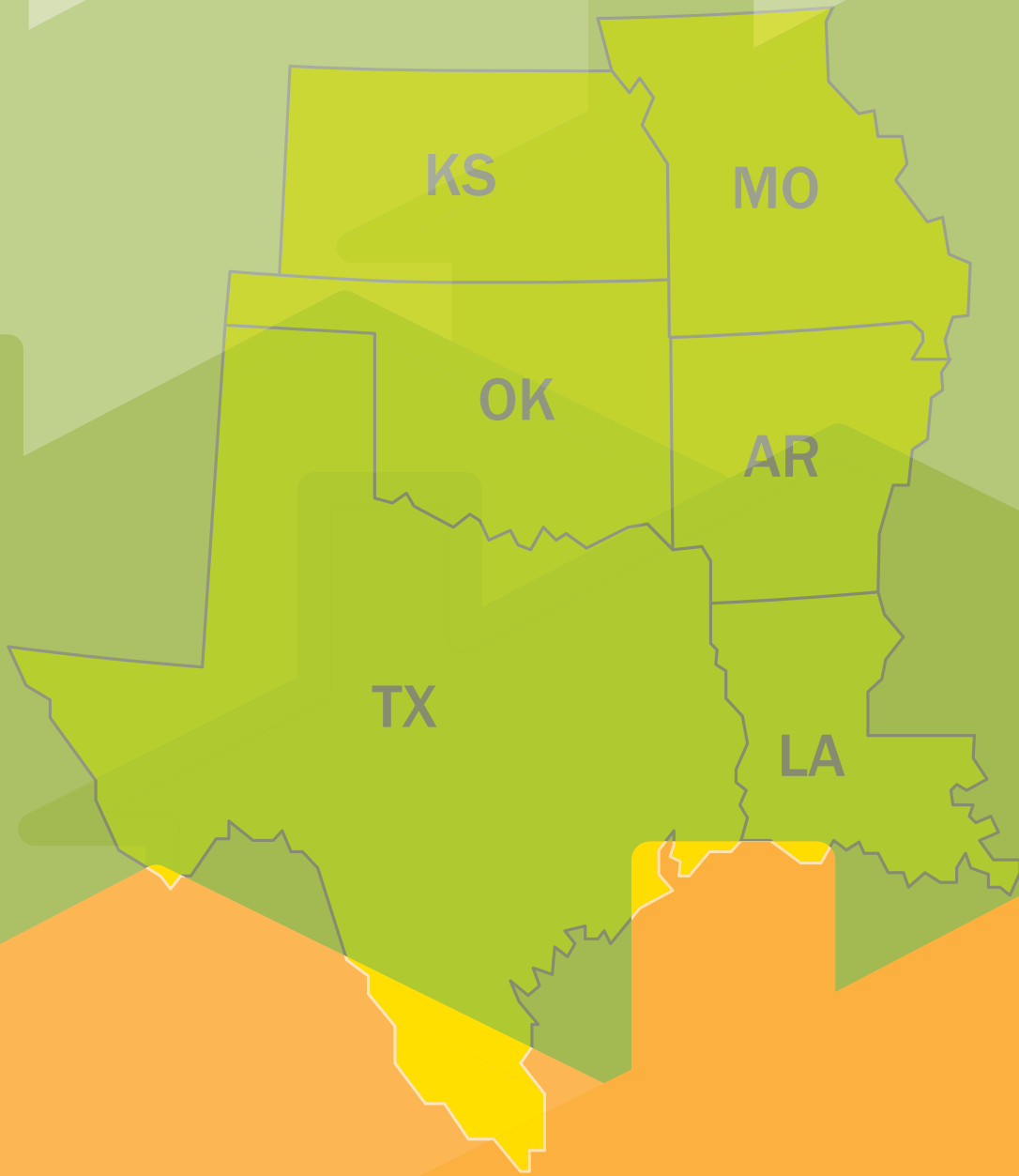


2011 REGIONAL CONFERENCE



National Association of Residential Property Managers

S O U T H C E N T R A L R E G I O N

South Central NARPM® Regional
Pre and Post Conference
April 27-30, 2011
“Rock Solid”

Pre-Conference Schedule

Application & pricing is attached for the pre-conference classes listed below:

Wednesday, April 27, 2011

9 AM – 4 PM

Habitability

Dave Holt, MPM® RMP®

9 AM – 4 PM

Personnel Procedures Essentials

Betty Fletcher, MPM® RMP®

Thursday, April 28, 2011

9 AM – 4 PM

NARPM 101

Dave Holt, MPM® RMP®

9 AM – 4 PM

Personnel Procedures Advanced

Betty Fletcher, MPM® RMP®

5:30-7:30 PM

Join all attendees for a Vendor Reception

Post Conference Schedule

Saturday, April 30th 2011

8:30 AM – 11:30 AM

Chapter Leadership Development Training

Tony Drost, MPM® RMP®; Jayci Grana, MPM® RMP®; and Gail Phillips, CAE, along with several chapter leaders

8:30 AM – 11:30 AM

NARPM® Ethics

Brian Birdy, MPM® RMP®

Conference Location:

Holiday Inn Presidential
600 Interstate 30
Little Rock, AR 72202
501-375-2100

Room rate \$89 single/double per night by 4/1/11
Mention Hotel Code: NARPM

South Central NARPM® Regional Conference
April 29, 2011
“Rock Solid”

Conference Schedule

Application and pricing is attached for conference day

Friday, April 29, 2011

6:30-7:30 Breakfast Buffet

7:30-8:00 Registration and Trade Show Opens

8:00-9:00 **Opening Session** — Albert Oaten, Appfolio

9:00-10:15 **Break-Out Sessions 1**

- **Social Networking Nuggets**

Eight ways social media can help you grow your business

- **Rock Solid Retention**

Attracting, selecting, and retaining the right clients for you

- **Parallel Listings**

"For Sale and For Rent" partnerships, another marketing tool for your tool belt.

10:15-10:45 **Visit with Vendors**

10:45-12:00 **Break-Out Sessions 2**

- **Buying a Property Management Co.**

Join in panel discussion on how to purchase a property management company

- **Steps to Becoming a Rock Solid CRMC®**

Prepare your company to earn the CRMC® designation

- **Rocking the Court Room!**

Learn how to keep yourself out of the court room

12:00-1:00 **Lunch**

Tony Drost, MPM® RMP®, NARPM® President
Stephen Foster, MPM® RMP®, South Central RVP

1:00-2:15 **Break-out Sessions 3**

- **Social Networking Nuggets**

- **Rock Solid Retention**

- **Parallel Listings**

2:15-2:45 **Visit with Vendors**

2:45-4:00 **Break-Out Sessions 4**

- **Buying a Property Management Co.**

- **Steps to Becoming a Rock Solid CRMC®**

- **Rocking the Court Room!**

4:00-4:30 **Trade Show door prizes drawn**

4:30-5:15 **Closing Session**

Steven Urie, MPM® RMP®, Mesa Verde Property Management

5:45-9:00 **Traveler's Baseball Game (Off Site Event)**

South Central Regional Conference Education

Location: Holiday Inn Presidential, 600 Interstate 30, Little Rock, AR 72202
 Contact: Tracey Norris, RMP®, tracey@pmpnb.com or 830-625-8065

SELECT COURSE(S)

- Habitability Standards & Maintenance | April 27, 2011 | 9 am – 4 pm | Dave Holt, MPM® RMP®**
 Course materials will cover specific information from the Uniform Housing Code concerning basic habitability standards that govern local codes, policies of insurance companies, and our own Standards of Professionalism. Participants will learn what to look at when taking properties into property management, and what questions to ask property owners about their buildings. Class participants will learn how to identify and differentiate the various kinds of molds, and what remediation steps need to be taken to protect residents and the property. Maintenance techniques regarding the handling of service requests, maintenance coordination, and implementing preventive and corrective maintenance will also be covered.
- Personnel Procedures Essentials | April 27, 2011 | 9 am – 4 pm | Betty Fletcher, MPM® RMP®**
 The main objectives of this course will be to plan business structure, outline company policies and a personnel handbook, develop effective job descriptions, list best hiring and selection practices, plan overall training and retention, and identify how and when to terminate. In total, this course will result in an increased ability to effectively manage personnel.
- NARPM® 101: Basics of Property Management | April 28, 2011 | 9 am – 4 pm | Dave Holt, MPM® RMP®**
 This new education program will help students with the basic issues of leasing and managing residential properties.
- Personnel Procedures Advanced | April 28, 2011 | 9 am – 4 pm | Betty Fletcher, MPM® RMP®**
 The main course objective for this class will be to expand on key elements of an effective personnel plan for the residential property management company. In total, this course will result in an increased ability to effectively manage personnel.
- Ethics | April 30, 2011 | 8:30 am – 11:30 am | Brian Birdy, MPM® RMP®**
 Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course. This three-hour course is required by NARPM® for all members every four years.

REGISTRATION	METHOD OF PAYMENT
Name _____	<input type="checkbox"/> Check enclosed for \$ _____ Chk # _____
Company _____	<input type="checkbox"/> Charge my credit card \$ _____
Address _____	<input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMEX <input type="checkbox"/> Discover
City/ST/Zip _____	Card # _____ Exp Date _____
Phone _____	Name on card _____
Email _____	Signature _____

CLASS FEES	6-Hour Course		12-Hour Course		Ethics
	Before Mar. 30	After Mar. 30	Before Mar. 30	After Mar. 30	-----
Member	\$195	\$250	\$395	\$450	\$45
Non-member	\$295	\$350	\$495	\$550	\$95
Retake	\$75	\$150	\$150	\$300	\$45
RMP®/MPM® Designee	\$100	\$150	\$200	\$350	\$45
Designee Candidate	\$180	\$250	\$360	\$450	\$45

CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 30, 2011**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 30, 2011**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge.

If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320
 P: 800-782-3452 | F: 866-466-2776 | www.narpm.org



National Association of Residential Property Managers

Regional Convention Registration

2011

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Check your designation(s): CSSsm RMP[®] MPM[®] CRMC[®]

Designation candidate: CSSsm RMP[®] MPM[®] CRMC[®]

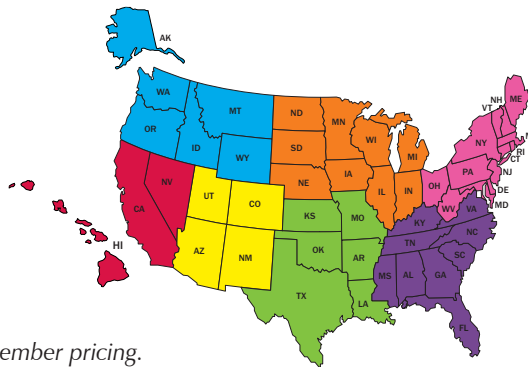
Are you a chapter leader? Yes No If yes, what position? _____

Are you attending Leadership Training? Yes No

2 SELECT A CONVENTION

- Northwest Regional**
May 20 & 21
Missoula, MT
- Southwest Regional**
February 17 & 18
Scottsdale, AZ

- South Central Regional**
April 29 & 30
Little Rock, AR
- Southeast Regional**
April 14 & 15
Virginia Beach, VA



3 REGISTRATION FEES

IREM[®] members check here to receive NARPM[®] member pricing.

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> Entire Convention	\$100	\$125	\$125	\$150
<input type="checkbox"/> Baseball Game	\$20	\$20	\$20	\$20

Special event ticket information will be e-mailed to all registrants for purchase prior to the event.

4 ARE YOU APPLYING FOR NARPM[®] MEMBERSHIP? Yes No Already a Member

5 TOTAL FEES \$ _____

6 METHOD OF PAYMENT

Check # _____, payable to NARPM[®], enclosed for total fees amount listed above.

Please charge my Visa MasterCard Discover American Express for total amount above.

Card Number: _____ Exp. Date: _____ Security Code: _____

Cardholder Name: _____ Signature: _____

I authorize NARPM[®] to charge my credit card.



National Association of Residential Property Managers

Are you a current NARPM[®] member?

Yes No

Is this your first NARPM[®] event?

Yes No

SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: _____

REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

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 at left and submit the appropriate membership application with this form. Applications can be found online at www.narpm.org/join.

CANCELLATION POLICIES

If this event 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 event, as approved by the NARPM[®] Board, does not constitute a cancellation.

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

MONETARY POLICIES

A \$25 processing fee will be charged for re-billing 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[®] 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.