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Are you familiar with Virtual Assistants and the help they may provide?

**p14**

NARPM® Education gets a reboot with a new, higher level of content.

**p26**

The 2016 National Appliance Energy Conservation Act amendment may affect you.

# RESIDENTIALResource



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

Frequently Asked Questions about Service Animals and the Americans with Disabilities Act (ADA) are guidelines provided by the US Department of Justice. Which of these guidelines are pertinent to property management? How do you determine if a tenant's dog is a

## Service Animal.

See page 8.



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

## FEATURE ARTICLES

### **p7** No More Deaths by a Thousand To-Dos: Using Virtual Assistants

Ben Parham, RMP® Candidate, touts the use of Virtual Assistants, independent contractors that work remotely on a specific or broad range of tasks. Commonly, these tasks include clerical, administrative, website design and maintenance, graphic design, copyediting, SEO, and data research. See if it may be right for you.

### **p14** NARPM® Courses Sport New Look: Reboot!

Michael McCreary, MPM® RMP®, recounts the plan to take NARPM® Education Courses to the highest level of content, balanced with scholarly research and a greater academic focus, as well as the collective professional and real life experiences of the Members. The Professional Development Committee also asks for your help in reviewing content.

### **p18** Funding College Education: Using Rental property

Richard Hart, EA, CAA, President of Hart & Associates Tax Consulting and Preparation Services, a NARPM® Affiliate Member, explains how investment in the purchase of rental property and the future rental income that the property generates could cover the loan for your child's college education.

### **p26** More Energy Conscious: Water Heaters

Dimitri Amor, NARPM® Member, explains the 2015 National Appliance Energy Conservation Act that was amended to include revised standards for all water heaters produced after April 16, 2015. The intent of this amendment can be easily understood as we are collectively striving to be more energy efficient in all facets of life, but it does have an effect on property management.



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**2015** NATIONAL CONVENTION  
October 14-16, 2015 • Hyatt Regency Atlanta

The early bird deadline is over, but Registration instructions are still available at [www.narpmconvention.com](http://www.narpmconvention.com)



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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.

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



Gail S. Phillips, CAE

This was also the first year that the Chapters met their Chapter Compliance submissions by the deadline. So, let's have fun in Atlanta, celebrating all the goals NARPM® has met!

At the NARPM® 2015 Annual Convention and Trade Show this month, we have a great deal to celebrate. In 2015, the Chapter Leaders, along with the support of National Leaders, broke records by setting "firsts" throughout the organization. Now the question remains, will we make the last goal of 1,000 or bust?

At the NARPM® 2015 Annual Convention and Trade Show, we will recognize Chapter Presidents who assisted in their Chapters reaching the Chapter Excellence Award goal. All qualified Chapters met this goal and for the first time in NARPM® history. We will all witness 100% of qualified Chapters walk across the stage and be recognized for their excellence. This was also the first year that the Chapters met their Chapter Compliance submissions by the deadline. So, let's have fun in Atlanta, celebrating all the goals NARPM® has met!

Since you will not be able to attend all of the breakout sessions, we will, once again, be video recording them for those in attendance to purchase. Check with the registration desk for more information on how you can obtain these videos after the National Convention. Last year, many chose this option and we want to make sure everyone in attendance has an opportunity to see all the sessions.

NARPM® membership has once again hit 5,000. This is exciting news since the sales market has picked up and we saw many property managers go back into sales. I am hearing from many of you that the market is still strong. At the National Convention, you will hear from Michael Bryan, Senior Economist with the Federal Reserve Bank of Atlanta, who will share where he sees the market going in the next year, not to mention other great speakers who will help you improve how you run your business. You can have a relaxing evening at the world's largest aquarium and a few days later hear Tim Gard, who will close out



the event by teaching you how to enhance productivity and help company owners increase employee enthusiasm. These are just a sampling of what the Convention Committee has planned for you while in Atlanta. So, there is still time to join the 1,000 who will make the Atlanta Hyatt Regency home on October 14-16, 2015.

In September, NARPM® held their Strategic Planning Retreat and brought in a facilitator to help in building a stronger organization. Jim Roman was hired by NARPM® to assist in finding ways to help build greater support for the Chapters, while making them healthier. His final recommendations will be presented at the October Board Meeting, so watch your email for details. The Strategic Planning Committee also reviewed the Association's current plan and celebrated the amount of work that has been accomplished in 2015. It has been a great year for NARPM® and President Andrew Propst, MPM® RMP®.

November will bring NARPM® to the National Association of REALTORS® (NAR) Convention and Trade Show in San Diego, California. You will find the Leaders of NARPM® at the trade show in booth #244, so stop by and share your NARPM® story with other REALTORS® from across the country. We look forward to seeing you there and helping tell the wonderful NARPM® story.

The December *Residential Resource* will feature a closing article by Andrew Propst, MPM® RMP®. He will share with you the successes he has encountered during his year as President. The year 2015 has been another great year for NARPM® thanks to all of you and the outstanding leadership by Andy.

I look forward to seeing you in Atlanta. 🇺🇸

*Gail S. Phillips*

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

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# No More Death By a Thousand To-Dos Using Virtual Assistants

Property Management is a task-oriented business and can sometimes be death by a thousand "to-dos". Just keeping up with the flood of emails alone can be a full-time job. Then, there's collecting rent, showing properties, preparing leases, handling maintenance emergencies, putting out fires (figuratively and literally), and serving notices. The list goes on and on.

Oh, but what about business development? We always want more properties, right? If only we had more time to work on our website, write blogs, identify non-owner occupied properties, and perhaps get into that Pay Per Click advertising you heard about at the last NARPM® Convention. Of course, those tasks will have to wait because, after all, it's the first of the month and we have rent to collect.

It doesn't have to be like that! What if you could pay someone to take over tedious tasks or the tasks you simply don't know how to do? You could always hire a new staff member, but the added expense of an employee is something that has to be evaluated. There are salary considerations, payroll taxes, unemployment taxes, and vacation time to manage.

What if I told you that you could hire someone for \$2-3 per hour and have no payroll taxes? What if I told you that, instead of spending 4-5 hours writing a blog post for your website, you could pay someone a flat \$5 per article? How does \$35 per week for 20 hours of SEO work sound? Enter the Virtual Assistant.

## WHAT IS A VIRTUAL ASSISTANT?

A Virtual Assistant, or VA, is an independent contractor that works remotely on a specific or broad range of tasks. Commonly, these tasks include clerical, administrative, website design and maintenance, graphic design, copyediting, SEO, and data research.

## WHY USE A VIRTUAL ASSISTANT?

There are many reasons you should be using VAs:

1. Outsource the routine, mundane, and sometimes menial tasks that need to be done, but are time consuming and could easily be done by someone else for a lot less per hour than what your time is worth.

2. Outsource a task in which you don't have the expertise. For instance, I am a novice when it comes to graphic design, so I always outsource that kind of work to a VA. They can get what I need done in 5 minutes, when it would take me all day tinkering with Adobe Photoshop to figure it out; and it would still look like something my 4-year-old drew with a crayon.
3. Extend your workday. I commonly use VAs that live on the other side of the world, so when I'm sleeping, they are awake and working. I'll give a data research task to a VA and when I wake up, the results are in my inbox... magic!

## HOW CAN A VIRTUAL ASSISTANT BENEFIT A PROPERTY MANAGEMENT COMPANY?

- **SEO** – Not ranking high enough in Google search results? Give a VA who specializes in SEO a keyword phrase or two that you want to rank higher for and let them go to work. They can optimize your website (on-site SEO) and perform link building outside your website (off-site SEO).
- **Google Adwords** – Pay Per Click (PPC) advertising is a great way to attract new owners and Google Adwords is arguably the #1 place to get the best bang for the buck. But unless you are extremely familiar with the inner workings of Adwords, it can be a fulltime job to set up and maintain a successful Adwords campaign. Having an un-optimized campaign can cost you hundreds (if not thousands) of dollars in wasted ad revenue. This task is perfectly suited for a VA.
- **Blog Article Writing** – Posting blog articles, or should I say, good blog articles, requires proper research so that your blog is worth reading. Research takes time. Hire this out to a VA. Having a native English speaker is helpful here to ensure proper grammar is used. I had an American VA writing 500 word blog articles for me for \$5 per post. I sent a spreadsheet to him with 20 or so article topics and asked him to write 3 per week.
- **Website Design/Upkeep** – Website design and maintenance is expensive if you hire a local

**Continued on page 16 "VA"**



**Ben Parham, RMP®** Candidate, is the President and Managing Broker of Integrity Realty & Management, Inc., based in Englewood, Colorado. He holds active Broker licenses in both Colorado and Florida, and has been licensed since 2000. Ben served in the United States Navy as a Cryptologic Technician and has a Bachelor of Science in Business Administration. He is married to his wife of nine years, Nicole, and together, they have three children, ages six, four, and nine months.

**Of course, those tasks will have to wait because, after all, it's the first of the month and we have rent to collect.**





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

## ADA Service Animal Guide (Part 2 of 2)

In this second of a two-part article, we will continue to look at *Frequently Asked Questions about Service Animals and the Americans with Disabilities Act (ADA)*, provided by the US Department of Justice. Not all of the guidelines are pertinent to property management, but are provided for general information.

### GENERAL RULES

**Q7: What questions can a covered entity's employees ask to determine if a dog is a service animal?**

**A:** In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? and (2) what work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

**Q8: Do service animals have to wear a vest or patch or special harness identifying them as service animals?**

**A:** No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

**Q9: Who is responsible for the care and supervision of a service animal?**

**A:** The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Covered entities are not obligated to supervise or otherwise care for a service animal.

**Q10: Can a person bring a service animal with them as they go through a salad bar or other self-service food lines?**

**A:** Yes. Service animals must be allowed to accompany their handlers to and through self-service food lines. Similarly, service animals may not be prohibited from communal food preparation areas, such as are commonly found in shelters or dormitories.

**Q11: Can hotels assign designated rooms for guests with service animals, out of consideration for other guests?**

**A:** No. A guest with a disability who uses a service animal must be provided the same opportunity to reserve any available room at the hotel as

other guests without disabilities. They may not be restricted to "pet-friendly" rooms.

**Q12: Can hotels charge a cleaning fee for guests who have service animals?**

**A:** No. Hotels are not permitted to charge guests for cleaning the hair or dander shed by a service animal. However, if a guest's service animal causes damages to a guest room, a hotel is permitted to charge the same fee for damages as charged to other guests.

**Q13: Can people bring more than one service animal into a public place?**

**A:** Generally, yes. Some people with disabilities may use more than one service animal to perform different tasks. For example, a person who has a visual disability and a seizure disorder may use one service animal to assist with way-finding and another that is trained as a seizure alert dog. Other people may need two service animals for the same task, such as a person who needs two dogs to assist him or her with stability when walking. Staff may ask the two permissible questions (See Question 7) about each of the dogs. If both dogs can be accommodated, both should be allowed in. In some circumstances, however, it may not be possible to accommodate more than one service animal. For example, in a crowded small restaurant, only one dog may be able to fit under the table. The only other place for the second dog would be in the aisle, which would block the space between tables. In this case, staff may request that one of the dogs be left outside.

**Q14: Does a hospital have to allow an in-patient with a disability to keep a service animal in his or her room?**

**A:** Generally, yes. Service animals must be allowed in patient rooms and anywhere else in the hospital the public and patients are allowed to go. They cannot be excluded on the grounds that staff can provide the same services.

**Q15: What happens if a patient who uses a service animal is admitted to the hospital and is unable to care for or supervise their animal?**

**A:** If the patient is not able to care for the service animal, the patient can make arrangements for a family member or friend to come to the hospital

to provide these services, as it is always preferable that the service animal and its handler not be separated, or to keep the dog during the hospitalization. If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in an animal shelter until the patient is released, or make other appropriate arrangements. However, the hospital must give the patient the opportunity to make arrangements for the dog's care before taking such steps.

**Q16: Must a service animal be allowed to ride in an ambulance with its handler?**

**A:** Generally, yes. However, if the space in the ambulance is crowded and the dog's presence would interfere with the emergency medical staff's ability to treat the patient, staff should make other arrangements to have the dog transported to the hospital.

## **CERTIFICATION AND REGISTRATION**

**Q17: Does the ADA require that service animals be certified as service animals?**

**A:** No. Covered entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry. There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under the ADA and the Department of Justice does not recognize them as proof that the dog is a service animal.

**Q18: My city requires all dogs to be vaccinated. Does this apply to my service animal?**

**A:** Yes. Individuals who have service animals are not exempt from local animal control or public health requirements.

**Q19: My city requires all dogs to be registered and licensed. Does this apply to my service animal?**

**A:** Yes. Service animals are subject to local dog licensing and registration requirements.

**Q20: My city requires me to register my dog as a service animal. Is this legal under the ADA?**

**A:** No. Mandatory registration of service animals is not permissible under the ADA. However, as stated above, service animals are subject to the same licensing and vaccination rules that are applied to all dogs.

**Q21: My city / college offers a voluntary registry program for people with disabilities who use service animals and provides a special tag identifying the dogs as service animals. Is this legal under the ADA?**

**A:** Yes. Colleges and other entities, such as local governments, may offer voluntary registries. Many communities maintain a voluntary registry that serves a public purpose, for example, to ensure that emergency staff know to look for service animals during an emergency evacuation process. Some offer a benefit, such as a reduced dog license fee, for individuals who register their service animals. Registries for purposes like this are permitted under the ADA. An entity may not,

however, require that a dog be registered as a service animal as a condition of being permitted in public places. This would be a violation of the ADA.

## **BREEDS**

**Q22: Can service animals be any breed of dog?**

**A:** Yes. The ADA does not restrict the type of dog breeds that can be service animals.

**Q23: Can individuals with disabilities be refused access to a facility based solely on the breed of their service animal?**

**A:** No. A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

**Q24: If a municipality has an ordinance that bans certain dog breeds, does the ban apply to service animals?**

**A:** No. Municipalities that prohibit specific breeds of dogs must make an exception for a service animal of a prohibited breed, unless the dog poses a direct threat to the health or safety of others. Under the "direct threat" provisions of the ADA, local jurisdictions need to determine, on a case-by-case basis, whether a particular service animal can be excluded based on that particular animal's actual behavior or history, but they may not exclude a service animal because of fears or generalizations about how an animal or breed might behave. It is important to note that breed restrictions differ significantly from jurisdiction to jurisdiction. In fact, some jurisdictions have no breed restrictions.

## **EXCLUSION OF SERVICE ANIMALS**

**Q25: When can service animals be excluded?**

**A:** The ADA does not require covered entities to modify policies, practices, or procedures if it would "fundamentally alter" the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

**Q26: When might a service dog's presence fundamentally alter the nature of a service or program provided to the public?**

**A:** In most settings, the presence of a service animal will not result in a fundamental alteration. However, there are some exceptions. For

**What questions can a covered entity's employees ask to determine if a dog is a service animal?**

**Continued on page 37 "Service Animals"**



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Real Class, Inc.  
Real Property Management  
Rent Payment, Inc.  
Renters Legal Liability  
Renters Warehouse, USA  
Rently  
RentRange, LLC  
Rents2Riches  
RentScreener  
Residential Consultants, LLC  
Restoration 1 of Tampa  
Rodda Paint Co.  
Sage Financial Logistics, LLC  
Scott's Inspections, Inc.  
Sears Hometown & Outlet  
SERVPRO of Fort Collins  
Southwest Recovery Services  
TaskEasy, Inc.  
Texas Capital Bank  
The Appliance Repair Men  
The Mahoney Group  
DBA: Southwest Real Estate Purchasing Group  
The Omnia Group, Inc.  
The RRD  
Tiles in Style, LLC  
DBA: Taza Supplies  
Time Communications  
United States Liability Insurance Company  
Utah Chapter of NARPM®  
VCS, INC.

### **CREDIT CARD PROCESSING**

TSYS Merchant Solutions

### **INSURANCE**

DFI - DiGerolamo Family Insurance Services, LLC  
Mobile Insurance Agency  
Preferred Property Program, Inc.  
Travelers

### **INTERNET TOOLS/ MARKETING**

Anyone Home, Inc.  
Apartments.com  
Cmobo, Inc.  
Community Buying Group

COZY  
Fourandhalf.com  
Get Cru  
Homes.com  
HomeTownRent.com  
HomeUnion  
Planet Synergy, Inc.  
Pointwide.com  
Property Management, Inc.  
Property Pond Rentals  
Providence Management & Investments  
Refer.com  
RentalSource.com  
Rentometer, Inc.  
RentPath  
rentUSAnow.com (Kestee Corporation)  
RentZap, LLC  
Reputation 1st  
Tenant Turner  
Virtually Incredible  
WalkThruInspections.com  
Zillow, Inc.  
ZipDigz, LLC

### **LEGAL SERVICES**

Aldous & Associates  
Boltz Law  
Brownlee Law Firm, PLLC  
HG Long & Associates/  
Fast Eviction Service  
Judith B. Wolk, LLC  
Law Offices of Heist, Weisse & Wolk, P.A.  
LegalShield  
Menke Law Firm, APC  
Morris Schneider Wittstadt  
Nolo  
Smith Knowles, P.C.  
U S Collections West, Inc.

### **MAINTENANCE**

5 Second Rule  
Make Ready Services  
All Aspects Renovations  
Alpha Ecological  
ASONS  
Complete Climate Control, Inc.  
Empire Today, LLC  
Fidelity National Home Warranty  
FilterEasy, Inc.  
KYS Construction, LLC  
Lonestar Locks  
Lowe's Pro Services  
MFS Supply  
Mr. Rekey Locksmith Services

NightTenders, Inc.  
Orkin, Inc.  
Propertyware, Inc.  
Queenaire Technologies, Inc.  
Restorify Restoration  
Roof Brokers, Inc.  
Roof Revivers, LLC  
Servpro of Bedford Park/  
Burbank  
The Kingston Group  
The Un-Stoppers Plumbing

### **OTHER**

Arizona Association of REALTORS®  
CSS Services, Inc.  
DoorGrow  
Intellisys Technology, LLC  
Mr. Appliance of East Central Florida  
Progress Residential  
Renter Tools  
Royal Cleaning  
Runzheimer International, Ltd.

### **PROPERTY MANAGEMENT FRANCHISE CO.**

Wallace Property Management Group

### **SOFTWARE**

AppFolio, Inc.  
BlueFolder Software, Inc.  
Buildium  
Chapps Inspector  
eRentPayment  
Happy Inspector, Inc.  
HERO PM  
HousingManager.com  
iDashboards  
LeadSimple  
PayYourRent  
Pendo Rent Software  
PM Toolbelt  
PROMAS Landlord Software Center  
Property Manager Websites  
PropertyBoss Solutions, LLC  
Rent Manager  
Rentables, LLC  
Rentec Direct, LLC  
RevSite.com, Inc.  
ShowMojo, LLC  
Simple Inspector  
SnapInspect International, Ltd.  
SYNCrew  
TenantCloud, LLC

TReXGlobal.com  
Updater  
Yardi Systems  
zInspector

### **TENANT SCREENING**

ACRANet  
ACUTRAQ  
Alliance 2020  
Beacon Background Screening Services, LLC  
Birchwood Credit Services  
Contemporary Information Corp.  
Demorati, LLC  
ezLandlordForms, LLC  
Hunt.com  
Investigative Screening and Consulting

MOCO, Inc.  
National Tenant Network, Inc.  
NoAppFee.com  
Orca Information, Inc.  
Reliable Background Screening  
Rental History Reports  
Renters Warehouse  
RentITEZ.com, LLC  
Resident Research  
Resolve Partners, LLC  
SARMA  
StarPoint Screening  
TenantReports.com, LLC  
TVS Tenant Verification Service, Inc.  
Western Reporting, Inc.

**Many of  
our Affiliate  
Members  
will be at the  
Convention  
Trade Show.**

**Please visit  
with them and  
learn about  
their products.**



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

## Whether Windows 10

If you have chosen the Microsoft operating system path, perhaps after reading my previous article “An Apple or My Microsoft,” I’m sure you have been tempted by the “Get Windows 10” reminders. These offers are particularly tempting since they are accompanied by the magic word “free.”

*“Yes, free! This upgrade offer is for a full version of Windows 10, not a trial. 3GB download required; internet access fees may apply. To take advantage of this free offer, you must upgrade to Windows 10 within one year of availability. Once you upgrade, you have Windows 10 for free on that device. Windows 10 Upgrade Offer is valid for qualified Windows 7 and Windows 8.1 devices, including devices you already own. Some hardware/software requirements apply and feature availability may vary by device and market.”*

This language was taken directly from the Microsoft.com website. Windows 10 became available on July 29, 2015 with estimates that it has already been downloaded on more than 75 million devices. Should you join the crowd?

### TO UPDATE OR NOT TO UPDATE?

That is the question. Whether ‘tis nobler for your business to suffer the slings and arrows of incompatible applications, or to take arms against a sea of troubles, and by refusing the update, put off the inevitable. Silly, perhaps, but our current day dilemma seems not too different from that faced by Hamlet in Shakespeare’s play of the same name.

The free operating system offer is good for one year, so there is no pressure to switch before July 2016. You can even uninstall Windows 10 after upgrading if you run into difficulties and want to go back. To preserve this option, do not delete the windows.old folder that contains your prior version. Don’t let this feature deter you from making a full backup of your data before you start either the upgrade or downgrade process. Note: The windows.old folder can consume 30GB of your hard drive. You may want to remove it after you are sure you don’t need to go back.

The upgrade is not free for Vista, XP and other specific versions of Windows. Check the resources associated with this article for specifics. The minimum

hardware specifications needed for Windows 10 are:

- **Processor:** 1GHz or faster clock speed
- **RAM:** 1GB (32-bit), 2GB (64-bit) Windows 10
- **Hard disk space:** 16GB (32-bit), 20GB (64-bit)
- **Graphics card:** DirectX 9 or later with WDDM 1.0 driver
- **Display:** 1024 x 600 pixels or higher (most monitors exceed this)

### THE TRANSITION

Before upgrading, apply all of the operating system updates and back up your important data. The upgrade process is relatively seamless. After the 3GB download is automatically downloaded, the process should take from 20 (new PCs) to 60+ (older PCs) minutes. “Applications, files and settings will migrate as part of the upgrade, however some applications or settings may not migrate,” according to Microsoft.

For example, anti-virus software won’t be migrated. Windows Defender is the default install, although your anti-virus settings may be saved and the current version of your software installed after the update, assuming your anti-virus subscription is current.

Those applications that came preinstalled with your original computer purchase may not be transferred. Of course, apps not compatible with Windows 10 will also not be moved.

You will have an opportunity to review a list of issues detected by the update process and to stop the upgrade before it starts. We have heard of only a very few problems with Windows 7 and 8 applications not porting.

If you are purchasing a new computer, it is best if you buy one with the same version of Windows. Restore the backup with your apps and data on this new computer before applying the upgrade to Windows 10.

### AUTOMATIC UPDATES

With anything new, there are always the pluses and the minuses. The biggest controversy is related to the change in the update policy. Previously you

# Whether 'tis nobler...

could select which update to apply. With Windows 10 the updates are automatic (Microsoft's words) or forced (an alternate view).

*"Some Windows 10 editions let you defer upgrades to your PC. When you defer upgrades, new Windows features won't be downloaded or installed for several months. Deferring upgrades doesn't affect security updates."*

So security updates can't be stopped and are applied without warning. In general, this process is a good thing (immediate protection as soon as a hack is detected) until it is not (hastily released inadequately tested patch crashes an app or Windows).

Updates are typically security-based or driver-related and have been known to cause problems, particularly with new drivers or poorly tested and hastily released security patches.

This lack of control over updates is particularly problematic for the business environment. An untested patch could cause havoc in a carefully configured small business environment.

The new approach will have Windows Insiders first review a proposed set of updates. They will next be sent to Home computers (the vast majority of users) who can delay the update process up to one month. Next in line are the Pro users who have the ability to defer updates for up to eight months. There is an Enterprise edition, which provides more flexibility for corporate networks. We are not aware of any NARPM® Members with this version.

A related issue is a new peer-to-peer update distribution system called Windows Update Delivery Optimization (WUDO). Once one Windows 10 computer has received the latest update, it can distribute them to other PCs on your network. This reduces the load on Microsoft's servers and can save bandwidth on your Internet connection since other PCs get their updates from the initial PC. The problem is this PC can also share the updates with other PCs outside your local network consuming more of your more limited upload Internet bandwidth. Fortunately, the settings for this feature can be modified or disabled.

## IS IT WORTH IT?


There are a number of reasons to switch to Windows 10:

- **Cost** – free for most users for one year
- **Support** – extended support through October 2025
- **Task View and Virtual Desktops** – on each desktop you can run selected apps in individually sizeable windows
- **Start Menu** – improved from Windows 7 with ability to customize, resize, and rearrange the tabs
- **Snap Assist** – up to four multitasking apps can be snapped per screen
- **Device Guard** – enhanced security app that neutralizes malicious unsigned apps
- **Cortana** – Microsoft's semantic digital assistant, a super Siri or Google Voice that you can talk to
- **Edge Browser** – replaces Internet Explorer

Some concerns associated with Windows 10:

- **Stability** – initial releases are buggy, a 1GB sized download of bug fixes is already announced
- **Forced Updates** – see previous section
- **Privacy** – you will find little comfort in the following:  
*"We [Microsoft] will access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary."*
- **Lost Functions** – Windows Media Center; native DVD playback; floppy drive support; card games: Solitaire, Hearts, Spider

## IN SUMMARY

Common wisdom would suggest waiting until the first major update (scheduled for October 2015) has been released before upgrading. Microsoft's history on first releases is not very good, often containing a number of bugs. If you decide to proceed, be prepared for the problems and remember that you can go back if necessary. Links to the additional relevant articles on this topic and more information are available at <http://www.propertyboss.com/narpm/> 

**Whether 'tis nobler for your business to suffer the slings and arrows of incompatible applications, or to take arms against a sea of troubles, and by refusing the update, put off the inevitable.**



Scan this code with your smart phone to access additional resources.





**Michael A. McCreary, MPM® RMP®,** owns and operates McCreary Realty Management, Inc., an Accredited Management Organization® (AMO®) firm as designated by IREM®. McCreary Realty Management, Inc., AMO®, is a family-owned and operated real estate management firm offering professional property management of single-family homes & single-family home subdivision homeowner associations in Marietta, Georgia, a suburb in Northwest Atlanta. Michael is third generation in his family business and this version of the family business is celebrating its 25th year! He has been licensed since 1978 and throughout his 37-year career, he has managed thousands of properties for thousands of owners. Michael currently serves as the 2015 Chair of the Instructor and Education Sub-Committees.

## NARPM® Courses Sport New Look Reboot!

With the record-setting growth of the Association over the past five years, your elected volunteer leadership listened to the surveys and comments from the membership. The Professional Development Committee heard the message loud and clear that education and the designations are important to the Members.

With a strong directive from leadership to improve NARPM® Education, the Committee stepped back and took a good hard look at the courses that existed. Also reviewed, were the requirements of the Association in order to remain the Leader in educating NARPM® Members.

A plan has been worked out that will take many years to fully implement, but it has already started on this path. The plan is to take NARPM® Education Courses to the highest level of content, balanced with scholarly research and a greater academic focus, as well as the collective professional and real-life experiences of the Members.

In 2014, we began reformatting the courses with new PowerPoint presentations and student materials. While converting the courses to this new format, a new instructor methodology was created for a more dynamic and involved classroom experience for students. NARPM® Instructors will be used as course content review editors to provide minor content updates to better reflect current practices and standards in the industry.

Kicking off the update with the four courses offered at the NARPM® 2014 Annual Convention and Trade Show in Minneapolis, the Committee is methodically getting all of the courses converted. The Committee is well over half-way there, and hopes to conclude with the first step of the plan by the end of this year.

Presently, all of the 6-hour courses offered by NARPM® can be classified content-wise as Fundamental and Intermediate Level courses. In the beginning, Members wrote and taught these courses based upon their own experiences and opinions. This was what NARPM® needed to raise the level of professionalism across the industry. The tireless efforts of these Members is sincerely appreciated by

the thousands of Members who have taken these courses. The industry has progressed light years over the past decade and Members are requiring more and more from NARPM® Education, which indicates how far the industry has come in this short time. The need for continued updating is a natural progression.

NARPM® Education Version 2.0 is the first bold step in upping our game. The Members have stated a desire for more advanced courses in property management, and NARPM® has a goal to start delivering on that request in 2016 with advanced content courses. The Committee is looking at several topics, including Advanced Techniques in Working with Property Owners, Financial Analysis of Income Properties, and Leadership Training.

Additionally, Version 2.0 will include the full rewrite of our existing courses to upgrade the content level of the fundamental and intermediate level courses by adding additional content, after the course resources and readings, and continued refinement of NARPM®'s instruction methodology.

NARPM® needs to have YOUR help in this process as the Committee needs a group of dedicated Members to help with this project. The Committee is looking for Course Content Review Editors. For each new advanced content course and each course rewrite, the Committee will need three-to-four Members to serve with the course instructor and work with the professional course writer. Each assignment will take a total of four-to-six months to complete, but the actual time required of a Member will be approximately eight-to-twelve hours total over that period of time. Many hands will make light work and many minds make for better course content. Please take a moment NOW and contact National staff or the Leaders of the Professional Development Committee at [prodev@narpm.org](mailto:prodev@narpm.org) to volunteer for this critical new task force and be a part of taking NARPM® Education to new and exciting levels of excellence!

At the NARPM® 2015 Annual Convention and Trade Show in October, there are offerings of converted courses, including one the Committee is very proud to bring on line, Personnel Procedures

Essentials: Hiring Your First Assistant. This course is designed with one-to-three person businesses in mind, offering them a course more focused on hiring the initial employees as their small business grows. Another course is Office Operations: Policies & Procedures. This course is perfect for all of those Broker and Owners who wish to take their company to the next level and work towards the CRMC® Designation. With these courses and two others, Members have a great selection of courses to choose from in Atlanta!

Now is the time for Chapters to sign up with National Staff Member Dana Holben (dholben@narpm.org) for the courses your Chapter would like to sponsor in 2016. There is a minimum of four months lead time to apply before the date you would like to host the course. With the Regional

Conferences no longer occurring in 2016, there are eight-to-ten course offerings that Chapters will need to take on, to provide for the membership. Get your date choices in soon, so that you can offer the course your Members would most like to attend.

All in all, it has been quite a busy year for Instructors and NARPM® Education as a whole. This past May, the Instructors gathered at National headquarters in Chesapeake, Virginia for an intensive two-and-a-half day session of Instructor Training. I would like to take this time to thank all of the dedicated Members who willingly give of their time and resources in delivering the 6-hour courses. They really care about the Members who attend the courses and they all go above and beyond with every offering! 🏠

**The plan is to take NARPM® Education Courses to the highest level of content, balanced with scholarly research and a greater academic focus, as well as the collective professional and real-life experiences of the Members.**

## NARPM® Course Titles

ETHICS (3-Hours)	
BASIC SERIES (6-Hours)	
Updated Course Title	Former Course Title
Marketing	Marketing
NARPM® 101: Basic and Beyond	NARPM® 101: Basic and Beyond
Tenancy	Tenancy
SFH201- Managing Single-Family Homes & Small Investment Properties*	
PROPERTY MANAGER SERIES (6-Hours)	
Updated Course Title	Former Course Title
Developing Rewarding Owner Relationships	Owner Client Relations Essentials
Essentials of Risk Management	Risk Management Essentials
Personnel Procedures Essentials: Hiring Your First Assistant	Personnel Procedures Essentials
MAINTENANCE SERIES (6-Hours)	
Updated Course Title	Former Course Title
Intro to Maintenance: Covering the Basics of Standards, Codes & Safety	Habitability Standards and Maintenance
In-House Maintenance: How to Run a Successful and Profitable Maintenance Operation Alongside Your Property Management Company	Operating an In-House Maintenance Company
Maintenance - Basics & Beyond	Maintenance - Basics & Beyond
BROKER / MANAGER / OWNER SERIES (6-Hours)	
Updated Course Title	Former Course Title
Office Operations: Policies & Procedures	Office Operations
Advanced Risk Management	Advanced Risk Management
Personnel Procedures Advanced	Personnel Procedures Advanced
Advanced Owner/Client Relations (On Hold for full rewrite for Advanced Content level in 2016)	Owner/Client Relations Advanced

\*This is an 8-Hour class.

## Continued from page 7 “VA”

design firm. I had a VA redo my entire website with a new WordPress theme for a flat \$75 and he completed the task in 48 hours.

- **Graphic Design** – Need a new logo, or an update to an existing logo? Plenty of VAs are waiting to put you in awe with their Photoshop magic.
- **Online Research/Data Mining** – Use a VA to compile a database of non-owner occupied properties to market to, or have them conduct competitor research to give you an edge.
- **Email Management** – Is your email inbox running away with more emails than you can handle? There are VAs that will help you handle the flood. You can give them canned responses to common emails, have them delete junk emails, and sort emails for you to follow up with later.

## WHERE TO GET A VIRTUAL ASSISTANT

So hopefully I’ve sold you on using a VA and now you’re ready to hire one. Where do you go? There are multiple websites to search for a VA and post jobs. I have a personal favorite and have found it very easy to create new job posts, filter through multiple applicants, hire one or more VAs, and manage jobs.

## HOW MUCH DO THEY COST?

This is the beauty of a VA. They are considerably cheaper than bringing on an employee. This is especially true of VAs who live in foreign countries. Administrative-related VAs usually only cost \$2-4 per hour. You can also pay them on a fixed-fee basis. For instance, I’ve had tweaks done to our company logo and paid a flat \$10 for the task. (Over 30 people applied for that job in 24 hours by the way)

When you go through a service, you pay the service and then they distribute the fee to the VA, less a percentage that the service takes off the top as their cut. Upwork retains 10% and gives 90% to the VA. The VA submits their hours and then the service bills to a credit card you have on file.

## TAX IMPLICATIONS

The advantage of using a VA is that you really don’t have any tax implications. There are no payroll taxes, unemployment taxes, or Social Security and Medicare matching requirements. They are purely an independent contractor.

You simply pay a service provider for the VA’s services, the same as you would to your property management software provider.

## HOW TO HIRE THE RIGHT VIRTUAL ASSISTANT?

The first thing you’ll do, after creating an account on a site, is to post your first job. You’ll want to write a detailed job description the same as if you were searching to hire an employee. Ensure that you fully explain what the task is and what successful completion of the task looks like. You can also post specific questions that you require all applicants to answer when applying for the job. After you post the job and wake up the next morning, you’ll probably have 5 or more applicants. I usually wait at least a full 24 hours before sifting through them all. Some jobs, such as SEO, will usually get 50 or more applicants in one day. It can be kind of daunting try to go through them all, but alas, I have a system to help you pick the perfect VA! I call it “Ben’s 5-Step Virtual Assistant Selection Process”:

1. When writing your job post, somewhere in the middle (not at the beginning and not at the end), bury the following instruction to the applicant: “When applying for this job, please begin your reply with ‘PROPERTY MANAGEMENT ROCKS’” or some other random phrase that you choose. This verifies that they read the entire job post top to bottom and did not simply apply for your job without even knowing exactly what your job is. If they don’t start their reply with your secret phrase – and I don’t care how good their profile looks – delete them.
2. Filter on applicants that have at least a 4-star rating
3. Filter on applicants that have worked at least 100 hours through the online service provider.
4. Applicants can elect to take various tests to show their proficiency in different areas. Some of these tests assess their language skills. Filter on applicants who score at least in the top 10 percentile on the English vocabulary test. This ensures that you can easily communicate with them.

The goal with the steps above is to narrow down the applicants to 3-5 top contenders. Now, here is the 5th and most important step. Send all of your final contenders an email asking them a couple questions. It doesn’t matter what the questions are but should probably be related to the job. Then, you wait. What you’re waiting for is to see who replies quickly. You don’t want to work with a VA who takes days to get back to you. You also are looking to see how well they comprehended your questions and how relative their answers are. This is especially important for foreign VAs. Their initial reply to your job post will sometimes be a canned reply that they had edited for proper English. Having them answer dynamic questions will give you a truer picture of their communication abilities.

I usually will be able to select the VA to hire using this process. An optional 6th step before hiring them is to set up a Skype call so you can speak with them face-to-face.

The bottom line is that you can use a VA for just about anything. Don’t let the massive undertaking of finding a new employee prevent you from tackling those tasks that need to get done now. As soon as you put this article down, think about the #1 dreaded task you have to do tomorrow and instead, find a VA to do it for you. 🏠





# NARPM® 2015 Annual Convention and Trade Show

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**October 14 - 16, 2015**

**Hyatt Regency Peachtree  
Atlanta, Georgia**

Education classes begin October 12.

Pre-Convention activities begin October 13.

- 
- Register for the Convention at [www.narpmconvention.com/register](http://www.narpmconvention.com/register)
  - Register for Education classes at [www.narpm.org/education/course-schedule/](http://www.narpm.org/education/course-schedule/)
  - Register or donate to the Past Presidents' Charity Golf Tournament at [www.narpmconvention.com/past-presidents-charity-tournament](http://www.narpmconvention.com/past-presidents-charity-tournament)







**Richard Hart, EA, CAA**, earned a degree in accounting and has since acquired experience putting his knowledge to work in the construction, manufacturing, service, restaurant, banking, and real estate industries for more than 13 years. In 2006, Richard opened his own practice, Hart & Associates Tax Consulting and Preparation Services, to specialize in tax accounting and has earned the credentials of Enrolled Agent and Certified Acceptance Agent with the Internal Revenue Service. He has effectively helped hundreds of clients to successfully navigate US tax law and preserve their wealth. Hart & Associates is a NARPM® Affiliate Member, based in Henderson, Nevada.

# Finance College Education Using Rental Property

Do you have young children that you plan on sending to college? That is going to be an expensive endeavor, isn't it? Did you know that you could possibly use a rental real estate investment to subsidize or pay for your child's education? How?

The key is that you would need to buy a rental property when the child is very young. This is important because you will need the property to appreciate in value (keeping in mind there are natural ups/downs in the real estate market). Since capital appreciation is the key, do your due diligence to purchase a property in a very good location. The goal here is not to find a

income that the property generates should cover the loan for your child's college education. Thus, in effect, the tenant is paying for the education costs. Word of caution: Do not over pay for a property. If you get caught in a real estate bubble, there will be no way to get the appreciation you need for this plan to work. Be wise and prudent in your purchase.

Here is where extra tax planning comes into play: After 15-18 years, the property will be significantly depreciated, so if you turn around and sell it, you will face capital gains and depreciation recapture taxes. This has the potential of undoing all of the hard work of having the rental

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**The key is that you would need to buy a rental property when the child is very young. This is important because you will need the property to appreciate in value...**

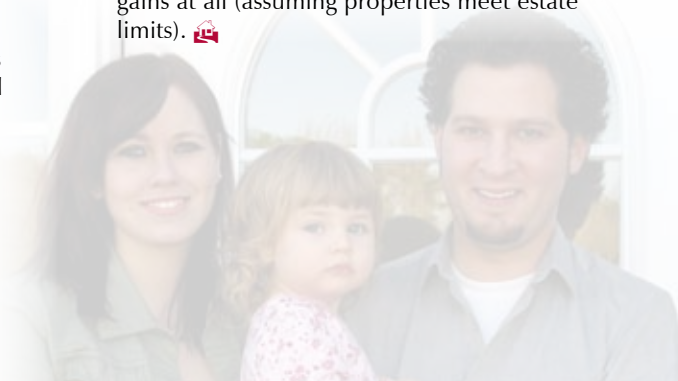
---

cheap rental in a bad part of town. Your objective in this scenario is to find a property in a desirable neighborhood with a very good school district so that you can attract quality long-term tenants, which gives you the best chance for capital appreciation over time. Try to find a rental property that will cover all of its own operating expenses for the next 15-18 years. Even if you had to kick in some funds, if the property were in the right location, it would make sense to do so for the purpose of this tax plan. It would be preferable if you could also buy the property in cash, but that is not required.

Once your child is ready for college, pull the cash out with a line of credit or cash out refinance. You will use this cash to pay your child's tuition fees. Although the interest payments will not be deductible on your schedule E rental tax return, you will not pay income taxes for the loan; and realistically, if you have owned the property for 15-18 years, the future rental

pay for the college education. To ensure this does not happen, you have two options:

1. Sell your primary property after your child is out of college and move into the rental property for two years. The rental property becomes your primary residence, and you will now fall under the primary home exclusion on capital gains.
2. Keep the property, put it into a trust, and have your children inherit it after you die. The fair market value (FMV) at the time of your death becomes their cost basis, and if they sell immediately, they pay no capital gains at all (assuming properties meet estate limits). 🏡



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# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



**Keith T. Becker, MPM®** is a real estate Broker and Owner of DeDe's Rentals & Property Management, Inc., located in Santa Rosa, California. He has been a property manager since he relocated to California from New England in 1994. Since then, he has dramatically expanded the number of units under portfolio management; he and his team presently supervise in excess of 500 doors. Keith is Past-President of both CALNARPM and the Marin-Sonoma Chapter of NARPM®. In addition, he is presently a Member of the NARPM® Pacific RVP Task Force. He and his wife enjoy travelling with their three children, and Keith can typically be found on most weekends riding his bike through the beautiful vineyards of Sonoma County's wine country.

**Throughout both the Pacific and Pacific Islands Regions, there are legislative battles being waged far and wide.**

## The RVP Bulletin

This famous opening quote from Shakespeare's "Richard the Third" seemingly bodes ill –

"We are seemingly in a world of woe" – and this

is the line most readers readily recognize. However, it is immediately followed by a qualifier, which gives some cause for optimism. So it goes: "Now is the winter of our discontent made glorious summer..."

In my own figurative backyard, 2015 is looking more like the YEAR of our discontent. Throughout both the Pacific and Pacific Islands Regions, there are legislative battles being waged far and wide. These incursions could affect landlords in both Hawaii and California. Given that California, in particular, is also frequently a bellwether for issues in other states, the eventual impact could be even greater.

For example, in Santa Rosa, where my own office is based, rents have increased by nearly 40% in the past four years. Meanwhile, housing construction has simply not kept pace with the demand. Occupancy rates are 98.8%, the statistical equivalent of zero vacancy. As a result, our Santa Rosa City Council is considering dramatic action, even going so far as to proposing rent control and its symbiotic counterpart, "just cause eviction." While allegedly, only 20% of Santa Rosa housing inventory would be directly affected by rent stabilization, it is conceivable that a much broader cross-section of the rental inventory would be impacted if just cause evictions were in effect. "Just Cause" severely limits the allowable reasons why a landlord or a property manager might request any particular tenant to vacate, and would require that the reason be clearly PROVABLE. Asking a tenant to vacate, based predominantly on "suspicious behavior," or because they are irresponsible, would no longer be sufficient. A landlord or a property manager would have to be able to provide evidence and witnesses to support any allegations, and would have to be prepared to prove those claims in court. The length – and cost – of any eviction

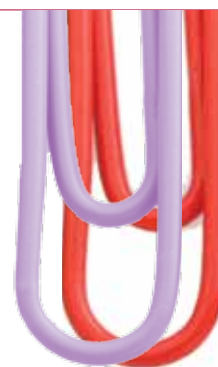
“Now is the winter of our discontent...”  
~ William Shakespeare

would increase dramatically, and combined with the annual caps of rent control, it could be problematic. If you're considering a rental investment as a source of revenue and income, consider San Francisco. Last year, the allowable rent increase for existing tenants in that city was capped at only 1.9%.

The idea that rent control could actually be instituted in Santa Rosa isn't entirely far fetched. The very same battle is presently being fought in San Jose. This past summer, the East Bay city of Richmond became the first California community in thirty years to actually advocate for, and PASS, a rent control ordinance. Officials in that city calculate that implementation will require an administrative staff of 14 to 25 people, at an initial annual budget of \$2.2 million – a cost presumably funded by additional fees assessed to landlords. In Richmond, the cost is proposed to be borne by ALL investment property owners, not just those directly impacted by rent control.

Regulatory intrusions into property management and "specialized" rentals have also come from other avenues. In both Healdsburg and Monterey, opponents have been aggressively attempting to restrict the number of authorized vacation rentals, meanwhile increasing the administrative costs and oversight required. San Francisco is grappling with regulations to curtail the impact of Airbnb – or at least, to more closely bring it into compliance with San Francisco's own rental ordinances and permit restrictions. Airbnb is a website for people to list, find, and rent lodging from private owners.

In the event you think that these various issues are limited only to the great State of California, Hawaii, meanwhile, has been trying to navigate a solution to its own perceived housing shortage. As of the last quarter of 2014, vacancy rates on Oahu remained below 4% for the fourth consecutive quarter. Like the mainland, much of this shortfall has been due to lack of new housing development. Early in 2015, a Hawaiian State Representative once again proposed legislation which would prohibit discrimination based upon "lawful source of income." Under the term of this particular measure, Section 8 housing assistance would have been clas-





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

**Pacific:** Keith Becker, MPM® RMP®

California.

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

Hawaii.

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

Nevada, Utah, Arizona, Colorado, New Mexico.

**Central:** Tracey Norris, MPM® RMP®

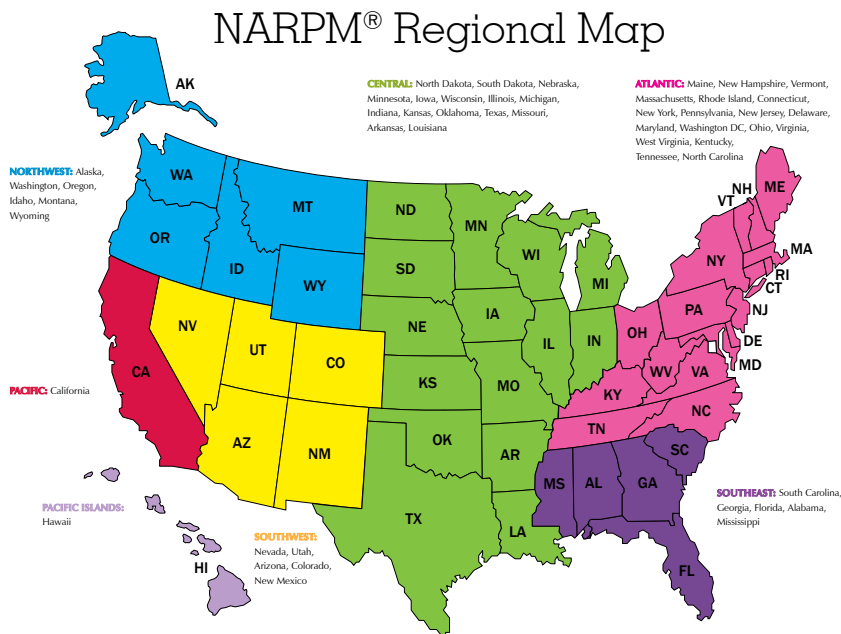
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**Southeast:** Brian Birdy, MPM® RMP®

South Carolina, Georgia, Florida, Alabama, Mississippi.



Regions are revised in 2015

sified as a source of income to the tenant. While the measure worked its way through both the Judiciary and the Consumer Protection Committees early in 2015, it was ultimately “deferred” until a later date. Given the high rents and low vacancies in Honolulu and throughout surrounding communities, this particular proposal will undoubtedly be recurring in the future.

Is there a silver lining? A close friend who manages properties in San Francisco has satirically referred to rent control as the “Property Management Professionals’ Full Employment Act.” As not just rent control, but ALL regulations become more complicated, and the implications of non-compliance become more onerous. Many individual owners have come to the realization that they are simply no longer qualified to manage their own investment properties. Given the rebound in home sales volume and value, that is motivating some investors to sell their assets and leave the rental market. However, the same influences are also having a positive effect for us – the knowledgeable and qualified property management professionals. As the quote says: “Now is the winter of our discontent made glorious summer...” As the market continues to become more challenging, the education, networking and resources of NARPM® allow us, as industry leaders, to stay ahead of even the most tumultuous market changes. Ultimately, we are able to help ourselves by first helping others. 🏠

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10/13/2015	Atlanta, GA	Personnel Procedures Advanced	Betty Fletcher, MPM® RMP®
10/13/2015	Atlanta, GA	Office Operations – Policies & Procedures <b>Closed. No walk-ins.</b>	Michael McCreary, MPM® RMP®
10/14/2015	Atlanta, GA	Ethics	Michael McCreary, MPM® RMP®
11/04/2015	Richmond, VA	Personnel Procedures Advanced	Michael McCreary, MPM® RMP®
11/10/2015	Chesapeake, VA	Ethics	Traci Lewis VanCamp, MPM® RMP®
11/10/2015	Overland, KS	Ethics	Thomas Sedlack, MPM® RMP®
11/13/2015	Meridian, ID	Essentials of Risk Management	Mike Mumford, MPM® RMP®
11/19/2015	Marina, CA	Ethics	Candy Swanson, MPM® RMP®

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

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- 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).

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Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
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Non-member	\$95	\$95

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

## COURSE INFORMATION

- Course flyers containing additional information may be downloaded from [www.narpm.org/education/schedules.html](http://www.narpm.org/education/schedules.html).
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**Dimitri Amor** began his property management career in manufactured housing. Dimitri helped assist and eventually operated several mobile home parks in the Southern California area. In 2014, Dimitri left the manufactured housing sector and began working for JD Property Management, Inc., a professional property management company established in 1974, located in Costa Mesa, California. He is responsible for managing apartments and single-family homes.

## More Energy Conscious Water Heaters

Effective April 16, 2015, the National Appliance Energy Conservation Act was amended to include revised standards for all water heaters produced after April 16, 2015. These standards require gas, oil, and electric water heaters produced after April 16, 2015 to be more energy efficient. Specifically, new water heaters produced after April 16, 2015 must be 3% to 30% more efficient, depending on the size of the water heater built. The intent of this amendment can be easily understood as we are collectively striving to be more energy efficient in all facets of life. Most of our electric appliances are now sold with the EnergyStar label. One of the main selling points of new consumer and commercial vehicles is fuel economy. Overall, we, as responsible members of society, are

heater is located in a less than ideal place. Sometimes, the water heater is kept in a place where there is barely enough room for it as it is. Custom installations are made even more difficult because altering the existing water heater area may require a vendor to break down a wall that may lead into another room. This is a problem, as the cost to install an already more expensive water heater, as further discussed below, will surely increase as well.

The expected increase in the retail price of these new water heaters is also a problem. The cost of a new water heater between 30 to 40 gallons is expected to increase by \$125 to \$150. Clients with water heaters nearing the end of its operational life are faced with a choice to either purchase a water heater built before

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**It may be best to stretch the life of your existing water heater as far as possible, or at least until more data is available on the new water heaters.**

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beginning to understand the value of what it means to be more energy conscious. This is a good thing.

Unfortunately, revised standards, for all their good intent, also have negative repercussions. For example, one of the ways water heater manufacturers plan to comply with these new standards is to better insulate new water heaters. More insulation is expected to increase the size of these water heaters by two inches in both height and width, at a minimum. Some other issues include the expected increase in the retail price, the decreased life span, and the decrease in gallon capacity.

The increase in size may not impact multi-family properties, as central water heaters are normally kept in places that are not easily accessible to tenants. Custom installations for the new water heaters may not even be difficult, as there is usually more than enough space to accommodate some modifications to allow the new water heater to be properly installed. Custom installations for smaller properties, such as single-family homes, are another matter entirely.

There are properties where the existing water

heater is located in a less than ideal place. Sometimes, the water heater is kept in a place where there is barely enough room for it as it is. Custom installations are made even more difficult because altering the existing water heater area may require a vendor to break down a wall that may lead into another room. This is a problem, as the cost to install an already more expensive water heater, as further discussed below, will surely increase as well.

The expected increase in the retail price of these new water heaters is also a problem. The cost of a new water heater between 30 to 40 gallons is expected to increase by \$125 to \$150. Clients with water heaters nearing the end of its operational life are faced with a choice to either purchase a water heater built before April 16, 2015 now, which are still being sold until supplies run out, or wait until their water heater expires and pay more overall later. True, the water heaters built after April 16, 2015 are stated to be more energy efficient. The utility costs of gas and water will surely drop by using a newer water heater. However, it is difficult to say exactly how much one will save, since the regulations are so new that water heater manufacturers have refrained from posting expected energy savings of these new water heaters until 2016. It may be best to stretch the life of your existing water heater as far as possible, or at least until more data is available on the new water heaters.

In consideration of all of the above, owners and property managers must find out as much about new water heaters as possible. An emergency water heater replacement that used to cost about \$1,500 may now jump to almost \$2,500, if not more, due to the increased cost of the unit and installation. It may even be reasonable to consider using a tankless water heater, as the installation and costs will now be comparable to these new hot water heaters. 🏠

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# CHAPTER Spotlight

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



**Carl L. Frazier, B RMP®**, MPM® candidate, currently works as a Property Manager and has been Owner and CEO of Cornerstone Properties, LLC, for nearly 20 years. Carl has had his Hawaii Real Estate License since 1988. Cornerstone Properties, LLC, manages over 600 units of houses, townhouses, and condos with four property managers and a staff of seven. Carl is a Charter Member of the NARPM® Oahu Chapter. He has served as a Director, Vice President, and President of the Oahu Chapter. Carl also contributes property management related articles to the Star Advertiser once every five to six weeks. He is currently the NARPM® Ambassador for the Pacific Region. Born in Dayton, Ohio, he lived in Japan from 1975 for nearly 13 years and is fluent in Japanese. He is married to Akiko and has six children, Amanda, Arthur, Andrew, Aaron, Angela and Anthony. Amanda currently works with her dad at Cornerstone Properties, LLC, as the COO. Andrew and Aaron also work in the family business.

## Oahu Chapter

Aloha from the Oahu Chapter of NARPM®! On August 18th, we concluded our 10th Annual Property Management Seminar. Internally, we refer to it as our “mom and pop” seminar, because we gear it to non-professional property managers or landlords, the “moms and pops.” It was our Chapter’s way of giving back to the community and raising the standard of property management statewide. We trained professionals and non-professionals alike, and we learn a lot as well.

Every year we have a theme, and this year, our seminar was entitled, “Safety and Property Management, Never Take a Break.” We ran the seminar all day from 7:45 a.m. to 4 p.m. A light breakfast and a buffet lunch were included in the price. It was a big undertaking with lots of preparation and coordination. This year, our Chapter President-Elect, Darlene Higa, MPM® RMP®, was the chairperson. She did a great job! It was a fun, fact-filled day.

We started off with the check-in and continental breakfast and visited the vendors. We were excited to have a national vendor, Mike Anderson of HERO PM, in attendance, as well as about eight local vendors. Then, our current Chapter President, Bradley Isa, RA, welcomed everyone. Our first segment was on landlord-tenant code and fair housing. Our two speakers were Bill Ramsey, who is considered the “grandfather” of property management in Oahu, as well as the first President of the Oahu Chapter and Rocky Maxwell Award winner, and Mark Stewart, R, a well-respected property manager and Charter Member of our Chapter. The landlord-tenant code is our local Bible on all things regarding leasing and managing property. It contains all the statutes on landlord and tenant relationship, including time frames on security deposit returns, deductions, tenancy types, repair deadlines, landlord remedies and tenant obligations. Participants received a copy of the handbook of the code, published by the Hawaii Department of Commerce and Consumer Affairs.

Our next segment was hosted by Doug Mayne, an administrator with the Hawaii Emergency Management Agency. He gave us a presentation on disaster preparedness, which was great timing

since we are in the midst of an active tropical storm season. Lunch was served and while we ate, our keynote speaker Guy Hagi, Hawaii News Now weatherman, regaled us with information about storms and what we need to do to be ready. Also, our Pacific Region Vice President, Keith Becker, MPM® RMP®, said a few words. After lunch, Keith Kamita, the chief special agent in the Narcotics Division at the Department of Public Safety Hawaii, gave us an update on medical marijuana. He also presented for us at the Broker/Owner Retreat in Las Vegas. Then, Sue Savio, President of Insurance Associates, Inc., gave a talk on insurance issues after a disaster.

Our last segment is always the highlight of the yearly seminars; the panel between the audience and property management experts. This year, the panel consisted of Bill Ramsey, Keith Kamita and Sue Savio. Yours truly had the pleasure of being the moderator. All day long, participants had the opportunity to write down any questions they might have on property management. I read the questions and asked the appropriate panelist to respond. Boy, did we get some interesting questions! Here are a few examples: “If a tenant leaves a burn mark on a two-year old carpet, what can you charge from their security deposit (damage deposit in other areas of the country)?” “Will the courts accept electronic mail and texts as a form of evidence?” “Can someone from California with a medical marijuana certificate bring marijuana to Hawaii?”

It was a great seminar and our response was terrific from the participants. We had nearly 200 people attend to listen and learn from our experts. We will do it again next year, and I urge every Chapter in the country to consider planning one of their own. It was not only fun and informative, but a money maker as well for our Chapter. Aloha! 🍻





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# MEMBERSHIP Growth (Continued on pages 33 & 34)

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Fridrich & Clark  
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## Continued from page 9 “Service Animals”

example, at a boarding school, service animals could be restricted from a specific area of a dormitory reserved specifically for students with allergies to dog dander. At a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated. They cannot be restricted from other areas of the zoo.

### **Q27: What does under control mean? Do service animals have to be on a leash? Do they have to be quiet and not bark?**

**A:** The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability. In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her. Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter. The dog must be off leash to do its job, but may be leashed at other times. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

### **Q28: What can my staff do when a service animal is being disruptive?**

**A:** If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

### **Q29: Are hotel guests allowed to leave their service animals in their hotel room when they leave the hotel?**

**A:** No, the dog must be under the handler's control at all times.

### **Q30: What happens if a person thinks a covered entity's staff has discriminated against him or her?**

**A:** Individuals who believe that they have been illegally denied access or service because they use service animals may file a complaint with the U.S. Department of Justice. Individuals also have the right to file a private lawsuit in Federal court charging the entity with discrimination under the ADA.

## MISCELLANEOUS

### **Q31: Are stores required to allow service animals to be placed in a shopping cart?**

**A:** No. Generally, the dog must stay on the floor, or the person must carry the dog. For example, if a person with diabetes has a glucose alert dog, he may carry the dog in a chest pack so it can be close to his face to allow the dog to smell his breath to alert him of a change in glucose levels.

### **Q32: Are restaurants, bars, and other places that serve food or drink required to allow service animals to be seated on chairs or allow the animal to be fed at the table?**

**A:** No. Seating, food, and drink are provided for customer use only. The ADA gives a person with a disability the right to be accompanied by his or her service animal, but covered entities are not required to allow an animal to sit or be fed at the table.

### **Q33: Are gyms, fitness centers, hotels, or municipalities that have swimming pools required to allow a service animal in the pool with its handler?**

**A:** No. The ADA does not override public health rules that prohibit dogs in swimming pools. However, service animals must be allowed on the pool deck and in other areas where the public is allowed to go.

### **Q34: Are churches, temples, synagogues, mosques, and other places of worship required to allow individuals to bring their service animals into the facility?**

**A:** No. Religious institutions and organizations are specifically exempt from the ADA. However, there may be State laws that apply to religious organizations.

### **Q35: Do apartments, mobile home parks, and other residential properties have to comply with the ADA?**

**A:** The Fair Housing Act is the Federal law that protects the rights of people with disabilities in residential facilities. For information or to file a complaint, contact the U.S. Department of Housing and Urban Development at 1-800-669-9777.


### **Q36: Do Federal agencies, such as the U. S. Department of Veterans Affairs, have to comply with the ADA?**

**A:** No. Section 504 of the Rehabilitation Act of 1973 is the Federal law that protects the rights of people with disabilities to participate in Federal programs and services. For information or to file a complaint, contact the agency's equal opportunity office.

### **Q37: Do commercial airlines have to comply with the ADA?**

**A:** No. The Air Carrier Access Act is the Federal law that protects the rights of people with disabilities in air travel. For information or to file a complaint, contact the U.S. Department of Transportation, Aviation Consumer Protection Division, at 202-366-2220.

For more information about the ADA, please visit their website at [www.ADA.gov](http://www.ADA.gov) or call their toll-free number 800-514-0301 (Voice) and 800-514-0383 (TTY).

To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the ADA Information Line link near the bottom of the right-hand column. 

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Dawn Ostovich, RMP®  
Charles Riska, RMP®  
Dan Wilhelm, MPM® RMP®  
Dusty Woodstock, R RMP®

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Shelley Alterman  
Shelley Alterman  
Shelley Alterman  
Shelley Alterman  
Shelley Alterman  
Shelley Alterman  
Shelley Alterman  
Tanya Chappell  
Deborah Coe  
Delwyn Cosby  
Karin Donadeo  
Charlene Dufresne  
Tim Ghaemi  
Steven Gouletas, RMP®  
Deidee Graybill  
Deidre Graybill  
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Randy Huntley  
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Cynthia Tolliver  
Jo Ellen Cosby  
John Donadeo  
Marvin D. Byrd  
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Michelle Sverrisson  
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James Elflene  
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