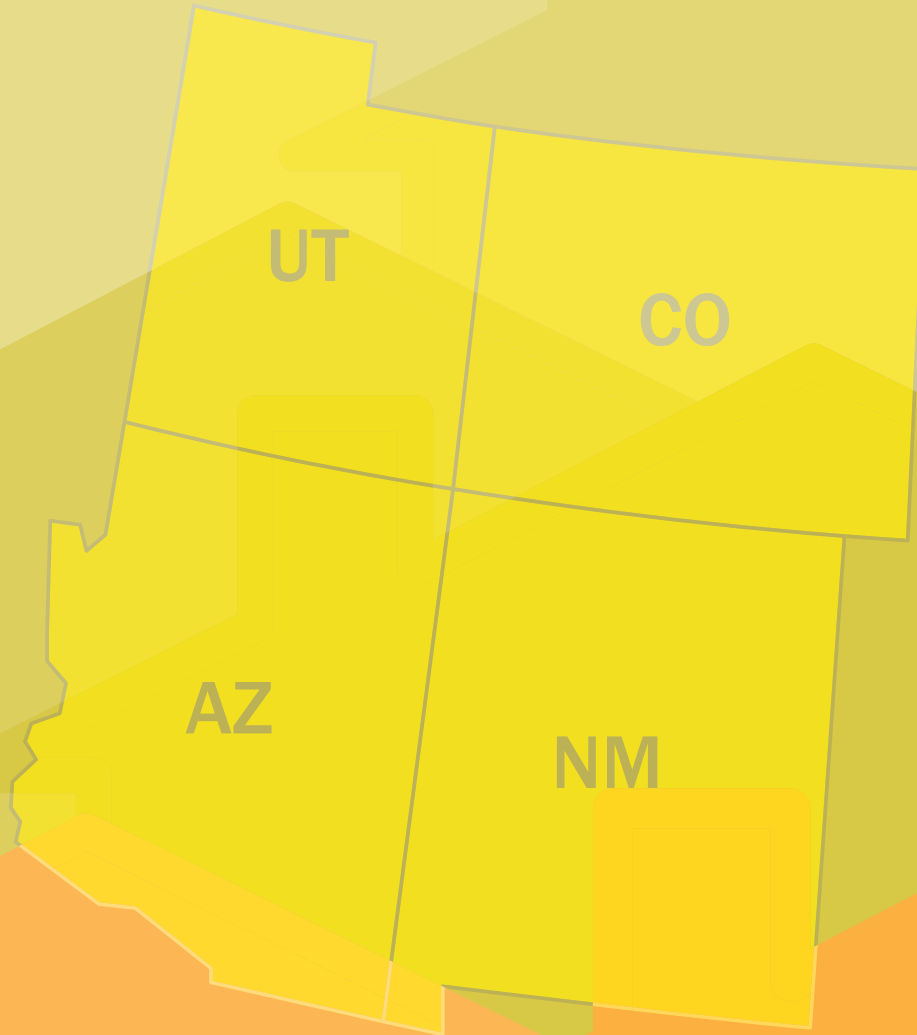


# 2011 REGIONAL CONFERENCE



National Association of Residential Property Managers  
S O U T H W E S T R E G I O N

Southwest NARPM® Regional Convention  
February 16-18, 2011  
**Serve and Protect**

### Pre-Convention Schedule

\*Wednesday, February 16, 2011, 9 AM – 4 PM  
**Personnel Procedures Essentials**  
*Sylvia Hill, MPM® RMP®*

\*Wednesday, February 16, 2011, 9AM– 4PM  
**Risk Management Essentials**  
*Ray Scarabosio, MPM® RMP®*

\* Thursday, February 17, 2011, 9 AM – 4 PM  
**Personnel Procedures Advanced**  
*Sylvia Hill, MPM® RMP®*

\*Thursday, February 17, 2011, 1:30–4:30PM  
**NARPM® Ethics**  
*Rob Lynde, MPM® RMP®*

\*Separate registration and fees are required for designation classes on Wednesday and Thursday

### Thursday Convention Schedule

1:00 PM      **Registration Opens**

1:30–5:00 PM    **Chapter Leadership Development Training**  
*Tony Drost, MPM® RMP®; Jayci Grana, MPM® RMP®; and Gail Phillips, CAE, along with several chapter leaders*

6:00 PM      **Vendor Reception - open to all registrants**

#### ***Convention Location:***

Chaparral Suites  
5001 N. Scottsdale Road  
Scottsdale, AZ 85250  
800-528-1456

Use Code: NARPM® Southwest  
Regional Conference

Rooms available on limited basis for \$159.00

Southwest NARPM® Regional Convention  
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**Serve and Protect**

### Friday Convention Schedule

7:30 AM      **Continental Breakfast**  
Registration and Trade Show open

8:15-9:00      **Opening Session -Bigger Profits With Less Risk**  
*Tim Zehring is the creator of the Crime Free Multi-Housing Program and the Executive Director of the International Crime Free Association.*

9:05-10:20    **Break-Out Sessions 1**

- **Free Joint Fridays** (Medical Marijuana and how it affects property managers) - *Carolyn Rogers, MPM® RMP®*
- **Session to be announced**– *Ray Scarabosio, MPM® RMP®*
- **Government Red Flags, Don't Get Caught** – *Sylvia Hill, MPM® RMP®*

10:20-10:45   **Visit with Vendors**

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

- **Fair Housing – It's the Law** – *Debra Hill-Fox*
- **Bigger Profits with Less Risk continued** -*Tim Zehring*
- **Current Internet Trends** – *Dan Daugherty & Ben Bloise*

12:00-1:00    **Lunch**  
*President Tony Drost, MPM® RMP®*

1:05–2:20      **Break-Out Sessions 3**

- **To Serve & Protect** – *Tim Zehring*
- **The Freedom to Succeed** – *Charlie Brown*
- **Story Time** – *Robert Lynde*

2:20 – 2:45    **Visit with Vendors**

2:45 – 4:00    **Breakout Sessions 4**

- **How to Avoid Being a Bed Bug's Best Buddy** – *Dawn Gouge*
- **Got Conflict?** – *Debra Hill- Fox*
- **Policies and Procedures, Everything You Wanted to Know But Were Afraid to Ask** – *Beverly Perina*

4:30 – 5:15    **Closing Session**  
Guest Speaker: *Steve Urie, MPM® RMP®*

6:30 PM      **On-site Dinner** (*separate fee*) with special entertainment. *Details to follow*

# Southwest Regional Conference Education

Location: Chaparral Suites Scottsdale, 5001 N. Scottsdale Road, Scottsdale, AZ 85250  
 Contact: Dena Watson, dena@premierpropertygi.com or 970-245-1133

## SELECT COURSE(S)

**Risk Management Essentials | Feb. 16, 2011 | 9 am – 4 pm**

The objective of this course is to identify and control the risks associated with residential property management. The key points to cover will be sources of risk, approaches to risk, agency: a relationship of trust, fair housing, and minimizing and controlling risk.

*Instructor: Ray Scarabosio, MPM® RMP®*



**Personnel Procedures & Employee Relations | Feb. 16 & 17, 2011 | 9 am – 4 pm (both days)**

This two-day course examines many skills, including effectively planning for personnel needs and growth, hiring and selection skills, as well as effective compensation, benefit, and training programs. Employment status, policies & procedures manuals, and motivating employees are also topics. In total, this course will result in an increased ability to effectively manage personnel. *Instructor: Sylvia Hill, MPM® RMP®*



**Ethics | Feb. 17, 2011 | 1:30 pm – 4:30 pm**

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. *Instructor: Rob Lynde, MPM® RMP®*



**This course is now two one-day classes. Register separately for Essentials on 17th or Advanced on 18th.**

## REGISTRATION

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/ST/Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

## METHOD OF PAYMENT

Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
 Charge my credit card \$ \_\_\_\_\_  
 VISA     MC     AMEX     Discover  
 Card # \_\_\_\_\_ Exp Date \_\_\_\_\_  
 Name on card \_\_\_\_\_  
 Signature \_\_\_\_\_

CLASS FEES	6-Hour Course		12-Hour Course		Ethics
	Before Jan. 17	After Jan. 17	Before Jan. 17	After Jan. 17	
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 **January 17, 2011**, registrant will receive a full refund less a \$25.00 processing fee. If received **after January 17, 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](http://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):  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

Designation candidate:  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

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

Are you attending Leadership Training?  Yes  No

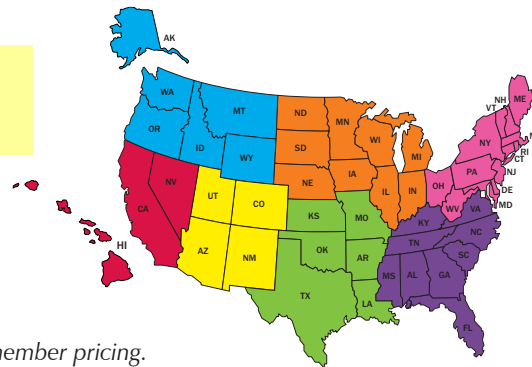
## 2 SELECT A CONVENTION

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<sup>®</sup> members check here to receive NARPM<sup>®</sup> 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"/> Friday Dinner	\$60	\$60	\$60	\$60

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

4 ARE YOU APPLYING FOR NARPM<sup>®</sup> MEMBERSHIP?  Yes  No  Already a Member

5 TOTAL FEES \$ \_\_\_\_\_

## 6 METHOD OF PAYMENT

Check # \_\_\_\_\_, payable to NARPM<sup>®</sup>, 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<sup>®</sup> to charge my credit card.*



National Association of Residential Property Managers

Are you a current NARPM<sup>®</sup> member?

Yes  No

Is this your first NARPM<sup>®</sup> 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<sup>®</sup> 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](http://www.narpm.org/join).

## CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM<sup>®</sup> to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM<sup>®</sup> 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<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](http://www.narpm.org) and login to the Internet Member Services (IMS) section.