

User: cindy@theblyleteam.com

## 2016 Chapter Compliance

**All chapters are required to answer questions 1-10 BY THE LAST DAY OF February**

Chapter: Southwest Washington

1. Does your chapter have current bylaws on file with National? Yes

**Reminder:** Did you know that you need the approval of the national board to amend your bylaws? If you are unsure you can go to <http://www.narpm.org/members/documents-forms/chapter-documents/> and verify bylaws on file. If not on file, please upload bylaws below.

Bylaws Upload Revised 2016 SW WA Chapter Bylaws.tif

2. Fill in number of RVP calls the chapter's president or their representative participated in: 12

3. Upload a copy of Chapter filed tax return or completed and returned e-post card (99N) to the IRS. 2016 Form 990 e filing IRS.pdf

4. Upload a copy of your current year budget: 2016 budget SW WA NARPM.pdf

5. List number of membership meetings: 11

Flier Upload January 2016 NARPM MINUTES.doc

Flier Upload February 2016 NARPM MINUTES.doc

Flier Upload March 2016 NARPM MINUTES.doc

Flier Upload April Clock Hour Attendance.pdf

Flier Upload May 2016 NARPM MINUTES.doc

Flier Upload June 2016 NARPM MINUTES.doc

Flier Upload NARPM SUMMER PARTY 2016.docx

Flier Upload September 2016 NARPM MINUTES.doc

|              |                                            |
|--------------|--------------------------------------------|
| Flier Upload | September 2016 NARPM MINUTES.doc           |
| Flier Upload | 10.25.2016 NARPM BOARD MEETING MINUTES.doc |
| Flier Upload | NARPM Holiday Party 2016.docx              |
| Flier Upload | NARPM Holiday Party 2016.docx              |

6. List number of board meetings: 8

|                 |                                           |
|-----------------|-------------------------------------------|
| Copy of Minutes | 1.14.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 2.23.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 3.22.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 4.26.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 5.24.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 6.28.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes | 8.2.2016 NARPM BOARD MEETING MINUTES.doc  |
| Copy of Minutes | 9.22.2016 NARPM BOARD MEETING MINUTES.doc |
| Copy of Minutes |                                           |
| Copy of Minutes |                                           |
| Copy of Minutes |                                           |
| Copy of Minutes |                                           |

7. Does your chapter charge dues? No

8. If yes, how much are the dues?

9. If yes, are meals at meetings included? No

10. On a scale of 1-10, how well do you think your chapter is doing? 8

Do you want to apply for Chapter Excellence as well? Yes



## National Association of Residential Property Managers

### 2016 Chapter Excellence Award Application

Covers 12 month period January 1 through December 31 of the award year

Chapter Number and Name: Southwest Washington

Is this a New Chapter formed within the last 18 months? No

Number of chapter members at time of Application (excluding affiliates): 19

Total Points from Application: 30

**Chapters must have 30 or more points to submit an application.**

Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members.

The NARPM® **Chapter Excellence Award** is earned by the activities a chapter accomplishes. It is requested, but not required, that all chapters complete and submit this application annually and that the President-Elect do this.

**To qualify the application MUST be received no later than the last day of February, following the award year, (no extensions will be granted). Chapter Excellence awards will be presented at the Annual Convention the following year of award period.**

**E-mail questions to one of the volunteers: [kdm@partnersmgmt.com](mailto:kdm@partnersmgmt.com)  
Or phone: 404-876-8700 (Eastern Time Zone)**

**The following reports are to be used as back-up and attached to this application and are available from the National website, <http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>.**

**New Member Recruiter list; list of CRMC® Candidate and CRMC® designees; PAC Contributors; Leadership Conference attendee list; Convention Attendee list**

## Notes to All Applicants:

1. All questions cover the period from January 1, through December 31, unless specified otherwise.
2. Back-up information/documentation should be underlined or highlighted appropriately, marked in upper corner with the corresponding question number, and included in numerical order. Zip files, or one PDF attachments can be used as uploads rather than individual documents.
3. *Be sure that highlights are clearly visible in scanned documents for upload. All information must be legible and any items that are not legible will be subtracted from the total points*
4. *The Chapters who apply and are qualified for the award with 30 or more points will be announced to all members in the second quarter after the award year. The Top Awards will be presented at the Annual Convention. The Award for "Chapter of the Year" will be presented to two chapters, depending on size, with the highest point total after review. Three (3) Awards for top points will be given based on size of chapters. Small chapter award for less than 49 members; medium chapter award for 50-124 members; and large chapter award for 125 and over members. New Chapters are eligible to receive Chapter Excellence and the New Chapter of the Year Award.*
5. Provide accurate and specific back-up supported information. Points will be deducted for incorrect information/back-up/totals. For all answers, be prepared to explain back-up information.
6. Review of the application is usually done within 14 days of the deadline for Award. Sometimes the reviewer(s) of applications has questions or needs clarification about the back-up information, please be sure that the person who is knowledgeable about the application is readily available. In any event, if adjustments are needed, the reviewing person will make appropriate adjustments and these adjustments will be final.
7. Information relating to points on applications is confidential and is not available to people other than the Chapter Excellence volunteers, National staff, and a limited number of NARPM® leadership.
8. Whenever points are claimed, be sure that the back-up information shows clearly that the chapter is entitled to the points claimed.
9. All reviews, revisions, deductions, adjustments, interpretations and other determinations relating to this application are at the sole discretion of NARPM® and are not controvertible.
10. This application is for chapter related activities, not for the efforts of individual chapter members.
11. References to "*members*" in this application shall mean Professional, Associate, Support Staff, and Life members of individual chapters as listed in back-up information from question 1.
12. Submit backup documents for each question number as listed on the upload site. If a conflict between paper application and upload exists, follow upload instructions.
13. Broker/Owner Retreat is not counted in Chapter Excellence Awards as it is not open to all members.

## Application Questions:

**MEMBERSHIP:** Fifty-Five (55) points available in this category.

1. Enter the number of the following types of members as of December 31st of the award year:

Professional Members:

|                                   |    |
|-----------------------------------|----|
| Associate Members:                | 4  |
| Support Staff Members:            | 1  |
| Life Members:                     |    |
| Combined Total Number of Members: | 19 |

Attach lists from the website (<http://www.narpm.org/members/tools/chapter-services/member-reports/chapters/member-roster/>.) Ensure that the lists contain type of membership for each member. Enter the number of affiliate member's as of December 31, of the award year. Attach a complete list. If the lists are not attached this application will be disqualified

|                                                                                                      |                             |
|------------------------------------------------------------------------------------------------------|-----------------------------|
| Members List Upload                                                                                  | chapterroster022717 (1).pdf |
| Does the state in which the chapter is located have continuing education requirements for licensing? | Yes                         |

2. Provide a list of all new members for your chapter as of December 31, of the award year. A list of new members can be obtained on the website (<http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-joined-since-yyyy-mm-dd/>). Chapter numbers can be found in column U. Earn points for the percentage of new members compared to existing (take number of new members and divide by prior year member numbers which will give you the percentage of growth).

|                                         |                        |
|-----------------------------------------|------------------------|
| Total Points:                           | 2                      |
| Number of New Members added to Chapter: | 5                      |
| New Member Growth:                      | 2=10-14%               |
| New Members Upload                      | memberssince022817.htm |

3. **Three (3) points** for your chapter meeting 90% retention of membership after national dues billing (March 10). See spreadsheet and highlight your chapter name and goal that was met

|                             |                                    |
|-----------------------------|------------------------------------|
| Total Points:               | 3                                  |
| Membership Retention:       | 3                                  |
| Membership Retention Upload | 2016 dues incentive from NARPM.tif |

4. **Five (5) point** if as of December 31, does your Chapter have an active affiliate program that encourages vendors to join chapter. If yes, please supply a list of local affiliates.

|                          |   |
|--------------------------|---|
| Total Points:            | 5 |
| Affiliate Members:       | 5 |
| Affiliate Members Upload |   |

5. **Six (6) points** each for starting and mentoring a new chapter and three (3) points for mentoring a struggling chapter. Include letters from the leader(s) of the chapter(s) mentored detailing your efforts. Mentoring means substantial on-going effort that results in starting a chapter and/or helping a struggling chapter succeed. Twelve (12) points available.

Total Points:

Mentored Chapter Name:

Leader of Mentored Chapter:

Type of Mentored Chapter:

Mentored Chapter Name:

Leader of Mentored Chapter:

Type of Mentored Chapter:

Chapter Mentored Upload

Chapter Mentored Upload

6. **Two (2) points** per service for providing a community service project as a group effort. Provide a copy of evidence of the event and the service provided. This does not include just raising money for a donation, but rather a project that involved chapter members. Six (6) points available.

Total Points:

Number of Community Service  
Projects Provided:

Evidence of Community Service  
Upload

Evidence of Community Service  
Upload

Evidence of Community Service  
Upload

7. **One (1) point** for each member who participated in the New Member Recruitment program during the application year. Obtain list from the website and highlight their name(s)  
(<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>) Five (5) points available.

Total Points: 1

Number of Participating Members:

Participating Members Upload

8. **Up to ten (10) points.** Percentage of members who attended the NARPM Annual Convention during the award year. Obtain a copy of convention attendees from the website and highlight names of those in attendance (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>)

Total Points: 4

Percentage of Members in Attendance: 4=10-19%

Membership Attendance

Membership Attendance

9. **Up to ten (10) points** based on percentage of members who attended a NARPM State(s) Conference(s) during the award year. Submit a copy of conference attendees list and highlight the names of those in attendance. Name and date of conference must be on the attendee list.

Total Points:

Percentage of Members in Attendance:

Member Attendance Upload

Member Attendance Upload

Member Attendance Upload

Member Attendance Upload

Member Attendance Upload

Member Attendance Upload

10. **Three (3) points** per grant a chapter applied for and used. Information on chapter grants can be obtained at (<http://www.narpm.org/members/tools/chapter-services/handbook/support-services/>). Provide evidence of use. Nine (9) points available.

Total Points:

Number of Grants Applied for and Used:

Evidence of Grant Upload

Evidence of Grant Upload

Evidence of Grant Upload

11. **Up to four (4) points** if your chapter has instituted the New Member Mentor program at the Chapter level. Upload copies of all completed checklist from mentor program in the upload slot(s) to show all new members in this program. (<http://www.narpm.org/join/membership-benefits/>).

Total Points:

Percentage of New Members

Mentored:

Mentor Program Checklist

Mentor Program Checklist

Mentor Program Checklist

Mentor Program Checklist

Mentor Program Checklist

Mentor Program Checklist

**EDUCATION:** Fifty (50) points available in this category.

12. **Two (2) points** for each chapter-sponsored NARPM 6/8 hour educational course. Provide a copy of course flyer. Not applicable if points are taken with other questions within the application. Twenty (20) points are available.

Total Points: 2

Number of Chapter-Sponsored Educational Course(s): 2

Course Flyer Upload HowOldisthisHouseupdated92716 (1) (2).pdf

Course Flyer Upload HowOldisthisHouseupdated92716 (1) (2).pdf

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

Course Flyer Upload

13. **Two (2) points** for each chapter-sponsored educational course that is not a NARPM 6/8 hour educational course. **Award three (3) points** if the course is approved for required state continuing education (CE) hours for license renewal. **Award three (3) points** if state has no Continuing Education requirements and provide documentation from state licensing division that shows no CE or license is required. Provide a copy of course flyer and mark CE information. Not applicable for points if education is used with other questions within the application. Minimum course length - 1 hour. Twenty (20) points available.

Total Points:

Number of Chapter-Sponsored Educational Course(s):



Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
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Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

Chapter-Sponsored Educational  
Course Upload

14. **Three (3) points** for each function arranged and performed with another chapter and/or another real estate related association such as educational courses or other business related opportunity. Provide copy of applicable flyer or other demonstrative information. Not applicable points if education is used with other questions within the application. Six (6) points available.

Total Points: 6

Number of Function(s) Arranged  
and Performed with Another  
Chapter and/or Real Estate  
Related Association: 3

Applicable Flyer/ Other  
Demonstrative Information Upload 2016 Education Registration Avoiding Costly Mistakes.xlsx

Applicable Flyer/ Other  
Demonstrative Information Upload

15. **One (1) point** for each regular membership meeting that discussed/ reviewed the NARPM Code of Ethics. A meeting must include speaker, panel, or round-table, be held for a special purpose or other educational/ business opportunity, and is not a "course" as referred to in questions #6, #7, or #9. **One (1)** point per meeting. Submit a copy of each meeting agenda showing ethics discussion item and meeting topic. Six (6) points available.

Total Points: 6

|                                                                            |                                  |
|----------------------------------------------------------------------------|----------------------------------|
| Number of Regular Membership Meetings that Discussed NARPM Code of Ethics: | 6                                |
| Copy of Meeting Agenda Upload                                              | March 2016 NARPM MINUTES.doc     |
| Copy of Meeting Agenda Upload                                              | May 2016 NARPM MINUTES.doc       |
| Copy of Meeting Agenda Upload                                              | June 2016 NARPM MINUTES.doc      |
| Copy of Meeting Agenda Upload                                              | September 2016 NARPM MINUTES.doc |
| Copy of Meeting Agenda Upload                                              | January 2016 NARPM MINUTES.doc   |
| Copy of Meeting Agenda Upload                                              | February 2016 NARPM MINUTES.doc  |

16. **Up to three (3) points** based on percentage of Members who are candidates for the RMP and/or MPM designations as of December 31, of the award year. Applicants must have officially applied for the designation and paid the required fee. Chapters can only count a member once, regardless of the number of designation candidacies held. Obtain lists from the website and mark names (<http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Candidates have a C after designation and column U lists chapters where member belongs.

|                                             |         |
|---------------------------------------------|---------|
| Total Points:                               | 6       |
| Percentage of Candidates as of December 31: | 2=7-14% |
| RMP MPM Designations Upload                 |         |

17. **Up to six (6) points** based on percentage of member companies who are candidates for the CRMC designations as of December 31, of the award year. Applicants must have officially applied for the designation and paid the required fee. Obtain lists from the website and mark names (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>).

|                                             |  |
|---------------------------------------------|--|
| Total Points:                               |  |
| Percentage of Candidates as of December 31: |  |
| CRMC Designations Upload                    |  |

18. **Up to six (6) points** based on percentage of members who hold the RMP and/or MPM designations as of December 31, of the award year. One (1) point per member, regardless the number of designations held. Obtain list from the website and mark each member/company once. Chapters can only count a member once, regardless of the number of designations held. Obtain lists from the website and mark names in column U where member belongs (<http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>).

|                                                   |          |
|---------------------------------------------------|----------|
| Total Points:                                     | 3        |
| Percentage of Members with RMP/ MPM Designations: | 3=15-19% |

Member List with RMP/ MPM  
Designations Upload

19. **Up to six (6) points** based on percentage of member companies who hold the CRMC designation as of December 30, of the award year. One (1) point per company. Obtain list from the website and mark each member/company once. Chapters can only count a member once, regardless of the number of designations held. Obtain list from the website (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>) and mark the names.

Total Points: 2

Percentage of CRMC Companies 2=1-14%  
as of December 31:

Member Companies who hold  
CRMC Designation Upload

20. **Up to five (5) points** based on percentage of members who hold the CSS, CMC, and/or CRMB certification as of December 31, this year. One (1) point per member who hold certifications. Obtain list from the website and mark each member/company once. Chapters can only count a member once, regardless of the number of designations held. Obtain lists from the website (<http://www.narpm.org/members/tools/chapter-services/member-reports/professional-members/members-with-designations/>) and mark names. Column U lists chapters where member belongs.

Total Points:

Percentage of Members holding  
certifications as of December 31:

List of CSS, CMC, CRMB  
Certified Members Upload

21. **Up to three (3) points** percentage of members who are candidates for the CSS, CMC, and/or CRMB certification as of December 31, of the award year. Applicants must have officially applied for the certification and paid the required fee. Chapters can only count a member once, regardless of the number of candidacies held (<http://www.narpm.org/members/tools/chapter-services/member-reports/professional-membership/members-with-designations/>). Candidacies have a C after certification and Column U lists chapters where member belongs.

Total Points:

Percentage of Candidates as of  
December 31:

Members who are Candidates for  
the CSS, CMC, CRMB Upload

**MARKETING:** Twenty (20) points available in this category.

22. **Two (2) points** for each sponsoring and staffing a NARPM booth at a non-NARPM trade show. Provide copy of applicable flyer and/or other demonstrative information. Not applicable points if event is used with other questions within the application. Four (4) points available.

Total Points:

Number of Sponsoring/ Staffing a  
NARPM booth at a non-NARPM  
Trade Show:

Name of Event

Date of Event

Copy of Applicable Flyer/ Other  
Demonstrative Information

Name of Event

Date of Event

Copy of Applicable Flyer/ Other  
Demonstrative Information

23. **One (1) point** per newsletter (electronic or printed). Provide copies with dates printed on front page. Maximum twelve (12) points).

Total Points:

Number of Newsletters:

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

Newsletter Upload

24. **Three (3) points** for each marketing effort the Chapter has made to promote membership in the Chapter. This program shall be an outreach promoting chapter growth. (Examples of programs can include emails, postcards, fliers, etc. that promote membership in the chapter). Provide copies of all marketing material and documents along with date of activity. Six (6) points available.

Total Points:

Number of Marketing Efforts:

Program Outreach Upload

Program Outreach Upload

25. Four (4) points for each Chapter Committee who has a Chair AND Vice Chair. Total of twenty (20) points and upload a copy of the committee agenda.

Total Points:

Membership Committee:

Membership Committee Upload

Education/Designation  
Committee:

Education/Designation Committee  
Upload

Legislative/Governmental Affairs  
Committee:

Legislative/Governmental Affairs  
Committee Upload

Meeting/Program Committee:

Meeting/Program Committee  
Upload

Community Service Committee:

Community Service Committee  
Upload

**GOVERNMENTAL AFFAIRS/LEGISLATION:** Fifteen (15) points are available per category.

26. **Two (2) points** per issue when members join together in an attempt to pass or defeat a legislative issue on a state, county, or city measure. Provide a copy of the issue and any related petitions and/or letters signed by chapter members or any other documentation substantiating this effort. Six (6) points available.

Total Points:

Number of Efforts to Pass or  
Defeat a Legislative Issues:

Copy of Issue/ Other  
Documentation Upload

Copy of Issue/ Other  
Documentation Upload

Copy of Issue/ Other

27. **Five (5) points** based on percentage for members who contribute at least \$25 for the NARPM PAC. Obtain list of contributors at (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>) and highlight names.

Total Points: 1

Percentage of Members who  
Contribute at Least \$25 to the  
NARPM PAC 1=1-5%

List of Contributors Upload

28. **Two (2) points** per chapter hosting, or participating in, a NARPM State Day on the Hill. Submit flyer or information that exhibits promotion of event.

Total Points:

Hosted or Participated in NARPM  
State Day on the Hill:

Flyer/ Information Promoting the  
Event Upload

**LEADERSHIP:** Ten (10) points are available per category.

29. **One (1) point** for each member who actively served on a State, or Local Chapter Committee and/or as a State or Local Chapter Officer or Director. Provide list of Volunteers. Chapters can count one point for each volunteer position held by a member. Submit list of volunteers and convert to percentage of membership.

Total Points: 1

Percentage of Members  
Volunteering: 1=1-14%

List of Volunteers Upload

30. **Up to five (5) points** based in percentage of members who attended this year's Leadership Training Class in November. Obtain a copy of attendee list from the website (<http://www.narpm.org/members/tools/chapter-services/compliancechapter-excellence-awards/>) and highlight names.

Total Points: 1

Percentage of Members in  
Attendance: 1=1-8%

Attendee List Upload

31. Please answer the following question in 100 words or less to receive additional consideration, in case of a tie, for the "Chapter of the Year" and "New Chapter of the Year" award: (NOTE: Last year's Chapter of the Year recipient is NOT eligible this year)

What has the Chapter done during the award year that promotes the growth, ethics and professionalism of NARPM® within its membership?

Total Points from Application:

Form Completed By:

Chapter Title:

Phone Number:

E-mail Address:





↩ Reply | ▼ 🗑 Delete Junk | ▼ ...



# Form 990-N E-filing Receipt - IRS Status: Accepted

EP epostcard@urban.org

To: Cindy Barrett; ✉

👤 ↩ Reply | ▼

Wed 2/24/2016 9:27 AM

Inbox

Organization: NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

EIN: 91-1907770

Submission Type: Form 990-N

Year: 2015

Submission ID: 7800582016055ci56674

e-File Postmark: 2/24/2016 12:22:00 PM

Accepted Date: 2/24/2016

The IRS has accepted the e-Postcard described above. Please save this receipt for your records.

Thank you for filing.

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e-Postcard technical support  
Phone: 866-255-0654 (toll free)  
email: ePostcard@urban.org  
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NATIONAL ASSOCIATION OF RESIDENTIAL  
PROPERTY MANAGERS  
1600 4th Ave E  
Olympia, WA 98506  
-----

2016 Budget      Approved March 22, 2016  
Southwest Washington Chapter  
NARPM

|               |                  | <u>Projected</u>   | <u>Actual</u>    |                      |
|---------------|------------------|--------------------|------------------|----------------------|
| <u>Income</u> |                  |                    |                  |                      |
| National      |                  | \$ -               | \$ -             | \$ -                 |
| Regional      | Conference       | 2015 \$ -          | \$ 466.33        | \$ 466.33            |
|               |                  | 2016 \$ 500.00     | \$ -             | \$ (500.00)          |
| Education     | NARPM            | \$ -               | \$ -             |                      |
|               | Clock hour       | \$ 1,000.00        | \$ -             | \$ (1,000.00)        |
|               | Joint clock hour | \$ -               | \$ -             | \$ -                 |
|               |                  | <u>\$ 1,500.00</u> | <u>\$ 466.33</u> | <u>\$ (1,033.67)</u> |

**Expenses**

|          |            |                            |                    |                  |                      |
|----------|------------|----------------------------|--------------------|------------------|----------------------|
| National | Leadership | airfare                    | \$ 660.00          | \$ 310.70        | \$ (349.30)          |
|          |            | Annual fee                 |                    |                  |                      |
|          |            | Conference                 | \$ 150.00          | \$ -             | \$ (150.00)          |
| Regional |            | Conference                 | \$ 500.00          | \$ -             | \$ (500.00)          |
|          |            | Table sponsorship          | \$ 150.00          | \$ -             | \$ (150.00)          |
|          |            | Additional expenses        | \$ 100.00          | \$ -             | \$ (100.00)          |
| Chapter  |            |                            | \$ -               | \$ -             | \$ -                 |
|          |            | Secretary of State filing  | \$ 10.00           | \$ -             | \$ (10.00)           |
|          |            | Education                  | \$ 1,000.00        | \$ -             | \$ (1,000.00)        |
|          |            | NARPM                      |                    |                  |                      |
|          |            | Clock hour                 |                    |                  |                      |
|          |            | Joint clock hour           |                    |                  |                      |
|          |            | Speakers lunches           | \$ 240.00          | \$ 19.27         | \$ (220.73)          |
|          |            | Speaker gift cards         | \$ 240.00          | \$ 40.00         | \$ (200.00)          |
|          |            | Board lunches              | \$ 500.00          | \$ 221.53        | \$ (278.47)          |
|          |            | Gifts for members          | \$ 100.00          | \$ -             | \$ (100.00)          |
|          |            | Contributions to community | \$ -               | \$ -             | \$ -                 |
|          |            | Summer celebration         | \$ 300.00          | \$ -             | \$ (300.00)          |
|          |            | Christmas celebration      | \$ 500.00          | \$ -             | \$ (500.00)          |
|          |            |                            | <u>\$ 4,450.00</u> | <u>\$ 591.50</u> | <u>\$ (3,858.50)</u> |



# National Association of Residential Property Managers

## Southwest Washington Chapter of narpm

### MINUTES

Tuesday, January 19, 2016

#### Attendees:

Lori DeLong  
Cindy Barrett  
Sarah Martin  
Susan Smith  
Cindy Blyle  
Daniela Anderson

Sara Blace  
Sandy Burkhamer  
Kim Mulligan  
Clair Richmond  
Thomas Guyer  
Lee Blyle

Elyse Pedersen  
Ernie Dittmann  
Todd Monohon  
Mike Pratt  
Rachel Pettit

Lunch

Meeting called to order at 11:30.

Introductions of all present.

#### Reviewed Goals for 2016:

- Organization, Recruiting new members, New speakers

#### Brainstorming-Why NARPM? (\*Voted most important)

|                                                                     |                                                                   |                                                     |
|---------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------|
| • <u>*Networking</u>                                                | • <u>*Education</u>                                               | • <u>*Sharing of Knowledge</u>                      |
| • <u>*Buisness Opportunities</u>                                    | • <u>Community</u>                                                | • <u>Professional Development/Career Advancment</u> |
| • <u>Affiliates-Buisness Opportunities, long term relationships</u> | • <u>Current events, trends, legislation, licence requirments</u> | • <u>Professional Designations</u>                  |

#### Brainstorming how to incorporate into our meetings:

|                                               |                                           |                                                                  |                                                                   |
|-----------------------------------------------|-------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|
| • <u>Hot topics- preselected stories</u>      | • <u>Networking- Facebook, chat group</u> | • <u>Mentor guide- reaching out to mentor based on strengths</u> | • <u>Highs and lows- sharing success and failures with group</u>  |
| • <u>Sharing forms and processes/ vendors</u> | • <u>More affiliates/vendors</u>          | • <u>Outside events</u>                                          | • <u>Booths in the community-Charity, Mushroom Fest, military</u> |

#### Brainstorming hot topics for the year

|                                         |                          |                                              |                                  |                                         |
|-----------------------------------------|--------------------------|----------------------------------------------|----------------------------------|-----------------------------------------|
| • <u>Reputation Management- Reviews</u> | • <u>Legislation</u>     | • <u>Bed Bugs</u>                            | • <u>“Emergency Phone Calls”</u> | • <u>Changes in Landlord Tenant Act</u> |
| • <u>HOA Compliance</u>                 | • <u>Utility Systems</u> | • <u>Owner Involvement- Micro management</u> | • <u>Owner Sales</u>             | • <u>Fair Housing</u>                   |

#### Discussed assigning topics, Hill Day (February 3<sup>rd</sup>) & NW Regional conference.

Meeting Adjourned.

Next meeting: Tuesday, February 16, 2016, 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.



# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, February 16, 2016

#### Attendees:

|                   |                 |
|-------------------|-----------------|
| Lori DeLong       | Bill Louchren   |
| Cindy Barrett     | Cindy Blyle     |
| Monica Dana       | Ernie Dittman   |
| Kim Mulligan      | Todd Monohon    |
| Sarah Martin      | Lee Blyle       |
| Anastacia Sokolik | Cheri Piles     |
| Mike Pratt        | Denny Smith     |
| Sara Black        | Wade Hough      |
| Sue Smith         | Claire Richmond |
| Elyse Pedersen    |                 |

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speaker:** Monique Rice with Effective Web Solutions/Owner. Monique provided information and pamphlets regarding reputation management online.

- Discussed the importance of being proactive and aware of your online presence and the importance of reviews.
- Discussed how to respond to both positive/negative reviews. Always respond, shows that you care about customer service and your reputation.
  - Positive: Be prompt, try and personalize if possible.
  - Negative: Do not argue, take offline. Respond promptly and nonaggressively. See if you can resolve and have review removed.
- Discussed surveys leading to reviews to help keep negative reviews offline.
- Giving incentives to receive reviews. Consumers don't only want to see good reviews but current and in abundance.
- Briefly learned about the operations of Yelp, Google, Facebook. Things to do and not to do.

Reviewed Treasurers Report – Current financial standing as of January 2016.

Checking: \$6,752.87, Savings: \$196.03, Raffle proceeds cash on hand:\$62.25.

#### New Business:

- Discussed Hill Day, shared experiences from members who were present.
- Upcoming conferences:
  - Owner Conference: Las Vegas: April 11-13<sup>th</sup> 2016
  - National Conference: Hawaii: October 17<sup>th</sup>-21<sup>st</sup> 2016
  - Northwest Conference: Seattle: Qwest Field: May 19-20<sup>th</sup> 2016
- Hot Topic: Move out charges, small claims court, appeals process.

Meeting Adjourned.

Next meeting: Tuesday, March 15, 2016, 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.



# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, March 15, 2016

#### Attendees:

|                   |                  |
|-------------------|------------------|
| Lori DeLong       | Cindy Blyle      |
| Cindy Barrett     | Daniela Anderson |
| Monica Dana       | Todd Monohon     |
| Kim Mulligan      | Lee Blyle        |
| Sarah Martin      | Holly Frost      |
| Anastacia Sokolik | Vince D'Angelo   |
| Sandy Buckhamer   | Wade Hough       |
| Sara Black        | Claire Richmond  |
| Sue Smith         | Jenny Schiemer   |
| Elyse Pedersen    |                  |

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speaker:** *Kyle Woodring* RHA Lobbyist, Topic: Legislative Update – the practical effects for property managers and business owners.

- Discussed the state of the legislature and the special session.
- Discussed three of the things that can affect our policies:
  1. Landlord Tenant Laws
  2. Business interest/ local government: How is the government trying to regulate us, and how we operate our businesses. How the ideas of the city council can negatively affect our businesses.
  3. Public records: How much should we know about other people, tenant screening etc. importance of keeping and having access to records.
- Discussed bills: HB 2811/ ESB 6413- Landlord-Tenant Omnibus
  1. Portable screening reports: Reusable screening reports, no mandate to take them, must advertise beginning April 30.
  2. Unlawful detainer dissemination: 3 limited situations in which evictions are to be concealed from screening reports.
  3. Security Deposits: Letter needs to be out within 21 days beginning June 30<sup>th</sup>.
- Discussed HB 2544/ 2SSB 6239- Affordable Housing Options: Tax exemption for affordable housing.
- Discussed HB 1565/SB 5378- Housing options/Govt programs: Voluntary program, have been successful with legal argument, cannot force someone to take section 8. Making Section 8 a protective class and the increase in liability for landlords. Importance of voicing your issues/concerns with working with Section 8.
- Discussed SB 5894- Unlawful activity/properties: Penalty of perjury, concern of landlord using against tenants. Discussed ejectment vs. unlawful detainer.

**Gust Speaker:** *Sean Martin*

- Quickly discussed what is going on in Seattle i.e. concealment of criminal records and rent control.
- The importance that we are involved with the city council and that we actively participate.

Reviewed Treasurers Report – Current financial standing as of February 2016.

Checking: \$7,628.30, Savings: \$190.19, Cash on hand:\$31.25.

#### New Business:

- Voted on class hours topic: “Avoiding costly mistakes”
- Proposed to sponsor a new member to go to regional.
- Board to put something together in gesture for Steve Short.

Meeting Adjourned.

Next meeting: Tuesday, April 19, 2016 @11:30 for clock hours: “Avoiding Costly Mistakes”-Vicki Gaskill 3004 Pacific Ave SE Olympia, WA 98501 Suite #200

Cascade Real Estate School

## Avoiding Costly Mistakes

Sign-In Sheet

Date: April 19<sup>th</sup>, 2016

Location: RE/MAX Professional Building,  
3009 Pacific Ave. SE, Suite #200, Olympia, WA. 98501

Instructor: VICKIE L. GASKILL, MPM®, RMP® - I1700

| <u>Print Name</u>            | <u>Signature</u>           |
|------------------------------|----------------------------|
| 1. <u>Kim Mulligan</u>       | <u>Kim Mulligan</u>        |
| 2. <u>Todd Monohon</u>       | <u>Todd Monohon</u>        |
| 3. <u>SANDEA BURKHAMER</u>   | <u>Sandra L. Burkhamer</u> |
| 4. <u>Claire Richmond</u>    | <u>Claire Richmond</u>     |
| 5. <u>Cindy Barrett</u>      | <u>Cindy Barrett</u>       |
| 6. <u>Harold Kallos</u>      | <u>Harold Kallos</u>       |
| 7. <u>Arim Hayes</u>         | <u>Arim Hayes</u>          |
| 8. <u>Jennifer Bryant</u>    | <u>Jennifer Bryant</u>     |
| 9. <u>Sara Black</u>         | <u>Sara Black</u>          |
| 10. <u>Lee Smith</u>         | <u>Lee Smith</u>           |
| 11. <u>Euse Pedersen</u>     | <u>Euse Pedersen</u>       |
| 12. <u>Daniela Anderson</u>  | <u>Daniela Anderson</u>    |
| 13. <u>MIKE PRATT</u>        | <u>Mike Pratt</u>          |
| 14. <u>ANASTACIA SOKOLIK</u> | <u>Anastacia Sokolik</u>   |
| 15. <u>Cindy Blyle</u>       | <u>Cindy Blyle</u>         |
| 16. <u>Dan Hunt</u>          | <u>Dan Hunt</u>            |

Cascade Real Estate School

17. Jenny Mabe
18. \_\_\_\_\_,
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39. \_\_\_\_\_,



**National Association of Residential Property Managers**  
**Southwest WASHINGTON CHAPTER OF NARPM**

**MINUTES**

Tuesday, May 17, 2016

**Attendees:**

Lori DeLong  
Cindy Barrett  
Monica Dana  
Kim Mulligan  
Sarah Martin  
Anastacia Sokolik  
Sandy Buckhamer  
Elyse Pedersen

Cheri Piles  
Cindy Blyle  
Daniela Anderson  
Todd Monohon  
Tom Guyer  
Claire Richmond  
Sue Smith  
Jenny Schiemer

Sara Black  
Denise Marchese  
Bill Louchren  
Kelly Tollifson  
Mike Pratt  
Katie Nybo  
Fred Lofgon  
Wade Hough

Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speakers:** Mary Ann Strickler, Attorney at Law & Steven Garrett, Owner, CRB, DB, Windermere

Panel Topic: Owner Selling Home! Obligations of the Owner, Sales Agent, Property Manager and Tenants: *Strategies for surviving the process:*

**Hot Topics:**

- Photos for Marketing, Lockbox/Keys, Holiday Showings/Aggressive Agents, Tenants forbidding showings/restrictions, Increased Rate of Owners Selling, Owners Inheriting Tenants, Liability, Missing Property/Burglary

**Key Points Made By Speakers:**

- More open houses than showings
- Incentive to tenants to stage the house, move out early, have more flexibility with showings.
- Pay incentives after the fact
- Buy out lease to vacate early. Get agreement in writing. Reasonable incentives are case by case.
- Amendments to lease: A. Written into the lease that the house cannot be put up for sale during tenancy. B. Written into lease that owner could sell and tenants could move out with 30-60 days notice.
- Photos for marketing: Making photos as “vanilla” as possible.
- Using photos of vacant units and disclosing that the home is currently occupied in advertising
- Lockboxes: Accommodate hostile tenant. Allow tenant to control when showings are by giving them the lockbox to put on the porch for agreed upon showings. Blocks of time predetermined by tenants.
- Holiday Showings/Aggressive Agents: Right to deny without notice, Right to call 911 and refuse to show for unreasonable requests.

Reviewed Treasurers Report – Current financial standing as of April 2016.

Checking: \$7,522, Savings: \$190

**New Business:**

- Next Panel, “How To Prepare For Small Claims Court”
- Kellie Tollifson: State conference in development. Designation classes being rewritten
- June: Security deposit return change, must amend leases. Requirements of advertising in regards to portable reports, landing page and criteria.
- NARPM Ethics: Class in King County Next Week, Service Animal Class June 7th

Meeting Adjourned.

Next meeting: Tuesday, June 21, 2016 @11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.





# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, June 21, 2016

#### Attendees:

Lori DeLong  
Cindy Barrett  
Monica Dana  
Kim Mulligan  
Sarah Martin  
Anastacia Sokolik  
Sandy Buckhamer  
Elyse Pedersen

Cheri Piles  
Cindy Blyle  
Daniela Anderson  
Todd Monohon  
Tom Guyer  
Claire Richmond  
Sue Smith  
Jenny Schiemer

Sara Black  
Denise Marchese  
Bill Louchren  
Kelly Tollifson  
Mike Pratt  
Katie Nybo  
Fred Lofgon  
Wade Hough

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

#### **Guest Speakers: Mary Ann Strickler, Attorney at Law**

Panel Topic: How to Better Prepare for Small Claims

#### **Key Points Made By Speaker:**

General notes about small claims:

\$5,000 cap

Presiding Superior Court judges do the hiring of "pro-tem" judges

Don't interrupt the judges - they hate that

No "affadavit of prejudice" in small claims but if you have a complaint about a judge, complain!

Washington landlord-tenant law is tenant friendly; they are often judgement-proof

Need judgement to garnish; maybe collections is a better route than small claims

Make mediation work because judges try to let both parties "win"

Generally only have 20-30 minutes - be prepared and don't repeat yourself

How to prop if you are the plaintiff (usually trying to recover for property damage):

Can bring evidence such as samples of damaged carpet

How to prepare if you are the defendant (security deposit disputes):

Bookkeeper or accountant can come to small claims to support/answer questions

Bring to court:

Timeline of events

3 copies of: Lease, Move-in/move-out photos

Can also bring "certified statement" from someone who is an expert or has direct knowledge of the case - suggests looking for language to use on statement such as "under penalty of perjury"

Strategy:

Counterclaim vs. trying to appeal

One idea is to serve the counterclaim on the day of the hearing - catch them 'off guard'; judges will hear both at the same time

Notes about security deposit form:

remove the word "final"

add language "as of this date"

and also "landlord reserves the right to pursue for additional costs"

Next meeting: Tuesday, July 19, 2016 @ 3:30-6 5407 Peninsula Dr SE Olympia WA 98513



NARPM Summer

# CHAOS PARTY

Hosted by Todd Monohon

**JOIN US FOR BEER, WINE AND BBQ**

**Tuesday July 19<sup>th</sup> 3:30-6:00PM**

5407 Peninsula Dr SE Olympia, WA 98513

**BRING YOUR SWIMSUITS AND TOWELS FOR CHUNKY DUNKING!**

*Comfort Animals Welcome with Doctors Note.*

**\$10 per person**

(Purchase your ticket at June's meeting and enter to win a \$50 gift certificate to

Anthony's Hearthfire Grill!)





**National Association of Residential Property Managers**  
**Southwest WASHINGTON CHAPTER OF NARPM**

**MINUTES**

Tuesday, September 20, 2016

Attendees:

Lori DeLong, Cindy Blyle, Daniela Anderson, Kim Mulligan, Sarah Martin, Sara Black, Fred Lofgron, Elyse Pedersen, Todd Monohon, Tom Guyer, Sandy Buckhamer, Sue Smith, Felicia Glenn, Ernie Dittmann, Kim Cervantes, Josh Harrison, Mekonneu Anew

Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speakers: Nicole York MA, MS, LMHC & Martiann Lewis MA, LMHC**

Panel Topic: **Practical tips on how to deal with difficult situations**

**Key Points Made By Speaker:**

- You do not have to accept poor treatment. Respect is not taught to everyone. Just because the client is “agitated” doesn’t mean that you have to change what you are doing. When receiving threats, you should stay consistent, and should not change what you are doing. Stay true to the businesses’ values. Your values equal your emotions, that could be contributing to the dynamic that isn’t working.
- General trends in society, “customer is always right”, “20+ year old high level of entitlement”. Increase in complaints with men meeting with women one-on-one.
- It is important to articulate what it is you want, and what your expectations are.
- Phone vs. meeting in person, different dialogue. On the phone people can hang up, yell, not let you speak. In person the power can change. People feel less control, more loud and boisterous in person or in someone’s home. Neutral settings promote control. Be mindful of being in someone’s home. If you cannot control the environment, control as much as you can. Go with someone to property inspections if possible if anticipating an aggravated customer.
- Body language, hands where you can see them. No touching other than handshakes. Touching gives permission to be touched and can give mixed signals, be confusing.
- Tone, the ability to communicate has a lot to do with tone. Tone communicates to people how you perceive them. It is best to be neutral tone/facial expressions to avoid escalating an already negative situation, and also to prevent establishing a “friendship” which leads to expectations. Being neutral from the beginning is best, establish the difference between a friendship and a business relationship. It is important to stay consistent throughout relationship. Speak with an unemotional monotone and keep repeating your expectations.
- Building relationships with police to learn how to work with them better and to have someone to turn to for resources/advice. When working with the police it is important to understand that they may not respond to the first call. “Build your case”, as these calls are documented. Tips when reporting to the police:
  - Be clear and state observable things that you noticed, what you saw, heard, smelt. Keep it clear and short and make it clear you need them there now. Prioritize the most important behaviors as the first thing they hear is the most important and they may be responding to several calls at once. The rest may just be “background noise”.
- Assume someone has a weapon or is under the influence when you go into each home. Be aware of who is in the home, i.e. Unauthorized tenants who could have criminal records, etc.
- Crisis Response Services: Resource for threats to themselves or others AND ALSO to property (must be \$1000+) 360-754-1338
- Don’t be afraid to voice when you notice things are starting to escalate. “I notice your voice is getting louder” or to verbalize what you are experiencing “you are interrupting me”.
- On the phone, don’t be afraid to hang up. Let them know you are ending the conversation before you hang up, even if they aren’t listening to you. If someone isn’t listening let them know you will contact them after they have had some time to calm down, or are ready to hear what you have to say.
- Stay away from “why” questions. Try and rephrase as it tends to put people automatically on the defense. Replace “but” with “and” not to negate the first part of the sentence.
- Letting people tell their “stories” (i.e. why rent is late) you are reinforcing reward/change and creating expectations. Don’t be afraid to interrupt to gain control of the conversation, just be empathetic. You care but you are in the roll of the landlord not the

friend. "I really appreciate what you are telling me, but I would like to get back to why you called me". "This is outside my level of expertise; I am sure there is someone more qualified than myself to help you."

- The first time you speak to someone on the phone can set up the behavior/trends in the future. i.e The first time you spoke to them on the phone you were on the phone for an hour, now they think this is appropriate behavior. Set the stage, "I only have 5-10 minutes per phone call"
- You may receive a "behavioral burst" a poor reaction due to not being used to receiving a push back to their bad behavior.
- Not everyone can be fixed or trained. Learn from these encounters. Do your policies and procedures address these problems? If not make sure to include them. "This is our contract/procedures; this is how it is."
- When you are taking on someone's problem, it does not become your problem.

#### Q&A

Held Elections for next years board members  
Drawing from the Summer Chaos Party

Next meeting: Tuesday, October 25, 2016 @ 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey



# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, September 20, 2016

#### Attendees:

Lori DeLong, Cindy Blyle, Daniela Anderson, Kim Mulligan, Sarah Martin, Sara Black, Fred Lofgron, Elyse Pedersen, Todd Monohon, Tom Guyer, Sandy Buckhamer, Sue Smith, Felicia Glenn, Ernie Dittmann, Kim Cervantes, Josh Harrison, Mekonneu Anew

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

#### **Guest Speakers: Nicole York MA, MS, LMHC & Martiann Lewis MA, LMHC**

Panel Topic: **Practical tips on how to deal with difficult situations**

#### **Key Points Made By Speaker:**

- You do not have to accept poor treatment. Respect is not taught to everyone. Just because the client is “agitated” doesn’t mean that you have to change what you are doing. When receiving threats, you should stay consistent, and should not change what you are doing. Stay true to the businesses’ values. Your values equal your emotions, that could be contributing to the dynamic that isn’t working.
- General trends in society, “customer is always right”, “20+ year old high level of entitlement”. Increase in complaints with men meeting with women one-on-one.
- It is important to articulate what it is you want, and what your expectations are.
- Phone vs. meeting in person, different dialogue. On the phone people can hang up, yell, not let you speak. In person the power can change. People feel less control, more loud and boisterous in person or in someone’s home. Neutral settings promote control. Be mindful of being in someone’s home. If you cannot control the environment, control as much as you can. Go with someone to property inspections if possible if anticipating an aggravated customer.
- Body language, hands where you can see them. No touching other than handshakes. Touching gives permission to be touched and can give mixed signals, be confusing.
- Tone, the ability to communicate has a lot to do with tone. Tone communicates to people how you perceive them. It is best to be neutral tone/facial expressions to avoid escalating an already negative situation, and also to prevent establishing a “friendship” which leads to expectations. Being neutral from the beginning is best, establish the difference between a friendship and a business relationship. It is important to stay consistent throughout relationship. Speak with an unemotional monotone and keep repeating your expectations.
- Building relationships with police to learn how to work with them better and to have someone to turn to for resources/advice. When working with the police it is important to understand that they may not respond to the first call. “Build your case”, as these calls are documented. Tips when reporting to the police:
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friend. "I really appreciate what you are telling me, but I would like to get back to why you called me". "This is outside my level of expertise; I am sure there is someone more qualified than myself to help you."

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- You may receive a "behavioral burst" a poor reaction due to not being used to receiving a push back to their bad behavior.
- Not everyone can be fixed or trained. Learn from these encounters. Do your policies and procedures address these problems? If not make sure to include them. "This is our contract/procedures; this is how it is."
- When you are taking on someone's problem, it does not become your problem.

#### Q&A

Held Elections for next years board members  
Drawing from the Summer Chaos Party

Next meeting: Tuesday, October 25, 2016 @ 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey



National Association of Residential Property Managers

Southwest WASHINGTON CHAPTER OF NARPM

## MINUTES

Tuesday, October 25, 2016

### Attendees:

Lori DeLong, Cindy Blyle, Lee Blyle, Daniela Anderson, Elyse Pedersen

### Lunch

Meeting called to order at 11:30.

Introductions of all present.

Handout's and forms from conference; "25 Tips to Property Management Survival", "Pet Agreement", "20 Point Property Management HR Health Check"

### Conference Highlights:

- Leadership: Dick & Rick Hoyt "U Tube" Andrew Carnegie, "Laws of Leadership" John Maxwell.
- "Leadership is not given, it is taken. Real leaders exude confidence in themselves, pursue their passions regardless of their obstacles and inspire others to do the same." Patrick Snow "Boy Entrepreneur"
- Virtual Marketing i.e. how to properly use cameras, techniques, good electronic investments.

### Hot Topics:

- Screening/ Legal Concerns
- Dobler- Peirce County Property Management
- City of Seattle: Government issues: Forced to take partial payments
- Who is our lobbyist?
- HIRT Decision, water, wells
- Vantage HOA
- The concern of "shoppers" and educating your staff
- What is new in marketing

Reminders: 3 hour clock class November 15<sup>th</sup>: Maintenance





# RSVP NOW For The NARPM Rockfish Holiday Party!

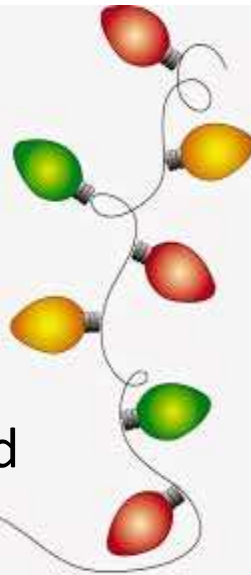
Tuesday, December 13<sup>th</sup> 3:30-6PM

700 4th Ave East

Hors d'oeuvres and spirits within limits included

*(remember Santa will be watching)*

Don't forget to bring a gift (up to \$20) for the gift exchange!





Please RSVP ASAP @  
[elyse@hometownpm.com](mailto:elyse@hometownpm.com) or 360-918-5268



# RSVP NOW For The NARPM Rockfish Holiday Party!

Tuesday, December 13<sup>th</sup> 3:30-6PM

700 4th Ave East

Hors d'oeuvres and spirits within limits included

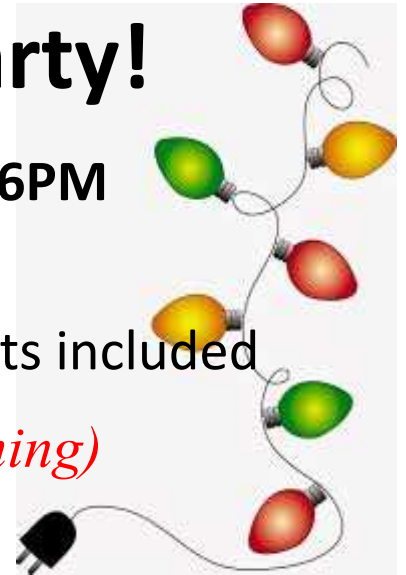
*(remember Santa will be watching)*

Non-active members \$30

Active members discounted rate \$10

Pay at the door.

Don't forget to bring a gift (up to \$20) for the gift exchange!



Please RSVP ASAP @  
[elyse@hometownpm.com](mailto:elyse@hometownpm.com) or 360-918-5268



**National Association of Residential Property Managers**  
**Southwest Washington Chapter Of NARPM**

**Board of Directors**

**MINUTES**

January 14, 2016

**Attendees:**

Todd Monohon- President

Cindy Blyle-Vice President

Cindy Barrett-Treasurer (Maggie Blagot will no longer be treasurer/signer on the account)

Elyse Pedersen-Secretary

**Reviewed board members responsibilities and current tasks**

- 1.) Cindy Blyle
  - a. Set up dropbox for sharing notes and record keeping
  - b. Recruiting
- 2.) Cindy Barrett
  - a. Find signed 2013 amended bylaws to change name with IRS and become signer on account
  - b. Reimburse Todd for flight to leadership training
  - c. Keeping financial records up to date
- 3.) Elyse Pedersen
  - a. Update email list, keep current by updating monthly and sending to other board members.
  - b. Send out reminders twice monthly
    1. A week after monthly meeting to include minutes
    2. A week before monthly meeting to highlight the events of future meeting and conference reminders.
  - c. Compliance/ NARPM National/ Record keeping with assistance from Cindy Blyle

**New Business:**

- Discussed agenda for the next meeting 1/19/16
  - Organizational meeting, brainstorm potential speakers, discuss upcoming regional, Hill Day Feb 3<sup>rd</sup>
  - Discussed chapter goals
    - a. Increasing active members (X5)
    - b. Organization
    - c. Synergy/ Professionalism, collaborating vs. competing
    - d. 2 educational opportunities
    - e. PR/ Community Day/ Creating chapter Facebook page
    - f. Why NARPM? Value, purpose, what do we want out of it?
- Set monthly meeting time:
  - 3<sup>rd</sup> Tuesday of every month, except incorporated classes and/or NARPM conferences
  - 4<sup>th</sup> Tuesday of every month, board member meeting.



**National Association of Residential Property Managers**  
**Southwest Washington Chapter Of NARPM**

**Board of Directors**  
**MINUTES**

February 23, 2016

Attendees:

Todd Monohon  
Cindy Blyle  
Cindy Barrett  
Elyse Pedersen

Reviewed the minutes for January's board meeting.

Assigned tasks:

- Cindy Blyle:  
Chapter Excellence due March 15<sup>th</sup>.  
Contact Brendan Merchant for Nov. meeting
- Cindy Barrett:  
Contact Steve Bean for June meeting
- Elyse Pedersen:  
Add minutes and treasury report to new drop box.  
Contact Roy Gadley to arrange class hours for April's meeting.
- Todd Monohon:  
Contact RHA for March meeting

Finalized annual meeting agenda:

|                                                          |                                                 |
|----------------------------------------------------------|-------------------------------------------------|
| FEBRUARY: Reputation mgmt. /social media- Todd           | AUGUST: NO MEETING                              |
| MARCH: Legislative update-RHA- Todd                      | SEPTEMBER: TBD                                  |
| APRIL: Clock Hours: Fair Housing- Elyse                  | OCTOBER: New elections, National Conference     |
| MAY: Panel regarding owner sales- Cindy Blyle            | NOVEMBER: Clock Hours: Maintenance- Cindy Blyle |
| JUNE: Recourse for small claims decisions- Cindy Barrett | DECEMBER: Christmas Party                       |
| JULY: Todd Hosting Meeting                               |                                                 |

- Annual schedule for board meetings:  
March 22<sup>nd</sup>  
April 26<sup>th</sup>  
May 24<sup>th</sup>  
June 28<sup>th</sup>  
July 26<sup>th</sup>  
August: NO MEETING (?)  
September 27<sup>th</sup>  
October 25<sup>th</sup>  
November 22<sup>nd</sup>  
December 27<sup>th</sup>



National Association of Residential Property Managers  
Southwest Washington Chapter Of NARPM

**Board of Directors**

**MINUTES**

March 22, 2016

Attendees:

Todd Monohon  
Cindy Blyle  
Cindy Barrett  
Elyse Pedersen

Reviewed the minutes for February's board meeting.

Went over Chapter Compliance and reviewed/set budget

Other Topics of Discussion:

- Regional Conference Cancelled
- Discussed hands on donations
- Reviewed/ Updated the schedule for 2016:  
*\*Update*

|                                                             |                                                       |
|-------------------------------------------------------------|-------------------------------------------------------|
| FEBRUARY: Reputation mgmt. /social media- Todd              | AUGUST: <u>NO MEETING</u>                             |
| MARCH: Legislative update-RHA- Todd                         | *SEPTEMBER: Portable Applications, Prep for elections |
| *APRIL: Clock Hours: How to Avoid Costly Mistakes- Elyse    | OCTOBER: New elections, National Conference           |
| MAY: Panel regarding owner sales- Cindy Blyle               | *NOVEMBER: Clock Hours: Maintenance- Cindy Blyle      |
| *JUNE: How to prepare for small claims court- Cindy Barrett | DECEMBER: Christmas Party                             |
| JULY: Todd Hosting Meeting                                  |                                                       |

- **Will need to move October chapter meeting to the 11<sup>th</sup> due to National Conference.**
- \*Cindy Blyle to look into second clock hour class for November (Christina).
- Discussed Ethic's Moment: Designated to: Cindy Blyle
- Discussed how to add a fun component to the chapter meeting, solution:  
INTRODUCING: THE BOARD AWARD  
ENCOURAGING PRODUCTIVE AND POSITIVE BEHAVIOR  
GIFT CERTIFICATE TO BE GIVEN ON A MONTHLY BASIS  
*-needs to be notated in May's email reminder*



**National Association of Residential Property Managers**  
**Southwest Washington Chapter Of NARPM**

**Board of Directors**

**MINUTES**

April 26, 2016

Attendees:

Todd Monohon  
Cindy Blyle  
Cindy Barrett  
Elyse Pedersen

Topics of Discussion:

- Elyse designated to coordinate with venue/ Puerto Vallarta for monthly chapter meetings. *Called and canceled for July, August, November (we will be doing another clock hour class) and changed the date for October to the 11<sup>th</sup> (due to the Nation Conference) and canceled December (will likely have a different venue for the holiday meeting). EP5/4/16 @ 2:30PM*
- Discussed affiliates- Sponsorship vs. Paying Dues.
- Discussed July's meeting at Todd's, 3:30-6PM; Topic: Networking/Working Together
- Discussed next month's panel

May Panel Topic: Owner Selling Home, Obligations of Property Manager and Tenant

Hot Topics: Questions:

- Lockbox on door vs. lockbox left in home and put up by tenant once a showing is agreed upon.
- What if tenants don't want pictures of the home taken while they have possession? Are they required to allow agent to take photos for advertising purposes.
- Does the PM have to post the notice? Can we delegate that responsibility to the owner's agent?
- When tenants don't want the home shown during their tenancy.
- Allowing the tenants out of lease when home is for sale.
- Can key be given to the agent?
- Does the tenant have the right to be there during the showing?
- What are the tenant's obligations when it comes to showing a home on a Holiday?



**National Association of Residential Property Managers**  
**Southwest Washington Chapter Of NARPM**

**Board of Directors**

**MINUTES**

May 24, 2016

Attendees:

Todd Monohon  
Cindy Blyle  
Cindy Barrett  
Elyse Pedersen

Topics of Discussion:

- Discussed possible change in venue and incorporating the ethics moment (assigning to different members)
- Discussed incorporating the agenda, attach to meeting reminder email and dropbox.
- Decided against registration desk or welcome area. Will greet members instead.
- Went over by laws, to be submitted by Cindy Barrett

June's Topic: How to effectively prepare for small claims court. Speaker: Mary Ann Strickler Attourney at Law

Sample Hot Topics:

- How to organize and be more effective in front of the judge, what to say and not to say
- How to prepare
- Should an executive summary be prepared?
- Should there be a formal presentation?
- Should evidence be presented?

Discussed July's meeting: NARPM Chaos Summer Party, hosted by Todd Monohon

- Tickets are \$10, to be entered into a drawing for a \$50 Anthony's gift card.





National Association of Residential Property Managers  
**Southwest Washington Chapter Of NARPM**

## **Board of Directors**

### **MINUTES**

June 28, 2016

**Attendees:**

Todd Monohon  
Cindy Blyle  
Cindy Barrett  
Elyse Pedersen

- Reviewed the minutes for May's board meeting.
- Planned July's meeting.
- Discussed transfer of Treasure's duties. Election will take place during July's meeting.
- Things to discuss at July's board meeting:
  - Speaker for portable apps.
  - Set up clock hour class for November.



National Association of Residential Property Managers  
**Southwest Washington Chapter Of NARPM**

## **Board of Directors**

### **MINUTES**

August 2, 2016

**Attendees:**

Todd Monohon  
Cindy Blyle  
Sarah Martin  
Elyse Pedersen

- **Discussed:**
  - Prepping for Novembers clock hour class, assigned to Cindy Blyle
  - Who won drawing from Summer Chaos Party, drawing to take place during September meeting
  - Send out NO AUGUST MEETING reminder
  - Elections are coming up, nomination in September.
  - Plans for October: Share hot topics, conference report, elections
  - October meeting to be moved to Oct. 25<sup>th</sup> due to conference, no board meeting in October.
  - Conference report: Ask all attendees to share something that they learned, bring back a form etc.
  - Discussed venue for December meeting, December 20<sup>th</sup> at Mercatos?



**National Association of Residential Property Managers**  
**Southwest Washington Chapter Of NARPM**

**Board of Directors**  
**MINUTES**

November 22, 2016

**Attendees:**

Todd Monohon  
Cindy Blyle  
Sarah Martin  
Elyse Pedersen

- Reviewed Agenda:
  - Finalize December 13th plans for holiday meeting/party
    - December 13<sup>th</sup> @ the Rockfish 3:30-6PM, heavy hors d'oeuvres and spirits within limits included
  - Review cancelled clock hour class process so that we can learn for the future. Priced too high? Topic and instructor? Schedule during normal meeting hours.
  - Plan out the remaining meetings for the year
  - Catch up on what Cindy learned at National leadership training
  - Recapped most popular topics of last year's meetings, website needs updating, assigning committee members
- Discussed possible topics:
  - Law enforcement connections
  - Doctor prescribing support animal prescriptions
  - HOA representatives
  - Need to brainstorm with group at end of next meeting

| Rapattoni ID | NARPM ID  | Company                                       | First    | M I | Last      | Designations      |              |
|--------------|-----------|-----------------------------------------------|----------|-----|-----------|-------------------|--------------|
| 702659       | 2659      | Burkhamer Property Services LLC               | Sandra   |     | Burkhamer | MPMA®<br>RMPA®    | 338 V        |
| 842053294    | 842053294 | Burkhamer Property Services LLC               | Kelley   |     | Callaghan |                   | 338 V        |
| 702652       | 2652      | Hometown Property Management, CRMC®           | Daniela  |     | Anderson  |                   | 1600         |
| 702653       | 702653    | Hometown Property Management, CRMC®           | Andrew   |     | Barkis    | MPMA®<br>RMPA®    | 1600         |
| 842051278    | 842051278 | Hometown Property Management, CRMC®           | Lori     |     | DeLong    |                   | 1600         |
| 842078974    | 842078974 | Hometown Property Management, CRMC®           | Elyse    | D   | Pedersen  |                   | 1600         |
| 842084729    | 842084729 | Hometown Property Management, CRMC®           | Kimberly |     | Cervantes |                   | 1600         |
| 702651       | 702651    | RE/MAX Parkside                               | Lee      |     | Blyle     |                   | 300 M<br>209 |
| 709939       | 709939    | RE/MAX Parkside                               | Cindy    |     | Blyle     | ABR, CRS,<br>RMPC | 300 M<br>209 |
| 842071496    | 842071496 | RE/MAX Parkside                               | Cheri    |     | Piles     |                   | 300 M<br>209 |
| 702662       | 2662      | T.J. Guyer, Inc./Hometown Property Management | Thomas B |     | Guyer     | MPMA®<br>RMPA®    | 1646         |
| 842049103    | 842049103 | T.J. Guyer, Inc./Hometown Property Management | Dennis   |     | Lofgren   |                   | 1646         |
| 842056949    | 842056949 | Greene Realty Group                           | Mike     |     | Pratt     |                   | 1722<br>A    |
| 842039184    | 842039184 | Olympic Rental Services                       | Todd     |     | Monohon   | RMPA®             | 3009<br>200  |
| 842074092    | 842074092 | Olympic Rental Services                       | Claire   | M   | Richmond  |                   | 3009<br>200  |
| 842074485    | 842074485 | Olympic Rental Services                       | Sara     |     | Black     |                   | 3009<br>200  |
| 842078672    | 842078672 | Windermere Olympia Property Management        | Cynthia  |     | Barrett   |                   | 2312         |
| 842080619    | 842080619 | Real Property Management Vancouver            | Helen    | M   | Townsend  |                   | 1564<br>S 21 |
| 842082441    | 842082441 | Pettit Property Management                    | Sarah    | M   | Martin    |                   | 5500         |





**Pillar To Post Continuing Education  
Program of Washington (\$1595)**

presents:

**How Old Is This House? Problems in Older & Newer Homes (C4997)**  
***Washington State approved 3 Clock Hour Course***

In this course we will learn the general techniques to determine approximate age of a home, what to expect from older homes, as well as new. Attendees will gain a general knowledge of typical areas of concern found in newer and older homes. This information will help professionals serve their clients better in the home ownership and maintenance process.

**This course we learn the following:**

- Age defining building materials
- The normal maintenance cycle
  - Energy efficiency
- Environmental concerns, etc.

**Date & Time**

Tuesday, November 15th  
1:30-4:30

**Location:**

RE/Max Professionals Building  
3009 Pacific Ave. SE #200

**Register:**

Sarah Martin

360-459-1234 [sarah@pettitpropertymanagement.com](mailto:sarah@pettitpropertymanagement.com)

**Cost:**

\$15 per person

**About the Instructor:** To learn about Brendan Marchant visit [www.thesoundteam.Pillartopost.com](http://www.thesoundteam.Pillartopost.com)



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**Cost:**

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Southwest Washington Chapter  
NARPM  
Clock Hour Class Registration  
Cascade Real Estate School

| Name                | Phone          | Company                         | email                                                                                    | Address                                 | Active Member | Amount Rec'd | Amount Due |
|---------------------|----------------|---------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------|---------------|--------------|------------|
| Sandra L. Burkhamer | (360) 249-2740 | Burkhamer Property Services LLC | <a href="mailto:sburkhamer@olynet.com">sburkhamer@olynet.com</a>                         | 338 W. Pioneer, Montesano, WA 98563     | Yes           | \$ 40.00     |            |
| Jennifer Malone     | (253) 226-0097 | SJC Management Group            | <a href="mailto:jenny@sjcmanagement.com">jenny@sjcmanagement.com</a>                     | 913 Kincaid Ave., Sumner, WA 98390      | No            | \$ 50.00     |            |
| Daniel Hunt         | (253) 826-7514 | SJC Management Group            | <a href="mailto:dan@sjcmanagement.com">dan@sjcmanagement.com</a>                         | 913 Kincaid Ave., Sumner, WA 98390      | No            | \$ 50.00     |            |
| Anastasia Sokolik   | (360) 528-4166 | Greene Property Management      | <a href="mailto:anastaciasokolik@greenerealty.com">anastaciasokolik@greenerealty.com</a> | 1722 Harrison Ave NW, Olympia WA 98502  | No            | \$ 40.00     | \$ 10.00   |
| Mike Pratt          | (360) 528-4166 | Greene Property Management      | <a href="mailto:mikepratt@greenerealty.com">mikepratt@greenerealty.com</a>               | 1722 Harrison Ave NW, Olympia WA 98502  | Yes           | \$ 40.00     |            |
| Arin Hayes          | (360) 345-1006 | Realty World Cosser & Assoc.    | <a href="mailto:aringhayes@gmail.com">aringhayes@gmail.com</a>                           | 282 SW 13th St., Chelalis, WA 98532     | No            | \$ 50.00     | \$ -       |
| Jennifer Bryant     | (360) 345-1006 | Realty World Cosser & Assoc.    | <a href="mailto:aringhayes@gmail.com">aringhayes@gmail.com</a>                           | 282 SW 13th St., Chehalis, WA 98532     | No            | \$ 50.00     | \$ -       |
| Cindy Blyle         | (360) 888-7253 | Remax Parkside Prop. Mgmt.      | <a href="mailto:cindy@theblyleteam.com">cindy@theblyleteam.com</a>                       | 300 Deschutes Way, Olympia, WA 98501    | Yes           |              | \$ 40.00   |
| Sara Black          | (360) 790-1477 | Olympic Rentals                 | <a href="mailto:sara@olyrents.com">sara@olyrents.com</a>                                 | 1629 Thurston Ave NE, Olympia WA 98506  | Yes           | \$ 40.00     |            |
| Todd Monohon        | (360) 790-1477 | Olympic Rentals                 | <a href="mailto:todd@olyrents.com">todd@olyrents.com</a>                                 | 5407 Peninsula Dr. SE Olympia, WA 98513 | Yes           | \$ 40.00     |            |
| Claire Richmond     | (360) 972-5475 | Olympic Rentals                 | <a href="mailto:Claire@olyrents.com">Claire@olyrents.com</a>                             | 3009 Pacific Ave SE #200, Olympia, WA   | Yes           | \$ 40.00     |            |
| Kim Mulligan        | (360) 701-8654 | Olympic Rentals                 | <a href="mailto:kim@olyrents.com">kim@olyrents.com</a>                                   | 3009 Pacific Ave SE #200, Olympia, WA   | Yes           | \$ 40.00     |            |
| Daniella Anderson   | (360) 456-7368 | Hometown                        | <a href="mailto:dani@hometown.com">dani@hometown.com</a>                                 | 1600 4th Ave E, Olympia, WA 98506       | Yes           | \$ 40.00     |            |
| Elyse Pedersen      | (360) 561-6419 | Hometown                        | <a href="mailto:elyse@hometown.com">elyse@hometown.com</a>                               | 1600 4th Ave E., Olympia, WA 98506      | Yes           | \$ 40.00     |            |
| Susan Smith         | (360) 481-6364 | Hometown                        | <a href="mailto:sue@hometown.com">sue@hometown.com</a>                                   | 1600 4th Ave E., Olympia, WA 98506      | Yes           | \$ 40.00     |            |
| Cindy Barrett       | (360) 943-4189 | Windermere Olympia Prop. Mgmt.  | <a href="mailto:cbann@windermere.com">cbann@windermere.com</a>                           | 2312 Pacific Ave, Olympia, WA 98501     | Yes           |              | \$ 40.00   |
|                     |                |                                 |                                                                                          |                                         |               | \$ 600.00    | \$ 90.00   |





# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, March 15, 2016

#### Attendees:

|                   |                  |
|-------------------|------------------|
| Lori DeLong       | Cindy Blyle      |
| Cindy Barrett     | Daniela Anderson |
| Monica Dana       | Todd Monohon     |
| Kim Mulligan      | Lee Blyle        |
| Sarah Martin      | Holly Frost      |
| Anastacia Sokolik | Vince D'Angelo   |
| Sandy Buckhamer   | Wade Hough       |
| Sara Black        | Claire Richmond  |
| Sue Smith         | Jenny Schiemer   |
| Elyse Pedersen    |                  |

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speaker:** *Kyle Woodring* RHA Lobbyist, Topic: Legislative Update – the practical effects for property managers and business owners.

- Discussed the state of the legislature and the special session.
- Discussed three of the things that can affect our policies:
  1. Landlord Tenant Laws
  2. Business interest/ local government: How is the government trying to regulate us, and how we operate our businesses. How the ideas of the city council can negatively affect our businesses.
  3. Public records: How much should we know about other people, tenant screening etc. importance of keeping and having access to records.
- Discussed bills: HB 2811/ ESB 6413- Landlord-Tenant Omnibus
  1. Portable screening reports: Reusable screening reports, no mandate to take them, must advertise beginning April 30.
  2. Unlawful detainer dissemination: 3 limited situations in which evictions are to be concealed from screening reports.
  3. Security Deposits: Letter needs to be out within 21 days beginning June 30<sup>th</sup>.
- Discussed HB 2544/ 2SSB 6239- Affordable Housing Options: Tax exemption for affordable housing.
- Discussed HB 1565/SB 5378- Housing options/Govt programs: Voluntary program, have been successful with legal argument, cannot force someone to take section 8. Making Section 8 a protective class and the increase in liability for landlords. Importance of voicing your issues/concerns with working with Section 8.
- Discussed SB 5894- Unlawful activity/properties: Penalty of perjury, concern of landlord using against tenants. Discussed ejectment vs. unlawful detainer.

**Gust Speaker:** *Sean Martin*

- Quickly discussed what is going on in Seattle i.e. concealment of criminal records and rent control.
- The importance that we are involved with the city council and that we actively participate.

Reviewed Treasurers Report – Current financial standing as of February 2016.

Checking: \$7,628.30, Savings: \$190.19, Cash on hand:\$31.25.

#### New Business:

- Voted on class hours topic: “Avoiding costly mistakes”
- Proposed to sponsor a new member to go to regional.
- Board to put something together in gesture for Steve Short.

Meeting Adjourned.

Next meeting: Tuesday, April 19, 2016 @11:30 for clock hours: “Avoiding Costly Mistakes”-Vicki Gaskill 3004 Pacific Ave SE Olympia, WA 98501 Suite #200



**National Association of Residential Property Managers**  
**Southwest WASHINGTON CHAPTER OF NARPM**

**MINUTES**

Tuesday, May 17, 2016

**Attendees:**

Lori DeLong  
Cindy Barrett  
Monica Dana  
Kim Mulligan  
Sarah Martin  
Anastacia Sokolik  
Sandy Buckhamer  
Elyse Pedersen

Cheri Piles  
Cindy Blyle  
Daniela Anderson  
Todd Monohon  
Tom Guyer  
Claire Richmond  
Sue Smith  
Jenny Schiemer

Sara Black  
Denise Marchese  
Bill Louchren  
Kelly Tollifson  
Mike Pratt  
Katie Nybo  
Fred Lofgon  
Wade Hough

Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speakers:** Mary Ann Strickler, Attorney at Law & Steven Garrett, Owner, CRB, DB, Windermere

Panel Topic: Owner Selling Home! Obligations of the Owner, Sales Agent, Property Manager and Tenants: *Strategies for surviving the process:*

**Hot Topics:**

- Photos for Marketing, Lockbox/Keys, Holiday Showings/Aggressive Agents, Tenants forbidding showings/restrictions, Increased Rate of Owners Selling, Owners Inheriting Tenants, Liability, Missing Property/Burglary

**Key Points Made By Speakers:**

- More open houses than showings
- Incentive to tenants to stage the house, move out early, have more flexibility with showings.
- Pay incentives after the fact
- Buy out lease to vacate early. Get agreement in writing. Reasonable incentives are case by case.
- Amendments to lease: A. Written into the lease that the house cannot be put up for sale during tenancy. B. Written into lease that owner could sell and tenants could move out with 30-60 days notice.
- Photos for marketing: Making photos as “vanilla” as possible.
- Using photos of vacant units and disclosing that the home is currently occupied in advertising
- Lockboxes: Accommodate hostile tenant. Allow tenant to control when showings are by giving them the lockbox to put on the porch for agreed upon showings. Blocks of time predetermined by tenants.
- Holiday Showings/Aggressive Agents: Right to deny without notice, Right to call 911 and refuse to show for unreasonable requests.

Reviewed Treasurers Report – Current financial standing as of April 2016.

Checking: \$7,522, Savings: \$190

**New Business:**

- Next Panel, “How To Prepare For Small Claims Court”
- Kellie Tollifson: State conference in development. Designation classes being rewritten
- June: Security deposit return change, must amend leases. Requirements of advertising in regards to portable reports, landing page and criteria.
- NARPM Ethics: Class in King County Next Week, Service Animal Class June 7th

Meeting Adjourned.

Next meeting: Tuesday, June 21, 2016 @11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.



National Association of Residential Property Managers

Southwest WASHINGTON CHAPTER OF NARPM

## MINUTES

Tuesday, June 21, 2016

### Attendees:

Lori DeLong  
Cindy Barrett  
Monica Dana  
Kim Mulligan  
Sarah Martin  
Anastacia Sokolik  
Sandy Buckhamer  
Elyse Pedersen

Cheri Piles  
Cindy Blyle  
Daniela Anderson  
Todd Monohon  
Tom Guyer  
Claire Richmond  
Sue Smith  
Jenny Schiemer

Sara Black  
Denise Marchese  
Bill Louchren  
Kelly Tollifson  
Mike Pratt  
Katie Nybo  
Fred Lofgon  
Wade Hough

### Lunch

Meeting called to order at 11:30.

Introductions of all present.

### **Guest Speakers: Mary Ann Strickler, Attorney at Law**

Panel Topic: How to Better Prepare for Small Claims

#### **Key Points Made By Speaker:**

General notes about small claims:

\$5,000 cap

Presiding Superior Court judges do the hiring of "pro-tem" judges

Don't interrupt the judges - they hate that

No "affadavit of prejudice" in small claims but if you have a complaint about a judge, complain!

Washington landlord-tenant law is tenant friendly; they are often judgement-proof

Need judgement to garnish; maybe collections is a better route than small claims

Make mediation work because judges try to let both parties "win"

Generally only have 20-30 minutes - be prepared and don't repeat yourself

How to prop if you are the plaintiff (usually trying to recover for property damage):

Can bring evidence such as samples of damaged carpet

How to prepare if you are the defendant (security deposit disputes):

Bookkeeper or accountant can come to small claims to support/answer questions

Bring to court:

Timeline of events

3 copies of: Lease, Move-in/move-out photos

Can also bring "certified statement" from someone who is an expert or has direct knowledge of the case - suggests looking for language to use on statement such as "under penalty of perjury"

Strategy:

Counterclaim vs. trying to appeal

One idea is to serve the counterclaim on the day of the hearing - catch them 'off guard'; judges will hear both at the same time

Notes about security deposit form:

remove the word "final"

add language "as of this date"

and also "landlord reserves the right to pursue for additional costs"

Next meeting: Tuesday, July 19, 2016 @ 3:30-6 5407 Peninsula Dr SE Olympia WA 98513



National Association of Residential Property Managers

Southwest WASHINGTON CHAPTER OF NARPM

## MINUTES

Tuesday, September 20, 2016

### Attendees:

Lori DeLong, Cindy Blyle, Daniela Anderson, Kim Mulligan, Sarah Martin, Sara Black, Fred Lofgron, Elyse Pedersen, Todd Monohon, Tom Guyer, Sandy Buckhamer, Sue Smith, Felicia Glenn, Ernie Dittmann, Kim Cervantes, Josh Harrison, Mekonneu Anew

### Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speakers:** Nicole York MA, MS, LMHC & Martiann Lewis MA, LMHC

Panel Topic: **Practical tips on how to deal with difficult situations**

### **Key Points Made By Speaker:**

- You do not have to accept poor treatment. Respect is not taught to everyone. Just because the client is “agitated” doesn’t mean that you have to change what you are doing. When receiving threats, you should stay consistent, and should not change what you are doing. Stay true to the businesses’ values. Your values equal your emotions, that could be contributing to the dynamic that isn’t working.
- General trends in society, “customer is always right”, “20+ year old high level of entitlement”. Increase in complaints with men meeting with women one-on-one.
- It is important to articulate what it is you want, and what your expectations are.
- Phone vs. meeting in person, different dialogue. On the phone people can hang up, yell, not let you speak. In person the power can change. People feel less control, more loud and boisterous in person or in someone’s home. Neutral settings promote control. Be mindful of being in someone’s home. If you cannot control the environment, control as much as you can. Go with someone to property inspections if possible if anticipating an aggravated customer.
- Body language, hands where you can see them. No touching other than handshakes. Touching gives permission to be touched and can give mixed signals, be confusing.
- Tone, the ability to communicate has a lot to do with tone. Tone communicates to people how you perceive them. It is best to be neutral tone/facial expressions to avoid escalating an already negative situation, and also to prevent establishing a “friendship” which leads to expectations. Being neutral from the beginning is best, establish the difference between a friendship and a business relationship. It is important to stay consistent throughout relationship. Speak with an unemotional monotone and keep repeating your expectations.
- Building relationships with police to learn how to work with them better and to have someone to turn to for resources/advice. When working with the police it is important to understand that they may not respond to the first call. “Build your case”, as these calls are documented. Tips when reporting to the police:
  - Be clear and state observable things that you noticed, what you saw, heard, smelt. Keep it clear and short and make it clear you need them there now. Prioritize the most important behaviors as the first thing they hear is the most important and they may be responding to several calls at once. The rest may just be “background noise”.
- Assume someone has a weapon or is under the influence when you go into each home. Be aware of who is in the home, i.e. Unauthorized tenants who could have criminal records, etc.
- Crisis Response Services: Resource for threats to themselves or others AND ALSO to property (must be \$1000+) 360-754-1338
- Don’t be afraid to voice when you notice things are starting to escalate. “I notice your voice is getting louder” or to verbalize what you are experiencing “you are interrupting me”.
- On the phone, don’t be afraid to hang up. Let them know you are ending the conversation before you hang up, even if they aren’t listening to you. If someone isn’t listening let them know you will contact them after they have had some time to calm down, or are ready to hear what you have to say.
- Stay away from “why” questions. Try and rephrase as it tends to put people automatically on the defense. Replace “but” with “and” not to negate the first part of the sentence.
- Letting people tell their “stories” (i.e. why rent is late) you are reinforcing reward/change and creating expectations. Don’t be afraid to interrupt to gain control of the conversation, just be empathetic. You care but you are in the roll of the landlord not the

friend. "I really appreciate what you are telling me, but I would like to get back to why you called me". "This is outside my level of expertise; I am sure there is someone more qualified than myself to help you."

- The first time you speak to someone on the phone can set up the behavior/trends in the future. i.e The first time you spoke to them on the phone you were on the phone for an hour, now they think this is appropriate behavior. Set the stage, "I only have 5-10 minutes per phone call"
- You may receive a "behavioral burst" a poor reaction due to not being used to receiving a push back to their bad behavior.
- Not everyone can be fixed or trained. Learn from these encounters. Do your policies and procedures address these problems? If not make sure to include them. "This is our contract/procedures; this is how it is."
- When you are taking on someone's problem, it does not become your problem.

#### Q&A

Held Elections for next years board members  
Drawing from the Summer Chaos Party

Next meeting: Tuesday, October 25, 2016 @ 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey



# National Association of Residential Property Managers

## Southwest Washington Chapter of narpm

### MINUTES

Tuesday, January 19, 2016

#### Attendees:

Lori DeLong  
Cindy Barrett  
Sarah Martin  
Susan Smith  
Cindy Blyle  
Daniela Anderson

Sara Blace  
Sandy Burkhamer  
Kim Mulligan  
Clair Richmond  
Thomas Guyer  
Lee Blyle

Elyse Pedersen  
Ernie Dittmann  
Todd Monohon  
Mike Pratt  
Rachel Pettit

Lunch

Meeting called to order at 11:30.

Introductions of all present.

#### Reviewed Goals for 2016:

- Organization, Recruiting new members, New speakers

#### Brainstorming-Why NARPM? (\*Voted most important)

|                                                                     |                                                                   |                                                     |
|---------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------|
| • <u>*Networking</u>                                                | • <u>*Education</u>                                               | • <u>*Sharing of Knowledge</u>                      |
| • <u>*Buisness Opportunities</u>                                    | • <u>Community</u>                                                | • <u>Professional Development/Career Advancment</u> |
| • <u>Affiliates-Buisness Opportunities, long term relationships</u> | • <u>Current events, trends, legislation, licence requirments</u> | • <u>Professional Designations</u>                  |

#### Brainstorming how to incorporate into our meetings:

|                                               |                                           |                                                                  |                                                                   |
|-----------------------------------------------|-------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|
| • <u>Hot topics- preselected stories</u>      | • <u>Networking- Facebook, chat group</u> | • <u>Mentor guide- reaching out to mentor based on strengths</u> | • <u>Highs and lows- sharing success and failures with group</u>  |
| • <u>Sharing forms and processes/ vendors</u> | • <u>More affiliates/vendors</u>          | • <u>Outside events</u>                                          | • <u>Booths in the community-Charity, Mushroom Fest, military</u> |

#### Brainstorming hot topics for the year

|                                         |                          |                                              |                                  |                                         |
|-----------------------------------------|--------------------------|----------------------------------------------|----------------------------------|-----------------------------------------|
| • <u>Reputation Management- Reviews</u> | • <u>Legislation</u>     | • <u>Bed Bugs</u>                            | • <u>“Emergency Phone Calls”</u> | • <u>Changes in Landlord Tenant Act</u> |
| • <u>HOA Compliance</u>                 | • <u>Utility Systems</u> | • <u>Owner Involvement- Micro management</u> | • <u>Owner Sales</u>             | • <u>Fair Housing</u>                   |

#### Discussed assigning topics, Hill Day (February 3<sup>rd</sup>) & NW Regional conference.

Meeting Adjourned.

Next meeting: Tuesday, February 16, 2016, 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.



# National Association of Residential Property Managers

## Southwest WASHINGTON CHAPTER OF NARPM

### MINUTES

Tuesday, February 16, 2016

#### Attendees:

|                   |                 |
|-------------------|-----------------|
| Lori DeLong       | Bill Louchren   |
| Cindy Barrett     | Cindy Blyle     |
| Monica Dana       | Ernie Dittman   |
| Kim Mulligan      | Todd Monohon    |
| Sarah Martin      | Lee Blyle       |
| Anastacia Sokolik | Cheri Piles     |
| Mike Pratt        | Denny Smith     |
| Sara Black        | Wade Hough      |
| Sue Smith         | Claire Richmond |
| Elyse Pedersen    |                 |

#### Lunch

Meeting called to order at 11:30.

Introductions of all present.

**Guest Speaker:** Monique Rice with Effective Web Solutions/Owner. Monique provided information and pamphlets regarding reputation management online.

- Discussed the importance of being proactive and aware of your online presence and the importance of reviews.
- Discussed how to respond to both positive/negative reviews. Always respond, shows that you care about customer service and your reputation.
  - Positive: Be prompt, try and personalize if possible.
  - Negative: Do not argue, take offline. Respond promptly and nonaggressively. See if you can resolve and have review removed.
- Discussed surveys leading to reviews to help keep negative reviews offline.
- Giving incentives to receive reviews. Consumers don't only want to see good reviews but current and in abundance.
- Briefly learned about the operations of Yelp, Google, Facebook. Things to do and not to do.

Reviewed Treasurers Report – Current financial standing as of January 2016.

Checking: \$6,752.87, Savings: \$196.03, Raffle proceeds cash on hand:\$62.25.

#### New Business:

- Discussed Hill Day, shared experiences from members who were present.
- Upcoming conferences:
  - Owner Conference: Las Vegas: April 11-13<sup>th</sup> 2016
  - National Conference: Hawaii: October 17<sup>th</sup>-21<sup>st</sup> 2016
  - Northwest Conference: Seattle: Qwest Field: May 19-20<sup>th</sup> 2016
- Hot Topic: Move out charges, small claims court, appeals process.

Meeting Adjourned.

Next meeting: Tuesday, March 15, 2016, 11:30 Puerto Vallarta Restaurant 1400 Galaxy Dr Lacey.