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**
BE HAPPIER. MAKE THE SWITCH.
NARPM Members Are Choosing AppFolio’s Web-based Property Management Software.

“My staff loves AppFolio. I don’t know how we functioned without it.”
Robert Locke, Crown Realty and Management

“AppFolio is a ‘life-changer’ for my company.”
Melissa Shearer, Specialized Property Management

“Support is the best I have ever seen!”
Tom Cowan, RE/MAX Center

For one simple monthly fee you get all of this (and more):
- Complete Accounting
- Easy Vacancy Posting
- Online Applications
- Beautiful Website
- Free Online Rent Collection
- Built-In Screening
- Ongoing Training & Great Support
- New Releases Each Month

www.appfolio.com/narpm

NARPM 2009 & 2010 Affiliate Member of the Year
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**

- **p5** President’s Message
- **p6** From the Desk of the Executive Director
- **p8** Legislative Scoop
- **p16** Chapter Spotlight
- **p18** Technology Matters
- **p20** Regional Communications
- **p22** Membership Growth
- **p25** Designation Classes
- **p26** Ambassador Program

**FORE! REGISTER FOR THE PAST PRESIDENTS’ GOLF TOURNAMENT**
EDITORIAL MISSION
Since 1989, the NARPM® news magazine has been a key focal point for the organization. The Residential Resource keeps members up-to-date on association events, and provides valuable industry advice and insight. NARPM® members receive the Residential Resource as part of their membership, included in their annual dues.

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

Copyright © 2012 National Association of Residential Property Managers. All rights reserved. Materials may not be reproduced or translated without written permission. E-mail publications@narpm.org for reprint permission.

Statements of fact and opinion are the responsibility of the authors alone and do not imply an opinion on the part of the officers, staff or members of NARPM®. Any legal matters or advice mentioned herein should be discussed with an attorney, accountant or other professional before use in a particular state or situation. NARPM® does not endorse any advertisement in this publication. All readers are responsible for their own investigation and use of the products advertised.

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

NARPM® NATIONAL
638 Independence Parkway, Suite 100
Chesapeake, VA 23320

P: 800-782-3452
F: 866-466-2776
www.narpm.org

An award-winning publication, the Residential Resource has won a 2009 & 2007 APEX Award of Excellence, a 2006 Gold MarCom Creative Award, and a 2006 Communicator Award of Distinction for Print Media.

OFFICERS
Jayci Grana, MPM® RMP®
President
president@narpm.org
941-955-8200

James Emory Tungsvik, MPM® RMP®
President-Elect
presidentelect@narpm.org
253-852-3000

Tony A. Drost, MPM® RMP®
Past President
pastpresident@narpm.org
208-321-1900

Stephen Foster, MPM® RMP® CCIM®
Treasurer
treasurer@narpm.org
210-340-1717

Leeann Ghiglione, MPM® RMP®
northwestrvp@narpm.org
206-286-1100

Richard Vierra, RMP®
pacificrvp@narpm.org
808-293-6436

Barney Christiansen, MPM® RMP®
southwestrvp@narpm.org
801-566-9339

Andrew Propst, MPM® RMP® CPM®
northeastrvp@narpm.org / northcentralrvp@narpm.org
208-377-3227

Bart Sturzl, MPM® RMP®
southcentralrvp@narpm.org
512-693-4772

John R. Bradford, III, RMP®
southeastrvp@narpm.org
704-334-2626

COMMITTEE CHAIRS
Tracey Norris, MPM® RMP®
Communications
communicationschair@narpm.org
830-625-8065

P.J. Chapman, MPM® RMP®
Member Services
memberserviceschair@narpm.org
208-336-5111

Stephen Foster, MPM® RMP® CCIM®
Finance
treasurer@narpm.org
210-340-1717

Deb Newell-Wagley, MPM® RMP®
Governmental Affairs
govtaffairschair@narpm.org
952-808-9700

Tony A. Drost, MPM® RMP®
Nominating
pastpresident@narpm.org
208-321-1900

Gail S. Phillips, CAE
Executive Director
executivedirector@narpm.org

Cher Leadbeater
Administrative Assistant
adminassist@narpm.org

Carla Earnest, CMP
Conferences & Conventions Coordinator
conventioninfo@narpm.org

Cathy Spruiell
Chapter Support
chaptersupport@narpm.org
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

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 managers 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 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 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.

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.
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.

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.
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
1 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

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

<table>
<thead>
<tr>
<th></th>
<th>Members</th>
<th>Members</th>
<th>Non-members</th>
<th>Non-members</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Early Bird Discount</td>
<td>No Discount</td>
<td>Early Bird Discount</td>
<td>No Discount</td>
</tr>
<tr>
<td>Entire Convention</td>
<td>$395</td>
<td>$465</td>
<td>$500</td>
<td>$600</td>
</tr>
</tbody>
</table>
| (President’s Celebration & Gala not included. See Optional Events below.)

Single Day Registration  (includes full day’s events with meals.)

<table>
<thead>
<tr>
<th>Day</th>
<th>Members</th>
<th>Members</th>
<th>Non-members</th>
<th>Non-members</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Wednesday</td>
<td>$100</td>
<td>$200</td>
<td>$170</td>
<td>$270</td>
</tr>
<tr>
<td>☐ Thursday</td>
<td>$200</td>
<td>$270</td>
<td>$300</td>
<td>$370</td>
</tr>
<tr>
<td>☐ Friday</td>
<td>$200</td>
<td>$270</td>
<td>$300</td>
<td>$370</td>
</tr>
</tbody>
</table>

OPTIONAL EVENTS  (Not included in registration fee.)

<table>
<thead>
<tr>
<th>Event</th>
<th>Member</th>
<th>Member</th>
<th>Non-members</th>
<th>Non-members</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Business Development</td>
<td>$99</td>
<td>$150</td>
<td>$300</td>
<td>$400</td>
</tr>
<tr>
<td>☐ President’s Celebration</td>
<td>$95</td>
<td>$110</td>
<td>$125</td>
<td>$140</td>
</tr>
<tr>
<td>☐ Trade Show ONLY</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
</tr>
</tbody>
</table>
| (AM or PM Thursday or Friday admission. Does not include meals.)
| ☐ Friday Gala             | $75    | $95    | $95         | $125        |
| ☐ Team Discount*          | - $50  | - $50  |             |             |

(See separate education registration form for 6-hour class registration!)  Registration Fees SUBTOTAL $____________

3 EXTRA GUEST TICKETS  Available only with accompanying Entire Convention registration.

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

<table>
<thead>
<tr>
<th>Event</th>
<th>Member</th>
<th>Non-member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed. Reception &amp; Trade Show</td>
<td>(# of tickets) x $45 = $</td>
<td>$65 = $</td>
</tr>
<tr>
<td>Thursday Breakfast</td>
<td>(# of tickets) x $30 = $</td>
<td>$50 = $</td>
</tr>
<tr>
<td>Thursday Lunch</td>
<td>(# of tickets) x $45 = $</td>
<td>$65 = $</td>
</tr>
<tr>
<td>Friday Breakfast</td>
<td>(# of tickets) x $30 = $</td>
<td>$50 = $</td>
</tr>
<tr>
<td>Friday Lunch</td>
<td>(# of tickets) x $50 = $</td>
<td>$70 = $</td>
</tr>
</tbody>
</table>

Extra Guest Tickets SUBTOTAL $____________

4 CONVENTION PIN  (# of pins) x $5 = $  Pin SUBTOTAL $____________

5 TOTAL FEES  $____________

6 METHOD OF PAYMENT

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

See POLICIES on page 24.
PROMAS Solutions

Traditional On Premises
With PROMAS you can run the program on-premises, to have complete control of your database consisting of client information and client data transactions.

Hosted Cloud
Your database can be in the cloud by having it hosted. You have access to the information from anywhere using a remote desktop service. You purchase a license, which allows you to move to the cloud service provider of your choice. We refer to this as the Hosted Cloud solution.

Flexible SaaS
With PROMAS Professional Landlord you can get a Software as a Service (subscription) contract that gives you access using remote desktop services over the internet, powered by Veddio. This provides all the advantages of SaaS competition plus the ability to purchase a license at any time for full control of your database. We refer to this as the Flexible SaaS solution. It will debut January 2012.

Use PROMAS Central to create the Hybrid Cloud
No matter which hosting solution you choose, you can add PROMAS Central to give your owners and tenants a portal to view their activity, statements, documents and make payments online. PROMAS partners with HeroPM to provide this unique service. We refer to this as the Hybrid Cloud solution. All critical accounting data is under your control and access to activity and statements is available to owners, tenants.

Free Demo - www.promas.com
sales@promas.com --- 888-591-5179
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 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.

Gail S. Phillips, CAE
NARPM® Executive Director

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.
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

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  ☐ Female  ☐ Right-handed  ☐ 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.

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/MO/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.
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.

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.

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 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.
CHAPTER Spotlight

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

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, marketing, 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
Cbxond, 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
Ventruci 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

SOFTWARE
Appfolio, Inc.
Boost PM Inc
BuildingLink.com, LLC
Buildium
Happy Inspector, Inc.
HERO PM
Hoamangement.com Inc.
In The Field Technologies
MYOWNREAL ESTATE.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

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

TEENANT 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
Resident Research
Resolve Partners, LLC
SARMA
StarPoint Screening
Trans Union Rental Screening Solutions
TVS Tenant Verification Service, Inc.
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 solution. 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 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.

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

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

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 or call Michael at 864.297.7661 x26.
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.
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. Tiea 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.

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 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. 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.
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 Blossom
Hasbrouck Real Estate
Charlottesville, VA
434-295-4663

Sandra S. Bourgeois
Whitney Residential
Rental, Inc.
Oak Harbor, WA
360-675-9596

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

Ralph Burgoz Jr.
Realty World Premier & Associates
Lodi, CA
209-339-1344

Marcus Burke
Condo Metropolis, LLC
Orlando, FL
407-290-3408

Brett Burlingame
Property Network, LLC
Gresham, OR
503-492-8844

Michael Challberg
Mark III Management Company
Sacramento, CA
916-920-0561 x103

Cheryl R. Chase-Berkson
Chase Pacific Property Management
San Diego, CA
858-485-6550

Tracie Choate
Olympic Rental Services
Olympia, WA
253-209-8784

Stan Coleman
Stan Coleman Real Estate Property Management
Beverly Hills, CA
310-285-8533

Dawn Collins
Prudential Locations, LLC
Honolulu, HI
808-738-3100

Cornelia D. Covington
Cornelia Covington & Associates
Colorado Springs, CO
719-592-9700

Sean Crowder
Horizon Rental Services
Eureka, CA
707-498-4120

Paul J. Diana
Habitat Real Estate Services
Atlanta, GA
404-876-9800

Chris DiCesare
Northern Colorado Real Estate
Superior, CO
970-396-7535

Steven Farish
Farish Realty
Carrollton, GA
770-832-1196

Barbara Fischer
AZ Residential Management
Scottsdale, AZ
480-444-2574

Irma Garcia
David Strange Real Estate
Fort Worth, TX
817-228-6377

Allen Ginsberg
Coldwell Banker Narco Flagstaff, AZ
928-220-5012

Sandi E. Gomes
E & S Property Management
Newark, CA
510-364-9421

Donetta Hedges
Double H Properties
Joelton, TN
615-746-4663

Marshall Henson
Ally Property Management
San Antonio, TX
210-705-3308

Blakely Hughes
Jacksonville Rental Finders
Jacksonville, FL
904-565-9040

Tom Hurd
Rent Smart Missoula, LLC
Missoula, MT
406-926-1724

Paula Immsick
Cite Schwartz & Associates, LLC
Orlando, FL
407-352-5244

Mark Johnson
Sellstate Alliance Realty
Colorado Springs, CO
719-641-9957

Sheryl I. Jones
RE/MAX Elite
Melbourne, FL
321-752-5858

Thomas Khammar
Power Property Management
Marina del Rey, CA
310-593-3955

Shannon Kowalski
Avalon Properties, Inc.
Highlands Ranch, CO
719-351-5124

Ed Laine
Miller Laine Properties, LLC
Bellevue, WA
425-250-5550

Colin Lardner
Local Dwelling Property Management, LLC
Dallas, TX
214-522-9100

Chris Longquist
KCPROPERTYMANAGER.com
Olathe, KS
913-322-7505

Christopher Lopez
World Class Properties
Tempe, AZ
602-695-1679

Carlyn Lowery
Dovetail Properties, LLC
Annapolis, MD
410-268-0160

David Maki
Metro Property Management
Dearborn, MI
313-274-8500 x108

Kathy A. Marcus
Majority Property Management
Stevensville, MT
406-777-2625

Rebecca Maslin
Clare Schwartz & Associates
Orlando, FL
407-352-5244

Mark Johnson
Sellstate Alliance Realty
Colorado Springs, CO
719-641-9957

Sheryl I. Jones
RE/MAX Elite
Melbourne, FL
321-752-5858

Thomas Khammar
Power Property Management
Marina del Rey, CA
310-593-3955

Shannon Kowalski
Avalon Properties, Inc.
Highlands Ranch, CO
719-351-5124

Ed Laine
Miller Laine Properties, LLC
Bellevue, WA
425-250-5550

Colin Lardner
Local Dwelling Property Management, LLC
Dallas, TX
214-522-9100

Chris Longquist
KCPROPERTYMANAGER.com
Olathe, KS
913-322-7505

Christopher Lopez
World Class Properties
Tempe, AZ
602-695-1679

Carlyn Lowery
Dovetail Properties, LLC
Annapolis, MD
410-268-0160

David Maki
Metro Property Management
Dearborn, MI
313-274-8500 x108

Kathy A. Marcus
Majority Property Management
Stevensville, MT
406-777-2625

Rebecca Maslin
Clare Schwartz & Associates
Orlando, FL
407-352-5244

Mark Johnson
Sellstate Alliance Realty
Colorado Springs, CO
719-641-9957

Sheryl I. Jones
RE/MAX Elite
Melbourne, FL
321-752-5858

Melissa McCall Owen
Deltona Realty
St. Augustine, FL
904-794-2920

Susan McQuillan
Watson Realty Corp
Property Management
Gainesville, FL
407-588-2645

Kelly Miller
Keller Williams Partners
Colorado Springs, CO
719-661-5593

Razik Mirzakhanian
Century 21, Crest
La Crescenta, CA
818-353-1327

Frank Moore
Frank Moore & Company, LLC
Savannah, GA
912-920-8560

Amber Myers
JGM Properties, LLC
Colorado Springs, CO
719-502-0924

John Ngerem
Sandton Realty
Tampa, FL
813-506-3137

William Nieto
Vision Quest Homes, LLP
Parker, CO
720-434-4178

Daniel Norden
Key Real Estate Advisors, Inc.
FT. Myers, FL
239-454-3749

Carl Orlandi
Orlandi Property Management
Byfield, MA
617-257-0377

Daniel Pitrono
Dorman Property Management
Colorado Springs, CO
719-213-9100
2012 Designation Candidates
(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 Failla
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 Morrisey
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
Tia Vincent
Don Wilson
Clara Yokoyama

MPM® CANDIDACY

Wayne Guthals, RMP®
Leslie Latham, RMP®
Ari Lund, RMP®
Paul Matthews, RMP®
Chryzyna 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®

DID YOU KNOW?
You can earn 15 points toward your designation by submitting and having your article published in Residential Resource.
Submit your articles to publications@narpm.org
There is limited space, so DON’T WAIT!

Terri Vela
Tonsofrentals.com Asheville
Arden, NC
828-778-0451

Demetria Wingfield
Hawaii Kai Realty
Honolulu, HI
808-395-8698 x2

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

SUPPORT STAFF

Renae Douglass
Fox Management Inc.
Portland, OR
503-280-0241

Renee L. Johnson
1st Choice, REALTORS®
Loveland, CO
970-669-9696

Tracy Lewis
GDAA Property Management
Round Rock, TX
512-439-3600

Affiliate Members

Data Verification Services, Inc.
Carol Wheeler
Everett, WA
800-676-1984

Universal Restoration Services
David Poland
LaGrange, KY
800-357-8676

Affiliate Members

Data Verification Services, Inc.
Carol Wheeler
Everett, WA
800-676-1984

Universal Restoration Services
David Poland
LaGrange, KY
800-357-8676
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.

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 and login to the Internet Member Services (IMS) section.
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.

**Classes**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Class</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/19/12</td>
<td>Atlanta, GA</td>
<td>Owner/Client Relations Essentials</td>
<td>Robert Locke, MPM® RMP®</td>
</tr>
<tr>
<td>7/20/12</td>
<td>Atlanta, GA</td>
<td>Owner/Client Relations Advanced</td>
<td>Robert Locke, MPM® RMP®</td>
</tr>
<tr>
<td>10/15/12</td>
<td>Arlington, VA</td>
<td>Office Operations</td>
<td>Dave Holt, MPM® RMP®</td>
</tr>
<tr>
<td>10/15/12</td>
<td>Arlington, VA</td>
<td>Tenancy</td>
<td>Betsy Morgan, MPM® RMP®</td>
</tr>
<tr>
<td>10/15/12</td>
<td>Arlington, VA</td>
<td>Personnel Procedures Essentials</td>
<td>Vickie Gaskill, MPM® RMP®</td>
</tr>
<tr>
<td>10/16/12</td>
<td>Arlington, VA</td>
<td>Marketing</td>
<td>Robert Locke, MPM® RMP®</td>
</tr>
<tr>
<td>10/16/12</td>
<td>Arlington, VA</td>
<td>Personnel Procedures Advanced</td>
<td>Vickie Gaskill, MPM® RMP®</td>
</tr>
<tr>
<td>10/17/12</td>
<td>Arlington, VA</td>
<td>2012 Ethics</td>
<td>Fred Thompson, MPM® RMP®</td>
</tr>
</tbody>
</table>

### Online Designation Courses

Online Designation Courses are now available through OMG Distance Learning. For information and/or to enroll visit www.narpm.org/education.

### FEES (subject to change)

<table>
<thead>
<tr>
<th>Hour Course</th>
<th>Early Registration*</th>
<th>Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member</td>
<td>$195</td>
<td>$250</td>
</tr>
<tr>
<td>Non-member</td>
<td>$295</td>
<td>$350</td>
</tr>
<tr>
<td>Retake</td>
<td>$75</td>
<td>$150</td>
</tr>
<tr>
<td>RMP®/MPM®</td>
<td>$100</td>
<td>$150</td>
</tr>
<tr>
<td>Candidate</td>
<td>$180</td>
<td>$250</td>
</tr>
</tbody>
</table>

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

### Courses Information

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

### Cancellation Policy

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

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

### 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 _________
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.

How CAN 5=200?

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

Every day, thousands of renters visit Rentals.com and RentalHouses.com to find their new dream home. Your listing gets seen, considered, and responded to by prospects who trust our sites and appreciate their ease of use. You’ll appreciate how easy we make it for you to place your listing and track your responses. At Rentals.com and RentalHouses.com, your listing reaches the qualified tenants you want to reach. Upgrades provide you with superior placement and advantages that help fill your vacancies quickly and easily.

*Delivering greater value for greater results.*
What Do the Most Successful NARPM Property Managers Have in Common?

The Answer is Propertyware.

Don’t just take our word for it. Find out why Propertyware is the proven solution for managing and growing your business.

“The leasing and business development team at PRANDI are about 20% more productive thanks to the mobile iPad app from Propertyware!”

Melissa Prandi, MPM®, RMP®, PRANDI Property Management, Inc., CRMC®, PropertyADVANTAGE

“What cemented our decision was Propertyware’s ability to track, measure, analyze and report on our overall effectiveness.”

Kit Garren, CPM®, MPM®, IPM Corp

“What Do the Most Successful NARPM Property Managers Have in Common?

The Answer is Propertyware.

Don’t just take our word for it. Find out why Propertyware is the proven solution for managing and growing your business.

“The leasing and business development team at PRANDI are about 20% more productive thanks to the mobile iPad app from Propertyware!”

Melissa Prandi, MPM®, RMP®, PRANDI Property Management, Inc., CRMC®, PropertyADVANTAGE

“What cemented our decision was Propertyware’s ability to track, measure, analyze and report on our overall effectiveness.”

Kit Garren, CPM®, MPM®, IPM Corp

“What since updating our web site with Propertyware’s Web Site solutions, we have more than doubled the number of properties we manage!”

Deb Newell, RMP®, Real-Time Leasing

“Propertyware provides exceptional features that save time and makes us look like heroes in the eyes of our tenants and owners.”

Betsy Morgan, MPM®, RMP®, PTM™, Prudential Tropical Realty

Call  1-866-642-9399 to learn more or visit us at www.propertyware.com.

FREE PROPERTYWARE TRIAL

15 days, no obligation, www.propertyware.com/trial

Join the ranks of successful NARPM property managers who choose Propertyware, the complete solution for simple, streamlined, profitable property management. One web-based solution can do it all:

• Attract more customers online
• Engage prospects with your web site
• Screen tenants with confidence
• Save time with customer portals
• Simplify accounting efforts

Experience the power of property management made simple.