

p10

You should consider these things when purchasing another's portfolio.

p15

International business activities require additional recordkeeping.

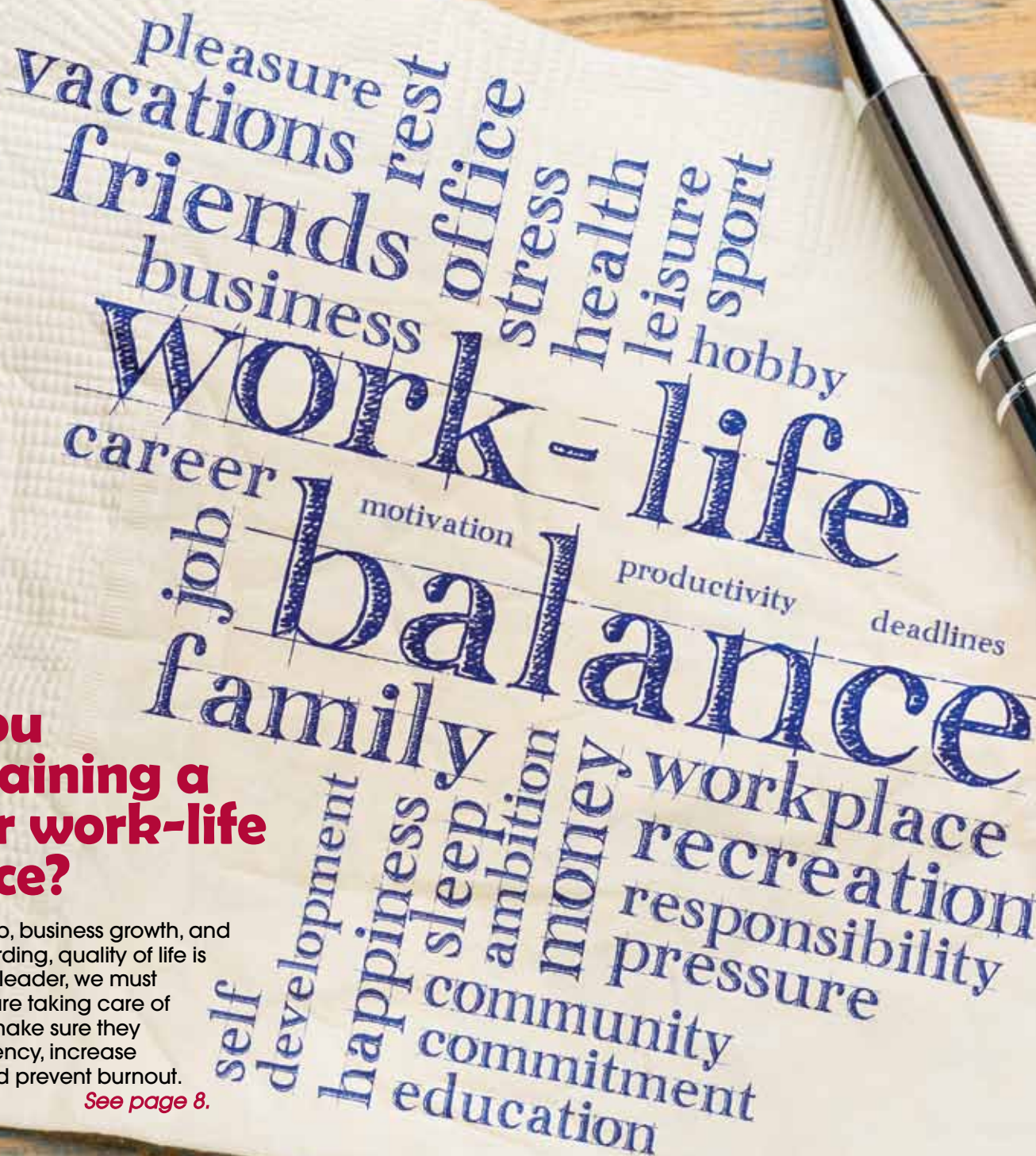
p20

The Past Presidents' 2018 Charity is Casting for Recovery. Learn more.

RESIDENTIALResource



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



Are you maintaining a proper work-life balance?

While leadership, business growth, and profits are rewarding, quality of life is important. As a leader, we must make sure we are taking care of our people to make sure they maximize efficiency, increase productivity, and prevent burnout.

See page 8.



**Property
Management**^{INC.}

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IN THIS ISSUE March 2018

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

FEATURE ARTICLES

p8 Stress. Deadlines. Meetings. Client Issues: Avoid Burnout in 2018!

Dr. Mary Kelly, PHD, CSP, CDR, US Navy (Ret.), will be a featured speaker at the 2018 Broker/Owner Conference. In this article, she discusses the toll that leadership, business growth, and profits may take on your health. She offers tips on how to prevent burnout and maintain a good quality of life.

p10 A Great Decision: Our First Portfolio Purchase

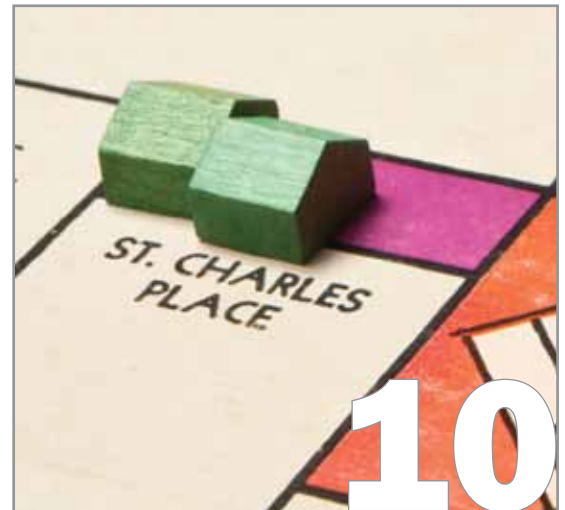
David Swaim, RMP®, MPM® Candidate, tells of his company's decision to buy another property management company's portfolio. There was a lot to learn along the way. Using the knowledge and advice from a couple of other NARPM® Property Managers, his company completed their first portfolio purchase. Would he do it again? Yes.

p15 Reporting U.S. Business Payments: Foreign Vendors

Richard Hart, EA, CAA, President of Hart & Associates, a NARPM® Affiliate Member, provides reporting requirements that you need to consider if you now have foreign owners or vendors. The world we live in is global, and as a result, every business and person is linked in some manner to international business activities. Unfortunately, this may require more recordkeeping to keep your company out of trouble with the IRS.

p20 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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This event is SOLD OUT!
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MONTHLY COLUMNS

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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. 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

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SUBSCRIPTION

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 to sign up.

NARPM® ANTITRUST STATEMENT

It is the policy of 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. NARPM® shall not restrict members' ability to solicit competitors' clients. NARPM® shall not restrict members' ability to advertise for business, provided the advertising is not false, deceptive or otherwise illegal.

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National Association of Residential Property Managers

PRESIDENT'S Message

“Professional Designations from NARPM® have an impact on your company and your clients — and the results translate directly to the bottom line.”

 **GET**
INVOLVED!



Have you taken the challenge to Get Involved in NARPM® this year? One way to ensure you see the benefit of involvement in NARPM® is to sign up for a certification or designation. Earning a certification or designation from NARPM® requires experience, education, attendance, and service. It is the process of earning these that will get you involved in NARPM® and will also improve your skills and confidence as a property manager.

Certifications were designed to give support staff an opportunity to get involved in NARPM® and to learn and improve in the specific areas in which they work. Certifications are available for both support staff members and Professional Members. The three certifications are the CSS® (Certified Support Specialist), CMC (Certified Maintenance Coordinator), and the CRMB (Certified Residential Management Bookkeeper). Currently, there are 9 CSS®, 3 CMC, and 2 CRMB active in NARPM®. The process of earning a certification can bring great benefit to you or your staff and also improve your business.

Professional designations from NARPM® have an impact on your company and your clients — and the results translate directly to the bottom line. Designations are only available to professional members. The two individual designations are the RMP® (Residential Management Professional) and the MPM® (Master Property Manager). The highest designation available is a company designation, the CRMC® (Certified Residential Management Company). When you earn a designation, it elevates you to the top of NARPM® Membership. Today, there are 460 active RMP®, which represents the top 8% of NARPM® Membership, 183 active MPM®, which represents the top 4% of NARPM® Membership, and 52 active CRMC®, which represent the top 1% of NARPM® Membership.

I wanted to share the benefits that mem-

bers who have earned a certification or designation had to say about them:

“I am extremely proud of my RMP® Designation. It took hard work and got me involved more deeply in NARPM®. I am now working on my MPM®. It definitely makes our company stand apart in the industry.” ~ *Christy Smith, RMP®, Sarasota, FL*

“I know for a fact that the RMP® and MPM® Designations have made a significant difference in our business. The knowledge I have gained from shared experiences and lessons learned through NARPM® has saved us dollars, too many to measure.” ~ *Michael McCreary, MPM® RMP®, Atlanta, GA*

“My designations illustrate to my clients and potential clients that I am a professional.”

~ *Bart Sturzl, MPM® RMP®*

Austin, TX

2016 NARPM® National President

“One of the things I love about NARPM® Designations is that it requires service points to complete your path. I didn't appreciate the value of that when I started, but I sure do now. Forcing me out of my comfort zone and getting involved has made a huge difference in my business and personal life.” ~ *Mike Mumford, MPM® RMP®, Phoenix, AZ*

“It represents that you strive for excellence and the achievement of being the best in the business. When a potential client says they actually looked up your credentials and what your designation/certification means — what a great feeling.” ~ *Traci Lewis VanCamp, MPM® RMP®, Virginia Beach, VA*

“So proud to have been the first to get an

RMP® in the Inland Northwest. I believe it shows that I am committed to be a professional who strives to be educated in property management. And the friends I have made along the way is priceless.” ~ *Maria Trunkenz, RMP®, Spokane, WA*

“Earning my MPM® did more for my self-confidence than my prior 27 years of experience. I think volunteering is the key to success in this business.” ~ *Trish Ferrier, MPM® RMP®, Houston, TX*

“Earning my RMP®, MPM®, and CRMC® has helped me be more professional, create efficiencies in my business, and meet some incredible people. Going through the CRMC® process made us accountable for everything we do for our employees, clients, tenants, and how we conduct business.” ~ *Kim Meredith-Hampton, MPM® RMP®, Orlando, FL*

“It means professionalism in our industry. I hold both the RMP® and MPM® Designations and several of my staff members are currently candidates. We believe in equipping and educating our employees to be the absolute best PMs they can be.” ~ *Bryan Jenkins, MPM® RMP®, Birmingham, AL*

The power that comes with increased knowledge and confidence is tangible. It is what sets you apart from your competition. NARPM® Members who have a designation or certification are seen as leaders in our industry.

For information about designations and certifications, visit www.narpm.org/education or email: designationinfo@narpm.org

To start your pathway to success and to #GetInvolved in NARPM®, sign up today at: www.narpm.org



Brian Birdy, MPM® RMP®
2018 NARPM® President

LEGISLATIVE Scoop

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



Tyler Craddock, NARPM®
Governmental Affairs Director, also serves as Director of Legislative Strategies Group, a division of Organization Management Group (OMG), and brings with him 17 years of Virginia local- and state-level legislative and lobbying experience on issues impacting regulation and governance of business and trade associations. He has held positions in the government, education, business and nonprofit sectors. A member of the Virginia Society of Association Executives, he is an adjunct instructor at J. Sargeant Reynolds Community College and serves as a chairman of the Chesterfield County Community Services Board. His community service also includes chairing the Board of Trustees at his church and serving as a mentor of a local robotics team. Tyler is a graduate of Virginia Tech, from which he holds both a Bachelor of Arts and Master of Arts Degree.

You can have powerful local governments in Dillon Rule states if a state so chooses, and you can have weak local governments in Home Rule states.

The Dillon Rule

Property managers know that local governments can have a significant effect on those who manage rental properties and those who own them. Thus, it logically follows that the manner in which local authority is delineated and interpreted is something that every property manager needs to understand.

The key question to ask involves whether your state is a Dillon Rule state or a Home Rule state. The answer is significant for how policies are developed that affect property managers and owners. The differences between the Dillon Rule and Home Rule lie in how local government powers are enumerated and interpreted.

So, let us look at the two models so that we can understand their differences and significances.

The Dillon Rule was penned by Judge John Forrest Dillon in his opinion in *Clinton v. Cedar Rapids and the Missouri River Railroad* (1868). Here is the essence of the Dillon Rule in his words:

"The true view is this: Municipal corporations owe their origin to, and derive their powers and rights wholly from, the legislature. It breathes into them the breath of life, without which they cannot exist. As it creates, so it may destroy. If it may destroy, it may abridge and control. Unless there is some constitutional limitation on the right, the legislature might, by a single act, if we can suppose it capable of so great a folly and so great a wrong, sweep from existence all of the municipal corporations in the State, and the *corporation* could not prevent it. We know of no limitation on this right so far as the corporations themselves are concerned. They are, so to phrase it, the mere *tenants at will* of the legislature."

In short, under the Dillon Rule, local governments have only those powers that are expressly granted by the state legislature. If some power or discretion is not expressly granted to the local government, then it is reserved to the state. A vast majority of states are Dillon Rule states, at least in part.

Home rule, on the other hand, generally means that localities have any power not expressly prohibited them by state or federal constitutional or statutory law. Examples of Home Rule states include New Jersey, New Mexico, Utah, South Carolina, and Montana.

The key point of the Dillon Rule is not that local governments' powers are limited as a matter of course. It is not a matter of power. It is simply a tool of how we craft and interpret state law with respect to local gov-

ernments. We interpret the law to mean that local governments only have the powers they are expressly given by the state; whereas under Home Rule, they are only prohibited those powers that are expressly prohibited.


You can have powerful local governments in Dillon Rule states, if a state so chooses, and you can have weak local governments in Home Rule states.

So, you ask, which is better and why? It depends.

Based on the Virginia experience, I would exclaim from the mountaintops that Judge Dillon is a great American. There is a reason that Virginia has been consistently ranked as one of the best states in which to do business. Today, debates concerning the legal authority that localities have or don't have, are held in the General Assembly, which has sessions that last 60 days one year and 45 days the next. Whatever the General Assembly decides, there is generally a consistent policy set throughout the Commonwealth.

Consistency is very important, in that a business knows what the "rules of the game" are in whatever localities they may choose to do business. Can you imagine what the business climate (and Virginia's national and international competitiveness) would be like in the Commonwealth if the battleground for business issues was in more than 100 localities, 365 days a year?

In Virginia, the state government has generally used its power in a way that promotes pro-business policies. Indeed, Virginia's success and consistency may derive as much from the policy choices it makes as the process by which it makes those choices.

But, your experience in your state might be different. Imagine, for a moment, if a Dillon Rule state used its power in a way that required things like rent control or rental registries, and in doing so, prevented localities from declining to enact those things because they did not have an expressed opt-out in state law. Or, imagine if a Home Rule state expressly forbade rent control. Thus, while policy choices are important, so too is process. It is therefore important to understand how your state enumerates local powers so that you know the best way to get at those things that are most important to you. 

For more information about the Dillon Rule v. Home Rule, as well as a map to see which rule your state uses, visit: www.alec.org/app/uploads/2016/01/2016-ACCE-White-Paper-Dillon-House-Rule-Final.pdf

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Dr. Mary Kelly, PHD, CSP, CDR, US Navy (Ret.), is an internationally-known economist and leadership expert specializing in the fields of leadership, productivity, communication, and business profit growth. Mary is a graduate of the United States Naval Academy and spent over 20 years on active duty in intelligence and logistics. She retired from the US Navy as a Commander. She has Master's Degrees in History and Economics and a PhD in Economics. An energetic, engaging, and perceptive leadership author and speaker, Mary is a best-selling and award-winning author of ten books. She has extensive experience in business coaching, management, economics, finance, banking, insurance, real estate, government, organizational leadership, communication, business growth, teamwork, strategic planning, human resources, customer service, time management, and project development. Mary has a track record for success as an organizational change agent. Dr. Kelly will be a featured speaker at the NARPM® 2018 Broker/Owner Conference that runs from April 9-11, 2018.

Stress. Deadlines. Meetings. Client Issues. Avoid Burnout in 2018!

Busy professionals may experience increased levels of stress-induced cortisol, poor sleeping habits, mood swings, and other health manifestations from today's workplace demands. One study on CEO health and wellness stated that 59 percent of CEOs are at risk for cardiac episodes, and 70 percent admitted that they suffered from stress.

While leadership, business growth, and profits are rewarding, quality of life is important. As a leader, you must make sure you are taking care of your people to make sure they maximize efficiency, increase productivity, and prevent burnout.

SCHEDULE EFFECTIVELY

Workdays can be non-stop meetings, which means we rush from one group to another, trying to shift mental gears based on the meeting topic. We are often not as prepared as we'd like to be, and we don't have time to process the next task.

One way to schedule busy days, especially those with multiple meetings, is to link calendars. Individuals can mark private entries "private" and staff can see blocked meetings times, minimizing emails and texts about availability.

App Tip: A fun way to share calendars with family is with the Cozi Family Organizer app.

DELEGATE AND OUTSOURCE

We all want to say "yes" to others. We want to be needed by other people, and we want to feel appreciated when we contribute. But effective professionals know they have to triage their time, and this means saying "no" if:

- Someone else can do it at a lower opportunity cost. For example, you should not do data entry if you make \$50 per hour, and you can pay someone \$10 per hour to do it. They have a comparative advantage in doing that work because they have a lower opportunity cost to get it done.
- Someone else can do it better than you can. Find people who are great at doing what you need done, hire them, and pay them well.
- It is a volunteer opportunity, and your time can be better spent in another role. As all of my friends know,

I love animals. Dogs, cats, parrots, ferrets, turtles, gerbils, horses, bunnies, and fish. I love animals. I know my local no-kill shelter often needs volunteers to walk dogs, feed cats, and clean cages, and I am happy to do that work. But should I? Well, no, as it turns out. The reason I am not a veterinarian is that I am horribly allergic to animal dander, fur, and saliva. A charging buffalo may look scary, but cuddling with a super cute kitten can kill me. So volunteering for those jobs is not the best use of my time. However, I can organize their online auction to raise money that pays for pet food, rent, and other costs. If it is not something that best serves your strengths, find something that does.

WHEN DELEGATING:

- Hire resourceful talent
- Give others responsibility that plays to their strengths
- Harness the abilities of others
- Provide clarity about desired outcomes

App Tip: FancyHands gets small jobs off my plate. For \$30/month, you can get 6 short tasks done very quickly.

MOVE YOUR BODY

Unlike 100 years ago, today's work requires a lot of sitting, all day. Research shows that sitting longer than 30 minutes increases the risk of strokes, diabetes, and heart attacks, and this is avoidable.

WE NEED TO MAKE SURE THAT WE:

- Eat healthy food
- Drink water
- Walk or stretch every 30 to 60 minutes
- Take the stairs

Action: I thought those health monitors that you wear on your wrist were kind of silly until I tried one. If I complete my fitness goals for standing and walking, these multi-colored circles are completed. If I don't, there are colorful half-moons condemning me from my wrist. It makes me go run around until the circles are complete.

Continued next page

GET ORGANIZED

Peter Drucker once said, "Until we manage time, we can manage nothing else." Many professionals struggle with staying organized. To help:

- Reconfirm all meetings and add contact details and directions with landmarks into calendars
- Share documents with Google Docs, Dropbox, or other cloud-based systems
- Add client notes directly into a CRM
- Schedule all meetings and calls with colleagues or friends
- At the end of the day, check emails and the next day's schedule
- Work set hours. Turn the phone off during family time and time with friends
- Be patient with new routines. Start small and build momentum.

App Tips: Try Evernote for projects and a scheduling calendar like ScheduleOnce or Calendly.

STAY FOCUSED

Multi-tasking makes us feel productive, but it divides our attention. If we really need to focus, then we really need to focus. Research proves multi-tasking can lead to frustration and being overwhelmed.

To avoid mistakes like going to the wrong meeting, calling a client by the wrong name, or being late on a deadline, stay fresh.

Action: Focus on one project at a time and put time to work on that project on the calendar.

INCENTIVIZE GOALS

Businesses focus on growth, clients, and ROI. It can be hard to recognize our own accomplishments.

Gather the team together and ask what they are proud of doing.

Note achievements and milestones in a public place.

Action: Find a way to celebrate achievements in a way that is meaningful for the team.

TAKE TIME OFF. YES, REALLY!

Leadership expert, Peter Stark recently told a group of CEO's to buy tickets. What he means is that we need to not just plan to go to Greece, or go fishing, or attend a concert. We need to buy the tickets so we actually go. Otherwise, it is too easy to go too long without a real break. Studies show that to give our brains a real break, we need 4 days of a change. A vacation is doing something we don't normally do. Taking a day off to get caught up on errands may decrease the items on our To-Do List, but it is not a brain break.

Ultimately, increasing work efficiency and building productivity starts with making small and consistent daily changes. Avoid burnout and make sure your team avoids it as well. 🏡

While leadership, business growth, and profits are rewarding, quality of life is important.

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David Swaim, RMP®, MPM® Candidate, has been licensed since 1979 and started his property management company, Service Star Realty in Phoenix, Arizona, just six years ago. He has grown his business, without a Business Development Manager (BDM), to 600 properties in that time frame. One of David's favorite quotes is, "Change is inevitable, progress is optional." He is always working to improve his business. He joined NARPM® in 2012 and credits NARPM® with a big part of his success. David attends all NARPM® National Conventions. Currently, his favorite pastime is traveling, usually in Europe.

The most important advice we received was to include a claw-back clause.

A Great Decision Our First Portfolio Purchase

We have heard Mike Catalano, NARPM® Member, speak at several NARPM® events about purchasing a business or a portfolio of contracts. That intrigued us about the idea. Three months ago, the owner of another real estate office approached us because they were selling the property management part of their business. She struggled to find anyone she trusted to take over. After checking us out online, she thought that we looked like a decent company that would be a good fit. Because of that, she was willing to offer us her business. We were definitely interested in hearing what she had to offer.

In Arizona, management contracts cannot be assigned. Because of this, you have to consider a very good company to work with because the owner clients can choose not to work with that company. Owner clients have to sign an entirely new contract with the new company; they may decide to shop around. While we wish that it was easier to simply assign the contracts like in other states, we had to work with Arizona's laws if we wanted to take advantage of this opportunity.

For this deal to make sense, the numbers had to work for us. We looked at what the other company was currently charging owners and tenants. Based on that, we estimated what level of revenue they were generating each year. We already knew what we were generating for each home, so we were looking for the upside.

The upside was clearly there. The next thing we had to do was to figure out how fast we could introduce our fees, so we looked at the lease-end dates. All of this information was put together on a timeline sheet so that we could calculate a purchasing price and terms with which we would be comfortable.

Then we talked with Gene Bennett, MPM® RMP®, and Mike Catalano. We met them through NARPM®, and we wanted to ask their advice about the pitfalls to watch out for and what protective clauses we should include in the contract. The most important advice we received was to include a claw-back clause. The claw-back is a term used by some as a means to adjust the price on a purchase if some of the properties do not stay for a specific period of time. In our case, this was one year. So if we bought 50 properties for a certain price and 10 decided not to stay on for whatever reason, then they would be deducted from the price (claw-back) and any amount still owed on the port-

folio. Because of this inclusion, I knew that we would be happy with the contract after the first year when we started to evaluate who was staying with our company.

Ultimately, our fees were about the same amount per year for the owners as the other company was charging. The only difference was how the fees were structured. Mike Catalano warned us to leave everything the same as much as we possibly could. We were ready to assume the percentage-based fee structure of the other company, even though we operate on a flat-fee structure. Despite this decision, the broker from the other company was uncomfortable. If her owners checked our website, they would wonder why they were paying more with the percentage-based fee structure. She voted that we should offer the same flat fee along with our other fees.

Unfortunately, this turned out to be a mistake. Instead of all of the owners just gliding over to the new management company, they started to question the new fees. In the transition phase, we ended up losing 25% of the owners. A couple left because they were selling, and a few of the owners decided to self-manage. We were paying per door, but we still lost out on business we could have kept.

The owners also approached us with another concern. Our office was too far away for them to drive easily to. Next time we go through this process, we learned to think about the distance and find a way to overcome it. With so many new properties joining the company, a closer address would have been a doable solution.

The claw-back clause helped us a lot in the coming months because of possibly losing other owners in the upcoming year. We still have to overcome a few hurdles with new owners that are getting used to our management style. We also need to get them up-to-date on new legislation that the other company was not enforcing. This dilemma taught us the value of looking at everything the other company is doing before making a purchase.

We are certainly grateful to Mike and Gene for steering us in the right direction. Throughout the process, we have learned from the small mistakes that we have inadvertently made.

No matter what, it is an exciting adventure. If we were given the same opportunity again, we would make the same decision. 🏠



MASTER THE CHALLENGE



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www.narpm.org/legislative/learn-narpm-pac/

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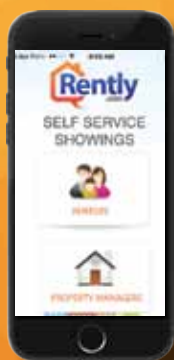
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*2 Year Contract

Form W-8BEN (Rev. July 2017) Department of the Treasury Internal Revenue Service	Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting (Individuals) ▶ For use by individuals. Entities must use Form W-8BEN-E. ▶ Go to www.irs.gov/FormW8BEN for instructions and the latest information. ▶ Give this form to the withholding agent or payer. Do not send to the IRS.	OMB No. 1545-1621
Do NOT use this form if: • You are NOT an individual		Instead, use Form: W-8BEN-E

Reporting U.S. Business Payments Foreign Vendors

The world we live in is global, and as a result, every business and person is linked in some manner to international business activities. This is especially the case with real estate agents or property managers that pay referral fees to out-of-country brokerages or pay virtual assistants located outside of the U.S. for their services. Are there reporting requirements that you need to consider?

COMMON QUESTIONS ARE AS FOLLOWS:

- How should a domestic U.S. business treat payments made to a foreign service provider for services performed entirely outside of the United States?
- Are there any reporting requirements?
- What forms are required to be filed?
- Is the U.S. entity required to withhold tax on the payments?

HERE'S A SIMPLE ANSWER:

If the foreign service provider is performing all of the services outside of the U.S., there is no Form 1099 or withholding requirement for the domestic

Department of Treasury.

The exception would be if the foreign service provider gives you a valid W-8BEN (Certificate of Status of Beneficial Owner for United States Tax Withholding and Reporting Entities) or 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) as an exemption from withholding.

How do you know if the contractor you are using is not a U.S. person? How can you be sure that they are not a U.S. citizen working outside of the U.S.? The easiest way to be sure is to ask the contractor to complete a valid Form W-8BEN, which allows them to certify that they are not a U.S. person and whether a withholding requirement exists under the applicable tax treaty. Form W-8BEN is not required to be filed with the IRS, but is required to be kept by the U.S. payor to support the foreign contractor's representation of their residency and whether withholding was required. Note that this documentation is crucial to have in case the IRS audits your company.



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

Form W-8BEN is not required to be filed with the IRS, but is required to be kept by the U.S. payor to support the foreign contractor's representation of their residency and whether withholding was required.

U.S. payor. On the other hand, if the foreign service provider performs any of its service in the United States, then the U.S. payor is required to issue a Form 1042S to the foreign service provider, reporting the gross payment and any amounts withheld for U.S. tax purposes. In most cases, you will have to withhold a 30% tax deposit on the gross payment and submit to the IRS via the Electronic Federal Tax Payment System (EFTPS®). EFTPS® is a system for paying federal taxes electronically using the Internet, or by phone using the EFTPS® Voice Response System. EFTPS® is offered free by the U.S.

RECORDKEEPING

For record keeping, it is best to have the foreign contractor sign a statement confirming that none of the services were provided in the United States. Then attach this statement to the Form W-8BEN.

CONSIDER ADDING A CLOSER

International business requires processing some extra paperwork. Using these tips will help you breeze through the process legally with smooth sailing for your returns. 🏠



Get to Know Two #NARPMSmart In-House Maintenance Course Instructors

NARPM® IN-HOUSE MAINTENANCE INSTRUCTOR, DAVE HOLT, MPM® RMP®

“NARPM® Education is one of the bedrocks of membership. Management of single-family homes is different from multi-family; therefore, the education needs to be different. Prior to NARPM®, trying to find quality education for single-family management was virtually non-existent.

Education and certifications really do put you at the front of our profession and this, in turn, helps convert new owners. Make 2018 the year you will invest in yourself, become more educated, obtain your individual certifications, and company CRMC® Designation. Become #NARPMSmart.”

NARPM® IN-HOUSE MAINTENANCE INSTRUCTOR, KIT GARREN, MPM® RMP®

“NARPM® exists to improve our business and the service that we offer our clients and customers — the two go hand-in-hand. NARPM® succeeds as an organization because of the success of each individual member who has grown and learned from other members sharing best practices.

In-House Maintenance is a classic “how to succeed” road map for owners who want to grow a profitable revenue stream. Upon completing this course, each business owner will be able to determine any of the following:

- Is adding an in-house maintenance operation right for my business?
- How do I add an in-house maintenance operation effectively?
- What do I need to do to make my existing maintenance operation more profitable?”

Register to take any In-Classroom Course during the month of March 2018 and you will be registered to win a free #NARPMSmart Education Course on April 12, 2018 in Las Vegas after the 2018 Broker/Owner Conference & Expo.**

Register to take In-House Maintenance – Running a Profitable Operation at a location near you: <http://bit.ly/2EgDqvV>

Read more about the instructors at:
www.narpm.org/updates/narpm-smart-education-march-2018

COURSES AT BROKER/OWNER*	DATE	TIME	INSTRUCTOR
Advanced Risk Management	Thursday, April 12, 2018	9 am–4 pm	Michelle Horneff-Cohen, MPM® RMP®
In-House Maintenance – Running a Profitable Operation	Thursday, April 12, 2018	9 am–4 pm	Dave Holt, MPM® RMP®, or Kit Garren, MPM® RMP®
Finance: Cash Flow Analysis	Thursday, April 12, 2018	9 am–4 pm	Mike Nelson, MPM® RMP®

*These education classes are NOT included on the Broker/Owner Registration, which is SOLD OUT. They are separate NARPM® Education Designation and Certification courses that are in addition to standard 2018 NARPM® Broker/Owner events. Learn more and register for #NARPMBrokerOwner Classes at: www.narpmbrokerowner.org/education-classes

**One entry per new In-Classroom Course registration from March 1 to 31, 2018. The winner will be selected at random. All In-Classroom Courses through the year count for entry if registered for during March. Registrations made before March 2018 or course transfers are not eligible. Does not include online courses. If the winner is already registered for a class after #NARPMBrokerOwner, the class registration can be credited back to them.

It pays to be #NARPMSmart!

DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT

MARCH – APRIL 2018

Marketing for Residential Property Management

03/15/2018	Colorado Conference	Sheraton Denver West, 360 Union Blvd, Lakewood, CO 80228	Kellie Tollifson, MPM® RMP®
04/17/2018	Orlando/Central Florida Chapter	Winter Park Community Center, 721 W New England Ave, Winter Park, FL 32789	Melissa Prandi, MPM® RMP®

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®

Essentials of Risk Management

03/15/2018	Southwest Idaho Chapter	Title One in Meridian, 1940 Bonito Way #190, Meridan, ID 82643	Melissa Prandi, MPM® RMP®
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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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In-House Maintenance – Running a Profitable Operation

03/15/2018	Colorado Conference	Sheraton Denver West, 360 Union Blvd, Lakewood, CO 80228	Dave Holt, MPM® RMP®
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®

NARPM® 101

03/15/2018	NE Florida/Jacksonville Chapter	Deerwood Country Club, 10239 Golf Club Drive, Jacksonville, FL 32256	Michael McCreary, MPM® RMP®
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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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Ethics (Required for all members every four years.)

03/15/2018	Atlanta Chapter	Double Tree Hilton - Roswell GA, 1075 Holcomb Bridge Rd, Roswell, GA 30076	Dan Wilhelm, MPM® RMP®
03/28/2018	Greater Dallas Chapter	Addison Conference Centre, 15650 Addison Rd, Addison, TX 75001	Mark Kreditor, MPM® RMP®

Online Registration Click on the MEMBERS tab at 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

NARPM® Full Course Descriptions can be found at 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

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

FEES PER COURSE

(subject to change)

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

3-Hour Ethics	Early Registration*	Registration
Member/IEM®	\$ 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

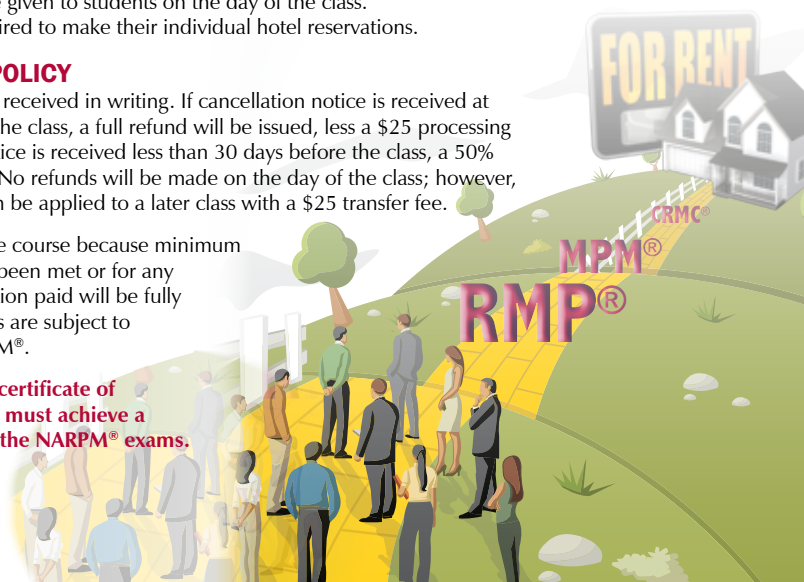
- Course flyers containing additional information may be downloaded from www.narpm.org/education/course-schedule
- All materials will be given to students on the day of the class.
- Attendees are required to make their individual hotel reservations.

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.

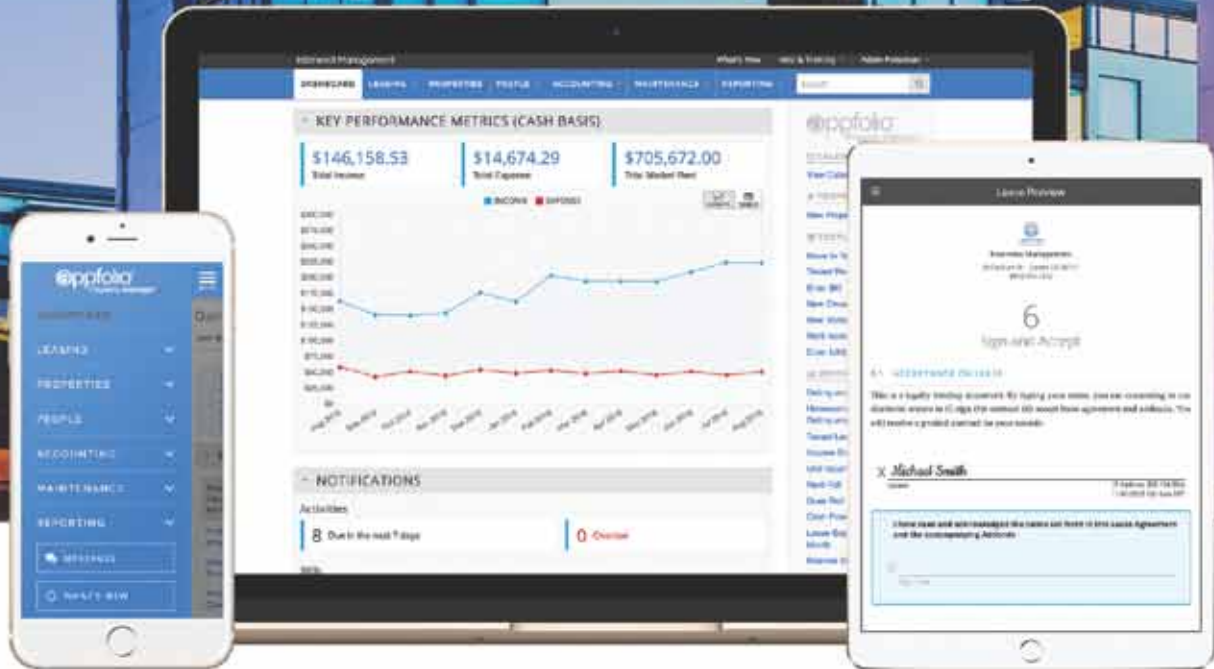
If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

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





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“

“AppFolio has made us much more profitable, we are saving time and money. Man hours have gone down and profitability has gone up.”

Wayne Lewis
RE/MAX Homestores



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Professional Websites

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 Presidents' Charity Golf Tournament is scheduled for October 16, 2018 at the Steele Canyon Golf Club in Jamul, California (just outside of San Diego).



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 to sponsor, donate, register to play golf, or attend the luncheon.



As one of San Diego's finest golf clubs, Steele Canyon's 27-hole championship golf course was personally designed by Gary Player, one of history's greatest golfers, with a respect and appreciation for the natural beauty of the terrain. From the dramatic elevation changes of the Canyon nine to the subtle nuances of the Vineyard nine and the total seclusion of the Ranch nine, any combination will make for a wonderful day of golf. As a recipient of *Golf Digest's* prestigious "4-1/2 Star Award" and more recently a *City Beat News Spectrum Award* winner, Steele Canyon Golf Club has been nationally recognized as one of Southern California's best publicly accessible golf courses.

Text and photo courtesy of Steele Canyon Golf Club at www.steelecanyon.com



PTSD FOUNDATION OF AMERICA

CAMP HOPE

PROVIDING HOPE AND HEALING FOR
THE UNSEEN WOUNDS OF WAR

February 13, 2018

Hampton Roads Realtors Foundation
638 Independence Parkway, Suite 100
Chesapeake, VA 23320

Dear Friends,

We would like to express our sincere gratitude for your generous contribution in the amount of \$68,345.00 to the PTSD Foundation of America and Camp Hope.

Your donation will help provide for our military veterans and their families in a caring and positive environment. We are located in a quiet and safe setting whereby veterans and their immediate family members can find healing, help and hope. Our staff understands that those who have served this nation are still struggling with the invisible wounds of combat and we are working to assist our troops in putting the pieces of their lives back together. We use the traditional counseling tools and incorporate a faith-based approach to help combat the effects of Post-Traumatic Stress.

Many tragic losses have crystallized the overwhelming need to assist our veterans and their families with the unseen wounds of war. Your gift will enable us to provide practical support ranging from temporary housing to peer-to-peer mentoring and group meetings to professional counseling.

We hope you will enjoy the enclosed newsletter. Please visit us at www.ptsdUSA.org to sign up for our monthly newsletter or to find more information on our groups, activities and events. If you would like to visit Camp Hope please contact us, we would be happy to schedule a tour for you.

No goods or services were provided in exchange for your contribution. Please retain a copy of this letter as proof of your donation for your federal taxes.

Thank you again for your kindness, caring and generosity.

Blessings,

David Maulsby
Executive Director



PO Box 690748 ★ Houston TX 77269 ★ 832-912-4429 ★ email info@ptsdusa.org ★ www.PTSDusa.org

PTSD Foundation of America EIN 20-3864341 is a non-profit organization under Internal Revenue Code Section 501(c)(3). Your donation is tax deductible. For your benefit and as required by law, we state that PTSD Foundation of America did not provide any goods or services in consideration, in whole or in part, for this contribution.

LOOK WHAT WE ACCOMPLISHED LAST YEAR



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 or call 864.297.7661.

CES 2018 (Consumer Electronics Show)

At the beginning of each year, the techies of the world gather in Las Vegas to attend the annual Consumer Electronics Show (CES). Their website at www.ces.tech describes CES as:

“... the world’s gathering place for all those who thrive on the business of consumer technologies. It has served as the proving ground for innovators and breakthrough technologies for 50 years — the global stage where next-generation innovations are introduced to the marketplace.”

HISTORY OF THE CONSUMER ELECTRONICS SHOW

The first CES was held in New York City in the summer of 1967. There were 200 exhibitors and 17,500 attendees. The 2018 show attracted 184,000 visitors to view 4,000 exhibiting companies. To attend CES, you must be affiliated with the consumer technology industry. For verification, you must submit your business credentials in advance to the Consumer Technology Association (CTA™), the host of CES. The show was only open to the general public in 1993 as an experiment.

Significant CES (first) announcements:

- 1970 — VCR (video cassette recorder) - the video recorder enters the home
- 1974 — Laserdisc player
- 1975 — Atari Pong game console - the beginning of home gaming
- 1981 — camcorder; CD Player (Compact Disc) - the digital vs. analog debate begins
- 1982 — Commodore 64 personal computer
- 1985 — Nintendo Advanced Video System
- 1993 — Sony Mini Disc; Apple Newton PDA (personal digital assistant) - focus shift to PCs and gaming from televisions and stereos
- 1994 — Digital Satellite System
- 1996 — DVD (Digital Versatile Disc)
- 1998 — HDTV (High Definition Television)
- 1999 — DVR (Digital Video Recorder), TiVo
- 2000 — digital radio
- 2001 — Microsoft Xbox game console; Plasma TV
- 2003 — Blu-Ray and HD Radio
- 2008 — OLED television panels
- 2010 — tablet PC; netbook
- 2011 — 3D televisions

2016 — Chevy Bolt - automotive AI and autonomous vehicles

What will be next? Each year, the CES exhibitors compete vigorously for air time to provide their vision of the future of technology.

CES 2018 TRENDS

So why should anyone care about all of this? Having a view of what is on the horizon enables you to budget for and leverage technology that will improve the performance of your business. What follows is an overview of the top innovations on display. Let’s start with the technology advances and then look at the product introductions.

TECHNOLOGY ADVANCES

Disruptive technologies seldom make their debut in a mainstream product. Their initial performance is generally inferior to the widely-implemented sustaining technologies. During their formative developing phase, disruptive technologies can be found in toys and lower-capability products.

Virtual Reality — This Star Trek holodeck technology is maturing as evidenced by falling prices and more capabilities. Wireless models (removing the tether to the computer) and the addition of cameras (to avoid tripping over furniture) are improving their usability. Advances in mobile VR include the elimination of the need for a smart phone by incorporating the mobile processor in the VR unit.

Augmented Reality — As the name suggests, AR enhances our perception of the real world, while VR replaces the real-world environment with a simulated one. This technology is exploding, particularly with its application on smart phones, providing experiences that immerse users while keeping them connected. Think how AR could revolutionize the rental unit “walk-through” experience.

5G Technology — Universal Internet connectivity with multi-gigabit download speeds is closer to reality.

Facial Recognition — Improved security on everything from standard video systems to mobile device access.

Health Sensors — Sleep sensors were an especially hot item, and CNET discussed the implications of “The Invisible Doctor” in their Next Big Thing panel.



PRODUCT RELEASES

Nearly every company supplemented their technology with artificial intelligence (AI) and voice assistants, resulting in their smart products getting even smarter.

Hybrid/Convertible Laptop — A higher degree of functionality is available from a laptop that can operate either as a tablet or as a conventional laptop. They are enabled by combo chips that combine high-computing power, longer battery life, more memory, and major graphics capabilities. An example is the Lenovo ThinkPad X1 Yoga with a keyboard that folds behind the device (not detaches) when operating as a tablet and unfolds when a keyboard is preferred.

Televisions — TVs continue to get bigger (Samsung's "The Wall", a 146-inch display utilizing modular MicroLED technology) and more flexible (LG's 65-inch 4K OLED TV that rolls up like a window shade when not in use). For those that don't want a television screen at all, there is the Sony LSPX-A1. A sleek piece of furniture (marble top, aluminum legs and a wooden shelf) that projects a bright wall-sized image only a foot or two behind it.

Are you confused by all the technology and acronyms?

LCD — A Liquid Crystal Display is controlled by an electrical current that determines whether the crystals pass or block light to "paint" a picture. Since an LCD panel does not produce any light, it must be backlit by a CCFL (fluorescent) or an LED (Light Emitting Diode) light source. Note: "LED" TVs are actually LCD TVs with an LED light source; it would be less confusing if they were marketed as LCD/LED TVs.

QLED — A layer of Quantum Dots is placed between the LED backlight and the LCD "shutter" to enhance color performance. Think of this approach as an LCD/QD/LED sandwich.

OLED — An Organic Light Emitting Diode display uses organic compounds formed into small image, self-illuminating dots (pixels) to create an image, hence a backlight is not required.

MicroLED — An extremely tiny (thinner than a human hair) LED makes up each pixel. They are made from gallium nitride, an inorganic material that is not subject to aging (a decrease in luminance over time) like an OLED and they consume less power.

Wireless Charging — In this wireless world, why do you want to be tethered to charging units? Powercast and Energous unveiled chargers that send power to multiple devices over the air.

3D Printers — The Star Trek Replicator may not be far away, as Desktop Metal introduced a 3D printer

that adds metal to the printable materials list. Units are less expensive and much more compact.

Drones — Intel brought the first drone light show to Las Vegas with a fleet of 250 Shooting Star™ drones synchronized with the Fountains of Bellagio.

Smart Home (and Office) Devices — Announcements of products incorporating Amazon's Alexa voice assistant dominated the show with Google Assistant commanding a close second. This enabling technology is making lights, locks, ceiling fans, glasses, showers, mirrors (that can judge your looks), kitchens, earbuds, and even toilets smarter. With a foothold in the home market, the vision is to have voice assistance transition to the automobile and the office. Samsung pledged that all of its devices, from TVs to washing machines, will be "smart" by their 2020 model.

Connected Devices — The Internet of Things (IoT), powered by the sensor technology, is putting connected devices everywhere. Making this data available to Artificial Intelligence (AI)-enabled systems results in everything is getting smarter — smarter products, smarter vehicles, smarter processes, and even smarter cities.

Companion Robots — Robots have advanced beyond housework. They can accompany the elderly and children, develop their own personality, and protect the home while the owners are away — providing entertainment and companionship. Somnox created a companion robot to help you fall and stay asleep. Honda introduced robotic concepts, incorporating AI to assist humans — the 3E-A18 Model can show compassion with a variety of facial expressions. The more unusual demonstrations featured a table tennis robot from Omron and two scantily clad robots gyrating around poles performing at the Sapphire (strip) Club.

Smart Cars — Vehicles are getting smarter and include features designed to improve safety, connectivity, and personalization. The major automakers showcased their plans for autonomous vehicles, with Ford promising a commercial self-driving car by 2021.

IN SUMMARY

These are only a few of the themes trending at the CES convention this year. It's valuable from a strategic planning and budgeting perspective to look around the corner in our industry. Keeping up with technology trends is key to staying competitive in this digital world.

Our next discussion will discuss preparing for a disaster (perhaps a data breach) and establishing a plan to continue your business through the emergency. 🏠

It's valuable from a strategic planning and budgeting perspective to look around the corner in our industry. Keeping up with technology trends is key to staying competitive in this digital world.

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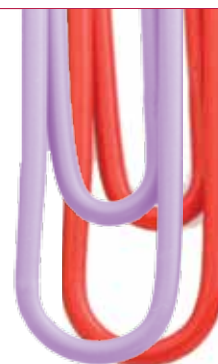


Tim Wehner, MPM® RMP®, grew up in Dayton, Ohio and moved to the Greater Richmond area, Virginia, in 2004. He graduated from Randolph-Macon College in 2008. Tim has been with Dodson Property Management, CRMC®, since 2009, taking on various roles in the company. He was promoted to Vice President in 2015, while watching the company grow from 150 units to over 3,000. Tim has enjoyed serving at the Greater Richmond Chapter and Regional level in NARPM®. In his spare time, Tim enjoys coaching basketball at a local high school. Tim “outkicked his coverage” in marrying his very lovely and understanding wife, Megan. They currently live in the West End of Richmond with their two sons and two dogs.

It's the perfect time to check in on your goals because you are not so far into the year that you can't change direction or modify your goals.

That's Regional
Vice President

The RVP Bulletin



Can you believe that we're about to close down the first quarter of 2018? While January felt like it lasted an entire year, the rest of Q1 has blown by like a tumbleweed in Greg Doering's cowboy hat.

If you're anything like me (and I know you're just as crazy since you're in this business), you are wondering how we are already in March of this year and contemplating if the holidays ever really ended. Saying that, March is a great time to take a deep breath, sit down with your beverage of choice, and evaluate if you're headed in the right direction for 2018. It's the perfect time to check in on your goals because you are not so far into the year that you can't change direction or modify your goals.

As chapter leaders or business leaders, your goals for the year should be clear to those around you and should be put somewhere that holds you and your team accountable to them. If this hasn't been done at the chapter level, DON'T WORRY! You can still get this done now and have a positive impact on your chapter.



If you serve on a Board of Directors (BOD) that has not planned out 2018 or you aren't clear on what your role is — call your chapter President right now and ask them to schedule a time with your group! This doesn't have to be scary or a burden. Do what the Oahu Chapter does and hold this meeting on a Saturday!

Use some chapter funds to get some food and drink for your BOD. (I prefer tacos and margaritas. You may prefer eggs and orange juice, but you get the picture.) No phones, no other work, just down to the objective of setting specific goals that help you deliver an awesome experience to your local chapter members.

Don't forget that your chapter probably did some really awesome things in 2017 that you shouldn't ignore. Every one of our local chapters held a NARPM® Designation class in 2017. Instead of stopping there, why not try hosting another in 2018? Or maybe even two? Whatever you did in 2017, make sure it is a building block for 2018, and not just something your predecessors accomplished.

If you already set your goals for 2018, let's make sure that you are on track to accomplish them. If you find you are off track, I have a few suggestions.

It is wildly important, whether you are a business leader, employee, or even a chapter leader, to set goals. We've all heard that goals should be SMART (specific, measurable, achievable, relevant, time bound). But how many of us are making sure to share our goals with someone who will push us? Research shows you are 65% more likely to reach goals by simply writing them down. But did you know you can increase your odds of achievement to almost 95% if you have specific appointments with someone to hold you accountable to that written goal? Why not make your chapter BOD meetings your goal check-in points?

Remember, it only takes one afternoon of your life to get back on track or start your track personally or with your NARPM® Chapter.

Oh, and make sure that one of your 2018 goals is for you to convince one other person in your life to Get Involved in NARPM®! 📌

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

Pacific: Tim Wehner, MPM® RMP®
California.

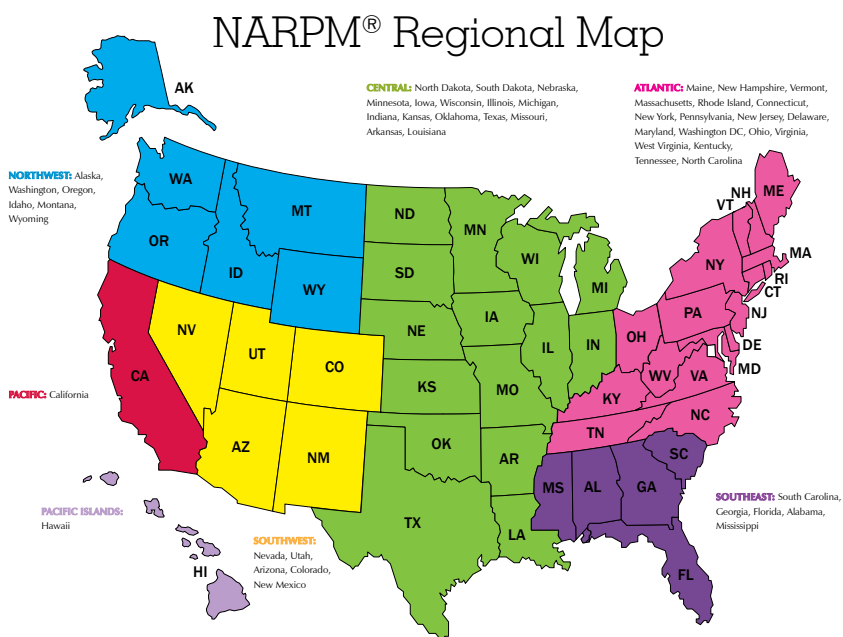
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Central: Greg Doering, MPM® RMP®
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Conference attendance limit of 600 has been reached.
You may still attend education classes being held April 12, 2018.

**GET
INVOLVED!**

MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JANUARY 1 – JANUARY 31, 2018

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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 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 *What do you do with a property whose owner died without a will and none of the multitude of potential beneficiaries has the ability, desire or knowledge to do anything with the property? Who collects the rent, who pays the taxes, who makes the repairs, who leases the property, and where do excess funds go, assuming there are any? Any ideas?*

A Contact your attorney and let them instruct you on how to handle it, as each situation is different.

A Keep managing the property to the best of your ability, as you had been, and retain the funds until directed by a court or legal directive as to the proceeds.

A Keep doing your job until a court decides the disposition for you.

A See the April 2014 *Residential Resource* article, *Death of an Owner*, by John Hashem, RMP®, on pages 10 and 11. It can be found at: www.narpm.org/docs/members/magazine/2014/Apr_2014_lo-res.pdf

Remember – everything you read on the Internet is not true and you should seek legal counsel on this issue.



CHAPTER Spotlight

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



Dan O'Hanlon, PB R*, has been managing properties for over 35 years. 27 of those years have been on the island of Maui, Hawaii. Dan is the Manager at Sailors Realty, a unique real estate brokerage in that they only handle long-term property management. He joined NARPM® in 2016 and has risen to be the 2018 NARPM® Maui Chapter president.

**According to Hawaii Real Estate Commission laws, all materials that refer to the individual licensee's name shall specify that the licensee is a Principal Broker (PB), REALTOR® (R), or other certification.*

The Leadership Team took great strides to ensure it was made up of volunteers from all ages and backgrounds, so we could get down to the nitty-gritty of our Chapter's needs and wants.

Maui Chapter

The Maui Chapter is in its second year as a full-fledged chapter!

As one of NARPM®'s newest chapters, we are excited to have seen an increase in both members and guests at our meetings. We have general member meetings every other month and have planned a membership drive in May.

At our last meeting in 2017, we had 30 guests. Now it's just a matter of utilizing what we learned at NARPM® Leadership Training in St. Louis, Missouri last November. We want to capture those guests and convert them to members!

Speaking of the Leadership Training in St. Louis, we are well on our way to utilizing a great many of the lessons that were taught there; and I am forever grateful for the opportunity to attend. Many of the ideas we have started to implement came directly from my well-spent time there.

The first lesson was to plan ahead and set goals for 2018! I would like to thank Darlene Higa, MPM® RMP®, our RVP Ambassador from Oahu, who has flown interisland to our meetings. Without her support and encouragement we would not have a Maui Chapter. You may ask what an RVP Ambassador does? The Ambassador is a representative at the chapter level, who volunteers their time to serve as a liaison between the Regional Vice President (RVP) and the chapter. This person is trained to assist the RVP with their various duties. The Ambassador's primary roles are to provide support to the RVP and to the chapters

in the areas of chapter growth and sustainability, as well as to strengthen the connection with new and first-year members to create welcoming environments in which they can thrive as members. This program was designed to ensure that members and potential members are having their needs met and are gaining value from their membership. It is also designed to give individual NARPM® Members opportunities to become more involved in the NARPM® organization. By distributing some of the "administrative" tasks necessary to keep our NARPM® organization efficient and growing, we provide our members with an opportunity to have more ownership within the organization, develop more meaningful relationships, and allow the RVPs to focus their time on training and directly impacting their regions.

I would like to thank the new 2018 Maui Chapter Board of Directors. We completed our 2018 strategic planning meeting and everyone is geared up to work on our 2018 goal to "Increase Professional Membership." We plan on doing this through consistency and providing resources to our current members. Being a new chapter, we have been working on what our programming will look like in order to attract the best members. This is really going to be our focus in 2018, which is one of the keys to long-term success and health as a chapter.

Another idea from Leadership Training that we'll be using to increase our membership is to host a membership drive on Wednesday, May 2, 2018. It will be an all-day seminar with special guests and speakers geared towards full-time property managers and REALTORS® in the area.

If you came to the 2016 NARPM® National Convention on our island, you probably enjoyed yourself and the wonderful weather! We invite you to join us for a meeting or for our NARPM® class on Tenancy, which will go toward your education credits. We will host a NARPM®-sponsored class in September 2018!! We also plan to make this class a Hawaii State CE credit class. So come to Maui and make it a working "vacation."

In conclusion, I am excited about the future of the Maui Chapter. After going through the "chartering" process, it is time for our chapter to really hit the ground running in 2018 and grow our chapter to a flourishing one. 🏡



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 January 2018
Professional Development Committee meeting:**

RMP®

Tim Snelgrove, RMP®
Chira Gingerelli-Hegg, RMP®
Ian Joseph, 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: designationinfo@narpm.org

It pays to be #NARPMSmart!



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

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

- **Laura Vogel** (Received 2/3/17)
- **Aaron Marshall** (Received 3/2/17)
- **Brian Birdy, MPM® RMP®** (Received 3/2/17)
- **Jo-Anne Oliveri** (Received 3/2/17)
- **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)
- **David Pruitt** (Received 4/4/17)
- **Eric Wetherington, MPM® RMP®** (Received 12/5/17)
- **Pete Neubig, RMP®** (Received 12/5/17)

JANUARY 1 – JANUARY 31, 2018

REFERRING MEMBER

James Alderson, MPM® RMP®
Keith Becker, MPM® RMP®
Conrad Bennett, RMP®
John Bowen
Danielle Coke, MPM® RMP®
Denise Day
Christopher Lopez
Mark Brower
Katie McNeely
Pamela McNab-Syverson

NEW MEMBER

Todd S. Cop
Krystal Martin
Sheilla Saldana
Ed Bangle
Megan Looney
Laura Obara
Jennifer I. Bell
Richard P. Shoap
Jill M. Maricich
Karina Montero

REFERRING MEMBER

Bev Perina, MPM® RMP®
Pete Williams
Robert Dell'Psso
Sally Goss
Tiea Vincent, MPM® RMP®
Tim Snelgrove, RMP®
Todd Breen
Gary Villani
Kristina Zundel

NEW MEMBER

Cheryl K. Davis
Gene Doroliat
Sherri P. Decker
Tammy Smith
Kayla Carbone
Debra Coolidge
Wolfgang Croskey
Joe Slyman, Jr.
Kimberley D. Marble

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All the information you need
is at www.narpm.org/join/



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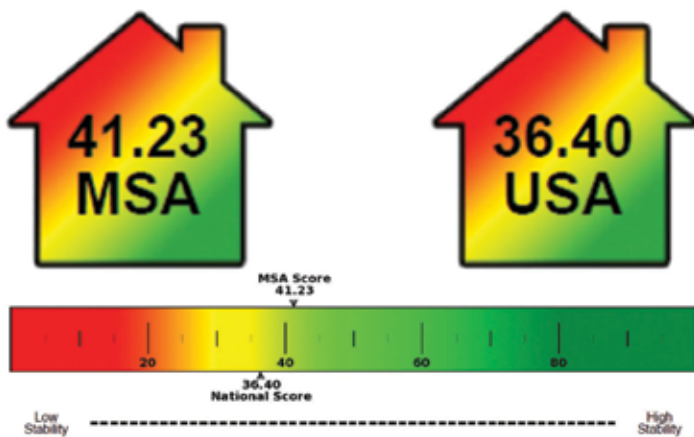
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Rent Paid On Time	Lesser	Greater
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Median Resident Income	Lesser	Greater
Insurability Challenges	Greater	Lesser

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~ Tony du Preez, CEO
Rese Property Management, LLC

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