

### **Platinum Affiliates**

### **Gold Affiliates**



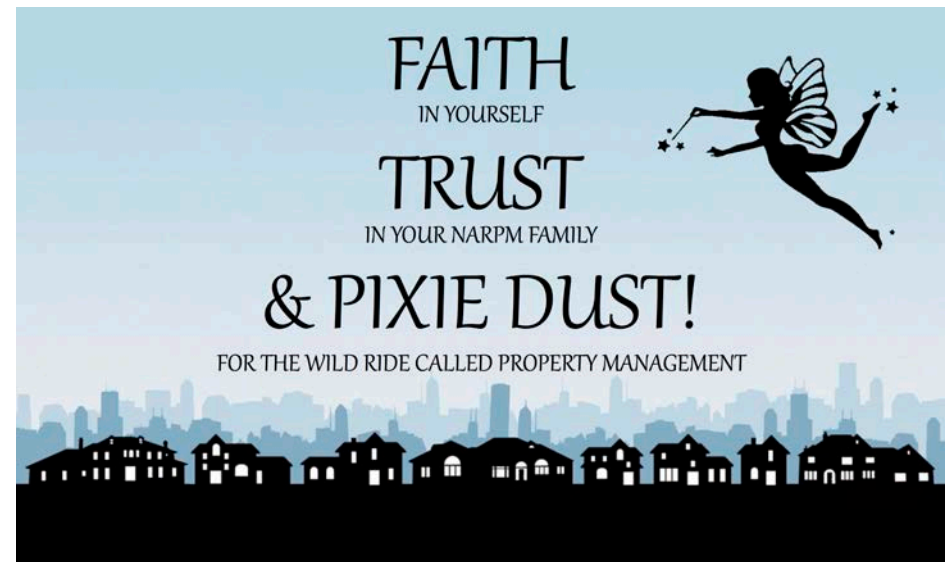
### **Silver Affiliates**

On Sight PROS | Steamer's Carpet Care  
THR Service | Mr. Rekey | Quick Roofing

### **Affiliates**

The Bowen Partners | Emergency Cleaning Solutions  
911 Wildlife | Alamo Lawn & Landscape Recovery  
Cooper's Appliance Center | Citizen Home Solutions

## National Association of Residential Property Managers San Antonio Metropolitan Area Chapter



## Chapter Meeting January 18, 2017

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



## Pledge of Allegiance

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- American Flag
- Texas Flag - *"Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."*

## Educational Program

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Deniz Ysuf, BDM Coach



## Grow Your Rent Roll

In 2012 Deniz Yusuf was that superstar for a property management firm based in New South Wales, Australia. Even more impressive, Deniz brought on 925 new management contracts from an astonishing 1077 presentations within a 48 month period. Now he's a coach & mentor to BDM's across Australia, New Zealand & the US.

## Chapter Business

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- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 1: *Responsibility to Protect the Public*
  - b. Article 2: Discrimination
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Treasurer – Jessica Case
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
  - f. Evey Edwards
- V. Designation Presentation
  - a. Evey Edwards, RMP® (#726)
  - b. Special Presentation, by Gregg Birdy
- VI. Old Business
- VII. New Business
- VIII. Announcements
  - a. Designation Candidates to receive discounts on education – at [narpm.org](http://narpm.org)
  - b. Education:
    - i. Cash Flow Analysis – April 7<sup>th</sup>
    - ii. Personnel Procedures Essentials – June 30<sup>th</sup>
    - iii. Personnel Procedures Advanced – August 10<sup>th</sup>
  - c. Chapter Meeting & Educational Events:
    - i. Mar. 8<sup>th</sup>, May 17<sup>th</sup>, July 19<sup>th</sup>, Sept. 20<sup>th</sup>, Nov. 15<sup>th</sup>
  - d. NARPM Texas Style – Feb. 8<sup>th</sup> – 10<sup>th</sup>
  - e. Office Socials – Feb. 15<sup>th</sup>, April 19<sup>th</sup>, June 21<sup>st</sup>, August 12<sup>th</sup>
  - f. Broker/Owner Retreat March 20-23<sup>rd</sup> – Las Vegas, NV
  - g. National Convention – October 18-20<sup>th</sup>, Orlando, FL
- IX. Affiliate Presentations & Give-Aways
- X. 50/50 Give Away & Door Prices
- XI. Adjourn

Full list of Officers, Directors, and Committees: [goo.gl/Dc9Ylo](http://goo.gl/Dc9Ylo)

### Platinum Affiliates



### Gold Affiliates



### Silver Affiliates

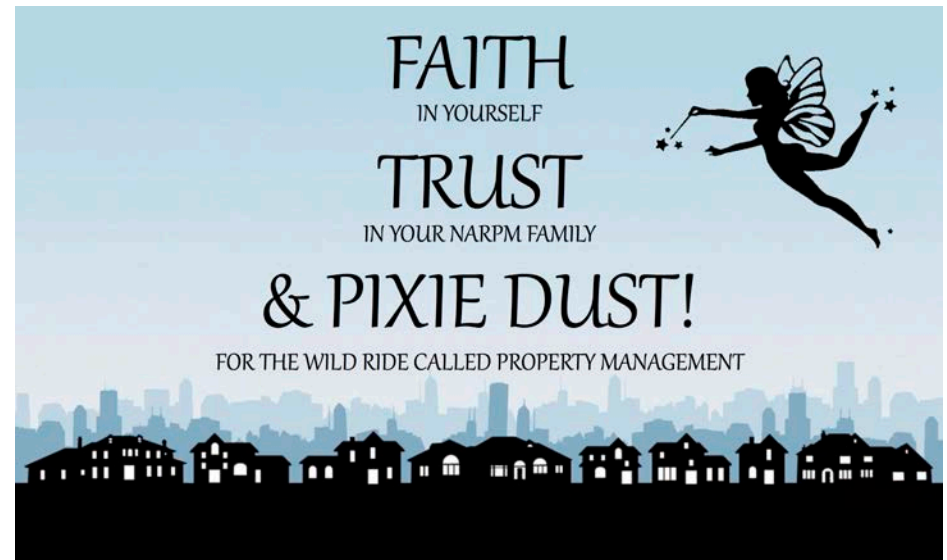
On Sight PROS | Steamer's Carpet Care | Air Today – A/C & Heating  
THR Service | Mr. Rekey | Quick Roofing | Xcalibur Air & Plumbing

### Affiliates

The Bowen Partners | Emergency Cleaning Solutions  
911 Wildlife | Alamo Lawn & Landscape Recovery  
Cooper's Appliance Center | Citizen Home Solutions

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## National Association of Residential Property Managers San Antonio Metropolitan Area Chapter



## Chapter Meeting March 8, 2017



## Pledge of Allegiance

- American Flag
- Texas Flag - *"Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."*

## Educational Program

### Form Swap

### Vendor Speed Sessions

Visit with the affiliate vendors!

### Panel Discussion

Get your questions answered by other area professionals.

Shannon McLaughlin, MPM®, RMP® - Boardwalk Real Property Management

Kevin Knight, MPM®, RMP® - Liberty Management, Inc.

Don Hendricks, RMP® - Hendricks Property Management

## Chapter Business

- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 3: *Responsibility to Client*
  - b. Article 4: *Obligations to Tenants*
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Vice President – Cortney Gill
  - d. Treasurer – Jessica Case
  - e. Secretary – Adam Acord
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
  - f. Evey Edwards
- V. Designation Presentation
  - a. Linda Luna, RMP® (#733)
- VI. Old Business
- VII. New Business
- VIII. Announcements
  - a. Education:
    - i. Cash Flow Analysis – April 7<sup>th</sup>
    - ii. Personnel Procedures Essentials – June 30<sup>th</sup>
    - iii. Personnel Procedures Advanced – August 10<sup>th</sup>
  - b. Chapter Meeting & Educational Events:
    - i. May 17<sup>th</sup>, July 19<sup>th</sup>, Sept. 20<sup>th</sup>, Nov. 15<sup>th</sup>
  - c. Office Socials – April 19<sup>th</sup>, June 21<sup>st</sup>, Aug 12<sup>th</sup>, Oct 27<sup>th</sup>
  - d. Broker/Owner Retreat March 20-23<sup>rd</sup> – Las Vegas, NV
  - e. National Convention – October 18-20<sup>th</sup>, Orlando, FL
- IX. Affiliate Presentations & Give-Aways
- X. 50/50 Give Away & Door Prices
- XI. Adjourn

*Full list of Officers, Directors, and Committees: [goo.gl/Dc9Ylo](http://goo.gl/Dc9Ylo)*

### Platinum Affiliates



### Gold Affiliates



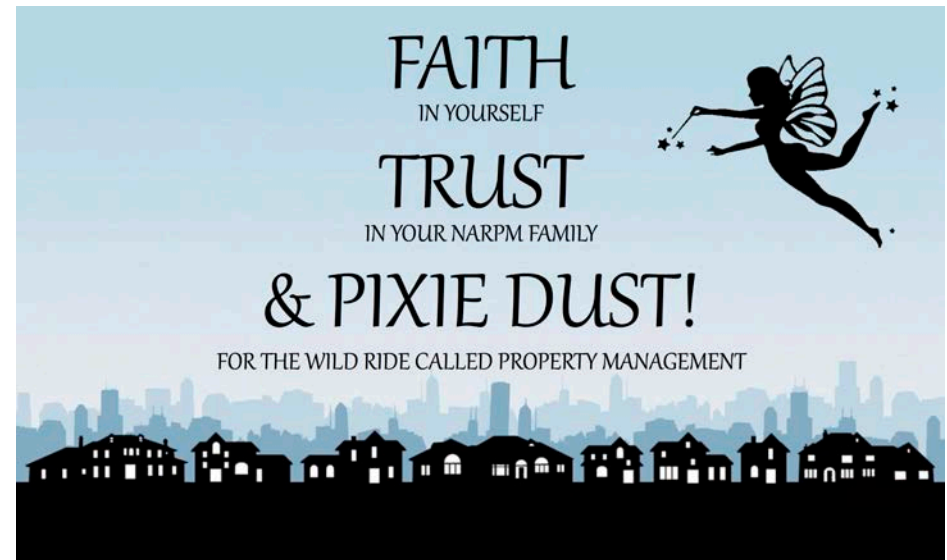
### Silver Affiliates

On Sight PROS | Steamer's Carpet Care | Air Today – A/C & Heating  
THR Service | Mr. Rekey | Quick Roofing | Xcalibur Air & Plumbing  
KolorKist | Vintage Reconstruction

### Affiliates

The Bowen Partners | Emergency Cleaning Solutions  
911 Wildlife | Alamo Lawn & Landscape Recovery  
Cooper's Appliance Center | Citizen Home Solutions | TAP FCU

National Association of Residential Property Managers  
San Antonio Metropolitan Area Chapter



**Chapter Meeting**  
**September 20, 2017**

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## Pledge of Allegiance

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### Mission

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

### Vision

NARPM® will be the recognized leaders in the residential property management industry

## Educational Program

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### Protecting Private Property Rights and Your Business

Presented by Justin Landon, [justin@sabor.com](mailto:justin@sabor.com)

Justin Landon is the Vice President of Government Affairs for the San Antonio Board of REALTORS. Prior to his time at SABOR, Justin spent over ten years working on the US Congress in Washington DC. He comes from two generations of real estate brokers who are hugely disappointed in him for never getting licensed.

## Chapter Business

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- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 9: *Relations with Other Property Managers*
  - b. Article 10: *Truth in Advertising*
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Vice President – Cortney Gill
  - d. Treasurer – Jessica Case
  - e. Secretary – Adam Acord
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
  - f. Brian Phelt
- V. Designation Presentation
  - a. Brad Larsen, MPM® (#243)
  - b. Lacy Hendricks, RMP® (#761)
- VI. Old Business
- VII. New Business
- VIII. Announcements
  - a. Chapter Meeting & Educational Events:
    - i. Nov. 15<sup>th</sup>
  - b. Office Socials – Oct 27<sup>th</sup>
  - c. National Convention – October 18-20<sup>th</sup>, Orlando, FL
  - d. Christmas Party & Officer Installation – December 5<sup>th</sup>
- IX. Affiliate Presentations & Give-Aways
- X. 50/50 Give Away & Door Prizes
- XI. Adjourn

*Full list of Officers, Directors, and Committees: [goo.gl/Dc9Ylo](http://goo.gl/Dc9Ylo)*

### Platinum Affiliates



### Gold Affiliates



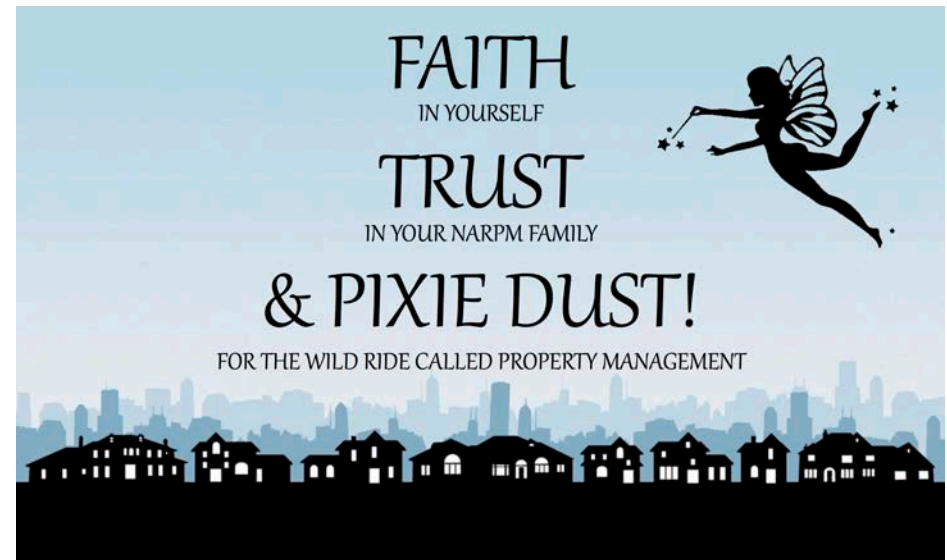
### Silver Affiliates

On Sight PROS | Steamer's Carpet Care | Air Today – A/C & Heating  
THR Service | Mr. Rekey | Quick Roofing | Xcalibur Air & Plumbing  
KolorKist | Vintage Reconstruction

### Affiliates

The Bowen Partners | Emergency Cleaning Solutions  
911 Wildlife | Alamo Lawn & Landscape Recovery  
Cooper's Appliance Center | Citizen Home Solutions | TAP FCU

National Association of Residential Property Managers  
San Antonio Metropolitan Area Chapter



## Chapter Meeting

## July 19, 2017

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### Mission

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

### Vision

NARPM® will be the recognized leaders in the residential property management industry

## Educational Program

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### Taking the Trouble Out of Security Deposit Disputes

Presented by Kellie Tollifson, MPM®, RMP® [ktollifson@tsquaremanagement.com](mailto:ktollifson@tsquaremanagement.com)

This session will focus on an analysis of a thorough Move-In/Move-Out process including key areas a tenant often disputes once they move out. The session will consist of handouts of the Request for Secondary Review of Security Deposit form, along with an in depth review of the proven step-by-step process, including the customer service aspect, of how to execute the secondary review with a tenant. We will discuss the written response delivered to the tenant after the review has been completed. Example responses will be discussed and distributed.

## Chapter Business

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- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 7: *Areas of Expertise*
  - b. Article 8: *Commitment to Firm*
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Vice President – Cortney Gill
  - d. Treasurer – Jessica Case
  - e. Secretary – Adam Acord
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
  - f. Brian Phelt
- V. Old Business
- VI. New Business
- VII. Announcements
  - a. Education:
    - i. Personnel Procedures Advanced – August 10<sup>th</sup>
  - b. Chapter Meeting & Educational Events:
    - i. Sept. 20<sup>th</sup>, Nov. 15<sup>th</sup>
  - c. Office Socials – Oct 27<sup>th</sup>
  - d. National Convention – October 18-20<sup>th</sup>, Orlando, FL
  - e. Christmas Party & Officer Installation – December 5<sup>th</sup>
- VIII. Affiliate Presentations & Give-Aways
- IX. 50/50 Give Away & Door Prizes
- X. Adjourn

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### Gold Affiliates



### Silver Affiliates

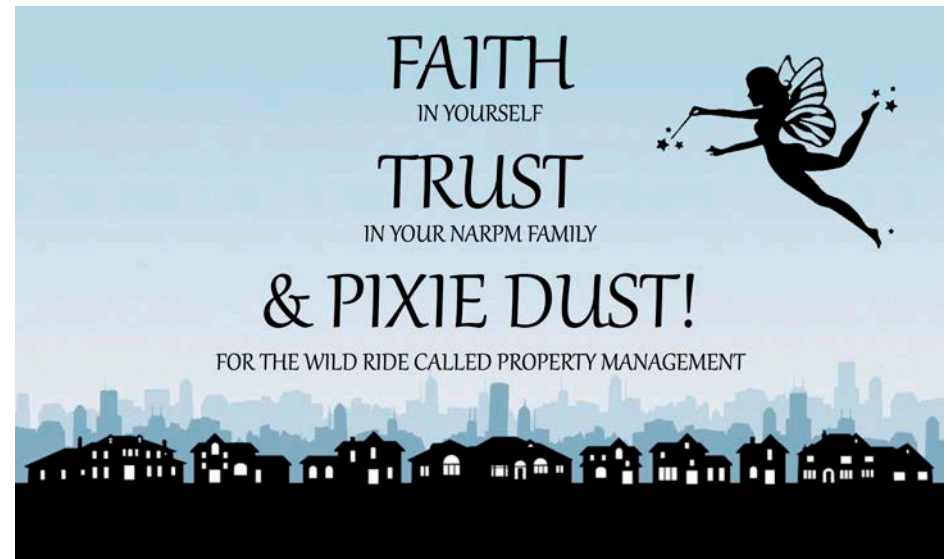
On Sight PROS | Steamer's Carpet Care | Air Today – A/C & Heating  
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## National Association of Residential Property Managers San Antonio Metropolitan Area Chapter



## Chapter Meeting May 17, 2017



## Pledge of Allegiance

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### Mission

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### Vision

NARPM® will be the recognized leaders in the residential property management industry

## Educational Program

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**Greg Doering, MPM®, RMP®**

**Broker/Owner GDA Property Management, LLC, CRMC®  
NARPM Central RVP**

*From Property Manager to Business Owner*

The presentation is a journey with NARPM. Growing your business as you grow with your commitment to NARPM.

## Chapter Business

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- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 5: *Care of Managed Properties*
  - b. Article 6: *Handling of Funds*
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Vice President – Cortney Gill
  - d. Treasurer – Jessica Case
  - e. Secretary – Adam Acord
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
- V. Old Business
- VI. New Business
- VII. Announcements
  - a. Education:
    - i. Personnel Procedures Essentials – June 30<sup>th</sup>
    - ii. Personnel Procedures Advanced – August 10<sup>th</sup>
  - b. Chapter Meeting & Educational Events:
    - i. July 19<sup>th</sup>, Sept. 20<sup>th</sup>, Nov. 15<sup>th</sup>
  - c. Office Socials – June 21<sup>st</sup>, Aug 12<sup>th</sup>, Oct 27<sup>th</sup>
  - d. National Convention – October 18-20<sup>th</sup>, Orlando, FL
- VIII. Affiliate Presentations & Give-Aways
- IX. 50/50 Give Away & Door Prizes
- X. Adjourn

*Full list of Officers, Directors, and Committees: [goo.gl/Dc9Ylo](http://goo.gl/Dc9Ylo)*

### Platinum Affiliates



FilterEasy 

### Gold Affiliates



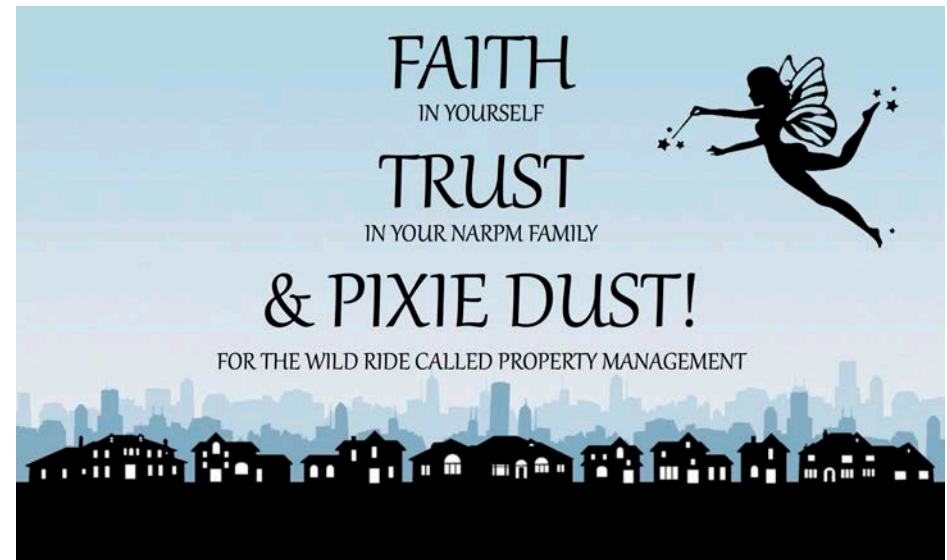
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KolorKist | Vintage Reconstruction

### Affiliates

The Bowen Partners | Emergency Cleaning Solutions  
911 Wildlife | Alamo Lawn & Landscape Recovery  
Cooper's Appliance Center | Citizen Home Solutions | TAP FCU  
Classic Air | Mayday Pest Solutions | ServPro

National Association of Residential Property Managers  
San Antonio Metropolitan Area Chapter



**Chapter Meeting**  
**November 15, 2017**

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## Pledge of Allegiance

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### Mission

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

### Vision

NARPM® will be the recognized leaders in the residential property management industry

## Educational Program

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### Why I Love Property Management

Presented by Andrew Propst

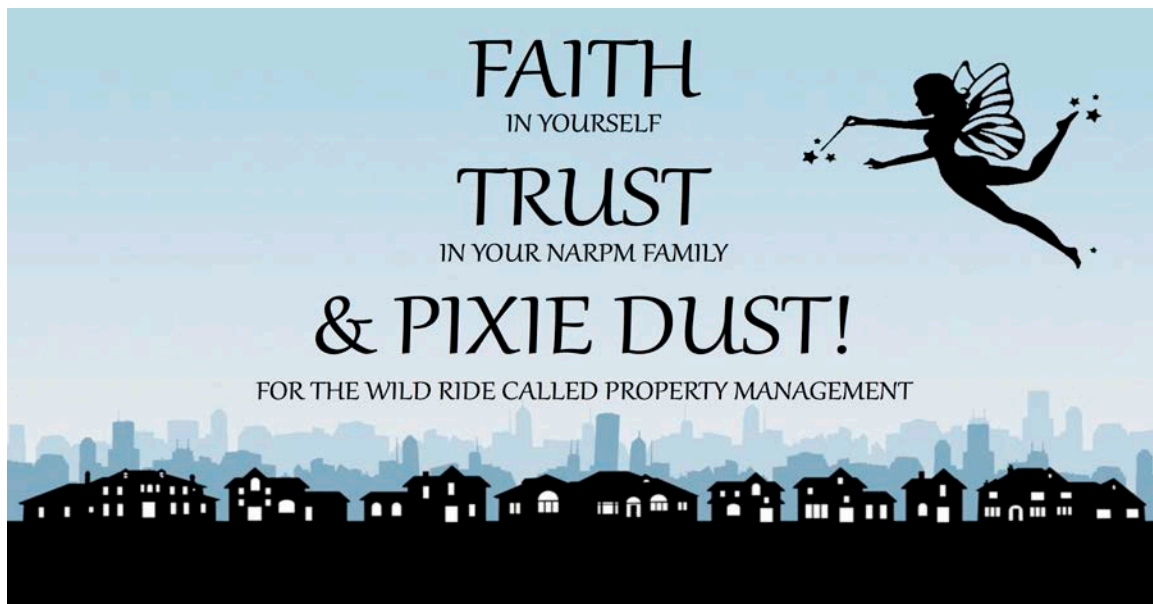
Andrew Propst has over 15 years of experience both in residential and commercial real estate management. Currently Andy is the CEO of HomeRiver Group (the parent company of Park Place Property Management) and a Business Developer for Park Place, a Certified Residential Management Company (CRMC®), in Boise, Idaho. Andrew has illustrated throughout his career his resolute commitment to delivering first-class results for clients, as well as consistently improving efficiencies and operations across his companies. Industry knowledge and a keen focus on technology has been a major priority for Andy. He has obtained four of the leading industry designations: Certified Property Manager® (CPM®) from the Institute of Real Estate Management (IREM®), Master Property Manager® (MPM®) Residential Management Professional® (RMP®), both from the National Association of Residential Property Managers® NARPM®, and Certified Commercial Investment Member (CCIM®) from the CCIM Institute.

## Chapter Business

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- I. Approval of Meeting Minutes
- II. Ethics:
  - a. Article 11: *Responsibility to NARPM® and the Profession*
  - b. Article 12: *Compliance & Enforcement*
- III. Executive Officers Reports
  - a. President – Ronnah Stabenow
  - b. President Elect – Joyce Zimdahl
  - c. Vice President – Cortney Gill
  - d. Treasurer – Jessica Case
  - e. Secretary – Adam Acord
- IV. Director Reports
  - a. Lacy Hendricks
  - b. Bill Williamson
  - c. Thomas Zimdahl
  - d. Connie Henline
  - e. Kyle Hendricks
  - f. Brian Phelt
- V. Designation Presentation
  - a. Brad Larsen, MPM® (#243)
- VI. Old Business
- VII. New Business
- VIII. Announcements
  - a. Chapter Meeting & Educational Events:
    - i. December 5<sup>th</sup>
  - b. Texas Style – February 8 & 9, Austin, TX
  - c. Christmas Party & Officer Installation – December 5<sup>th</sup>
- IX. Affiliate Presentations & Give-Aways
- X. 50/50 Give Away & Door Prizes
- XI. Adjourn

Full list of Officers, Directors, and Committees: [goo.gl/Dc9Ylo](http://goo.gl/Dc9Ylo)



**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
March 7, 2017**

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
    - 3. Approval of Minutes
- II. Reports of Executive Officers
  - A. President – Ronnah Stabenow
  - B. President Elect – Joyce Zimdahl
  - C. Vice President – Cortney Gill
  - D. Treasurer – Jessica Case
  - E. Secretary – Adam Acord
- III. Board of Directors & Committee Chairperson Reports
  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website
      - b. SAMAC Source/ Newslane
      - c. Historical & Social Media
  - B. Director – Bill Williamson
    - 1. Finance (Treasurer)
      - a. Tickets of Opportunity
      - b. Affiliate & Sponsorship



C. Director – Thomas Zimdahl

1. Governmental Affairs
  - a. NARPM PAC
  - b. Parliamentarian
2. Nominating

D. Director – Connie Henline

1. Member Services
  - a. Chapter Excellence & Certification
  - b. NGP (SAMAC Socials)
  - c. Events & Office Socials)
  - d. Welcome/Hospitality
  - e. Community Service

E. Director – Kyle Hendricks

1. Professional Development
  - a. Education
  - b. Speakers & Professional Events
  - c. Designations/Mentorship

F. Director – Evey Edwards

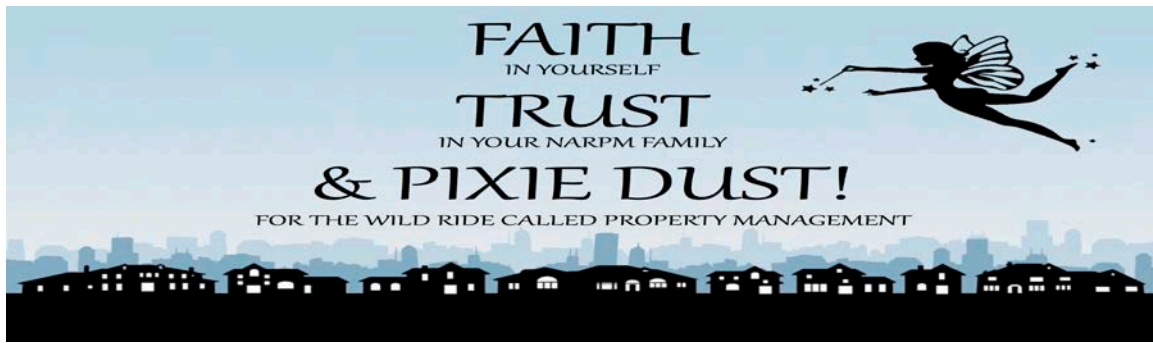
1. Professional Development
  - a. Membership Recruitment/Coordinator
  - b. Membership Engagement/Recognition

IV. Old Business

V. New Business

VI. Announcements

VII. Adjourn



**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
May 9, 2017**

**Mission**

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

**Vision**

NARPM® will be the recognized leaders in the residential  
property management industry

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
    - 3. Approval of Minutes
- II. Reports of Executive Officers
  - A. President – Ronnah Stabenow
  - B. President Elect – Joyce Zimdahl
  - C. Vice President – Cortney Gill
  - D. Treasurer – Jessica Case
  - E. Secretary – Adam Acord
- III. Board of Directors & Committee Chairperson Reports
  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website
      - b. SAMAC Source/ Newslane
      - c. Historical & Social Media
  - B. Director – Bill Williamson
    - 1. Finance (Treasurer)
      - a. Tickets of Opportunity
      - b. Affiliate & Sponsorship

C. Director – Thomas Zimdahl

1. Governmental Affairs
  - a. NARPM PAC
  - b. Parliamentary
2. Nominating

D. Director – Connie Henline

1. Member Services
  - a. Chapter Excellence & Certification
  - b. NGP (SAMAC Socials)
  - c. Events & Office Socials)
  - d. Welcome/Hospitality
  - e. Community Service

E. Director – Kyle Hendricks

1. Professional Development
  - a. Education
  - b. Speakers & Professional Events
  - c. Designations/Mentorship

F. Director –

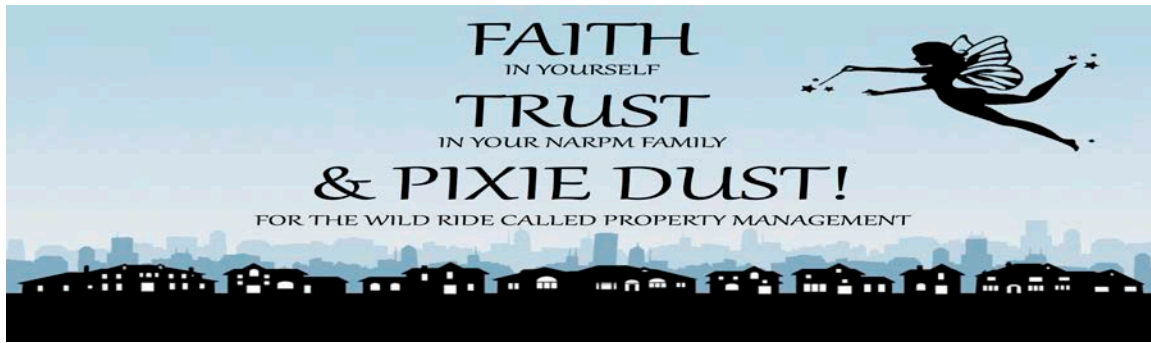
1. Professional Development
  - a. Membership Recruitment/Coordinator
  - b. Membership Engagement/Recognition

IV. Old Business

V. New Business

VI. Announcements

VII. Adjourn



**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
July 11, 2017**

**Mission**

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**Vision**

NARPM® will be the recognized leaders in the residential  
property management industry

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
    - 3. Approval of Minutes
- II. Reports of Executive Officers
  - A. President – Ronnah Stabenow
  - B. President Elect – Joyce Zimdahl
  - C. Vice President – Cortney Gill
  - D. Treasurer – Jessica Case
  - E. Secretary – Adam Acord
- III. Board of Directors & Committee Chairperson Reports
  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website
      - b. SAMAC Source/ Newsline
      - c. Historical & Social Media
  - B. Director – Bill Williamson
    - 1. Finance (Treasurer)
      - a. Tickets of Opportunity
      - b. Affiliate & Sponsorship

C. Director – Thomas Zimdahl

1. Governmental Affairs
  - a. NARPM PAC
  - b. Parliamentary
2. Nominating

D. Director – Connie Henline

1. Member Services
  - a. Chapter Excellence & Certification
  - b. NGP (SAMAC Socials)
  - c. Events & Office Socials)
  - d. Welcome/Hospitality
  - e. Community Service

E. Director – Kyle Hendricks

1. Professional Development
  - a. Education
  - b. Speakers & Professional Events
  - c. Designations/Mentorship

F. Director – Brian Phelt

1. Professional Development
  - a. Membership Recruitment/Coordinator
  - b. Membership Engagement/Recognition

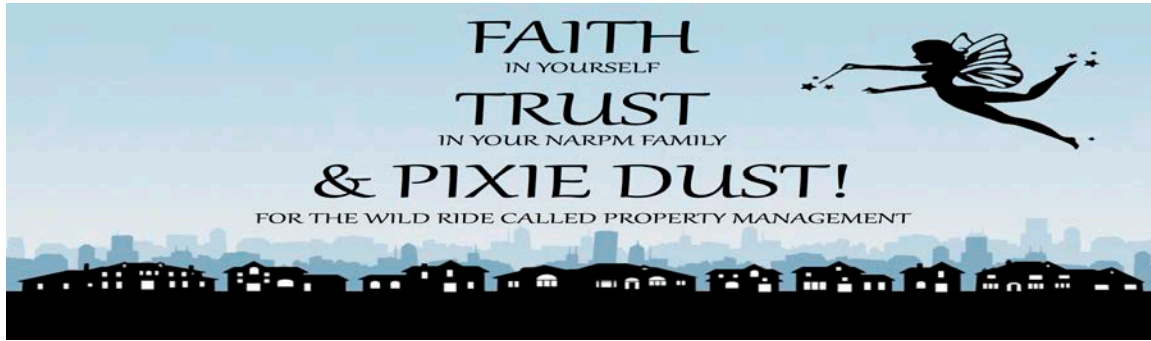
IV. Old Business

V. New Business

VI. Announcements

VII. Adjourn





**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
November 7, 2017**

**Mission**

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

**Vision**

NARPM® will be the recognized leaders in the residential  
property management industry

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
    - 3. Approval of Minutes
- II. Reports of Executive Officers
  - A. President – Ronnah Stabenow
  - B. President Elect – Joyce Zimdahl
  - C. Vice President – Cortney Gill
  - D. Treasurer – Jessica Case
  - E. Secretary – Adam Acord
- III. Board of Directors & Committee Chairperson Reports
  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website
      - b. SAMAC Source/ Newsline
      - c. Historical & Social Media
  - B. Director – Bill Williamson
    - 1. Finance (Treasurer)
      - a. Tickets of Opportunity
      - b. Affiliate & Sponsorship

C. Director – Thomas Zimdahl

1. Governmental Affairs
  - a. NARPM PAC
  - b. Parliamentary
2. Nominating

D. Director – Connie Henline

1. Member Services
  - a. Chapter Excellence & Certification
  - b. NGP (SAMAC Socials)
  - c. Events & Office Socials)
  - d. Welcome/Hospitality
  - e. Community Service

E. Director – Kyle Hendricks

1. Professional Development
  - a. Education
  - b. Speakers & Professional Events
  - c. Designations/Mentorship

F. Director – Brian Phelt

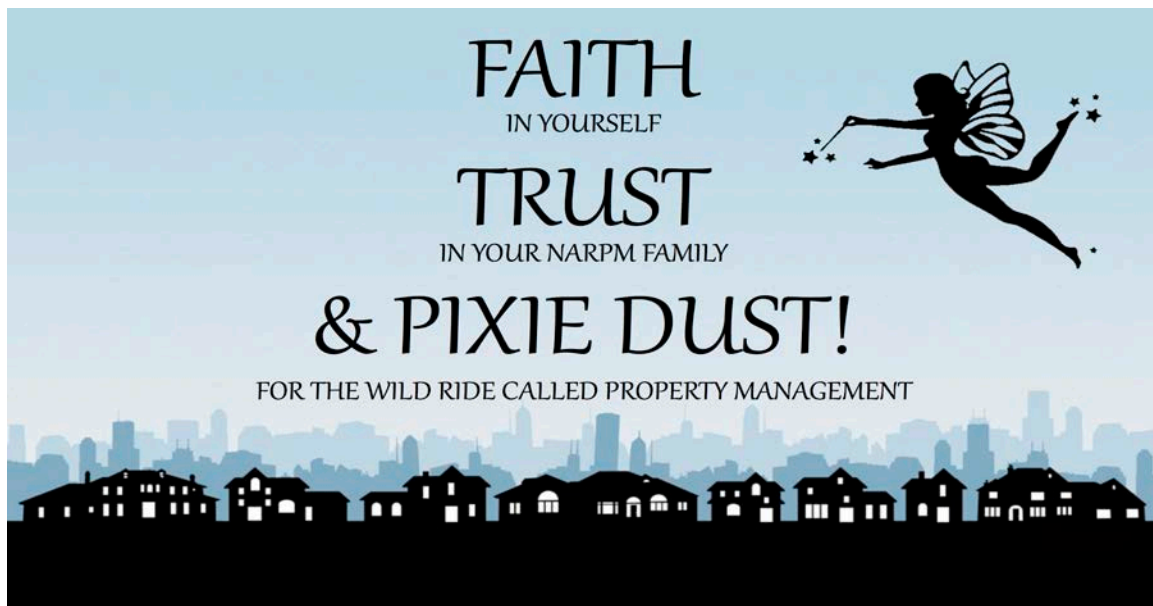
1. Professional Development
  - a. Membership Recruitment/Coordinator
  - b. Membership Engagement/Recognition

IV. Old Business

V. New Business

VI. Announcements

VII. Adjourn



**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
January 10, 2017**

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
    - 3. Approval of Minutes
- II. Reports of Executive Officers
  - A. President – Ronnah Stabenow
  - B. President Elect – Joyce Zimdahl
  - C. Vice President – Cortney Gill
  - D. Treasurer – Jessica Case
  - E. Secretary – Adam Acord
- III. Board of Directors & Committee Chairperson Reports
  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website – Courtney Rosen & Brian Phelt
      - b. SAMAC Source/ Newsline – Ronda Whitcanack
      - c. Historical & Social Media - Lorena Jauregui de Birdy & Rebecca Cruz
  - B. Director – Bill Williamson
    - 1. Finance(Treasurer) – Jessica Case & Jose Robles
      - a. Tickets of Opportunity – Adela Nieves & Sherry Portzline
      - b. Affiliate & Sponsorship – Brandi Walker & Andrea Herbert

- C. Director – Thomas Zimdahl
  - 1. Governmental Affairs – Thomas Zimdahl & Lacy Hendricks
    - a. NARPM PAC – Bill Roberts
    - b. Parliamentarian – Bill Roberts
  - 2. Nominating – Gregg Birdy & Ronnah Stabenow
- D. Director – Connie Henline
  - 1. Member Services – Connie Henline & Thomas Zimdahl
    - a. Chapter Excellence & Certification – Kyle Hendricks & Thomas Zimdahl
    - b. NGP (SAMAC Socials) – Kelley Robertson & Jose Robles
    - c. Events & Office Socials) – Connie Henline & Adela Nieves
    - d. Welcome/Hospitality – Jessy Gutierrez & Gaby Butera
    - e. Community Service – Kelley Robertson & Melissa Lofton
- E. Director – Kyle Hendricks
  - 1. Professional Development – Kyle Hendricks & Evey Edwards
    - a. Education – Adona Lowery & Marshall Henson
    - b. Speakers & Professional Events – James Alderson & John Chunn
    - c. Designations/Mentorship – Jason Whitcanack
- F. Director – Evey Edwards
  - 1. Professional Development – Kyle Hendricks & Evey Edwards
    - a. Membership Recruitment/Coordinator – David Birdy
    - b. Membership Engagement/Recognition – Blais Case

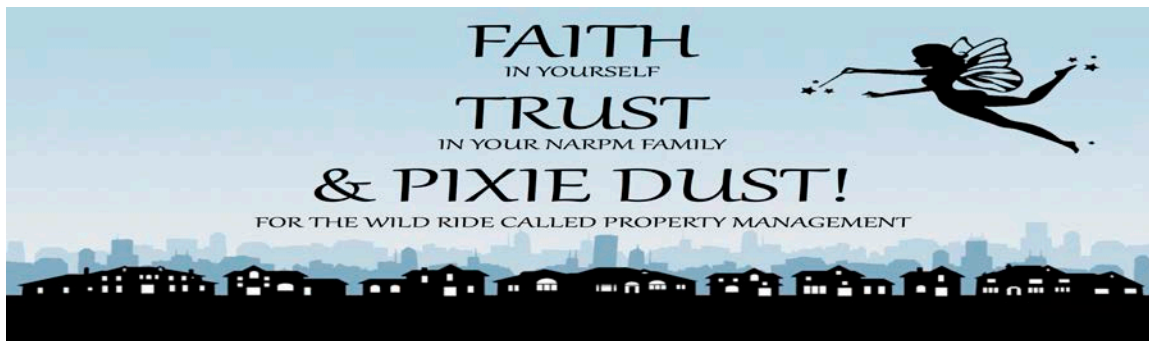
#### IV. Old Business

#### V. New Business

#### VI. Announcements

- A. NGP Event - January 17th - Location TBD
- B. Chapter Meeting - January 18th - Deniz Yusuf "Grow Your Rent Roll" (Norris Conference Center)
- C. Texas Style - Austin, TX - February 8-10th
- D. Office Social - February 15th - Hendricks Property Management

#### VII. Adjourn



**San Antonio Metropolitan Area Chapter (SAMAC) of  
National Association of Residential Property Managers (NARPM)**

**Board Meeting Agenda  
September 12, 2017**

**Mission**

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

**Vision**

NARPM® will be the recognized leaders in the residential  
property management industry

- I. Opening Ceremonies
  - A. Pledge of Allegiance
    - 1. National Pledge
    - 2. Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
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  - A. Director – Lacy Hendricks
    - 1. Communications – Cortney Gill
      - a. Website
      - b. SAMAC Source/ Newsline
      - c. Historical & Social Media
  - B. Director – Bill Williamson
    - 1. Finance (Treasurer)
      - a. Tickets of Opportunity
      - b. Affiliate & Sponsorship



C. Director – Thomas Zimdahl

1. Governmental Affairs
  - a. NARPM PAC
  - b. Parliamentary
2. Nominating

D. Director – Connie Henline

1. Member Services
  - a. Chapter Excellence & Certification
  - b. NGP (SAMAC Socials)
  - c. Events & Office Socials)
  - d. Welcome/Hospitality
  - e. Community Service

E. Director – Kyle Hendricks

1. Professional Development
  - a. Education
  - b. Speakers & Professional Events
  - c. Designations/Mentorship

F. Director – Brian Phelt

1. Professional Development
  - a. Membership Recruitment/Coordinator
  - b. Membership Engagement/Recognition

IV. Old Business

V. New Business

VI. Announcements

VII. Adjourn

## Kyle Hendricks

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**From:** Jessica Birdy Case <jessica@birdy.com>  
**Sent:** Thursday, January 25, 2018 4:39 PM  
**To:** Kyle Hendricks  
**Subject:** Re: SAMAC chapter compliance

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**TAX ANDITS**  
*take your time back*

Congratulations **SAMAC NARPM!**

The IRS has accepted your **Form 990-N (e-Postcard)** submitted on **01/25/2018**.

[Access My Account](#)

Please feel free to contact us should you have any questions or concerns!  
Have a great day!



On Thu, Jan 25, 2018 at 4:37 PM, Jessica Birdy Case <jessica@birdy.com> wrote:



Dear **Jessica Case**,

Your 990-N (e-Postcard) has been transmitted to the IRS. It could take as little as hour and as much as 24 hours for the IRS to process your return.

We will update you once the IRS notifies us of the status of your return.

Organization Name: **NATIONAL ASSOCIATION OF RESIDENTIAL  
PROPERTY MANAGERS**

Form: **990-N (e-Postcard)**

Tax Year: **2017**

Return Number: **4B000251827217-1**

[Access my account](#)



Executive Committee			Speakers & Meeting Dates
President	Ronah Stabenow	Director at Large	January 18 - Deniz Yusuf "Grow Your Rent Roll"
President - Elect	Joyce Zimdahl	Lacy Griffin	March 8 - Form Swap/Panel/Vendors Inc. (right vendor/better PM)
Vice President	Cortney Gill	Bill Williamson	May 17 - Greg Doering
Treasurer	Jessica Case	Thomas Zimdahl	July 19 - Kellie Tollison NW RVP "Taking the Trouble out of Security Deposits"
Secretary	Adam Accord	Connie Henline	September 20 - Justin Landon "Politics in Property Management"
Past President	Gregg Birdy	Kyle Hendricks	November 15 - Andrew Propst MPW RPM CPM "Increase Your Bottom Line"
PPAC Representative	Don Hendricks	Brian Phelt	December 5 - Christmas Party and Installation of 2018 Officers
PPAC Representatives	Don Hendricks, Steve Foster, Leslye Baumann, Kevin Knight, Marty Hutchinson, Adona Lowery, Brian Birdy, Hopple Cantwell, Tracey Norris, James Alderson		
Committee			Committees / Board Reps
Director: Lacy Hendricks	Chair	Co-Chair	Members
I. Communications (VP)	Cortney Gill		Juan Borrás
A. Website	Brian Phelt		
B. SAMAC Source/ Newslite	Ronda Whitcanack		
C. Historical & Social Media Committee	Lorena Jauregui de Birdy	Rebecca Cruz	Heather Roberts, Sabrina Ortiz
Director: Bill Williamson			
II. Finance (Treasurer)	Jessica Case	Jose Robles	Bryan Rubio
A. Tickets of Opportunity	Adela Nieves	Sherry Portzline	Elisa Mueller, Kelly Miculka
B. Affiliate & Sponsorship	Kelley Robertson	Andrea Hebert	
Director: Thomas Zimdahl			
III. Governmental Affairs	Thomas Zimdahl	Lacy Hendricks	
A. NARPM PAC	Bill Roberts		
B. Parliamentarian	Bill Roberts	Courtney Rosen	
IV. Nominating	Gregg Birdy + 3-5 members	Ronah Stabenow	Shannon, Janice
Director: Connie Henline			
V. Member Services	Connie Henline	Thomas Zimdahl	
A. Chapter Excellence & Certification	Kyle Hendricks	Thomas Zimdahl	
B. NGP (SAMAC Socials)	Kelley Robertson	José Robles	Brian Phelt
C. Events & Office Socials	Connie Henline	Adela Nieves	Cris Felix
D. Welcome/ Hospitality	Ashley Kerr	Gaby Butera	
E. Community Service	Lacy Hendricks	Christine Como	Adela Nieves
Director: Kyle Hendricks - A, B, C			
Director: Brian Phelt - D, E			
VI. Professional Development	Kyle Hendricks		
A. Education	Adona Lowery	Marshall Henson	
B. Speakers & Professional Events	James Alderson	John Chuun	
C. Designations/Mentorship	Jason Whitcanack	Robert Gutierrez	
D. Membership Recruitment/Coordinator	David Birdy		
E. Membership Engagement/Recognitions	Blais Case		



## **Executive Committee:**

***\*President:*** Joyce Zimdahl, RMP®, MPMC

**President Elect:** Brian Phelt

**Vice President:** Lorena N. Jáuregui de Birdy, RMP®

**Treasurer:** Jessica Case, RMP®

**Secretary:** Lacy Hendricks, RMPC

**Past President:** Ronnah Stabenow, MPM®, RMP®

## **Directors at Large:**

**Director:** Kyle Hendricks, RMPC

**Director:** William “Bill” Roberts

**Director:** Thomas Zimdahl, CMC®, CSS®

**Director:** Kelley Robertson, CMC®, CSSC

\* - The position of president is automatically filled with the previous year's president elect.



## Kyle Hendricks

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**From:** Gregg Birdy <gregg@birdy.com>  
**Sent:** Monday, January 22, 2018 12:22 PM  
**To:** Kyle Hendricks  
**Subject:** Fwd: 2017 SAMAC Nominating Committee - Slate of Officers

This is the email that was sent out disclosing the slate of officers. Everyone was running unopposed so they were automatically confirmed to their positions.

Their names should be listed in the September Meeting Minutes which I would submit with this email, for complete confirmation of the "election" that we had.

----- Forwarded message -----

**From:** San Antonio National Association of Residential Property Managers  
<SANARPM@wildapricot.org>  
**Date:** Mon, Jul 31, 2017 at 1:43 PM  
**Subject:** 2017 SAMAC Nominating Committee - Slate of Officers  
**To:** Gregg Birdy <gregg@birdy.com>



Nominating Committee's Slate of Officers



# 2018 Slate of Officers

31st of July, 2017

## San Antonio Metropolitan Chapter 2017 Year End Financial Report

CHECKING ACCOUNT		
Starting Balance	\$6,215.23	
Income	\$29,204.45	
Expenses	\$35,372.16	
Ending Balance	\$47.52	
SAVINGS ACCOUNT		
Starting Balance	\$10,247.51	
Income Interest	\$40.10	
Transfer to checking	\$2,100	
Ending Balance	\$8,187.61	
	Income	Expenses
Jan	\$14,683.04	\$3,562.75
Feb	\$241	\$234.01
March	\$2,782.24	\$3,344.19
April	\$1.44	\$796.44
May	\$1.33	\$2,918.11
June	\$1,208.36	\$150.00
July	\$2,989.47	\$3,267.74
August	\$889.95	\$1,357.43
Sept	\$1,736.60	\$2,139.91
Oct	\$1.12	\$1,486.64
Nov	\$995.31	\$5,605.62
Dec	\$3,674.59	\$10,509.32
	\$29,204.45	\$35,372.16