



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
July 27, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- Board of Directors Elections – Held in September – Volunteers Welcome

NARPM National Report

- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL

Ethics Review – Article 7: AREAS OF EXPERTISE

The Property Manager must provide competent service within his or her area of expertise, and refrain from the unauthorized practice of any other profession for which he or she is not licensed or qualified.

Secretary's Report – Kim Ayers - May minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$11,969.33 as of 7-13-2017

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- August 17 - VB Lounge – Downtown Chandler
- September – 9/11 Healing Fields

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: 360 Carpet Cleaning

Today's Class - What Forms Do I Use - CE Class – Denise Holliday (1:00 – 3:00)

Denise is an Attorney at Law, engaged in landlord tenant law since 1996. She has served as Justice of the Peace Pro Tem since 2000, Superior Court Pro Tem since 2002 and is the Co-Author of Website: doctorevictor.com. President of the Arizona Landlord Tenant Attorneys Association since 2002, current member of the AMA and sits on AMA committees.

Cocktail Hour: SERVPRO – (3:00)

Code of Ethics

Article 7: AREAS OF EXPERTISE

The Property Manager must provide competent service within his or her area of expertise, and refrain from the unauthorized practice of any other profession for which he or she is not licensed or qualified.

STANDARDS OF PROFESSIONALISM

- 7-1 The Property Manager shall perform only such services in such locations for which he or she is qualified and can reasonably be expected to perform with professional competence.
- 7-2 The Property Manager shall not perform and shall not represent that he or she can or will perform services outside of his or her area of expertise, particularly services that require a separate license or qualification – such as law, accounting, financial planning, construction, and/or contracting – unless the Property Manager independently possesses such license or qualification.

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
August 24, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Chris Lopez

- Recognize new members or visitors
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Chris Lopez

- Board of Directors Elections – Held in September – Volunteers Welcome

NARPM National Report

- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL

Ethics Review – Article 8: Commitment to Firm

The Property Manager shall act in the best interests of his or her property management Firm.

Secretary's Report – Kim Ayers - July minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$11,969.33 as of 7-13-2017

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- September 8 – 9/11 Healing Fields
- October 24 – Top Golf

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: NARPM

Today's Class - Vendor Fair & Reputation Management (1:00 – 3:30)

Cocktail Hour: NARPM – (3:30)

Code of Ethics

Article 8: COMMITMENT TO FIRM

The Property Manager shall act in the best interests of his or her property management Firm.

STANDARDS OF PROFESSIONALISM

- 8-1 The Property Manager shall not have any undisclosed conflict of interest with his or her Firm. If a conflict or potential conflict should arise, the Property Manager shall notify his or her Firm immediately.
- 8-2 The Property Manager shall not receive any form of compensation, rebates, or any other benefits without full disclosure to his or her Firm.
- 8-3 The Property Manager may not take or use any proprietary documentation, including but not limited to Client/Tenant lists, during or after his or her relationship with a Firm without express written consent from the Firm.

NARPM[®] Antitrust Statement:

It is the policy of the NARPM[®] to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM[®]'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM[®] shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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Number of Words: 434
Number of Characters: 2,386



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
September 28, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- October 26 & 27 – TPT Class (1pm – 4pm) AZDOR – See website
- November 30 – Chapter Meeting – DATE & LOCATION CHANGE – Chandler Chamber of Commerce – 11:30 – 4pm – see website
- December 14th – Christmas Party – 6-9pm - DATE & LOCATION CHANGE – see website

NARPM National Report

- Leadership training in St Louis – President Elect attends

Ethics Review – Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

Secretary's Report – Kim Ayers - September minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$8,366.74 as of 10-26-2017

Legislative Update – Wade Denman –

- New license application for ADOR

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- November 5 – Congenital Heart Walk –Diablo Stadium - 9am
- November 16 – Happy Hour Guidos Taco Shop – 5:30-7:30pm
- December 14 – Christmas Party – Top Golf – 6-9pm

Affiliate Update – Eric Evans

- Christmas Sponsorship opportunities are available!
- Lunch sponsor spiel & drawing

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: Service Team of Professionals (STOP)

Today's Class - 3 P's of Broker Audits (1:00 – 3:00) By Tina Tamboer

Please welcome Tina Tamboer - Tina is originally from Virginia and moved to Phoenix after graduating from Virginia Tech with a B.S. in Finance. She started her 23-year career in 1993 as a database analyst with First American Title. In 2000, she moved into sales for Capital Title, where she got a personality and a deep appreciation for the Phoenix real estate community. Working with Mike Orr and The Cromford Report as a Senior Real Estate Analyst since 2011, Tina is a regular guest on That Real Estate Show (KTAR) and Real Estate Straight Talk (KFYI) in addition to performing custom research and developing new product lines for The Cromford Report.

Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

STANDARDS OF PROFESSIONALISM

- 10-1 Regardless of the type of media used, advertising content shall be truthful and honest at all times.
- 10-2 No property shall be offered as "For Rent" without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.
- 10-3 Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.
- 10-4 All marketing materials, whether printed or electronic, shall comply with state laws.

NARPM® Antitrust Statement:

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PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
November 30, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
 - New members were welcomed
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
 - Please ask a Board Member for more information
- Mastermind work group hosting – Open Invite to Sponsor
 - Please contact a Board Member to host your own mastermind group
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter
 - Please stay up to date on new events and changes in meetings

New Business – Russell Hathcock

- December 14th – Christmas Party – 6-9pm - DATE & LOCATION CHANGE – Top Golf see website
 - Please join us
 - \$20 cover charge for food and events – Great Value!!

NARPM National Report

- National Dues – Pay by Jan 1st to receive \$50 discount. Regular price is \$295. Company membership available
 - This is a great value
 - There will be a give-a-way at the January's meeting
- Broker / Owner Retreat – April 9th – 11th - Mirage Hotel in Las Vegas
 - This is limited to 600 people so sign up now!

Ethics Review — Article 11: RESPONSIBILITY TO NARPM[®] AND THE PROFESSION

The Property Manager shall comply with all policies and pronouncements of NARPM[®] and all relevant laws and rules of the jurisdiction in which he or she works, and shall strive to stay informed of and to educate others about relevant matters affecting the property management field.

Secretary's Report – Kim Ayers - October minutes published on blog- Motion to approve.

- All approved

Treasurer's Report – Erin Reed - \$8,750.74 as of 11-29-2017

- Time to pay 2018 chapter dues - \$40 Pro member & \$100 Affiliate member
 - Look for our newsletter on information to pay your dues

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.
 -

Social Event Report – Kelly Kordick

- December 14 – Christmas Party – Top Golf – 6-9pm
 - Still needing sponsorships for the Christmas Party – due date is December 7th
 - Affiliates need to have swag bags done by next week
 - Email Erin with what you plan to bring, this would be helpful
 - For next year – email Kelly for any ideas for 2018

Affiliate Update – Eric Evans

- Christmas Sponsorship opportunities are available!
- Lunch sponsor introduction & drawing
- Make sure when you call the affiliates you let them know that you are a NARPM Member

President Farewell – Thank you for a great year!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: BlueInk

Today's Class - ADOR TPT Update (1:00 – 3:00)

Please welcome the Arizona Department of Revenue for another round of discussion regarding the ongoing changes with the TPT rental tax.

Article 11: RESPONSIBILITY TO NARPM[®] AND THE PROFESSION

The Property Manager shall comply with all policies and pronouncements of NARPM[®] and all relevant laws and rules of the jurisdiction in which he or she works, and shall strive to stay informed of and to educate others about relevant matters affecting the property management field.

STANDARDS OF PROFESSIONALISM

- **11-1** The Property Manager shall strive to improve the property management profession and NARPM[®] by sharing with others his or her lessons of experience for the benefit of all.
- **11-2** The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.
- **11-3** The Property Manager shall maintain his or her real estate license, if a license is required in their state.
- **11-4** The Property Manager shall abide by NARPM[®]'s bylaws and any other policies and procedures of NARPM[®], and shall do no harm to the organization.
- **11-5** The Property Manager shall ensure that all electronic communications and marketing he or she prepares is professional with respect given to the recipients.

Article 12: COMPLIANCE AND ENFORCEMENT

The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM[®] pursuant to this Code.

STANDARDS OF PROFESSIONALISM

- **12-1** The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.
- **12-2** The Property Manager shall not interfere with any NARPM[®] action to investigate a violation of or to enforce this Code.
- **12-3** The Property Manager shall promptly supply any information requested by NARPM[®] during any investigation or enforcement action pursuant to this Code.
- **12-4** The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

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NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283

May 11, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of April BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Thank you everyone!
4. Treasure Update – Erin Reed
 - a. As of 5/10/2017 = \$10999.11
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Heather Anderson-Nicely
 - a. Newsletter – status?
 - b. Needs?
7. Chapter Excellence – Chris Lopez
 - a. Status
 - b. Needs?
8. Education – Kelly Kowalski
 - a. May 25 – AZDOR – class structure / topic?
 - b. June 29 – The Magical Art of Maximizing Opportunity – Dee Allomong
 - c. July 27 – What Forms to Use – Denise Holliday
 - d. Needs? – August, November - open
9. NARPM Designation Classes
 - a. June 6 - West Valley Status?
 - b. July 21 – Southern AZ status?
10. Affiliates – Eric Evans – Lunch Sponsor / Happy Hour
 - a. May – Genesis Credit Management / Happy hour – Kings Tree Service
 - b. June – Lunch = Allegion / Happy Hour = Smells Fresh AZ
 - c. July – Lunch = 360 Carpet / Happy hour = ?
11. Social Events – Kelly Kordick
 - a. May 23 – Happy Hour at Pier 54
 - b. June 13 – FMSC 3:30 – 5:30
 - c. July – C2 Tactical
 - d. Needs?
12. Legislative – Wade Denmen
 - a. New business?
 - b. Betty Brown working on assistance from Senator Worsley

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NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283

June 15, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of May BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Cover August meeting for me?
 - c. Thank you everyone!
4. Treasure Update – Erin Reed
 - a. As of 6/14/2017 = \$11,699.82
 - b. FMSC was a success and we donated \$500
 - c. The po box for NARPM was not renewed
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Heather Anderson-Nicely
 - a. Newsletter – status?
 - b. No chapter meeting on our website for July
 - c. Nov still says vendor fair for Nov on our website
 - d. Need sign up for C2 Tactical (\$25 per attendee, max of 25 can sign up)
 - e. Need event page on website for Christmas party 12/7 5-8pm
7. Chapter Excellence – Chris Lopez
 - a. Status
 - b. Needs?
8. Education – Kelly Kowalski
 - a. June 29 – The Magical Art of Maximizing Opportunity – Dee Allomong / Back up?
 - b. July 27 – What Forms to Use – Denise Holliday
 - c. August – Vendor fair / Yelp
 - d. Needs? –November - open
9. NARPM Designation Classes
 - a. July 21 – Tuscon
 - b. August 24 – Prescott / Same date as chapter meeting
10. Affiliates – Eric Evans – Lunch Sponsor / Happy Hour
 - a. June – Lunch = Phoenix EZ Keys
 - b. July – Lunch = 360 Carpet / Happy hour = ?
 - c. August -
11. Social Events – Kelly Kordick
 - a. June 13 – FMSC 3:30 – 5:30
 - b. July – C2 Tactical

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NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283



July 13, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of June BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. TPT General Meeting?
 - c. David Johnson Passing - donation
 - d. Thank you everyone!
4. Treasure Update – Erin Reed
 - a. As of 7/13/2017 = \$
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Heather Anderson-Nicely
 - a. Newsletter – status?
 - b. Nov still says vendor fair for Nov on our website
 - c. Need sign up for C2 Tactical (\$25 per attendee, max of 25 can sign up)
 - d. Need event page on website for Christmas party 12/7 5-8pm
7. Chapter Excellence – Chris Lopez
 - a. Status – BOD Elections coming up
 - b. Needs?
8. Education – Kelly Kowalski
 - a. July 27 – What Forms to Use – Denise Holliday
 - b. August – Vendor fair / Yelp
 - c. Needs? –November – open
 - d. August 16 – NARPM Sponsor CE Advanced Trust Accounting – Sue Flucke SEVRAR
 - e. September 28 – CE 3 P's of Broker Audits - PRS
9. NARPM Designation Classes
 - a. July 21 – Tuscon
 - b. August 24 – Prescott / Same date as chapter meeting
10. Affiliates – Eric Evans – Lunch Sponsor / Happy Hour
 - a. July – 360 Carpet / Happy Hour - Servpro
 - b. August – Vendor Fair – NARPM Sponsor Lunch
11. Social Events – Kelly Kordick
 - a. July – C2 Tactical
12. Legislative – Wade Denmen
 - a. New Business?

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PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
March 23, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Board meetings are open but please RSVP.
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- AAR Realtor Conference – March 28th to 31st – PM classes – Prescott AZ
- NARPM Designation class – April 26th – 8:30 to 4pm - PRS Hanger – MUST Register
- Membership meeting – April 27th – The Legal Hotline CE/CRPM – 12:00 to 4pm – PRS Hanger

Chapter Excellence – Chris Lopez

- Status Update

NARPM National Report

- NARPM Day on the Hill – Washington, DC – May 15-16
- NARPM National Committees – always looking for volunteers

Ethics Review – Article 3: RESPONSIBILITY TO CLIENT

When working in a disclosed relationship with a client, the Property Manager shall protect the client's best interest at all times.

Secretary's Report – Kim Ayers - February minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$12,417.23 as of 3-8-17

If you have not yet paid your dues, please do so online now! Feel Free to reach out to Erin with any questions or concerns

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Legislative Updates – Wade Denmen

- TPT Updates Ongoing

Social Event Report – Kelly Kordick

- Pats Run – April 22nd Registration is OPEN

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: Servpro
- Cocktail Hour: Sponsor –

Today's Class - Richard Hart, President of Hart & Associates, EA, CAA

Richard Hart has 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 over 20 years.

He served as Tax Manager for Wilmington Trust Special Purpose Entities Division for several years assisting Fortune one hundred companies take advantage of tax saving strategies.

In 2006, Richard opened his own practice to specialize in Real estate and Foreign Non Resident 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.

Article 3: RESPONSIBILITY TO CLIENT

When working in a disclosed relationship with a client, the Property Manager shall protect the client's best interest at all times.

STANDARDS OF PROFESSIONALISM

- **3-1** The Property Manager shall use written agreements, and written extensions, if required, outlining all responsibilities and fees, if any. The Client will be provided a copy of all signed agreements and extensions, and the Property Manager will retain a copy.
- **3-2** The Property Manager shall communicate regularly with the Client, either orally or in writing and shall provide the Client with written reports as needed and as agreed between all parties. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.
- **3-3** Should the Property Manager have a disclosed relationship with a property owner, the Property Manager shall review and verify all Tenant applications to determine the applicant's ability to pay rental fees and to assess the likelihood that the applicant will comply with all provisions of the rental agreement.
- **3-4** The Property Manager shall accept no commissions, rebates, profits, discounts, or any other benefit which has not been fully disclosed to and approved by the Client.
- **3-5** The Property Manager shall not mislead a potential Client about the rental market value of a property in an attempt to secure a rental listing.
- **3-6** The Property Manager shall disclose to his or her Client all pertinent facts relating to any transaction.

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PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
June 29, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Board meetings are open but please RSVP.
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- July 21 – Commissioner Judy Lowe in Prescott NARPM – 11:30 to 1:00
- July 21 – Designation Course – Marketing by Melissa Prandi in Tucson 9am – 4pm

NARPM National Report

- NARPM National Committees – always looking for volunteers
- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL
- New NARPM Logo – start using

Ethics Review – Article 6: Handling of Funds

The Property Manager shall hold all funds received on behalf of others in compliance with state law and shall not commingle the funds with personal or other business funds or use the funds for other than their intended purposes.

Secretary's Report – Kim Ayers - May minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$11,699.82 as of 6-14-2017

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- July 13 - C2 Tactical

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!
- Vendor Day in August

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: Phoenix EZ Keys
- Cocktail Hour: Smells Fresh AZ

Today's Class - The Magical Art of Maximizing Opportunity – Dee Allomong

Dee is a small business marketing consultant with over 10 years of experience working with property managers. She focuses on leveraging marketing automation strategies to help businesses increase efficiency and grow.

During her 4 years at Infusionsoft, a small business sales & marketing software, she was a consultant, trainer, and wrote product training and documentation. She has also worked with several property-management specific businesses since 2004, most recently LandlordSource.

Code of Ethics

Article 6: HANDLING OF FUNDS

The Property Manager shall hold all funds received on behalf of others in compliance with state law and shall not commingle the funds with personal or other business funds or use the funds for other than their intended purposes.

STANDARDS OF PROFESSIONALISM

- **6-1** The Property Manager shall keep appropriate records and shall prepare and furnish to the Client accurate and timely financial reports relating to the Client's rental and funds in accordance with the terms of the applicable management agreement.

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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As of Last Complete Printing
 Number of Pages: 2
 Number of Words: 527
 Number of Characters: 2,936



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
September 28, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- October 6 – Advanced PM Bootcamp (8:30am – 4pm) – SEVRAR
- October 10 – Appfolio Mastermind Group (12 – 1pm) – Trans City PM – Betty Brown
- October 26 & 27 – TPT Class (1pm – 4pm) AZDOR – See website

NARPM National Report

- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL
- New company Membership – 4 members \$735 each additional member \$100
- Leadership training in St Louis – President Elect attends

Ethics Review – Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

Approve 2018 Board of Directors Slate

Secretary's Report – Kim Ayers - August minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$8,893.42 as of 9-13-2017

Legislative Update – Wade Denman - TPT Changes Jan 2018 – review handout

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- October 24 – Top Golf
- November 16 – Happy Hour Guidos Taco Shop

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: JB Water

Today's Class - 3 P's of Broker Audits (1:00 – 4:00) By Sue Flucke

Please welcome Sue Flucke - Branch Manager/Associate Broker at West USA Realty and special guests from ADRE, Dan Jones, Robin King, and Bob Bass

Cocktail Hour: Window Broker – (4:00)

Code of Ethics

Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

STANDARDS OF PROFESSIONALISM

- 9-1 The Property Manager shall deal with other property managers in an honest and professional manner and shall not knowingly engage in any practice or take any action against a property manager in an un-businesslike manner.
- 9-2 The Property Manager shall not knowingly interfere with other property managers' contract rights, including by taking actions inconsistent with exclusive agreements that other property managers have with their clients. This does not preclude the Property Manager from otherwise soliciting potential Clients or making general announcements about his or her own services. For purposes of this Code, a general announcement may be defined as a general telephone canvass or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group. This Code does not restrict fair and reasonable competition among property managers.
- 9-3 In the event of a controversy between Property Managers with different Firms, the Property Manager of the Firm shall use best efforts to resolve the dispute prior to litigation.
- 9-4 The Property Manager shall not obtain or use the proprietary materials or work of a competing management Firm without the express written permission of that Firm.
- 9-5 The Property Manager shall cooperate with other property managers when it is in the best interests of the Client or Tenant to do so.
- *Note: The Federal Trade Commission (the "FTC") has conducted an investigation concerning certain provisions in the NARPM® Code of Ethics and Standards of Professionalism ("Code of Ethics"). The provisions of the Code of Ethics that were addressed by the FTC are those that stated: "NARPM® Professional Members shall refrain from criticizing other property managers or their business practices" and "The Property Manager shall not knowingly solicit competitor's clients." The FTC has alleged that these provisions in the Code of Ethics restrict members of NARPM® from competing for clients, thereby depriving clients of the benefits of competition among property managers, in violation of the Federal Trade Commission Act. Without admitting a violation of the law, NARPM® has agreed to the entry of a Consent Agreement and a Decision and Order by the FTC in this matter (the "Order"). The Order requires NARPM® to amend the Code of Ethics by deleting these two provisions; please note that such restrictions on solicitation or advertising by NARPM® members no longer apply.*

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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 Number of Words: 863
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NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283

April 13, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of March BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Thank you everyone!
4. Treasure Update – Erin Reed
 - a. As of 4/12/2017 = \$12088.75
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Heather Anderson-Nicely
 - a. Newsletter – status?
 - b. Needs?
7. Chapter Excellence – Chris Lopez
 - a. Status
 - b. Needs?
8. Education – Kelly Kowalski
 - a. April 27 – CE class – Legal Hotline
 - b. May 25 – The Magical Art of Maximizing Opportunity – Dee Allomong
 - c. Needs? – June, August, November - open
9. NARPM Designation Classes – April 26
 - a. Scheduled – minimum attendees reached – lunch sponsor = DHR Contracting / Snacks = TBD
 - b. Other chapters want to share class info – Marketing status
10. Affiliates – Eric Evans – Lunch Sponsor
 - a. April – Innabi Law / Happy hour – Mr Appliance of Mid Phoenix
 - b. May – Genesis Credit Management / Happy hour – Kings Tree Service
11. Social Events – Kelly Kordick
 - a. April 22 – Pats run
 - b. May 23 – Happy Hour at Pier 54
 - c. Needs?
12. Legislative – Wade Denmen
 - a. New business?

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Number of Pages: 1
Number of Words: 193
Number of Characters: 967



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
February 23, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Board meetings are open but please RSVP.
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC -
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- Mastermind work group hosting – Open Invite to Sponsor
- Property Management Boot Camp – March 17th – 8:30 to 4pm – SEVRAR
- AAR Realtor Conference – March 28th to 31st – PM classes – Prescott AZ
- Anne McCawley – NARPM Designation class – April 26th – PRS Hanger

Chapter Excellence – Chris Lopez

- Status Update

NARPM National Report

- Broker/Owner Retreat – March 20-22 – The Mirage Hotel & Casino in Las Vegas – registration open
- NARPM Day on the Hill – Washington, DC – May 15-16
- NARPM National Committees – always looking for volunteers

Ethics Review – Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.

Secretary's Report – Kim Ayers - January minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$10,857.75

If you have not yet paid your dues, please do so online now! Feel Free to reach out to Erin with any questions or concerns

Membership Report – Sandy Baber

- 145 members - Goal is to grow membership. Make sure to tell friends or other Property managers.

Legislative Updates – Wade Denmen

- TPT Made Simple for PM - Jan 31st - Update

Social Event Report – Kelly Kordick

- NARPM Camping Trip – See Flyer March 3rd – March 5th
- Pints for Pat March 11th – Rula Bula on Mill Ave
- Pats Run – April 22nd Registration is OPEN

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: EHS Restoration
- Cocktail Hour: Sponsor – Phoenix EZ Keys

Today's Class - Attracting, Selecting, and Retaining the Right Clients for You! - Past NARPM National President Tony A. Drost, MPM®RMP®

Tony A. Drost, MPM® RMP® became a landlord in 1990 and started First Rate Property Management, Inc. CRMC® in 1994. FRPM currently manages about 1,000 units in the Boise, Idaho area.

Tony has a BA Degree in Operations Management, which gave him the tools to be an effective manager. However, Tony credits his involvement with NARPM® for the real financial success and streamlining of his company. Tony served as NARPM's national president in 2011.

Over the years, Tony has applied what he has learned from NARPM® and its members, and has delegated the day-to-day operations to staff members. He focuses on strategic planning for the company and is constantly seeking out new ways to become more efficient.

Tony learns something new at every NARPM® event and looks forward to networking with you.

Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.

STANDARDS OF PROFESSIONALISM

- **2-1** It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws and laws regarding discrimination.
- **2-2** The Property Manager shall not deny service to any person due to race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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 Number of Characters: 3,691

NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283



September 14, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of August BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Infusionsoft?
4. Treasure Update – Erin Reed
 - a. As of 9/13/2017 = \$8,893.42
 - b. NARPM Sponsoring events
 - c. 10/6 Advanced PM Bootcamp (AM/PM Snacks & drinks) – I will NOT be in town
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Russell Hathcock
 - a. Newsletter – status?
 - b. Nov still says vendor fair for Nov on our website
 - c. Need event page on website for Christmas party 12/7 5-8pm
7. Chapter Excellence – Chris Lopez
 - a. Status – BOD Elections coming up
 - b. Needs?
8. Education – Kelly Kowalski
 - a. September 28 – CE 3 P's of Broker Audits – PRS
 - b. October – Tina Tamboer – Cromford Report
 - c. November – Department of Rev – need ten questions
9. Affiliates – Eric Evans – Lunch Sponsor / Happy Hour
 - a. September – Lunch JB Water / Social hour – Window Broker
 - b. October – Lunch - STOP
10. Social Events – Kelly Kordick
 - a. September 13 – joint social w/ West Valley – Mother Bunch Brewery 5:30 to 7:30
 - b. Oct 24 – Top Golf – 5:30 – 7:30
11. Legislative – Wade Denmen
 - a. Flood insurance bill
 - b. New phone number for TPT questions

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Number of Pages: 1
Number of Words: 212
Number of Characters: 1,037



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
April 27, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Board meetings are open but please rsvp.
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- Mastermind Work Group – Betty Brown – Appfolio best practices
- NARPM Designation Class – June 6 – in Glendale – Essentials of Risk Management
- FTC Violation Reminder
- Life Time Achievement Award – Recognize John Prescott

Chapter Excellence – Chris Lopez

- Status Update

NARPM National Report

- NARPM Day on the Hill – Washington, DC – May 15-16
- NARPM National Committees – always looking for volunteers
- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL
- New NARPM Logo – start using

Ethics Review – Article 4: Obligations to Tenants

The Property Manager shall treat all Tenants honestly and professionally when they are applying for, living in, and/or vacating a managed residence, including through the deposit refund process.

Secretary's Report – Kim Ayers - March minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$12,436 as of 4-27-2017

If you have not yet paid your dues, please do so online now! Feel Free to reach out to Erin with any questions or concerns

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Legislative Updates – Wade Denmen

- TPT Updates Ongoing
- Class - TPT Made Simple for Property Managers - 5/3/2017 9:00 AM – 11:00 AM - SEVRAR

Social Event Report – Kelly Kordick

- May 23 – 5:30pm – 7:30pm – Happy Hour at Pier 54 in Tempe

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: Innabi Law Firm
- Cocktail Hour: Sponsor – Mr. Appliance of Mid Phoenix

Today's Class - The Legal Hotline CE/CRPM - Jesi Wolnik

Jesi Wolnik is an associate at Manning & Kass and has been a licensed real estate broker for more than 15 years. She served on the Grievance and Professional Standards Committees for the SouthEast Valley Regional Association of Realtors and is one of the attorneys for the Arizona Association of REALTORS® Hotline Program.

Code of Ethics**Article 4: OBLIGATIONS TO TENANTS**

The Property Manager shall treat all Tenants honestly and professionally when they are applying for, living in, and/or vacating a managed residence, including through the deposit refund process.

STANDARDS OF PROFESSIONALISM

4-1 The Property Manager shall offer all prospective Tenants a written application.

4-2 The Property Manager shall provide all Tenants with a copy of the signed rental agreement and extensions with all addendums attached.

4-3 The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report within 7 days of moving in.

4-4 The Property Manager shall respond promptly to requests for repairs.

4-5 The Property Manager shall provide a written deposit refund determination to the Tenant within the time prescribed by law after the Tenant has vacated a property. The Property Manager shall not cause any undue delay in refunding or accounting for the security deposit.

NARPM® Antitrust Statement:

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 Number of Pages: 2
 Number of Words: 639
 Number of Characters: 3,510



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
May 25, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Board meetings are open but please rsvp.
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- Mastermind Work Group – Betty Brown – Appfolio best practices
- NARPM Designation Class – June 6 – in Glendale – Essentials of Risk Management – 9am – 4pm

NARPM National Report

- NARPM National Committees – always looking for volunteers
- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL
- New NARPM Logo – start using

Ethics Review – Article 5: Care of Managed Properties

The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property and shall manage all properties in accordance with safety and habitability requirements of the local jurisdiction.

Secretary's Report – Kim Ayers - April minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$12,794.09

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Legislative Updates – Wade Denmen

- TPT Updates Ongoing

Social Event Report – Kelly Kordick

- Feed My Starving Children – June 13 – 3:30 to 5:30

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!
- Vendor Day in August

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: Genesis Credit Management
- Cocktail Hour: Kings Tree Service

Today's Class - The Newest with TPT and the ADOR

Welcome the ADOR as they come to provide us with the NEWEST with TPT for Property Managers!!

The ADOR has organized an entire panel of guests to go over follow up questions after the last training and Q&A session they held at SEVRAR. This is going to be specific to the Property Management industry, and not a general TPT class.

ADOR Staff: Amanda Dean, Sean Laux, Audrey McGhee. Presenters: Sara Radbury & Rudy Monarrez (Town of Gilbert).

Additional city staff from the City of Chandler: Robb Swanson, Josh Bies, Crystal Garcia.

Some of the items to be covered:

- The AZ Taxes Website
- The DOR Website
- The Right to talk with the DOR
- Spreadsheet Instructions
- AZ Taxes Registration
- TPT-EZ & TPT-2
- Q&A

Code of Ethics

Article 5: CARE OF MANAGED PROPERTIES

The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property and shall manage all properties in accordance with safety and habitability requirements of the local jurisdiction.

STANDARDS OF PROFESSIONALISM

5-1 The Property Manager shall not manage properties for Clients who refuse, or are unable, to maintain their property in accordance with safety and habitability requirements of the local jurisdiction.

5-2 The Property Manager shall terminate management of a property if the Client does not comply with habitability requirements.

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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Number of Pages: 2
Number of Words: 589
Number of Characters: 3,241



NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283

February 9, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of January BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Reminder for professionalism
 - b. Unpaid Dues
4. Treasure Update – Erin Reed
 - a. As of 2-9-2017 = \$
 - b. 2017 Dues - status
5. Marketing – Heather Anderson-Nicely
 - a. Newsletter – any thoughts, suggestions, challenges?
 - b. Needs?
6. Chapter Excellence – Chris Lopez
 - a. Status – questions?
 - b. March 20-22 - Broker Owner in Las Vegas – shuttle?
7. Education – Kelly Kowalski
 - a. February 15 – Risk reduction for property managers – CRPM Tucson
 - b. February 23 – Attracting the right clients
 - c. March 23 – Handling Intntl Clients -
 - d. Needs?
8. NARPM Designation Classes – discussion with Anne
 - a. A New Leaf – presentation on homelessness in our area
9. Affiliates – Eric Evans
 - a. February –lunch sponsor – EHS Restoration
 - b. March - SERVPRO
 - c. Needs?
10. Social Events – Kelly Kordick
 - a. February 16 – Joint happy hour & arcade – Cobra Arcade
 - b. March – anything?
 - c. Needs?
11. Legislative – Wade Denmen
 - a. TPT Meeting - Update
12. Membership – Sandy Baber
 - a. Report member numbers
 - b. Needs?

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Number of Characters: 969



NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283

March 9, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of February BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Unpaid Dues – needs?
 - c. Broker Owner – any needs
4. Treasure Update – Erin Reed
 - a. As of 3/8/2017 = \$12417.23
 - b. Richard Hart – Cost approval
 - c. 2017 Dues – status
 - d. Nov meeting?
 - e. PM Bootcamp 3/17
5. Membership – Sandy Baber
 - a. Report member numbers
 - b.
6. Marketing – Heather Anderson-Nicely
 - a. Newsletter – status?
 - b. Needs?
7. Chapter Excellence – Chris Lopez
 - a. Status – certification completed
8. Education – Kelly Kowalski
 - a. March 23 – Richard Hart - Erin has the handouts for the class
 - b. April 27 – CE class
 - c. Needs? – June, August, November - open
9. NARPM Designation Classes – April 26
 - a. Scheduled – minimum attendees reached – lunch sponsor?
 - b. Other chapters want to share class info
10. Affiliates – Eric Evans – Lunch Sponsor
 - a. March – SERVPRO
 - b. April – Innabi Law
 - c. Needs? June, Sept – open
11. Social Events – Kelly Kordick
 - a. March 11 – pints for Pat
 - b. April 22 – Pats run
 - c. Needs?
12. Legislative – Wade Denmen
 - a. Chapter vacancy survey

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Change Number: 6
Last Saved On: 3/9/2017 8:49:00 AM
Last Saved By: Russell Hathcock
Total Editing Time: 21 Minutes
Last Printed On: 3/26/2018 4:17:00 PM
As of Last Complete Printing
Number of Pages: 1
Number of Words: 190
Number of Characters: 955

NARPM Board Meeting
1212 E. Baseline Rd
Tempe, AZ 85283



August 10, 2017

1. Call to Order – 9:30 – 10:30 a.m.
2. Approval of July BOD Meeting Minutes
3. Discussion/Feedback – Russell Hathcock
 - a. Feedback
 - b. Marketing chair vacated
 - c. Monthly action calendar
 - d. Updated National w/ Erins office address
4. Treasure Update – Erin Reed
 - a. As of 8/8/2017 = \$11,147.65
 - b. \$100 donation to Elly Johnsons church
 - c. \$500 annual donation to 9/11 Healing Field w/ 1/8 ad for NARPM
 - d. PO Box renewed
 - e. Sending something to Dee
 - f. NARPM Sponsoring events
 - g. 8/16 Advanced Trust Accting 9-12 and Agency in PM 1-4pm (AM/PM Snacks & drinks)
 - h. 9/12 PM Roundtable 2:30pm (snacks)
 - i. 10/6 Advanced PM Bootcamp (AM/PM Snacks & drinks) – I will NOT be in town
5. Membership – Sandy Baber
 - a. Report member numbers
 - b. Any new members?
6. Marketing – Russell Hathcock
 - a. Newsletter – status?
 - b. Nov still says vendor fair for Nov on our website
 - c. Need event page on website for Christmas party 12/7 5-8pm
7. Chapter Excellence – Chris Lopez
 - a. Status – BOD Elections coming up
 - b. Needs?
8. Education – Kelly Kowalski
 - a. August – Vendor fair / Yelp / Reputation.com
 - b. September 28 – CE 3 P's of Broker Audits – PRS
 - c. October – Tina Tamboer – Cromford Report
 - d. November – open
9. NARPM Designation Classes
 - a. August 24 – Prescott / Same date as chapter meeting
10. Affiliates – Eric Evans – Lunch Sponsor / Happy Hour
 - a. August – Vendor Fair – NARPM Sponsor Lunch
 - b. September – Lunch JB Water / Social hour – Window Broker
 - c. October – Lunch - STOP
11. Social Events – Kelly Kordick
 - a. August 17 – VB Lounge in Downtown Chandler 5:30 – 7:30

- b. September – 9/11 Healing Fields
- c. September 13 – joint social w/ West Valley – Mother Bunch Brewery 5:30 to 7:30

12. Legislative – Wade Denmen

- a. New Business?

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Department of the Treasury
Internal Revenue Service

for Tax-Exempt Organization not Required to File Form 990 or 990-EZ

2017

Open to Public Inspection

A For the **2017** Calendar year, or tax year beginning **2017-01-01** and ending **2017-12-31**

B Check if available

☐ Terminated for Business

☒ Gross receipts are normally \$50,000 or less

C Name of Organization: **PHOENIX METRO CHAPTER OF
NARPM**

1212 Baseline, Tempe, AZ,

US, 85283

D Employee Identification
Number **45-3631696**

E Website:

F Name of Principal Officer: **Erin Buchanan**

1212 Baseline, Tempe, AZ,

US, 85283

Privacy Act and Paperwork Reduction Act Notice: We ask for the information on this form to carry out the Internal Revenue laws of the United States. You are required to give us the information. We need it to ensure that you are complying with these laws.

The organization is not required to provide information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. The rules governing the confidentiality of the Form 990-N is covered in code section 6104.

The time needed to complete and file this form and related schedules will vary depending on the individual circumstances. The estimated average times is 15 minutes.

Note: This image is provided for your records only. Do Not mail this page to the IRS. The IRS will not accept this filing via paper. You must file your Form 990-N (e-Postcard) electronically.

PHX Metro NARPM Budget

	BUDGET	ACTUAL	UNDER/OVER
INCOME			
OPERATING INCOME			
Membership Dues (\$40 per Member) 75	\$ 3,000.00		\$ (3,000.00)
Affiliate Dues (\$100 per Member) 40	\$ 4,000.00		\$ (4,000.00)
Misc NARPM Income	\$ 500.00		\$ (500.00)
Affiliate Sponsorships	\$ 1,000.00		\$ (1,000.00)
TOTAL	\$8,500	\$ -	
EXPENSES			
OPERATING EXPENSE			
Education Speakers	\$ 2,000.00		
Marketing - Infusionsoft	\$ 215.00		\$ (215.00)
Quick Books	\$ 45.00		
Paypal	\$ 75.00		\$ (75.00)
Banking	\$ 10.00		\$ (10.00)
Web Hosting & Domains	\$ 250.00		\$ (250.00)
Printing	\$ 200.00		\$ (200.00)
Postage Expense (PO BOX)	\$ 115.00		\$ (115.00)
Legal	\$ 10.00		\$ (10.00)
Promotional			\$ -
Sponsored Events	\$ 600.00		\$ (600.00)
Holiday Party	\$ 2,500.00		\$ (2,500.00)
Charity/Donations	\$ 2,500.00		\$ (2,500.00)
	\$ 8,520.00	\$ -	



PHOENIX METRO NARPM
CHAPTER MEETING
www.narpmphoenix.net
September 28, 2017

AGENDA

Call Meeting to Order – (12:00 – 12:30)

President Welcome – Russell Hathcock

- Recognize new members or visitors
- Chapter Goals – Members achieve designations: RMP, MPM, CRMC - grow membership
- Mastermind work group hosting – Open Invite to Sponsor
- Stay up to date on news & events & updates / changes: Like on Facebook & Blog & newsletter

New Business – Russell Hathcock

- October 6 – Advanced PM Bootcamp (8:30am – 4pm) – SEVRAR
- October 10 – Appfolio Mastermind Group (12 – 1pm) – Trans City PM – Betty Brown
- October 26 & 27 – TPT Class (1pm – 4pm) AZDOR – See website

NARPM National Report

- Annual Convention & Trade Show – Oct 18 – 20 – Orlando, FL
- Designation Classes – Oct 16 – 17 – Orlando, FL
- New company Membership – 4 members \$735 each additional member \$100
- Leadership training in St Louis – President Elect attends

Ethics Review – Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

Approve 2018 Board of Directors Slate

Secretary's Report – Kim Ayers - August minutes published on blog- Motion to approve.

Treasurer's Report – Erin Reed - \$8,893.42 as of 9-13-2017

Legislative Update – Wade Denman - TPT Changes Jan 2018 – review handout

Chapter Excellence – Chris Lopez

- Status Update

Membership Report – Sandy Baber

- 145 members – Rank #5 in the Country - Goal is to grow membership.

Social Event Report – Kelly Kordick

- October 24 – Top Golf
- November 16 – Happy Hour Guidos Taco Shop

Affiliate Update – Eric Evans

- Sponsorship opportunities are available!

Adjourn to Lunch & Networking – (12:30 – 1:00)

- Lunch Sponsor: JB Water

Today's Class - 3 P's of Broker Audits (1:00 – 4:00) By Sue Flucke

Please welcome Sue Flucke - Branch Manager/Associate Broker at West USA Realty and special guests from ADRE, Dan Jones, Robin King, and Bob Bass

Cocktail Hour: Window Broker – (4:00)

Code of Ethics

Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

STANDARDS OF PROFESSIONALISM

- 9-1 The Property Manager shall deal with other property managers in an honest and professional manner and shall not knowingly engage in any practice or take any action against a property manager in an un-businesslike manner.
- 9-2 The Property Manager shall not knowingly interfere with other property managers' contract rights, including by taking actions inconsistent with exclusive agreements that other property managers have with their clients. This does not preclude the Property Manager from otherwise soliciting potential Clients or making general announcements about his or her own services. For purposes of this Code, a general announcement may be defined as a general telephone canvass or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group. This Code does not restrict fair and reasonable competition among property managers.
- 9-3 In the event of a controversy between Property Managers with different Firms, the Property Manager of the Firm shall use best efforts to resolve the dispute prior to litigation.
- 9-4 The Property Manager shall not obtain or use the proprietary materials or work of a competing management Firm without the express written permission of that Firm.
- 9-5 The Property Manager shall cooperate with other property managers when it is in the best interests of the Client or Tenant to do so.
- *Note: The Federal Trade Commission (the "FTC") has conducted an investigation concerning certain provisions in the NARPM[®] Code of Ethics and Standards of Professionalism ("Code of Ethics"). The provisions of the Code of Ethics that were addressed by the FTC are those that stated: "NARPM[®] Professional Members shall refrain from criticizing other property managers or their business practices" and "The Property Manager shall not knowingly solicit competitor's clients." The FTC has alleged that these provisions in the Code of Ethics restrict members of NARPM[®] from competing for clients, thereby depriving clients of the benefits of competition among property managers, in violation of the Federal Trade Commission Act. Without admitting a violation of the law, NARPM[®] has agreed to the entry of a Consent Agreement and a Decision and Order by the FTC in this matter (the "Order"). The Order requires NARPM[®] to amend the Code of Ethics by deleting these two provisions; please note that such restrictions on solicitation or advertising by NARPM[®] members no longer apply.*

NARPM[®] Antitrust Statement:

It is the policy of the NARPM[®] to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM[®]'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM[®] shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

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2018 Slate for the Phoenix Metro NARPM® Chapter

President – Chris Lopez

President Elect – Sandy Baber

Past President – Russell Hathcock

Treasurer – Erin Buchanan

Secretary – Kim Ayers

Education – Kelly Kowalski

Membership – Sandy Baber / Lou Osborn

Marketing – Russell Hathcock

Social – Kelly Kordick

Affiliate – Eric Evans

Legislative – Wade Denman

Members at Large – Dennis Murdock | Sherman Weeks