

**p8**

Do self-showing lockboxes pose unforeseen risks? You may want to consider them.

**p10**

Why are good tenants leaving? Do your business practices need change?

**p15**

There are unusual tax circumstances of which you should be aware.

# RESIDENTIALResource



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

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*See page 22.*



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# IN THIS ISSUE April 2018

NARPM® provides resources for residential property management professionals who desire to learn, grow, and build relationships.

## FEATURE ARTICLES

### **p8** Self-showing Lockboxes for Vacant Properties: What's the Risk?

Michael Mulvena, RMP® Candidate, weighs the risks that may come with allowing a prospective tenant or buyer to enter and view a vacant property without the manager present. Does this “future of our industry” pose unforeseen risks? You may need to decide if you are going to use this technology or continue face-to-face showings.

### **p10** Why Are They Saying Goodbye?: Good Tenants Don't Renew

Olivia Creighton, Marketing & Communications Intern at ApplyConnect, looks at the reasons a good tenant may not renew. Although it may be due to personal circumstances that you are unable to change, there are other business practices that you may need to resolve.

### **p15** How Do You Issue?: Form 1099 to a Trust

Richard Hart, EA, CAA, President of Hart & Associates, a NARPM® Affiliate Member, provides reporting requirements that you need to consider if you have owners with a living or revocable trust. Richard answers the questions, “What are the complications associated with transferring the property to the trust during life, and particularly, does the trust have to file a separate tax return?” This is one of those items you may not have taken into account as it applies to your property management business.

### **p24** Learn About the 2018 Past Presidents' Charity

Past President Vickie Gaskill, MPM® RMP®, has chosen Casting for Recovery as the NARPM® 2018 Past Presidents' Charity. Vickie is a breast cancer survivor, as are so many of our other NARPM® Members. Please consider sponsoring, donating, registering to play golf, or attending the luncheon.



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## EDITORIAL MISSION

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

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

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

The *Residential Resource* is designed for the Members of the National Association of Residential Property Managers by Organization Management Group, Inc. in Chesapeake, Virginia. [www.managegroup.com](http://www.managegroup.com)

## NARPM® NATIONAL

638 Independence Parkway, Suite 100  
Chesapeake, VA 23320  
P: 800-782-3452  
[www.narpm.org](http://www.narpm.org)

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If you are not a member of NARPM® and wish to receive a yearly subscription to *Residential Resource* for \$49.95 per year (11 issues), please contact [info@narpm.org](mailto:info@narpm.org) to sign up.

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## OFFICERS

**Brian Birdy, MPM® RMP®**  
President  
[president@narpm.org](mailto:president@narpm.org)

**Eric Wetherington, MPM® RMP®**  
President-Elect  
[presidentelect@narpm.org](mailto:presidentelect@narpm.org)

**Kellie Tollifson, MPM® RMP®**  
Treasurer  
[treasurer@narpm.org](mailto:treasurer@narpm.org)

**Steve Schultz, MPM® RMP®**  
Past President  
[pastpresident@narpm.org](mailto:pastpresident@narpm.org)

## REGIONAL VICE PRESIDENTS

**Chrysztna Rowek, MPM® RMP®**  
[northwestrvp@narpm.org](mailto:northwestrvp@narpm.org)

**Joel Elliott, RMP®**  
[southeastrvp@narpm.org](mailto:southeastrvp@narpm.org)

**Tim Wehner, MPM® RMP®**  
[pacificrvp@narpm.org/pacificislandsrvp@narpm.org](mailto:pacificrvp@narpm.org/pacificislandsrvp@narpm.org)

**Greg Doering, MPM® RMP®**  
[centralrvp@narpm.org](mailto:centralrvp@narpm.org)

**Mike Mumford, MPM® RMP®**  
[southwestrvp@narpm.org](mailto:southwestrvp@narpm.org)

**Scott Abernathy, MPM® RMP®**  
[atlanticrvp@narpm.org](mailto:atlanticrvp@narpm.org)

## COMMITTEE CHAIRS

**Ron Wills, MPM® RMP®**  
Communications  
[communicationschair@narpm.org](mailto:communicationschair@narpm.org)

**Shannon McLaughlin Ives, MPM® RMP®**  
Professional Development  
[profdevelopmentchair@narpm.org](mailto:profdevelopmentchair@narpm.org)

**Bryan Jenkins, MPM® RMP®**  
Member Services  
[memberserviceschair@narpm.org](mailto:memberserviceschair@narpm.org)

**Steve Schultz, MPM® RMP®**  
Nominating  
[pastpresident@narpm.org](mailto:pastpresident@narpm.org)

**Kellie Tollifson, MPM® RMP®**  
Finance  
[treasurer@narpm.org](mailto:treasurer@narpm.org)

**Trent Ratliff, MPM® RMP®**  
Annual Convention and Trade Show Chair  
[conventionchair@narpm.org](mailto:conventionchair@narpm.org)

**Amanda Frazier, RMP®**  
Governmental Affairs  
[govtaffairschair@narpm.org](mailto:govtaffairschair@narpm.org)

**Jennifer Newton**  
Broker/Owner Conference & Expo Chair  
[brokerownerchair@narpm.org](mailto:brokerownerchair@narpm.org)

## NARPM® NATIONAL

**Gail S. Phillips, CAE**  
Executive Director  
[executivedirector@narpm.org](mailto:executivedirector@narpm.org)

**Patricia Hartline**  
Communications, Graphic Designer  
[publications@narpm.org](mailto:publications@narpm.org)

**Jackie Sabogal**  
Member Support Manager  
[chaptersupport@narpm.org](mailto:chaptersupport@narpm.org)

**Dailey Fly**  
Professional Development Manager  
[professionaldevmgr@narpm.org](mailto:professionaldevmgr@narpm.org)

**Chere Tonetti**  
Education Support Staff  
[educationinfo@narpm.org](mailto:educationinfo@narpm.org)

**Carla Earnest, CMP**  
Conferences & Conventions Coordinator  
[conventioninfo@narpm.org](mailto:conventioninfo@narpm.org)

**Tyler Craddock**  
Governmental Affairs Director  
[legislativeinfo@narpm.org](mailto:legislativeinfo@narpm.org)

**Jessica Morice**  
Member Support  
[info@narpm.org](mailto:info@narpm.org)

**John Broadway**  
Regulatory Advisor  
[jbroadway@narpm.org](mailto:jbroadway@narpm.org)

**Misty Pritchett**  
Independent Sales Consultant  
(Print/Electronic Media)  
[advertising@narpm.org](mailto:advertising@narpm.org)

**Karyn Beach**  
Marketing Staff  
[marketinginfo@narpm.org](mailto:marketinginfo@narpm.org)



National Association of Residential Property Managers



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



Gail S. Phillips, CAE

Make sure  
your office is  
positioned  
for this growth  
and you are  
marketing the  
services you  
have to offer.

Is spring almost here?

Spring is my favorite time of year. Everything is coming back to life and there is color all around us. I hope your area is experiencing the same. Are you welcoming the new season by taking advantage of all of the benefits that NARPM® is offering?

The sales market is very interesting right now. The market is once again facing low inventory and buyers are having difficulties finding their homes. This could make the rental market heat up. Do you have the inventory to help people who are not able to buy?

In the survey we conducted with Buildium in 2017, it showed that 12,500,000 households will be created in the next 10 years. Of those households, more than half of them will be renting. Make sure your office is positioned for this growth, and that you are marketing the services you have to offer.

The NARPM® course, "Marketing for Residential Property Management," was rewritten last year. This is a very good course to help you with marketing ideas to grow your business. You could also take the new course, "Growing Your Business." Other property managers like you supplied the class content for these courses. You can take these classes online or in-classroom. Just go to [www.narpm.org/education](http://www.narpm.org/education) for details.

Also, NARPM® has many great vendors who can help you get your name and brand out to the public. As the successful companies will tell you, they had to get their name and brand known before the business followed. Search the list of affiliates who can assist you at: [www.narpm.org/find/affiliate-members](http://www.narpm.org/find/affiliate-members)

President Birdy's theme for 2018 is "Get Involved." Thanks to his promotion of the benefits of getting involved, we are seeing an increase in volunteers. Check out what you can do to get to know other people around the country and help grow your organization. If you want to know what each committee is doing this year, contact the chairs and they will be delighted to share their vision with you. Committees can be found at: [www.narpm.org/about/officers-and-board/committees](http://www.narpm.org/about/officers-and-board/committees)

Join NARPM® Members for the annual Day on the Hill in Washington, DC on May 14-15. This is the most effective way of showing elected officials the face of your organization. It also allows you to target many elected officials in a short amount of time. The event will be packed with meetings, tours, and possibly a legislative reception. Your Day on the Hill is much more likely to bear fruit if legislators are hearing from your organization regularly throughout the year and know members are at home ready to help. This is your opportunity to make contacts with key members of Congress and their staffs on residential housing issues such as criminal background checks, certifying standards for service animals, and ADA reform. You can register by going to: [www.narpm.org/legislative/register-for-plan-a-day-on-the-hill](http://www.narpm.org/legislative/register-for-plan-a-day-on-the-hill)

The NARPM® Australia Chapter-in-Formation participated in their first trade show in March. They are using this opportunity to build their membership and introduce NARPM® to other property managers in Australia. It is interesting to hear about the issues dealing with tenant strength in Australia and how it creates many struggles for property managers. The chapter feels that this is a chance for NARPM® to help owners, landlords, and property managers with their issues. Send your support to this chapter-in-formation as Danielle Sullivan is working to give strong leadership to this group. You can view all NARPM® International Members at [narpm.org](http://narpm.org) under "Find a Property Manager" by clicking the link on "View our International Members."

Once again, I want to thank each of you for supporting NARPM® and its vision for the future. This is a great organization that offers many benefits to the members. I hope you can find time to take advantage of them. Hope to see you at an upcoming event. 🇺🇸

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

# LEGISLATIVE Scoop

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



**Amanda Frazier, R, RMP®**, works for Cornerstone Properties on Oahu, Hawaii. She accepted the position of Chair of the NARPM® Governmental Affairs Committee in spring of 2018, but previously served on the committee as a regional representative for the Pacific Islands, and as a PAC Trustee. Outside of NARPM®, she sits on the Board of Directors for both the Hawaii Association of REALTORS®, and the Honolulu Board of REALTORS®, and serves on the Government Affairs Committee for the Hawaii Association of REALTORS®. Cornerstone Properties is a family-owned business — she works for her dad, Carl Frazier, RMP®; and three of her brothers work for the company as well. Her main interest outside of property management is music as a singer/songwriter, and Amanda plays gigs locally with her band, The Keepers.

**There are opportunities for you to help make a difference, whether or not you enjoy politics.**

## DOTH and PAC

Alooooooha! I'm your new NARPM® Governmental Affairs Committee Chair, all the way from Oahu, Hawaii. I'm honored for the opportunity to serve you in this role.

Now down to business. We need you! That's right — we need you! Some of you shy away from anything to do with politics. I know, because I used to be one of you. Politics always seems to divide people, and the jargon just went right over my head. Some of you love to get your word in, any chance you get, if you hear buzz words pertaining to current events.

The truth is, we need each of you to be involved with government affairs when it comes to NARPM®. No matter which category you fall under, the laws that are passed will affect you. Whether it affects you positively or negatively depends on how many of us get together and make our voice heard.

Here's the best part — there are opportunities for you to help make a difference, whether or not you enjoy politics. Here are the two ways that you can get involved.

### 1. JOIN US AT DAY ON THE HILL (DOTH)

Ever wanted to take a visit to our nation's capital and take part in creating history? Let's do it together on May 14 and 15 in Washington, D.C. We will be gathering with NARPM® Members from across the nation to meet with our Representatives to talk to them about important issues relating to our industry. It's so important to build connections with the people who will ultimately be making the decisions on our behalf.

You don't have to have any experience at all before joining us. On Monday, May 14, we will be having training and will go over what you can expect during our meetings the following day. We have also planned some meetings with people who directly influence our industry.

If you have questions and would like to sign up for the May Day on the Hill, please contact Tyler Craddock, NARPM® Governmental Affairs Director at: [tcraddock@narpm.org](mailto:tcraddock@narpm.org)

### 2. DONATE TO THE NARPM® PAC

#### What is a PAC?

- A PAC is a Political Action Committee. Most organizations have one.

- It's basically a committee that gathers money from its members and then researches information on potential recipients of the funds. It then disperses those funds to them.

#### Where does the PAC get its funds?

- The funds are monies that you, the NARPM® Members, donate to make a difference.

#### What are these funds for?

- When an elected official is running for federal office to represent you in the House of Representatives or the United States Senate, they need money to fund their election campaign. Donating to them and supporting their campaign makes a difference and can go a long way.
- By supporting pro-property management candidates, we help ensure policy outcomes that support our industry.
- Getting our voices heard can make all the difference.
- If we are able to make a considerable contribution, it also shows that we are a serious organization.
- We want to be recognized as THE resource for anything to do with property management.

#### Who will get the money and why?

- We take nominations from all NARPM® Members, then go through the options and do research to see which representatives would be the best candidates.
- We choose the best candidates, based on several factors, including their support of issues important to property management and their committee assignments.

If you have questions on how to donate to the NARPM® PAC, please contact Tyler Craddock, NARPM® Governmental Affairs Director at: [tcraddock@narpm.org](mailto:tcraddock@narpm.org)

Please join us in our efforts to make a difference for property management on a national level. You all know that we can't do this alone. We need each other. We need you.

Mahalo for the opportunity to share my passion with you and for allowing me to serve you as Chair of the NARPM® Governmental Affairs Committee. 🙏



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**Michael Mulvena, RMP®**  
Candidate, has been a licensed broker for almost 30 years in Tucson, Arizona. He and his wife, Melody, own Principal Rental Homes, specializing in single-family home rentals. Mike likes to “pay it forward” as a real estate instructor in his state and local associations, with a strong focus on presenting classes, teaching “proper property management” techniques throughout Arizona. Mike became a NARPM® Member in 2010.

## Self-showing Lockboxes for Vacant Properties **What’s the Risk?**

Over the past couple years, property managers have been besieged with several “new technologies” of “Smart Lockboxes” that allow a prospective tenant or buyer to enter and view a vacant property without the manager or a leasing agent present. This is really an updated version of the older practice of checking out a key, or even giving out the code for a contractor box. We are told that this is the “future of our industry,” that consumers “demand” this immediate access on their schedule, and we need to switch over to this technology or be left in the dust. What’s the real risk?

Let’s consider a few things:

- Many of these services tout their track record of hundreds of thousands (or millions) of showings without incident, emphasizing the convenience to the prospect to be able to schedule whenever they want without a manager or leasing agent present.
- Additionally, there is a strong push pointing out the “increased safety” to property managers and leasing agents by eliminating the need to physically go and show a property, thereby eliminating the potential for harm to that manager or agent. These Smart Boxes can be programmed for specific times, allowing adjustments to access (like not after dark, etc.). Certainly, having the convenience of showing a property after your normal office hours, or on a weekend when you may have other plans, is inarguably a plus — the home gets shown without you having to be present. Sweet.
- Statistics show that rental properties do rent more quickly with these self-showing programs. Quicker rentals mean shorter vacancy losses; just as more showings mean more potential buyers making offers to purchase — both big pluses.

Personally, I wish automobile dealers would use these! Think of how great it would be to go car shopping, have a lockbox that you can open to pull out the car keys for that new Jaguar, and enjoy your own private test drive without that obnoxious salesperson hovering nearby. From a property management standpoint, the saved hours of driving and showing time eliminates the need for paying an agent employee to do this. This translates into a huge, substantial labor cost savings to a brokerage.

All these are strong, valid reasons to consider instituting a “self-showing” program within your company.

But, again, what’s really the risk?

In speaking with general liability carriers and errors and omissions insurers, I found a much greater concern over the “self-showing” practices with comments like “this is extremely concerning from a liability stand-point” and “it is our opinion that any applicant involved in such activities should be considered a hazardous risk based on sub-par risk management practices.” Translation: you may NOT have coverage, you may lose coverage, or you may find your deductibles and premiums raised substantially.

These comments were summed up by my insurance broker with this statement, “This practice appears to be one that creates higher risk to a firm and based on carrier responses, there could be challenges in delivery of coverage. A firm that utilizes this practice should be aware of this and have the ability to manage the risk.” That means your claim could be denied and you will be out of pocket on your own to defend yourself. *Food for thought.*

In Arizona, where we operate, our Department of Real Estate pointed out right away that there is a commissioner’s rule (R4-28-1101) that states: a salesperson or broker owes a fiduciary duty to protect and promote their client’s interest... a salesperson or broker SHALL NOT permit or facilitate occupancy without prior written authorization... and SHALL NOT deliver possession prior to closing... unless instructed to do so. Several of the property managers I spoke with said that this rule refers to closings and is applicable to sales, not to property management. My opinion is that the commencement of a lease is the closing of a successful rental transaction, and the rule would equally apply. The department confirmed this.

Providing a key or lockbox code or providing access by remotely activating the access code is, indeed, facilitating occupancy. You may find similar rules and regulations in your state. Several managers I interviewed stated that their management agreements disclose their use of lockboxes, and their owners have signed acknowledging this use, so they have the required written authorization. But, what was really disclosed in those agreements? What does the property owner really think is happening?

**Continued next page**



In Arizona, our state association's property management agreement says that the owner does authorize the broker to use a lockbox that contains a key, that the lockbox will permit access by other brokers, and that "from time-to-time unauthorized persons may have gained access to properties using lockboxes." It adds that the broker is not insuring the owner against theft, loss, or vandalism. But, are we really disclosing all we should?

Again, my opinion, is that most owners believe that this refers to the specific lockboxes, typically utilized by licensed REALTORS®, when showing a property. How many of us are NOT disclosing that they are using a very different lockbox, one that allows and authorizes unlicensed members of the public to get a key to their home, enter without a manager or agent present, and that we are hoping they lock up and return the key after they look? That is a wee bit different story, isn't it? I wonder how many owners would authorize the "self-showing" boxes, if they have the full, true picture? I've found several examples of how these self-showings have gone sideways: prospective tenants/buyers letting themselves in and opening doors and windows, turning on HVAC and lights, and then leaving the home open with all on.

Others have simply taken the key and made a copy, returning later to remove the stainless refrigerator, or worse, to actually move their entire family into the home! We have seen online scammers gaining copies of keys, advertising homes for substantially less than normal rents, and renting out the homes. Their unsuspecting victims take possession — they have the

correct working key, after all — only to find a few days later that they are being evicted, charged with trespassing, or all of the above. *It's happening, folks!*

For a lack of true, full disclosure, if you are a licensed REALTOR®, you could find yourself in violation of the NAR Code of Ethics (Articles 2 and 12), as well as your state statute, similar to one here in Arizona, that suggests Grounds for Denial, Suspension, or Revocation of licenses in cases where an individual: "pursued a course of misrepresentation or made false promises... in a transaction."

Similarly, as a NARPM® Member, you might also find yourself in violation of NARPM's Code of Ethics (Article 1), specifically Standards of Professionalism 1-1: "the Property Manager shall endeavor to eliminate... any practices which could be damaging to the public..." *More food for thought.*

Each property manager will need to make his or her own decision. Can you afford to replace a refrigerator once in a while? Sure. But what if the entire home is stripped to the slab — all HVAC, flooring, cabinets, copper — EVERYTHING is stolen? Now you not only have the replacement cost to rebuild the home, but how many months of rent loss to cover also? Might be difficult for the owner to file a theft claim, when he "authorized" the access, based on your recommendation. *It's not going to be pretty.*

Hopefully, this article helps you balance your decision to embrace this practice of self-showings, or keep it personal with prospective clients, and show the properties yourself. 🏠

**Providing a key or lockbox code or providing access by remotely activating the access code is, indeed, facilitating occupancy.**

*Note: This article is the opinion of the author with references that apply to Arizona law. Please check the laws and regulations of your state.*

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**Olivia Creighton** is the Marketing & Communications Intern at ApplyConnect, a tenant screening solution in Lancaster, California. She recently obtained a degree in Media Communications from Webster University. In her spare time, she binge watches *Stranger Things* and works towards procuring her Master's Degree.

# Why Are They Saying Goodbye? Good Tenants Don't Renew

Why must good things come to an end? That's the question you ask yourself when a model tenant decides that they don't want to renew their lease. Now you're back to the beginning, searching for another renter who will hopefully pay the rent on time, respect the property, and actually be pleasant to deal with when making maintenance calls. But why do good tenants leave in the first place?

Sometimes tenants have to leave for reasons beyond your control. Maybe their financial situation has changed, their job relocated them, or the space isn't big enough for their growing family. Maybe they need a change in scenery, the neighbors are annoying, or they want to be closer to home. Personal circumstances change all the time, and there's no guarantee that the lack of renewal relates to the property. However, there are some factors that could push them to look for a different property in the area:

want to continue renting your property. Be sure to encourage two-way communication. Your renters will appreciate it.

### 3. Lack of Up-to-Date Features

While tenants might not expect every property to have those ridiculous refrigerators with a television in the door, they do want to live somewhere with modern features. If your property has outdated appliances that never seem to work, don't expect renters to stick around. Another thing to consider in our ever technology-obsessed society would be to offer options such as online rent payments, which would make your tenants' lives easier come the first of the month.

### 4. Increase in Rent

It's understandable to have to raise the rent to keep up with market demands, but there is no guarantee that your tenant will be happy with it. Big surges in

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**Personal circumstances change all the time,  
and there's no guarantee that the lack of renewal  
relates to the property.**

---

### 1. Lack of Trust

As your parents always told you growing up, trust is necessary. If you can't trust a tenant to keep the property in good shape or they can't trust you to have repairs done in a timely manner, there simply cannot be a lasting relationship between the two. It's important for renters to be able to trust you to take care of the property, and to feel comfortable dealing with you. Reach out to your current tenants, or start a new tenant relationship on the right foot by providing a small welcome gift.

### 2. Lack of Communication

Communication is key. Tenants like to be in the know, and a simple text can keep them up-to-date with the status of repairs or easily answer any questions they may have. If they find it difficult to get in touch with you or feel that you don't share enough information with them, then they won't

rent price are likely to stop renters from renewing a lease, much more than small increases. Consider working with your tenants to come to a compromise if they are unable to adjust to the new rental amount. Be sure to reference popular rental sites beforehand in order to view the comps your renter is sure to review after receiving their rental increase in order to better justify your decision in the eyes of your tenants.

Tenant turnover can be expensive, and no one wants to lose good tenants. Try to check in on your renters and encourage them to come to you with any concerns that they may have. A good landlord-tenant relationship is the basis for a long-term rental agreement. Working proactively to engage with your tenants could be the thing that pushes them to renew when their lease is up and saves you from having to look for other renters. 🏠



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## Have you made your investment in the NARPM® PAC?

Because apathy is not a choice! Making a personal contribution to the NARPM® PAC is an investment in your future. By making a voluntary contribution, you take an ACTIVE role in supporting candidates that protect the property management industry and help keep more money in your pocket.

If you have not made a voluntary personal contribution this year, please go to the link below to do so.

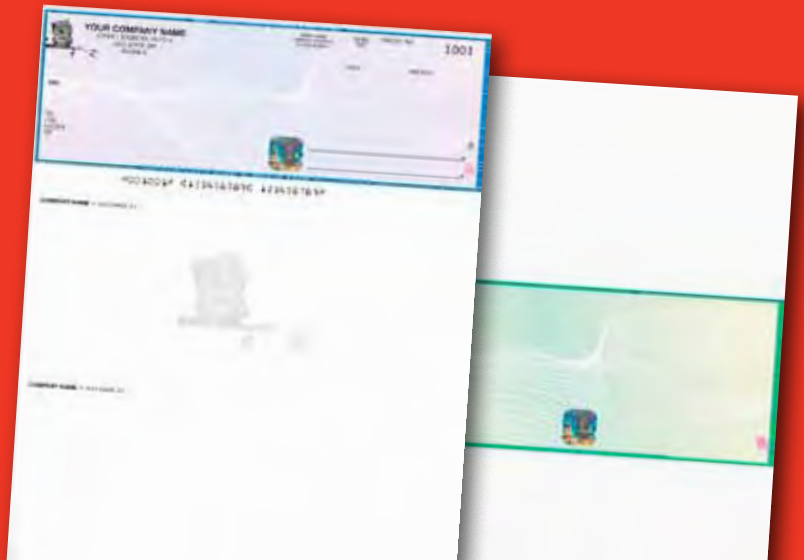
[www.narpm.org/legislative/learn-narpm-pac/](http://www.narpm.org/legislative/learn-narpm-pac/)

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[www.ezchecks.biz](http://www.ezchecks.biz)

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A large stack of papers, likely representing a cumbersome paper-based process, is shown on the left. A metal handcuff is attached to the stack, symbolizing being 'shackled' by the process. The background is a blurred office setting.

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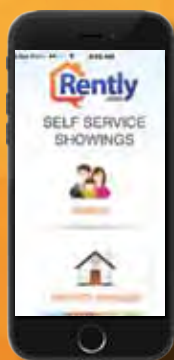
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\*2 Year Contract



# How Do You Issue? **Form 1099 to a Trust**

One of the benefits of a living or revocable trust is that it allows an individual to remove property from his or her probate estate by transferring the property to a trust. Because the trust, and not the decedent, owns the property at death, the property passes under the terms of the trust and outside probate. One question I frequently get is, “What are the complications associated with transferring the property to the trust during life, and particularly, does the trust have to file a separate tax return?”

The living trust usually does not file a separate tax return. Under the Internal Revenue Code, a revocable trust qualifies as a “grantor trust.” Under the Grantor Trust Rules, the trust is “disregarded” and all the items of income or expense are reported on the Grantor’s Form 1040, as if the trust did not exist for tax purposes, as long as the trust retains its “grantor trust” status.

In order to report on Form 1040, the grantor and/or trustee must comply with a couple of fairly simple requirements. Form W-9 (the form that individual taxpayers use to provide third parties with the taxpayer’s Social Security number) must be provided to the property manager with the grantor’s name and Social Security number. The EIN (Federal Employer Identification Number) of the trust is not used. When property managers make payments to the trust, they issue a Form 1099-Misc to the grantor that reflects the rental payments made to the trust during the tax year. The grantor reports the payments made to the trust, and reflected on the form 1099, on his or her form 1040 individual income tax return. That way, the rental income items are paid to the trust but are reported by both the payer and the grantor to the IRS under the grantor’s Social Security number. These rules apply even if the grantor is not serving as trustee of the trust.

If the grantor of the trust is a foreign citizen, then you would have them fill out form W-8ECI (Certificate of Foreign Person’s Claim That Income Is Effectively Connected With the Conduct of a Trade or Business in the United States) instead of the form W-9. They would receive a 1042-S form (Foreign Person’s U.S. Source Income Subject to Withholding) instead of a 1099-Misc to report the annual rents. The foreign citizen would need an ITIN (Individual Taxpayer Identification Number) or a U.S. Social Security number to complete form W-8ECI or you would have to withhold a 30% deposit on the gross rental income and submit it to the IRS as a tax deposit. 🏠

For more information about using Form W-8ECI, visit the September 2014 issue of Residential Resource, page 8 at: [www.narpm.org/indexed/sep-2014-lo-res-pdf](http://www.narpm.org/indexed/sep-2014-lo-res-pdf)

For more information about using Form 1042-S, visit the May 2015 issue of Residential Resource, page 18 at: [www.narpm.org/indexed/may-2015-lo-res-pdf](http://www.narpm.org/indexed/may-2015-lo-res-pdf)



**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. Hart & Associates now has offices in Las Vegas, Nevada, Manhattan, New York, and Beverly Hills, California. Richard has effectively helped hundreds of clients to successfully navigate U.S. tax law and preserve their wealth. Hart & Associates is a NARPM® Affiliate Member and Richard can be reached at: [Richard@hartassociate.com](mailto:Richard@hartassociate.com)

**That way, the rental income items are paid to the trust but are reported by both the payer and the grantor to the IRS under the grantor’s Social Security number.**





# Become a “Great” Company Make More Money with a CRMC®

The Certified Residential Management Company (CRMC®) Designation is the highest designation offered by NARPM®. This designation signifies that your company meets the highest professional standards of the industry.

As you work more efficiently, your business will improve; and you will find you have significantly heightened your potential for increasing revenue.

## THE BENEFITS OF EARNING A CRMC® DESIGNATION

- A more efficient company
- Evaluate and analyze to produce change
- Structure your professional improvement
- Long-lasting results
- Create a professional image by displaying the designation logo

## SIX STEPS IN THE PROCESS

1. Review the candidacy checklist and determine the work required to commit to earn the CRMC®.
2. Apply for the designation. An assigned mentor will help complete the checklist and guide you through the process.
3. Develop a plan for obtaining the designation. Delegate to staff the day-to-day work of completing the checklist.
4. If your company has a small staff, you might consider hiring a temporary staff person to help complete the checklist.
5. Schedule the audit and celebrate your accomplishment!
6. Join us at the NARPM® Annual Convention and Trade Show to receive your award (try to bring as many of your staff as possible).

Start your company on the path to excellence with the CRMC® Designation: [www.narpm.org/education/designations-and-certifications/certified-residential-management-company](http://www.narpm.org/education/designations-and-certifications/certified-residential-management-company)

## WHICH COMPANIES ARE RIGHT FOR THE CRMC®?

To apply, you must have an employee in your office that holds the MPM® Designation. Your company must also be organized, follow NARPM® best practices, and be ready for the commitment that comes with the CRMC® process.

## CRMC® REQUIREMENTS

- Have an MPM® designee on staff.
- Provide verification of 500 unit years of management experience. (One unit year equals management of 1 residential unit for 1 year).
- Successfully complete an on-site visit from a NARPM® auditor selected by the Certification Committee.
- Complete the audit process (including fees) within three years of making application.

[www.narpm.org/docs/education/designations/designation\\_candidacyapp.pdf](http://www.narpm.org/docs/education/designations/designation_candidacyapp.pdf)

“When I first learned about the CRMC® Designation, it was something that I wanted.



I saw other companies with the CRMC® after their name and I said, ‘I want that.

I want to be at the top echelon of property management businesses in the nation...’

I would tell someone who is thinking about getting a designation that I have never met someone who has gone through the process that has later regretted it. I have only met people who have said, ‘I wish I would have done it sooner.’”

~ Duke Dodson, MPM® RMP®

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#NARPMSmart!**



# DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT

**APRIL - MAY 2018**

## Advanced Risk Management

04/12/2018	Broker/Owner Conference	The Mirage Hotel and Casino, 3400 S Las Vegas Blvd, Las Vegas, NV 89109	Michelle Horneff-Cohen, MPM® RMP®
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## Developing Rewarding Owner Relationships

05/17/2018	Sacramento Chapter	TBD	Vickie Gaskill, MPM® RMP®
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## Essentials of Risk Management

05/31/2018	Southwest Florida Chapter	TBD	Paul Arrington, MPM® RMP®
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## Finance: Cash Flow Analysis

04/12/2018	Broker/Owner Conference	The Mirage Hotel and Casino, 3400 S Las Vegas Blvd, Las Vegas, NV 89109	Mike Nelson, MPM® RMP®, and/or Vickie Gaskill, MPM® RMP®
04/24/2018	Houston Chapter	15715 Tuckerton Rd, Houston, TX 77095	Mike Mumford, MPM® RMP®
05/15/2018	Austin Chapter	TBD	Tom Sedlack, MPM® RMP®

## Growing Your Business

05/08/2018	Santa Clara Chapter	CENTURY 21 Alpha, 5978 Silver Creek Valley Road Suite 50, San Jose, CA 95138	Betty Fletcher, MPM® RMP®
05/15/2018	Greater Lakeland Chapter	Lakeland REALTORS® Association, 619 East Orange St, Lakeland, FL 33801	Mike Nelson, MPM® RMP®

## In-House Maintenance – Running a Profitable Operation

04/12/2018	Broker/Owner Conference	The Mirage Hotel and Casino, 3400 S Las Vegas Blvd, Las Vegas, NV 89109	Dave Holt, MPM® RMP® and/or Kit Garren, MPM® RMP®
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## Intro to Maintenance: Covering the Basics of Standards, Codes & Safety

05/23/2018	CALNARPM Conference	Riviera Hotel Palm Springs, 1600 N Indian Canyon Rd, Palm Springs, CA 92262	Brian Birdy, MPM® RMP®
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## Marketing for Residential Property Management

04/17/2018	Orlando/Central Florida Chapter	Winter Park Community Center, 721 W New England Ave, Winter Park, FL 32789	Melissa Prandi, MPM® RMP®
05/15/2018	Minnesota Chapter	33rd Company, Inc., 1951 Woodlane Dr #100, Woodbury, MN 55125	Dave Holt, MPM® RMP®
05/17/2018	Washington State CIF	Double Tree Suites Hotel, 16500 Southcenter Pkwy, Seattle, WA 98188	Brian Birdy, MPM® RMP®
05/23/2018	CALNARPM Conference	Riviera Hotel Palm Springs, 1600 N Indian Canyon Rd, Palm Springs, CA 92262	Melissa Prandi, MPM® RMP®

## Office Operations – Policy & Procedures

04/26/2018	Tampa Bay Chapter	Berkshire Hathaway Home Services, 4950 W. Kennedy Blvd, Ste 300, Tampa, FL 3360	Peter Meer, MPM® RMP®
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## Tenancy

05/17/2018	Virginia Peninsula Chapter	Howard Hanna Real Estate, 1030 Loftis Blvd, Ste 200, Newport News, VA 23706	Robert Locke, MPM® RMP®
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## Ethics (Required for all members every four years.)

05/18/2018	Washington State CIF	Double Tree Suites Hotel, 16500 Southcenter Pkwy, Seattle, WA 98188	Chryszyna Rowek, MPM® RMP®
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**Online Registration** Click on the MEMBERS tab at: [www.narpm.org](http://www.narpm.org) and put in your Member ID or email and password. You will then have access to a dropdown, including **Register for Events / Pay Dues**. Click there, and follow the prompts to access the list of classes. It's faster and easier than filling out the registration form!

**NARPM® Full Course Schedule Listings** can be found at: [www.narpm.org/education/course-schedule](http://www.narpm.org/education/course-schedule)

**NARPM® Full Course Descriptions** can be found at: [www.narpm.org/education/course-descriptions](http://www.narpm.org/education/course-descriptions)

**NARPM® Online Courses** are now available through OMG Distance Learning. For information and/or to enroll, visit [www.narpm.org/education/online-courses](http://www.narpm.org/education/online-courses)

**State-Approved Continuing Education (CE) Online Courses** are now available in partnership with Career Webschool OnCourse Learning. For information and/or to enroll, visit [www.narpm.org/education/career-webschool](http://www.narpm.org/education/career-webschool)

## FEES PER COURSE

(subject to change)

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

3-Hour Ethics	Early Registration*	Registration
Member/IRESM®	\$ 45	\$ 45
Non-member	\$ 95	\$ 95

\*To receive the early registration price, payment must be made online 30 days prior to the class.

## COURSE INFORMATION

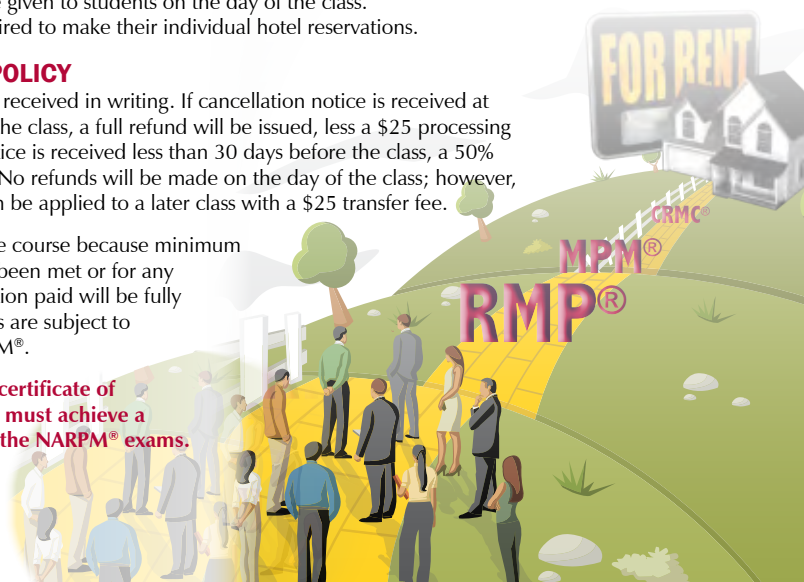
- Course flyers containing additional information may be downloaded from: [www.narpm.org/education/course-schedule](http://www.narpm.org/education/course-schedule)
- All materials will be given to students on the day of the class.
- Attendees are required to make their individual hotel reservations.

## CANCELLATION POLICY

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

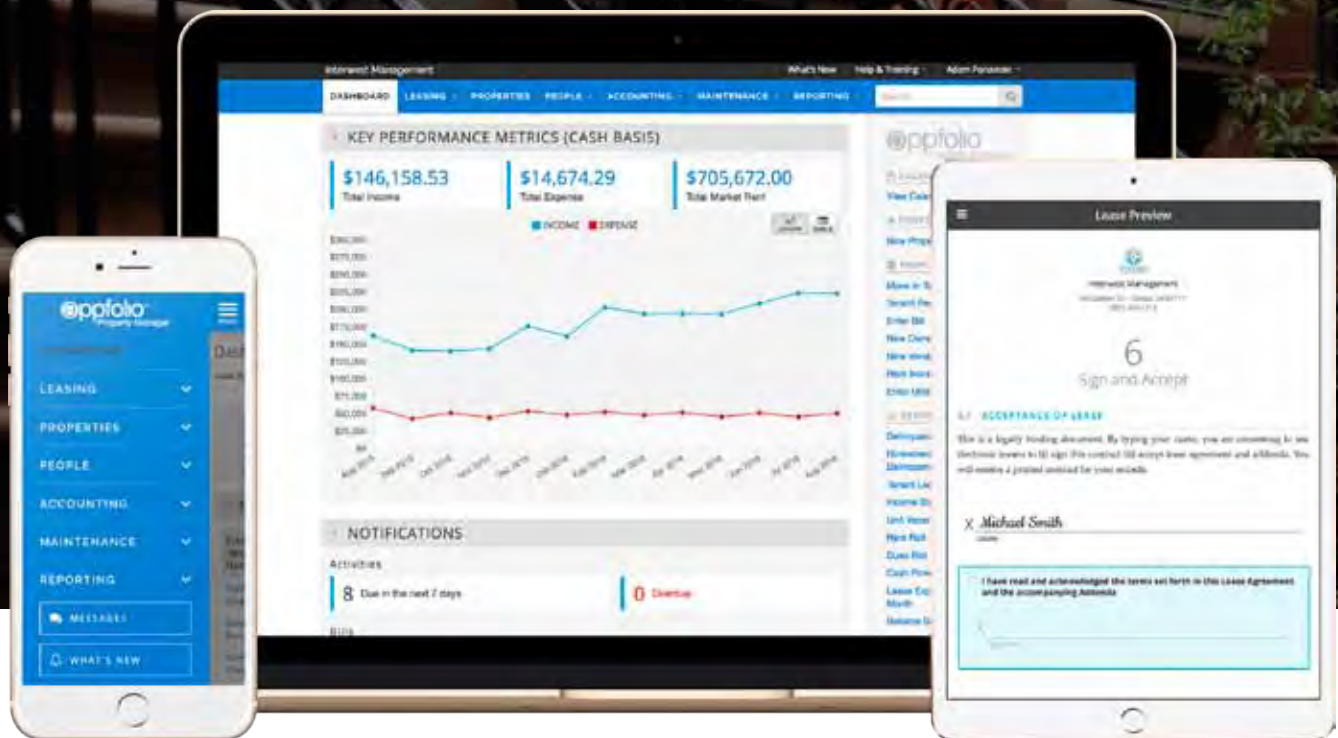
If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

**In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.**



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“

“We really wouldn’t have been able to grow to where we are today without AppFolio.”

**Michelle Gipson**

At Home Real Estate Services of Southwest MO



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Professional Websites

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**Michael Mino** is a serial entrepreneur who has started a number of technology firms and became a landlord in 1977 when he purchased his first rental units. He was President and CEO of PropertyBoss Solutions, a provider of property management software. PropertyBoss Solutions is a NARPM® Affiliate Member based in Greenville, South Carolina. For more information about PropertyBoss Solutions, visit [www.propertyboss.com](http://www.propertyboss.com) or call 864-297-7661.

## Preparing for Disaster

I suspect that the title, “Preparing for Disaster,” caught your attention. A more traditional heading could have been “Disaster Preparedness” or “Emergency Preparedness.” Unless you have seen the devastating effects of a disaster transform your business, you will most likely dismiss the importance of disaster preparedness.

A few statistics to get your attention:

- Nearly 40% of small businesses close after a disaster (Federal Emergency Management Agency) and 25% never reopen (Institute for Business and Home Safety).
- Only one in five businesses (18 %) with less than 50 employees have a disaster recovery plan (Nationwide Insurance).

It is our objective, through the following suggestions, to help you avoid such an experience.

### SOURCES OF DISASTER

Each of us has a different idea of what a disaster is, particularly in the business context. Our first thoughts are typically natural disasters of the hurricane or tornado type. A 2016 study of the most common causes of downtime by Zetta, Inc. ranks natural causes in seventh place:

- Power outage (75%)
- Hardware error (53%)
- Human error (35%)
- Virus/malware attack (34%)
- Data corruption (26%)
- Unexpected updates and patches (24%)
- Natural disaster (20%)
- Expected updates and patches (20%)
- Onsite disaster (11%)

This same survey found that more than half (54%) of IT professionals have experienced an outage lasting more than eight hours. Other hazards to consider:

- Theft or vandalism
- Terrorist attack
- Fire
- Water pipe rupture
- Loss of key employee
- Blocked access (area gas leak or building bomb threat)
- Key supplier failure
- Security breach

While identifying the various hazards, it may be helpful to group them in the following categories:

- **Natural** (what our insurance policies classify as “acts of God”; floods, hurricanes, tornadoes, earthquakes)
- **Health** (epidemics)
- **People-initiated** (human error, disgruntled employee, acts of violence)
- **Technology-related** (power outage, equipment failure, data corruption, virus/malware attack)

### PREPARATION

The U.S. Small Business Administration suggests reviewing the following items:

**Evaluate your exposure.** Know your region and the types of disasters most likely to impact your business. Consider your facility’s proximity to flood plains, wild fire areas, rivers and streams, dams, nuclear power plants, and other hazards.

**Review your insurance coverage.** Consult your insurance agent to determine whether your coverage is sufficient. Make sure you understand what’s covered by your policy and determine if you need flood insurance (note that many general policies do not cover flood damage). Investigate business interruption insurance, which helps cover operating expenses if you’re forced to temporarily close. Calculate the cost of business interruptions for a day, week, month, or more. To the extent possible, set aside a cash reserve that will allow your company to function during the recovery phase.

**Review and prepare your suppliers.** Develop professional relationships with alternate vendors in case your primary supplier isn’t available. Place occasional orders with them so they’ll regard you as an active customer. Create a contact list for important business contractors and vendors you plan to use in an emergency. Keep this list with other documents in an easily accessible place, and also at a protected off-site location.

**Create a Crisis Communications Plan.** Make sure your staff, clients, vendors, contractors — everyone you do business with — know what’s going on in the aftermath of a disaster. Establish email and cell phone alert systems, keeping primary and secondary email addresses for your employees, vendors, tenants, and owners. Provide real-time updates to your clients and the community so they know you’re still in business



and in the process of rebuilding after the disaster. Don't forget to test your plan beforehand.

**Who will run your business after a disaster strikes?** Let your employees know the emergency chain of command. Maintain a clear leave- and sick-day policy during disasters. Have a backup payroll service should your office be destroyed.

**Safeguard important information.** If your main business location is destroyed, having key information stored off-site in another physical location or the cloud will allow for a faster continuation of business activities. Information on clients, employees, vendors, and financial and logistics systems are needed to resume operations in a timely fashion.

**Create and implement a Business Continuity Plan.** This plan will help keep your business operating as it responds and recovers from a disaster or emergency situation. This plan should indicate when it will be activated; identify essential business functions and staff to carry out these functions; determine which employees will be considered non-essential vs. essential; and identify records and documents that must be safe and readily accessible to perform key functions.

## THE BUSINESS CONTINUITY PLAN

Complete the following steps and join the 18% of small businesses that have a disaster recovery plan.

**Step 1: Identify and prioritize the various hazards** that can adversely affect your business. The earlier section, "Sources of Disaster," will give you a list to start the process. You can reach into the quality management toolbox and use Failure Modes and Effects Analysis (FMEA) to rank your list. For each hazard, select a score of 1 (low) to 10 (high) in each of the following three categories:

- **Severity** — the impact of this hazard on your business
- **Occurrence** — the likelihood that this hazard will occur
- **Detection** — the difficulty in detecting this hazard; e.g. most natural disasters are readily detected (1), but a computer virus infection may be very difficult (10)

Calculate the risk priority number (RPN) for each hazard by multiplying the three scores:

$$RPN = \text{severity} \times \text{occurrence} \times \text{detection}$$

A spreadsheet is a great tool for this purpose.

**Step 2: Develop a prevention/response plan** for each hazard. Sort the list of hazards by their RPN and start with the highest ranked one first. After considering

what steps can be taken to prevent or minimize the hazard, identify a response plan. Apply most of your time on the top-ranked items, with progressively less effort on the lowest-ranked ones.

**Step 3: Document the previous steps.** There are a number of templates and checklists available online to help get you past that "blank page syndrome."

**Step 4: Share the plan** with your employees and partners. Ask for their comments and suggestions on how the plan can be improved.

**Step 5: Train your people** with roles or responsibilities established by the plan. Consider mock emergency drills to uncover any flaws in the plan and ensure that everyone knows what to do.

**Step 6: Update the plan regularly.** Review the plan at least once a year to incorporate any changes to your business.

## IN SUMMARY

As the opening statistics suggest, small businesses are particularly vulnerable to the fallout of a "disaster." They have limited resources and time to assess their risks and develop recovery plans. Part of the mission of the U.S. Small Business Administration is to help small businesses when it comes to disaster preparedness and recovery. They have helpful checklists and more information on disaster recovery planning. Check out their webpage: [www.sba.gov/business-guide/manage-your-business/prepare-emergencies](http://www.sba.gov/business-guide/manage-your-business/prepare-emergencies)

Share this information with your mission-critical suppliers. Ask to see their Emergency Preparedness Plan.

## PASSING THE BATON

It has been over a decade since the Technology Matters monthly column first appeared. We have learned a lot together as we have explored and researched a number of topics. The time has come to pass on the responsibility for preparing this article to a new person. I doubt that I will miss the monthly deadlines or the pressure of "what the next topic will be." I will, however, miss the feedback from readers and the discovery from researching new areas of interest.

Special thanks to Carol Andree, proofreader extraordinaire, and Patricia Hartline, our award-winning magazine's graphic designer/editor, for their encouragement and support. I am particularly grateful for their efforts in correcting my writing, allowing me to appear more literate than I am.

I leave you with this thought — remember that *technology matters*. 📱

**Unless you have seen the devastating effects of a disaster transform your business, you will most likely dismiss the importance of disaster preparedness.**



## DESIGNATIONS & CERTIFICATIONS

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

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

**Designees approved at the February 2018 Professional Development Committee meeting:**

### MPM®

Trent Ratliff, MPM® RMP®  
Christine Savoie, MPM® RMP®  
Bess Wozniak, MPM® RMP®  
Yiratzel Sen-Polanco, MPM® RMP®

### RMP®

Lance Kohler, RMP®  
Alicia Weaver, RMP®  
Lindsay Jewell, RMP®

**The Professional Development Committee now approves Designation Packets monthly.**

- Please submit your packet by the **15th of each month** to be approved.

\*\*\*There is a new upload system available to submit your designation / certification documents. To upload your documents to the new upload system, please email: [designation-info@narpm.org](mailto:designation-info@narpm.org)

# Casting for Recovery

## JOIN US TO SUPPORT THE NARPM® PAST PRESIDENTS' 2018 CHARITY FUNDRAISER

BENEFITING BREAST CANCER SURVIVORS THROUGH  
THE THERAPEUTIC SPORT OF FLY FISHING



*Photo courtesy of Casting for Recovery.*

Past Presidents, Bob Machado, MPM® RMP®, Raymond Scarabosio, MPM® RMP®, and Bart Sturzl, MPM® RMP®, are in the midst of planning a spectacular event for all of NARPM® to attend. The NARPM® 10th Annual Past Presi-

dents' Charity Golf Tournament is scheduled for October 16, 2018 at the Steele Canyon Golf Club in Jamul, California.

Past President Vickie Gaskill, MPM® RMP®, has chosen Casting for Recovery as the NARPM® 2018 Past Presidents' Charity. Vickie is a breast cancer survivor, as are so many of our NARPM® Members. In 2013, she had the opportunity to participate in a retreat program where she interacted for the first time with other survivors learning the art of fly casting and fly tying. The experience was a "lifetime" event.

The mission of Casting for Recovery (CfR) is to enhance the quality of life for women with breast cancer through a unique retreat program that combines breast cancer education and peer support with the therapeutic sport of fly fishing. Casting for Recovery serves breast cancer survivors of all ages, in all stages of treatment and recovery, at no cost to participants.

On a physical level, the gentle, rhythmic motion of fly casting can be good therapy for the upper body as a way to encourage increased mobility for women who have had surgery or radiation as part of their breast cancer treatment. On an emotional level, women are given the opportunity to experience a new activity in a safe environment among a supportive group of peers. 🏡

Visit

[www.narpmconvention.com/past-presidents-charity-tournament](http://www.narpmconvention.com/past-presidents-charity-tournament)  
to sponsor, donate, register to play golf, or attend the luncheon.



**GET  
INVOLVED!**

**NARPM®  
30th Annual  
Convention and  
Trade Show**

**October 16-19, 2018**

Education classes are October 15 & 16

Loews Coronado Bay  
San Diego, California



**SAVE THE DATE**

Registration now open at:  
[www.narpmconvention.com/register](http://www.narpmconvention.com/register)

# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



**Chrysztyna Rowek, MPM® RMP®,** started in the property management business in 2002, cleaning rentals for Lighthouse Cove Property Management. Passing her real estate exam in March 2007, she proceeded to buy Lighthouse Cove and their book of business of 190 single-family homes. In 2009, she bought the property management book of business from Strategy Real Estate, Inc., adding 150 single-family and small-multiplex units. After purchasing a third property management company, Lighthouse Cove now manages 450 properties in Western Washington State, using a portfolio/departmental hybrid. She was the recipient of the 2010 Kitsap Peninsula Business Journal's 40 Under 40 Award, has twice been President of the Kitsap County Chapter, was the National Professional Development Committee Chair in 2014, chaired the 2015 Owner/Broker Retreat, was the Chair of the 2015 Northwest Regional Conference, and is currently the President of the Washington State Chapter-Information and is the Northwest RVP. She is a Certified Real Estate Instructor in Washington and Arizona, and also a speaker at various NARPM® Chapters around the country.

That's Regional  
Vice President

## The RVP Bulletin



You know how some people have theme songs that play when they walk into a room in a movie?

If I had to pick one soundtrack of my life it would probably be "Girl on Fire" by Alicia Keys, or at least that is what my 18-year-old daughter tells me (I wonder what she needs money for now...LOL).

This is my first bulletin as the Northwest RVP. How exciting! This position is one that I have wanted for a long time. To finally be here, and be able to give back to this organization that has done so much for me both professionally and personally, is truly humbling.

I have worn many hats in my nine years as a NARPM® Member, from Chapter President to Regional Conference and Broker/Owner Chairperson to National Professional Development Chair and now Northwest RVP.

In all positions I have held, there has been one consistent theme and that has been the concept of giving back.

I have always believed what you put out into the universe is what you get back. That is no different with NARPM® or any professional organization to which you may belong.

Sure, you can just sit back and slap the sticker that shows you are a member on your door and you can call yourself a member. Really, if that is all you do, you are doing yourself a giant disservice.

If I would have done just that, I would not have had the opportunity to:

1. Learn how to grow my business from 200 doors to more than 500 without any real marketing.
2. Systemize processes so that if we were to take on anywhere from 1-100 doors in a short period of time we would not need to hire any new people.
3. Travel to chapters all over the country and have the opportunity to teach other professionals how not to make the mistakes I have made over the last 11 years. (I don't call my classes *How To's*. They are more like *How NOT To's*.)
4. Meet so many people and make so many friends, that I can literally get stranded in any of these 50 United States and I would have someone to come to my rescue.

But to reap these rewards, I had to put in the work. Really, when we hear the word "work," we think of toil, labor, or doing something that is not interesting. But the work I have done volunteering for NARPM®

has been some of the most enriching and fruitful work I have ever done.

I love helping people get the most benefits out of their membership, on a personal or on a chapter level, and that is where my time has been best spent.

I am the person who walks around at convention asking if everyone is OK, do they need anything while there, making sure that newcomers are welcomed and feel comfortable, and just ensuring everyone is taken care of. I love it. It makes me feel amazing that I can share my passion about NARPM® with newcomers and seasoned veterans alike, because at the end of the day, we should never stop learning. There are things that we can learn daily from other members.

I tell my new members the same thing. Just joining is great; however, to truly benefit, you need to take part. It doesn't mean that you must dive in head first. You can pick and choose what you like to do; and based on that, I guarantee you there is some part of NARPM® that can use your excitement and your willingness to learn.

Are you all about new legislation and taking HUD and Fair Housing head on? Do you want to make changes that would benefit our clients and us? Then check out Governmental Affairs.

Are you a secret educator? Do you love to talk in front of people? Are you interested in the way NARPM® educates its members? Professional Development is the place for you.

Want to be part of what messages are conveyed? The magazine and the website are the ways we get information from one part of NARPM® to another and Communications is always in need of volunteer members.

Are you like me, wanting to welcome new people? Are you anxious to bring more people to NARPM® and make sure that they know about all the benefits? Membership needs people to help spread the word, so what are you waiting for?

These opportunities are not just at the national level. All local chapters should have these committees represented, no matter if there is just one person doing it. So you can start small, or go big, your choice.

Like our illustrious National President Brian Birdy, MPM® RMP®, has underlined, this is the year to *Get Involved*. So here's your chance.

To quote Mahatma Gandhi, "Be the change you want to see in the world."



**Northwest:** Chrysztyna Rowek, MPM® RMP®  
Alaska, Washington, Oregon, Idaho, Montana,  
Wyoming.

**Pacific:** Tim Wehner, MPM® RMP®  
California.

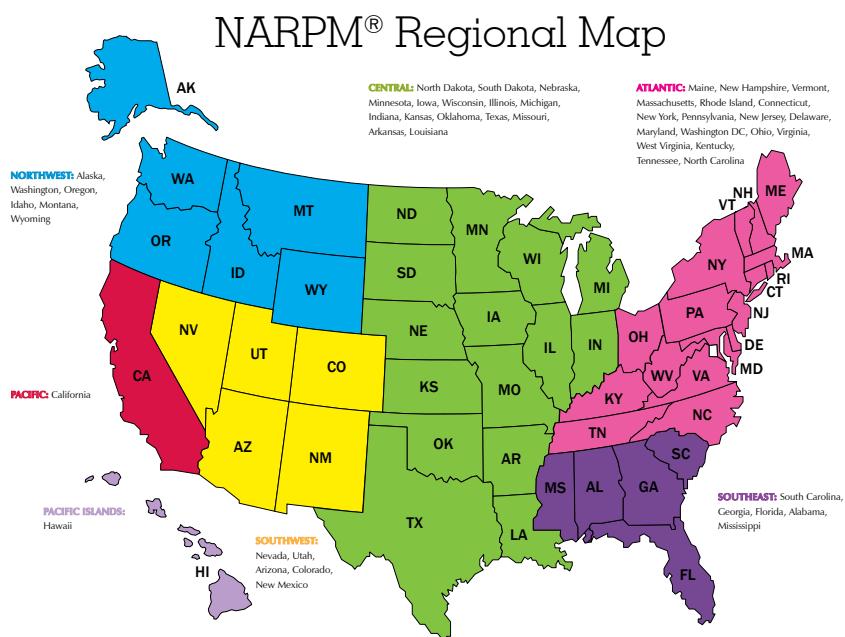
**Pacific Islands:** Tim Wehner, MPM® RMP®  
Hawaii.

**Southwest:** Mike Mumford, MPM® RMP®  
Nevada, Utah, Arizona, Colorado, New Mexico.

**Central:** Greg Doering, MPM® RMP®  
North Dakota, South Dakota, Nebraska, Minnesota,  
Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas,  
Oklahoma, Texas, Missouri, Arkansas, Louisiana.

**Atlantic:** Scott Abernathy, MPM® RMP®  
Maine, New Hampshire, Vermont, Massachusetts,  
Rhode Island, Connecticut, New York, Pennsylvania,  
New Jersey, Delaware, Maryland, Washington  
DC, Virginia, North Carolina, Ohio, West Virginia,  
Kentucky, Tennessee.

**Southeast:** Joel Elliott, RMP®  
South Carolina, Georgia, Florida, Alabama,  
Mississippi.



2018

**SOLD  
OUT!**

No walk-ins allowed.

# BROKER/OWNER Conference & Expo

APRIL 9–11, 2018

*The Mirage Hotel and Casino*  
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*\*Only these members will be in attendance at the event.*



**Conference attendance limit of 600 has been reached.**  
You may still attend education classes being held April 12, 2018.

**GET  
INVOLVED!**

# MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM FEBRUARY 1 – FEBRUARY 28, 2018

## PROFESSIONAL & ASSOCIATE MEMBERS

### ALABAMA

Richard Henry  
Druid City Properties  
Tuscaloosa, AL  
205-409-3260

### ARIZONA

Sterling Bancroft  
Bancroft & Associates  
Tucson, AZ  
520-881-4884

Alicia Crowe  
West USA  
Phoenix, AZ  
480-893-0600

Heena Khatri  
UrbanCiti Realty &  
Property Management  
Scottsdale, AZ  
480-993-0901

Nancy Parascandalo  
West USA Realty  
Peoria, AZ  
602-316-3307

Connie Ward  
Long Realty SMS  
Sierra Vista, AZ  
520-439-3914

Rita Weiss  
Desert Canyon Properties  
Maricopa, AZ  
602-818-2511

### ARKANSAS

Luke Benson  
Real Property  
Management River  
Valley Team  
Fort Smith, AR  
479-242-0791

Justin Underwood  
Real Property  
Management River  
Valley Team  
Fort Smith, AR  
479-242-0791

### CALIFORNIA

John Andrade  
At Your Services Real  
Estate Management, Inc.  
San Diego, CA  
619-261-5889

Greg Antognoli  
Carmel Realty Company  
Property Management  
Carmel, CA  
831-622-1000

Docmai Caban  
Money Tree Realty  
DBA: Sacramento Valley  
Property Management  
Elk Grove, CA  
916-897-8130

Adam Clarke  
Access Asset  
Management, Inc.  
Lake Elsinore, CA  
866-830-4401

Terrance Cochran  
Elite Real Estate Service  
Chula Vista, CA  
619-371-5688

Roger Eagleton  
Five Star Property  
Management  
Burlingame, CA  
650-435-5906

Caroline Gim  
Expert Real Estate  
& Investment  
Downey, CA  
562-861-4311

Rusty Hannum  
Zia Properties, Inc.  
Poway, CA  
760-726-8832

Ehud Hochman  
Hawk Management  
Tarzana, CA  
424-777-9848

Edgar Sarabia  
Spurr & Associates, Inc.  
Los Alamitos, CA  
562-397-4956

Joe Sherman  
Sherman Realty Group  
San Diego, CA  
619-739-1213

Anthony Thai  
Connection Real  
Estate Group  
Costa Mesa, CA  
949-424-7688

Kerry Webster-Humphreys  
Humphreys Residential  
San Diego, CA  
619-800-6567

### COLORADO

Laurie Broccardo  
Keller Williams  
Partners Realty  
Colorado Springs, CO  
719-955-1999

Chip Dunleavy  
ERA New Age Real Estate  
Centennial, CO  
303-229-2034

Janice Holloway  
Keller Williams  
Colorado Springs, CO  
719-648-4985

Kacy Martinez  
TJC Real Estate and  
Management  
Denver, CO  
303-324-6988

Jessica Noonan  
Olde Towne Golden  
Realty, LLC  
Golden, CO  
303-278-2400

### DISTRICT OF COLUMBIA

Sergio Herrera  
Scout Properties  
Washington, DC  
202-506-4632

### FLORIDA

Errol Castro  
Legends Realty  
Lake Mary, FL  
407-333-1010

Heather Castro  
Legends Realty  
Lake Mary, FL  
407-333-1010

Henry Hensley  
Tom Grizzard, Inc.  
DBA: ERA Grizzard  
Real Estate  
Deland, FL  
352-343-5500

Jennifer Lux  
The Keyes Company  
New Smyrna Beach, FL  
386-423-0778



Matthew MacDonald  
Home River Group  
Temple Terrace, FL  
866-996-7264

Jessica Santiago-Jones  
DuVal Homes Real Estate  
Jacksonville, FL  
904-374-1628

Aaron Sundstrom  
98 Realty & Property  
Management  
Miramar Beach, FL  
850-622-1122

### GEORGIA

Courtney Smiley  
Southern Coast Properties  
Hinesville, GA  
912-368-6322

### HAWAII

Arabel Camblor  
Arabel L Camblor Realty  
Hilo, HI  
808-933-1111

Tessa Gayer  
West Oahu Realty, Inc.  
Waipahu, HI  
808-330-3781

R. Kalia McKeague  
Locations, LLC  
Honolulu, HI  
808-738-3100

Lillian Ruiz  
Locations, LLC  
Honolulu, HI  
808-738-3100

### ILLINOIS

Brett Fessler  
Rental Homes, Inc.  
Naperville, IL  
630-420-2051

### INDIANA

Matt Carter  
Mackie Properties  
Ellettsville, IN  
812-287-8036

### KANSAS

Shawn Finley  
PMI Advisory Group  
Topeka, KS  
785-380-7100

### KENTUCKY

Phil Blythe  
M & W Management  
Louisville, KY  
502-241-0005

### MARYLAND

Linscott Hall  
Linscott Properties  
New Market, MD  
301-669-7500

## **MASSACHUSETTS**

John Coppola  
Circle Properties, Inc.  
Boston, MA  
617-566-8085

Russell Rivin  
PMI Bay State  
Newton, MA  
617-564-0802

## **MICHIGAN**

Adam Faber  
Reliant Property  
Management, LLC  
Holland, MI  
616-566-8071

## **MONTANA**

Chris Torsleff  
Intermountain Property  
Management  
Bozeman, MT  
406-586-1503

## **NEVADA**

Troy Harsh  
Action Properties, Inc.  
Reno, NV  
775-323-0404

Nancy Logan-Klein  
Action Properties, Inc.  
Reno, NV  
775-323-0404

Thanh Tran  
Action Properties, Inc.  
Reno, NV  
775-323-0404

## **NEW MEXICO**

Isachar Parra  
Tyson Properties, Inc.  
Albuquerque, NM  
505-323-2104

Janessa Parra  
Tyson Properties, Inc.  
Albuquerque, NM  
505-323-2104

## **NORTH CAROLINA**

Stephanie Donovan  
Donovan Properties  
Fayetteville, NC  
910-977-4755

Catherine Moore  
Talley Properties, Inc.  
Charlotte, NC  
704-332-2206

Michael Morings  
Dynasty Property  
Management &  
Sales, LLC  
Charlotte, NC  
704-837-7103



## **OREGON**

Sandrine Ganry  
Vista Point Properties, LLC  
Lake Oswego, OR  
503-498-8071

Codi Kramer  
Nexus Management  
Services, LLC  
Lake Oswego, OR  
503-320-0366

Jonathan Stine  
Rogue Valley Property  
Management & Real  
Estate Services, Inc.  
Grants Pass, OR  
541-955-7300

## **PENNSYLVANIA**

Karla Lopez  
Lehman Property  
Management  
Harrisburg, PA  
717-652-4434

Gerald Stoltzfoos  
Trademark Property  
Management  
Lancaster, PA  
717-799-1222

## **TENNESSEE**

Linda Ayers  
Crye-Leike  
Commercial, Inc.  
Brentwood, TN  
615-376-4489

Craig Knox  
Crye-Leike Property  
Management  
Memphis, TN  
901-758-5678

Ryan Lubin  
Lubin Property  
Management  
Memphis, TN  
901-272-0100

Andrew McDonald  
Renew Real Estate  
Services  
Nashville, TN  
615-800-8490

## **TEXAS**

Bryan Bohannon  
Bohannon Group, LLC  
The Colony, TX  
940-765-5999

Marlene Bone  
1st Choice Associates  
Azle, TX  
817-444-2727

Craig Brown  
JWC Property Manager  
Killeen, TX  
254-526-5117

Kelly Davis  
NewGen Properties, LLC  
Frisco, TX  
817-909-6600

Amber Davis  
The Scott Williams  
Team of REALTORS®  
Midland, TX  
432-689-7770

Andre Fulton  
Fulton Realty  
Property Management  
Schertz, TX  
210-291-1199

Susanne Gilbert  
JWC Property Manager  
Killeen, TX  
254-526-5117

Kathy Grey  
Real Property  
Management Houston  
Houston, TX  
713-830-1888

Debra Kellerhals  
NewGen Properties, LLC  
Frisco, TX  
817-909-6600

Tiffany Laws  
Sienna Properties  
Austin, TX  
512-328-0600

Alicia Poullard  
Empire Industries  
Property Managers  
Houston, TX  
888-866-6727

Justin Rourke  
Tower Property  
Management  
DBA: Martin  
Rourke, LLC  
Austin, TX  
512-560-6738

Lisa Springer  
C&B Realty  
San Antonio, TX  
210-647-0008

B. Scott Thomison  
JWC Property Manager  
Killeen, TX  
254-526-5117

Cora Turpin  
Keller Williams Legacy  
San Antonio, TX  
210-482-3200

## **UTAH**

Myan Burton  
Action Team Realty  
Draper, UT  
801-210-5555

Matthew Curtis  
Red Rock Property  
Management  
St. George, UT  
435-703-9946

Craig Hawker  
Action Team Realty  
Draper, UT  
801-210-5555

Jonathan Neviasser  
Rize Property  
Management  
Salt Lake City, UT  
801-471-2473

Skip Roberts  
Action Team Realty  
Draper, UT  
801-210-5555

## **VIRGINIA**

Sarah Davis  
Real Property  
Management  
Richmond, VA  
804-342-5800

Michelle Doyle  
Dodson Property  
Management, CRMC®  
Richmond, VA  
804-355-7368

Kari Elliott  
Century 21 Top Producers  
Virginia Beach, VA  
757-456-9500

Kiara Jackson  
Dodson Property  
Management, CRMC®  
Richmond, VA  
804-355-7368

Christopher Johnson  
Dodson Property  
Management, CRMC®  
Richmond, VA  
804-355-7368

Steven Quinn  
Dodson Property  
Management, CRMC®  
Richmond, VA  
804-355-7368



Jonathan Stewart  
Dodson Property  
Management, CRMC®  
Richmond, VA  
804-355-7368

**Continued next page**



# MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM FEBRUARY 1 – FEBRUARY 28, 2018

## AFFILIATE MEMBERS

### CALIFORNIA

Victoria Rees  
PayLease, LLC  
San Diego, CA  
866-729-5327

Justin Weber  
SERVPRO of Lake,  
Mendocino & Sonoma  
County NE  
Santa Rosa, CA  
707-671-6167

### COLORADO

Danny Pomirchy  
Team K Services  
Centennial, CO  
303-660-6216

### GEORGIA

Tim Haas  
FilterSnap  
Acworth, GA  
843-860-3886

### ILLINOIS

Joshua Dietz  
Sears Hometown  
& Outlet  
Hoffman Estates, IL  
847-286-8479

### MARYLAND

Kevin Bristol  
Advance Contracting, Inc.  
Linthicum, MD  
410-636-7201

### TENNESSEE

Bri Clark  
C&C Maintenance and  
Home Repair  
Dickson, TN  
615-375-6002

### TEXAS

Cassandra Rollins  
Propertyware,  
A RealPage Co.  
Richardson, TX  
877-325-1816

## SUPPORT STAFF MEMBERS

### CALIFORNIA

Paul Cooper  
NVPM Property  
Management Services  
Chico, CA  
530-566-9223

Yesenia Rodriguez  
Dede's Rentals  
& Property  
Management, Inc.  
Santa Rosa, CA  
707-523-4500

### FLORIDA

Megan Breen  
Home Property  
Management II, Inc.  
Palm Beach Gardens, FL  
800-999-6608

Tiffany Goodwin  
Ultimate Property  
Management  
Stuart, FL  
772-225-5880

Samantha Rogers  
Morgan Property  
Management  
Jacksonville Beach, FL  
904-302-9020

### GEORGIA

John Lloyd  
PMI Georgia  
Tyrone, GA  
678-782-1004

### INDIANA

Eric Simmons  
BHB Real Estate  
Group, LLC  
Indianapolis, IN  
317-916-0645

### MARYLAND

Nicholas Stone  
Bay Management  
Group, LLC  
Baltimore, MD  
443-708-4698

### PENNSYLVANIA

Natasha Finney  
Lehman Property  
Management  
Harrisburg, PA  
717-652-4434

### TENNESSEE

Michael Pelts  
Lubin Property  
Management  
Memphis, TN  
901-272-0100

### TEXAS

Adam Seymour  
NewGen Properties, LLC  
Frisco, TX  
817-909-6600

Bianca Smith  
Colonial Residential  
Properties  
Harker Heights, TX  
254-698-4722

Kathy Walters  
Colonial Residential  
Properties  
Harker Heights, TX  
254-698-4722

Staci Wise  
Colonial Residential  
Properties  
Harker Heights, TX  
254-698-4722

### UTAH

Sydney Garcia  
Red Rock Property  
Management  
St. George, UT  
435-703-9946

Marki Graves  
Red Rock Property  
Management  
St. George, UT  
435-703-9946

### VIRGINIA

Connor Dixon  
Dodson Property  
Management, CRMC®  
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# DISCUSSION BOARD Hot Topics

## WHAT HOT TOPICS ARE PROPERTY MANAGERS CURRENTLY TALKING ABOUT?

NARPM® maintains Discussion Boards for several specialties within the organization. These Discussion Boards enable Members to stay in contact and to share questions and concerns as they arise. *If you would like to participate in one of these groups, visit [www.narpm.org/members/discussion-boards](http://www.narpm.org/members/discussion-boards) and follow the instructions.* NARPM® National approves all Discussion Board Members and the Discussion Boards are only available to Property

Managers who are Professional Members of NARPM®.

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

**Q** *An owner signed a listing agreement for sale (with another broker) while we are managing the home. We have managed this detached home for about 2.5 years. We just put in new tenants in late 2017. We have big termite work planned that involves tenting.*

*Now I have a broker calling and telling me he has a signed listing agreement. The owner said "I am giving (broker name) permission to present your management team with different options for the house to clear some things off my plate," but I have not seen any documentation. My gut instinct is to issue a 30-day notice and let the pest control people know that the owner will be paying directly, collect the month's property management fee, and close the account. I will be missing out on the remaining property management fees for the lease, but is that just a cost of doing business? I do not really want to be dealing with the owner, tenants, and selling broker. Sounds like a nightmare and a good way to get tenants angry. What to do?*

**A** I cancel agreements when an owner signs a listing agreement. The headache is not worth it for me. I grew tired of being yelled at by tenants for showings I had no control over.

**A** Your gut is correct. Exit as soon as possible.

**A** I have done this both ways and think it is too hard to deal with another agent wanting to show and do open houses. I get a lot more calls. I tell owners that if they sign to sell with another company, I just need notice so I can terminate my agreement with them. The only way I do it is when they are putting the house on the market and the tenant is moving within 10 to 15 days when the lease is up. Agents don't want to hear me say you can't do that, so it is not worth it to me.

**A** We recently started charging to assist in notifying the tenant and answering questions. If the owner refuses, we will then terminate that property management agreement. It's a lot of work letting somebody else sell a house that's occupied.

Remember – everything you read on the Internet is not true and, if necessary, you should seek legal counsel on any issue.



# CHAPTER Spotlight

GET TO KNOW THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES



**Chrysztyna Rowek, MPM® RMP®,** started in the property management business in 2002, cleaning rentals for Lighthouse Cove Property Management. Passing her real estate exam in March 2007, she proceeded to buy Lighthouse Cove and their book of business of 190 single-family homes. In 2009, she bought the property management book of business from Strategy Real Estate, Inc., adding 150 single-family and small-multiplex units. After purchasing a third property management company, Lighthouse Cove now manages 450 properties in Western Washington State, using a portfolio/departmental hybrid. She was the recipient of the 2010 Kitsap Peninsula Business Journal's 40 Under 40 Award, has twice been President of the Kitsap County Chapter, was the National Professional Development Committee Chair in 2014, chaired the 2015 Owner/Broker Retreat, was the Chair of the 2015 NW Regional Conference, and is currently the President of the Washington State Chapter-in-Formation and the Northwest RVP. She is a Certified Real Estate Instructor in Washington and Arizona, and also a speaker at various NARPM® Chapters around the country.

## Washington State Chapter-in-Formation

It's been an interesting ride from being Washington State Chapter to closing the chapter, to now coming back as the Washington State Chapter-in-Formation.

The Washington State Chapter was active for many years, providing education opportunities for the state. With the advent of NARPM® National handling all of that for the local chapters, it was found that it was no longer a viable option to keep a state chapter open, so the decision was made to close it several years ago.

With the regional conferences also going away a few years ago, the conversation returned as to why having a state chapter was, a good idea. Conferences and legislation were the two reasons for reinstatement that kept coming up again and again. In late 2015, the decision was made to start the Washington State Chapter up again.

I was lucky enough to be the President the first year, and as such, got to see firsthand the work and commitment it takes to start a state chapter, and to put into place some processes that would ensure its longevity and success.

trade show is bound to sell out within the next few weeks. The response and excitement is palpable!

We would like to invite all of you to join us for a day of education, networking, and friendship forming!

Since it will be May, perhaps Mother Nature will take pity on us and it won't rain...maybe...no guarantees though.

Another thing that has been ever-present at the state level is legislation. Washington landlords are heavily outweighed by the tenant advocacy groups. As such, our laws are extremely tenant friendly. To give you an example, federally, there are seven protected classes that we all know about. Washington State, however, has eight, and the City of Seattle has 18. Needless to say, in this glorious Emerald State, we property managers need to be at the forefront of our legislation so we can always protect our clients and the landlords we represent.

There have been many talks about how to best present our presence in Olympia (yes, that is the capital of Washington, not Seattle). There has

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**With the regional conferences going away a few years ago, the conversation returned as to why having a state chapter was again, a good idea.**

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Our first year as a chapter has been busy. We have been forming the actual chapters, soliciting members, and then putting into motion our first order of business — creating a state conference where we would come together as not only a state, but as the Northwest Region to learn from our peers, network, and become better professional property managers.

We are proud to be able to announce that the first (well, first again. So refirst?) Washington State Conference will be held May 19 in Tukwila, Washington (for those of you who think Seattle is the only city in Washington, just think of it as south of Seattle). We have vendors booking like crazy, and our

been discussion about creating our own PAC or to backing our own lobbyist to creating relationships with existing landlord advocacy groups. These discussions are still being held, with lots of interest being shown in taking on this process in an effort to best serve our community.

All in all, the first year of the Washington State Chapter-in-Formation has been one of relearning what we are supposed to be doing and then taking the steps to do it effectively. I encourage all of you in states without chapters to think seriously about forming your own and the benefits it would have for your members as a whole. 🏠



# NAVIGATE

## THE NARPM.ORG WEBSITE



## WEB-TIP-LINK-MANAGEMENT-PLATFORMS

**Do you ever see website links in a format that you do not recognize? Are you thinking someone really messed that up?**

Long website links can be hard to use in digital or printed communication. They can appear bulky and be hard to replicate without error. There are safe, easy-to-use, and free link management platforms that shorten links to make them easier to share and use. Link management platforms generate a short link that redirects a click to the designation URL. Bitly, Google URL Shortener, and Ow.ly are a few popular link-shortening tools.

Here's an example how these platforms make an 138-character link manageable.

**Original link:**

[https://www.narpm.org/education/course-schedule/?filter\\_class=ethics&filter\\_chapter=&filter\\_city=&filter\\_state=&filter\\_month=&filter\\_year=](https://www.narpm.org/education/course-schedule/?filter_class=ethics&filter_chapter=&filter_city=&filter_state=&filter_month=&filter_year=)

**Bitly:**

<http://bit.ly/2EJ1UOQ>

**Google:**

<http://goo.gl/fdBrhx>

**Ow.ly:**

<http://ow.ly/Zi1W30iLJoL>

Next time you need to direct clients or tenants to a long link, search online for one of these link management platforms to simplify the process.



# <http://bit.ly/2EJ1UOQ>



## NARPM® DAY ON THE HILL

**MAY 14-15, 2018  
WASHINGTON, DC**

Scheduling a Day on the Hill at your state capitol building is one of the most effective ways of putting a face to your organization for elected officials, and it also allows you to target many elected officials in a short amount of time. Your Day on the Hill should be well planned and packed with meetings, tours, and maybe even a legislative reception. You should view your Day on the Hill as a supplement to your other lobbying activities rather than your sole lobbying effort. Your Day on the Hill is much more likely to bear fruit if legislators are accustomed to hearing from your organization regularly throughout the year.

Make contacts with key Members of Congress and their staffs on residential housing issues such as criminal background checks, certifying standards for service animals, and ADA reform.

**Register to attend the 2018 Day on The Hill at:**  
[www.narpm.org/legislative/register-for-plan-a-day-on-the-hill](http://www.narpm.org/legislative/register-for-plan-a-day-on-the-hill)

# NEW MEMBER RECRUITMENT Program

EARN REWARDS AND ACHIEVE NEW MEMBER RECRUITER STATUS FOR REFERRING NEW NARPM® MEMBERS

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

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

## CURRENT NEW MEMBER RECRUITERS

- **David Pruitt** (Received 4/4/17)
- **Mary Barnhart** (Received 4/4/17)
- **Harry Heist** (Received 6/2/17)
- **Kim Meredith-Hampton, MPM® RMP®** (Received 7/7/17)
- **Brian Birdy, MPM® RMP®** (Received 8/7/17)
- **Erin Alterman Morgan** (Received 9/1/17)
- **Shelly Alterman, RMP®** (Received 9/1/17)
- **Shelly Alterman, RMP®** (Received 9/1/17)
- **Shannon Cornell, RMP®** (Received 10/10/17)
- **Tim Snelgrove** (Received 10/10/17)
- **Brian Birdy, MPM® RMP®** (Received 12/5/17)
- **Eric Wetherington, MPM® RMP®** (Received 12/5/17)
- **Pete Neubig, RMP®** (Received 12/5/17)
- **David Pruitt** (Received 12/5/17)

## FEBRUARY 1 – FEBRUARY 28, 2018

### REFERRING MEMBER

Dan Baldini  
Glenn Bancroft  
Brian Birdy, MPM® RMP®  
Todd Breen  
Karen Dixon, RMP®  
Patrick Freeze  
Amanda Gresaik  
John Grey  
Richie Henderson  
Ana Hinojosa  
Bob Huneycutt, RMP®  
Bob Huneycutt, RMP®  
Warren Ivey

### NEW MEMBER

Matt Carter  
Sterling L. Bancroft  
Shawn B. Finley  
Megan E. Breen  
Lisa Springer  
Nicholas Stone  
Kerry A. Webster-Humphreys  
Kathy A. Grey  
Arabel L. Cambolor  
Cora Turpin  
Isachar Parra  
Janessa Parra  
Amber D. Davis

### REFERRING MEMBER

Robby Jones  
Allison Kenton  
Brad Larsen, MPM® RMP®  
Brad Larsen, MPM® RMP®  
Julie Lierman  
Thomas Moore  
Michael Morings  
Gary Pafford  
David Pruitt  
Colleen Rhynders  
Joe Stokley  
Erin Taylor, RMP®

### NEW MEMBER

Justin E. Underwood  
Greg Antognoli  
Mike Goldstein  
Nate Kraft  
Renee Nelson  
Catherine Moore  
Michael Morings  
Howard L. Pafford  
Alicia Crowe  
Stephanie Donovan  
Vincent Deorio  
Codi Kramer

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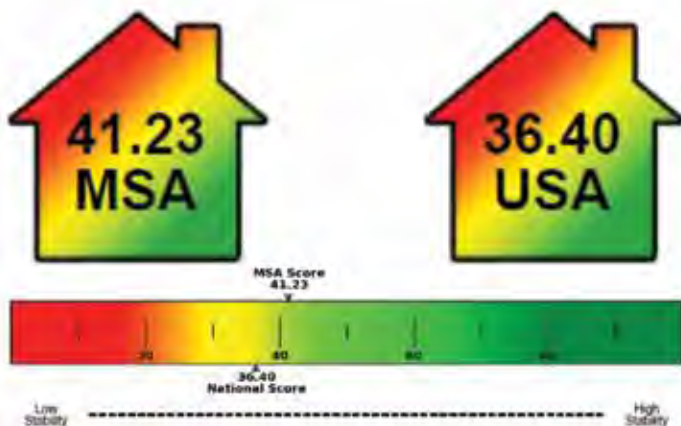
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is at [www.narpm.org/join/](http://www.narpm.org/join/)





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## What DOES RISC Index™ MEAN to a Manager?

ATTRIBUTE	LOW Score	HIGH Score
Security Issues	Greater	Lesser
Appreciation	Lesser	Greater
Crime Against Property	Greater	Lesser
Rent Paid On Time	Lesser	Greater
Tenant Job Interruption	Greater	Lesser
Median Resident Income	Lesser	Greater
Insurability Challenges	Greater	Lesser

**For all 40 Attributes visit [RentfaxPRO.com/Top40](http://RentfaxPRO.com/Top40)**

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~ Tony du Preez, CEO  
Rese Property Management, LLC

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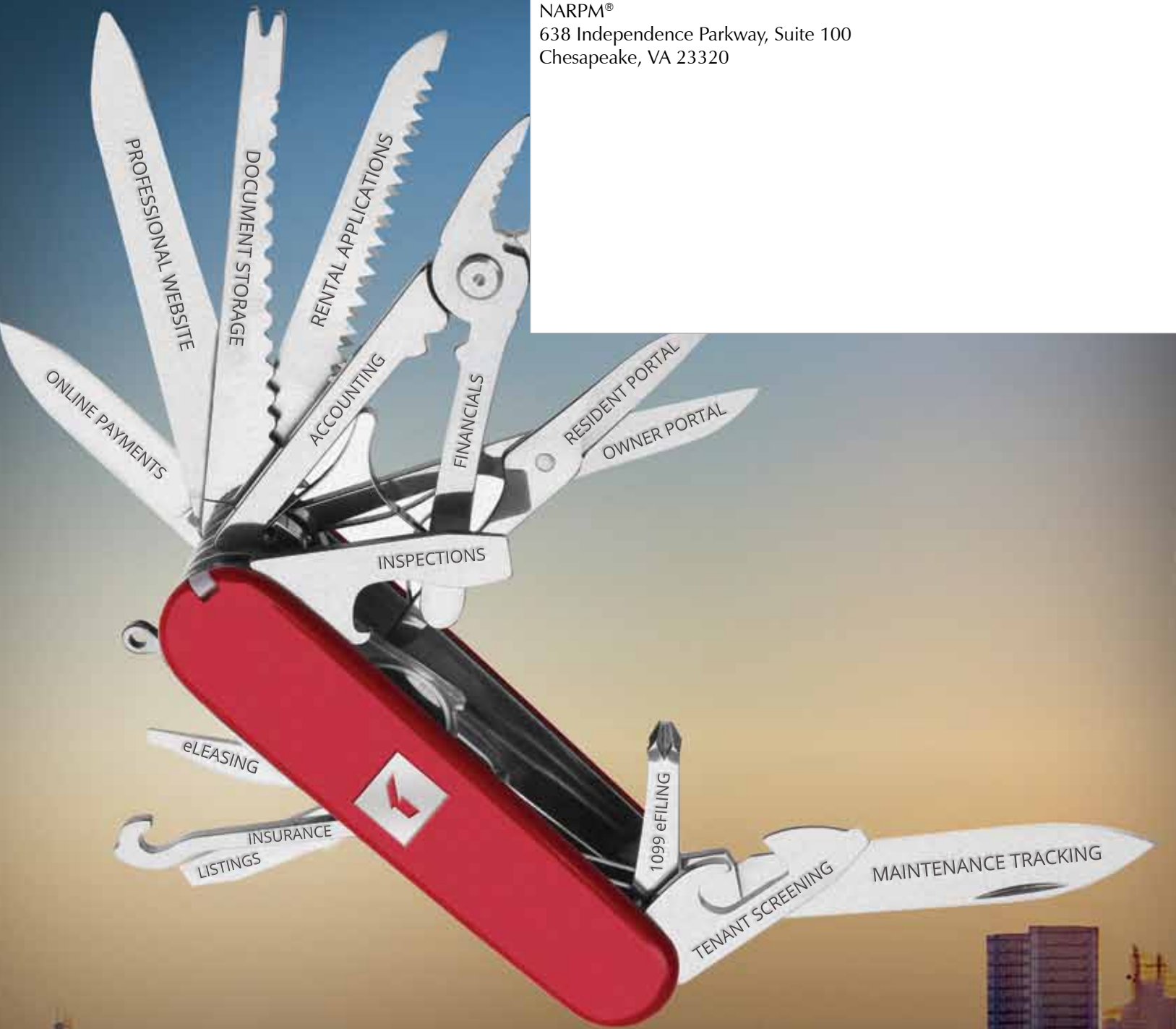
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