

**p7**

A "recipe for success" with ingredients that are easy to follow.

**p10**

Register early for the National Convention so you get your first choices.

**p14**

Are the properties you manage an easy target for metal thieves?

# RESIDENTIALResource



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

Are metal thieves lining their pockets by stealing copper, brass, aluminum, and bronze from the properties you manage?

## Scrap Metal Theft Alert!

These metals have value when sold to a scrap metal dealer who arranges for the metal to be melted and reshaped for other uses. **PAGE 14**



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2009 & 2010 Affiliate  
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# IN THIS ISSUE June 2012

*The mission of the National Association of Residential Property Managers is to be the professional, educational, and ethical leader for the residential property management industry.*

## FEATURE ARTICLES

### **p7** Recipe for Success: Build Your Management Team

Kim Meredith-Hampton, RMP® candidate, shares ways to build your management team through participation in bi-monthly meetings and making sure everyone is recognized.

### **p10** Register for the National Convention

This year's convention is being held in Arlington, VA (Crystal City). Check out the optional events and don't wait until the last minute. Sign up today before classes and events are filled.

### **p14** A Growing Problem: Scrap Metal Theft

Kenny Hart, certified home inspector, offers some preventative measures for this increasing problem that has resulted from the rise in scrap metal prices over the last few years.



## MONTHLY COLUMNS

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**FORE! REGISTER FOR THE PAST  
PRESIDENTS' GOLF TOURNAMENT**

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## EDITORIAL MISSION

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

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by e-mail to [publications@narpm.org](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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# PRESIDENT'S Message

"If you were impressed by the Regional Conferences then you are in for a pleasant surprise if you have never been to NARPM®'s National Convention."

LEADERSHIP  
BY *example*



I cannot believe how quickly time has flown by this year. The National Convention is just over four months away! If you were impressed by the Regional Conferences then you are in for a pleasant surprise if you have never been to NARPM®'s National Convention. Now is the time to register for the convention, classes, and optional events. Plus don't forget to book your flight before gas prices rise again.

When registering for the convention, you will notice that there is more than just the convention to sign up for. While the convention alone provides plenty of networking and education, do not overlook the additional options so quickly. Following are some great opportunities to consider when you sign up:

- **Business Development Training** will be held on-site at the Hyatt Regency Crystal City. This year, NARPM® is partnering with internationally renowned speaker Kivi Bernhard. This half-day event will focus on business development strategies.
- **The President's Celebration** will be at

the Smithsonian National Zoological Park in Washington, DC. This celebration commemorates another successful year for NARPM®. Members and their guests will have the pleasure of exclusively enjoying the park and dinner will be served amongst the exotic birds and mammals. This event was made possible by our affiliate sponsors, RentalHomesPlus.com and Propertyware, because of their generous donations made to The Smithsonian Institution.

- **The Friday Gala** will be held on-site at the Hyatt Regency Crystal City. Here you will witness firsthand the induction of the 2013 Board of Directors while being dressed up in 80's attire. (Yes, we are a bit wild this year.) We hope you will join us right after the ceremony at an 80's party with dancing, karaoke, photo booth, cash bar, and some hilarious surprises.
- **The 3rd Annual Golf Tournament** put on by Past Presidents, Rose Thomas, MPM® RMP®, and Kit Garren, MPM® RMP®, will

be held at Old Hickory Golf Club in Woodbridge, VA. All proceeds will benefit the ALS Association and the Corporate Angel Network. You are invited to sponsor and/or join in on the fun. No experience is necessary!

Registration forms are available in this issue of *Residential Resource* for the entire convention/optional events (page 10), education classes (page 25), and the golf tournament (page 13). They are also available online at <http://www.narpm.org> under the Conferences/Convention and Tradeshow tab.

As I've mentioned, the convention will be held in Arlington, VA (Crystal City) which is just minutes from Washington, DC. I hope you will take advantage of all that our nation's capitol has to offer and I look forward to seeing you there!

**Jayci Grana, MPM® RMP®**  
2012 NARPM® President

## NARPM®'S FINEST *by President Grana*

I would like to take a moment to recognize Shana Smith, RMP®. Shana has been a member since 2001 and currently serves

as the Convention Committee Chair. I am grateful for the hard work that she and the committee members have put in to make the convention a success. She has also served on several other committees, handled

special projects, and was a chapter leader. She earned the RMP® designation in 2010. NARPM® is lucky to have such a dedicated volunteer on the team.

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



Gail S. Phillips, CAE

When looking to do business with a company, ask them if they are a member of your local chapter. That helps build membership.

I am back in my office after the conclusion of the Northwest Regional Conference. Thank you to all the outstanding volunteers who once again put together a great regional, especially Brian Shaffer and Lizz Loop, MPM® RMP®, who served as Co-Chairs and Marc Banner, MPM® RMP®, who served as Master of Ceremonies.



The national vendors continue to be represented at these events and we thank them for their continued support. This year, Propertyware and Rentals.com are Platinum sponsors, not only for NARPM® National, but

also for all the Regional events. NARPM® could never accomplish as much as we do without the help of all the affiliates. When looking to do business with a company, ask them if they are a member of your local chapter. That helps build membership.



The Northwest Regional was another outstanding and well attended event. The leadership of NARPM® put together a lively breakout session called List Serve Live that featured a panel discussion on the latest hot topics pulled from the List Serve. In other breakout sessions, John Bradford, RMP®, talked about marketing and growing your business through technology and out-of-the-box marketing. Andrew Propst, MPM® RMP®, shared tips on effectively marketing your company and how to develop a marketing plan that will carry you into the future. Bart Sturzl, MPM® RMP®, spoke about being professional and understanding how to communicate with your owners and tenants, thus increasing your inventory and raising your tenant retention rates. Brian Birdy, MPM® RMP®, shared the most effective ways to

**Continued on page 12**



# Recipe for Success Build Your Management Team

It has taken us eight years, but we think we finally have the recipe for success and we'd like to share some of our special "ingredients" with other NARPM® members.

With over 700 homes under management and an incredible team of 21 (inclusive of maintenance), we now have the resources and systems in place that make Hampton & Hampton so successful! How have we done that? There is much behind-the-scenes organization that may not be obvious.

Our specific focus over the last 12 months has been on growing our management inventory and growing our team along the way. We recommend that you take it one step at a time and don't get ahead of yourself. Each time we add a new manager, we give them 30 houses to get them started. We don't want it to be feast or famine. We want them focused on the job and the training, not whether they can put gas in the car or buy groceries.

All of our Property Managers are portfolio man-

on some level. Last year, I wanted to shake things up, so I changed the way we conduct our meetings.

## **FIRST THINGS FIRST:**

We don't have meetings all the time! We are busy! Meetings are now held every other month. Our practice is to send out company emails for other important items or issues.

## **SECOND:**

I picked two names out of a hat to lead the first meeting. A random choice is often better received.

## **THIRD:**

The two members of the random team then get to choose the venue where we will have our meeting. It cannot be in our office and they also have a budget.

## **FOURTH:**

They are in charge of running the agenda for the



**Kim Meredith-Hampton** began her career in Property Management in 1989. She currently manages over 700 single family homes in the Orlando area with husband Scott, who is also a Broker. Her real estate career started in multi-family and then progressed into residential in 1993. She is currently working on her RMP®, and is one of the founding members of the Orlando NARPM® Chapter.

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**Because our team is a blend of independent contractors and employees, it is important to build on camaraderie and make sure everyone is recognized on some level.**

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agers and independent contractors. We now have a separate leasing division with leasing agents that are employees. You need a strong support staff behind you at all times or your business will suffer. Remember that you sell a service, not widgets!

Our Operations Manager is the one who leads the team and is available daily to answer questions, solve problems, put out fires, and knows how to be beige! This person should be the backbone of your organization, someone you can trust implicitly!

Because our team is a blend of independent contractors and employees, it is important to build on camaraderie and make sure everyone is recognized

meeting. I only ask that they do the following: (1) mention the mission statement; (2) bring something of value to the team attending; (3) recognize two team members for something special they did for owners, tenants, other team members; (4) bring a tech tip; and (5) give me 10 minutes on the agenda.

## **LASTLY:**

Pick two team member names out of the hat to lead the next meeting.

Over the last year, this experience has proved incredible for our management team. I hope you might find it helpful for your team, too. 🍪



# LEGISLATIVE Scoop

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



**Scott Abernathy, RMP®**, has managed property in Murfreesboro, TN for the last twenty years. There were no defined landlord tenant laws in his area until October of 2008. He studied the new law (in his area) and soon realized that no one – not his lawyer or other property managers – really understood it. Since then he has been teaching a three hour continuing education class across the state on this topic, not only for the Nashville NARPM® Chapter but also for many REALTOR® Associations.

**The bottom line, be sure you know the laws for the areas in which you work. Download and study your state's landlord/tenant laws.**

## Landlord/Tenant Laws

I have been traveling to NARPM® events for many years and have met property managers from nearly every state represented by NARPM®. Combine that experience with what I learn from our Google and Yahoo Email Groups and I have found that each of us have different landlord/tenant rules to play by. Some laws are very property manager friendly, like Texas, while others are more difficult for property managers, like California. Then there are some areas, like many counties in my home state of Tennessee, which have no defined landlord/tenant laws. In those cases common law, case law and precedence prevails.

However, there are some consistencies that I have noticed. First, there is no “self-help.” If you wish to remove someone from a rental home, you must do it legally. This usually means through the judicial system. None of us have the right to just throw the tenant's belongings in the street on a whim. There is a legal process that must be followed. I know, we've all heard of the old landlords that just “take the front door in for maintenance” or turned off the utilities when the tenant hasn't paid the rent. These actions may be considered a “constructive eviction” and in many states that is a jailable offense. Now, I am definitely one to take risk and push the envelope, but if prison is a possible outcome, I'll always pass.

Second, is the treatment of security deposits. Even in areas with no defined laws, judges frown on poor handling of security deposits. Regardless of where you are, if you use security deposits for anything other than what they are intended for, you could be charged with fraud. Yet again, another possible jailable offense. Who knew there were so many things we could be imprisoned for in our business?


Next is Fair Housing. We all know there is a National Fair Housing law that prohibits us from discriminating against anyone from these seven protected classes: race, color, gender, national origin, familial status, religion, and handicap status. Each state has its own fair housing rules with which you must comply. Some add more protected classes, such as sexual preference. Be sure you know the laws in your area because the penalties for violating them are enormous. You could be fined up to

\$250,000 and lose your real estate license. Is that worse than jail?

Then there is maintenance. There are a lot of differences between the states on what maintenance a landlord is required to do on residential properties. Almost all of them have some requirement to maintain a habitable home and supply essential services. In those areas of the country that don't have habitability standards, judges will often look down on “slumlords.” Besides, our NARPM® Code of Ethics prohibits us from renting uninhabitable properties.

The bottom line, be sure you know the laws for the areas in which you work. Download and study your state's landlord/tenant laws. Remember, these are the rules we must play by. We can't just do something different because the law is unpleasant or inconvenient. That is what leads to penalties (and maybe even jail). I know we've all heard about landlords who don't play by the rules and get away with it. They are only able to do this because of tenant ignorance, and we all know that tenants are getting savvier, especially with information being so easy to procure. It won't be long before landlords who are not playing by the rules will wind up in trouble.

If you don't have specific landlord/tenant laws, make an appointment with a judge in your jurisdiction. Learn what he or she is expecting when you show up in court for any landlord/tenant matters. Find a trusted real estate lawyer and take them to lunch. Find out what the local case law is that presides in your area.

I have yet to see the perfect landlord/tenant law. If there is something that you really don't like in the law you are subject to, take it to your state legislator. Most will be very happy to get your input. They are not property managers and appreciate the professional opinion you can offer. That's not to say they are going to agree with you. If they don't, and it is something you are really passionate about, take it to your NARPM® chapter, specifically your legislative chairperson. Work together to get the changes you would like to see. You can also send it to us, your NARPM® National Government Affairs Committee. We are happy to investigate and see what can be done. 



LEADERSHIP  
BY *example*



*Save the Date...*

NARPM® 2012

Annual Convention  
and Trade Show

October 17 - 19, 2012

Hyatt Regency Crystal City  
Arlington, VA

*...in the Nation's  
Capital*

# National Association of Residential Property Managers

24<sup>TH</sup> ANNUAL CONVENTION REGISTRATION • OCTOBER 17–20, 2012 • ARLINGTON, VA

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

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

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

Address: \_\_\_\_\_

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

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

Is this your first NARPM® convention? ☐ Yes ☐ No

Are you a current NARPM® member? ☐ Yes ☐ No

## SPECIAL ASSISTANCE

☐ I will require special assistance.

☐ I have special dietary needs and request a vegetarian meal.

Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on September 17, 2012. After September 17, 2012, send the higher fee shown. **Do not** send registration to National after September 28, 2012. Instead, register on-site at the convention.

## \*TEAM DISCOUNT

When two or more NARPM® members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations.

Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online**.

## 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 log in to the Internet Member Services (IMS) section.

**See POLICIES on page 24.**

## ❷ REGISTRATION FEES ☐ IREM® members check this box to receive NARPM® member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount Postmarked by 9/17	No Discount After 9/17	Early Bird Discount Postmarked by 9/17	No Discount After 9/17
<input type="checkbox"/> <b>Entire Convention</b>	\$395	\$465	\$500	\$600
<i>(President's Celebration &amp; Gala not included. See Optional Events below.)</i>				
<b>Single Day Registration</b> <i>(Includes full day's events with meals.)</i>				
<input type="checkbox"/> Wednesday	\$100	\$200	\$170	\$270
<input type="checkbox"/> Thursday	\$200	\$270	\$300	\$370
<input type="checkbox"/> Friday	\$200	\$270	\$300	\$370
<b>OPTIONAL EVENTS</b> <i>(Not included in registration fee.)</i>				
<input type="checkbox"/> <b>Business Development Training</b>	\$99	\$150	\$300	\$400
<input type="checkbox"/> <b>President's Celebration</b>	\$95	\$110	\$125	\$140
<input type="checkbox"/> <b>Trade Show ONLY</b>	\$50	\$50	\$50	\$50
<i>(AM or PM Thursday or Friday admission. Does not include meals.)</i>				
<input type="checkbox"/> <b>Friday Gala</b>	\$75	\$95	\$95	\$125
<input type="checkbox"/> <b>Team Discount*</b>	- \$50	- \$50		

*(See separate education registration form for 6-hour class registration!)*

**Registration Fees SUBTOTAL \$** \_\_\_\_\_

## ❸ EXTRA GUEST TICKETS *Available only with accompanying Entire Convention registration.*

*(Note: One ticket is included in Entire Convention registration.)*

	Member	Non-member
Wed. Reception & Trade Show _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Thursday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Thursday Lunch _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Friday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Friday Lunch _____ (# of tickets) x	\$50 = \$ _____	\$70 = \$ _____

**Extra Guest Tickets SUBTOTAL \$** \_\_\_\_\_

❹ **CONVENTION PIN** \_\_\_\_\_ (# of pins) x \$5 = \$ \_\_\_\_\_ **Pin SUBTOTAL \$** \_\_\_\_\_

❺ **TOTAL FEES** \$ \_\_\_\_\_

## ❻ 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.

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*I authorize NARPM® to charge my credit card.*

----- All information below this line will be shredded. -----

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





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## Continued from page 6 “From the Desk of the Executive Director”

prepare for growth, how to spark growth, and how to grow your property management company NOW!! This impressive list of speakers shows how the leadership of NARPM® is also supporting the Regional events by sharing their talents and knowledge.



Special events are always an enjoyable part of our conferences and the Northwest region took us to the Idaho State Historical Museum, where we got a taste for the Wild West.

NARPM® is very fortunate to have great support from its members. As NARPM® has grown, the culture has remained the same. Members are always willing to give of their time, speak at Regional and National events,



and help plan these events as well. Have you made the commitment to help NARPM® out? If you would like to get involved, check out the opportunities that are available at <http://www.narpm.org/members/get-involved/committees.htm>.



With so many members choosing not to take the Ethics course by June 1, the board of directors voted in April to make some significant changes to these individuals' membership status. Effective October 1, 2012, anyone who has not completed the NARPM® Ethics course will be changed to an associate member. Letters and emails will be going out over the next few months to those members explaining what this change will mean to them. Hopefully, you have completed the online course. If not, contact [info@narpm.org](mailto:info@narpm.org) for more information.

Another month comes to an end and we are now preparing to see our members at the National Convention in October. If you have any questions please feel free to contact me at [ExecutiveDirector@narpm.org](mailto:ExecutiveDirector@narpm.org). 🏠

*Gail S. Phillips*  
**Gail S. Phillips, CAE**  
NARPM® Executive Director

## NEWS Release

### NARPM® AND HOME DEPOT U.S.A., INC. SIGN A SUPPLY AGREEMENT TO COLLABORATE ON A GOAL OF EDUCATION

(Chesapeake, VA, April 28, 2012) – The National Association of Residential Property Managers (NARPM®) and Home Depot, U.S.A, Inc. (Home Depot) have entered into an agreement that will bring education of maintenance issues to the single family residential property management maintenance teams.

Home Depot determined NARPM® to be a fit for their business model as members of the association represent not only owners of properties that are for rent, but also property investors who purchase and hold single family residences that produce rental income. NARPM®

has approximately 60 chapters nationwide and Home Depot will work with these chapters to provide education regarding products that are available to support the maintenance and repair needs and support other needs and communications efforts to the chapters and members.

NARPM® President Jayci Grana, MPM® RMP®, stated, “We are excited about this new venture with Home Depot. I know our members will truly appreciate the educational benefit they will bring to our professions.”

The nice part of this agreement is that it is a

rebate instead of a discount. More details will be unfolded shortly and we will be placing a link on NARPM.org.

#### ABOUT HOME DEPOT U.S.A., INC.

Home Depot refers to the almost 2,000 Home Depot stores nationwide and its services capabilities that will be available to NARPM®. Home Depot Stores offer everyday low retail prices on a wide range of products and services specific to the needs of home improvement professionals, remodelers, renovators, and restoration professionals. 🏠

The past presidents of NARPM® invite you to join them at their annual Golf Tournament to benefit local charities of their choice. This year's event will take place on October 16, 2012.

# Fore!

## SPONSORSHIPS

*If your company is interested in sponsoring the tournament, please view the opportunities available at [http://www.narpm.org/user\\_docs/12golfsponsor\\_reg.pdf](http://www.narpm.org/user_docs/12golfsponsor_reg.pdf)*

## DONATIONS

- ☐ **Friend of the ALS Association**  
Help us help the ALS Association with a suggested donation of \$100 or a \$\_\_\_\_\_ donation of your choosing.
- ☐ **Friend of the Corporate Angel Network**  
Help us help the Corporate Angel Network with a suggested donation of \$100 or a \$\_\_\_\_\_ donation of your choosing.

## GOLFERS

**Help us reach our goal** of 100 golfers to participate in this exciting first-year event! Don't be shy—all skill levels are welcome. Just come on out to the green for a great time with your fellow NARPM® members and support this year's charities.



## NARPM® 24TH ANNUAL CONVENTION PAST PRESIDENTS' GOLF TOURNAMENT OLD HICKORY GOLF CLUB, 11921 CHANCEFORD DRIVE, WOODBRIDGE, VA

In the interest of networking and fellowship, the tournament director will place all players on a team based on their ability. Please note that the Old Hickory Golf Club does have a dress code and no jeans are allowed.

### EVENT REGISTRATION

Deadline is September 8, 2012

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/ST/Zip \_\_\_\_\_  
Phone \_\_\_\_\_ E-mail: \_\_\_\_\_

### LEVEL HANDICAP

☐ A) 0-10 ☐ B) 11-18 ☐ C) 19-28 ☐ D) 29+

### COST & PAYMENT \$150 per golfer

- ☐ Club rentals available at \$30 per person. \_\_\_\_\_ sets needed.
- ☐ Male -or- ☐ Female ☐ Right-handed -or- ☐ Left-handed
- ☐ Check# \_\_\_\_\_ enclosed for \$ \_\_\_\_\_ payable to NARPM®.
- ☐ Please charge \$ \_\_\_\_\_ to my ☐ VISA ☐ MC ☐ AMEX ☐ Discover.

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Security Code \_\_\_\_\_ Cardholder \_\_\_\_\_  
Signature \_\_\_\_\_

I authorize NARPM® to charge my credit card.

Send registrations to play golf by mail to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320; by fax 866-466-2776; or by email [info@narpm.org](mailto:info@narpm.org).



National Association of Residential Property Managers

## THIS YEAR'S CHARITIES



Tournament Chairs Rose Thomas, MPM®, RMP®, and Kit Garren, MPM®, RMP®, have chosen two equally worthy organizations.

Rose selected the ALS Association - DC/MD/VA Chapter in honor of her brother Tony, who has been bravely battling amyotrophic lateral sclerosis (ALS - also known as Lou Gehrig's disease) since 2008. Tournament proceeds will be used to establish a fund in Tony's name which will provide financial assistance to patients for expenses not covered by insurance, such as special equipment and modifications to their homes.

The Corporate Angel Network is Kit's charity of choice. This non-profit organization's sole mission is to help cancer patients access the best possible treatment by arranging free travel on corporate jets to transport patients to specialized treatment facilities across the country. The assistance provided not only improves patients' chances of survival but also reduces the emotional stress, physical discomfort and financial burden faced by the patients and their families. Kit and his wife Marilyn lost their daughter Jessie to a rare form of cancer in 2008, but experienced firsthand the life-extending services of the Corporate Angel Network and their caring network of volunteers.





**Kenny Hart's** writings and contributions to trade journals and newspapers and his presentations to home inspector and real estate organizations have earned him the respect of his peers. Kenny is a retired member of the American Society of Home Inspectors and a member of the International Association of Certified Home Inspectors. He is a former member of the National Association of Home Inspectors. He is also State Certified as a home inspector in the Commonwealth of Virginia. He has served as the President of the Virginia Association of Real Estate Inspectors.

## A Growing Problem **Scrap Metal Theft**

When I'm not working as an educator for the home inspection industry, I'm involved in the plumbing and mechanical fields. One of the perks of performing this type of work is you collect quite a bit of scrap metal, such as copper pipe, copper wire and aluminum coils. I recently gathered up some of the old copper pipe and fittings lying around my shop, filled up a small recycling bin and headed off to the scrap yard. A half hour later, I was \$116 richer. Just a few years ago the same amount of metal might have netted me \$25 in pocket money.

Cities across the United States have become targets for metal thieves and metal theft is becoming a major problem for property owners, property managers and real estate agents alike. Metal prices have gone through the roof and, because of this, refrigeration equipment, HVAC units, electrical wire and copper plumbing are routinely walking away from residential and commercial properties throughout the country.

Since it is not uncommon for workers to show up to make repairs on vacant properties, neighbors often pay these metal hijackers little mind.

I contacted WB Manufacturing Company of Gaffney, SC the maker of the COPPER-GUARD™ custom built security screens, to see if they had noticed any trends in metal theft incidents. They stated in an email "that copper theft is spreading. It used to be pretty much limited to the Florida and Texas markets, along with parts of Arizona. Then we saw it move north and east."

When buildings, both residential and commercial, are raided by metal thieves, the thieves likely net at most a few hundred dollars, but often much less. However, the owners of these properties or their insurance companies routinely pay thousands and in some cases tens of thousands of dollars to put things back in order.

For the average home, the copper and aluminum

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### **The tools that make repairs easier for the professional technician, make it easy for a thief to do his work as well.**

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With copper prices at \$3.86 a pound as of April 2012, compared to \$0.60 a pound in 2002, people are increasingly stealing copper wire from telephone and other personal assets.

Walter Rein, Associate Broker with William E. Wood in Virginia Beach, VA, told me that shortly after one of his bank owned properties was vacated, thieves ran off with the four heat pumps that supplied the heating and cooling to the building. Amazingly, the property was not on some dark alley or the middle of nowhere; it was located on a heavily traveled street. Walt also commented that though low and mid-range properties are more prone to being hit, we should be aware that some high end properties are suffering the same fate. The fact is it only takes a few minutes to remove a typical air conditioner or heat pump. Battery powered saws and screw drivers, the tools that make repairs easier for the professional technician, make it easy for a thief to do his work as well. In some cases the units are actually stripped of the valuable parts on-site.

components found in the outdoor section of a residential heat pump or air conditioner will sell as scrap for less than \$100. It's not uncommon to spend \$2500 or more to replace the unit and copper line set. For the owner it's a major headache. For the thief, it's a quick few bucks.

Not only has it become a problem for property owners, but also property managers and even agents, especially those dealing with vacant properties, are being affected. I would like to discuss some preventative measures that can be taken to help prevent the properties you manage or have listed from becoming a target.

While reading a blog on one of my contractor sites, I noticed where a HVAC service technician had posted a picture of a modest home that was listed for sale. Below the photo he printed in all caps "STEAL MY STUFF. NO ONE LIVES HERE." After a closer look at the photo, I realized that just above the "For Sale" sign a rider read "Immediate Occupancy." Many of



us involved in the real estate industry know that this particular rider often indicates that the house is vacant. Apparently workers in the trades are aware of this as well. Perhaps thieves are aware of it, too.

A vacant home can help seal the deal for someone looking for early possession or rental, but it can also make the property a more appealing target for vandals and thieves. Check your resources carefully if you want to advertise the property as vacant and use caution in resources viewed by the public such as magazines, commercial websites and yard signs.


If you manage or have vacant properties under your care, make sure your owners or you (if that is in your agreement) visit them regularly to be sure mail and door hangers are cleaned up. Keep the grass cut. Enlist a neighbor or two to keep an eye on the place and have them call you if someone is noticed poking around. Inform them when workers are going to be at the house and offer to let them park a car in the driveway. These precautions and a careful eye is well worth it if the property is rented with all its metal parts intact.

Advise your owners to install motion detectors outside and timers inside to control the lights and perhaps a radio to make the house appear occupied. If the property is fenced, put a padlock on the gate. Making it difficult to get in the yard and difficult to get out might send a thief down the street to an easier target.

There are products available that you might suggest to your owners. Custom built cage-like structures protect HVAC units, making stealing the copper a real chore. The units can be anchored to existing concrete pads or to earth anchors.

There are also alarm systems that will set off a siren if the outdoor HVAC unit is tilted, if the wiring is cut or the disconnect is pulled before disabling the alarm. It can easily be connected to air conditioners or heat pumps for both split systems and package units. These can be wired to a central alarm system and often have optional refrigerant loss sensors that will activate the alarm if the refrigerant lines are cut.

Finally, dummy cameras with battery powered flashing LED lights can be purchased for less than \$50. A couple of these strategically placed around the property might be just what's needed to send a metal thief somewhere else. Comprehensive video and observation management systems which allow for monitoring of areas inside or outside the home are available at greater expense. Some have the ability to observe activities remotely via the Internet.

Many states around the nation have passed – or are exploring – legislation to combat the problem. A Georgia law now makes it a crime to knowingly buy stolen metal. It allows prosecutors to prosecute for the actual cost of returning property to original conditions, as many of these thefts dramatically hurt the surrounding property value. Some states require that the scrap metal processor record identification information for those turning in scrap metal or even require a bill of sale for ownership of the object from which the metal was taken. All in all, there is a nationwide movement towards education and cooperation between local prosecutors, police departments, and scrap metal dealers about problems of and solutions for metal theft. 

## NEW AT NARPM®

### ONLINE PROFESSIONAL MEMBERSHIP APPLICATION

No more scanning or faxing or mailing, unless you prefer those methods, of course. NARPM® has made it even easier to apply and pay online for Professional Membership.

- We have set up links from the [www.narpm.org](http://www.narpm.org) home page to easily sign up for Professional Membership or you can visit <http://www.internetmemberservices.com/NARP/APPLICATIONS/join.html>
- Fill in all of the required fields and select Submit Query at the bottom of the screen.
- You will be taken to the next screen to securely fill in payment information.
- Your application will be processed as soon as it is received.

### CSS® DESIGNATION UPDATE

The United States Patent and Trademark Office, an agency of the Department of Commerce, has allowed the CSS® trademark application. An official notice of publication was issued April 3, 2012 and can be found in the official Trademark Gazette from that date.

The Certified Support Specialist designation is available to Support Staff members who have worked with their NARPM® sponsor for at least a year, completed three approved CSS® courses plus the Ethics course, and have provided service to NARPM®.

The new CSS® logos may be downloaded from <http://www.narpm.org/members/designations/logos.htm>

### SIGN UP FOR EDUCATION CLASSES ON IMS

Did you know that you can sign up for education classes through Internet Member Services (IMS)? You will need to log-in to IMS to fill out your registration, but it makes the registration process and paying for your class much easier.

For each class, you can choose between the interactive PDF and IMS linking to the registration with easy payment method.

Why not make it easy on yourself!

# CHAPTER Spotlight

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



**Preston Letts** is the Broker/Owner of Letts Investment Realty and Property Management. With offices located in the West Suburbs of the Chicago-Land area, Preston's firm manages properties throughout the Chicago-Land area. Prior to getting into real estate in 2006, Preston was a licensed financial planner and investment advisor. With his training in planning and investments, Preston made a smooth transition into working with clients to acquire cash flow investment real estate. Since 2006 his firm has specialized in working with individual investors, real estate clubs, and small partnerships in the consulting and management of investment real estate.

## Chicago-Land

As a new NARPM® member, I decided to attend my first NARPM® chapter meeting in November of 2011. After going to the national convention, I was eager to continue to learn. Upon attending my first meeting I was taken aback by the fact that Regional Vice President Andrew Propst, MPM® RMP®, was at this particular meeting in an effort to determine the fate of our chapter going forward. His initial question to lead off the meeting was "So what are we going to do with this Chapter? Should we disband it or is there interest in keeping it going?"

To make a long story short, this initial chapter meeting was solely about whether we would continue to keep the chapter alive and, most importantly, who would step up and take the reins from a leadership perspective. Fortunately, with myself and five other actively involved board members, the decision to keep the Chicago-Land Chapter going was made.

At that point we all realized it was time to figure out not only how to move forward, but also how to get some life back into our meetings and interest in the chapter alone. We met to discuss our 2012 goals and vision for the Chicago-Land Chapter. We continue to hold regular planning meetings and our leadership team now also includes Chapter Membership, Chapter Affiliate, and Chapter Education chairpersons.

I am very pleased to say that in February 2012 we put on our first successful event. We had over 21 people show up for our initial meeting that was titled "How to Grow your Property Management Business." We were very fortunate to have our RVP Andrew Propst, MPM® RMP®, come out and speak. The feedback from the meeting was great.

We held our second event in April 2012 and it was another smashing success. Our second meeting was titled "Best Practices Panel" and topics included tenant issues, maintenance, mar-

keting, staffing, and accounting. The panel discussion was followed by an open Q & A forum. We were very fortunate to have Deb Newell, MPM® RMP®, travel from Minnesota to participate. She is the current NARPM® Governmental Affairs Chair. Deb, along with two other board members, fielded specific questions while uncovering their best practices for running a profitable property management business.

To spur membership we have also held special raffles where attendees are encouraged to drop off their business cards to be entered to win a one year NARPM® membership. Another practice we have used is allowing non-NARPM® members to attend two general meetings free of charge! We are sure they will become NARPM® members when they see the benefits of networking with others and sharing best business practices, as well as the many educational opportunities available.



We are excited with our consistent momentum and believe that this is what our chapter needs. We look forward to growing the chapter throughout the year, and turning the Chicago-Land Chapter into a powerhouse for education and support in the residential property management business. 🏠

## NARPM® Affiliate Members

### **ADVERTISING**

Trulia.com

### **BANKING AND FINANCIAL**

California Bank & Trust  
First Citizens Bank  
Seacoast Commerce Bank

### **OTHER BUSINESS PRODUCTS AND SERVICES**

All County Franchise Corp  
Avenue West Global Franchise  
Biocide Systems  
Brilliant! Decor  
Burns Pest Elimination  
Cbeyond, Inc.  
Centex House Leveling  
CORT  
East Coast Public Adjuster TX  
Floor Coverings International  
Frontline Processing Corporation  
Global Grid Marketing-  
Essential Service Providers  
Hart and Associates  
Karmaboxx, LLC  
LandlordSource  
Mobile Insurance Agency  
Mutual of Omaha Bank  
New Empire Group  
OPTIONS  
PayLease, Inc.  
Peachtree Business Products  
PropertyManagementPros.com  
RentPayment  
Resident Research  
Resolve Partners, LLC  
Rubbish Works  
Scent Tek  
Social Eyes Marketing  
Southwest Recovery Services  
Supra  
Universal Restoration Services  
Utah Apartment Association  
Venturi Clean  
Zelman & Associates

### **INSURANCE**

Aon Rent Protect  
First American RMS  
JGS Insurance  
Johnson Agency  
Mobile Insurance Agency  
Unitrin Direct Preferred Insurance

### **INTERNET TOOLS/ MARKETING**

All Property Management  
Apartmentratings  
Business Rating and Reviews

CheckYourLandlord.com  
DocuSign Inc.  
FreeRentalSite.com  
HERO PM  
HomeTownRent.com  
Hotpads.com  
Manage My Property  
MMM Limited  
MYOWNREALESTATE.COM  
Planet Synergy, Inc.  
Pointwide.com  
Property Management Inc.  
Propertyware, Inc.  
Providence Mgmt & Investments  
RealRentals.com  
Rent.com  
Rent2Buy America, LLC  
Rental Source  
RentalHomesPlus  
Rentalhunt.com  
Rentals.com  
Rentbits Homes  
Rentfeeder Inc  
Runzheimer International Ltd.  
WalkThruInspections.com  
Xpress-pay.com  
Zillow, Inc

### **LEGAL SERVICES**

Boltz Law  
Community Association  
Law Group  
Law Ofcs of Heist, Weisse  
& Davis, PA  
Law Office of Daniela Pavone  
Legal Shield  
Provizer & Phillips PC

### **MAINTENANCE**

Alpha Pest Control Inc.  
Crime Clean of Texas, Inc.  
Empire Today LLC  
Extreme Landscape &  
Management  
Inspection Experts, Inc. (IEI)  
KYS Construction, LLC  
MFS Supply  
Mr. Rekey Locksmith Services  
MSN Construction and  
Management Corporation  
NightTenders, Inc.  
Orkin, Inc.  
Propertyware, Inc.  
Quanex Building Products  
Corporation  
Service Master Cleaning & Rest  
Sherwin-Williams Company  
Spartan Plumbing  
Universal Restoration Services

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**listings**, leasing **applications** and **secure**  
portals for your **residents**, **owners** and  
**vendors**. *Plus more tools:*



### **SOFTWARE**

AppFolio, Inc.  
Boost PM Inc  
BuildingLink.com, LLC  
Buildium  
Happy Inspector, Inc.  
HERO PM  
Hoamanagement.com Inc.  
In The Field Technologies  
MYOWNREALESTATE.COM  
National Real Estate Education, LLC  
Planet Synergy, Inc.  
PROMAS Landlord Software Center  
Property Management Inc.  
PropertyBoss Solutions, LLC  
Propertyware, Inc.  
Rent Manager  
Rental Property Acct Services  
Rentec Direct LLC  
RentJuice  
TRexGlobal.com  
Yardi Systems

### **TENANT SCREENING**

ACRAnet  
ACUTRAQ  
Alliance 2020  
Background Info USA  
Beacon Background Screening  
Services, LLC  
Certified Tenant Screening  
Choice Data, Inc.  
Clear Screening  
Contemporary Information Corp.  
CoreLogic SafeRent  
Credit Investigators,, INC  
Data Verification Services, Inc.  
LexisNexis Resident Screening  
Microbilt  
MOCO, Inc.  
National Tenant Network, Inc.  
Rapid Credit Reports  
Rate Tenants.com  
Reliable Background Screening  
Research  
Resolve Partners, LLC  
SARMA  
StarPoint Screening  
Trans Union Rental Screening Solutions  
TVS Tenant Verification Service, Inc





**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. For more information about Michael or PropertyBoss Solutions, visit [propertyboss.com](http://propertyboss.com) or call Michael at 864.297.7661 x26.

## *The Software Company Dilemma*

Most property managers expect their software vendor to provide a comprehensive enterprise solution for their business. It should be easy to setup and even easier to operate. The supplier is viewed as the technology expert responsible for addressing any issues related to the functioning of the software. Similarly, most property management software vendors work hard to satisfy this expectation.

The dilemma is how far to go... what is the responsibility of the provider versus the user?

This dilemma is similar to that of a contractor that you hire to renovate a property. Do they quote you a low price for only the basic services or include a contingency for the unforeseen modifications. Few people appreciate the unexpected change orders, but we all want the lowest cost.

As we examine a number of examples, this dilemma should become more clear.

### THE CONUNDRUM

Various systems (software, communications, infrastructure, computers, video cards, printers, security, etc.) participate in the delivery of your software solu-

range from "the salesman told me it would work and it never has" to "it worked last week and we haven't changed anything."

Let's identify a number of possibilities:

- The PDF viewer has a bug.
- The PDF viewer was not setup properly.
- The PDF viewer configuration was changed (possibly altered by another program without the knowledge of the user or an update was installed).
- File security or permissions not allowing access.

Most of these causes are not the responsibility of the software provider, but rather within the scope of what would commonly be referred to as the "IT person." Many businesses do not have someone in this capacity so it is more convenient (and perhaps cost effective) to lay this liability on someone else.

The client does not realize or perhaps does not accept that it is their problem and we are asked to solve it or prove that it is their responsibility. Proving that our product is not "at fault" can consume more time and effort than it takes to simply fix the client's computer.

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## **Developing realistic expectations of your software provider is key to establishing a lasting relationship.**

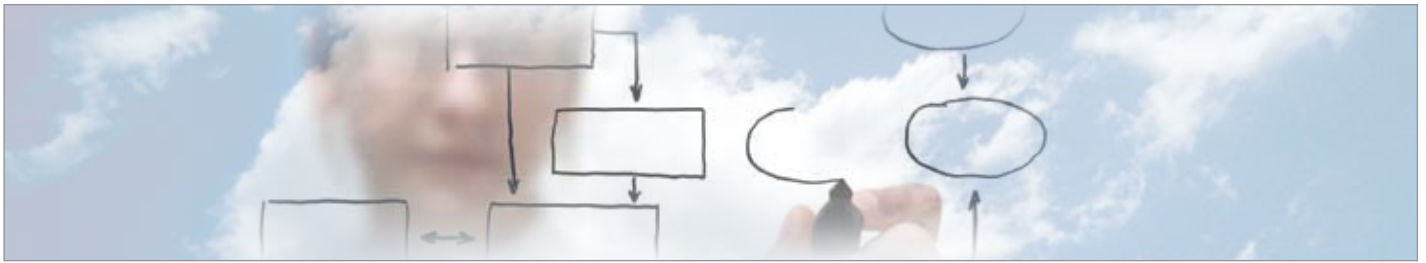
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tion. Whether you are using a cloud-based solution or a network-based solution, similar challenges exist. Each element of this complicated web of players must work together. Any problem in one can manifest itself and cause problems in another area.

For example, PropertyBoss, whether cloud-based or network-based, relies on your native PDF viewer to view documents linked to your properties, owners, residents, vendors, etc. Clients use a wide assortment of PDF viewers and each viewer type has many different releases. If you are not able to view the scanned image of the faucet repair invoice you received from the plumber, the typical response is to call the help desk. You were using our product when this condition arose so it must be our problem. The rationalizations

We invariably troubleshoot and repair the offending item consuming significant uncompensated time. The fix is often updating the viewer software to the latest version or installing a more commercial-quality version of the viewer. In other situations resolving the problem may involve reconfiguring the viewer, changing file permissions or modifying security settings. This opens the possibility of affecting another system component perhaps creating a dilemma for another software supplier.

The next part of the conundrum is whether to simply report to the client that their issue has been resolved or expend the additional time to explain that the source of the problem was within their system. Most clients are resistant to this latter path since they fear that this



dialog is a preamble to being assessed a charge for this service.

No matter how well we explain to the customer that the problem was in their system, by resolving the problem, we actually reinforce in the customer's mind that the problem was ours to solve.

### OTHER EXAMPLES

We face a host of similar issues with items like memory leaks in video card drivers when users review, link, and view hundreds of images/videos in a single session. The system locked up using your software so it must be your software, right?

Printer printing issues are particularly challenging. There are more combinations of printer models, printer drivers, and setup configurations than the proverbial "Carter has Little Liver Pills." The fact that most documents render similarly on most printers only reinforces the expectation that they should render the same on all printers. In some cases, a different application has changed the printer configuration and not reset it after its job has completed. The cost in time of identifying the root cause often exceeds the cost of the printer, particularly those that are included for free with the computer purchase bundle.

Email issues are another area of difficulty. With clients sending out tens of thousands of emails a month, it is generally desirable to send email messages through the client's mail server associated with their domain name. This approach is necessary if the recipient of the message uses spam blocking techniques that verify the source of the message. The client usually obtains this service from their local Internet Service Provider (ISP) or their web hosting vendor. Complaints related to their ability to send or receive email messages are often directed to their primary software vendor. Issues like exceeded storage capacity or bandwidth, configuration, blacklisting, etc. are unrelated to the enterprise software and can be very difficult for the software vendor to resolve since they do not have the access or the authority to interact with these third party suppliers.

Probably the thorniest issues we encounter are operating system permissions and security issues. IT managers, virus software, operating system upgrades, etc. can prevent users from saving files locally, accessing a cloud-based solution exporting files to Excel, or connecting to a database on another machine.

Security issues often manifest themselves in situations where things just don't work or partially work and there is no system message that gives you a clue why.

Resolving the problem typically requires someone with administrative rights and patience as we assist walking them through a checklist of items that we know can cause problems. Often the problem is caused by an over-eager IT consultant who has locked down the computer, network, or internet so tightly that few actions are actually permitted. There are great consultants who recognize the problem and are eager to resolve the issue. Unfortunately, there are also consultants who view the problem as an attack on their competence and fear the client will blame them for the issue. There tends to be a high correlation between consultants with this hyper-defensiveness and incompetence. The dilemma here is how to communicate the situation to the client. It can be very risky to tell the client the IT person is part of the problem, but not telling the client the reality of the situation allows the consultant to deflect the responsibility. This communication is further compromised since the IT person is an "on-site" trusted member of the team while the software vendor is the remote voice under suspicion.

The most challenging issues are those outside of the reach the client and the software vendor. We had a client whose connection to our application was dropped at random intervals. Initial diagnostics of their local network did not uncover any anomalies. They hired an IT specialist who was unable to resolve the issue. They engaged us to take another look at the problem and discovered that there was another network layer maintained by the building owner. Engaging his IT person was a challenge and many hours of testing and convincing finally identified an errant router with a firmware bug that required upgrading.

### IN CLOSING

As in most businesses, time is the most valuable resource of a software developer. Their technical people can be diagnosing your system network or adding new functionality improving the product for all customers.

Developing realistic expectations of your software provider is key to establishing a lasting relationship. Do you have the required IT, training, and accounting expertise in-house? If not, do you contract for it locally, regionally, or perhaps discuss your needs with your software vendor? They can often provide this specialized assistance more cost effectively than other alternatives. Discuss your needs up front and make appropriate arrangements rather than strong arming them to provide them for free. Both businesses will prosper from such a proactive approach. 🏠

**Whether you are using a cloud-based solution or a network-based solution, similar challenges exist. Each element of this complicated web of players must work together.**

# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME.



**Andrew Propst, MPM®**  
**RMP® CPM®,** has been managing properties for over 15 years for three different property management companies. In 1999, Andy married Shonda Hessing Propst. Before working at Park Place Property Management, he was Manager of Heritage Property Management in Portland, OR for ten years. Shonda and Andy adopted their first child Samuel in 2008 and moved to Boise, ID to be closer to family. Last year, they adopted their second child Brooklyn from New Orleans, LA. Andy has been the President of Park Place Property Management, CRMC® for 3 years. Andy is an accredited member in both NARPM® and IREM®. He is also a licensed REALTOR® in the State of Idaho and a licensed property manager in the State of Oregon.

## The RVP Bulletin

In March, the Southeast Region teamed up with the Northeast and North Central regions for the second time in as many years for our Eastern Regional Conference. Just like last year's conference in Virginia Beach, we had record turnouts, amazing classes, and great weather. This year's event in Tampa Bay, FL reached a crescendo during our "Rockin' 80's" party at the lovely Sheraton Tampa Riverwalk Hotel.

The year is 1980. The hair is big, the colors are bright and everyone is wearing spandex. NARPM® members went all out with their 80's throwback outfits. Tia Vincent provided shaded sunglasses, Pop Rocks, and jelly bracelets for all who attended. We were graced with the likenesses of Prince, Michael Jackson, Eddie Van Halen, Don Johnson, The Bangles, Madonna, and many more.

to people by going with her gut feeling because the types of background checks we use today were not available. She also remembers a time where owners and tenants were less educated when it came to the laws, rent prices, and managing properties in general.

In the 1980's, people were much more dependent on a professional for information because it wasn't as readily available as it is today. Prospective tenants didn't have access to pictures, virtual tours, and detailed internet advertisements that we rely so heavily upon now. Instead, property owners and tenants alike had to rely on the ability of the property manager to rent the unit.

Fast-forward thirty years and the whole industry has been turned upside down. We are dealing with a much larger and more informed consumer base.

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### If fashion has changed so much over the past three decades, what has changed in property management and what can we learn from it?

---

As I was tearing it up on the dance floor, I couldn't help but laugh at everyone in their 80's outfits. Thirty years ago, we would have been at the height of fashion and now it's almost absurd to think that we really dressed that way. That got me thinking. If fashion has changed so much over the past three decades, what has changed in property management and what can we learn from it?

In 1980, I was only four years old so it is difficult for me to remember what our industry was like back then. So I picked up the phone and called one of my local property management heroes, Cathy Rosera, CPM®, to provide some insight.

Cathy started her company back in 1977, in Boise, Idaho. At that time she was the "only show in town." She recalled a time back then when things were, "easier and simple." She remembers renting

Many states are buried in regulation and consumers have access to vast amounts of information that continues to make our jobs more challenging.

Many will suggest that the "American Dream" of owning a home with a white picket fence is behind us. I disagree and suggest that the dream has simply changed. More individuals and families are seeking the flexibility of renting versus the stability of homeownership. Careers are more mobile than ever and many people believe that they can still achieve the "American Dream" without owning a home.

As more and more renters enter the market and competition increases, NARPM® members need to become more educated to keep up with our well-informed tenants and clients. NARPM® provides a number of ways to stay ahead of not only our competition, but our customers and clients as well.



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

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

**Southwest:** Barney Christiansen, MPM® RMP®  
Utah, Arizona, Colorado, New Mexico.

**North Central:** Andrew Propst, MPM® RMP® CPM®  
North Dakota, South Dakota, Nebraska, Minnesota,  
Iowa, Wisconsin, Illinois, Michigan, Indiana.

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

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

**Southeast:** John R. Bradford, III, RMP®  
Virginia, North Carolina, South Carolina, Georgia,  
Florida, Kentucky, Tennessee, Alabama, Mississippi.



2012

With seemingly endless amounts of information at everyone's fingertips we need to find new and more efficient ways to provide value to our customers and clients so they don't do this without us.

Finally, as NARPM® members, we need to be as transparent as possible with our clients and customers. Gone are the days of holding back information from people. If you can't provide the information or service needed, many will simply turn to the internet and find

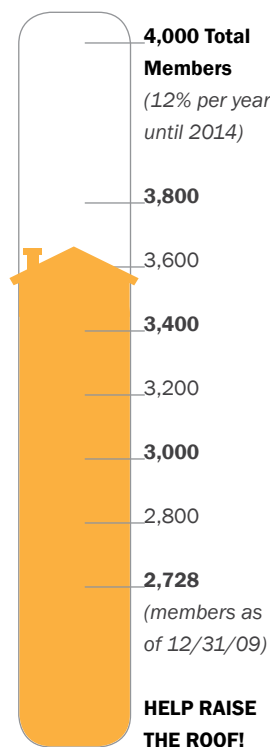
out for themselves. As we embrace the ever changing market and stay in tune with the increasing needs of our clients and customers, NARPM® members will lead this industry into the future.

I would like to thank my family and work family for sacrificing so much to allow me to serve as a RVP for this fine organization. This opportunity has been a blessing for me, but it wouldn't be possible without them. 🙏



# MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM MARCH 16 - APRIL 16, 2012.



## PROFESSIONAL MEMBERS

Jeff Bloxson  
HasBrouck Real Estate  
Charlottesville, VA  
434-295-4663

Sandra S. Bourgeois  
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Rentals, Inc.  
Oak Harbor, WA  
360-675-9596

Sandy Brown  
Magnolia Properties &  
Investments, Inc.  
Tallahassee, FL  
850-386-8660

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Realty World Premier &  
Associates  
Lodi, CA  
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Michael Challberg  
Mark III Management  
Company  
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Chase Pacific Property  
Management  
San Diego, CA  
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Olympic Rental Services  
Olympia, WA  
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Stan Coleman  
Stan Coleman Real Estate  
Property Management  
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Allen Ginsberg  
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E & S Property Management  
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Estate Services  
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Management  
Palmdale, CA  
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Double H Properties  
Joelton, TN  
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Marshall Henson  
Ally Property Management  
San Antonio, TX  
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Blakely Hughes  
Jacksonville Rental Finders  
Jacksonville, FL  
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Rent Smart Missoula, LLC  
Missoula, MT  
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Claire Schwartz &  
Associates, LLC  
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World Class Properties  
Tempe, AZ  
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Marples Property  
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ERA Tom Grizzard  
Tavares, FL  
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Nicholas Maxwell  
Cascade Property Services  
Tallahassee, FL  
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St. Augustine, FL  
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Watson Realty Corp  
Property Management  
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Keller Williams Partners  
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Frank Moore &  
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JGM Properties, LLC  
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Anacortes Properties  
Anacortes, WA  
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Jones-Healy, Inc  
Pueblo, CO  
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Steve Shugarts  
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People, Inc  
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Mohammed Siddiq  
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Pembroke Pines, FL  
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Raj P. Sinha  
Houston, TX  
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Mark Sirianni  
Flat Fee Landlord, LLC  
Arlington, VA  
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Michael Slaughter  
OmniKey Realty, LLC  
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Tiffany Smith  
Choice Homes Atlanta  
Atlanta, GA  
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Debbie St. Germain  
West USA Realty Revelation  
Chandler, AZ  
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Luke Street  
Our Gulf Coast Properties  
Gulf Breeze, FL  
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Suzanne Surratt  
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D'Ann Harper  
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Gina Wendy Tse-Louie  
Real Estate Revolution  
San Francisco, CA  
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Turner Properties, LLC  
Columbia, SC  
803-407-8522

Kevin Turner  
Teck Real Estate Services, Inc  
Tumwater, WA  
360-628-0000

Robert E. Veeh  
Veeh Property Management  
Twin Falls, ID  
208-734-6500

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(Since 2011 Convention)

### RMP® CANDIDACY

Robert Abbott  
Annette Anderson  
Daniel Anderson  
Merlyn Banks  
Joe Berger  
Scott Bloom  
Matthew Borries  
William Butler  
Danyel Brooks  
Stephanie Christensen  
Clint Collins  
Nicholas Cook  
Jim Derkacz  
William Daimon Elliott  
Sarah Faiella  
Lisa Fore  
Carl Frazier, Jr  
Kathleen Gaspari  
Leslie Geuvara  
Robert Gilstrap

Ramon Gonzalez  
Angela Hanwell  
Danny Hardeman  
Dwain Henson  
Lori Hermansen  
Ethan Hodge  
Joe Inge  
Lyn Ivans  
Brad Larsen  
Barry Mathis  
Trista McPherson  
Bryan Miles  
Addie Morgan  
George Morrissey  
Cheryl Muzinich  
Janelle Nielsen  
Krystal Perkins  
Jonathan Perry  
Khoa (Paul) Pham  
Barbara Polk  
Larry Porter

Cindy Rampley  
Cameron Dale Riegel  
Austin Sparks  
Vince Thai  
Corey VanDyke  
John Vashon  
Tiea Vincent  
Don Wilson  
Clara Yokoyama

### MPM® CANDIDACY

Wayne Guthals, RMP®  
Leslie Latham, RMP®  
Ari Lund, RMP®  
Paul Matthews, RMP®  
Chrysztyna Montanez, RMP®  
Dan Scott, RMP®  
George Trombley, RMP®

### CSS® CANDIDACY

Tawny Worth

### CRMC® Candidates

Austin Real Pro's Bill Evans, MPM® RMP®  
Rappold Property Management, LLC, Troy Rappold, MPM® RMP®



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WPM South, LLC  
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Demetria Wingfield  
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### AFFILIATE MEMBERS

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Services  
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LaGrange, KY  
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Renee L. Johnson  
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Tracy Lewis  
GDAA Property Management  
Round Rock, TX  
512-439-3600



# National Association of Residential Property Managers

24<sup>TH</sup> ANNUAL CONVENTION REGISTRATION • OCTOBER 17-20, 2012 • ARLINGTON, VA

## **POLICIES** *Continued from page 10*

### **INTERESTED IN JOINING?**

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

### **See separate education registration form online for 6-HOUR CLASS registration!**

### **CANCELLATION POLICIES**

If this convention 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 convention, as approved by the NARPM® Board, does not constitute a cancellation.

Convention cancellations must be received in writing. If cancellation is received 30 days prior to October 17, 2012, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to October 17, 2012, there will be a 50% refund. **There is NO refund 1-14 days prior to October 17, 2012.**

### **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.



National Association of Residential Property Managers

# 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
7/19/12	Atlanta, GA	Owner/Client Relations Essentials	Robert Locke, MPM® RMP®
7/20/12	Atlanta, GA	Owner/Client Relations Advanced	Robert Locke, MPM® RMP®
10/15/12	Arlington, VA	Office Operations	Dave Holt, MPM® RMP®
10/15/12	Arlington, VA	Tenancy	Betsy Morgan, MPM® RMP®
10/15/12	Arlington, VA	Personnel Procedures Essentials	Vickie Gaskill, MPM® RMP®
10/16/12	Arlington, VA	Marketing	Robert Locke, MPM® RMP®
10/16/12	Arlington, VA	Personnel Procedures Advanced	Vickie Gaskill, MPM® RMP®
10/17/12	Arlington, VA	2012 Ethics	Fred Thompson, 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)

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

## 3-hour Ethics

Member	\$45	\$45
Non-member	\$95	\$95

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

## COURSE INFORMATION

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

## CANCELLATION POLICY

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

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

Name \_\_\_\_\_

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## Register for Classes

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

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☐ I have enclosed a check for \$ \_\_\_\_\_ Check # \_\_\_\_\_

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# AMBASSADOR Program

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

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

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

## 2012 AMBASSADORS

Robert Locke, MPM® RMP®  
Kevin Martin, RMP®  
Harry Heist  
Christina Hogan, MPM® RMP®

Bradley Isa, RA  
Chantal Bachar  
Karlus Henry  
Lisa Saunders

Dawn Crawford  
Peter Meer, MPM® RMP®  
Beverly Perina, MPM® RMP®  
Taylor Lembi

Leesa Rispoli  
Paul Arrington, RMP®  
Danielle Coke

## MARCH 16 - APRIL 16, 2012

### REFERRING MEMBER

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Worth Ross, MPM® RMP®  
Danielle Coke  
Bradley Isa  
Jennifer Stoops  
Scott Abernathy, RMP®  
Mike Bitar  
Mike Bitar  
Tony Sims, RMP®  
Bobbi Kielt  
Richard Marcus  
Danielle Coke  
Carolyn Rogers, MPM® RMP®  
Paul Arrington, RMP®  
Nancy Maggiore  
Danielle Coke

### NEW MEMBER

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Colin Lardner  
Daniel Pitone  
Dawn Collins  
Debra Schmitt  
Donetta Hedges  
Ed Laine  
Heidi Robinson  
Irma Garcia  
Jean Martin  
Kathy A. Marcus  
Kelly Miller  
Kimberly Schwab  
Linda Thomas  
Lisa Schueneman  
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Stephanie Burg-Brown  
Deborah Henry  
Claire Schwartz, RMP®  
Jane Hall  
Dian Radloff  
Theresa Reed, MPM® RMP®  
Karlus Henry  
Danielle Coke  
Michele Brassard, RMP®  
Leesa Rispoli  
Scott Abernathy, RMP®  
Mary Hurd  
Todd Monohon  
Greg Doering, RMP®

### NEW MEMBER

Marshall Henson  
Melissa Sieg  
Phyllis Portie-Ascott  
Rebecca Imsick  
Renae Douglass  
Renee L. Johnson  
Sandra Bourgeois  
Sandy Brown  
Shannon Kowalski  
Susan McQuillan  
Suzanne Surratt  
Thomas Repass  
Tom Hurd  
Tracie Choate  
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