

p9

Effective use of consumer reports to evaluate rental applications.

p14

Meet your 2012 Board of Directors who will be leading by example.

p17

Does your contractor meet professional licensing requirements?

RESIDENTIALResource



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

2012

A New Year Starts With A New Board

page 14

Get to know your new Board of Directors as they start the New year with the motto of Leadership By Example.

What Do the Most Successful
NARPM Property Managers
Have in Common?

The Answer is Propertyware.



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Melissa Prandi, MPM®, RMP®, PRANDI
Property Management, Inc., CRMC®,
PropertyADVANTAGE



"Propertyware provides exceptional features that save time and makes us look like heroes in the eyes of our tenants and owners."

Betsy Morgan, MPM®, RMP®, PTM™,
Prudential Tropical Realty



"What cemented our decision was Propertyware's ability to track, measure, analyze and report on our overall effectiveness."

Kit Garren, CPM®, MPM®, IPM Corp



"Since updating our web site with Propertyware's Web Site solutions, we have more than doubled the number of properties we manage!"

Deb Newell, RMP®, Real-Time Leasing

Join the ranks of successful NARPM property managers who choose Propertyware, the complete solution for simple, streamlined, profitable property management. One web-based solution can do it all:

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 **REALPAGE**

IN THIS ISSUE January 2012

The mission of the National Association of Residential Property Managers is to support professional and ethical practices of rental home management through networking, education and designation.

FEATURE ARTICLES

- p9** **Using Consumer Reports: What Landlords Need to Know**
Sarah Boyd, customer service director for ACUTRAQ Background Screening, discusses the use of consumer reports to evaluate rental applications. Learn how to comply with the law.
- p14** **Meet Your 2012 Board Members Who Will Lead By Example**
It's a new year with new members on your NARPM® Board of Directors! Get to know each officer and committee chair who are sure to Lead By Example in 2012.
- p17** **Professional Licensing: Who's Behind the Wheel of Your Project?**
Kia Ricci, a licensed contractor and author, shares her tips on how to verify that a contractor meets your state's professional licensing requirements.



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HAVE YOU FORGOTTEN TO PAY YOUR 2012 NARPM® DUES?

NARPM® began Electronic Dues billing in 2011 to make paying your dues easier. If you haven't done so already, log in to pay your dues and maintain your membership.

If you need your invoice, call NARPM® or go to <http://www.narpm.org/members/services/register-events-pay-dues.htm> and log in with your member number and password.



EDITORIAL MISSION

Since 1989, the NARPM® news magazine has been a key focal point for the organization. The *Residential Resource* keeps members up-to-date on association events, and provides valuable industry advice and insight. NARPM® members receive the *Residential Resource* as part of their membership, included in their annual dues.

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by e-mail to publications@narpm.org. Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. The Communications Chair and Graphic Designer reserve the right to edit or refuse all publications for content and selection.

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The *Residential Resource* is designed for the members of the National Association of Residential Property Managers by Organization Management Group, Inc. in Chesapeake, Virginia. (www.managegroup.com)

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PRESIDENT'S Message

"We are all leaders in certain facets of our lives whether it is in NARPM®, your business, your community, or your family."

LEADERSHIP
BY *example*



LOOKING BACK AT 2011, I am impressed with all of the things that were accomplished. The components of NARPM® get better every year thanks to our members and the support from National. I am enthusiastic to see all of the great things that will be accomplished this year and look forward to following in Tony Drost's, MPM® RMP®, footsteps.

The theme for 2012 is "Leadership by Example." I chose this theme because we are all leaders in certain facets of our lives whether it is in NARPM®, your business, your community, or your family. Over the years, I formed my leadership skills by observing some of the greatest leaders and my mentors Wendell Davis, MPM® RMP®, and Fred Thompson, MPM® RMP®. I am grateful for the guidance they provided and hope to pass on the confidence and inspiration they instilled in me. Imagine the impact the philosophy of leading by example would have if it was fully embraced. There are no limits to what can be achieved.

As announced at the convention last October, NARPM® has signed a 5 year contract with our management company, Organization Management Group (OMG). OMG, also referred to as National, has proven to be the best management company for NARPM®. Our affiliation with them along with our many volunteers will ensure NARPM®'s continued success for years to come. Next time you contact National please let them know how much they are appreciated.

In November, our Committee Chairs and

Board Members met for the Leadership Retreat. One of the main topics was how we can best meet the Strategic Objectives of the association. Many great ideas borne from this discussion will come to fruition this year and in years to come. The morale of the Board and the Chairs is energetic, with the understanding that the best way to accomplish these goals is through communication and team-work.

The membership is expected to continue to grow throughout the year as the market continues to favor the property management industry. In 2009, the Long Range Planning Committee introduced the 12x14 plan for growth. (Grow by 12% each year through 2014 in an effort to reach 4,000 members.) We are well on our way of reaching that goal and possibly exceeding it. The benefits of NARPM® speak for themselves and only get better each year.

Education/Events: You demanded and we listened! We are holding the first Broker/Owner Retreat in February. It is a two day event in Las Vegas for Brokers and Owners to meet and discuss topics such as employee relations, business growth, policy and procedures, and much more. Watch your email and www.narpm.org for upcoming details. George Trombley, RMP®, and Chris Hermanski, MPM® RMP®, are the chairs for the event. We appreciate the hard work that they and the committee have put into this.

Regional Conferences were introduced in 2009. It is amazing how quickly the conferences have become a success, drawing in a

large number of members to take advantage of the educational opportunities. The conferences will be held from February to May. I look forward to seeing you there.

Chapters: It is that time of year for the new boards to be sworn in, if they haven't already done so. With this transition will come a period of learning new roles. Please take advantage of the knowledge and experience of your Regional Vice President to find out how you can improve and/or grow your chapters. It is their mission to lead each chapter to be successful in education, networking, and membership. In addition, NARPM®'s Chapter Support person, Cathy Spruiell, is always available to provide you with the resources needed. She can be reached at chaptersupport@narpm.org.

Lastly, I must take a moment to thank all of our volunteers for devoting time to the association. In addition, their families must be acknowledged for their support of our volunteers. Time is a valuable commodity and any time invested in NARPM® proves to be a learning and personal growth opportunity. We do have several volunteer positions still open for those that are interested. Feel free to contact me or National for more information. Let us all have a fruitful year and always remember to lead by example!

A handwritten signature in dark ink that reads "Jayci Grana".

Jayci Grana, MPM® RMP®
2012 NARPM® President

From the **DESK** of the *Executive Director*



Gail S. Phillips, CAE

NARPM® is the professional, educational, and ethical leader for the residential property management industry.

It's January and NARPM® is starting a new year. So what is new at NARPM® as we start the year? Let me share a few exciting items that the board approved last year that start in 2012.

Did you satisfy your Ethics Training Requirement? NARPM® has a new Code of Ethics. In 2011, a group researched the industry and came up with needed changes to the NARPM® Code of Ethics that were approved by the Board of Directors. The Professional Development Committee is working on rewriting the current Ethics class so it incorporates all the changes. To view the new Code of Ethics go to <http://www.narpm.org/about/ethics/index.htm>.

The NARPM® Strategic Plan has also changed in 2012. This change includes a rewrite of the NARPM® Mission Statement: "NARPM® is the professional, educational, and ethical leader for the residential property management industry" and the NARPM® Vision Statement: "NARPM® aspires to be integral in the advocacy and recognition of the residential property management profession." You may be asking why these changes were made. The leadership determined that NARPM® needed a shorter mission statement that was easy to remember. Since NARPM® is the leader in the property management industry, we wanted to make sure that everyone was aware of it. The full Strategic Plan can be seen at <http://www.narpm.org/about/strategic-planning.htm>.

In 2012, NARPM® will be rolling out a course it co-authored with IREM® called Managing Single Family Homes & Small Investment Properties. This course was introduced at the NAR Convention in November with NARPM® and IREM® being partners in this project. More information detailing this online class will be available at <http://www.narpm.org/education/online.htm>.

NARPM® is also partnering with OMG Distance Learning to provide other online courses for members to take. You can sit at your computer and take these classes

and never leave your office or home. These courses can be counted toward your elective credits for your designations and can be found at <http://www.narpm.org/education/online.htm>.

The National Office will be operating from 9:00 AM to 7:00 PM eastern time. A staff person will be answering phones through these new extended hours, allowing members to call in and pay bills, obtain website login information, update membership records, and register for events. We want to bring more benefits to you, the members, and leadership felt the additional hours would help.

Finally, the Professional Development Committee has introduced a new system that will allow members to scan their designation packets and send them electronically directly to National. NARPM® staff has created a software packet that allows applicants to manage their packet and receive confirmation of receipt in one easy step. For information on this service contact Cher Leadbeater at cleadbeater@narpm.org and she will walk you through the process.

I hope you all met the January 3, 2012 deadline to pay your dues and get the \$50 discount. If not, there is still time as your membership will remain active until March 10, 2012. (New members have one year from the month you joined.) We want you to remain active, so if there is something you would like to discuss please call me at the National Office or email me at gphillips@narpm.org.

2012 is already starting to be an exciting year with all these changes and we look forward to many more. Help us continue to grow NARPM® and earn those Ambassador points!

Gail S. Phillips
Gail S. Phillips, CAE

NARPM® Executive Director



2012 NATIONAL | REGIONAL CONFERENCES

Annual Convention & Trade Show

Leadership by Example

October 17–19

Crystal City, VA

Regional Conferences (See next page for registration.)

Pacific Southwest Regional

February 23–24

Las Vegas, NV

Eastern Regional

March 15–16

Tampa Bay, FL

Northwest Regional

April 20–21

Boise, ID

South Central Regional

May 24–25

San Antonio, TX

Broker/Owner Retreat (See pages 11&12 for more info.)

Broker/Owner Retreat

February 21–22

Las Vegas, NV

LEADERSHIP
BY *example*

For registration information and more details on these and other upcoming association events, check out the NARPM® website at www.narpm.org/conferences!

Join the conversation!



National Association of Residential Property Managers

Regional Convention & Retreat Registration 2012

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

Address/P.O. Box: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

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

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

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

Are you attending Leadership Training? ☐ Yes ☐ No

Are you a current NARPM[®] member?

☐ Yes ☐ No

Is this your first NARPM[®] event?

☐ Yes ☐ No

SPECIAL ASSISTANCE

☐ I will require special assistance

☐ I have special dietary needs

Specify: _____

2 SELECT A CONVENTION OR RETREAT

☐ Northwest Regional

April 20–21

Boise, ID

☐ Pacific Southwest Regional

February 23–24

Las Vegas, NV

☐ Broker/Owner Retreat

February 21–22

Las Vegas, NV

☐ South Central Regional

May 24–25

San Antonio, TX

☐ Eastern Regional

March 15–16

Tampa Bay, FL



3 REGISTRATION FEES

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

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

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

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

5 TOTAL FEES \$ _____

6 METHOD OF PAYMENT

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

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

Cardholder Name: _____ Signature: _____

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

-----All information below will be shredded.-----

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



National Association of Residential Property Managers

REGISTRATION DEADLINES

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

JOIN & REGISTER

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

CANCELLATION POLICIES

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

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

MONETARY POLICIES

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

EASY WAYS TO REGISTER

MAIL - Send your form with payment to: NARPM[®] National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

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

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



What Landlords Need to Know Using Consumer Reports

If you're a landlord, you may use consumer reports to evaluate rental applications – as long as you follow the terms of the Fair Credit Reporting Act (FCRA). The FCRA is designed to protect the privacy of consumer report information and to guarantee that the information supplied by the consumer reporting agencies (CRAs) is as accurate as possible.

What is a consumer report? A consumer report contains information about a person's credit characteristics, character, general reputation, and lifestyle. A report may also include information about someone's rental history, such as information from previous landlords or from public records like housing, court or eviction files. To be covered by the FCRA, a report must be prepared by a CRA – a company that assembles such reports for other businesses. The most common type of CRA is credit bureaus.

Landlords often ask applicants to give personal, employment and previous landlord references on their rental applications. Whether verifying such references is covered by the FCRA depends on who does the verification. A reference verified by the landlord's employee is not covered by the act, but a reference verified by an agency hired by the landlord to do the verification is covered.


The FCRA requires landlords who deny an application based on information in the applicant's consumer report to provide the applicant with an "adverse action notice." An adverse action is any action by a landlord that is unfavorable to the interests of a rental applicant. Common adverse actions by landlords include; denying the application, requiring a co-signer on the lease, and requiring an additional deposit that would not be required for another applicant.

When an adverse action is taken that is based solely or partly on information in a consumer report, the FCRA requires you to provide a notice of the adverse action to the consumer. The notice must include:

- The name, address, and telephone number of the CRA that supplied the consumer report, including a toll-free telephone number for CRAs that maintain files nationwide.
- A statement that the CRA that supplied the report did not make the decision to take the adverse action and cannot give the specific reasons for it.
- A notice of the individual's right to dispute the accuracy or completeness of any information the CRA furnished, and the consumer's right to a free report from the CRA upon request within 60 days of the adverse action.

The adverse action notice is required even if information in the consumer report was not the main reason for the denial, the increase in security deposit or rent, or any other adverse action. In fact, even if the information in the report plays only a small part in the overall decision, the applicant still must be notified. While oral adverse action notices are allowed, written notices provide proof of FCRA compliance.

Landlords who fail to provide required disclosure notices face legal consequences. The FCRA allows individuals to sue landlords for compensation in federal court. A person who successfully sues is entitled to recover court costs and reasonable legal fees. The law also allows individuals to seek penalizing reimbursement for deliberate violations of the FCRA. In addition, the Federal Trade Commission (FTC), other federal agencies and the states may sue landlords for non-compliance and get civil penalties. However, a landlord who unintentionally fails to provide a required notice in a remote case has legal protections, so long as he or she can demonstrate "that at the time of the... violation they maintained reasonable procedures to assure compliance" with the FCRA.

For more information about consumer reports and adverse action notices please contact ACUTRAQ Background Screening. Make sure you are complying with the law. 



Sarah Boyd is the customer service director of ACUTRAQ Background Screening. She joined ACUTRAQ in July, 2010, and has grown a great deal in the industry already! Sarah is a wife and the mother of two beautiful babies. She has a two year old daughter, and just had her baby boy in August of this year. Sarah enjoys working with people, blogging, and has recently adopted ACUTRAQ'S newsletter. She also enjoys attending church and church activities and spending quality time with her family.

LEGISLATIVE Scoop

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



Ryan Castle is the Government Affairs Director for the Charleston (SC) Trident Association of REALTORS®, where he runs the 3,500 member trade association's political, advocacy and lobbying efforts. Prior to that, he served as a Communications Advisor to South Carolina Governor Mark Sanford and was also a community newspaper editor. He resides in Summerville, SC and is a graduate of Randolph-Macon College in Ashland, VA.

Local trade organizations, as well as the Associations of REALTORS® can be effective advocates to minimize the negative effects of laws concerning property management.

Making Effective Coalitions

PROPERTY MANAGERS AND REALTORS® CAN MAKE EFFECTIVE COALITIONS

More than three years ago, when I took my position as the Government Affairs Director for the Charleston Trident Association of REALTORS® (CTAR) I discovered the depth and impact real estate makes beyond the simple act of buying and selling real estate. Mt. Pleasant Waterworks, which is the water and sewer provider for the fourth largest city in South Carolina and a Charleston suburb, has passed a new law, without much public acknowledgement, to require water and sewer bills to be in the name of the landlord, rather than the tenant.

As I read their new policy, my initial reaction was to the incredible burden this will create for landlords and property managers. This law gives the government the power to determine who will be responsible for these bills – instead of the usual private decision between the landlord and tenant.

On behalf of CTAR, we arranged a meeting between the Charleston Apartment Association and REALTOR® property managers. Through that collaboration, we formed a coalition, which also included commercial REALTORS®, to fight against this governmental intrusion into the role of property management.


Property managers are heavily regulated by local government throughout cities, counties and around the country. Whether it's rental registration ordinance, occupant restrictions, livability concerns or something as simple as business licenses, these issues make a major impact on property management.

Local trade organizations, as well as the Associations of REALTORS®, can be effective advocates to minimize the negative effects of laws concerning property management. These associations have an organized, professional approach to lobbying and advocacy at the

local city and county level.

In the Charleston region, CTAR's partnerships with local property managers has led to the successful defeat of several proposed ordinances. These proposed regulations included holding the licensed property manager legally responsible for tenant actions, requiring all occupants in rentals to register with the city and pay a fee, as well as restricting the number of unrelated occupants permitted to reside in a dwelling.

Warren Sloane, a member of the National Association of Residential Property Managers (NARPM®) and a REALTOR®, agrees. He bridges the gap between a local group of property managers and the REALTORS® by routinely reporting to both groups on the issues plaguing them both.

"My property management business runs better today because of the advocacy work that is done with regard to property management issues and because of the coalitions we've built with the REALTOR® Association, the Apartment Association and other property managers," Sloane said. "With strong cooperation between property managers and your local REALTOR® association, we can continue to protect our industry from burdensome rules and regulations." 





2012 BROKER/OWNER RETREAT

February 21 & 22, 2012
The Orleans Hotel in Las Vegas, Nevada

Tuesday:

- 8:30 – 9:00 am Continental breakfast and housekeeping
- 9:00 – 10:30 am **Microphone - Networking Session** | Open the floor to see what people want to talk about.
- 10:45 am – 12:15 pm **Form Sharing Session** | Send forms in to National and they will be posted on the website for all attendees to download. Any forms from operating your business to applications, etc. will be accepted.
- 12:20 – 1:20 pm Lunch
- 1:30 – 3:00 pm **Working Smarter with Technology** | Mobile technology; Google docs; Facebook and Linked-In.
- 3:15 – 4:45 pm **Round Table Sessions** | Moderator Sessions taken from the Google Group discussions.
- 5:00 – 6:00 pm **Optional Break Outs** | How do you make that decision to set up your company? Different models that are available. How do you move your company to the next level?

Wednesday:

- 8:30 – 9:00 am Continental breakfast and housekeeping
- 9:00 – 10:30 am **Employment Issues**
- 10:45 am – 12:15 pm **Marketing Your Company** | What works and case studies of how to market your company
- 12:20 – 1:30 pm Lunch
- 1:30 – 3:15 pm **Managing the Management Company** | How to motivate your employees while growing your business. How to deal with staffing issues. How to streamline maintenance so you can handle the calls.
- 3:30 – 5:00 pm **Closing Event** | YELP – How to handle Internet Ratings

Make your hotel reservations early by calling The Orleans Hotel at (800) 675-3267 and say you are with NARPM® or go online to www.orleanscasino.com/groups and use code: 2 NARCO2. Reservations must be made by January 20, 2012 in order to receive special NARPM® rates.



National Association of Residential Property Managers

Broker/Owner Retreat Registration

2012

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

Address/P.O. Box: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

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

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

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

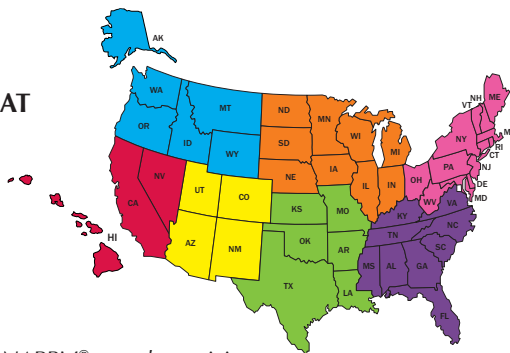
Are you attending Leadership Training? ☐ Yes ☐ No

2 SELECT BROKER/OWNER RETREAT

☐ Broker/Owner Retreat

February 21-22

Las Vegas, NV



3 REGISTRATION FEES

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

	Members	Members	Non-members	Non-members
	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark	Early Bird Discount 30-Day Postmark	Less Than 30-Day Postmark
<input type="checkbox"/> Broker/Owner Retreat	\$100	\$125	\$125	\$150

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

5 TOTAL FEES \$ _____

6 METHOD OF PAYMENT

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

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

Cardholder Name: _____ Signature: _____

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

-----All information below will be shredded.-----

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



National Association of Residential Property Managers

Are you a current NARPM[®] member?

☐ Yes ☐ No

Is this your first NARPM[®] event?

☐ Yes ☐ No

SPECIAL ASSISTANCE

☐ I will require special assistance

☐ I have special dietary needs

Specify: _____

REGISTRATION DEADLINES

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

JOIN & REGISTER

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

CANCELLATION POLICIES

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

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

MONETARY POLICIES

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

EASY WAYS TO REGISTER

MAIL - Send your form with payment to:
NARPM[®] National, 638 Independence
Parkway, Suite 100, Chesapeake, VA 23320.

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

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

CHAPTER Spotlight

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



Kerrick Hutchison, is a Property Manager at Property Professionals, Inc. in New Braunfels, TX. He serves on NARPM®'s Communications Committee where he is the Chair of the Residential Resource Magazine and also serves as the Chair for the Speaker & Events Committee for the San Antonio Metropolitan Area Chapter. He was awarded the Rocky Maxwell Memorial New Member Achievement Award at the 2011 NARPM® National Convention. Kerrick will marry his fiancée, Ashli, in April 2012 and anticipates earning his RMP® designation in 2012.

San Antonio, TX

The San Antonio Metropolitan Area Chapter closed out 2011 by being awarded the Chapter of the Year at the NARPM® National Convention in October. Earning the award was a blessing, which started with the many leaders in our Chapter and the countless hours our members spent volunteering their time on the local, regional and National levels of NARPM®.

To briefly highlight our stellar year, our Chapter hosted three educational events in 2011. Mike Norris, RMP®, who headed our Speaker/Events Committee led the effort to have Andy Propst, MPM® RMP® CPM®, and Mike Nelson, MPM® RMP® GRI, fly in and give brilliant presentations about ways to improve our businesses and become more profitable. Andy, A.K.A. Scrooge McDuck, decided to share his money-making ideas with us and was even generous enough to contribute 100 grand to anyone who could answer his questions correctly! (Note – as much as I wish I could have spent the 100 grand, this 100 grand was edible). I remember being awarded a 100 grand for answering his question – What is a BHAG? (Big Hairy Audacious Goal) – which is an important goal to construct. Hopefully, you can be rewarded with the real 100 grand after the successful execution of your BHAG! Overall, Andy and Mike clearly identified steps each of us could take to promote and improve our businesses in a search for the extra 100 grand.

We also hosted a speaker panel consisting of Kinski Leuffer, our property management liaison and legal counsel to TAR (Texas Association of REALTORS®), Cary Smith from Treaty Oak Insurance Partners and Bob Ray, our local landlord/tenant attorney. The topic of their event was Risk Management. They presented us with some of the industry's most pressing topics and issues, then fielded a Q&A session, which, had the event not had a time limit, could have stretched well throughout the day and night! This event was highly informative and I suggest that every chapter plan an event with their local landlord/tenant

attorney and/or local or state Association of REALTORS® legal counsel to ensure they are kept up-to-date with the most recent changes to the laws.

2012 will prove to be a challenging, yet rewarding, year for us. In May, we are hosting the South Central Regional Convention in downtown San Antonio on the Riverwalk. If you have never been to San Antonio, we invite you to attend the conference! In between or after the break-out sessions and classes you can visit our historic landmark, The Alamo. The month of May can prove to be a scorcher, so if you want to cool off and plan on staying in town during the weekend, you should visit New Braunfels' own Schlitterbahn Waterpark! The Texas Hill Country is also host to Natural Bridge Caverns and the Natural Bridge Wildlife Ranch! We don't want you to miss all the fun so we hope to see you there!

Welcoming in the New Year, we are ecstatic to have local leaders that lead by example. Wilson "Hoppe" Cantwell, MPM® RMP®, our 2011 President who led us to achieve Chapter of the Year has stepped down and ushered in Tracey Norris, RMP®, to be this year's Chapter President. Tracey showed her leadership skills while pushing the National Communications Committee to new heights during 2011. She will do the same with our local Chapter in 2012. Steve Foster, MPM® RMP®, has certainly set an example for all as he steps in as the 2012 National Treasurer from his previous leadership position of being our South Central RVP. Way to go Steve! We are also thankful for Brian Birdy, MPM® RMP®, for serving as the National Professional Development Committee Chair. Brian sets the bar high for our local Chapter and most certainly will continue to push the bar higher for this National Committee.

In summary, we are an organization of leaders being led by Jayci Grana, MPM® RMP®, our 2012 National President who shows Leadership By Example. I hope everyone embraces the motto "Leadership By Example" and works to exemplify their leadership on the local, regional and national levels.

May 2012 bring you prosperity and many 100 grands (the real thing)! 🏠

LEADERSHIP BY *example*

Welcome to a new year with new Board members who will lead our association by example.



PRESIDENT JAYCI GRANA, MPM® RMP®, started working in the real estate industry 13 years ago, and has been involved in property management for 11 of those years. She is now the Rental Division Director at Michael Saunders & Company overseeing 8 property managers and 2 timeshares. She earned the RMP® designation in 2007 and the MPM® designation in 2009. She has served in many capacities in the local chapter including President. On a national level she served as a designation mentor, Communications Vice Chair and Chair, North Central and Northeast RVP, Treasurer, and President-Elect.



PRESIDENT-ELECT JAMES EMORY TUNGSVIK, MPM® RMP®, entered the property management field in 1993, starting out at Around The Clock, Inc., CRMC®, formed in 1990 by Mary Tungsvik, MPM® RMP®, and Suzanne Cameron, MPM® RMP®. Previously, his employment background was in development and

implementation of employee programs in the banking industry. James is a second generation property manager in the company—a common occurrence in our industry. In 1995, James joined NARPM® and clearly saw the benefits of belonging to the organization. Three years later, he received his first NARPM® designation—RMP®. In 2002, Around The Clock, Inc. received the prestigious CRMC® designation. James received his MPM® designation, and became one of the corporate officers at Around The Clock, Inc., CRMC®, in 2003. James is thrilled and proud to be a NARPM® National Officer, serving his fellow members and helping them be the best that they can be in the property management industry.



TREASURER STEVE FOSTER, MPM® RMP® CCIM®, was born and raised in Iowa. He graduated from Iowa State University with a B.A. in Architecture in 1972, and graduated from Texas A&M University with a Master of Building Design in

Architecture in 1974. Steve is an emeritus member of the American Institute of Architects. He became a real estate broker in 1978, and formed Boardwalk Real Property Management, Inc., CRMC® in 1986. He joined NARPM® in 1992, helping to form the San Antonio Metropolitan Area Chapter and is one of its past presidents. Steve received his RMP® designation in 1998, MPM® in 2001 and his company earned the CRMC® designation in 2008.



PAST PRESIDENT TONY A. DROST, MPM® RMP®, started First Rate Property Management, Inc. (FRPM) in 1995. FRPM currently manages over 900 units. He has a B.A. in Operations Management, which gave him the tools to be an effective manager. However, Tony credits his involvement with NARPM® for the real financial success and streamlining of his company. Over the years, Tony has applied what he has learned from NARPM® and its members, and has delegated the day-to-day operations to staff members. He focuses on strategic planning for the company and is constantly seeking out new ways to become more efficient. Tony learns something new at every NARPM® event and looks forward to networking with you.



SOUTHWEST RVP BARNEY CHRISTIANSEN, MPM® RMP®, started listing and selling real estate in 1977 while still in college, buying a few rental properties with his dad. This started Barney on a never-ending quest for education and training in property management. Barney decided to go full-time into management and in 1984 helped found Safeguard Property Management, LLC. Barney and his wife, Merrilee, both joined NARPM® in 1995 and have enjoyed benefitting from the great education, training and association it provides. Barney has served as president of the NARPM® Utah Chapter and on several national committees. He has also taught the Property Management section of the Utah Real Estate Broker License education course for several years. Barney has wanted for many years to give back to NARPM® more substantially, but his health would not allow it. He is now looking forward to being able to help NARPM® grow, and serve and give back.



PACIFIC RVP RICHARD VIERRA, RMP®, is the Director of Property Management and Principle Broker of Hawaii Reserves, Inc. (HRI) in Laie, HI. HRI is a quasi-governmental property management

company. HRI manages residential leasehold units, a home owners association, residential rentals in Hawaii, and much more. Richard received his BS in Business Management and his MBA prior to receiving his real estate license and broker's license. He was also one of the founding members, the Treasurer, and the 2008 President of the Oahu Chapter of NARPM®.

NORTHWEST RVP LEANN GHIGLIONE, MPM® RMP®, has been in real estate for 20+ years. She started in sales and then moved into property management. She really started to enjoy this business after joining NARPM® and began to learn so much from so many members both locally and nationally. She has served as the President of King County Chapter, chaired the 2010 National Convention in Seattle, and served as the Member Services Chair in 2011.



SOUTH CENTRAL RVP BART STURZL, MPM® RMP®, is co-owner and broker of Bella Real Estate, Inc. Bart has been in the real estate industry for over 15 years. Bart is married to his beautiful wife Becky and they have a 4 year old daughter Emily. Bart is a former Marine and is still a pilot, who enjoys flying with friends to eat BBQ anywhere in the state! Bart enjoys hunting and getting away to his ranch. He likes to fix things and LOVES movie quotes.



NORTHEAST & NORTH CENTRAL RVP ANDREW PROPST, MPM® RMP® CPM, has been managing properties for over 15 years for three different property management companies. In 1999, Andy married



Shonda Hessing Propst. Before working at Park Place Property Management, he was Manager of Heritage Property Management in Portland, OR for ten years. Shonda and Andy adopted their first child Samuel in 2008 and moved to Boise, ID to be closer to family. In February, Andy and his wife adopted their second child Brooklyn from New Orleans, LA. Andy has been the President of Park Place Property Management, CRMC® for 3 years. Andy is an accredited member in both NARPM® and IREM®.

SOUTHEAST RVP JOHN R. BRADFORD, III, RMP®, is a five year NARPM® member and has eight years experience in the real estate industry. He has 14 years of combined corporate experience at ExxonMobil (4 years) and IBM (10 years) where he worked in Management as a top-ranked Sales Executive. John voluntarily left IBM in 2010 to focus all of his attention on his own firm, Park Avenue Properties, LLC located in the Charlotte, NC area. His firm has grown to over 1,000 doors with \$45M+ in general brokerage sales in the last 4.5 years. John attributes his firm's success to his academic background (B.S. in Engineering coupled with an Executive MBA) combined with his corporate experience and very high-functioning sales team and support staff. John enjoys fishing and camping with his four children and his wife, Shea. In 2011, John won his first attempt at public office and is serving a 2-year term as a Town Commissioner. Prior to his election, John was appointed by his town's Mayor to serve as PARC Commissioner. He also serves on the local Chamber of Commerce Board of Directors.



COMMUNICATIONS COMMITTEE CHAIR

TRACEY NORRIS, RMP®, is Vice President of Operations at Property Professionals, Inc in New Braunfels, TX. In 2001, Tracey graduated from the University of Texas in Austin with a BA in Sociology and a minor in Business. After graduation, Tracey started her official path in property management by managing properties close to the University of Texas campus. In 2007, Tracey moved to New Braunfels, TX to work at Property Professionals, Inc, a third generation owned company. Tracey is the 2012 San Antonio Metropolitan Area Chapter President.



MEMBER SERVICES COMMITTEE CHAIR

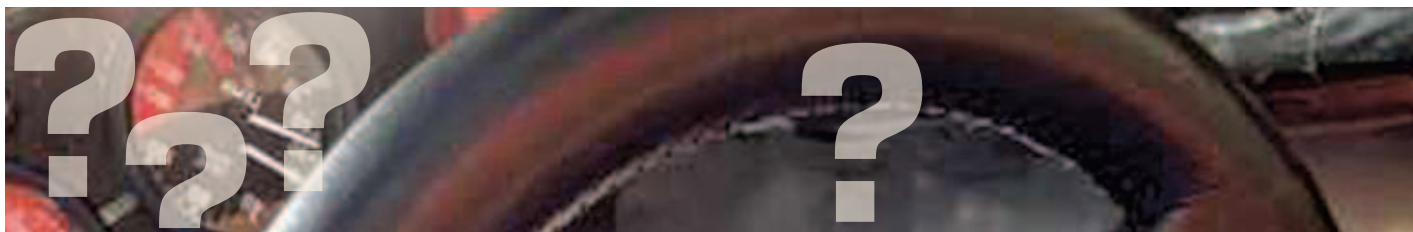
PATRICK "PJ" CHAPMAN, MPM® RMP®, is the owner of Chapman Properties in Boise, ID. PJ has been managing property in the Treasure Valley for over 15 years. In 2007, one year after joining NARPM®, PJ received his RMP® designation and was awarded the prestigious Rocky Maxwell Award for his achievements in the first year of membership. PJ went on to earn his MPM® in 2008 and continues to serve both locally and nationally. PJ attended Boise State University.

PROFESSIONAL DEVELOPMENT COMMITTEE CHAIR

BRIAN BIRDY, MPM® RMP®, was born in Orlando, Florida into a military family. He attended the University of Texas San Antonio from 1983-1985. He then joined the United States Air Force where he served for 15 years. In 2000, he earned his Texas Real Estate License and went to work for Birdy Properties, the family business. He is currently broker and owner of Birdy Properties, CRMC®, a third generation family owned and run real estate company, specializing in property management in San Antonio, TX. He took over the one person company in 2005 with 80 properties, joined NARPM® in 2007, and has grown the business to over 22 employees who manage over 850 properties.

GOVERNMENTAL AFFAIRS COMMITTEE CHAIR

DEB NEWELL-WAGLEY, MPM® RMP®, has been a real estate investor and property manager for eleven years and is sole owner of Real-Time Leasing in Burnsville, MN. She received her bachelor's degree in political science from the University of Colorado in Denver where she also taught first year political science courses. Born into a military family, Deb grew up with reverence for our country, pride for our values, a passion for governmental affairs and education, and has devoted time in speaking to representatives both locally and nationally.



Kia Ricci is a Florida licensed contractor and author of the award winning book "Avoiding The Con in Construction." She also contributes to Remodeler magazine, FineHomebuilding.com, and NPR member stations. Please visit www.TheContractress.com for articles, podcasts, and video.

Who's Behind the Wheel of Your Project? Professional Licensing

When choosing a contractor, price, instead of professionalism, is often the deciding factor. Regrettably, many people later discover that an unqualified contractor costs them twice as much in money and time because the work must be redone.

Many states use professional licensing to ensure that practitioners are competent and ethical. Professionals in law, finance, real estate, and construction are often regulated through licensing because their trades are deemed dangerous when performed incorrectly. Contractor licensing is required in many states because improper construction can cause catastrophic damage such as fire, flood, and collapse—and this damage may not be isolated to just one building. Fire can devastate an entire community. Due to this potential for injury and death, many state governments enacted legislation aimed to improve both the quality of workman (i.e., building codes) and the level of workmanship (i.e., contractor licensing) in the construction industry.

license is awarded.

Not every construction tradesperson within the construction industry is required to have a professional license. Some states only require that electricians, plumbers, and mechanical (heat and air conditioning) contractors are licensed. Other states require the licensing of numerous construction trades such as roofing, screen room, pool, and building contractors. Every state has unique licensing laws. Therefore, to verify that a contractor meets your state's professional licensing requirements, you must do two things: First, you must determine if the trade is licensed, and second, you must verify that the contractor is compliant. This is easily accomplished by using your state's (or in some instances—local) contractor licensing website.

VERIFYING A PROFESSIONAL LICENSE

The Internet allows easy and convenient access to a seemingly unlimited amount of information. The chal-

**You must take an active role and
make sure that the contractor meets your state's
requirements for contracting.**

BECOME A LICENSE-SAVVY HOMEOWNER

Contractor licensing can help you gauge competency when hiring a contractor. Typically, a contractor must demonstrate trade knowledge and experience prior to becoming licensed. Florida, for example, requires an applicant pursuing a general contractor's license to pass a challenging test on building codes, estimating, accounting, contracting, permitting, scheduling, energy efficiency, safety, and law. The contractor must also prove financial stability and moral integrity. Insurance may also be necessary. Once the licensing board's requirements are met, a

challenge lies in finding accurate, current, and complete information quickly. To ensure that you reach your state's website, use the words "state of" in your search query. For example, "state of Tennessee contractor licensing" will likely return the state's website near the top of the search returns. The search term "New York City contractor licensing" will produce a link to this city government's contractor licensing division. Before you navigate to a website, be sure to look for ".gov" or ".us" domains to help ensure you reach a government website.

Continued on page 21

TECHNOLOGY Matters

SHEDDING SOME LIGHT ON THE MANY MYSTERIES OF OUR FAST-PACED HIGH TECH WORLD.

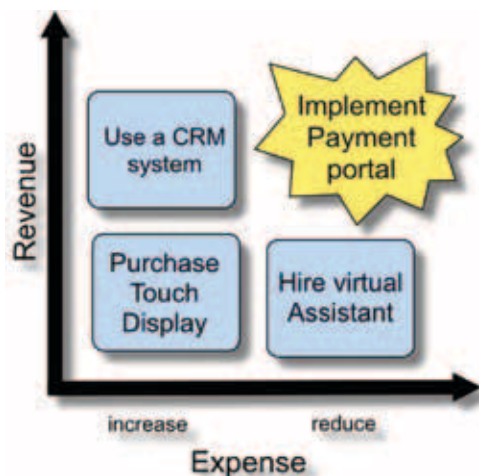


Michael Mino is president and CEO of PropertyBoss Solutions, a provider of property management software. A serial entrepreneur, he has started a number of software technology firms and became a landlord in 1977 when he purchased his first rental units. For more information about Michael or PropertyBoss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

Technology Trends for 2012: Part 1

It's a new year full of new possibilities, prospects, and (hopefully) profits. So what better time than now to consider integrating some new technologies to help run your business more efficiently.

Before we review a number of technology trends, let's review when technology should be incorporated into your business. Technology implementation should make you money, not cost you money. There are two ways of accomplishing making money with technology: increase revenue or decrease/eliminate expenses. The chart below provides four examples of the combinations of these two factors.



The most favorable application of technology occurs when you can increase revenue and reduce recurring expenses. As shown in the graph, implementing a payment portal does both. The payment portal reduces the time your staff spends processing payments and it should attract more business. On the opposite end, buying a touch display most likely neither increases revenue nor reduces expenses. We often make purchases in this category because they are "cool." That's fine, as long as we recognize these purchases may not be improving the bottom line.

To provide a framework for organizing these many different technology trends, we have grouped technology into the following categories:

- Mobilization
- Visualization

- Socialization
- Virtualization
- Personalization

The first two categories are addressed in this article, with the remaining three covered in next month's article. We invite your input on other trends you are observing in our industry. If you would like to see a specific technology covered, simply send an email to narpm@propertyboss.com and we'll include it in an upcoming article.

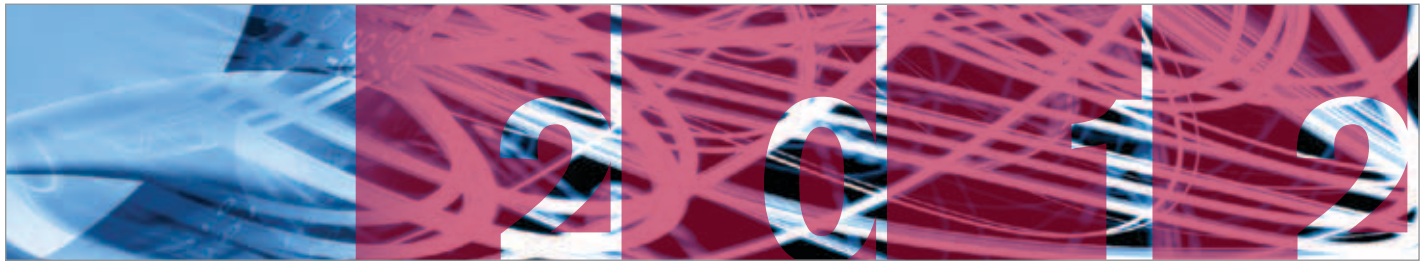
MOBILIZATION

Based on the barrage of advertising we are inundated with daily, it's easy to believe that few people are actually working at their place of business anymore. Mobile devices like smartphones and tablets can help property managers who are out and about throughout the day. But which is the better fit for your business?

The answer largely depends on the tasks you need to accomplish when you are in the field. The difference in screen size (the diagonal screen on the iPhone is 3.5 inches vs. the iPad at 9.7 inches) significantly affects the functions that can be effectively performed on these mobile devices. The tablet format provides almost eight times the display area in this example.

This larger size makes the tablet a better choice for more complex tasks like in-the-field inspections, violations tracking and using a full featured software application. The smaller display of a smartphone would require many screen changes to accomplish the same activity and you cannot see the big picture view. Smartphone apps are best for single functions like paying rent, entering a work order, retrieving contact information, and accessing property data and status.

In last month's article we discussed the need for websites to have a configuration for mobile devices. This need for mobile configuration is particularly true for web pages that are information rich and require a lot of scrolling to view the page. Contact your website developer to discuss what options they offer. The best approach is to redesign each page supplementing the traditional desktop/laptop format with a version optimized for the mobile display. There are some more



automated applications for the do-it-yourselfer such as DudaMobile (first ten pages are free) and FiddleFly. Google has also recently released its own configuration service. These tools can assist in the creation of web pages formatted for your target mobile devices.

Making your website more “mobile aware” is also helpful if you are using mobile tagging marketing tools like Quick Response (QR) codes to draw prospects to property detail pages. Codes can be easily generated and placed on business cards, printed marketing materials, and property signs. If using QR codes on signage, be aware that the size is important. A one-inch code can be read up to one foot away. A one-foot code can be read up to a 12-foot distance.

The next step is to make your website “location aware” by using the mobile device’s location information to display listing data associated with the property within their proximity. This application would provide directions for the prospect to conduct a drive-by displaying relevant data as they approach each property.

The real game changer in the mobile world is augmented reality. You have seen the iPhone commercial that overlays shopping and eating options on your current visual space. This software combines internal GPS location awareness with the camera to provide user input and feedback on your current field of view. Imagine taking an augmented reality tour of a property observing (and hearing) pertinent information as you walk from room to room. Check out MIT’s Sixth-Sense project to learn about the possibilities of this technology.

VISUALIZATION

The old adage, “seeing is believing,” has never been more true when it comes to marketing your properties, and your company’s brand, online and in print.

Digital photography improvements over the years have made the need for professional photography nearly obsolete in property management and real estate offices. Most affordable cameras (and even camera phones) have more than enough resolution to enable quality photos of listings to be captured and featured in web marketing.

Tagging is critical to helping people find your pictures on the web. The most important signal you can provide is the filename of the picture when you upload it to your website. The second approach is to

include keywords in the metadata of the image itself. The third method is to include these keywords in the alt and title html tags of the web page that references the image. Applications like Facebook and Flickr take this tagging process to another level by including a notification system and providing linkages within their network.

Choose your tagging keywords carefully. Consider how you believe people find you or how you want them to find you. If your target is finding new tenants, what region (“North Georgia”), area (“Metro Atlanta”), community (“Buckhead”), or neighborhood (“Buckhead Heights”) do you specialize in? The more specific the tag you create, the better you will be found among the noise. Most filenames we see look like “1234 Shadowlawn kitchen.” It is unlikely that someone will search for that specific property. Instead, consider naming your image file “Buckhead Forest – Atlanta – kitchen 1234 Shadowlawn” and include descriptive tags in the metadata and web page tags.

Video marketing is the new frontier. If a picture is worth a thousand words, then video is worth a thousand pictures. Videos of available properties can greatly improve lead-to-lease turnaround time. Research has shown that people are much less inclined to read detailed write-ups. Instead, they gather information from observations.

Do you put these videos on your website or reference them on a site like YouTube? What video (MPEG-4, H.264, Theora) or file (.mp4, .flv, .ogv) format do you use? Various web browsers (IE, Firefox, Chrome, Safari) support different formats and platforms. For example, the iPad/iPhone operating system does not play Flash files.

The advantages of using YouTube to host your video tours, etc., include increased exposure to available listings, additional tagging capabilities for location and other amenity searches, as well as using their bandwidth rather than your website’s.

IN CLOSING

The decision to embrace new technologies – mobile, visual, social, virtual, personal or others – must be made after carefully considering whether the benefits outweigh the costs, or if the “juice is worth the squeeze.” Look for more trends next month in the continuation of this article. 🏠

Technology implementation should make you money, not cost you money. There are two ways of accomplishing making money with technology: increase revenue or decrease/eliminate expenses.

REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME.



Bart Sturzi, MPM® RMP®, is co-owner and broker of Bella Real Estate, Inc. Bart has been in the real estate industry for over 15 years. He is married to his beautiful wife Becky and they have a 4 year old daughter Emily. Bart is a former Marine and is still a pilot, who enjoys flying with friends to eat BBQ anywhere in the state! Bart enjoys hunting and getting away to his ranch. He likes to fix things and LOVES movie quotes.

The RVP Bulletin


As I embark on my first term as the South Central Regional Vice President, I reflect on how I got here. I think back to my first chapter visit and my first brush with NARPM® national leaders. I also think about the many people I have met who have provided me with advice.

As I looked for advice on how to best serve this year, I have found great mentors in Andrew Propst, MPM® RMP®, John Bradford, RMP®, Stephen Foster, MPM® RMP®, and Richard Verra, RMP®; all have served their respective regions with passion and professionalism. I hope that I can continue the good work of those who have preceded me and those who continue to serve the membership with me.

Steve Urie, MPM® RMP®, Dave Holt, MPM® RMP®, Robert Machado, MPM® RMP®, Mark Kreditor, MPM® RMP®, Raymond Scarabosio, MPM® RMP®, Melissa Prandi, MPM® RMP®, Michael Mengden, MPM® RMP®, Marc Banner, MPM® RMP®, Rose Thomas, MPM® RMP®, Sylvia Hill, MPM® RMP®, Betty Fletcher, MPM® RMP®, Fred Thompson, MPM® RMP®, Vickie Gaskill, MPM® RMP®, Tony Drost, MPM® RMP®,—All these names have two things in common for me: they are all past national presidents, and they all know me by name. These individuals embody the motto, Leadership by Example, of the current national President Jayci Grana's, MPM® RMP®. Every single one of them has taken time to stop whatever it was they were doing and engage me in some sort of professional property management advice or just to get to know me better as a person. All of them are directly responsible for me being where I am today.

One thing I quickly learned is that it takes many volunteers to make this organization run. So many great people volunteer every day to help make calls, run meetings, set up conventions, and the list goes on and on. For example, in my region Leesa Rispoli has taken the role of South Central Regional Convention Chair—no easy task by any means. Brian Birdy, MPM® RMP®, serves as the national Professional Development chair. Brian is working on improving education for your association. Tracey Norris, RMP®, serves as the national

Communications chair and, if that is not enough to keep her busy, she also serves as San Antonio (2011 Chapter of the Year) President. Kerrick Hutchison, the 2011 Rocky Maxwell Award recipient, serves on the Residential Resource committee making sure articles like this get written and turned in on time. It is no surprise that he is an excellent volunteer as he is following in his uncle's (Marty Hutchison, MPM® RMP®) footsteps. Every year Marty coordinates a state meeting so our organization and the profession of property management at large are represented at the state origination's conference. I would be remiss if I did not give the highest honors to all of the chapter leaders that are running meetings and coordinating local education on a monthly basis. These are just a few of the volunteers that give their time and effort to ensure the success of NARPM®.

Thus far this article has read like a list of who's who in NARPM®, but I think it is important to give recognition to all the people who do volunteer. Hopefully, others will be inspired to take the next step and get involved, becoming the next leaders of this association. Each of us can embody the motto, Leadership by Example. Each of us can become more active in NARPM®, volunteering in a capacity that best fits our talents and interests. It is my turn to give back to the association that I so truly love. I have set several goals for myself this year, one of which is to develop a presentation so I can teach and share my knowledge with other members. Another is to reach out to the local chapters, visiting and supporting those that wish or need assistance with issues they are experiencing. I plan to give back to the members who deserve the best leadership I can offer. With a new year comes new leaders and I understand that change can be unsettling; but at the same time, it can be good. I promise that I will work hard for the membership and do my very best to fill the shoes of those that served before me. I am passionate about our industry and our association and I will live up to Jayci's motto of Leadership by Example. 

Northwest: Leann Ghiglione, MPM® RMP®
Alaska, Washington, Oregon, Idaho, Montana,
Wyoming.

Pacific: Richard Vierra, RMP®
California, Nevada, Hawaii.

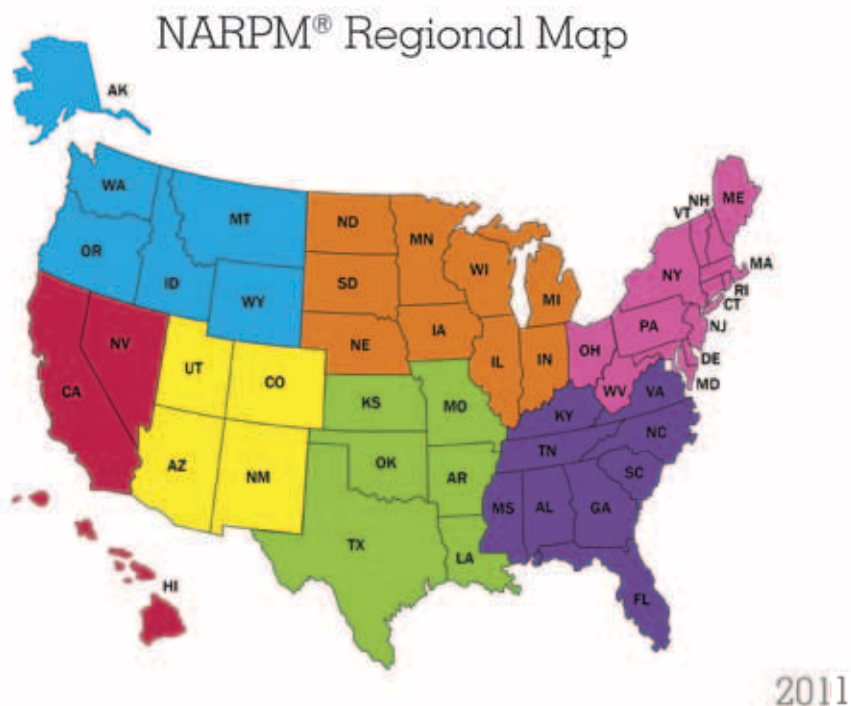
Southwest: Barney Christiansen, MPM® RMP®
Utah, Arizona, Colorado, New Mexico.

North Central: Andrew Propst, MPM® RMP® CPM®
North Dakota, South Dakota, Nebraska, Minnesota,
Iowa, Wisconsin, Illinois, Michigan, Indiana.

Northeast: Andrew Propst, MPM® RMP® CPM®
Maine, New Hampshire, Vermont, Massachusetts,
Rhode Island, Connecticut, New York, Pennsylvania,
New Jersey, Delaware, Maryland, Washington DC,
Ohio, West Virginia.

South Central: Bart Sturzl, MPM® RMP®
Kansas, Oklahoma, Texas, Missouri, Arkansas,
Louisiana.

Southeast: John R. Bradford, III, RMP®
Virginia, North Carolina, South Carolina, Georgia,
Florida, Kentucky, Tennessee, Alabama, Mississippi.



Continued from page 17 “Licensing”


Most state licensing websites have a license database with multiple fields allowing for searches by name, license number, trade, etc. The trade field generally has a drop-down menu that shows the trades licensed by that state. If you are researching a roofing contractor and this trade is not licensed by the state, the contractor’s name will not appear in the database. If this contractor *is* required to have a license, enter his or her name in the appropriate field and search for the license.

When using a database, read directions closely because errors in punctuation, capitalization, and other factors may jeopardize your results. Once you determine that the contractor’s license is active, you may be able to research if the contractor has been disciplined by the licensing board. Civil and criminal records held at the Clerk of Court are another resource that you should use, especially if a trade is not licensed by the state.

PROFESSIONAL LICENSES PROTECT YOU

Although each state implements licensing programs differently, they share the goal of protecting against harm caused by unqualified practitioners. But the state can only do so much to protect you from these unlicensed and unqualified practitioners. *You* must take an active role and make sure that the contractor meets your state’s requirements for contracting.

THINGS YOU SHOULD KNOW:

- A business license is often mistaken for a professional license. The difference is this: A business license pertains to a business, while a professional license pertains to an individual.
- A licensed construction company cannot pull a permit for an unlicensed entity that has contracted directly with you.
- Licensed contractors are required to attend continuing education courses to ensure that they are current on issues that affect them.
- You may jeopardize your legal rights when you hire an unlicensed contractor. 

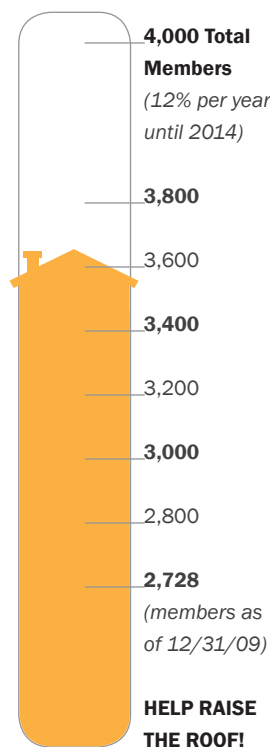
Hear Ye! Hear Ye!

In accordance with NARPM® guidelines for approval of the Certified Residential Management Company (CRMC®) designation, notice is hereby posted that Bill Evans, MPM® RMP®, with Austin Real Pro’s and Troy Rappold, MPM® RMP®, with Rappold Property Management, LLC, have applied for the CRMC® designation.

If anyone knows of any reason why this company should not be eligible, please contact NARPM® National by phone at 800-782-3452 or by e-mail at info@narpm.org. Objections must be received by February 1, 2012.

MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM OCTOBER 25 - NOVEMBER 21, 2011.



PROFESSIONAL MEMBERS

Korrin Abbey
Austin Patrick &
Associates
Woodstock, GA
770- 59-2969

Jason Adair
Rental Management
Solutions
Topeka, KS
785-266-3499

Diana Arpad
Arpad Advisors, Inc.
North Fort Myers, FL
239-995-1500

Greg Bacheller
Real Property
Management Colorado
Denver, CO
303-327-5650

Jeff Bacheller
Real Property
Management Colorado
Denver, CO
303-327-5650

Dana Barnhill
Dana Barnhill
Rio Rancho, NM
505-306-2202

Catherine Bott
Service Specialties II
Property Management
Mt. Clemens, MI
586-469-1415

Kim W. Bragg
Bragg & Associates
Real Estate
August, GA
706-210-0494

Ray B. Burton III
1st Choice Management
Greensboro, NC
336-387-1950

Aaron Chandler
CDC Properties of
Central Florida
Lakeland, FL
863-619-6620

Michelle Cooper
MGC Leasing & Property
Management, LLC
Lee's Summit, MO
816-554-0544

Diana J. Croteau
Choice One Properties
Mesa, AZ
480-892-4940

Patrick Duffy
Sterling Real Estate, LLC
Wilmington, DE
302-479-9500

Pamela Famiglietti
Nova Homes Realty
Dumfries, VA
703-283-5454

Michelle Fox
Fox Rental Management
Clayton, NC
919-550-0856

Pam Gallo
PQuail Property
Management
Rio Rancho, NM
505-350-4503

Guy D. Gemmer Jr.
PS Properties
Albuquerque, NM
505-558-2640

Debbie Gitlin
Proactive Property
Management
Stafford, VA
540-658-2004

Michael Gleason
Gleason and Associates
Realty, Inc.
Virginia Beach, VA
757-340-0707

James M. Gonzalez
Navy To Navy Homes
Jacksonville, FL
904-608-9878

Nate Gray
Premier Property
Management, LLC
Memphis, TN
901-591-8309

Linda Grover
Sterling Real Estate Group
Houston, TX
281-463-6700

Sheila Hammack
Hammack Properties
Placitas, NM
505-771-0710

Steve Han
Landmark Property
Management
San Jose, CA
408-489-1412

Rhonda Hatley
Park Place Properties
Rancho Cucamonga, CA
909-948-2096

Derek Haymond
Yale Capital Group, Inc.
El Segundo, CA
800-279-0071

Hunt Holdridge
HUNTAHOME, LLC
Houston, TX
281-645-8900

Teresa Jennison
Picket Fence
Properties, LLC
Berthoud, CO
303-887-0794

Scott M. Jeter
Axiom Property
Management
Granite Bay, CA
916-724-5050

Adam W. Jones
Mill House Properties
Chapel Hill, NC
919-968-7226

Donna Jones White
Santa Fe Vacation
Rentals, LLC
Santa Fe, NM
505-982-3966

David Klobedans
Keller Williams,
J L Crossing, INC.
Boerne, TX
210-573-7788

Sally Knight
Academy Properties
McDonough, GA
770-957-9550

Kori Kuhn
Peace Properties, LLC
Carefree, AZ
480-414-2769

Teresa Mendoza
Bennett Property
Management CRMC®
Mesa, AZ
480-969-1818

Terri L. Moberly
Dockside Realty
Mineral, VA
540-894-9400

Carlos Montejano
Rental Property
Professionals
San Antonio, TX
210-831-4711

Thomas Neal
Townsend Real Estate
Fayetteville, NC
910-321-7960

Debbie Plimpton
Bartow Real Estate Group
Cartersville, GA
770-387-3196

Mark Reese
Reese Property
Management, LLC
Bell Fourche, SD
605-569-6761

Suzanne M. Rodoni-
Silverberg
Real Estate Eight
Three One
Capitola, CA
831-475-5695

Jann Rotstein
Daytona Realty, Inc
Holly Hill, FL
386-255-9937

Laurie Schneider
Creative Real Estate
Albuquerque, NM
505-346-5468

Albert Smith
Phoenix Atlanta Capital
Apharetta, GA
678-527-3800

Jordan Strauss
Laureate LTD
Englewood, CO
303-692-9200

Lester Tsujimura
Tsujimura &
Associates, LLC
Wahiawa, HI
808-622-7122

Camelia Ungureanu
AmerInvest Realty &
Property Management
Avondale, AZ
623-332-1388

David C. Vaughn
David C. Vaughn &
Company
Marietta, GA
770-984-0000

Norman K. Walters
Red Maple Realtors, Inc.
Gaithersburg, MD
301-740-9900

Carey N. Williams
Allegiance Property
Management
Quinton, VA
804-405-8928

John Liberatos
RentCharleston.com
Charleston, SC
843-723-1988

Mark Lister
Property Services, Inc.
Las Vegas, NV
702-385-3733

James J. Little
Clarksville.Com Realty
Clarksville, TN
931-591-3773

Christiana Loizou
Keller Williams Realty
Virginia Beach, VA
757-321-7595

Paul R. Longgrear
Disciple Property
Management
Richmond Hill, GA
912-756-6654

Shon Lorg
Rave Property Management
Round Rock, TX
512-377-1486

Gary Lundholm
The Real Estate Group
Chesapeake, VA
757-410-8500 x1

Jim Marks
Green Light Realty, LLC
Tampa, FL
813-287-1591

Jaime S. Marquez
The Sterling Companies
Durango, CO
970-385-7327

Sury Marshall Treasure Coast Realty Stuart, FL 772-225-6742	Eileen Page Front Page Realty Austin, TX 512-480-8518	Cynthia Schimpf Century 21 Homefinders of Hawaii Hilo, HI 808-938-7106	Carl Stratton Dennis Realty & Investment Corp Lutz, FL 813-949-7444 x133	Martie Wrieden Mariposa Management Sacramento, CA 916-331-6800	Alisa Haertling Chicagoland Leasing & Management, Inc. Chicago, IL 866-427-0606
Linda L. Maxwell All Pro Property Managers, LLC Charlottesville, VA 804-229-0906	Krystal Perkins Crown Realty & Management, CRMC® Roswell, GA 770-998-9300	Densay Sengsoulavong Signature Associates Real Estate Wilmington, NC 910-665-9795	Lisa Swiger Northern Pass Properties El Paso, TX 915-490-9278	Wayne Yaffe Chesapeake Property Management, Inc. Owings Mill, MD 443-588-5600	Steve Holt R.P. Management, Inc., CRMC® Minneapolis, MN 612-379-7890 x130
Cameron McCaa Your Intown Home Atlanta, GA 404-414-2496	Thomas M. Perry Beyond Residential Kennesaw, GA 866-526-8160 x703	James E. Shafor Uintah Basin Property Management Vernal, UT 435-503-8558	Albert Tamayo Coldwell Banker Residential Real Estate Sarasota, FL 941-487-1410	AFFILIATE MEMBERS	David Kane Solutions Realty Network Tyrone, GA 678-782-1004
Shea McGrath Carefree Property Management, Inc. Portland, OR 503-297-8111	Pete Picchietti Mayfair Property Management Chicago, IL 312-543-1187	Chad Shepard Chad Michael Shepard Albany, CA 510-325-8526	Lorena Teer Principle Property Management Eugene, OR 541-284-8110	Brilliant! Decor Greg Wisener Aspen, CO 800-469-5337	Vadim Kleyner Cleveland Property Management Cleveland, OH 440-461-0050
Jim McNeeley Jim McNeeley Real Estate & Property Management, Inc. Portland, OR 503-292-8125	Roy Plat Plat Realty Plano, TX 214-317-1212	Maria Shircel Maria Shircel Property Management, LLC Clarksville, TN 931-338-5650	Dawn Thomas JWR Property Management Celebration, FL 321-939-2052	CheckYourLandlord. com Michael Schaffer Parker, CO 888-999-1367	Morgan Lee Tri-City Realty Services, Inc. Fayetteville, GA 770-461-3525
Rosalinda Medina Keller Williams San Antonio, TX 210-581-5851	Bradley Randall Welch Randall Property Management Ogden, UT 801-399-5883	Billie E. Simmons Brevard Property Management & Realty Group, LLC Melbourne, FL 321-752-0460	Tracy Tocher Whisler Land Company, CRMC® Sacramento, CA 916-446-6663	Happy Inspector, Inc. Jindou Lee Mountain Valley, CA 650-318-6299	David M. Lightfritz Atlantic Property Management Alpharetta, GA 678-710-6110
Jean Melton Jean Melton Real Estate Grand Prairie, TX 972-237-0023	Gaston Reboredo, CCIM CPM Florida Property Management Services, Inc. Weston, FL 866-620-8427 x703	Candace Simon Frontier Housing Management, LLC Dallas, TX 817-490-0969	Amber Vanlandingham Resource One New Braunfels, TX 830-626-1144	Karmaboxx, LLC Josh Richardson Bellevue, WA 206-588-0969	Carolyn Longgear Disciple Property Management Richmond Hill, GA 912-756-6654
Lori Menke Spencer Realty of NWFLA Gulf Breeze, FL 850-932-3513	John Riediger Lowcountry Property Management & Sales N Charleston, SC 843-574-9828	Walter T. Sims, JR North Star Real Estate, Inc Chesapeake, VA 757-285-9057	Morgan H. Vecsey Meyer Long-Term Rentals Gulf Shores, AL 251-967-2055	LetUsCoSign.com, Inc. Gary Gottlieb Costa Mesa, CA 800-479-5508	Stephanie McCaa Your Intown Home Atlanta, GA 404-803-7282
Gene Molloy Gene Molloy Properties Arlington, TX 817-275-1111	Kimberly Roetto Roetto, Inc. Yreka, CA 530-842-1186	Steve G. Snarzyk Trademark Real Estate, Inc. St Peters, MO 636-614-4888	Bridget Wheatley- Morgan Prudential Tropical Realty New Port Richey, FL 727-835-3152	RentPayment Kiara Kempksi Walnut Creek, CA 415-829-6922	Caitlin Meehan Home Rental Services, Inc. Overland Park, KS 913-469-6633
Andrew Moore Gulf Coast Realty & Management Bradenton, FL 941-782-1559	Jamie Rudnick 24/7 Property Management Templeton, CA 805-748-2717	Karen P. Spalding Spalding Brokers, LLC Cumming, GA 770-789-9052	Joseph S. Williams Onward Real Estate, LLC Gainesville, GA 770-534-6390	Resident Research David Plank Charlotte, NC 800-566-2320	William J. Menke Legacy Property Management Gulf Breeze, FL 850-934-1500
Shannon Motter Precise Property Management Services Hillsboro, OR 503-572-7112	Paul Ryan The Mission Management Group Charlotte, NC 704-302-4464	Mark Spalding Spalding Brokers, LLC Cumming, GA 770-789-9052	D.J. Wilson Florida Property Management Experts, LLC Clermont, FL 352-241-7000	SUPPORT STAFF	Kevin Simrin Principle Property Management Eugene, OR 541-284-8110
Bob Nastasi A to B Property Management Campbell, CA 408-626-4800 x103	Patrick Salankey Salankey Real Estate Group Arvada, CO 303-669-3590	Donna Speciale Coldwell Banker Residential Real Estate Sarasota, FL 941-487-1410	Doug Wong Manage Hawaii, LLC Honolulu, HI 808-393-1001	Sylvia Arrambide Integrity Home Management, Inc. Fort Worth, TX 817-581-1495	Derek Wuest Armado Property Management Fort Collins, CO 970-482-9293
Chris Norris Jackson & King Agency, Inc. Marietta, GA 770-428-3316	Daniel J. Savant SDL Real Estate & Property Management, Inc Temecula, CA 951-302-5300	Patricia Stilwell Hacienda Property Management Nampa, ID 208-965-1604	J. Andrew Woodruff Woodruff Property Management Denver, CO 303-872-9118	Lee Blyle RE/MAX Parkside OlympiaWA 360-528-3444	
Edward Omohundro Red Mansions Realty New Braunfels, TX 830-708-7330	Selma Schevers Realty Unlimited Port St Lucie, FL 772-340-4622	Cristina Stowers Stowers Properties, LLC Danville, CA 925-383-0269	Chuck Bryson Accel Property Management & Investments McAllen, TX 956-827-3707	Sabrina M. Gustfson Gustafson Real Estate Honolulu, HI 808-538-7368	

NARPM® Affiliate Members

BUSINESS PRODUCTS AND SERVICES

ACN BC Communication
All County Franchise Corp
American Draperies & Blinds
AON Rent Protection
Avenue West Global Franchise
AZUMA Leasing
Brilliant! Decor
Burns Pest Elimination
California Bank & Trust
Cbeyond, Inc.
Centex House Leveling
Coastal Reconstruction Group
CORT
CoSign My Lease
Defender Direct
DocuSign Inc.
East Coast Public Adjuster TX
First American RMS
Greeley Tent & Awning Company
Hart and Associates
Health Advocate Inc.
Heather Grimes R.E. School
IronStone Bank
JGS Insurance
Johnson Agency
Karmaboxx, LLC
LandlordSource
Merchants Information Solutions
Meternet
Mobile Insurance Agency
Mutual of Omaha Bank
NCSPLUS, Inc.
New Empire Group
Nu-Set Lock
OPTIONS
Oracle Financial Services
PayLease, Inc.
Peachtree Business Products
Preferred Property Managers, LLC
PropertyManagementPros.com
QCI - Structural Solutions
Renters Legal Liability
RentPayment
Resident Research
Resolve Partners, LLC
Scent Tek
Seacoast Commerce Bank
Servpro of Campbell
Social Eyes Marketing
Southwest Recovery Services
Starker Services, Inc.
Supra
TenantAccess, Inc.
The InfoTech Group LLC
United Refrigeration
Unitrin Direct Preferred Insurance
Utah Apartment Association
Venturi Clean
WeCosign, Inc.

INTERNET TOOLS/MARKETING

All Property Management
Apartmentratings
Business Rating and Reviews
CheckYourLandlord.com
FreeRentalSite.com
Grand Terra LLC
HomeTownRent.com
Hotpads.com
Landlord Solutions
Manage My Property
MMM Limited
MYOWNREALESTATE.COM
Pointwise.com
Property Management Profile, LLC
Property Rentals On The Net INC.
Providence Mgmt & Investments
RealRentals.com
Rent.com
Rent2Buy America, LLC
Rental Ads
Rental Source
Rentalhunt.com
Rentals.com
Rentbits Homes
Rentfeeder Inc
Runzheimer International Ltd.
WalkThruInspections.com
Xpress-pay.com
Zillow, Inc

LEGAL SERVICES

Boltz Law
Judith B. Wolk LLC, Attorney
Law Ofcs of Heist, Weisse & Davis, PA
Law Office of Daniela Pavone
Legal Shield
LetUsCoSign.com, Inc.
Privacy Solutions, Inc.
Provizer & Phillips PC

MAINTENANCE

Able Restoration
Alpha Pest Control Inc.
Archipelago Services LLC
A-ROCK Property Preservation
Artistic Solutions Landscaping
Belfor Property Restoration
Crime Clean of Texas, Inc.
Delta Mechanical Inc.
DMC Construction
Dryer Vent Wizard
Earth's Best Natural Pest Mgmt
Empire Today LLC
Extreme Landscape & Management
KYS Construction, LLC
MFS Supply
Mr. Rekey Locksmith Services
Mr. Rekey Locksmith Services
MSN Construction and Management Corporation
NightTenders, Inc.

2012 Designation Candidates

(Since 2011 Convention)

RMP® CANDIDACY

Annette Anderson
Merlyn Banks
William Butler
Danyel Brooks
Stephanie Christensen
Sarah Faiella
Carl Frazier, Jr
Leslie Geuvara
Angela Hanwell
Danny Hardeman
Dwain Henson
Barry Mathis
Trista McPherson
Bryan Miles
Addie Morgan

RMP® CANDIDACY (con't.)

George Morrissey
Krystal Perkins
Jonathan Perry
Larry Porter
Cindy Rampley
Austin Sparks
Vince Thai
Clara Yokoyama

MPM® CANDIDACY

George Trombley, RMP®
Paul Matthews, RMP®

CSS® CANDIDACY

Tawny Worth

Start down the road to designation today!

Orkin, Inc.

RR Roofing
Service Master Cleaning & Rest
Sherwin-Williams Company
Spartan Plumbing
The Siding Specialists, Inc.
Western Mold Pro, Inc.

SOFTWARE

Buildium
BuildingLink.com, LLC
PROMAS Landlord Software Center
Hoamanagement.com Inc.
PropertyBoss Solutions, LLC
Planet Synergy, Inc.
National Real Estate Education, LLC
Boost PM Inc
Property Genie
Rent Manager
Property Management Inc.
HERO PM
AppFolio, Inc.
Yardi Systems
Happy Inspector, Inc.
Propertyware, Inc.
RentJuice
TRexGlobal.com
Rentec Direct LLC

TENANT SCREENING

ACRAnet
ACUTRAQ
Alliance 2020
Background Info USA
Beacon Background Screening Services, LLC
Clear Screening
Contemporary Information Corp.
CoreLogic SafeRent
Credit Investigators, INC
E-Renter USA
LetUsCoSign.com, Inc.
LexisNexis Resident Screening
Microbilt
MOCO, Inc.
MocoInc-The Information Source
National Tenant Network, Inc.
Rapid Credit Reports
Reliable Background Screening
Resident Research
Resolve Partners, LLC
SARMA
StarPoint Screening
Tenant Screening USA
Trans Union Rental Screening Solutions
TVS Tenant Verification Service, Inc

For more information, visit narpm.org/search/search-affiliates.html.

DESIGNATION Classes

DEMONSTRATE THAT YOU HAVE EXPERT KNOWLEDGE ABOUT RESIDENTIAL PROPERTY MANAGEMENT.

Interested in Sponsoring?

Opportunities are available to chapters that would like to further educate their members and increase their chapter funds. However, it takes time to plan a class so give your chapter five to six month's lead-time if you wish to sponsor.

DATE	LOCATION	CLASS	INSTRUCTOR
2/22/12	Las Vegas, NV	Maintenance: Basics and Beyond	Dave Holt, MPM® RMP®
2/22/12	Las Vegas, NV	Ethics	Michelle Horneff-Cohen, MPM® RMP®
2/22/12	Las Vegas, NV	Risk Management Essentials	Suzanne Cameron, MPM® RMP®
2/24/12	Las Vegas, NV	Risk Management Advanced	Suzanne Cameron, MPM® RMP®
2/24/12	Las Vegas, NV	Operating an In-House Maintenance Co.	Dave Holt, MPM® RMP®
3/26/12	Napa, CA	Owner/Client Essentials	Instructor TBD
3/26/12	Napa, CA	Maintenance: Basics and Beyond	Instructor TBD
3/27/12	Napa, CA	Ethics	Michelle Horneff-Cohen, MPM® RMP®
3/27/12	Napa, CA	Owner/Client Relations Advanced	Instructor TBD
3/27/12	Napa, CA	Marketing	Tony Drost, MPM® RMP®
4/17/12	Frederick, MD	NARPM® 101	Kit Garren, MPM® RMP®
4/19/12	Boise, ID	Owner/Client Essentials	Suzanne Cameron, MPM® RMP®
4/20/12	Boise, ID	Maintenance: Basics and Beyond	Tony Drost, MPM® RMP®
4/20/12	Boise, ID	Owner/Client Relations Advanced	Suzanne Cameron, MPM® RMP®

Online Designation Courses are now available through OMG Distance Learning. For information and/or to enroll visit www.narpm.org/education.

- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
- 2. Fax** your form with credit card payment to 866-466-2776. Please do not mail the original.
- 3. Online** registration is also available through Internet Member Services at www.narpm.org.

FEES (subject to change)

⑥hour Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250

③hour Ethics

Member	\$45	\$45
Non-member	\$95	\$95

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

COURSE INFORMATION

- Course flyers containing additional information may be downloaded from www.narpm.org/education/schedules.html.
- All materials will be given to students on the day of the class.
- Attendees required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

Name _____

Company _____

Address _____

City/ST/Zip _____

Phone _____ Fax _____

E-mail _____

Register for Classes

Name of Class	Class Date	Cost
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
Total		\$ _____

Method of Payment

☐ I have enclosed a check for \$ _____ Check # _____

☐ Please charge my credit card in the amount of \$ _____

☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Name of Cardholder _____

Signature _____

I authorize NARPM® to charge my credit card.

All information below this line will be shredded

Card Number _____ Exp. Date _____



ON PREMISES or IN THE CLOUD WITH PROMAS IT'S YOUR CHOICE and YOU OWN YOUR DATABASE

PROMAS SOLUTIONS

TRADITIONAL ON PREMISES

With PROMAS you can run the program on-premises, to have complete control of your database consisting of client information and client data transactions.

HOSTED CLOUD

Your database can be in the cloud by having it hosted. You have access to the information from anywhere using a remote desktop service. You purchase a license, which allows you to move to the cloud service provider of your choice. We refer to this as the Hosted Cloud solution.

FLEXIBLE SAAS

With PROMAS Professional Landlord you can get a Software as a Service (subscription) contract that gives you access using remote desktop services over the internet, powered by Veddio. This provides all the advantages of SaaS competition plus the ability to purchase a license at any time for full control of your database. We refer to this as the Flexible SaaS solution. It will debut January 2012.

USE PROMAS CENTRAL TO CREATE THE HYBRID CLOUD

No matter which hosting solution you choose, you can add **PROMAS Central** to give your owners and tenants a portal to view their activity, statements, documents and make payments online. PROMAS partners with HeroPM to provide this unique service. We refer to this as the **Hybrid Cloud** solution. All critical accounting data is under your control and access to activity and statements is available to owners, tenants.

The Professional Landlord **PROMAS Landmaster**

Since 1989

Owner statements in the cloud
Electronic owner proceed checks
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Letters using Microsoft Word
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NARPM Affiliate since 1995

The Landlord **Inspector**™

Streamline Your Inspections

- *Move-in, Move-out, Survey*
- *Runs on iPad, Tablet, Android*
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- *Comprehensive reporting*
- *Customize by property*
- *Quick and easy to use*



Stand Alone - PROMAS not required

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AMBASSADOR Program

EARN REWARDS AND ACHIEVE AMBASSADOR STATUS FOR REFERRING NEW NARPM® MEMBERS.

Who better to spread the word of the benefits of NARPM® than its members? To achieve Ambassador status, you must refer five new members in one year. You will then receive an award certificate and a \$200 NARPM® credit that can be used toward your annual dues, upcoming events, education classes, and more! You can earn multiple award certificates in a 12-month period, so be sure you continue referring new members even after you have achieved Ambassador status.

1. Contact NARPM® National for Membership Application brochures. Upon request, National can mail the application directly to the prospective member.
2. The 12-month period to obtain five new members starts the day the first application is processed.
3. When the fifth application is received, an award certificate and a recognition certificate will be issued and dated. A \$200 NARPM® credit will also be issued.

2012 AMBASSADORS

Robert Locke, MPM® RMP®
Kevin Martin, RMP®
Harry Heist



HOW CAN 5=200?



What Would **YOU** Do with
\$200 NARPM® Dollars?
Dues? Education Classes?
Convention?

All information you need is at <http://www.narpm.org/join/> or you can scan the QR code at right with your smartphone or tablet using a QR code reader app.



OCTOBER 25 - NOVEMBER 21, 2011

REFERRING MEMBER	NEW MEMBER
Robert R. Winger, MPM® RMP®	Tracy Tocher
Lynda Farren, MPM® RMP®	David Plank
George Morrissey	Mark Lister
Greg Doering, RMP®	Steve Homer
Greg Doering, RMP®	Becky Homer
Claire Schwartz, RMP®	Michele Holm
George Trombley, RMP®	Terri L. Moberly
Harry Heist	Jann Rotstein
Cindy Rampley	Kim W. Bragg
Kathy Murphy	Kim W. Bragg
Cathy Joyce	Diana J. Croteau
Merlyn Banks	Debra L. C. Gitlin
Merlyn Banks	Pamela Famiglietti
Arthur Kowitz, RMP®	Nate Morris
Tina Bradley, RMP®	Carey N. Williams
Keith Becker, RMP®	Rhonda Hatley
George Trombley, RMP®	Sheri Awalt
Janice Lerma-Lozano, RMP®	Carlos Montejano

REFERRING MEMBER	NEW MEMBER
Jean Storms, MPM® RMP®	Derek Haymond
Earlene Gardner	Sally Knight
Carl Frazier, RMP®	Lester Tsujimura
Tammy Bryant	Allison DiSarro
Bradley Isa	Adora Hugo
Bradley Isa	Mark Guddal
Bradley Isa	Garrick Luke
Bradley Isa	Howard Isono
Tacey Norris, RMP®	Danielle Taylor
Jana Pickett	Teresa Jennison
Eric Bessett	Jeff Bray
Chuck Warren, RMP®	Michael Gleason
Mike Mumford, MPM® RMP®	Teresa Mendoza
Amelia Lyons	Jordan Lyons
Bev Perina, MPM® RMP®	Rosemary Wendel
Doug Wansley, RMP®	Jean L. Drouault
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