



National Association of Residential Property Managers

***NARPM® State Conferences White Paper***  
Includes Event Timeline

State Conferences will be held if the leadership in the state determine it is feasible. The state leaders shall appoint a chair and vice chair to handle the State events. It is understood that the Vice Chair will be expected to move up to the Chair position the following year. There should be members on the planning team from each chapter within the state where the conference will be located.

NARPM® encourages the State Conference to brand the marketing of the event. At the end of each conference, members should be surveyed to determine the future event location. From this feedback, Volunteers will choose the location for the future state meetings. When looking at venues, a requirement is that the vendor show should be on the same floor as the breakouts and/or general sessions. This will give members ease of access to the vendors and put the vendors in the middle of all the functions of the event. The Vendor area should be large enough to accommodate a first night welcome reception that shall be held in the vendor hall. This will also encourage members to visit vendors and see what products are being offered. Along with the reception, the breakfast should be served in the vendor hall, along with an afternoon break. Direct bill accounts should be set up by the state chapter, if available, or a chapter will be liable for the payment and reconciliation of the bill.

States should have NARPM National Meeting staff review hotel contracts for any red flag issues. Hotel room commissions could be available for the state events. This can be negotiated in the hotel contract if desired. If the event does not meet room minimum nights, or food and beverage minimums, penalties are to be paid and these charges are to be covered by the state chapter. Hotel contracts should be reviewed with the state leaders prior to the President (or their assignee) signing on behalf of the chapter. Be alert to number of room nights and food and beverage minimums as if they are not met will create an attrition penalty. Remember to budget to all service charges from hotels (taxes, tip, and other misc. charges). States should keep track of rooms and registration number for each year so there is historical information for future meetings.

State will handle their own conference registration, sites are available to assist such as <https://www.regonline.com/> or <https://www.eventbrite.com/>. Remember to build in the cost of using this service, and the credit card fees, into the registration fee.

States can hold a conference planning event at the National convention. The purpose of the meeting is to meet with State Event Planning Committee. This enables the committee to meet face to face to work on details for the conference. Please let NARPM® meeting planner know if advance so space can be allocated for the meeting.

NARPM® strongly encourages only one state conference per month (excluding the months of National Convention and Broker/Owner). Check with National Staff to determine dates of

national meetings and other state events. Once your date is set please send to NARPM National so they can market it on <https://www.narpm.org/conferences/state-conferences/>.

### **Details for event planning:**

Be careful not to have the local chapter where the event is located dominate the planning of the event. Remember this is a state event and all chapter leaders should have input on the structure of the event.

Optional offsite events can be planned by the State Committee. Check all dates and deposits to make sure they are correct before forwarding them to the National staff as they do not know your schedule. Make sure registration fees are charged that cover the cost to host the event.

All state events should supply their own AV (LCD projectors and laptops if needed).

As needed, the planning committees should have one meeting per month until the event is two months out when calls should be held at least bi-weekly. Under each state committee shall be an educational subcommittee made up of several volunteers who help with the planning of the breakout sessions. There should be one individual who works with the NARPM® education manager to set up the Educational Classes on the days prior to the opening of the State Event. There shall be a trade show subcommittee that works with the volunteers, and a communications subcommittee who will work with National Staff on marketing. Planning subcommittees should be appointed to handle assigned tasks such as an offsite subcommittee. All planning subcommittees should meet between regular state conference planning meetings and use a zoom for these sessions. It is suggested that schedules should be established so meetings stay on task.

Vendors should be limited to tabletop displays as there is no room for large backdrops. Information should be gathered before the event so if extra space is needed it can be accommodated before arrival at the event.

All break-out sessions should be established and marketed **no later than ninety (90) days** prior to the event. An outline of the program with the name of sessions and a registration form will be printed in the brochure. The final onsite program will include a very brief description of the break-out and speakers names. Please ensure that NARPM National has all your registration information so they can market it on <https://www.narpm.org/conferences/state-conferences/>.

The Registration Table shall be set up no later than an hour prior to the opening of the day. Make sure times are distributions when registration booth will be open. On the second day the registration booth should be open and manned to answer any questions that attendees may have. Vendors should be able to check in once all members have registered for the first day. Plan on two hours after the opening session to all vendor check in. A vendor booth shall be given a list of all attendees without their email address to comply with the CAN-SPAM Act **to ensure there are no unwanted commercial electronic mail message sent to attendees.** If event provides preregistration list is given to vendors prior to the show, same applies..

Remember to invite the National President, President-Elect, Chief Executive Officer, and Regional Vice President to your conference.

## EVENT CHECKLIST FOR NARPM® State Conferences

### **12 months + before event**

- Decide on potential sites and times (check with national for conflicts)
- Determine space needs: type of sessions (general vs. breakouts), exhibits, meals, etc.
- Send out RFP's to hotels (Hotel room commissions are available for the state event and if the state wishes for the NARPM® management firm to negotiate hotel contracts, these commissions will be payable to the management fee.)
- Confirm the number of rooms and food & beverage minimums based on historical information from past events.
- Develop the budget: including food & beverage, audio/visual, meeting room rental, speaker fees, advertising. Review previous year's budget and final expenses.
- Establish a master account with hotel and determine if payment of deposits is necessary
- Review hotel contract with State Chapter Leadership. President (or their assignee) shall sign final contract

### **9 months + before event**

- Put together a team or committee (CHAIRS: i.e. Speaker coordinator, Site Coordinator, Public Relations/Marketing, Vendor/Sponsors, Brochure/e-mail) to develop the program, organize and implement the meeting (i.e.: choose session topics and speakers, serve as "MC").
- Set up subcommittees to handle Programs; Sponsorships; Trade Show; and Email blasts
- Choose a theme. Recommend you use the NARPM National Presidents theme for the year
- Begin monthly committee meetings
- Review sponsorship amounts/levels that have been defined by national
- Develop marketing/public relations plan: blast emails, and timeline to execute the plan

### **6 to 3 Months before**

- Distribute registration to ensure people can register and make flight arrangement and get in before room block closes.
- Confirm meeting room/speakers schedule
- Start promoting Designation Courses locally so members can take advantage of early bird discounts
- Finalize the speaking program and confirm speakers
- Identify any Audio/Visual needs of speakers
- Continue monthly committee meetings
- Request logos from any sponsors for printing
- Finalize content of any brochures, blast email, programs, etc. Brochure is handled by National
- Start email blasts for conference brochure at least 100 days out

### **2 Months before**

- Finalize exhibitor lists if appropriate
- Event chair to draft e-blasts and send to National to be sent out bi-weekly
- Select menu and room set up. Review food and beverage minimums in hotel contract
- Finalize operational schedule of events at the convention
- Finalize Audio/Visual requirements
- Hold a Pre-convention meeting with the committee and hotel if possible. If not meet with hotel the evening before the event.
- Finalize transportation and hotel accommodations for speakers if needed

- Write and send out Press Release about upcoming event in appropriate newspapers throughout the region
- Follow up to confirm sponsorships
- Review needs for signs at the event: registration table, directional, sponsor thank you, etc. and order them (make sure they meet requirements of National as well as the hotel)
- Determine who will serve as "MC" of event, introducing speakers, etc. Consider a past president if possible.
- Create a "script" that includes a timeline for anyone involved in the production to include all volunteers.
- Review/finalize budget
- Ensure that all committee members and speakers have made hotel reservations before the reservation cut-off date and inform them of transportation options at your particular airport.
- Should check on how room block is going and push registration again. Also should check to make sure classes are making

### **1 Month before**

- Event chair to draft weekly e-blasts and send to NARPM National to send out.
- Complete on site brochure. Include brief details on the breakouts and room location for break outs)
- Confirm speaker participation and get up-to-date bios to use for introductions
- Complete list of contents for and begin to assemble welcome packets
- Review script/timeline
- Confirm setup times with hotel
- Confirm number attending
- E-mail all chapters to bring gift cards for raffle and if there is a minimum \$
- Finalize the duties of committee members: who will work the registration desk (need two people for almost the entire day), introduce speakers, etc. Be sure there are enough volunteers to handle issues that may arise like problems in the meeting rooms
- Make sure you have a schematic of the Vendor area and identify where each vendor booth will be.
- Contact vendors to make sure at least one will have bags for attendees
- Make final checks on room block and education class registration numbers.
- Create your event survey
- Confirm with National Staff where education box and marketing information will be sent

### **2 Weeks before**

- Meet with committee via conference call for last-minute details
- Hold walk-through of event with responsible committees, chairpersons and responsible site staff members at hotel the evening before event
- Deliver final scripts/ timelines to all program participants.
- Finalize Food & Beverage guarantees
- Confirm number of volunteers and where they can be used: i.e. Monitor for each breakout session, runner for vendors, runner for speakers/break-outs, registration, designation classroom monitor to collect tests, pack boxes to send back to national, 50/50, collection of raffle gifts, photography, A/V, video, etc.
- Update Script/timeline
- Make follow-up calls to news media for advance and event coverage if desired
- Confirm payments needed to be made for the day of the event.
- Make bio cards to give to give to classroom monitors for introductions of the speakers.

***Day before event***

- Recheck all equipment and supplies to be brought to the event
- Arrive early to the hotel unpack equipment, supplies and make sure nothing is missing
- Reconfirm Food & Beverage and room sets with hotel
- Check with volunteers to make sure all tasks are covered
- Setup registration area
- Check A/V equipment and staging
- Set up survey on event to go out day of event for all attendees
- Perform a physical walk-through of the hotel and conference area and a mental walk through of all details.
- Give all volunteers/vendors/speakers/emcee copy of final script

***Post-event***

- Inventory, pack, and ship left over class materials back to National Office
- Final call to all chairs for receipt to submit for reimbursements
- Financial reconciliation
- Thank you notes/follow-up materials/efforts
- Check survey results and share information with next year's chair

## **Call for Presentations NARPM® Conferences**

Workshops and panel presentations are being invited for the NARPM® State Conferences. The NARPM® State events boast attendance of over \_\_\_\_\_ residential property managers. The attendees include company owners, managers, executive officers, support staff, and suppliers – including those working with technology, web site, personal assistants and others. NARPM® Conference attendees want practical knowledge such as: Ways to become more effective professionals; information that can be applied or tools that can be put to use; and job aids that are always popular. Theory is useful only when session participants are shown how to use it. Learning is not a passive activity. Give yourself a break—let others help do the talking. Attendees usually learn best when they are doing, not only when they are listening. Involve participants by using questions, exercises, and other activities.

Members and nonmembers of NARPM® are invited to submit proposals for Convention Presentations using this form. **The professional submitting this proposal for the program is responsible for contacting all co-presenters and for all details including proposal submission, communication with co-presenters, presentation format and audio-visual requests.** The Association will provide a screen and projector for sessions needing them. **You must provide your own laptop** for any PowerPoint presentations. The Association will determine if and what type of microphones will be used in each session. Requests for additional audio/visual equipment will be considered on a case-by-case basis.

## **Submission Guidelines and Information**

Workshop                      A presentation in which a particular issue is explored in depth (1.15 hours in length)

Panel Discussion            A 1.15 hour session in which a particular issue is explored by a panel with audience participation

Any other type of session you propose? (Please describe)

### **Fill in type of session you propose to present**

**Note:** We reserve the right to change your presentation format and/or length, if necessary, in order to balance the convention program.

The Conference Committee will review all proposals. Proposals must be typed, with all information filled out completely. The submitter must sign all submissions. Incorrect or incomplete submissions will be returned and not considered until properly submitted.

Fax to \_\_\_\_\_ or e-mail to \_\_\_\_\_

### **Enter Title of Presentation: Title**

**Format:**             Workshop                       Panel Discussion                       Other

**Category:**             Small Company                       Large Company                       Personal Development  
(Check all             Technology                       Office Procedures                       Legal  
that apply)             Tools and/or Forms                       Skills                       Management  
                                  Professional Advice                       Marketing

### **Presenter(s)**

Presenter Listing: List submitter's name first. For each presenter (maximum of 4), list name, NARPM® membership status, address, zip code, phone and fax numbers, and email address.

**Enter presenter information here**

Describe public speaking experience of all presenters and expertise with proposed topic:

**Describe public speaking experience here**

List of NARPM® board and committee positions held by each presenter to avoid schedule conflicts with meetings:

**NARPM® Board/Committee positions**

Has presenter(s) authored a book? If so:

**Enter Title, Author, Publisher**

**Session**

Summary of session: Limit to 250 words. Be as specific as possible about the learning that will take place at your presentation.

**Summary of session**

Learning objectives: List at least three learning objectives (what participants will know or will be able to do by the end of the presentation).

**Learning objectives**

What is new or unique about this material/topic/presentation?

**New or unique ideas**

Short Description of Session: This edited version will be used in the Convention program. Please include primary learning objectives. Limit to 265 characters, including spaces and punctuation.

**Short Description**



# SAMPLE FORMS ONLY

## Presenter Contract

On my (and my co-presenters) behalf, should this proposal be selected, I (we) agree that:

1. Individual submitting this proposal and signing this form agrees to receive all convention correspondence and accepts responsibility for conveying convention-related information to co-presenters.
2. Unless checked at the end of this statement, NARPM® may videotape and/or audiotape this entire presentation (no partial taping), including videotape and audiotape excerpts, and distribute the tape for educational purposes. There is no honorarium or reimbursement to workshop presenter(s). Check here  if you do not want an audiotape or videotape made of your session.
3. **If you are attending any other Convention sessions other than your own session, the presenter(s) is responsible for registering and paying Convention registration fees.**
4. Presenter must receive prior approval from NARPM® for any survey or data collection at the Conferences or for any advertising/promotion/marketing of any products or services.
5. It is understood that “selling” a product or service from the stage is prohibited and will result in not being accepted to speak in the future.
6. Individuals submitting or included within this proposal have agreed to be present at the respective conference in: \_\_\_\_\_ during the time and date assigned to this presentation at the NARPM® Convention and conduct this proposed presentation according to the conditions listed above.

Agreed: **Enter name here**

Date: **Enter date**

**Add where to return the forms**

# SAMPLE FORMS ONLY

## State Chapter of the NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

Congratulations! Your proposed presentation has been accepted for a session at the [name of the event]. We look forward to working with you to make your session a winner. Our policies and procedures are in place to assure smooth sailing from start to finish.

### Speaker Responsibilities

You assume key responsibilities when you agree to participate in our events education program. These commitments help to give education its quality and consistency. As a speaker, you agree to do the following:

**PROVIDE** a high quality education program, which includes current, accurate, and relevant information on the topic.

**RECOGNIZE** that as a speaker your relationship with NARPM® is as an independent contractor and not an employee of NARPM®.

**HONOR** the Presenter Contract and Speaker Guidelines in all circumstances.

**REFRAIN** from verbally marketing any of your personal tapes, books, or other products or services immediately before, during, or after your session(s) and further refrain from giving away or raffling any products or services during your session (unless specific accommodations have been agreed to in writing by NARPM® staff).

**ACCEPT** that speakers who violate the previous self-promotion policy will NOT be invited to present an education session at a NARPM® function for at least three years.

**AVOID** references to any specific commission rate or fees during your presentation; such references have the appearance of possible antitrust violations.

## Speaker's Biography (Mandatory)

Keep your biography short - something that can be read aloud in one to three minutes. Make it a professional and friendly introduction. The session room host will use the biography for your introduction. When you prepare your biography, make sure it answers the question "why am I qualified to speak on this subject?" A good biography builds credibility. A final touch: do not forget to include something unique or personal about yourself.

## Audio/Visual Requests (Mandatory)

The association will provide audio-visual support equipment; microphone, screen, at no cost, if reserved on your return form by the **[include date]**, submission deadline. **You must provide your own laptop.** Regular hotel rental fees will be charged to presenters for any A-V equipment ordered after deadline date. Requests for additional equipment will be considered on a case-by-case basis. Microphones will automatically be supplied, based on room size. **PowerPoint presentations and the use of an LCD projector are not required and do not necessarily make for a compelling presentation.**

## NARPM®'S Role

Naturally, we assume responsibilities to make your session successful. We appreciate and respect your commitment to the assigned deadlines and agree to do the following when each deadline is met:

- SCHEDULE the session in a room with appropriate style seating.
- ASSIGN a qualified room host to assist you and the attendees during the session.
- SUPPLY audio/visual support equipment.
- COMPILE session evaluations and forward the information to you after the Convention.
- Take handouts and post them on the website for the conference

## Registration

If you (or your co-presenters) are attending any session other than your own, you must register and pay the Convention registration fees. When you arrive, pick up your registration packet and badge at the NARPM® registration area.

## Room setup

Your room size assignment is based on anticipated topic appeal. Rooms are set up daily in appropriate style with equipment for all sessions.

## Handouts

Handouts will be posted on the convention website. If you would like handouts NARPM® at the conference you will be responsible for reproducing and transporting your handouts to your session room at your expense. We will also post a copy of the handout on the NARPM® website after the Convention. **Handouts are not required.**

### Audio taping

Education sessions may be audio taped. NARPM® will let you know if the session is to be taped. To ensure the quality of the audiotape, please remember to speak loudly and clearly and repeat all questions from the audience.

### Speaker's Team

It takes many people to assure that each education session runs smoothly and successfully.

The NARPM® meeting planner and volunteers coordinates details. The Executive Director and Regional Vice President most generally accessible at the Registration area.

The Convention Chair serves as the official host of the convention. He/she will be recognizable by a name badge and a designated ribbon. The Convention Chair and Committee members will ensure that you meet the Room Host and are comfortable.

The Room Host is usually a NARPM® volunteer member. The Room Host's primary responsibility is to introduce the speaker and to perform any tasks necessary to assure the success of the session.

### Session Evaluations

Feedback helps NARPM® to continually improve the quality of the Annual Convention. Each attendee is encouraged to complete the on-line survey that will be sent out after the Convention. The evaluation form will ask about your materials, delivery, and subject matter expertise. If requested, NARPM® will send you a composite evaluation score based on attendee evaluations and comments.

### Policy Violations

If a speaker is suspended for violating any of the NARPM® Program Speaker Guidelines, he or she may appeal the suspension (minimum three years) by writing a letter contesting it. The

Convention Committee will review the case and make a final recommendation, based on the available facts.

Letters should be sent to: (Add address for state chapter)

## Frequently Asked Questions

Q: Why am I not permitted to sell/promote my products and services in the session room before, during or after my session?

A: Several reasons:

- Attendees come to the session for an educational experience and not to hear a sales pitch.
- A trade show booth (you may wish to have a booth) is the appropriate place for business transactions and promotional activities.
- The education programs are set on a tight schedule to allow for as many programs as possible. The only time allowed between sessions is for room transitions from one session to the next.

Q: What if I arrive at my session room and the equipment is missing or incorrect?

A: A Room Host will be in the room to make sure that all of your equipment requirements have been met. When there is a problem, they will have time to correct it.

Q: What happens if there is no session Room Host?

A: Although rare, Room Host "no shows" do occur. If this happens, a staff member or one of the Convention Committee members can introduce you and serve in the capacity of Room Host.

Q: How do I learn about the audience response to my session?

A: NARPM® will send you an evaluation report summarizing attendee evaluations of your session. This should arrive about one month to six weeks after the meeting.

**Thank you for reviewing and following the Speaker Guidelines. If you have any questions, contact us as follows:**

**Be sure to submit the attached form and your handouts by [Date].**

# SAMPLE FORMS ONLY

## SPEAKER INFORMATION FORM

(Please Type or Print)

Speaker \_\_\_\_\_ Credentials \_\_\_\_\_

Phone \_\_\_\_\_ FAX \_\_\_\_\_

E-mail \_\_\_\_\_

Title \_\_\_\_\_

Business name \_\_\_\_\_

Address \_\_\_\_\_

Date & Time of Presentation \_\_\_\_\_

Title of Presentation \_\_\_\_\_

**I have enclosed the requested information:**

- Bio
- Handouts (not to exceed 10 pages)

**I request the following audio/visual equipment:**

- Flipchart
- LCD projector
- CD player

I will bring my own equipment

I have no equipment needs

Other requirements or comments \_\_\_\_\_

**RETURN COMPLETED FORM BY [Date], TO:**