapter which enables us to work as a team towards larger objectives.

Furthermore, general team building helps us work together towards common goals during the year. We always create a plan of general and specific goals for the upcoming year. This often includes very broad goals, such as having more Members serve on National Committees. And we get pretty detailed too.

Our Past President James Alderson, MPM® RMP®, set some very audacious goals in 2014. One of them was to increase our membership to 214 Members from 153. You can't state a more exact goal than that. And guess what? We surpassed it! It took a lot of work and the Chapter and an Affiliate Member sponsoring a Membership Drive, but we got there. If he had a broad and nonspecific goal of "increase membership" we would not have gotten where we have. It's those BHAGs (Big Hairy Audacious Goals) that have helped propel our Chapter to where it is today.

### EXPERIENCED NARPM® LEADERS

We've been very blessed to have some of NARPM®'s top Leaders lead our Leadership Training sessions. We've had NARPM® President Andy Propst, MPM® RMP®, twice in the past four years, John Bradford, MPM® RMP®, and most recently, NARPM® President-Elect Bart Sturzl, MPM® RMP®, conduct a joint session with our own Past Chapter President Marty Hutchison, MPM® RMP®.

These Leaders have enthusiastically helped our Chapter grow and enhance the value we give our Members. President Propst's first session back in 2011 featured developing our Chapter's Mission and Vision Statements. These have been instrumental in keeping us focused every year. President-Elect Sturzl helped us in December 2014 develop our Core Values, ran a shortened Myers-Briggs Personality test on all 40 Chapter Leaders and showed us how our different personalities can work together. And one of our Past Chapter Presidents, Marty Hutchison, MPM® RMP®, helped guide our new leadership team by helping us understand the updated Bylaws we passed in 2014, as well as comprehend our brand new Policies & Procedures Manual. We owe it to every NARPM® Leader who has ever spoken to our Chapter in past years for helping us become better.

I hope you can find a way to start implementing a Leadership Training Session for your Chapter each year. It is a highly productive session and one of the many keys to our continued excellence, comradery, and success each year. Based on experience, I would highly recommend keeping it between two to four hours, have your leadership team attend, and bring in a NARPM® National Leader to teach. NARPM® is one super large family and we are always here to help each other succeed! 🏡

**Sign up today!**

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# JOIN US ON THE FAIRWAY AT THE 2015 NATIONAL CONVENTION

THE 2015 GOLF TOURNAMENT BENEFITS THE AMERICAN BRAIN TUMOR ASSOCIATION



**Tony Drost, MPM®  
RMP®, 2011 NARPM® Past  
President**

Start your 2015 NARPM® National Convention by participating in the Annual Past Presidents' Charity Golf Tournament on Tuesday, October 13, 2015. The Tournament is being held at The Golf Club at Bradshaw Farm in Woodstock, Georgia.

This year, the Past Presidents' Charity Golf Tournament will be raising funds for the American Brain Tumor Association. Past President Fred Thompson, MPM® RMP®, a brain tumor survivor, and myself have the pleasure of chairing the event. It is estimated that there are over 700,000 people in the U.S. living with a brain tumor and another 70,000 people will be diagnosed with a brain tumor this year. Brain tumors have affected many within our NARPM® family. As already stated, Fred Thompson is a brain tumor survivor and he will tell his story in the upcoming issues of the *Residential Resource*, along with others within our NARPM® family. Unfortunately, my story isn't one of survival, but a story of the passing of my friend, Tim Gaskill.

Tim was the husband to Past President Vickie Gaskill, MPM® RMP®, and father to daughters Dawn Hardley, MPM® RMP®, and Carrie Fjeld, MPM® RMP®. The photo below is of Tim and I having what is clearly a very interesting conversation.



**Fred Thompson, MPM®  
RMP®, 2009 NARPM® Past  
President**



When this photo was taken, Tim and Vickie were celebrating their 40th Wedding Anniversary and Vickie's victory over breast cancer. We were planning a "guy's trip" to Speed Week. Several months later and just weeks before Tim and I were scheduled to leave for the races, Tim was diagnosed with

a brain tumor. Five short months later, that tumor took Tim's life.

During Tim's fight, I had flown to Seattle to help Vickie and the girls by taking Tim to a number of doctors' appointments. Because Tim and I both enjoyed racecars, I would pretend that his wheelchair was a racecar as I was pushing him to see different specialists. I made racing motor and screeching tire noises as I pushed him between appointments. All of a sudden, "Bam!" The small front wheels hit a raised edge of the sidewalk, which brought the wheelchair to an abrupt stop and sent Tim flying onto the sidewalk. As I picked Tim up and got him back into the wheelchair, Tim really let me have it. I remember him saying, "You're gonna' kill me before this brain tumor does." I felt awful and took great care in pushing him to his remaining appointments. The next doctor asked, "So who is your guest, and how are you doing?" Tim grinned and boastfully told the story of our race to his office. At the beginning, the doctor looked up at me with displeasure, but as Tim continued and finished with a grin, the doctor gave us a very hardy laugh, which I took as his forgiveness of my carelessness.

I dedicate this year's charity to those who have lost loved ones to brain tumors, like my friend Tim, and to those who have survived brain tumors, like my friend Fred. My hope is that with a raised awareness and increased donations, research will provide better diagnosis and treatment options. My company's personal goal is to raise \$5,000 and I would like to share some of our fundraising ideas. Not only can each NARPM® company implement these ideas, but also, so can their clients, their tenants, their vendors, and our national affiliates.



REGISTRATION WILL BEGIN SOON ---

### RAISING FUNDS:

- 1. Employees:** My company employees are setting up payroll deductions so that they can be involved and contribute. The company will match up to \$500.
- 2. Tenants:** My office is going to solicit our tenants and allow them to contribute; our company will match up to \$500. One of the ways we will allow them to contribute is to set up a collection box at the office.
- 3. Vendors:** My Company is going to solicit our vendors by asking that they contribute some amount per invoice to the charity.
- 4. Owners:** We will solicit our owners and provide them the opportunity to give.
- 5. Fees:** My Company will increase one of our fees by \$1 and earmark that to the charity.
- 6. Social Media Campaign:** We will launch a Facebook and Twitter Campaign to raise money for the charity.
- 7. 5K Run/Walks:** The American Brain Tumor Association has 5k walk/runs throughout the country. To learn more, please go to [www.abta.org](http://www.abta.org)
- 8. Chapters:** Chapters could increase dues and earmark those funds for the charity. Chapters could take their 50/50 funds and dedicate half to the charity. Chapters should encourage their Members and their Affiliate Members to use any of the above seven methods of raising funds.
- 9. We have some other great ideas** that we will release throughout the year, and I am sure many of you have some great ideas too, which I would really like to hear.

There are 5,000 NARPM® Members. If every Member pledged \$50, NARPM® would raise \$250,000. That doesn't include money raised by all of our thousands of owner/clients, tenants, and contractors. Nor does it include money raised by our National NARPM® Affiliate Members and Chapters themselves. We have an opportunity to raise hundreds of thousands of dollars and I hope you are willing to help. Will it be your company, your Chapter, and your region that leads the membership in fund raising? I hope it is so. 📺



# TOTAL DONATIONS

FROM 2010-2014 **\$244,525**



I received a nice award on Saturday, November 15, 2014 from the Sacramento Chapter of NARPM®. The Sacramento Chapter liked the work I did on the Past Presidents' Golf Tournament by creating it and helping out over the years. Thanks to all of you for your help in supporting this event and going along with my crazy idea to raise

money via the Past Presidents and all NARPM® Members. You are good friends to have. Without your support and that of all the Past Presidents, especially the Past Chairs of the events, this would never have happened or been the success that it has proven to be. Think of all the good that has been done by the donors and the benefits received by the charities. Nice thoughts as we close this holiday season and begin a new year.

#### • 2010-SEATTLE

Location: The Golf Club at Newcastle

**Amount Donated: \$36,525**

Charity: Creative Living Options

Chairs: Robert A. Machado, MPM® RMP®, and Christopher Hermanski, MPM® RMP®

#### • 2011-DALLAS

Location: Brookhaven Country Club

**Amount Donated: \$40,000**

Charity: Vogle Alcove

Chair: Mark Kreditor, MPM® RMP®

#### • 2012-WASHINGTON, DC

Location: Old Hickory Golf Club

**Amount Donated: \$42,000**

Charities: ALS Association & Corporate Angel Network

Chairs: Rose G. Thomas, MPM® RMP®, and Kittredge Garren, MPM® RMP®

#### • 2013-SAN DIEGO

Location: Twin Oaks Golf club

**Amount Donated: \$54,000**

Charities: American Cancer Society and The Good Guys

Chairs: Melissa Prandi, MPM® RMP®, Andrea Caldwell, MPM® RMP®, and Raymond Scarabosio, MPM® RMP®

#### • 2014-MINNEAPOLIS

Location: Four Seasons Curling Club

**Amount Donated: \$72,000**

Charity: Special Olympics

Chair: David Holt, MPM® RMP®

Fred and Tony are well on their way to having another successful event in Atlanta in 2015. Good luck guys!

Happy New Year!

Robert A. Machado, MPM® RMP®



# CHAPTER Spotlight

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



**Cortney Gill** was born and raised in San Antonio, and is no stranger to Real Estate. In 2009, she opened GSG Property Management and currently manages about 300 homes. Being a home grown Spurs fan, she thought GSG was a great name (standing for GO SPURS GO). A mom to two beautiful girls, Vivienne and Gabriella, her time is filled being with them and serving on the Respite Care of San Antonio Board of Directors.

**The Chapter has been grown by a series of dedicated individuals who believe in the San Antonio real estate market and most importantly the value of NARPM®.**

## San Antonio Metro Area Chapter

Someone recently asked, “Why does SAMAC rock?” That question can be answered in so many different ways. Hopefully, you will enjoy reading and learning more about who SAMAC is, what they stand for, what they are all about, and why you should join!

SAMAC (San Antonio Metro Area Chapter) was started in 1995 by a small group of property managers looking to share ideas and knowledge. Fast forward to today, and the vision of the founders of the Chapter can still be seen. The vision is still clear from the leadership team at SAMAC. One of the founders’ daughters sits on the Board and helps continue to grow SAMAC to reach the potential her mom and others wanted so many years ago.

The legacy leadership team doesn’t end with just one individual carrying out a mission. The Chapter has been grown by a series of dedicated individuals who believe in the San Antonio Real Estate Market and most importantly the value of NARPM®. Folks like Brian Birdy, MPM® RMP®, and Stephen D. Foster, MPM® RMP®, have spent their time, energy and resources to grow the local Chapter and the National Association. Their drive and knowledge have been passed on to fellow Members of their staff and team who continue to help grow the local Chapter.

Today the local Chapter President, James Alderson, MPM® RMP®, is no slacker to the dynasty of amazing Presidents of SAMAC. James holds his MPM® and is committed to seeing all future Presidential leadership with SAMAC hold the same designation. His commitment to excellence shows in his office and how he has led the team in this year. James has set high bar goals that have challenged and pushed the team to achieve more and more. Growing membership, providing value to the current Members, and education have been on his agenda this past year.

As any good leader will tell you, leaders can only do so much. After all, no man is an island. James has brought together the membership and inspired Members to get involved and become active in the Chapter. He looks to his Executive Committees for ideas, information, and inspiration. SAMAC has many different Committees that strive for community, care, and communication. The 3 Cs are where the local Chapter separates themselves from good to excellent. Each Committee serves a purpose to achieve the EXCELLENCE

standard that the Chapter holds as the minimum. One of the Committees gets the local membership involved in community projects outside of the property management world. This year the San Antonio Chapter spent time and resources with Habitat for Humanity and a charity golf tournament. The compassion and caring doesn’t end when a meeting is over. SAMAC takes to the streets and impacts and improves the local community.

Fired up about what they do, the passion for SAMAC carries over into vendor relations. The vendors not only give value to the Chapter, but the Chapter makes sure the vendors get value from their support. The SAMAC Chapter boasts 39 vendors. The vendors who support the local Chapter have grown their companies and expanded their capabilities. One of their vendors, Alex, who owns an AC company, has gone from two trucks to running five trucks in a 12-month timeframe. Alex has gotten involved in the local Chapter and often sponsors training and give aways to show his appreciation for all SAMAC has done for him. It is the WIN-WIN approach with their vendors that demonstrates one more way the SAMAC rocks.

With leadership and vendors in place, the Chapter is able to focus on education by keeping their Members updated on local property codes, licensing, forms, and even legislative changes that affect the Chapter. On a local, state, and federal level, the Chapter stays involved, fighting for what is in the best interest of the Members. This year, SAMAC has offered their Chapter Members FREE education and opportunities to meet with local judges, state licensing officials, and more. Their membership strives for designations and has over 20 folks working on different NARPM® designations to improve their business and increase their knowledge.

You can’t tell anyone why a Chapter ROCKS without including how they synergize with one another and “let their hair down.” The SAMAC Chapter hosts bi-monthly socials. The socials range from a holiday gathering, to a happy hour at a Member’s office, and even a crazy family Halloween Bash. The Members enjoy spending time together and laughing off the sometimes challenging days that property managers can have.

Just like their home town San Antonio Spurs, the SAMAC Chapter strives for excellence and is a strong and steady force. 🏀

## NARPM® Affiliate Members

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### BANKING AND FINANCIAL

American IRA, LLC  
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IRA Innovations  
Seacoast Commerce Bank

### OTHER BUSINESS PRODUCTS AND SERVICES

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ATI, American Technologies, Inc.  
Avenue West Global Franchise  
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Belfor Property Restoration  
Biocide Systems  
Brilliant! Decor  
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Buy Calls, LLC, DBA: Ralaram  
Capital K9 Pest Solutions  
Carrington Property Services  
Cbeyond, Inc.  
Centex House Leveling  
Certa Pro Painters  
Colony American Finance, LLC  
CORT  
Co-Signer.com  
Dennick Inspections  
Diversified Employee Benefit  
East Coast Public Adjuster TX  
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Buyers Protection  
First Key Lending  
Floor Coverings International  
Flooring Resources, Inc.  
For Rent By Owner  
Frontline Processing Corporation  
Foundation Worx  
Fundamental REO, LLC  
Future Focus Utilities  
Gail Pizetoski, CPA, PA  
Get The Lead Out, LLC  
Global Grid Marketing -  
Essential Service Providers  
Hart & Associates Tax  
Consulting and Preparation  
Services  
HMS Home Warranty  
HQ Virtual U  
Ideal Applications, LLC  
Impact Management &  
Consulting, LLC  
Integra Global Solutions Corp.  
Intellisys Technology, LLC  
Irevolution Intelligence  
Jasper Air  
Karmaboxx, LLC  
Kent Security  
Key Financial  
Recovery Services, LLC  
KIDDE  
LandlordSource  
Liberty Rent Guarantee, LLC  
Morningstar Credit Ratings  
Mutual of Omaha Bank  
National Real Estate  
Insurance Group  
New Empire Group  
Nitro Mobile Solutions, LLC

Nu-Set Lock  
OFIC North America, Inc.  
OPTIONS  
Partners E&O Insurance  
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PATLive  
PayLease, Inc.  
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Peace of Mind Florida  
Peachtree Business Products  
Pest Control Solutions  
Phillip Gira Insurance  
PLW & Associates  
PropertyManagementPros.com  
Property Reports On Sight  
(PROS)  
Ram Jack Systems Distribution  
Real Property Management  
Renter Resume  
Renters Legal Liability  
Renters Warehouse, USA  
Rently  
Rently.com  
RentPayment  
Rent Recovery, LLC  
Restoration 1 of Tampa, LLC  
Restoration Industry Association  
Royal Cleaning  
Rubbish Works  
Sage Financial Logistics, LLC  
Scent Tek  
Scott's Inspections, Inc.  
SERVPRO of Fort Collins  
SERVPRO North Arlington  
Snap Junk Removal  
Southwest Recovery Services  
Steady Pay Payment Solutions  
Texas Capital Bank  
The Diamond Group  
The Landlord Academy  
The Mahoney Group,  
DBA: Southwest Real Estate  
Purchasing Group  
The RRD (formerly The Rent  
Rite Directory)  
The Sherwin-Williams  
Company  
Tom Baumann Enterprises, Inc.  
Top Gun Restoration  
TWG Insurance  
U. S. Liability Insurance Co.  
Utah Apartment Association  
Venturi Clean  
Zelman & Associates

### INSURANCE

Aon Rent Protect  
CSE Insurance  
DiGerolamo Family Insurance  
First American RMS  
JGS Insurance  
Johnson Agency  
Mobile Insurance Agency  
Travelers  
Unitrin Direct Preferred  
Insurance

### INTERNET TOOLS/ MARKETING

Akaydia.com  
All Property Management  
Apartment Ratings  
Business Rating and Reviews  
CheckYourLandlord.com  
Community Buying Group

COZY  
DocuSign, Inc.  
Elite Team Technologies, Inc.  
DBA: Rental Zoom  
EVA Property, LLC  
Fourandhalf.com  
FreeRentalSite.com  
Go Section 8  
HERO PM  
Homes.com  
HomeTownRent.com  
HomeUnion  
Hotpads.com  
Houserie.com  
HousingManager.com  
iManageRent, Inc.  
Inspect and Cloud  
Manage My Property  
MMM Limited  
MYOWNREALESTATE.COM  
Planet Synergy, Inc.  
Pointwide.com  
Property Connect, Inc.  
Property Management, Inc.  
Property Management  
Professionals, Inc.  
(rentUSAnow.com)  
Property Management Traffic  
Property Solutions Intl.  
Propertyware, Inc.  
Providence Management &  
Investments  
RageRent  
RealRentals.com  
realtor.com® rentals  
Rent.com  
Rent2Buy America, LLC  
RentMetrics  
Rental Source  
RentalHomesPlus  
Rentalhunt.com  
Rentals.com  
Rentbits Homes  
Rentfeeder, Inc.  
Rentler.com  
Rentometer, Inc.  
Runzheimer International, Ltd.  
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TAX99.COM  
Virtually Incredible  
WalkThruInspections.com  
Webperties.com  
Xpress-pay.com  
YoGrow Marketing  
Zillow, Inc.

### LEGAL SERVICES

Aggressive Legal Services  
Amco Financial Services  
Barker Martin, P.S.  
Boltz Law  
Brownlee Law Firm, PLLC  
Community Association  
Law Group  
CPC Law  
HG Long & Associates/  
Fast Eviction Service  
Judith B. Wolk, LLC  
Kovitz Shifrin Nesbit  
Law Offices of Heist, Weisse  
& Davis, PA  
Law Office of Daniela Pavone  
Law Office of Lawrence Jaffe  
Legal Shield  
McCalla Raymer, LLC  
Menke Law Firm, APC  
Provizer & Phillips, PC  
Sheridan Clark, LLP

Smith Knowles, PC  
Stein Law, PC  
U S Collections, West, Inc.

### MAINTENANCE

Accountable Plumbing &  
Rooter  
Alarm Compliance USA, Inc.  
Alpha Pest Control, Inc.  
Bedbug Thermal Solutions  
BehrPro: Behr & Kilz Paint  
& Primers  
Belfor Property Restoration  
Cheyenne Corporation  
DBA: AAA Action Painting  
CitruSolution of  
Middle Tennessee  
Clean It Up Full Maintenance  
Service, Inc.  
Crime Clean of Texas, Inc.  
Custom Home &  
Commercial Accessories  
Detector Inspector  
Disaster One, Inc.  
Elite Restoration, LLC  
Empire Today, LLC  
Extreme Landscape &  
Management  
Heart's, LLC  
Impact Management &  
Consulting, LLC  
Inspection Experts, Inc. (IEI)  
KYS Construction, LLC  
Mainline 24-7, Inc.  
MFS Supply  
Mr. Appliance of  
East Central Florida  
Mr. Rekey Locksmith Services  
MSN Construction and  
Management Corporation  
NightTenders, Inc.  
Orkin, Inc.  
Propertyware, Inc.  
Property Pal  
PuroClean Property Restoration  
Quanex Building Products  
Corporation  
Queenaire Technologies, Inc.  
R.E.O. Flooring Solutions  
Roof Brokers, Inc.  
ServiceMaster Cleaning  
& Restoration  
SERVPRO North Arlington  
SERVPRO of Gilbert and  
Chandler South  
SERVPRO of Alexandria  
Sherwin-Williams Company  
Smoke Alarm Solutions  
Spartan Plumbing  
The Un-Stoppers Plumbing  
Universal Restoration Services  
US Aqua Vac, Inc.  
Valspar

### SOFTWARE

AppFolio, Inc.  
BoostPM, Inc.  
BuilderLogs  
BuildingLink.com, LLC  
Buildium  
Buyer Acquire  
ClubLocal  
eRent Payment  
Happy Inspector, Inc.  
HERO PM  
HOA Management.com, Inc.  
iDashboards  
In The Field Technologies

Inspect and Cloud  
Mobile Property Management  
MYOWNREALESTATE.COM  
National Real Estate  
Education, LLC  
Planet Synergy, Inc.  
PM Toolbelt  
PROMAS Landlord  
Software Center  
Property Management, Inc.  
Property Manager Websites  
PropertyBoss Solutions, LLC  
Propertyware, Inc.  
Rent Manager  
Rental Property Acct. Services  
Rentec Direct, LLC  
RentJuice  
Simple Inspector  
Tiles in Style, LLC,  
DBA: Taza Supplies  
TRexGlobal.com  
Updater  
Yardi Systems  
zInspector

### TENANT SCREENING

AAA Screening Service  
ACRAnet  
ACUTRAQ  
ACUTRAQ Background  
Screening  
Alliance 2020  
Background Info USA  
Beacon Background  
Screening Services, LLC  
Birchwood Credit Services  
Certified Tenant Screening  
Choice Data, Inc.  
Clear Screening  
Contemporary Information Corp.  
CoreLogic SafeRent  
Credit Investigators, Inc.  
CSS Services, Inc.  
Data Verification Services, Inc.  
Experian North America  
Expert Screenings  
ezLandlordForms, LLC  
Frontline Commerce Solutions  
Houserie.com  
Investigative Screening  
Landlordstation.com  
LexisNexis Resident Screening  
Microbilt  
MOCO, Inc.  
National Tenant Network, Inc.  
National Tenant Screening  
Services, a division of Verification  
Consultants, Inc.  
On-Site  
Orca Information, Inc.  
RageRent  
Rapid Credit Reports  
Rate Tenants.com  
Reliable Background Screening  
Rental History Reports  
Resident Research  
Resolve Partners, LLC  
SARMA  
Scott Roberts & Associates, LLC  
StarPoint Screening  
Tenant Screening USA  
Trans Union Rental  
Screening Solutions  
TVS Tenant Verification  
Service, Inc.  
US Real Estate Investors Assoc.  
Western Reporting, Inc.

# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



**Tracey Norris, MPM® RMP®**, is the Owner/Broker of Property Professionals, Inc. in New Braunfels, TX. Tracey has a BA in Sociology and a minor in Business from the University of Texas. Tracey is the current Central Region Vice President for NARPM® and has also served as the National Communications Committee Chair for the last four years. Besides NARPM® and real estate, Tracey is involved with her local Rotary –New Braunfels Rotary Club. She spends her free time with her dogs, Kona and Darby.

**Obtaining Chapter Excellence is easier than you think it is. For example, did you know that you get points for discussing ethics at your meetings?**

## The RVP Bulletin

Happy New Year! As 2014 drew to a close, we said goodbye to President Stephen D. Foster, MPM® RMP®, and the “Foundation of Property Management” and started moving forward with President Andrew Propst, MPM® RMP®, and the “Masters of Property Management.” As NARPM® Members, we all strive to be masters of our industry, and it is my goal as the 2015 Central Region RVP to help each of you strive to be a master in property management. The Central Region is a brand new region, combining the previous Central and North Central Regions, and is one-third of the entire country! The Central Region is home to large Chapters such as San Antonio with 179 Members all the way to the West Michigan Chapter with nine Members.

How did I get here? My NARPM® journey began when I moved from Austin, Texas to New Braunfels, Texas in the summer of 2007. Within a few weeks of being in New Braunfels, one of my dad’s real estate friends in San Antonio invited me down to have lunch with him. Instead of your typical business lunch date, he took me to a NARPM® meeting. During this meeting, I met about 40 other people that do the exact same thing I do – and get this – have the exact same problems I do! The speaker at that meeting was the famous local attorney, Robert Ray, known for tackling the hardest landlord-tenant law problems. Within a few weeks of this meeting, my office immediately joined what turned out to be the best organization and business decision we have made yet – NARPM®. I started my NARPM® adventure by helping my local Chapter out wherever and whenever I could. My first “real” position was the chair of the NGP (Next Generation Professional) Committee. From there, I eventually became the President of the local Chapter. My National NARPM® adventure started off with the infamous Betty Fletcher, MPM® RMP®, dragging me back into the National Convention in Hawaii (I was trying to sneak off to go to the beach). Betty is known for “voluntelling” Members to do certain tasks and join Committees. Betty “voluntold” me to join the Website Enhancement Committee, part of the Communications Committee, and I’ve been hooked ever since. I’ve spent the last four years as the National Commu-

nication Committee Chair and enjoyed every second of it. Joining NARPM® is the first step in a series of great steps that led me to where I am today, your Central RVP.

Congratulations to the Ft. Worth Chapter for winning the Small Chapter of the Year award for 2014! The small Chapter of the year award goes to the Chapter who has less than 50 Members and scores the most points on the Chapter excellence application. A few of the highlights of the Ft. Worth Chapter are that they held a marketing event that also promoted NARPM® at the 2013 Texas State REALTORS® Conference. They have 15 members with designations and 6 more that are candidates for designations. Their leadership started a “New Member Initiative” program, offered improved professional meetings, and spoke about the benefits of NARPM® at Chapter sponsored a real estate related event.

The following Central Regional Chapters received the Chapter Excellence Award for 2014: Austin Area, Central Arkansas, Ft. Worth/ Mid Cities, Greater Dallas, Houston and San Antonio Metropolitan Area. One of the main goals for 2015 is for every Chapter to apply for the Chapter Excellence Award. Obtaining Chapter Excellence is easier than you think it is. For example, did you know that you get points for discussing ethics at your meetings? Or that you can get points for your Chapter newsletters? Go to [www.narpm.org](http://www.narpm.org) to see what you can start implementing in your Chapter now to earn points for 2015.

The other goal for 2015 is to get as many Members to attend the National Convention in Atlanta. Start planning now for your trip to Atlanta this October. The Convention team is already starting to plan an awesome Convention. This centrally located city is famous for being the home of Coca-Cola® and I was told you can’t find a Pepsi® to save your life. I will see each of you there – no excuses!

I welcome all Members to come introduce themselves to me at the upcoming Broker/Owner Retreat in exciting Las Vegas in February and the Central Regional Conference in March in Ft. Worth, Texas. I am here for you. 📍



**Northwest:** PJ Chapman, MPM® RMP®  
Alaska, Washington, Oregon, Idaho, Montana,  
Wyoming.

**Pacific:** Keith Becker, MPM® RMP®  
California.

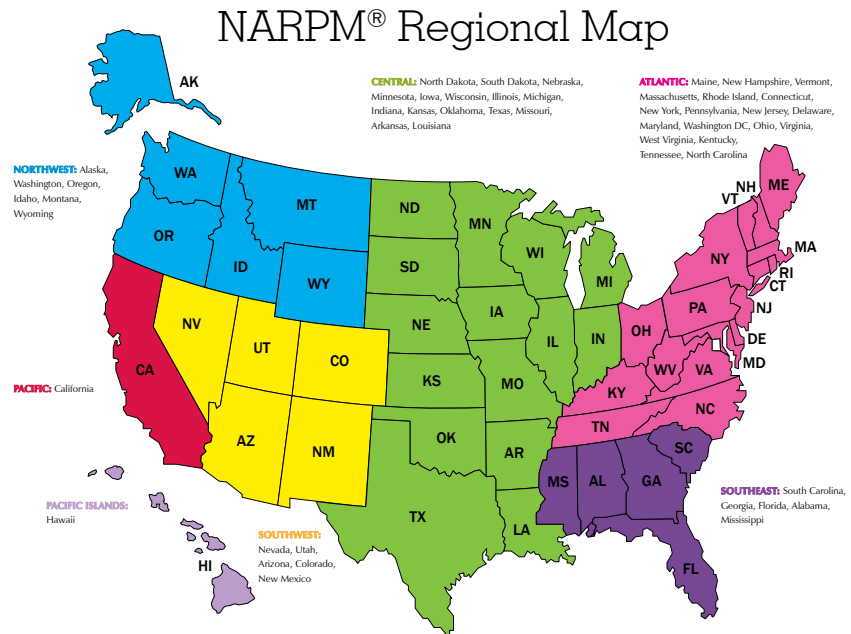
**Pacific Islands:** Keith Becker, MPM® RMP®  
Hawaii.

**Southwest:** Steve Schultz, 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.



Regions are revised in 2015



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# MEMBERSHIP Growth (CONTINUED ON PAGES 31 & 32)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM NOVEMBER 1 - DECEMBER 1, 2014

## PROFESSIONAL MEMBERS

### ALASKA

Brandon Thorud  
Partners Real Estate  
Eagle River, AK  
907-694-4994

### ALABAMA

Stacey Rice  
Alice Property  
Solutions, LLC  
Pelham, AL  
205-206-9570

### ARKANSAS

Lance Berry  
McKimmwy Associates,  
REALTORS®  
North Little Rock, AR  
501-812-3500

### ARIZONA

Barbara Freestone  
Arizona Association of  
REALTORS®  
Phoenix, AZ  
602-248-7787

Michelle M. Grabner  
Lost Dutchman  
Realty, LLC  
Apache Junction, AZ  
480-982-8000

Lisa M. Pizzuti  
Built by Referral  
Realty Group  
Chandler, AZ  
480-686-0552

### CALIFORNIA

Bridget Goncalves  
Joe Kapp Real Estate  
Ventura, CA  
805-648-9900

Tolley Gorham  
The Rental Network  
Mariposa, CA  
209-742-5011

John Muirhead  
John Muirhead  
Huntington Beach, CA  
714-501-3783

Melanie Paek  
Melanie Paek  
Monterey Park, CA  
626-232-1252

Donald E. Reed  
M&M Property  
Management  
Sacramento, CA  
916-923-6181

W. Kurt Wood  
Belmont Brokerage &  
Management  
Long Beach, CA  
562-437-3581

### COLORADO

Kristi M. Hoffman  
Steamboat Rental Division  
Steamboat Spring, CO  
970-879-8100

### FLORIDA

Wim Berndsen  
Sunshine International  
Realty  
Hernando, FL  
352-613-6295

Liza E. Mendez  
Pedro Realty International  
Hialeah, FL  
305-558-7676

Rebekah Moorehead  
Roe Rentals  
Seminole, FL  
727-595-7295

Leslie Reed  
Tampa Bay Rental  
Solutions  
Clearwater, FL  
727-400-6990

Ann R. Thompson  
Thompson Property  
Management  
Tampa, FL  
813-425-2218

Angela Troke  
Tampa Bay Rental  
Solutions  
Clearwater, FL  
727-400-6990

Charnelle Whittmore  
CW Realty  
Starke, FL  
904-964-3948

Laura Wiegman  
Berkshire Hathaway  
Florida  
Hudson, FL  
727-809-2254

### GEORGIA

Clyde Brigman  
Excalibur Home  
Management, LLC,  
CRMC®  
Alpharetta, GA  
678-825-0412

Glenn Park  
Global Brokers  
Norcross, GA  
770-447-4471

Rochelle Traub  
The Traub Team  
Realty Group  
Kennesaw, GA  
770-862-5179

### HAWAII

Douglass E. Crum, RA  
Oahu Realty  
Honolulu, HI  
808-286-0260

### IDAHO

Lisa Grigg  
Alliance Home  
Management  
Moscow, ID  
208-874-7403

### ILLINOIS

Sandra Walsh  
Rental Homes, Inc.  
Naperville, IL  
630-420-2051

### INDIANA

Lori Abram  
Choice Realty &  
Management  
Bloomington, IN  
812-331-7353

### LOUISIANA

Chelsea Curole  
RE/MAX Coastal Realty  
Grand Isle, LA  
985-787-3200

Rayelyn Fagot  
Metrosell  
Terrytown, LA  
504-296-7293

Rubbie Ingle  
Ingle Safari Realty  
Lake Charles, LA  
337-478-1661

### MARYLAND

Jeffrey Goins  
CBay Management, LLC  
Prince Frederick, MD  
443-624-5200

### MASSACHUSETTS

Russell Sabadosa  
Premier Choice Realty  
East Longmeadow, MA  
413-537-0973

### MICHIGAN

Edward Beekman  
Access Property  
Management Group  
Allendale, MI  
616-301-9450

David Eschtruth  
First Housing Services, Inc.  
Haslett, MI  
517-339-3000

### MISSISSIPPI

Stephanie Nix  
RE/MAX Connection  
Madison, MS  
601-898-4422

### NEVADA

Nichole Madera  
Las Vegas Quality Realty  
Las Vegas, NV  
702-534-7890

### NEW YORK

Abdullah Fersen  
Newgent  
Management, LLC  
Brooklyn, NY  
646-688-5533

### NORTH CAROLINA

Dorothy Ciarrocchi  
T.R. Lawing Realty, Inc.  
Charlotte, NC  
704-414-2000

Benjamin Jordan  
Palmetto Equity Group, Inc.  
Greensboro, NC  
336-271-3020

David Kennedy  
T.R. Lawing Realty, Inc.  
Charlotte, NC  
704-414-2000

William C. Rawlings  
Bass and Royster  
Property Management  
Asheville, NC  
828-252-6664

### OKLAHOMA

Cesario J. Garcia  
Paula & Company, Inc  
Bethany, OK  
405-722-7500

### OREGON

Karen S. Weibel  
Summit Rental  
Management, LLC  
Salem, OR  
503-779-1595

### SOUTH CAROLINA

Jermaine Brown, Sr.  
Brownstone Property  
Management, LLC  
Irmo, SC  
803-575-0533

Courtney Evans  
Turner Properties, LLC  
Columbia, SC  
803-407-8522

Janet L. Fields  
Fields Team, LLC  
Hanahan, SC  
843-574-9828

Jessica N. Meeh  
Turner Properties, LLC  
Columbia, SC  
803-407-8522

#### **TENNESSEE**

Christopher Little  
Clarksville Property  
Management  
Clarksville, TN  
931-538-1130

Alan Staten  
Signature Properties  
Kingsport, TN  
423-343-7777

Cheryle Strong  
Reliant Realty Property  
Management  
Clarksville, TN  
931-245-8950

#### **TEXAS**

Taher Al-Someri  
One Nation Realty  
Plano, TX  
469-619-9000

Paula Cleaveland  
Keystone Signature  
Conroe, TX  
832-764-0156

Julia Fenner  
Go Time Property  
Management  
San Antonio, TX  
210-338-0093

John W. Freeman  
J.W. Freeman Property  
Management  
El Paso, TX  
915-591-8845

Kenneth Hayes  
The RE Kingdom &  
Property Management  
McKinney, TX  
972-697-1600

Laura Haynes  
Apex Real Estate  
Odessa, TX  
432-552-0277

Linda P. Luna  
Liberty Management, Inc.,  
CRMC®  
San Antonio, TX  
210-681-8080

Maudel Nolan Hardie  
Hardie & Associates  
REALTORS®  
San Antonio, TX  
210-648-1424

Eric Pack  
GDAA Property  
Management  
Round Rock, TX  
512-439-3600

Heather N. Palacios  
Accel Property  
Management  
McAllen, TX  
956-827-3707

Jennifer Parker  
C.W. Sparks Management  
Dallas, TX  
214-948-3192

John Pugh  
Best Texas Home  
Katy, TX  
832-689-5334

Quenton D. Robinson  
Tusk Property  
Management  
Houston, TX  
713-614-3813

Sandra Romer  
Colonial Residential  
Properties  
Harker Heights, TX  
254-698-4722

Carol Smith  
Howard Smith Co.  
REALTORS®  
Amarillo, TX  
806-358-8381

Howard Smith  
Howard Smith Co.  
REALTORS®  
Amarillo, TX  
806-358-8381

#### **VIRGINIA**

Sarah Breedon  
Shaffer Real Estate  
Virginia Beach, VA  
757-679-9868

Charles Davis  
Rent A VA Home  
Yorktown, VA  
757-595-8660

Melinda A. Holt  
Harris & Associates, Inc.  
Chester, VA  
804-526-0491

Dan Moore  
Mid Atlantic Property  
Management  
Falls Church, VA  
703-455-1346

Julie Pero  
Hana Associates, LLC  
Alexandria, VA  
703-549-4262

Julia Smith  
Mo Wilson Properties  
Woodbridge, VA  
703-878-0000

Mahaley Spivey  
Realty Consultants of  
Virginia  
Virginia Beach, VA  
757-965-2140

Trina Stephens  
Damon Gettier &  
Associates  
Roanoke, VA  
540-345-9191

William N. Wainwright  
Wainwright Real Estate  
Virginia Beach, VA  
757-495-1900

#### **WASHINGTON**

Sandy Dean  
John L. Scott  
Bingen, WA  
509-493-3440

#### **WYOMING**

Nathan Gesner  
American West Realty  
& Management  
Cody, WY  
307-587-9608

#### **AFFILIATE MEMBERS**

##### **ALABAMA**

Sharpe Gillespy  
Liberty Rent  
Guarantee, LLC  
Fairhope, AL

##### **ARKANSAS**

Calvin Smith  
Certa Pro Painters  
Fayetteville, AR  
479-587-1250

##### **CALIFORNIA**

Merrick Lackner  
Rently  
Los Angeles, CA  
888-366-0333

##### **COLORADO**

Miles Harding  
SERVPRO of Fort Collins  
Fort Collins, CO  
970-682-8476

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# MEMBERSHIP Growth (CONTINUED FROM PAGE 31)

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM NOVEMBER 1 - DECEMBER 1, 2014

## FLORIDA

David Itzkowitz  
Restoration 1 of  
Tampa, LLC  
Clearwater, FL  
727-657-8873

## GEORGIA

Jonathan Maguire  
Foundation Worx  
Norcross, GA  
404-662-2454

Brandon Kneupper  
Texas Capital Bank  
San Antonio, TX  
210-390-3812

## TEXAS

Nathan Neal  
Scott's Inspections, Inc.  
San Antonio, TX  
210-349-9228

## TEXAS

Cindy Beauvais  
BRW & Associates, Inc.  
& DeLaney Realty, Inc.  
San Antonio, TX  
210-662-6000

Brandon Brown  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

Charles H. Cecil  
BRW & Associates, Inc.  
& DeLaney Realty, Inc.  
San Antonio, TX  
210-662-6000

Erma Cecil  
BRW & Associates, Inc.  
& DeLaney Realty, Inc.  
San Antonio, TX  
210-662-6000

Michelle Collins  
Wick-Mullins Realty  
Group  
Spring, TX  
281-651-1965

Marisa Cortez  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

Lisa McAllister  
BRW & Associates, Inc.  
& DeLaney Realty, Inc.  
San Antonio, TX  
210-662-6000

Adela Nieves  
Ally Property  
Management  
San Antonio, TX  
210-705-3308

William Roberts  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

Brandon Robertson  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

Brandie Walker  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

Wendy Williamson  
BRW & Associates, Inc.  
& DeLaney Realty, Inc.  
San Antonio, TX  
210-662-6000

Debbie Woerner  
Birdy Properties, LLC,  
CRMC®  
San Antonio, TX  
210-524-9400

## VIRGINIA

Donald Roebuck, Jr.  
Realty Consultants of  
Virginia  
Virginia Beach, VA  
757-965-2140

## SUPPORT STAFF MEMBERS

## GEORGIA

Judy Cook  
Berkshire Hathaway  
Home Services  
Roswell, GA  
678-352-3310

## HAWAII

Chelsie Kaleiwahea  
Cornerstone Properties  
Aiea, HI  
808-484-1211

Linda Simbre  
Cornerstone Properties  
Aiea, HI  
808-484-1211

Shanel Tomisato  
Cornerstone Properties  
Aiea, HI  
808-484-1211

## OREGON

Nicole M. Doyon  
Kerr Properties, Inc.  
Gresham, OR  
503-666-0922

For more information,  
visit [www.narpm.org](http://www.narpm.org)  
under Conferences

## 2015 NARPM® EVENTS

- **Broker/Owner Retreat**  
February 16-18, 2015  
Las Vegas, NV
- **Southwest Regional Conference**  
February 19, 2015\*  
Las Vegas, NV
- **Central Regional Conference**  
March 27, 2015\*  
Fort Worth, TX
- **Eastern Regional Conference**  
April 24, 2015\*  
Atlantic Beach, FL
- **Northwest Regional Conference**  
May 29, 2015\*  
Missoula, MT
- \* *The Vendor Reception/Trade Show opens the day before the Conference. Leadership Training held the day before.*
- **National Convention**  
October 14-16, 2015  
Atlanta, GA

# Regional Conference Registration

# 2015

## 1 REGISTRATION INFORMATION *(please type or print)*

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address/P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Are you a Vendor/Affiliate? ☐ Yes ☐ No \*You cannot attend unless you are exhibiting.

Do you have a real estate license? ☐ Yes ☐ No If yes, please attach a copy.

Are you a Broker/Owner? ☐ Yes ☐ No

Are you a Chapter Leader? ☐ Yes ☐ No

Are you attending Leadership Training? ☐ Yes ☐ No



## 2 SELECT CONFERENCE(S)

☐ **Northwest Regional** ☐ **Southwest Regional**  
May 29 February 19  
Missoula, MT Las Vegas, NV

☐ **Central Regional** ☐ **Eastern Regional**  
March 27 April 24  
Fort Worth, TX Atlantic Beach, FL

\* The Vendor Reception/Trade Show opens the day before the Conference. Leadership Training held the day before.

## 3 REGISTRATION FEES

☐ IREM® members check here to receive NARPM® member pricing.

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	Onsite Registration
<input type="checkbox"/> Each Conference	\$100	\$125	\$150	\$125	\$150	\$200	\$150	\$200	\$250

## 4 EDUCATION CLASSES Do you plan to take any education classes? ☐ Yes ☐ No

Have you submitted separate EDUCATION REGISTRATION FORM? ☐ Yes ☐ No

## 5 ARE YOU APPLYING FOR NARPM® MEMBERSHIP? ☐ Yes ☐ No ☐ Already a Member

## 6 TOTAL FEES \$ \_\_\_\_\_

## 7 METHOD OF PAYMENT

☐ Check # \_\_\_\_\_, payable to NARPM®, enclosed for total fees amount listed above.

☐ Please charge my ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express for total amount above.

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Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_



Are you a current NARPM® member?

☐ Yes ☐ No

Is this your first NARPM® event?

☐ Yes ☐ No

## SPECIAL ASSISTANCE

☐ I will require special assistance

☐ I have special dietary needs

Specify: \_\_\_\_\_

## REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

## JOIN & REGISTER

Not yet a Member? You can become a NARPM® Member and register for the convention at the reduced Member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM® to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM® Board, does not constitute a cancellation.

Event cancellations must be received in writing. If cancellation is received 30 days prior to the event, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to the event, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to the event.**

## MONETARY POLICIES

A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

## EASY WAYS TO REGISTER

**MAIL** - Send your form with payment to:  
NARPM® National, 638 Independence  
Parkway, Suite 100, Chesapeake, VA 23320.

**FAX** - Send your signed form with payment to  
866-466-2776. Please do not mail the original.

**ONLINE** - Visit [www.narpm.org](http://www.narpm.org) and login to the Internet Member Services (IMS) section.

# NEW MEMBER RECRUITMENT 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 New Member Recruiter 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 New Member Recruiter 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.

## 2015 NEW MEMBER RECRUITERS

Paul Arrington, MPM® RMP®  
Liz Cleymen

Lori Hendrix  
Alan Lam, RMP®

Maria Napolitano, RMP®  
Dawn Ostovich, RMP®

Dusty Woodstock, RMP®

## SEPTEMBER 1 - DECEMBER 1, 2014

### REFERRING MEMBER

Scott Abbey  
Patti Arakaki  
Caryl Arquette  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Paul Arrington, MPM® RMP®  
Jenni Bajema  
Lindsey Blackburn  
Aaron Blazis  
Scott Bloom  
John Bradford, MPM® RMP®  
Jill Bradshaw, RMP®  
Jill Bradshaw, RMP®  
Jill Bradshaw, RMP®  
Dave Branham  
Todd Breen  
Todd Breen  
Liz Cleymen  
Liz Cleymen  
Liz Cleymen  
Liz Cleymen  
Liz Cleymen  
Terrance Cochran  
Joanie Cullity  
B.J. Deal  
Barbara Denney  
Greg Doering, MPM® RMP®  
Marita Dorr  
Charlie Durrant  
Sue Fluke  
Carl Frazier, RMP®  
Carl Frazier, RMP®  
Carl Frazier, RMP®  
Patricia Ferrier, RMP®  
Stephen Foster, MPM® RMP®  
Ben Fox  
Michael Francis  
Kathleen Fry  
Thad Gantt  
Thad Gantt  
Leesa Harper Rispoli, RMP®  
Harry Heist  
Don Hendricks  
Lori Hendrix

### NEW MEMBER

Elizabeth M. Garcia  
Barbara L. Denney  
Cynthia Rubenstein  
Helena Bentivegna  
Pennie Bradford  
Stephen M. Keen  
Carol McLemore  
Erika Mendietta  
Mayda Miranda  
Erin O'Donnell  
O'Donnell Erin  
Diane Sutton  
Edward Beekman  
Bridget M. Holm  
Lance R. Gordy  
Paula Tucker  
Michael Gray  
Tina Maley  
Doug Merriott  
Gerald A. Pappa  
David Tiller  
Derek A. DeGuire  
Alan W. Ellis  
Michael Bielon  
Jeff Benton  
Henry Heidenreich  
Dawn T. Helton  
Heather D. Jenkins  
Judith A. Ross  
Clifford G. Arellano  
Judy Cook  
Jolie Ferrier  
Mamiko Nelson  
Eric Pack  
Melinda A. Holt  
James St. Clair  
Barbara Freestone  
Chelsie Kaleiwahea  
Linda Simbre  
Shanel Tomisato  
Jessica Trafton  
Clyde J. Johnson  
Jacob Harr  
Phyllis Darcy  
Roger Fry  
Dorothy Ciarrocchi  
David Kennedy  
Seth Kelly  
Renee P. Macdonald  
Lacy Griffin  
Susan H. Blondino

### REFERRING MEMBER

Lori Hendrix  
Lori Hendrix  
Lori Hendrix  
Lori Hendrix  
Marshall Henson  
Marshall Henson  
Eugene Herbert  
Lori Hermansen  
Jim Hodge  
David Holt, MPM® RMP®  
Marty Hutchinson  
Tracy Jackson  
Lurline Johnson  
Jennifer Kellogg, MPM® RMP®  
Danielle Kenny  
Kevin Knight, MPM® RMP®  
Jimmy Kopteros  
Jimmy Kopteros  
Mark Kreditor, MPM® RMP®  
Mark Kreditor, MPM® RMP®  
Alan Lam, R  
Alan Lam, R  
Alan Lam, R  
Jan Leasure  
Glenn Lehman  
Primrose K. Leong-Nakamoto, RMP®  
Melissa Lofton, RMP®  
Melissa Lofton, RMP®  
Melissa Lofton, RMP®  
Melissa Lofton, RMP®  
Melissa Lofton, RMP®  
Melissa Lofton, RMP®  
Adona Lowery, MPM® RMP®  
Diane Mac Adam  
Nancy Maggioro  
Nancy Marks, CSS  
Sherri Mayes  
Jordan McDowell  
Teresa Mendoza  
Mike Mengden, RMP®  
Richard Millinder  
Richard Millinder  
Sharon Moore, RA  
Patricia Morgan-Dupuis  
Theresa Mull  
Pamela Neillo  
Michael Nelson, MPM® RMP®  
Michael Nelson, MPM® RMP®  
Michael Nelson, MPM® RMP®  
Marcelo Olbak  
Marcelo Olbak

### NEW MEMBER

Garth Jones  
Christina Lorenzo  
Michael Warnstedt  
Gregory S. Bolzle  
Adela Nieves  
Keith E. O'Rourke  
Julia Fenner  
Laura Wiegman  
Russell Johnson  
Chad Stickley  
Maudel Nolan Hardie  
Joe Casal  
Tricia Nekota  
Melanie McLaughlin  
Trina Stephens  
Linda P. Luna  
Leslie Reed  
Angela Troke  
Kenneth Hayes  
Merrill L. Kaliser  
Athens J. Arquette  
Caryl Arquette  
Marisel Arquette  
Zach Goldman  
Ryan M. Colquhoun  
Gavin Toguchi  
Marisa Cortez  
Brandon Brown  
William Roberts  
Brandon Robertson  
Brandie Walker  
Debbie Woerner  
Juretta Zalaznik  
Angela Chu  
Peter J. Pacifico  
Audrey Sanders  
Michelle Simone  
Devonna Carter  
Reveille Schaeffer  
Stacy R. Sutter  
Eva M. Farr  
Franchelle Stevens  
Tatiana Wilbur  
Kat Spencer  
Herb Schwartz  
Yvonne Attard  
Drew Doheny  
Yiratzel I. Sen-Polanco  
Clyde Brigran  
Marbel De Moya  
Alejandra Rosental

### REFERRING MEMBER

Tino Peabody  
Natalie Pitre  
Benjamin Poyner  
Rick Raich, RMP®  
Rick Raich, RMP®  
Katy Richards  
John Riediger  
Kassandra Rose  
Judith Ross  
Daniel Rothrock  
Elaine Saigusa, RMP®  
Elaine Saigusa, RMP®  
Karen Saint-Lot  
Anthony Salmeri  
Karen Santee  
Lisa Saunders  
Tyson Schuetz  
Tyson Schuetz  
Hensley Scott  
Dave Sigler  
Jonathan Smith  
Austin Sparks  
Debbie Spurgeon  
B. Ramer Spurr  
Kelly Stahl  
Derren Storm  
Larry W. Stover, Jr.  
Damon Stratton  
Ron Sudman  
Amy Taege  
Kyle Thompson  
Fred Thompson, MPM® RMP®  
David Tice  
Chris Turner  
Chris Turner  
Debbie Valentine  
Cindy Van Mater, MPM® RMP®  
Russ Vandentoom  
Rita Vasquez  
Chuck Warren, MPM® RMP®  
Chuck Warren, MPM® RMP®  
Chuck Warren, MPM® RMP®  
Tim Wehner, RMP®  
Matthew Whitaker  
Dan Wilhelm  
Bill Williamson, RMP®  
Bill Williamson, RMP®  
Bill Williamson, RMP®  
Bill Williamson, RMP®  
Alex Yoder, MPM® RMP®  
Megan Zellers

### NEW MEMBER

Monica Ryan  
Linda Heaton-Sansone  
William N. Wainwright  
Alec M. Cruz  
Marie C. Ruiz  
Reed Wilson  
Janet L. Fields  
Misty Cannon  
Patricia Lugo  
William Hague  
Maureen Fukumoto  
Lynn Honda  
Erin Rushton  
Janifer Belcher  
Megan Looney  
Sarah Breedon  
Allen Bonds  
Angie Capps  
Colleen Rhyniers  
Laura B. Wick  
Jonathan Maguire  
Jennifer Parker  
Merida McClanahan  
W. Kurt Wood  
Kristi M. Hoffman  
Dorothy Maynard  
Michelle M. Grabner  
Christopher L. Goodman  
Larry Sudman  
Brandon Knepper  
Bryant Hull  
Kevin Jones  
Ralph Tice  
Courtney Evans  
Jessica N. Meeh  
Karen Whall  
Barbara Davis  
Christopher Johnson  
Sonja Sadosky  
Roy Ward  
Mahaley Spivey  
Donald Roebuck, Jr.  
Naomi Sharp  
Matt Leavell  
Sean C. Tintle  
Cindy Beauvais  
Charles H. Cecil  
Lisa McAllister  
Wendy Williamson  
Erma Cecil  
Mandy M. Campbell  
Jim Hitt

# HOW CAN 5=200?



All the 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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