

How can renters and firsttime buyers both achieve greater financial freedom?



The less surprises an owner encounters, the less difficult they will be.



Do you owe the IRS a large amount of money? Don't be fooled by tax debt relief scams.

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

ARE The BIDGS MAKING THE RENTAL PROPERTIES YOU MANAGE A REAL HORROR? See page 7.

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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.

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#### **PRESIDENT'S** Message

<sup>44</sup> This is the best share of the entire year. Go to the National Convention and enjoy the special events, learn at the workshops, network with your colleagues, and become true MASTERS of Property Management.<sup>77</sup>



I'm very excited to personally invite you to the 27th Annual NARPM<sup>®</sup> Convention and Trade Show in Atlanta, Georgia. The Convention will be taking place from October 14-16 at the iconic Hyatt Regency Atlanta Hotel with its signature Polaris blue dome that has been a landmark destination since it's grand opening in 1967! This beautiful hotel recently underwent a historic \$65 million transformation that renewed its high class look and feel. There is no better place for MAS-TERS of Property Management to come together.

The organizers of the 2015 Convention Committee are Duke Dodson, MPM<sup>®</sup> RMP<sup>®</sup>, Convention Committee Chair, and Carla Earnest, CMP, NARPM<sup>®</sup> Convention Planner, along with a team of dedicated volunteers. They have put together an amazing event to help you become MASTERS of Property Management.

For those who arrive early, there are designation classes on Monday, the 12th, and Tuesday, the 13th. Don't forget Ethics on the 14th. If you are curious as to what happens at our NARPM<sup>®</sup> Board of Directors meetings, please join us on Monday.

On Tuesday morning, we will be hosting the 6th Annual Past Presidents' Charity Golf Tournament at the Golf Club at Bradshaw Farm. Your participation and donations will help to raise money for the American Brain Tumor Association. Not a golfer? In true southern style, there's also a "Peachy Keen Party," set against the backdrop of the North Georgia mountains.

After a day of practicing our swings and replacing those divots, the President's Celebra-

**THE GREEN JACKET** by President Propst This month the Green Jacket goes to Eric Bessett, RMP<sup>®</sup> and MPM<sup>®</sup> Candidate, who has served as President of the Inland Northwest Counties Chapter for two years, has been tion will take place at the world-renowned Georgia Aquarium. With more than 10 million gallons of fresh and marine water and more aquatic life than in any other aquarium in the world, it is sure to amaze! It will be an evening for food, fun, networking, and... whale sharks! Check out the link for more information: www.georgiaaquarium.org/.

For any attendees who want to explore some of Atlanta's other attractions, there are plenty of sites and entertainment just minutes from the hotel! The New York Times listed downtown Atlanta as one of the 52 places in the world to visit! The Hyatt Regency is walking distance from the World of Coca-Cola, Centennial Olympic Park, the College Football Hall of Fame, The Varsity, and of course, the well-known, oversized, Ferris Wheel! Want to shop? Guests don't even have to leave the hotel to hop on the MARTA, Atlanta's metro system. Jump on the metro to visit any shopping center or district you choose. After a long day of activities, fill those rumbling tummies at one of my personal favorites; Gladys Knight's Fried Chicken and Waffles! October in Atlanta has the perfect temperature in the 70s, so throw on some shorts, a t-shirt, and take some time to explore this amazing city.

Wednesday morning will start with a First-Time Attendee Welcome/Orientation. Immediately following will be a presentation for the ticketed Business Leader Development event with author of *The Art Of Leadership*, Jason Goldberg.

The Opening Session will feature bestselling

actively involved on the Northwest Regional Conference Committee and is the Chair of the *Residential Resouce* Sub-Committee. He has consistently stepped up to do whatever is needed for the leadership. He does this while



author and international speaker, Christine Cashen. Christine is an authority on sparking innovative ideas, handing conflict, reducing stress, and energizing employees. This will be followed by the Exhibit Hall Grand Opening/Trade Show and Reception. This is NARPM®'s largest trade show ever, so please visit with those exhibitors who support us all year long.

For Thursday and Friday, the Committee has planned 25 workshops with three different tracts from which attendees can choose: Broker/ Owners, Property Managers, and All Members. They are loaded with information FOR property managers, ABOUT property management, and TAUGHT by property managers.

At the Thursday morning General Session, Michael Bryan, the Vice President and Senior Economist of the Federal Reserve Bank of Atlanta, will provide an Economic Forecast. Friday afternoon, the Closing Session will feature Hall of Fame Speaker, Tim Gard!

I hope everyone joins us Friday evening for a ticketed reception/dinner, designation awards program, and the welcoming of our 2016 NARPM<sup>®</sup> President. Entertainment follows that will be fun and captivating for everyone in attendance.

#### PRESIDENT'S SHARE

This is the best share of the entire year. Go to the National Convention and enjoy the special events, learn at the workshops, network with your colleagues, and become true MAS-TERS of Property Management.

running an amazing business and being an amazing husband and father. Thanks for all you do, Eric. You are truly are a MASTER of Property Management.







#### Gail S. Phillips, CAE

Are you planning to attend the National Convention in Atlanta, GA? We want 1,000 attendees at this event and this is an outstanding year for you to attend.

Here we are, moving into September and NARPM® is on the way to meeting all the 2015 goals. Congratulations to all Chapters who once again made their 100% challenge to submit Chapter Excellence applications. This means all qualified Chapters met the minimum criteria of 30 points by providing services to you, the Members. Another first for NARPM® this year, was that Chapters also met the goal of 100% Chapter Compliance submissions by the end of the year. It is a wonderful feeling to see all Chapters join NARPM® National in meeting the 2015 goals.

Now, there is one goal left that every one of you can help meet. Are you planning to attend the National Convention in Atlanta, Georgia? We want 1,000 attendees at this event and this is an outstanding year for you to attend. The Convention Committee, chaired by Duke Dodson, MPM® RMP®, has planned an outstanding program. Also, if you miss a session during the Convention, you will, once again, have the option to purchase recordings of all the workshops. This option is only available for attendees. Visit www.NARPMConvention.com to check out the program and see the outstanding videos of Atlanta. I look forward to seeing you in October when we celebrate another goal that is met!

In September, the NARPM<sup>®</sup> Strategic Planning Committee and the leadership will be meeting to review the progress of the plan and to also receive the recommendations from the facilitator that was hired to help NARPM® with Chapter Support through RVPs and Ambassadors. The Leaders understand that Chapters need support and we are looking for ways to bring this to all levels. There will be training programs for RVPs and their Ambassadors, so think about if you would like to help out your region in 2016 by serving as an RVP Ambassador. More details will follow later this year.

I know this summer has been a challenge for all of you. The sales market has increased, which has a tremendous impact on property management. NARPM® is entering into Affinity Agreements with several new companies. Make sure you check these out at www.narpm.org/about/ affinity-programs/. You can save money through the agreements with Home Depot and Lowe's, plus many more, so please take a moment and check out these savings and contact these supporters.

I look forward to seeing everyone in Atlanta, Georgia. It will be an outstanding event and you will leave full of new ideas on how to improve your operations. Register early and don't forget to make your hotel reservation.

Gail S. Phillips, CAE NARPM<sup>®</sup> Executive Director



## Oh, Crap! Pest Bird Solutions

Property managers are often responsible for the upkeep of a property and the happiness of its tenants. If a property for which you are responsible is plagued with birds, you may have trouble finding tenants or dealing with tenant complaints. Whether commercial or residential, birds can be a nuisance to tenants and the management company alike. The management company may be liable if a bird problem is reported, not acted upon, and causes some sort of harm to the tenants. For example, if there is a slip and fall due to bird droppings or bird droppings cause illness, the management company may be at risk of fines, fees or litigation.

Bird droppings and debris can deface and eventually damage the roofs, skylights, solar panels, facades and operating systems (lighting, cameras, gates, AC units, etc.) of buildings. Bird droppings and bird nests can harbor any of 60 known diseases, including histoplasmosis and West Nile virus. Dried bird droppings can be drawn into rooftop ventilation systems, creating a health hazard for inhabitants. Wet bird droppings can cause dangerous slip-and-fall hazards.

Histoplasmosis is an infection caused by breathing in spores of a fungus often found in bird and bat droppings. Histoplasmosis is most commonly transmitted when these spores become airborne, often during cleanup or demolition projects. Soil contaminated by bird or bat droppings also can transmit histoplasmosis, so farmers and landscapers are at a higher risk of contracting the disease. In the United States, histoplasmosis commonly occurs in the Mississippi and Ohio River valleys, though it can occur in other areas, too. Most people with histoplasmosis never develop symptoms and aren't aware they're infected. But for some people, primarily infants and those with compromised immune systems, histoplasmosis can be serious. Effective treatments are available for even the most severe forms of histoplasmosis.1

West Nile virus has been detected in a variety of bird species. Some infected birds, especially crows and jays, are known to get sick and die from the infection. Reporting and testing of dead birds is one way to check for the presence of West Nile virus in the environment. Some surveillance programs rely on citizens to report sightings of dead birds to local authorities. West Nile virus is transmitted to birds through the bite of infected mosquitoes. Mosquitoes become infected by biting infected birds. There is no evidence that a person can get infected from handling live or dead infected birds. However, you should avoid barehanded contact when handling any dead animal. If you must pick up a dead bird, use gloves or an inverted plastic bag to place the bird's carcass (body) in a garbage bag.<sup>2</sup>

#### **COMMON AREAS BIRDS POSE A PROBLEM**

Areas in which birds could pose a problem" include rooftops include rooftops, HVAC units, ledges, window sills, light posts, entryways, canopies, parapet walls, walkways, signage, eaves, and semi-enclosed areas.

Every bird problem is different; the appropriate bird deterrents are chosen based on the bird species, area where they are posing a problem, and whether or not the birds are nesting.

#### HUMANE BIRD DETERRENTS AND REPELLENTS

There are a number of highly effective and humane bird deterrents and repellents on the market that building owners and managers may wish to use. These deterrents and repellents can help stem the thousands of dollars owners and managers spend on building maintenance and repairs each year due to pest birds. Among the many bird control products available:

- Bird Spikes: These are among the most effective and humane bird deterrents ever devised. There are stainless steel spikes for long-term installations; and more economical polycarbonate bird spikes, which come in a variety of colors. All bird spikes are easily installed and will not allow birds to land on flat or curved surfaces.
- Bird Electric Track Systems: This is a low-profile track system that produces a mild electric shock when birds land on its surface. The track will not Continued on page 22 "Pest Birds"



Alex A. Kecskes, author and former ad agency copywriter, has written effective copy for hundreds of different clients - everything from Fortune 500 firms to dot.com startups. He is an expert in the field of bird control, writing articles for Bird-B-Gone, Inc. on bird control and its importance. For more information about Bird-B-Gone, call 1-800-392-6915 or visit their website at www.birdbgone.com, or e-mail them at: nobirds@birdbgone.com.

If a property for which you are responsible is plagued with birds, you may have trouble finding tenants or dealing with tenant complaints.

## FOR FOR RENT



Maureen Hannan is a writer, digital marketing consultant, and real estate investor based in the Washington, DC, metropolitan area. She runs the inbound marketing agency, Digital Scribes, and is proud to be working with WJD Management. As a longtime real estate investor and landlord, she knows firsthand the value of professional property management.

## The Experts Speak Buying vs. Renting

When it comes to buying vs. renting, everyone's got an opinion. Talk to your average real estate sales agent, and you'll hear the auto-response, "Now is the time to buy!" Talk to a property manager and you'll hear, "Now is the time to rent!" Many of you wear both hats. A million and one articles, books, and podcasts claim to settle the matter once and for all, enumerating the pros and cons of each option.

But the thing is, most aspiring homeowners don't need to be convinced that "now is the time to buy." And most renters don't really need to be told that their leases give them some time and space to save, build up credit profiles, and shop around.

I decided to try to cut through the real estate mantras and ask two top metropolitan (Washington, DC area) real estate professionals the following question: "How can renters and first-time buyers both achieve greater financial freedom?" That is the topic of this article.

My two experts? Property manager David Norod, NARPM<sup>®</sup> Member and Principal Broker of WJD Management in Fairfax, Virginia, and Beth Kenney, an award-winning REALTOR<sup>®</sup> in Reston, Virginia, who's been working with first-time homebuyers for over 20 years. David shared some insider tips for winning financially as a renter, and Beth offered an equally compelling perspective for getting into home ownership (especially if you live in Virginia).

#### THE CRITERIA: TRANSCEND THE "DUH FACTOR"

Both experts' tips had to pass two tests: the "duh" factor and the "watching grass grow" factor. That is, no expositions on FHA financing for first-time buyers (duh!). And no admonitions to pass up the daily coffee shop latte to save for a down payment (yawn!). The expert advice fell into three categories: opening up financial options (and avoiding the most common disqualifiers), positioning prospects as the best candidate, and negotiating the sweetest deal. We will show you how to advise your potential tenant or homebuyer how to open up all the options they possibly can. And if you don't have time to read further, here are our two key takeaways for giving your tenants a universe of choices as a renter or buyer.

• A low debt-to-income ratio is more important than

good credit – and, for many young professionals, an easier variable to control.

• A meager savings account need not prevent you from making that first home purchase.

#### **RENTERS: IT'S ABOUT MORE THAN GOOD CREDIT**

Sure, every applicant knows income and credit will be checked (and most know that credit card debt and carrying lots of credit cards are black marks on an application), but according to David Norod, most rental applicants believe the landlord's financial checking ends there.

"What's most important to me," Norod insists, "is the debt-to-income ratio – an applicant's debt repayment commitments (including rent) as a percentage of income."

WJD Management screens out applicants whose debt-to-income ratio would exceed 40 percent. Every landlord and property manager establishes that threshold a little differently. However, few will allow a tenant to have total monthly debt-plus-rent commitment above 50 percent of their income.

Here's an example: Using Norod's metric, a \$5,000 monthly take-home pay allows for a total monthly debt (including rent) of \$2,000. For a debtfree candidate, that's about enough to rent a small townhouse in parts of the Northern Virginia metro area. However, if they're paying \$1,150 per month in car loan and credit card debt, a monthly gym contract, and student loan repayments, the rental max dips to \$850. (In other words, the best recommendation would be to go find yourself a couple of housemates.)

#### ADVISE PROPSEPCTIVE TENANTS THAT MONTHLY PAYMENTS ARE THE ENEMY

The most obvious way for first-time renters to strengthen their applications is to wait on all discretionary credit card purchases – and any decisions to enter into monthly recurring contracts – until after they've made their housing commitment. At the very least, their application will be stronger while they shop for a rental. (At best, they may find out that they really didn't need the gym membership or the new Apple watch after all.) One other important financial qualifier beyond available income is the applicant's job history. "If I see job changes that go along with moves from one city to another, that doesn't concern me," Norod says. "But if the job changes are all in the same local area, that's a big, big red flag."

#### ALWAYS BE NICE TO THE GATEKEEPER

One final note on the renter side of the discussion. The tenant needs to know that, when they are dealing with you, as a professional property manager, that you serve as the gatekeeper. You are a guardian who's been hired to apply both data and human judgment to keep the property safe from nightmare tenants who might make the place uninhabitable. (And every property manager has those stories – from urine-soaked living room menageries to basements that became festering mildew dungeons.) As the gatekeeper, you have a lot of responsibility – and hence, a lot of leeway in deciding how to present the tenant to the landlord.

Here's an example. An applicant was late in paying a \$29 credit card service fee they didn't realize had rolled over to the next month's bill. Yup, these kinds of minor oversights can happen to anyone. Yet, they result in the same black mark on their credit report as missing a payment on a \$5,000 balance. (And a credit score of 740 and up opens even more doors.) The program actually funds \$3,000 of a firsthome purchase. And what's more, it allows up to a 5 percent gift from anyone – Mom and Dad bribing you to elope rather than have an expensive wedding, Great Aunt Bessie leaving an early inheritance, or perhaps, a guilty ex who once jilted you. Doesn't matter to the lender – a gift is a gift.

The lender pays the private mortgage insurance (PMI) under this program, and sellers can often be convinced to pay the closing costs.

As a property manager, you may be handling properties that are rent to own, so you may not want to discourage subsequent ownership. Assuming the benevolent 5 percent gift-giver, a homebuyer with good credit can end up with no down payment and a lower monthly payment than renting, not to mention the lovely tax break that comes with the home mortgage deduction.

#### PROVIDING A CAUTION AND A TIP FOR FIRST-TIME HOMEBUYERS

"The caution I give," says Kenney, "is that first-time homebuyers really need to be committed to the area and plan to stay for three to five years. Otherwise, they might end up underwater due to commissions."

The main thing is, she says, to work with an agent

#### You are a guardian who's been hired to apply both data and human judgment to keep the property safe from nightmare tenants who might make the place uninhabitable.

Who gets to interpret (or at times even overlook) negatives on a credit report? You, the property manager. And if the tenant seems like the type of person who might just be crazy, neglectful, irresponsible, or downright horrible to work with, the data will do the deciding. So, Norod's advice to potential tenants is that it's a good idea to put your best foot forward as you deal with the property management staff. Work with their process, explain anything that needs explaining, and generally – be nice.

#### POTENTIAL BUYERS: KNOW THE SOLUTION TO THE "NO DOWN PAYMENT" DILEMMA

"What's the biggest thing first-time homebuyers don't know?" I asked award-winning REALTOR® Beth Kenney.

Her answer: "The growing number of programs for those with good credit."

Most importantly – programs that don't require much money down. And we're not just talking about FHA – though of course that's the best-known program, with its famous 3.5 percent down payment minimum. New programs continue to open up – many of them state-specific. Kenney offers, as an example, a program now available to first-time homebuyers in the State of Virginia.

"The VHDA (Virginia Housing and Development Authority) loan," she points out, "is available to firsttime buyers with credit scores of 680 and above." who has good relationships with several lenders. As programs and first-time buyer incentives become available, an agent will be the first to know.

And in the meantime, if all options are kept open by renting (and the "perfect tenant" is beloved by both the property manager and the owner), they'll have maximum flexibility to make that leap into buying when the time is right. Home ownership may or may not be inevitable

Yes, it all begins with good credit. Most potential buyers know that already – and if their credit doesn't pass the test, they'll have to make some changes to get that straightened out. Remember, though, whether they're looking to rent or to buy, a credit score is only the starting point. If they have a steady income (or two steady incomes as a couple), their pay will be regarded as a form of wealth that landlords and lenders prize. (That is, if it's not obliterated by a mountain of debt obligations.)

And for those who think it all comes down to data and impersonal black-and-white scores, remember that relationships count, too. Relationships count in property management and in real estate sales, just as they do in any other areas where other human beings hold valuable assets that you want.

From any vantage point, whether it be the tenant, the property manager, the owner, the buyer, or the agent – be nice. Communicate well. Put a high value on your experience and knowledge.



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

## An Apple or My Microsoft

The rivalry between Apple (based in Cupertino, California) and Microsoft (based in Redmond, Washington) has been raging on longer than the Hatfield-McCoy feud. The Mac vs. PC ad campaign, which portrays Windows computers as bumbling devices for nerds and portrays Apple computers as hip tools for cool dudes, has brought the competition into our living rooms. The first contentious television ad appeared in 2006 where the Mac (Macintosh) concedes that a PC (Personal Computer) is good for boring business stuff like spreadsheets, but counters that Macs are better at "life" stuff, such as media (music, video, photos). This theme has continued in the subsequent 65 television spots over a four-and-a-half-year period.

At the heart of these two widely differing philosophies are two college dropouts, both born in 1955, who founded these companies. Steve Jobs (Apple) was a rebel and a perfectionist who wanted to control the entire user experience – hardware, software, packaging, the buying experience, and everything else for that matter. In contrast, Bill Gates (Microsoft) is a methodical, formal pragmatist who developed software for as many hardware platforms as he could.

The significant distinction in their approaches shaped the divergent paths of their companies. Jobs promoted closed systems in which Apple designed the hardware, software, and all of the peripheral devices. He refused to license any of the components of this fully-integrated system to anyone. Gates believed in open systems, positioning his software as the standard platform for all other computer suppliers. He promoted licensing of Microsoft software to every computer and peripheral manufacturer.

Microsoft's open approach fosters competition, resulting in more choices and reduced prices. Alternately, Apple's approach, where one manufacturer controls all of the system parts, results in an improved user experience and better component connectivity at a significantly higher price.

Apple essentially removes choice from the equation, simplifying the shopping experience. Buying a Windows PC can be time consuming and frustrating with all of the options to consider. So how is a business owner to decide? Here are some items to consider in making your selection.

#### **APPLICATION SOFTWARE**

The most important consideration is the operating system – which system (Windows vs. OS X) best supports the software applications important to your business? The core application of most property managers is their enterprise property management software (EPMS). Other important business applications (many of these can be in included in your EPMS) include: accounting, CRM (Customer Relation Management), collaboration, email, office suite, social networking, etc. These tools typically perform better (or are only available) on a single platform, whether it is a Mac or a PC. There are many more business applications for the PC, whereas the Mac is the most commonly used platform for graphic design and web development.

One advantage of the Mac is its ability to also run the Windows operating system, using a product like Parallels, VMWare Fusion, or Boot Camp. This capability can allow Mac users to run windows-based business applications on their computer. The negative is that the users must buy a separate license for Windows to run in the OS X environment.

The prevailing trend to move software applications to the cloud has reduced or eliminated the dependency of an application to a specific operating system. This change means that only a web browser is needed to use these applications, and most of the popular browsers (Internet Explorer, Firefox, Chrome) are available on both platforms.

#### COST

The first place that we encounter the cost differential is in the computer section of your local retailer. There are many capable offerings significantly below the \$1,000 price point. Almost all of these computers are Windows-based units. Almost all Apple products are above \$1,000 and often significantly more. Your initial conclusion would be that Macs are overpriced, but let's look closer.

Since there are many providers of Windows machines and no set quality standard, competition has driven the price and corresponding feature set down. Since Mac controls the entire offering, Macs tend to be thinner and lighter, use more powerful processors, have greater capacity batteries, and include a broader range of application software. There are higher-end PC offerings with features and prices more comparable to those of a Mac.

#### SELECTION

The open-systems approach provides an almost endless variety of Windows computers and accessories from a seemingly endless number of manufacturers. In contrast, Apple has determined that a number of technologies do not fit their customer model and are therefore



not offered. Examples include touch screens (used on iPads, but not Macs), Blu-Ray movies, and television tuners. Apple users must accept their company's view on what is important.

#### SECURITY

The prevailing belief is that Macs are much less vulnerable to hackers than PCs. This belief is primarily due to the significantly greater market share of PCs, making them a more lucrative target. This belief is likely to change as the number of Macs increase.

PCs are generally preferred by corporate IT staffs because they are easier to centrally manage. There are more enterprise-based management tools for security on PCs than those found for Macs.

#### FAMILIARITY

Ask a friend which computer you should buy and you are likely to be treated to a lengthy diatribe, given with much religious fervor. Members of each camp

**Comparison Chart** 

tend to be very loyal with arguments that go beyond open vs. closed. The user interfaces are sufficiently different to make switching platforms painful. This aspect is where the debates are often centered – on personal preferences. If you have experience with one operating environment, it is likely you will want to continue to purchase these products.

#### **IN SUMMARY**

The selection of a computer for your home or business involves a number of factors. The comparison chart below, modified from one available on the Computer Hope website at www.computerhope.com/issues/ ch001238.htm can be used as a convenient checklist of items to consider. There is no single winner, but rather the best choice for your environment. Identify your software applications first, before you select the computer on which to run them. Links to the additional relevant articles on this topic and more information at www. propertyboss.com/narpm are available. The most important consideration is the operating system – which system (Windows vs. OS X) best supports the software applications important to your business?

Item	Мас	PC
Price	the computer, peripherals, upgrades, and repairs are often significantly more expensive	stiff competition makes PC computers and their peripherals cheaper and affordable
Security	currently, experiences less virus and other malware attacks	significantly greater market share makes Windows a better target
Software	with add-on products, an Apple user can still run Windows and many of its programs	greater market share provides a larger selection; almost endless supply of free programs; PC version often released first
Operating System	much cleaner and stable operating system under the control of one supplier	extra software and drivers from dozens of suppliers contribute to a less stable operating system
Touch	only iPhones or iPads have this ability	widely available
Quality	Mac is often built with better components when compared with most generic PC computers	competition promotes the use of plastics and other cheaper materials; some offerings exceed Apple quality
Options	fewer options for customization	available in almost any imaginable configuration, color, size, etc.
Boot Time	boot time on a Mac can be a lot less	multiple suppliers can result in a longer boot time; newer releases are comparable
Upgrades	some parts cannot be upgraded; upgradeable parts are usually more expensive	openness and competition results in cheaper parts that are first available for the PC
Drivers	much of the hardware and drivers are developed by Apple; less likely to encounter driver-related issues	dozens of different drivers make it more likely you will encounter driver issues
Gaming	most game developers release their games and updates to the PC first; you may have to wait, if it ever releases	the PC is king of online gaming; higher performance video cards provide the best performance
Innovation	early adopters of new technology; design elegance; "sexy" look	tend to be technology followers; favor function over form
Repair	starting to use glue to hold components in place, making repair difficult and expensive	components are often easier and cheaper to repair, although thinner laptops are also starting to use glue



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### **LEGISLATIVE** Scoop

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



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

The Federal Fair Housing Act (FFHA) is the Federal law that protects the rights of people with disabilities in residential facilities.

## ADA Service Animal Guide (Part 1 of 2)

As more and more people need the assistance of a service dog, the chance that you, as a property manager, will ecounter a tenant with a disability that needs the help of a service dog increases. The Federal Fair Housing Act (FFHA) is the Federal law that protects the rights of people with disabilities in residential facilities. Will this have a bearing on your no pet policy?

In this two-part article, we will look at *Frequently Asked Questions about Service Animals and the Americans with Disabilities Act (ADA)* provided by the US Department of Justice. The first part of this article will deal only with the definition of service animals. Next month, the second part of this article will provide general rules and guidelines for understanding certification and registration, breeds, and exclusion. Not all of the guidelines are pertinent to property management, but are provided for general information.

Many people with disabilities use a service animal in order to fully participate in everyday life. Dogs can be trained to perform many important tasks to assist people with disabilities, such as providing stability for a person who has difficulty walking, picking up items for a person who uses a wheelchair, preventing a child with autism from wandering away, or alerting a person who has hearing loss when someone is approaching from behind.

The Department of Justice continues to receive many questions about how the Americans with Disabilities Act (ADA) applies to service animals. The ADA requires State and local government agencies, businesses, and non-profit organizations (covered entities) that provide goods or services to the public, to make "reasonable modifications" in their policies, practices, or procedures when necessary to accommodate people with disabilities. The service animal rules fall under this general principle. Accordingly, entities that have a "no pets" policy generally must modify the policy to allow service animals into their facilities. These questions and answers provide guidance on the ADA's service animal provisions and should be read in conjunction with the publication *ADA Revised Requirements: Service Animals*.

#### **DEFINITION OF SERVICE ANIMAL Q1:** What is a service animal?

**A:** Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly

related to the person's disability.

- **Q2: What does "do work or perform tasks" mean? A:** The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.
- **Q3:** Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

**A:** No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA. However, some State or local governments have laws that allow people to take emotional support animals into public places. You should check with your State and local government agencies to find out about these laws.

**Q4:** If someone's dog calms them when having an anxiety attack, does this qualify it as a service animal?

**A:** It depends. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA.

**Q5:** Does the ADA require service animals to be professionally trained?

**A:** No. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.

**Q6:** Are service-animals-in-training considered service animals under the ADA?

A: No. Under the ADA, the dog must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.

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## Atlanta, GA

Education classes begin October 12. Pre-Convention activities begin October 13.

- Register for the Convention at www.narpmconvention.com/register
- Register for Education classes at www.narpm.org/education/course-schedule/

MASTERS

OF PROPERTY MANAGEMENT

• Register or donate to the Past Presidents' Charity Golf Tournament at www.narpmconvention.com/past-presidents-charity-tournament

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**O REGISTRATION INFORMATION** (Or type/print and send form - one registration form per person)

Name:		Name for badge:	
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Address:			
City:		State:	_Zip:
Phone:	_Fax:	E-mail:	

Are you a Vendor or Affiliate Member:  $\Box$  Yes  $\Box$  No (If yes, you may only attend if exhibiting at the Trade Show)

#### **OREGISTRATION FEES** IREM<sup>®</sup> members check this box to receive NARPM<sup>®</sup> member pricing.

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	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postmark & Onsite Reg.	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postmark & Onsite Reg.	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postma & Onsite Re
□ Basic Convention	\$395	\$465	\$565	\$445	\$515	\$615	\$500	\$600	\$700
(Pre-Convention & Pe	ost-Conve	ntion Even	ts below not	included.	)				
Team Discount*	-\$50	-\$50	N/A	-\$50	-\$50	N/A	N/A	N/A	N/A
(*Basic Convention of	only)								
Single-Day Registration	,	s full day's	s events with	meals.)					
□ Wednesday	\$100	\$200	\$300	\$150	\$250	\$350	\$170	\$270	\$370
□ Thursday	\$200	\$270	\$370	\$250	\$320	\$420	\$300	\$370	\$470
🗆 Friday	\$200	\$270	\$370	\$250	\$320	\$420	\$300	\$370	\$470
□ Trade Show ONLY	\$50	\$50	\$100	\$100	\$100	\$150	\$50	\$50	\$100
Choose one only. (I	□ AM Thu	rsday or E	] PM Thursd	ay or $\Box A$	M Friday o	or 🗆 PM Fric	lay. Does i	not includ	le meals.)
<b>PRE-CONVENTION</b> EVI		,		Ĺ	,		ĺ		
□ Business Leader (	Not inclu	ded in Basi	ic Conventio	ı n registratı	ion fee.)				
Development Training		\$150	\$200	\$149	\$200	\$250	\$300	\$400	\$500
President's Celebration	on \$95	\$110	N/A	\$145	\$160	N/A	\$195	\$245	N/A
POST-CONVENTION EV	<b>VENT</b> (No	t included	in Basic Cor	 ivention re	egistration	fee.)			
🗆 Friday Dinner	\$45	\$65	N/A	\$95	\$115	N/A	\$145	\$195	N/A

#### Registration Fees SUBTOTAL \$\_\_\_\_\_

#### ● EDUCATION CLASSES Do you plan to take any education classes? □ Yes □ No Have you submitted separate EDUCATION REGISTRATION FORM? □ Yes □ No

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Thursday Breakfast	(# of tickets) x	\$30 = \$	\$50 = \$	
Thursday Lunch	(# of tickets) x	\$45 = \$	\$65 = \$	
Friday Breakfast	(# of tickets) x	\$30 = \$	\$50 = \$	
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<b>G</b> CONVENTION PIN	(# of pins) x \$	5 = \$	Pin SUBTOTAL \$	
<b>③</b> TOTAL FEES			\$	
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□ Check #	, pavable to NAR	PM <sup>®</sup> , enclosed for	or Total Fees amount listed abo	ve.

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Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on September 14, 2015. After September 14, 2015, send the higher fee shown. **Do not** send registration to National after October 2, 2015. Instead, register on-site at the convention. People registering on-site are not guaranteed access to the luncheons.

#### \*<u>TEAM DISCOUNT</u>

When two or more NARPM<sup>®</sup> members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations. Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online.** 

#### \*\*JOIN & REGISTER

Not yet a member? You can become a NARPM® member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option above and submit the appropriate membership application with this form. Applications can be found online at www.narpm.org/join.

#### CANCELLATION POLICIES

If this convention is cancelled for any reason, the liability of NARPM® to the registrant is limited to the return of the registration fee. A necessary rescheduling of the convention, as approved by the NARPM® Board, does not constitute a cancellation.

Convention cancellations must be received in writing. If cancellation is received 30 days prior to October 14, 2015, there will be a full refund, less a \$25 processing fee. If cancellation is received 15-29 days prior to October 14, 2015, there will be a 50% refund. **There is NO refund 1-14 days prior to October 14, 2015.** 

#### MONETARY POLICIES

A \$25 processing fee will be charged for rebilling a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

#### EASY WAYS TO REGISTER

MAIL - Send your form with payment to: NARPM<sup>®</sup> National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

**FAX** - Send your signed form with payment to 866-466-2776. Please do not mail the original.

**ONLINE** - Visit www.narpm.org and login to the Internet Member Services (IMS) section.

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## 20 | September 2015 Issue | Volume 26 | Number 9

## **REGIONAL** Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME

The RVP Bulletin

100% Chapter Excellence!!! We did it! I can't tell you how proud I am of, not only my Northwest (NW) Region Chapter Leaders and also of everyone across the country. That was a lofty goal and it has never been accomplished in the history of NARPM<sup>®</sup>. Now, on to the next goal – 1,000 people at the Atlanta Convention. We can do this.

What an exciting year this has been so far. We have accomplished guite a lot, and I wanted to take a moment to thank my two RVP Ambassadors, Sean Kerr, MPM® RMP®, and Chrysztyna Perry, MPM® RMP®, for helping us achieve our goals. As many of you Leaders know, working in this industry is tough. Adding volunteer hours, on top of family and business engagements, can be a very hard thing to do. I utilized my Ambassadors as much as possible and they both stepped up anytime I needed them to assist. I also wanted to thank all of the NW Chapter Leaders. We spent several hours discussing and figuring out how to accomplish 100% Chapter Excellence, and there was a lot of hard work that went into this accomplishment. What excites me most about this is that it proves that our Chapters are providing a more valuable experience to all Members across the nation. You cannot achieve Chapter Excellence unless you are running an efficient Chapter. Efficient Chapters lead to better Member services and experiences. Thank you again to all of the people who so graciously lend their very valuable time to make your Chapter a better experience for all.

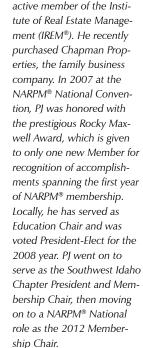
Are you a Chapter Leader or do you volunteer in another capacity? If not, I highly recommend that you speak to a current Chapter Leader and volunteer for your Chapter Board of Directors. Did you know volunteering is good for your career? People who volunteer make more money, partially because the relationships people create while volunteering can be leveraged for financial benefit. In 1973, a Johns Hopkins Sociologist, Mark Granovetter, described the important role of "weak ties." Weak ties are those relationships that are outside of one's close-knit social network. These relationships are important because they provide access to new information and opportunities. People in your close network provide redundant information - they are already participating in the same kinds of activities and know the same people. Volunteering has long

been viewed as a way to create new "weak tie" connections that lead to career opportunities. Volunteering for NARPM® is an especially effective way to leverage social connections for personal and career gain.

In May, we had a fantastic NW Regional event in gorgeous Missoula, Montana. The guest speakers were great, the breakout sessions were a success, and our offsite event was held at the Missoula Winery, which entailed a night of games, music, and fun. Thank you to the NW Regional Event Chair James Emory Tungsvik, MPM<sup>®</sup> RMP<sup>®</sup>, and Regional Event Co-chair Chrysztyna Perry, MPM<sup>®</sup> RMP<sup>®</sup>, who really stepped up as our master of ceremonies for the day. I also want to thank the entire NW Planning Committee that came together to make this a great educational event for all of us.

One of the best ways for your Chapter's Members to come together, outside of your Chapter meetings is to hold social events. My Chapter has done very well at this task and I attribute some of my close local friendships with these events. I belong to the Southwest (SW) Idaho Chapter and every year, in July, we have a river rafting trip. Not only do we invite Chapter Members, but we also invite Affiliate Members and other Members from around the nation. We also regularly participate in community service events like "Paint the Town" and "Rake up Boise." Also, this year, one of our generous Members hosted a family BBQ. We have also had several meet and greet social events. These events allow our Members to relax, get to know one another, and form friendships over something we all have in common, property management. I strongly encourage you hold an informal get-together, a BBQ, a charity event - something that is fun, helpful to the community, and simply makes you smile.

I have learned that we gain so much more when we volunteer, and that is why I wanted to be an RVP, to give back to NARPM® a fraction of what it has given me, both professionally and personally. I encourage anyone who is not already volunteering, to actively and entusiastically volunteer. Approach your Chapter Leaders and ask, "What can I do to help in the future?" In my humble opinion, it all starts at a Chapter level, just as it did for me. This is another reason I was so excited to tackle the NW RVP role this year. I was fortunate enough to venture out



Adding volunteer hours,

business engagements,

on top of family and

can be a very hard

thing to do.



Patrick "PJ" Chapman,

the last 22 years to devel-

oping his expertise in the

and property. PJ is also an

MPM<sup>®</sup> RMP<sup>®</sup>, has devoted

business of managing people



Northwest: PJ Chapman, MPM® RMP® Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

Pacific: Keith Becker, MPM<sup>®</sup> RMP<sup>®</sup> California.

Pacific Islands: Keith Becker, MPM® RMP® Hawaii.

Southwest: Steve Schultz, MPM<sup>®</sup> RMP<sup>®</sup> Nevada, Utah, Arizona, Colorado, New Mexico.

Central: Tracey Norris, MPM<sup>®</sup> RMP<sup>®</sup> North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

Atlantic: Traci Lewis VanCamp, MPM<sup>®</sup> RMP<sup>®</sup> Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Virginia, North Carolina, Ohio, West Virginia, Kentucky, Tennessee.

Southeast: Brian Birdy, MPM<sup>®</sup> RMP<sup>®</sup> South Carolina, Georgia, Florida, Alabama, Mississippi.

of SW Idaho and travel to several Chapters throughout the NW and meet new people, share our experiences, collaborate, network and show us all that we are the same. We all share in tenants, owners, disputes, and general problems in this industry; and it is always nice to hear we are not alone. We are all constantly learning and I was able to share my experiences with new and seasoned Members around the NW. Education never stops and it is amazing what other Members can teach you.

Education is one of the greatest tools that NARPM® has to offer. The classes and speakers are continually changing and providing quality content for you, the Member. If you noticed, every person mentioned in this article has an MPM® RMP® behind their name. Again, I encourage you to apply for a designation or certification and use the tools NARPM® has to offer to enhance your knowledge and professionalism in this industry.

As an RVP, it is imperative to have a support group to ensure the success of any region. Earlier, I introduced my RVP team of Ambassadors, who made a huge difference in 2015 for the NW Region. With several more months to go in 2015, what else can this magnificent NW Region accomplish?

Thank you for the opportunity to serve as your 2015 NW RVP, and please, if I am visiting your Chapters or see you at the Convention, please introduce yourself. I love meeting new people and making friends all over the nation. I hope to see you all in Atlanta! 🔬



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**NARPM®** Memories Become Treasures

#### **DEANNA BLANTON, RMP®**

It is with great sadness and a heavy heart that we must tell our Members about the passing of Deanna Blanton, RMP<sup>®</sup>. Deanna served our Chapter since 1993, with duites entailing a Board Member, Chapter President, and active Member, while having earned her RMP<sup>®</sup> designation. Deanna was an integral part of Sacramento Delta Property Management for twenty years. Her humor, grace, and passion for our industry will be sorely missed. We extend our regrets to her family – our thoughts are with them during this difficult time.

Continued from page 7 "Pest Birds"

harm birds, but will condition them to avoid the area so covered.

- **Bird Slippery Panels:** These slippery panels prevent birds from "getting a grip" when trying to land or nest on open ledges, eaves, and other 90-degree areas.
- Heavy-duty Polyethylene Bird Netting: This heavy-duty polyethylene bird netting blocks birds from entering overhangs, breezeways, and other areas where birds are unwanted. The netting is strong and UV treated to withstand punishing outdoor climates.
- Clear Gels: The original bio repellent, this all-natural, environmentally safe gel is safe for humans, birds, and animals. Birds can't stand the sticky sensation on their toes and avoid areas so treated.

#### TIPS ON HOW TO CLEAN UP **BIRD DROPPINGS**

To increase the success of any bird control product installation, a thorough cleanup and disinfecting of bird droppings and debris should be done. Not only will it ensure that the installed bird deterrent adheres to the building, but it also helps to eliminate the chance for the spread of disease carried by the droppings; and makes the building more aesthetically pleasing.

A heavy buildup of bird droppings is best left to the professional cleaning company with experience in removing hazardous waste. Should you choose to do it yourself, be sure to protect yourself and your staff by wearing a face respirator, tyvek suit, and ear protection. Remember, as previously stated, bird droppings can carry any of 60 transmittable diseases; it is wise to be sufficiently protected when

handling it.

Here are some tips for handling bird dropping clean up yourself:

- Wet droppings before you scrape up.
- Physically scrape up and put into double bag.
- Use a product to loosen hard-to-get access areas.
- Inspect for damage, and then repair.
- Pressure wash, then disinfect. If you manage any properties with bird infestation problems, it may be wise to investigate products to solve the problem, before your properties become the scene for another Alfred Hitchcock film. 👜
- <sup>1</sup> http://www.mayoclinic.org/diseasesconditions/histoplasmosis/basics/ definition/con-20026585
- <sup>2</sup> http://www.cdc.gov/westnile/faq/ deadbirds.html

## **DESIGNATION** Classes

#### DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT

	DATE	LOCATION	CLASS	INSTRUCTOR
Interested in	09/2/2015	Prescott Valley, AZ	Ethics	Steve Schultz, MPM <sup>®</sup> RMP <sup>®</sup>
Sponsoring?	09/15/2015	Nashville, TN	Tenancy	Betty Fletcher, MPM <sup>®</sup> RMP <sup>®</sup>
Opportunities are	09/15/2015		Ethics	Vickie Gaskill, MPM <sup>®</sup> RMP <sup>®</sup>
available to Chapters	09/16/2015	Indiatlantic, FL	Ethics	Fred Thompson, MPM <sup>®</sup> RMP <sup>®</sup>
that would like to	09/17/2015	San Jose, CA	Ethics	Ray Scarabosio, MPM <sup>®</sup> RMP <sup>®</sup>
further educate	09/19/2015	Indiatlantic, FL	Developing Rewarding	Kay Scaladosio, MP/M <sup>2</sup> KMP <sup>2</sup>
their Members	00,10,2010	,	Owner Relationships	Betsy Morgan, MPM <sup>®</sup> RMP <sup>®</sup>
and increase their	09/19/2015	Indiatlantic, FL	Office Operations -	
Chapter funds.			Policies & Procedures	Brian Birdy, MPM <sup>®</sup> RMP <sup>®</sup>
, However, it takes	10/12/2015	Atlanta, GA	Marketing	Betsy Morgan, MPM <sup>®</sup> RMP <sup>®</sup>
time to plan a class	10/12/2015	Atlanta, GA	Essentials of Personnel Procedures - Hiring Your First Assistant	Vickie Gaskill, MPM® RMP®
so give your Chapter	10/13/2015	Atlanta, GA	Personnel Procedures Advanced	Betty Fletcher, MPM <sup>®</sup> RMP <sup>®</sup>
five to six month's	10/13/2015	Atlanta, GA	Office Operations -	
lead time if you wish		,	Policies & Procedures	Michael McCreary, MPM <sup>®</sup> RMP <sup>®</sup>
to sponsor.	10/14/2015	Atlanta, GA	Ethics	Michael McCreary, MPM® RMP®
	Full listing of o	courses for 2015 can	be found at http://www.narpm.org/	/education/course-schedule/

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#### FEES (subject to change)

<u>     ⑥hour Course</u>	Early Registration*	<b>Registration</b>
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Non-member	\$295	\$350
Retake	\$75	\$150
RMP <sup>®</sup> /MPM <sup>®</sup>	\$100	\$150
Candidate	\$180	\$250
<u> 6 hour</u>	Early Registration*	<b>Registration</b>
NARPM®_101		-
Member	\$99	\$99
Non-member	\$99	\$99
Non-member Retake	\$99 \$99	\$99 \$99
	+	+
Retake	\$99	\$99
Retake RMP®/MPM®	\$99 \$99	\$99 \$99

Non-member \$95 \$95

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

#### **COURSE INFORMATION**

- Course flyers containing additional information may be downloaded from www.narpm.org/education/schedules.html.
- All materials will be given to students on the day of the class.
- Attendees 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<sup>®</sup> 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<sup>®</sup>. Mail form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320. **Fax** your form with credit card payment to 866-466-2776. Please do not mail the original. 3. Online registration is also available through Internet Member Services at www.narpm.org.

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Luke Westerfield, RMP® Candidate, is the Managing Broker and Owner of Home Finders Leasing and Management, Inc. in Tulsa, Oklahoma. He grew up helping his father build custom homes in the Tulsa metropolitan area where he learned the value of hard work and gained in-depth knowledge of residential housing. Luke graduated with a Master's degree in Business from the University of Tulsa and a Bachelor's degree in Finance from Northeastern State University.

## Dealing with Difficult Owners Find the Root of the Problem

If you are in property management for any length of time you will, at some point, deal with difficult owners. Difficult owners mean different things to different people. I may feel that an owner is difficult if they call to question every maintenance item that has to be performed. Someone else may not think an owner is difficult unless they are suing them.

Property management is kind of like a marriage. It's largely based on trust. If the owner, for any reason, does not trust that you are managing their property with their best interests in mind, you will more than likely be dealing with a difficult owner.

First, we will look at some ways to avoid difficult owners and then how to deal with the ones you already have. their property at the highest rental price. Let them know why you do the things you do, so that they understand that you are doing what's always in their best interests.

#### HOW TO DEAL WITH DIFFICULT OWNERS

- Listen to Their Concerns I mean really listen. Stay calm, even if they are not. Owners usually feel the way they do for a reason. It is not always your fault that they feel disgruntled, but there is always room for improvement. It could have been that expectations weren't set or met.
- 2. **Show Them You Care** Let them know that you take pride in what you do and want to address any reason why they may not be happy. When

#### The lack of communication will promote mistrust. People will always think the worst if you are not in communication with them or do not answer their emails and calls promptly.

#### HOW TO AVOID/PREVENT DIFFICULT OWNERS

- Pre-screen Owners Have a list of questions you ask owners before signing a management agreement with them. Make sure to go over proper maintenance reserves and be clear about the time on market and expected vacancy rates. Be brutally honest with them about what they can expect from their rental. The more you review before the agreement is signed, the less surprises the owner will have later. This will not hurt your sales pitch and, if anything, it will help. They want to see that you are knowledgeable and can help them through the process.
- 2. Do a Thorough Inspection of the Property Beforehand – Make sure to look for possible maintenance/liability items that could be cause for concern down the road. Taking a property with a lot of deferred maintenance could become a headache.
- Be Clear About Your Company's Philosophy Make sure they know you are not a slumlord. Give them reasons why you may not want to list

someone really feels you are trying to help, they will begin to calm down.

3. **Provide a Solution** – Even if you did not cause the problem, this is where listening is really important. You cannot offer a solution if you do not know the root of the problem. Is it mistrust or a lack of communication or did you just mess up?

The main reason why an owner could become a difficult owner is through a lack of communication. The lack of communication will promote mistrust. People will always think the worst if you are not in communication with them or do not answer their emails and calls promptly. They will think you are hiding something. Always be upfront and honest and take responsibility for your actions. If you did something wrong, then you should pay for it. It's the cost of doing business

Difficult owners can be a drain on you and your employees. Teach your employees how to deal with them and provide ways to prevent a current owner from becoming a difficult one. To reiterate, don't forget to listen and be honest; it will pay off in the long run.

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Didn't make it for Convention presentation this time? Remember that you have 3 years to complete your Designation and Certification Packets. Don't let your points lapse!

#### **CHAPTER** Spotlight

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



Eric Bessett, RMP®, MPM® Candidate, is the Owner of Madison Real Estate and Property Management, Inc. in Spokane, Washington. He serves as the current President of the Inland Northwest Counties Chapter in Washington State, has served as the local Governmental Affairs Chair for the past three years, is the current Chair for the Residential Resouce Sub-Committee, and has served on several committees with the local Association of REALTORS®. Eric earned his education degree from Eastern Washington University, was an instructor at a local vocational college and enjoys teaching, especially on business related topics. In addition to running his business, he enjoys spending time with his wife and two kids, staying active in politics and reading anything that might improve his business.

Our NARPM® Chapter is a stakeholder in an ongoing decision process about mandatory municipal rental inspections and licensing of rental properties.

## Inland Northwest Counties Chapter

Greetings from the Inland Northwest Counties Chapter of NARPM<sup>®</sup>! Since our Chapter name doesn't clearly define our location, you may wonder where we are located. The simple answer is our Chapter currently covers eastern Washington and northern Idaho. The majority of our Members live in Spokane, Washington, which is close to the Idaho border. And no, unlike western Washington (Seattle area), it doesn't rain a lot here. We also have Members as far south as Pullman, Washington (WSU territory...go Cougs!), as far north as Colville, Washington (home of Quadra-Fire wood stoves) and as far east as Sandpoint, Idaho (a beautiful, must-visit destination if you ever get to the Spokane-Coeur d'Alene area).

While we usually get lots of sunshine compared to the west side of the state, lately it's been a bit warmer than usual. The recent string of 90+ and 100+ degree weather has stayed a bit too long. So what do you do when it's hot? Have fun!

Recently, our Sandpoint, Idaho Members hosted the Chapter membership meeting and made an event out of it! To start our time together, we sat on the deck of a local restaurant looking out over the white sand beach on Lake Pend Oreille (pronounced: pond-ə-ray). After lunch, we toured a local craft brewery and enjoyed time at a local winery. The highlight of the day was spent visiting and learning how Sandpoint Property Management runs their operation. And all these destinations were within walking distance of each other!

While regular meetings at regular locations are great and make planning easy, sometimes getting out of your routine is fun and valuable. During our recent meeting in Sandpoint, I noticed several things about a non-standard Chapter meeting that could be of benefit to all Chapters. First, when you go to two or three different locations instead of one sit-down meeting, you end up sitting with, and next to, different people during the day. Next, in a more casual setting that isn't solely focused on business of the Chapter, the relaxed atmosphere allows for broader and deeper conversation besides the typical "how's business" discussions. Lastly, fun experiences and new scenery generate new and interesting conversations about business and life!

All of the above gives Members more opportunity to strengthen relationships and create new ones. There is something about getting out of the normal routine that stimulates better connections, which in turn, strengthens Chapters. A strong Chapter, in turn, provides a better experience in NARPM<sup>®</sup> that can result in good friendships for individuals and a better bottom line for their companies.

The Chapter update - it has been a busy year! One of our Members is involved in a court case that will set legal precedent for landlords across the State of Washington. By the time a final decision is reached, it will have been over two years since the original lawsuit was filed. Our NARPM® Chapter is a stakeholder in an ongoing decision process about mandatory municipal rental inspections and licensing of rental properties. The process is long and tedious, but having a seat at the table and getting our voice heard in these types of matters is extremely important. Also, our Chapter was able to lobby our local, elected officials with a massive phone and letter campaign to successfully quell an initiative to unreasonably extend the notice period required to terminate a tenancy. A small group of NARPM<sup>®</sup> Members leveraging their connections made all the difference.

While many of us don't like politics or government, being involved is of the utmost importance. If you are not at the table, you can't influence the outcome. Being involved is sometimes mindnumbing, boring, and incredibly frustrating. However, the only way to know if something that could hurt our industry is brewing, is by being involved.

Lastly, I would like to wrap up this spotlight by thanking the long-time Members who have helped make our Chapter what it is today. Maria Trunkenbolz, RMP®, Rawley Harrison, Helen Harrison, Marie Swigard, and Stan Wippert have all gone out of their way to support and mentor me over the past few years. Each, in their own unique way, makes our Chapter stronger. I am truly grateful and humbled by their friendship, as well as their willingness to answer my calls without hesitation. All of them truly set the example of what it means to be a NARPM® Member.

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

## Tax Settlement Scams Too Good to Be True

Promises to settle your IRS tax debts for pennies on the dollar are just that: Promises!

Before the IRS even begins to think about lowering the debt you owe them, do you know what they are going to do? They are going to go through all of your assets with a microscope. You will have to disclose all of your bank accounts, including retirement plan accounts. You will have to disclose all of your assets, up to and including the clothes on your back. If you are not flat broke, forget about a 'pennies on the dollar' offer. Let's use what I like to call a little 'CS' or common sense. Why is the IRS going to forgive someone's debt if there are assets that they can easily seize often times gives people the cushion they need to pay off their tax debt and at the same time, reduces the stress of worrying if the IRS will seize their bank accounts and throw them in jail. The nice thing about the payment plan option is that it is not as invasive as an Offer in Compromise. If you individually owe under \$50,000 and have never filed for a payment plan, it is automatically granted without having to provide any kind of documentation. You can go to www.irs.gov and file the application online. If you owe more than \$50,000, you will have to fill out paperwork, but again, not nearly as intrusive as the Offer in Compromise application process.

...many people have fallen victim to firms that advertise tax debt relief plans. Some companies charge big upfront fees and then fail to send in the IRS paperwork, knowing full well that you do not qualify.

to cover the debt? Another thing they will look at is your future earning potential. If they believe that you will be able to earn a decent income in the future, they will not make an Offer in Compromise either. The Offer in Compromise (or OIC) program, in the United States, is an Internal Revenue Service (IRS) program under 26 U.S.C. § 7122, which allows qualified individuals with an unpaid tax debt to negotiate a settled amount that is less than the total owed to clear the debt.

The Federal Trade Commission warns that many people have fallen victim to firms that advertise tax debt relief plans. Some companies charge big upfront fees and then fail to send in the IRS paperwork, knowing full well that you do not qualify. If you are in a bad situation and owe the IRS a large amount of money, speak with a qualified tax attorney that you can trust about your situation. Also, remember that even, if the IRS will not forgive your debt or reduce it, they will work with you on a payment plan basis. This **Important note:** If you own a business and owe delinquent payroll taxes, that is a different animal altogether. The IRS is extremely tough on delinquent payroll taxes because that is their money from the start. They actually view that as stealing directly from them, as the money belongs to the employee and should have been deposited into the Federal tax account a short time after a payroll has been processed. If you happen to fall into this category of tax debt, get a very good tax attorney immediately. The IRS does shut businesses down right away for this; and more often than not, punishes offenders with steep fines and jail time.

The IRS only throws people in jail if they are fraudulent, but if they are just down and out, then they would rather a person be out in society working to pay off the debt, as opposed to hunkered down in a federally-funded jail cell.

The bottom line is this old adage – "If it sounds too good to be true, it probably is."

October 13, 2015. Please check the appropriate level The Past Presidents of NARPM<sup>®</sup> invite you to join them at their annual Colf Tournament to benefit the charity of their choice. This year's event will take place on below if you are interested in Sponsoring.

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## \$2,000 tournament; logo/link on Convention special materials, event pages in brochure, and at (Unlimited) Recognized on promotional events webpage; logo/link on e-mails. **Driver** Level

- \$1,500 (Unlimited) Recognized at drink cart. **Drink Cart Sponsors**
- \$1,000 materials, Convention special events webpage, (Unlimited) Recognized on promotional event pages in brochure, and at lunch. Peachy-Keen Party Sponsors
- \$1,000 materials, Convention special events webpage, event pages in brochure, and at tournament. (Unlimited) Recognized on promotional Wood Level
  - \$500 materials, Convention special events webpage, (Unlimited) Recognized on promotional and at tournament. Iron Level
- \$500 (Limited to 18) Sign provided at hole. Sponsor can also provide drinks/food/giveaways. **Chapter Hole Sponsors**
- \$250 (Unlimited) Recognized at tournament. Sand Wedge Level

\$250

- (Limited to 36 2 per hole) Recognized on promotional materials, Convention special events webpage, and at tournament. Hole Sponsors
- \$100 to all golfers (can be customized with logo). (Limited to 1) Provides a sleeve of balls **Ball Sponsor**
- \$100 each golfer (can be customized with logo). (Limited to 1) Provides a bag of tees to Tee Sponsor

# 1 "Swing into action" and help the A

NARPM® 27TH ANNUAL CONVENTION PAST PRESIDENTS' GOLF TOURNAMENT The Golf Club at Bradshaw Farm | 3030 Bradshaw Club Drive | Woodstock, GA 30188

SPONSOR/GOLFER CONTRACT	Deadline is September 14, 2015
Company	
Name	
Email of Pre-Tournament Contact	
Credit Card Billing Address	
City/ST/Zip	
Phone FAX	

NOT A GOLFER? \$75 per non-golfer

□ Peachy-Keen Party & Lunch

# SPONSOR/GOLFER LEVEL HANDICAP

□ A) 0–10 □ B) 11–18 □ C) 19–28 □ D) 29+

SPONSOR COST Select level at left (Note: Only Event Sponsor includes continental □ GOLFER COST \$150 per golfer (Includes continental breakfast, round of golf, breakfast, round of golf, lunch, and Party for team of 4.) lunch, and Party.)

# SPONSOR/GOLFER PAYMENT

for Sponsorship/Donations payable to The Hampton Roads Foundation □ Male -or- □ Female □ Right-handed -or- □ Left-handed and for **Golfer/Party Attendance** registration payable to **NARPM**<sup>®</sup> sets needed. □ Club rentals available at \$40 per golfer. enclosed for \$ Check#

□ Please charge \$to my □ VISA □ MC □ AMEX □ Discover. Name on cardSignatureSignatureAll information below this line will be shredded
--

	Security Code
Card #	Exp Date

# PAYMENT/CANCELLATION CLAUSE

All Sponsorships/Donations paid by check or money order must be made payable to "The Hampton Roads Foundation." All Golfer Registrations/Party Attendance paid by check or money order must be made payable to "NARPM®." Payment is due by September 14, 2015 and is non-refundable. Send forms to NARPM $^{\circ}$ , 638 Independence Parkway, Suite 100, Chesapeake, VA 23320, or by fax to 866-466-2776 or by email to info@narpm.org.

# THIS YEAR'S CHARITY

RMP®, have chosen a worthy organization Tony Drost, MPM<sup>®</sup> Past Presidents RMP<sup>®</sup>, and Fred Thompson, MPM<sup>®</sup> that benefits an affliction which has **Brain Tumor Association**<sup>®</sup> Providing and pursuing answers<sup>®</sup> American

to those who have survived brain tumors, those who have lost loved ones to brain tumors, like our friend Tim Caskill, and like our Past President Fred Thompson, This year's charity is dedicated to MPM® RMP<sup>®</sup>.

couched them both in different ways.

resources that support the complex needs national nonprofit organization dedicated ABTA has been providing comprehensive Founded in 1973, the American Brain as well as the critical funding of research solely to brain tumors. For 40 years, the in the pursuit of breakthroughs in brain of brain tumor patients and caregivers, Tumor Association (ABTA) was the first The mission of the American Brain tumor diagnosis, treatment and care.

lives of those impacted by a brain tumor understanding and treatment of brain extending and, ultimately, saving the Tumor Association is to advance the tumors with the goals of improving, diagnosis.

#### **MEMBERSHIP** Growth

#### A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JULY 1 - JULY 31, 2015

#### PROFESSIONAL & ASSOCIATE MEMBERS

#### ALABAMA

Timothy Hart AHI Properties Pelham, AL 205-682-9106

#### ARIZONA

Kay D. Kernek Keller Williams Professional Partners Glendale, AZ 623-910-3048

#### **CALIFORNIA**

Chase Edwards Property Portfolio Management, Inc. Roseville, CA 844-215-5454

Sondra Harrison Property Portfolio Management, Inc. Roseville, CA 844-215-5454

Edgar A. Macias CRI, Inc. Lawndale, CA 323-639-0888

Cristina K. Pavelka North County Property Management Cloverdale, CA 707-480-5424

#### COLORADO

Louann Eubanks Colorado Resort Properties Golden, CO 303-726-2970

#### CONNECTICUT Paul Dupervil Real Property

Real Property Management Southern Conneticut Hamden, CT 203-821-7303

#### FLORIDA

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Valere A. Crane Profitable Properties, Inc. Maitland, FL 407-695-4949

Nick Guadagnino Presidential Group South, LLC Altamonte Springs, FL 407-682-3355

Chandler P. Janger Suncoast Property Managment, LLC Jacksonville, FL 904-517-5939

Jacqueline W. Johnson Cinnamon Beach Realty, LLC Palm Coast, FL 386-986-2969

Tina L. Lanhart Vision Property Management Services, LLC Gainesville, FL 352-240-1577

Robert P. Larkan, Jr. USA Property Management, LLC Orlando, FL 407-720-9750 Gale Leonzio HOME Rentals of Manatee Bradenton, FL 941-782-0203

Pamela D. Lowe Re/Max Ultimate Realty Stuart, FL 772-323-2927

Robert Lowe Re/Max Ultimate Realty Stuart, FL 772-323-2927

Greg D. Martin Sterling Realty Associates, Inc. Sarasota, FL 941-379-5810

Rhonette Smith Hampton & Hampton Management & Leasing, Inc., CRMC<sup>®</sup> Orlando, FL 407-253-9324

James Styers Michael Saunders & Company Sarasota, FL 941-552-4200

#### GEORGIA

Renee Deese Metro West Property Management Carrollton, GA 770-836-0042

Steven L. Small All County Cumberland Atlanta, GA 770-431-4633

Lauraine E. White 3 Options Realty, LLC, CRMC<sup>®</sup> Roswell, GA 678-397-1282

#### INDIANA

Chelsea Culver Property Management Services Goshen, IN 574-534-7368

#### MARYLAND

Steven A. Moretti Moretti Management Group, LLC Potomac, MD 301-637-9762

Carolyn W. Crews GBC Management Group, LLC Baltimore, MD 443-563-2164

#### MICHIGAN

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#### MISSOURI

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Leslie Mironuck Express Home Rentals Saint Robert, MO 573-336-4377

#### MONTANA

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Matthew Kammeyer Five Star Real Estate & Property Management Las Vegas, NV 702-852-2852

Jerry Nowlan Blue Diamond Realty, LLC Henderson, NV 702-763-1910

Andrea Stephenson Elm Management Group, LLC Las Vegas, NV 702-608-7063

#### <u>OHIO</u>

Judith Clark All County NEO Property Management Hudson, OH 330-348-5200

#### **PENNSYLVANIA**

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#### TENNESSEE

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Jeff Doering GDAA Property Management, CRMC<sup>®</sup> Round Rock, TX 512-439-3600 Bethany Duval ONEprop, Inc. Plano, TX 214-432-1975

Jamie L. Garrett Garrett Management Lampasas, TX 512-556-0068

Leon V. Green Green Residential Houston, TX 713-701-7719

Bruce Lessey Houston 4 Lease Houston, TX 713-521-1114

Lidieth Macicek Area Texas Realty & Management, LLC Houston, TX 713-972-1222

#### VIRGINIA

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Natalie Childers Real Property Management Hampton Roads Virginia Beach, VA 757-395-4274

Lara L. Cullipher Amanda M. Walsh Real Estate Yorktown, VA 757-725-4086

Lamar T. Fisher Big Fish Property Management, Inc. Woodbridge, VA 571-989-3580

Alan M. Keffer Keffer Realty, Inc. Chesapeake, VA 757-647-2687

Rick Nichols Mission Realty Richmond, VA 804-545-6651 Jason Roggensee The Grandin Agency Roanoke, VA 540-404-1184

Mitchell Turpyn Keystone Property Management Arlington, VA 571-312-2094

#### AFFILIATE MEMBERS

CALIFORNIA Debra Parisi Nolo Rocklin, CA

916-630-9139

#### **FLORIDA**

Dan Allen Complete Climate Control, Inc. Land O' Lakes, FL 813-929-8755

#### GEORGIA

Ryan Bernardee Get Cru Alpharetta, GA 678-809-3493

#### TENNESSEE

William Brown Restorify Restoration Nashville, TN 615-988-4757

#### VIRGINIA

Ryan Conjar Carrier Enterprise Richmond, VA 804-678-5188

Jacob Garlick RevSite.com, Inc. Reston, VA 871-388-2285

#### SUPPORT STAFF MEMBERS

#### CALIFORNIA

Sandra J. Highland Sacramento Delta Property Management, Inc., CRMC<sup>®</sup> Sacramento, CA 916-486-7733

#### HAWAII

Ghislaine O. Beaudoin Midway Realty, LLC Honolulu, HI 808-321-6173

Andrew Frazier Cornerstone Properties Aiea, HI 808-484-1211

Jamie Gomes Locations, LLC Honolulu, HI 808-738-3100

Robert M. Jilek Pali Kai Rentals, LLC Kihei, HI 808-875-8988

Terry Lonokapu Locations, LLC Honolulu, HI 808-738-3100

Momi Morgan Locations, LLC Honolulu, HI 808-738-3100

Darren Wong Pinnacle Management Group, LLC Honolulu, HI 808-688-8254

#### **OREGON**

Jessica L. Brown Portland's Premier Property Management, LLC Portland, OR 503-381-1179 Rhiann N. Doster Portland's Premier Property Management, LLC Portland, OR 503-381-1179

#### WASHINGTON

Travis Bohling Paramount Property Management Group Port Orchard, WA 360-874-0500 Ashlyn Elter Paramount Property Management Group Port Orchard, WA 360-874-0500

Heather Larrin Paramount Property Management Group Port Orchard, WA 360-874-0500

At some time, a NARPM<sup>®</sup> Member helped you.

Why not do the same?

Welcome a new Member.



## **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<sup>®</sup> 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.

#### **2015 NEW MEMBER RECRUITERS**

Paul Arrington, MPM<sup>®</sup> RMP<sup>®</sup> Liz Cleyman Stephen Foster, MPM<sup>®</sup> RMP<sup>®</sup> Mike Collins Scott Glascock Lori Hendrix Alan Lam, R RMP<sup>®</sup> Glenn Lehman Kevin Martin, RMP® Maria Napolitano, RMP® Pete Neubig Dawn Ostovich, RMP<sup>®</sup> Charles Riska, RMP<sup>®</sup> Dan Wilhelm, MPM<sup>®</sup> RMP<sup>®</sup> Dusty Woodstock, R RMP<sup>®</sup>

#### JULY 1 - JULY 31, 2015

REFERRING MEMBER	NEW MEMBER	REFERRING MEMBER	NEW MEMBER
Mary Barnhart	Jamie Gomes	Harry Heist	Dan Allen
Mary Barnhart	Momi Morgan	Randall Henderson	Todd Randolph
Alan Bell	Natalie Childers	Jeff Hockett	Kay D. Kernek
William Benton	Gene N. Atkinson	Bryan Jenkins, RMP®	Timothy Hart
Jamis Bergstrom	Travis Bohling	Joe Kurnos	Mitchell Turpyn
Jamis Bergstrom	Ashlyn Elter	Robert Leach	Amanda M. Kelly
Jamis Bergstrom	Heather Larrin	Pamela Lowe	Robert Lowe
Shannon Cornell	Cheryl Arcadipane	Myrna Matsumoto	Terry Lonokapu
Val Culver	Chelsea Culver	Barbara Mayo, MPM <sup>®</sup> RMP <sup>®</sup>	Gale Leonzio
Teresa Devault	Louann Eubanks	Dawn Ostovich, RMP®	Rhonette Smith
Duke Dodson, MPM <sup>®</sup> RMP <sup>®</sup>	Rick Nichols	Michael Saunders	James Styers
Greg Doering, MPM <sup>®</sup> RMP <sup>®</sup>	Jeff Doering	Lisa Strong	Alan M. Keffer
Patrick Fogarty	Steven A. Moretti	Gary Villani	Matthew Kammeyer
Amanda Frazier	Andrew Frazier	Ted White, MPM <sup>®</sup> RMP <sup>®</sup>	Sandra J. Highland
Roy Guy	Judith Clark	Dan Wilhelm, MPM <sup>®</sup> RMP <sup>®</sup>	Lauraine E. White

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