



National Association of Residential Property Managers

Policies and Procedures
Operating Manual

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NARPM® POLICIES AND PROCEDURES MANUAL

I. ADMINISTRATION

A. Officers and Board of Directors

1. Composition

a. Board

The Board of Directors shall be composed of ten (10) Members as follows:
Six (6) Directors elected by the Members; Four (4) Officers of the Association

b. Officers

Officers of the Association shall be the President, the President-elect, the Treasurer, and the Immediate Past President. These Officers will serve as the Executive Committee.

(i) President

The President shall be the Chief Elected Officer of the Association; preside at all meetings of the Board of Directors, Executive Committee, and the Association; review an agenda for each said meeting in conjunction with the Executive Director; act as the alternate signatory for funds to be withdrawn from Association accounts; sign all legal documents; and oversee performance of NARPM® staff. The President shall serve as an ex-officio member of all standing committees.

If the NARPM® President desires they should be copied on all e-mails between Board members and Chairs. This policy should be established by the end of the year before taking office

(ii) President-elect

The President-elect shall fulfill the responsibilities of the President during any presidential absence; be an alternate signatory for funds to be withdrawn from Association accounts; and prepare for the automatic accession to the presidency on January 1 following the election of Officers and Directors. The President-Elect shall take on such duties as assigned by the President.

(iii) Corporate Secretary

The Corporate Secretary oversees the compiling of minutes for all regular and special meetings of the Board of Directors, the Executive Committee, and the membership. The Corporate Secretary shall confirm a quorum at all meetings. The Corporate Secretary shall be the Executive Director of NARPM®.

(iv) Treasurer

The Treasurer is the alternate signatory for Association accounts, after the Executive Director; is on the Finance Committee; reviews financial activities prepared by NARPM® staff and reviews prior to distribution to the Board of Directors; monitor the investments of the Associations funds; assist in the preparation of a year-end financial report; and ensure that all tax returns and reports required by the government are prepared and filed even if an outside accounting firm is used to facilitate this process in conjunction with the management staff.

2. Terms of Office

President - Serves two remaining years as Director (one year as President and one as Past President).

President Elect – Elected to a three -year term as Director (one year as President-Elect one as President and one as Past President)

Treasurer – Elected to one-year term as Director

Past President is not an elected position and is filled by the previous years president

3. Meetings

a. Quorum

Two-thirds of the Members of the Board of Directors constitute a quorum. No voting by proxy is allowed.

b. Dates and Time

The Board of Directors will meet at least three (3) times each year, with dates and locations to be determined by the Board. The Executive Director shall notify all Members of the Board of Directors, in writing, of the date, time and place of regular meetings, at least 60 days prior to the meeting. All meetings of the Board of Directors shall be held in North America or Hawaii. All meeting schedules will be reported in Eastern Time Zone (location of NARPM® Staff). Every effort will be made by NARPM® staff to note other time zones.

June Board of Directors Meeting to be located at the site for next year's convention. The fall Board of Directors Planning Retreat to be located at the NARPM® business office.

c. Reports/Motion

All Board meeting reports will be written and provided to the Board for review on an approved Board reporting form that will be provided to committee chairs prior to the Board meetings. Reports must be submitted to National, by the established deadline, to be included in the Board of Directors packet.

Committee reports will be placed on the consent agenda for Board meetings and must be received at least 2 weeks prior to the meeting.

Board reports will come to NARPM® staff only, not the entire Board. All Board packets will be distributed in format approved by the Board at least one (1) week prior to Board meeting and placed on a secure location on the website. Only updated agenda items will be sent out after distribution of the final packet with approval by the President of NARPM®. Should items be sent the agenda on the website must be updated

All motions brought before the Board shall be presented in written form and distributed at least one (1) week prior to the meeting on an approved form.

d. New Board, First Meeting, Board Training

New Board Members are to attend Board of Directors conference calls in August and December and also attend the last quarter 2010 regional vice presidents conference calls. The Finance Committee funds up to \$500 per person for the new board of directors to attend the October Board meeting and the leadership training session at the convention in the annual budget. Receipts for reimbursements are required to obtain reimbursement. The application to the board must address all travel and reimbursement policies.

New Board Orientation and Committee Chair Procedures shall be placed on the web site in a protected area.

The first Board meeting for the new Board will held, whenever possible in conjunction with the February Regional Event. Board training will be two and a half-days (2 ½), with timing determined by the President. The meeting shall be two (2) days of how to work as a committee chair with the Board of Directors; how to report to the directors; how to conduct committee meetings with sub-chairs; and to review the action plan for that year. The last half day shall be a review with the Board of Directors on how a Board meeting runs. This training will include the Board of Directors and the main Committee Chairs. If a management review is to be done, the Executive Committee will come in earlier to perform the review so that the entire Board will be in on the Board training. New Board members will be invited to the October Board meeting as guests.

e. Meeting Arrangements

Board members will make their own hotel and flight arrangements, unless notified otherwise by National. National will provide the hotel with the VIP list and issue the finalized board itinerary.

f. Absences

All members of the Board of Directors shall attend regularly scheduled Board meetings, unless excused by the President.

g. Conference Call Meetings

On a date approved by the Executive Committee in advance, a telephone conference call will be held, if necessary, to discuss the urgent business to convene the entire Board outside of the normally scheduled meetings in order to timely handle any specific issues.

There will be a Board of Directors conference call every other month, when face to face meetings are not held, with the Board to be scheduled and put on the calendar in advance. Committees and sub-committees are to use conference calls for their meetings as needed. These calls should be scheduled at least three (3) weeks prior to the Board meeting so reports may be submitted to NARPM® in time to be included in Board packets. These calls are to be scheduled by NARPM® staff.

4. Conflict of Interest

Conflict of interest procedures for Board members and finance committee shall be used and the entire Board must sign these yearly.

5. Public Trust Policy

In instances where public trust has been violated by a NARPM® member, such person will not be allowed to hold a NARPM® instructor position, serve as a Chair or Vice Chair of a committee, serve on the NARPM® Board of Directors, or hold any leadership position within the National organization for a period of five (5) years from the date of determination by state licensing division. "Public trust", as used in this context, refers to demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm.

6. Liaisons

a. New Board Members

The current RVP is in place until the end of December and should use this time as a training session for the new RVP. As soon as they are endorsed by the board, begin training and begins parallel emailing the new person.

At Convention regional meeting should be the time to introduce the new RVP's

NARPM® Officers and Executive Director will work on mentoring new RVP's to ensure they accomplish their tasks and talk with chapters. The liaison shall provide direction when needed and inform the President of concerns. The Executive Director will also mentor and work closely with new board members and report any concerns to the President.

7. Regions

NARPM® Chapters are assigned to specific regions within the nation. As amended effective January 1, 2009, NARPM® will have 7 regions. NARPM Board of Directors will allow any state to formally petition the NARPM Board of Directors to approve a change in their regional affiliation to a neighboring region. That the NARPM Board of Directors consider, before approving state boundary changes, the priorities formulated by this ad-hoc

committee until such time as a new committee is reconvened to newly study regional needs. The priorities are as follows:

- PRIORITY 1: Culture/Commonality
- PRIORITY 2: Ease of Travel
- PRIORITY 3: Board Representation
- PRIORITY 4: Funding Impact/Cost
- PRIORITY 5: Communication
- PRIORITY 6: Population/Growth

9. Regional Leadership Conference Calls

The RVP's shall be responsible for scheduling quarterly regional conference calls with Presidents in their respective regions. Committee are to assign a member to each region to be able to give members on the call reports and take feed back to the respective committees. Operational committees of Communications, Professional Development, Member Services, and Governmental Affairs Committees shall ensure this requirement is met.

Local and state chapter Presidents, or their designee, must to participate in a minimum of three of the quarterly Regional conference calls. This policy is a requirement for a Chapter to receive annual Compliance, and therefore if Chapter does not meet requirement they will not qualify for Chapter Excellence.

10. Catastrophic Events

In the event NARPM® faces a catastrophic event, such as loss of leadership or other loss due to mother-nature, the Executive Director, or NARPM® President if Executive Director is unavailable, will send out a notice to the Executive Committee to schedule a conference call within 48 business hours of the event having happened. NARPM® staff will call each member of the Executive Committee to notify them of the loss and date/time of meeting. The Executive Committee will outline plans to overcome the loss and present this plan to Board of Directors within five business days of their meeting.

Should the event be loss of leadership (other than President and Past President which is outlined in the bylaws), the NARPM® Board of Directors shall meet with the Nominating Committee to determine member(s) to fill the vacated positions within 5 business days of the loss. In the event that the President-Elect must step in and fill the vacated position of President, the President-Elect will complete the vacated position term and their elected term as President. The Nominating Committee must, 5 business days, recommend a qualified replacement for the President-Elect that is approved by the Board of Directors and the President-Elect position will be permanently filled at the next regularly scheduled election by the members.

B. Nominations

1. Committee Term

The Past President (chair) shall recommend the appoint members of Nominating Committee by February 15 each year and the term of service one (1) year to the President, who, along with the Nominating Committee Chairperson shall approve the appointment(s) Members of this committee are to remain confidential.

2. Process

Background: The Nominating Committee (NC) is comprised of eight (8) individuals, one each from the seven NARPM regions and the Past President. The objective of the NC is to identify, from the self-nominations submitted by interested candidates, a slate of nominations to be voted upon by the membership and elected to vacant terms to the Board of Directors.

To accomplish the objective it is important to implement a system or process that ensures fairness and equitable consideration to each candidate. The process used by NC protects against one member from becoming dominate and controlling or overly influencing the votes of the other members.

NC Chair: The NC Chair will be the facilitator of the NC process. The NC Chair will participate fully in the process but will not share his/her individual preferences for selection criteria or candidates unless the votes are tied, extremely close or the NC can't make a final determination. As example, the NC Chair will participate and comment on specific criteria choices, sharing his/her opinion of which specific criteria should be used as the benchmark for all candidates. Should the process become stalled and discussion stagnant the NC Chair, in the interest of time and to move the process forward, might ask for final comments from each NC member and call for the vote.

Soliciting Applications: The first step in the process is for Staff to prepare a list of all members who are eligible to apply for a position. The NC Chair will write an article for the Residential Resource to encourage applications. The NC Chair will write a blast email to be sent to each eligible member to encourage application. The RVP's will encourage applications at each Regional/State event they attend. If necessary, the list will then be split between committee members who will make personal calls to those qualified to encourage application. Once the process is complete for the current year, the NC members will actively encourage members during the annual convention to apply for the next year.

To begin the process the NC reviews the questions that were used by the previous year's NC and were asked to the candidates. Each committee member is asked to give their input on how the questions need to address items that are critical for NARPM® for the following year. NC needs to make sure the questions solicit the best person for the position. The NC will draft their questions based on these criteria.

When searching for candidates, the committee will try to obtain an applicant from each region. According to the bylaws, "The Nominating Committee shall strive to choose one Director from each of the Association regions. If no one is eligible, qualified, or able to serve from a region, then the Nominating Committee shall recommend a Director/Regional Vice President from another Association region."

If there are no applicants for a region, the nominating committee may feel it is necessary to do recruiting for candidates. There should be an ongoing process to get people to apply for the board. The RVP's need to assist in the search for potential applicants within their regions for open positions.

The Application will be a three step process:

1. Do a simple application that include details on what is required
2. Send out a list of questions for them to answer ahead of time and to submit to the committee prior to the interviews.
During this time select questions that would be asked during the interview process. All applicants will be asked the same questions. If clarifications need to be made from the list of questions submitted.
3. Final step, interviews are held via teleconference and several questions should be asked that help in elaborating those answers that were submitted in writing prior to the interview.
4. The deadline for Officer Candidate(s) applications shall be four (4) weeks earlier than the RVP/Directors positions so the NC will know if candidates may be needed to fill a potential vacant region.
5. All interviews that are held are done via conference calls that are allotted a time of 30 minutes.

Staff will compile a spreadsheet of qualified candidates based on the outlined criteria and emails and/or phone calls will be sent to all these members stating they are qualified. Who makes those phone calls will be determined by the NC.

The President and President-Elect shall lend perspective to the NC prior to deliberations; this should be done before the Candidates Interviews. Questions that are being asked of the candidates are to be sent to the President and President-Elect prior to their meeting with the committee.

The NC reviews questions they would like asked of applicant. Prior to the conference call a list of sample questions that is sent out ahead of time to the committee to begin their thinking. Questions will be broken down to one from each category that is sent to applicants to complete prior to the interview. A second question will be addressed to the applicant during the interview.

Once NC determines questions to be asked, staff will outline the Director Interview Format word document. This document has time schedule and questions that each nominating committee member is to ask. All candidates will be reminded by the NC Chairs and Executive Director to have their questions and answers in front of them during the interview time.

The Director Interview Format word document will be followed to ensure that the same questions are asked of each candidate by the same person. Different questions asked to the officer applicants (Treasurer/President-Elect)

Immediately after the application deadline the Executive Director will send to all candidates a list of questions requesting written responses that they must submit within one week. These responses, along with the applications, will be sent to the NC.

Voting & Ranking: At each phase of this process NC members will be asked to vote or rank candidates in their order of preference, on any number of items listed on their scoring sheets. For each step in the process, NC will utilize an Excel spreadsheet with each of the NC names listed at the top. Along the left margin will be listed either a listing of the agreed upon criteria. Each NC member will indicate their rankings/votes, save the spreadsheet.

The NC will be given a spreadsheet, "NARPM Nominating Committee Individual Candidate Tabulation Scoring" to keep score of each individual candidate. Scores will be given from their application, written questions, and verbal answers. Once the day of interviews is completed, each NC member will be asked to forward their spreadsheet to staff that will be responsible for compiling results.

The NC is to begin their selection process with the officer positions and then move to the directors.

At the conclusion of all voting and ranking, the NC will reconvene, via webinar if possible, and review spreadsheets. If the members feels that a candidates scoring is not appropriate, changes may be made but it must be a vote by the majority on NC members. Chair votes to create or break a tie.

After all NC business has been completed for this election process, chair will schedule a call to review how the process worked and if recommendations should be made to the following year's committee. NC will also look at the list of potential candidates to determine who should speak with these people for the following year.

Website: A web page on www.narpm.org is to be updated each year by staff with the application and all required information.

c. Write-in Candidates

Candidates, other than those nominated by the Nominating Committee, may be nominated if said candidates names are presented in writing to the Nominating Committee 60 days before the election, accompanied by the signatures of 50 members in good standing recommending the candidates for a Director or an Officer position. Each Candidate must complete the application and participate in the interview process

d. Terms

Those applying for the position/positions on the national Board shall be notified that they are to serve a two (2) year term, unless filling a vacated Director position with a term remaining.

e. Time Line

The following is an estimated time line that Nominating Committee should follow:

December 15: Begin issuing Call for Nominating Committee appointments

January 17: Issue Nominating Committee Self-Nominations reminder email if necessary and include article/form/link in the March Resource on nominations.

February 15: Nominating Committee submission ends. Begin work on making selections.

February 21: Forward Nominating Committee Roster to President for appointment.

March 1 – 21: Schedule two calls with Nominating Committee to review application and select criteria, develop questions to be asked of candidates and hold 3 or 4 Committee calls of one hour each to finalize questions, outline, etc. Do a survey monkey to establish questions. Send last three years and let the committee choose which questions to ask. Try to amend any that were used the previous year

March 1: Send out notice for Officers Self Nominations form to be submitted to National c/o ED by April 17

March 15: Send out notice for Officers Self Nominations form to be submitted to National c/o ED by April 17

April 1: Send out notice for Officers Self Nominations form to be submitted to National c/o ED by April 17

April 17: Deadline for **Officers** Self Nominations to be received.

April 18: Send out notice for Officers Self Nominations form to be submitted to National c/o ED by May 7

April 19-29: Schedule Interviews with Officers

April: Have the President and President-Elect join the conference call prior to determining officers slate. The President and President-Elect shall lend perspective to the Nominating Committee during deliberation; this can be done before the questions are asked to Candidates.

April 29: Send out notice for Officers Self Nominations form to be submitted to National c/o ED by May 7

May 7: Deadline for **Directors** Self Nominations to be received.

May 9 - 23 interview Director Candidates

Hold wrap up committee conference call to review tally and recommend slate to the Bod

(Several conference calls)

May 26: Forward slate to Directors to be ratified electronically or via conference call at their June meeting.

May 30: Send notice of Board of Director candidates, and write-in solicitation, will have to be submitted on an application with 50 signatures

June 15: Deadline for write-ins

June 20 – 30: Interview write-in candidates

July 15: Send Slate of Board of Directors to members for minimum of a 30 days notice.

Last week of August: Elections held and close at 5:00 Eastern Time on the last day.

Schedule final wrap up meeting to review any changes/recommendations for the following year

Installation of Officers and Directors will take place at the convention in October.

Installation of Officers and Directors will take place at the convention.

3. Presentation of Slate

The Slate shall be ratified by the Board before being published to the general membership.

C. Elections

1. Time/Place

The election of Officers and Directors shall take place at least 30 days prior to the Convention each year. Ballots will be distributed electronically to all eligible voting members in sufficient time to be returned and tabulated by NARPM® staff. The Nominations Committee Chair shall be notified of the ballot results.

D. Committees

All committees are open unless otherwise stated

Committee Chairs are to be grooming future leaders of their committee. If members are not attending calls chairs are to counsel member and possibly remove from committees. Work with Chairs on how they should handle these situations as not to offend members.

Committee Chairs are to draft reports to the board through a partnership of Chair and their appointed staff member

1. Appointment of Chairs

The Chairpersons and Vice Chairpersons of all committees will be selected by the President, with consultation of the President-Elect and Executive Director, and approved by the Board of Directors. Appointment of Vice Chairs shall be done after discussing candidates with that years Chair. Chairs shall be chosen from within the existing committee or preferably from one of the vice chairs/sub-chairs.

Chairs will appoint the necessary subcommittees as needed to ensure the NARPM® action list is accomplished. NARPM® has a list of volunteers who have chosen to work on special assignments and the staff can supply that list to any chair upon request.

Committee Meeting Notice:

All meeting schedules will be reported in Eastern Time Zone (location of NARPM® staff). Every effort will be made by NARPM® staff to note other time zones. Committee meeting should, when possible, be scheduled for the entire year so staff can ensure meetings are placed on the Critical Dates Calendar.

2. Executive Committee

Consists of the Officers of the Association, including President, President-elect, Treasurer, and Past President. The Executive Committee takes the responsibility of acting as mentors to other Board members; they are to help the members stay focused on the structure and procedures of the Board. The Executive Director shall be in attendance at all Executive Committee meetings but does not vote.

The Executive Committee meets at the call of the President or when there is urgent business between Board meetings. Minutes are to be taken by the Executive Director and distributed to the Board of Directors.

3. Member Services Committee

Is responsible for membership development & retention; statistical data; and chapter formation and growth. Is responsible for planning the Annual Convention and Trade Show, and any other National Association meetings in conjunction with the NARPM® staff event planner.

Is responsible for the development and maintenance of Affiliate membership relationships. Committee will coordinate special sponsorship packages for affiliates in conjunction with assigned NARPM® staff.

Is responsible for assisting the Board of Directors in implementing and enforcing the Code of Ethics and Standards of Professionalism. The Member Services Committee created a procedure manual on how to handle complaints.

A. Professional Standards sub-committee:

In order to field a subcommittee of Professional Standards, the person must be a member in good standing with NARPM® and the chair will first look for MPM® designees then RMP® designees.

The NARPM Code of Ethics is to be reviewed at least every four years by Professional Standards subcommittee. Two years prior to expiration of ethics membership requirement, have the Code of Ethics class rewritten, based on recommendations from the subcommittee, prior to the expiration of the ethics membership requirement, so each four year cycle there will be a fresh course

Members of the Professional Standards Sub-Committee will not be found in violation of the public trust policy of NARPM®.

Professional Standards Sub-Committee will publish cases in the Residential Resource as they arise, but not the members' names.

5. Finance Committee

Is responsible for fiscal management of all funds of the Association and acts in an advisory capacity to the Board of Directors in planning, forecasting and maintaining good financial management of the Association. Projected expenditures cannot exceed the Association's ability to pay. Oversees the establishment of the annual budget.

6. Nominating Committee

Is responsible for providing a slate of candidates for office each year, with approval of the Board of Directors. The committee shall be composed as to Article IV, Section A & B, with the Immediate Past President as Chairperson. All members of the Nominating Committee shall disclaim any interest in seeking a position on the

Board of Directors for the upcoming year. All reports of the Nominating Committee, along with their members, shall remain confidential

7. Professional Development Committee

Is responsible for providing education and training through courses approved by the Board of Directors. Education shall oversee distance learning and 'stand up' courses taught for designation classes. Is responsible for setting the standards for professional designations bestowed by the Association and for recommending members' applications for designations to the Board.

8. Communications Committee

Will oversee all NARPM® publications. Is responsible for the development and production of the Association news magazine, the electronic membership directory, and any other Association publications or communication channels that are not the responsibility of other individuals or committees. NARPM® staff shall be responsible for layout, printing and distribution of publications, and will assist in the proofing.

9. Governmental Affairs Committee

Is responsible for collecting information about pending legislation and current laws impacting property management, developing position statements and disseminating information to the membership in conjunction with NARPM® staff. This Committee shall recommend position statements to the Board of Directors for approval prior to distribution. If time is of the essence and the President approves positions, it can be distributed and then reviewed at next board meeting.

10. Long Range Planning Committee

ALL REFERENCE TO LONG RANGE PLANNING WILL BE REMOVED FROM THIS MANUAL EFFECTIVE DECEMBER 31, 2011 AND REPLACED WITH STRATEGIC PLANNING. This committee is responsible for future planning for the Association. Members of this closed Committee shall serve a two (2) year term. The Executive Director shall be a non-voting member of Long Range Planning.

The Long Range Planning Committee will be composed of 11 voting members, serving a minimum two (2) year term, plus the Executive Director, who serves as a non-voting member of the committee. The voting members of the committee will include the Chair, the National President, President-Elect, Past President. In addition, there will be four members at large who have not served on the National Board plus three other members who may, or may not, have served on the Board one of which will be the Vice Chair.

Strategic Planning Committee (effective January 1, 2012)

Committee make-up for Strategic Planning Committee should consist of: (10) the NARPM® Board of Directors, (4) standing Committee Chairs, or their appointee who must be approved by the Strategic Planning Chair and NARPM® President, (1) NARPM® Executive Director, (a non-voting member), (4) at large professional members and (1) affiliate, (a non-voting member). (*For the first year 2 at large professional members will serve one year and 2 at large professional and the 1 at large affiliate members shall serve two years.*)

The NARPM® President, with consultation with the President-Elect, shall appoint a chair from the committee appointees and this person shall serve a one-year chairmanship position.

For the at large professional and affiliate committee members, there will be an application process for these individuals where it is asked what they foresee the future of the Property Management industry to be and what issues are on the horizon that will impact NARPM® members, and what changes NARPM® should make to address these issues.

The NARPM® President, along with the Strategic Planning Committee Chairperson, is to approve the at large professional and affiliate committee appointment(s). Applications will be sent to National who shall compile all

applications and forward to the committee chair. The Committee Chair will review them and make recommendations to the President on the at large and affiliate appointments.

Strategic Planning Committee sessions will take place at the board planning session in September. A minimum of a month prior to the planning session, but after elections are held, a conference call will be held that establishes the agenda for the session and the preplanning that is required for all volunteers.

Suggestion for the planning session: Have everyone share their vision for the organization and industry. Committee chairs talk about what they have been accomplishing and what they think is missing. All volunteers should discuss these items. Use this first day as more of a brain storming day and just let the volunteers dream. If there is time start reviewing current plan to see if the strategic objectives are still relevant based on discussions and issues affecting the association and the members. Second day review membership surveys and also see if any items that were covered in the morning on the first day need to be incorporated into the plan. The second day the changes to the strategic plan are made and adopted or, if not completed, a future conference calls could be established as needed to complete the necessary actions.

The Strategic Planning Committee will look to the future of NARPM® focusing out two to three-years, but keeping in mind anticipated trends that may occur in the industry thereafter by annually reviewing the Strategic Plan and modifying as needed.

Travel reimbursements: All Committee Chairs and Strategic Planning Members shall be reimbursed at the same rate as the Board of Directors.

It is important when filling the committee positions to ensure that there is a fair representation of gender, region location, age, and length of service to NARPM.

The NARPM® President, along with the LRP Chairperson, shall approve the committee appointment(s).

The Long Range Planning Committee will look to the future of NARPM®, five years and beyond by reviewing the Strategic Plan and testing it against the anticipated trends in the industry.

11. Other Committees

The President may form special workgroups and appoint a chair from time to time, and report action to the Board of Directors.

12. Rental Home Professionals

NARPM® is the primary stock holder of Rental Home Professionals whose purpose is to serve as a property information service and is a means by which authorized subscribers may accumulate valuable market data, market the subscriber's services and listings and make blanket unilateral offers of compensation to other subscribers acting as authorized agents for the owner, or in other agency or non-agency capacities defined by law; by which cooperation among subscribers is enhanced, by which information is accumulated and disseminated to enable authorized subscribers to lease rental listings, acquire new clients, prepare analyses, and other valuations of real property for bona fide clients and customers; by which subscribers engaging in real estate appraisal contribute to common databases; and is a facility for the orderly correlation and dissemination of listing information so subscribers may better serve their clients and the public. Entitlement to compensation is determined by the cooperating broker's performance as procuring cause of the lease (or sale). The general public will be allowed to purchase advertisements directly from the Service.

13. General

a. Reports

All committee Chairs are expected to provide a written report to National, using a standardized report form by the date established on the critical dates calendar. Failure to provide a report for two (2) or more months will result in the removal of the Chair with the Board's approval.

Proposals to the Board should be included in the written Board report due no later than three (3) weeks prior to each Board meeting. This will allow the Board of Directors time to consult with any relevant primary or subcommittee, if necessary, and to provide time on the agenda for discussion. In presenting the discussion, be sure to present Chairs feelings and those of the committee under rationale for the committee recommendation. If the proposal involves money, consult with the Executive Director who will meet with the Finance Chair before coming to the Board.

All committee reports should be written, including the staff recommendations, if needed. The standard form for committee reports must be used.

b. Expenses

If approval is needed for expenditures over and above the budget, a written budget request with supporting documentation must be submitted and given to the Executive Director at least 25 days prior to the meeting. The request will be forwarded to the Finance Chair who will review the request with the Finance Committee and forward their recommendation to the board of directors.

c. Subcommittees

The subcommittees exist so that a few people can specialize in a certain area. They are the experts and can concentrate on maximizing new ideas and projects. This is important so that not everyone has to work on everything. Subcommittees report their recommendations to the primary committee; the primary committee approves, disapproves, or sends it back for further work. If approved by the primary committee it is brought before the Board of Directors for approval (as a committee recommendation).

d. Committee Applications

So that members may be invited to serve in the Association in areas of interest or expertise, Committee Application forms should be made available throughout the year, for instance in the Residential Resource, at national events, in education class notebooks, in new member mailings, so that persons may express interest in service of their choice. National will forward all committee requests as they are received to the Chairs of the respective committees.

e. Committee Procedures

All committee meeting handouts should include the mission statement, strategic goal objectives, action steps, and the committee budget.

Chairs should keep the committee and subcommittee sections of the Policy and Procedures manual up-to-date. If a change is made, send a copy to the Executive Director so it can be distributed to the entire Board.

Committee recommendations and goals should be written and passed to the next committee chair.

Keep in mind that the membership list of NARPM® is for our own internal use exclusively. It is not to be made public without express permission from the Board.

Notify the Executive Director at least 30 days in advance of how much time you will need on the agenda for either a Board meeting or the Annual Meeting. Any action taken by the committee and motion passed need to be reported to the Board.

Ask primary and subcommittee members to notify the Chair first about any problems, ideas, or suggestions that they may have, whether or not these things relate to the committee. If the Chair cannot help, they will channel the information to the Executive Director.

External or internal publications, press releases, marketing pieces, etc., should be cleared through National for format and a professional look.

Any activity using the NARPM® name, such as interviews and cooperation with other organizations should be done only with the prior knowledge of National who will notify the Board. There may be conflicts with other primary or subcommittee work or legal problems of which committees may not be aware. The President is the spokesperson for NARPM®.

Utilize the Vice Chair and subcommittee Chair(s) in a variety of projects and meetings. This is a training time for the next committee Chair.

14. Member Retention Calling

Member Retention Calling Committee is comprised of volunteers from the Member Services Committee and designation candidates. After National mails out two (2) renewal notices to members this committee makes personal calls to each remaining non-renewing member. The committee sub-chair will confirm the commitment of the committee and relay the names of the current year committee members to NARPM® staff by the last week in January.

By the first week of February, NARPM® staff equally divides the current list of non-renewed members and assigns to each committee member using an automated database (if available.) The list is provided to the committee chair for future follow-up.

NARPM® staff will send the individual personalized renewal forms to each of the volunteers on the Committee for beginning of their calls. Committee members will be advised by an email containing links to the tracking database (if available) as to whom they will be asked to direct calls. During the month of February the calls are made. The committee members introduce themselves and inquire of member as to their renewal intentions. The committee member offers to send them renewal form to fill out immediately and instructs them to send it to National.

The committee members will log responses as to the member status such as no longer employed, no longer real estate professional, deceased, or the like. These notations become important in tracking where membership is going and why members do not renew.

If the non-renewed member is no longer with the company this is an excellent opportunity for the committee member calling to inquire about some other person who might have taken their place or in the property management department and an opportunity to recruit.

The deadline for all calls to be made is March 1. The deadline for renewals is March 10. To expedite the process the committee member can fax the renewal form to the renewing member who can add their credit card information and fax directly to National for processing. Credit card numbers and credit card information is not to be taken by any retention caller from any member.

The subcommittee Chair follows up and tracks the progress of each caller throughout the process. NARPM® staff and the Membership Committee Chair can also track progress of calls made at any time during the process by accessing the web information.

15. Initiating an Ethics Complaint against a member of NARPM

Anyone who believes that a NARPM member may be guilty of any action subject to NARPM Code of Ethics, may file a complaint in writing with NARPM Headquarters on a dated and signed complaint form, stating the facts on which their complaint is based. Complaints must be filed within one hundred eighty (180) days (six months) after the incident. A \$100 administrative fee must be submitted with all complaints. If the member is found in violation of the NARPM Code of Ethics the \$100 Administrative Fee will be refunded to the Complainant.

Headquarters will promptly refer any filed complaints to the current Chairperson of the Professional Standards Committee. The Chair will assign two or more members of the Committee to review the complaint. These members will report their findings to the Professional Standards Committee Chair. Their findings shall include a determination as to whether to dismiss the complaint as not relating to the NARPM Code of Ethics, or refer it to the Executive Director and Chair to schedule a complaint review. The Executive Director will send a copy of the complaint to the NARPM member named in the complaint requiring the member to furnish the Professional Standards Committee, within 20 days, a written response before making its decision. Failure by a member to respond to the Professional Standards Committee's request may result in an automatic complaint review which may result in a violation of the NARPM Code of Ethics. Any written information/documentation received by NARPM on the complaint will be sent to all parties.

If the complaint lists several allegations of unethical conduct and the Professional Standards Committee decides that one or more of the allegations would not be a violation of the NARPM Code of Ethics, that portion of the complaint may be dismissed, while the balance of the complaint will be forwarded for a Professional Standards Complaint Review Session. If there are several allegations of unethical behavior in the complaint, each will be reviewed and decided on separately by the Professional Standards Committee. Any action to dismiss any part of the complaint would be subject to appeal to the Board of Directors and follow the same procedures as described in other areas of these procedures.

- I. Standard of Proof: The Complainant has the burden of proving the charges to the Professional Standards Committee. The Complainant must prove with clear and convincing evidence that the NARPM member has violated the Code of Ethics beyond a reasonable doubt. It is the responsibility of the Complainant to supply a preponderance of evidence to the Professional Standards Committee.
- II. The Professional Standards Committee may amend the complaint by removing any inappropriate cited Article(s) of the NARPM Code of Ethics or add any appropriate Article(s) to the complaint..

If the person filing the complaint does not agree with the amendment, they may appeal the decision to the Board of Directors requesting that the original complaint be forwarded for a complaint review in the same procedures as outlined above. All parties to the complaint will be notified of any amendments to the complaint by the Committee prior to the Professional Standard Complaint Review session and final determination.

- III. Should the Professional Standards Committee determine the complaint should go forward to a complaint review session a new Committee will meet in executive session. The committee will be comprised of two (2) members of the Professional Standards committee and one from the state where the members practices real estate. Neither the person filing the complaint nor the NARPM

member may be present. The primary question to be determined by the panel will be whether the complaint supports a violation of one or more of the Articles of the NARPM Code of Ethics. The panel shall prepare a concise written decision that will include a basis on how they reached their decision. If a violation is found, the decision will include a conclusion and a recommendation for discipline.

- IV. Range of Penalties: The ranges of sanctions available to the Professional Standards Committee in disciplining its members are as follows:
- a) Letter of Reprimand with copy to be placed in member's file.
 - b) Placed on probation for a stated period of time not less than thirty (30) days nor more than one (1) year and completion of a NARPM Ethics Course. All designation application processes will cease until member's probation period ends.
 - c) Individual suspended for a stated period not less than thirty (30) days nor more than one (1) year with automatic reinstatement of membership in good standing at the end of the specified period of suspension and completion of a NARPM Ethics Course. A suspended member is not allowed to use his/her designations and cannot vote. All designation application processes will cease until member's suspension period ends.
 - c) Membership Suspension with no reinstatement privilege for a specified period of one (1) to three (3) years. Member must apply for membership to be reinstated after the specified period has ended. Approval of application shall be based on merits of application at the time it is submitted. The decision shall be written clearly articulating all intended consequences. Completion of a NARPM Ethics class is required prior to reinstatement. Designations will be revoked and the member must reapply and be approved for designations prior to member using the designation.
 - d) Member is expelled from membership and shall not be entitled to reinstatement and will permanently lose all rights to use NARPM designations.
- V. If a NARPM member resigns before final action is taken by the NARPM Board of Directors, the complaint review shall be suspended. After three (3) years the case will be permanently closed at which time the complainant will be notified of this action. Should member rejoin NARPM before the 3 year period ends, NARPM may choose to reopen and process the complaint.
- VI. Appeal Process:
- a) If the Professional Standards Committee dismisses the complaint as not applicable to the NARPM Code of Ethics, this decision may be appealed to the Professional Standards Chair within twenty (20) days from receipt of the dismissal notice by the complainant. The only information that will be supplied to the Chair will be those materials and information that were made available to the Professional Standards Committee when the decision was made. This information will be presented to the full Professional Standards Committee and considered with the appeal. The person filing the complaint, nor the member, will be permitted to appear before the Committee. If the Committee determines that the complaint was improperly dismissed by the Professional Standards Committee, they will forward it for a new complaint review and the Executive Director shall coordinate a time for the complaint review with the Professional Standards Committee Chair.

b) Immediately following the conclusion of the complaint review, the panel's decision will be filed with the Executive Director. The decision will then be forwarded to the complainant and member. The complainant and member has a right to appeal the decision prior to it being submitted to, and voted on by the NARPM Board of Directors

c) The Complainant and/or Respondent(s) must submit an Appeal of the Professional Standards Committee Decision of Ethics Compliant form along with a \$200 fee within 20 days of receiving the decision to the Executive Director, who will forward it to the President of The Association. The Appeal Panel will be appointed by the President from the Board of Directors, and will be made up of 3 directors. The panel will review the compliant and the committee's decision within a minimum of 20 days or longer and notify the respondent and complainant of the outcome. Additional information and evidence may not be submitted and will not be considered.

d) NARPM's Board of Directors makes the final determination if the decision should stand, institute alternative discipline, or send the complaint back for a new complaint review session.

VII. A copy of the final decision will be sent by certified mail to all parties involved in the proceedings. Decisions are to remain confidential with a copy placed in the members file at Headquarters.

E. National office and Management

1. Management of Association

Organization Management Group, located in Virginia, was retained to manage the association as of September 1, 2005, and will serve as NARPM® National Headquarters. NARPM® is assigned an Executive Director, an Administrative Assistant, a Chapter Support Manager, and numerous other staff members at National to perform duties for the Association.

2. National Communication

Response time from National to members' calls/emails should be 48 hours.

The NARPM® logo should be put on all correspondence and forms from National.

NARPM® Executive Director should be copied on all e-mails that are addressed the leadership.

Executive Director will provide an organizational chart of staff to put in on website and distribute to board of directors and committee chairs.

National will handle Chapter Leader contacts.

3. Management Operations

The Executive Director of NARPM® composes a monthly report that is emailed to the NARPM® membership from National. This report is compiled from committee reports and Board action that has taken place in the past month and includes a new member count. This news piece is to keep members up to date on issues happening in the organization and is archived on the website.

The staff of NARPM® holds bi-weekly staff meetings to review items that are coming up with NARPM®. The management team will copy the Executive Director on all correspondence with Board of Director members.

The Executive Director of NARPM® shall serve as the Corporate Secretary for the Association.

The Executive Director of NARPM® shall take all minutes for the Association and must submit the draft to the entire Board of Directors within one (1) week of the conclusion of the meeting.

The entire agenda packet must be emailed to all directors at least one (1) week prior to the Board of Directors meeting. The packet must link all documents to make easy previewing by the directors. "Reminder" emails should go out to all Committee Chairs one (1) week prior to the deadline for their reports to be included in the Board Packet.

The Executive Director is to keep the President and President-Elect informed on all pending issues facing the organization.

The Residential Resource production schedule is established by the staff with input from the Communications Chair. When deadlines are not met, the staff is to immediately notify the Executive Director, who will then notify the President.

The Resource printing and mailing will be put out for bid annually to various printers and mailing services. The Executive Director will choose the firm that delivers the highest quality at the most affordable price. Reminders for content will be emailed to contributors by either the Residential Resource Sub-Chair or staff. Deadlines will be printed in the Critical Dates Calendar.

Members must approve the printing of their email addresses in the directory, or any other NARPM® publications. This requirement brings NARPM® in compliance with the CAN-SPAM legislation.

NARPM® staff will keep the Board of Directors abreast of legislative and regulatory issues that affect the associations operation.

Membership applications are processed as soon as received at National. NARPM® staff will prepare "new member welcome packets" that includes a new member plaque with member number.

Ambassador points from new member applications are tracked by NARPM® staff on a spreadsheet. Ambassador points are purged after one (1) year. All classes of members are entitled to ambassador points.

National maintains individual membership file folders that include any information that is personally mailed to the member in reference to their membership or designations.

All expenses are to be submitted directly to National where the Administrative Assistant codes the expense, gives to the Executive Director for review and approval, and is scanned and sent to the Treasurer to approve. Once all approvals are received the accounting department will issue the check and will follow the most recent check signing authority document.

National will maintain committee lists in the database and provide rosters to chairs as needed.

All meeting schedules will be reported in Eastern Time Zone (location of NARPM® staff). Every effort will be made by NARPM® staff to note other time zones.

d. Refund Requests

The Executive Director will handle all requests for refunds that fall outside the printed refund guidelines.

4. Administrative Assistant – Professional Development Manager

- Assist chapters in setting up designation courses
Chapters contact national when they are interested in holding a class and staff makes necessary arrangements. First, staff supplies them with the Sponsorship Guide for holding the MPM® and RMP® classes. This guide gives detailed instructions and directions for holding the classes and has a class request form to be faxed back to me. Once the Class Request form is received staff contacts the instructor(s) that are within the closest proximity and see if they are available. If not, than proceed to the next closest, etc. Once the Instructors have been confirmed staff double check all information such as locations and times and then give that information to the Graphics Department to create the education flyer. When the flyer is created it again goes back to the chapter contact for a final approval before it is put on the website.
Staff creates the class in the database so when the registrations come in national can track everything. Staff continues to keep an eye on the class and update the instructors and class contacts, to let them know when there are enough registrants to hold the class or are in danger of cancelling class. In addition Staff ensures that email blasts are sent out individually and a monthly blast that gives all of the classes.
- Ensure education and designation information is kept up to date to enable management staffs to do their job
Once the Classes have been held, the sign in sheets, tests and evaluations come back to national. At this time attendance records are updated, evaluations tallied and sent to the evaluation sub chair, and reimbursements are calculated
All Designation applications also come to national once the money has been posted. When staff receives applications they assign a mentor and sends out a designation packet to the candidate with the mentor's contact information. Through out the candidacy period staff fields many questions from the candidates and those staff are unable to answer are referred to the designation sub chair or the Professional Development Chair. If they are unable to answer the question is than sent to those who have been around for awhile and enlist their support. Once the candidate has completed everything on the checklist and the mentors has reviewed the packet, the original and two copies are sent to national. A copy is immediately sent to an auditor, who reviews the packet and sends the review back to national. Once the candidate has been approved by the auditor a letter is sent to the candidate letting them know they have been tentatively approved and staff sends an email to the Professional Development chair and the Designation Sub Chair for their approval. When chairs have approved, staff draws up a motion and it goes to the Board of Directors (BOD) for approval at the next scheduled meeting. Once the candidate is approved by the BOD a letter goes to the new designee, the chapter president and regional Vice President. The original packet is filed for display at the national convention and the second copy in filed at nationals office.
- Assist Professional Development Committee in meeting goals & objectives
Staff works closely with the Professional Development Chair and sub chairs, setting up conference calls, tracking committee members, helping with agenda's and ideas to improve and assist the committee. Staff listens to the members and bringing their comments and concerns to the committee and sub chairs. Staff handles almost every part of whatever is going on and needs to be addressed by any committees.

Other ways staff works with NARPM® members include:

- Assist in the planning and marketing on NARPM® meetings
- Maintain communications with NARPM® members and local chapters
- Works on any special projects as assigned by the Executive Director

5. Chapter Support Services Manager

The Chapter support had traditionally been accomplished by volunteers, hence the fact that it has had mixed and inconsistent results. NARPM has been the recipient of incredible benefit from thousands of man-hours of volunteer service since inception. For the love of NARPM, countless volunteers have spent literally hundreds of thousands of hours in dedicated, heartfelt, and compelling service to reach where we are today. While the association was smaller, that was a reasonable, economical, and prudent method to rely on volunteer service; however, at 2,000+ members, we have lost knowledge, systems, processes, and procedures as volunteers change. This is prevalent not only in our national committees, but also in each of our chapters where volunteers reinvent the wheel much like NARPM members did before the benefit of our organization was realized.

Function: Provide training and support for NARPM® RVP's, member services chair, and chapter leaders to make chapters ultimately successful and independently thriving and assist in the recruiting and retention of members.

This position allows for:

- A single point of data collection, communication, reporting, and coordination will prevent loss of knowledge from one volunteer to the next.
 - A stable source of availability and access to training, guidance, and mentoring that is not dependent upon a volunteer's business workload and cycles.
 - Training from a consistent source will ensure that ideas, methods, information, and opportunities are communicated to chapters with greater continuity and follow-through thus elevating the likelihood of chapter success.
 - Assist RVPs and member services volunteers so they have to spend less time on direct services to chapters AND will assist supporting volunteers to effectively support chapters.
 - Chapters will no longer be held back by weak volunteers.
1. The manager demonstrates knowledge and provides clear, concise reports to the executive director, member services chair and subchair, regional vice presidents, and executive committee regarding the status of each chapter including their strengths, weaknesses, needs, and methods tried.
 2. All chapter leaders are aware of the guidance and support this manager can provide.
 3. The manager demonstrates complete knowledge and effective use of tools, systems, processes, and resources to effectively mentor and guide chapter leaders in struggling chapters. NARPM® will know when this goal is met when:
 - A. 90% of chapters are certified by December 31st of each year.
 - B. 50% of chapters receive the chapter excellence award each year.
 - C. 100% of new chapters formed have a business plan upon charter issuance.
 4. The chapter leaders this team member supports are "raving fans" because the chapter is more successful and operating more autonomously than before intervention.
 5. The manager accepts and is responsible for their contribution to NARPM's success by improving tools, systems, processes, and resources to make chapters successful!

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Compile and maintain a central data source for each chapter and create a tracking mechanism for work with chapters that can be easily reported to the leadership.
 - A. Review chapter compliance paperwork.

- B. Consult the member services chair.
 - C. Consult the RVPs.
 - D. Contact each chapter leader.
 - E. Look for the chapter leaders that do not attend the symposia!
2. Work with the member services chair annually to categorize chapters for assistance. Use prior chapter certification to assist in categorization.
- A. Self-sufficient – things are going great! The chapter has compliance packets submitted in a timely manner, they achieved chapter excellence this past year, and their incoming leaders attend the leadership symposium.
 - B. Moderate Support – One risk factor is present so some support will be needed.
 - C. Intensive Support – Multiple risk factors are present and this will need more of a team approach!
3. Determine course of action for support and engage volunteers in targeting support to chapters.
- A. Guide them through a planning exercise
 - B. Assist them in budget development
 - C. Offer advice on marketing activities
 - D. Consult on the establishment/strengthening of an affiliate program
 - E. Connect them with nearby chapters
 - F. Connect them with regional volunteers
 - G. Consider sending in a SWAT team to Strengthen, Weld, Automate, & Teach
4. Field inquiries for new chapters, investigate the viability of the lead, coordinate the preliminary activities, and assist in the formation of new chapters. Partner with RVP and Member Services rep to ensure meetings are scheduled and everyone has tools necessary for sessions.
5. Engage chapter leaders throughout the year with reminders with tidbits of advice.
- A. Retaining members
 - B. Recruiting members
 - C. Chapter Excellence
 - D. Convention
 - E. Designations
 - F. RVP Visits
 - G. Next year planning
 - H. Certification
6. Consider new tools that will make the chapter leaders' job easier and work towards evolving tools, systems, processes, and resources!
7. Assist in retention calling during dues billing and retain a spreadsheet designating why members do not renew
8. Assist in developing a membership recruitment campaign that will bring real estate agents to NARPM® for their property management specialty needs.
9. Work to grow NARPM® membership and bring enhanced services that members desire.
- F. Evaluations

Annually the incoming NARPM® Past President; President; and President-Elect will perform an evaluation of the operations of NARPM® and the management company. The incoming NARPM® Past President shall lead the evaluations. During this evaluation the leadership will discuss with the management company staff, and others as deemed necessary, input from NARPM® leaders as to the strengths and weaknesses of the organization and staff. This review will take place at the same time as the leadership training.

The Nominating Committees recommended candidate for the office of Treasurer of NARPM® shall be responsible for disseminating and compiling the results of a survey that is sent to NARPM® leaders at the chapter level, as well as Committee Chairs and Board of Directors on the national level. This survey will evaluate the effectiveness of NARPM® as a whole, as well as the management company.

The Committee Chair selects committee members for the Management & Leadership Review Committee to be approved by the President. Committee Members must sign a Confidentiality Statement.

The Committee shall review and use the Management & Leadership Review Checklist and disseminate to their entire committee. (See appendix #)

The incoming NARPM® Past President; President; and President-Elect will compile a list of questions to be addressed to the Management Company that will deal with goals for NARPM®'s future. The Management Company shall address these issues and give suggestions on how NARPM® can work to achieve these goals. This document shall be given to the leadership at the November planning session to help in determining the following year's action plan.

As part of the Executive Director/Management Company report a quarterly update will be given on the compiled written list of items that need to be accomplished based on the SurveyMonkey results that are collected from the chapter leaders, committee chairs, and Board of Directors.

The open items from leadership questions on SurveyMonkey are to be placed on the To Be Accomplished List for the board of directors.

G. Legal Counsel

NARPM® will retain legal counsel for the organization; current legal counsel is John Faber with Wilcox and Savage in Virginia Beach, VA.

H. Miscellaneous

1. Gift Protocol

The purpose of the gift protocol is to institute practical yet meaningful guidelines when awarding gifts to NARPM® volunteer members, speakers, workshop instructors, certification instructors, committee Chairs and Vice Chairs, NARPM® staff, and others. The goal is to maximize the goodwill toward NARPM®, while minimizing the cost. A gift shall be defined as "something given by NARPM® in appreciation of voluntary service rendered for which there was no compensation."

- a. Each committee Chair shall determine annually the appropriate gifts within his/her committee. The committee Chair shall submit an annual budget containing the proposed gift allowance to the Board of Directors for approval.
- b. The President, annually and part of the presidential budget shall authorize gifts for Board members, committee chairs, and chapter visit gifts.

- c. The Executive Director shall arrange the annual Presidential gift with input from the Board of Directors. The budget for this gift shall be part of the Board budget.
- d. In general, any paid speaker, certification instructor, and others providing service to NARPM® and receiving compensation shall not receive gifts.
- e. NARPM® staff, as an exception, shall be eligible to receive gifts. The President, through the Board budget, shall arrange all such gifts.
- f. Gifts and other recognition items shall be presented outside any formal convention or national event. Private presentations are much more appropriate, e.g. during committee meetings workshops, social events, etc.
- g. Recognition of volunteer effort during formal convention or national events shall be limited to “stand and be recognized” as a group or team.

2. Designations

Once a member is approved for a designation by the NARPM® Board of Directors, that Headquarter Staff sends a copy of the members congratulatory letter to their chapter for presentation at the next chapter meeting (if the member is affiliated with a chapter), and a copy sent to their Regional Vice President.

3. Whistleblower Policy:

(1) encourages NARPM® volunteers and staff to come forward with credible information on illegal practices or serious violations of adopted policies of NARPM®; (2) specifies that NARPM® will protect the person from retaliation; and (3) identifies where such information can be reported.

a. Encouragement of reporting. NARPM® encourages complaints, reports or inquiries about illegal practices or serious violations of the NARPM® policies, including illegal or improper conduct by NARPM® itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which NARPM® has existing complaint mechanisms should be addressed under those mechanisms, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

b. Protection from retaliation. NARPM® prohibits retaliation by or on behalf of NARPM® against its volunteers or management company’s staff for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. NARPM® and/or its management company reserve the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

c. Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the NARPM® President or to its Executive Director. If both of those persons are implicated in the complaint, report or inquiry, it should be directed to the NARPM® President-Elect. NARPM®, in conjunction with its management company, will conduct a prompt, discreet, and objective review or investigation. NARPM® volunteers and staff must recognize that NARPM® and its management company may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

4. Document Retention and Destruction Policy of NARPM®:

Identifies the record retention responsibilities of, volunteers, members of the Board of Directors, its Management Company, and outsiders for maintaining and documenting the storage and destruction of NARPM® documents and records.

1. Rules. NARPM® volunteers, members of the Board of Directors, management company staff, and outsiders (i.e., independent contractors via agreements with them) are required to honor these rules: (a) paper or electronic documents indicated under the terms for retention below will be transferred and maintained by the management company; (b) all other paper documents will be destroyed after three years; (c) all other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year; and (d) no paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.

2. Terms for retention.

a. Retain permanently:

Governance records – Charter and amendments, Bylaws, other NARPM® documents, governing board and board committee minutes.

Tax records – Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits.

Intellectual property records – Copyright and trademark registrations and samples of protected works.

Financial records – Audited financial statements, attorney contingent liability letters.

b. Retain for ten years:

Pension and benefit records – NARPM® has no employees or benefit plans.

Government relations records – State and federal lobbying and political contribution reports and supporting records.

c. Retain for three years:

Employee/employment records – NARPM® has no employees.

Lease, insurance, and contract/license records – Software license agreements, vendor, hotel, and service agreements, independent contractor agreements, employment agreements, consultant agreements, and all other agreements (retain during the term of the agreement and for three years after the termination, expiration, or non-renewal of each agreement).

d. Retain for one year:

All other electronic records, documents and files – Correspondence files, past budgets, bank statements, publications, employee manuals/policies and procedures, survey information.

3. Exceptions. Exceptions to these rules and terms for retention may be granted only by NARPM® Executive Director or the President.

5. Conflict of Interest Policy:

(1) defines conflicts of interest; (2) identifies classes of individuals within NARPM® covered by this policy; (3) facilitates disclosure of information that may help identify conflicts of interest; and (4) specifies procedures to be followed in managing conflicts of interest.

1. Definition of conflicts of interest. A conflict of interest arises when a person in a position of authority over NARPM® may benefit financially from a decision he or she could make in that capacity, including indirect benefits such as to family members or businesses with which the person is closely associated. This policy is focused upon material financial interest of, or benefit to, such persons.

2. Individuals covered. Persons covered by this policy are NARPM® officers, directors, chief executive and finance executive.

3. Facilitation of disclosure. Persons covered by this policy will annually disclose or update to the Chairman of the Board of Directors on a form provided by NARPM® their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members.

4. Procedures to manage conflicts. For each interest disclosed to the President of the Board of Directors, the President will determine whether to: (a) take no action; (b) assure full disclosure to the Board of Directors and other individuals covered by this policy; (c) ask the person to recuse from participation in related discussions or decisions within NARPM®; or (d) ask the person to resign from his or her position in NARPM® or, if the person refuses to resign, become subject to possible removal in accordance with the NARPM® removal procedures. The management company's staff will monitor proposed or ongoing transactions for conflicts of interest and

disclose them to the Chairman of the Board of Directors in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred.

6. Joint Venture Policy

Requires that NARPM® evaluate its participation in joint venture arrangements under Federal tax law and take steps to safeguard the NARPM® exempt status with respect to such arrangements. It applies to any joint ownership or contractual arrangement through which there is an agreement to jointly undertake a specific business enterprise, investment, or exempt-purpose activity as further defined in this policy.

For purposes of this policy, a joint venture or similar arrangement (or a “venture or arrangement”) means any joint ownership or contractual arrangement through which there is an agreement to jointly undertake a specific business enterprise, investment, or exempt-purpose activity without regard to: (1) whether NARPM® controls the venture or arrangement; (2) the legal structure of the venture or arrangement; or (3) whether the venture or arrangement is taxed as a partnership or as an association or corporation for federal income tax purposes.

A venture or arrangement is disregarded if it meets both of the following conditions:

- (a) 95% or more of the venture’s or arrangement’s income for its tax year ending within the NARPM® tax year is excluded from unrelated business income taxation [including but not limited to: (i) dividends, interest, and annuities; (ii) royalties; (iii) rent from real property and incidental related personal property except to the extent of debt-financing; and (iv) gains or losses from the sale of property]; and
- (b) the primary purpose of the contribution to, or investment or participation in, the venture or arrangement by NARPM® is the production of income or appreciation of property.

NARPM® will: (a) negotiate in its transactions and arrangements with other members of the venture or arrangement such terms and safeguards adequate to ensure that the NARPM® exempt status is protected; and (b) take steps to safeguard the NARPM® exempt status with respect to the venture or arrangement.

Some examples of safeguards include:

- (i) control over the venture or arrangement sufficient to ensure that it furthers the exempt purpose of NARPM®;
- (ii) requirements that the venture or arrangement gives priority to exempt purposes over maximizing profits for the other participants;
- (iii) that the venture or arrangement not engage in activities that would jeopardize NARPM® exemption; and
- (iv) that all contracts entered into with NARPM® be on terms that are arm’s length or more favorable to NARPM®.

I. Chapter start up/Struggling Chapters

Chapter Start-Up

Work with NARPM® volunteers in the area to find an email list that National staff can use out to obtain a list of prospects for the area/state.

National staff will draft an email to go out to the data base with a link to a survey that will obtain the respondents name and pertinent information (see <http://surveymonkey.com/MySurveys.aspx> I am a MAUI Residential Property Managers).

Staff will gather information from this survey and place respondents in member database as a prospective member for the prospective chapter. This will give the volunteers a list to start with for their first meeting.

Staff will assist volunteers in creating a flier for their upcoming formation meeting. Staff will do an eblast to the prospective members in the database and all members in the state where the Chapter will be starting up.

Staff will mail to the volunteers all information that is needed for their meeting to promote NARPM®. Volunteers may request additional information if needed.

At the chapter formation meeting it must be determined if it is viable to start a chapter and if so fill out a chapter charter request. NARPM® staff will present the request to the board of directors and if approved staff will work with the volunteers to get bylaws, articles of incorporation, and tax ID through LegalZoom.com. Member Services will allow new chapters to use their \$500 grant plus up to \$300 additional money to get the chapter set up.

Chapter leaders will be responsible for filling out the chapter planning worksheet G:\NARPM\Chapters\New Chapters\Chapter Planning Worksheet.doc (internal document). Send the RVP for the region the G:\NARPM\Chapters\New Chapters\Chapter Strategic Planning.ppt (internal document) along with G:\NARPM\RVP\State of NARPM.ppt.

A Chapter in Formation can be formed with a minimum of 7 members for the first 6 months and will be required to build membership to 10 members within the following 12 months. Should the chapter not be able to meet the requirement of 10 members, the chapter will be placed in a conditional membership status for an additional 6 months. The Regional Vice President and Chapter Support Manager will work with the Chapter to assist in getting the chapter in good standing.

National Staff and RVP to keep in bi-weekly contact with Volunteer to ensure they are meeting the necessary goals and have scheduled a follow up meeting. Their first meeting will need to get the chapter bylaws approved.

J. STRUGGLING CHAPTER MENTOR PROGRAM

- ❖ The RVP and Chapter Support Managers can easily identify strong chapters. It is more difficult to identify weak Chapters. #1 way to identify - Can be done with the completion of Chapter Compliance as those who have difficulty filling out documents, or submit incomplete information are to be noted as a struggling chapters
- # 2 Identify struggling chapters via the RVP conference calls with help of the new RVP liaisons assigned by the membership committee.
- ❖ As soon as a struggling/weak chapter is found, Chapter Support Manager is to notify the RVP who will contact the Chapter's leadership and see what type of assistance is needed. RVP and Chapter Support Manager (staff) should identify a strong chapter that is close in proximity that can assist this chapter. Once this is done, contact the strong chapters leadership to inquire into their assistance. Should they agree, the RVP and a person from that Chapter will arrange a visit to the mentee chapter. The RVP will notify the Member Services Committee Chair who can approve up to \$500 to cover the expenses of the volunteer who is traveling with the RVP to the chapter.
 - Ask leaders of strong chapters to mentor a nearby weaker chapter.
 - Conference call should be arranged by Chapter Support Manager and RVP to introduce leadership of two chapters and establish dates when they can meet. During this call exchange leaders' contact information between mentoring chapter and the mentee chapter or CIF being mentored and encourage constant communication amongst them.
 - Ask leaders (and members) of the weak chapter to attend one or two general meetings and/or special events of the mentoring chapter each year if possible.
 - If in close proximity plan one or two joint meetings with the mentor chapter as the host.
- ❖ Report bi-monthly to the RVP and the Chapter Support Manager (Staff) as to the status of the program. Who will report, mentor chapter, struggling chapter? In our opinion it should be the mentor.

- Which chapters have agreed to mentor which weaker chapters/ Identify mentor/mentee chapter and the leader to accompany the RVP.
 - What meetings of the mentoring chapter has the weaker chapter attended (type/ date).
 - What meeting dates will a leader from the mentor chapter attend of the mentee chapter. Make sure this date is shared with the RVP so they can schedule a visit also
 - Help determine if the mentee chapter has strong leadership in place and has the planning calendar outlined. When are they meeting and where. Is it conducive for the members in their chapter. RVP or mentor should observe of a least one of the mentee chapters board meeting to make sure the leadership is effectively running the board and chapter meetings as well as reviewing the duties of the executive committee, to ensure proper delegation and follow through of each chairs assigned tasks.
 - Bring in guest speakers and use \$500 grant money to help build membership.
- ❖ Mentor chapter leader, RVP, and Chapter Support Managers must stay in contact with the mentee chapter on a monthly basis. Arrange conference calls to review progress of the chapter in growing their membership.
 - ❖ Make sure mentee chapter/chapter leaders are attending regional conference and the chapter development training session that will help them learn from other chapters in their area. If needed they can use Chapter Grant money to help defray some travel expenses.
 - ❖ Encourage chapters to hold events that will draw in REALTORS from local associations. Look at joining the local REALTORS Association as an affiliate member, chapter grant money can be used for this also.
 - ❖ Only one \$500 grant can be issued each year. If the chapter feels they need extra funding they can petition the Member Services Committee for extra grant money.
 - ❖ Use the special advertising grant money set aside by the Communications Committee to help advertise Chapter and upcoming meetings
 - ❖ Make sure your chapter has a chapter website through NARPM®. Contact Chapter Support Manager for more information
 - ❖ Important part is find strong leadership to carry the chapter. If a weak leader is in place get someone strong to follow them at the end of the year (President-Elect) and get the weak leader out as soon as possible. It is imperative to find additional leadership to assist the struggling current leadership and help them finish the year as strongly as possible, find other members/mentors and neighboring chapter leaders/ national leaders.
 - ❖ Encourage struggling chapter to hold and advertise a local membership drive. This can be done through local event websites or newspaper press releases. The more members in place the better the leadership pool.

- ❖ Have the RVP or the mentoring chapter teach the above seven bullets to the mentee chapter. Give them these tools at the initial meeting or an outside board retreat prior to the New Year. It will come better from the NARPM member than the chapter support manager.

J. Board of Directors and Committee Chairs Protocol & Conduct

Being elected to the Board of the National Association of the Residential Property Managers is an honor and privilege. Your peers have selected you to serve the association in representing the industry and their professional interests. It is a commitment and responsibility that can be easily managed by staying focused on the NARPM® Core Values:

- Respect and integrity among members brought about by ethical, honest and credible behavior;
- Cooperation and sharing amongst colleagues instead of competitors;
- Commitment and dedication to the profession of Residential Property Management;
- Promotion of continual learning;
- Visionary leadership for the industry; and
- Service to society

1. Respect and integrity among members brought about by ethical, honest and credible behavior:

- Leaders are held to a higher standard and are expected to be the example for our general membership to emulate
- Stay true to the NARPM® Code of Ethics and Professional Standards

2. Cooperation and sharing amongst colleagues instead of competitors:

- Approach and welcome new members, first time attendees, and guests so they immediately know they are accepted
- Always be willing to share information and ideas with fellow NARPM® members
- Always “talk the good NARPM® talk” amongst the membership
- Give a member(s) your full attention when they address you. If they present you with a problem or other matter, see it through to the resolution or direct them to the right entity (committee chair, staff person, and/or Board member) to handle the issue. Most important, follow up with the member to ensure they were satisfied with the process and/or end result
- At NARPM® related events, mix and mingle (sit) with a combination of friends/ long-term members, new members and first time attendees. Whenever possible, Board members should sit at separate tables

As a leader, members take pride in getting to meet you and talk with you. By sharing your experiences they become a part of the NARPM® experience. Consequently, it is encouraged that you meet as many different members as you can. By socializing with only your friends, you miss this opportunity as a leader of NARPM®.

Where would you be in NARPM® today if a leader had not approached you?

3. Commitment and dedication to the profession of Residential Property Management

- As a Speaker, NARPM® representative, guest, participant, etc.
- Register for all events in which you are participating; unless directed otherwise by your host organization

- Published dates and rates for events apply to all members
- Always bring something to share with the members you are visiting (I.e. forms from your office, NARPM® membership packet and convention brochure, etc.)
- Meet and greet as many people as possible
- Be accessible and approachable
- Arrive early and be prepared
- Turn off your cell phone
- Private meetings should be conducted away from the membership
- As an Attendee:
 - During all events, be attentive and demonstrate respect to the person(s) speaking
 - Return from designated breaks promptly at or before the specified time
 - Participate in all events and get involved

4. Promotion of continual learning:

- Seek continued education for yourself (CE courses, NARPM® meetings, industry-related books and workshops, etc.)
- At any NARPM® or real estate event, wear your NARPM® designation pin(s)
- Support the offering of NARPM® certification courses in your area
- Encourage members to take certification courses and seek their NARPM® designations
- Encourage members and prospective members to attend NARPM® events and educational offerings

5. Visionary leadership for the industry:

- Release your inhibitions and personal issues to open your mind to focusing on the goals and purpose of the association
- Give and prepare yourself to receive constructive criticism
- Restrict negative communication; be constructive – presentation makes all the difference
- Avoid personal agendas and politicking
- If you are dissatisfied with a NARPM® member or situation, discuss it with that member or the appropriate leader(s) without involving others
- Always remember, “NARPM® first” when preparing to present an issue, motion, etc. The needs/ wants of a committee/member/yourself are secondary if it does not benefit NARPM® as a whole by adhering to the Strategic Plan
- Even if a controversy exists, demonstrate nothing but a positive attitude; especially when among the membership

Even if something seems like a personal attack, remember, it probably is not. People are inherently good and do not intend to harm or offend others by their choices or actions. Often times the offensive or disappointing actions by another have nothing to do with you but rather with that person’s own goals, personal issues or insecurities. If you know them personally, approach them privately to discuss the matter as a friend. If you know them professionally, approach them privately to discuss the matter respectfully as colleagues.

- E-mail:
 - Make sure to enter a “subject” into the subject line and that the subject matches the content of the email – NARPM®

- Copy the Executive Director on business communications
 - Restrict communication to the business being conducted
 - Only include parties, as necessary; likewise, make sure to include all parties affected by the information – don't forget to include headquarters.
 - Reply as directed, if you can reply to one rather than all, do so
 - Restrict humorous or sarcastic communication, as it can be easily misinterpreted
 - Have access to and check your email daily; respond as needed
 - Insert instructions (reply or reply all) into the email as to who should receive a reply
 - You are expected to reply to emails if your name is in "To" section and if cc: then the email is FYI only
- Male-Female Communication:
 - Avoid sexual overtones and innuendo
 - Avoid inappropriate contact, dirty jokes, foul language, etc.
- Motions, reports, agendas:
 - All must be presented
 - On time
 - Complete
 - In the format requested (hard copy, electronic, etc.)
 - Using any required template, as applicable
 - To all parties, as instructed
 - If you know of (or will be presenting) a motion that opposes the goals or ideas that another Board member and/or committee will be presenting, notify the appropriate board member/committee chair prior to the motion being presented
 - Include all pertinent background information to a motion so the Board can make an educated and thoughtful decision
 - Include how the motion/action supports the strategic plan
 - Do your homework prior to the board meeting.
- Relationship to the NARPM® professional staff, committee chairs/ members, and board members:
 - Be supportive: offer to assist
 - Be respectful: make a request, not an order
 - If they have not been able to complete a task assigned, ask them what they need or how you can help to ensure the task is completed
 - Keep them in the communications loop
 - Exceptions should not be expected for anything that has a clear policy/ procedure
 - Most importantly, do not assume; ask for clarification
- Time Management:
 - Manage your time so you can meet your obligations
 - If you cannot meet an obligation, discuss it with the appropriate leader as soon as you realize it is a problem allowing opportunity for someone else to assist or accomplish the task
- Dress:

All volunteers who serve in a leadership capacity, or as an instructor, shall dress in business attire and portray to the members a professional appearance. The President of NARPM® shall make the decision should a change in attire be needed for meetings.

All leaders and instructors are to submit to the national staff a photograph of themselves professionally dressed for use in publications.

- Dress professionally and respectfully at all NARPM® functions and when representing yourself as a NARPM® leader/ member
- Men – slacks, button shirts, sports jackets, suits and ties
- Women – business attire
- Wear NARPM® designation pins, etc. whenever possible
- Wear your Board name badge whenever possible
- Participation is key – if a NARPM® event has a theme calling for a costume or special dress, Board members are to participate and dress accordingly
- Presidents prerogative to make changes for the dress for special meetings away from the members
- Remove your convention name holders when on stage but your Board name badge is appropriate

1. Service to society

- Public Speaking:
 - Exhibit a professional and positive attitude
 - Be prepared and knowledgeable about the subject
 - Acknowledge all members/affiliates/guests equally and professionally
 - Present yourself as an expert of the industry, as that is how you are being perceived
- Promote Charitable or Community Service Projects
 - If you are part of a local and/or regional chapter of NARPM®, encourage the chapter to host such a project and make sure to participate in it Participate and support any national NARPM® sponsored

II. FINANCES

A. Dues

1. Annual Dues Amounts

a. Authority to Set

Annual dues and prorated annual dues will be set by the Board of Directors, and will be due by the second day of the New Year in order to receive the \$50 discount each year.

The Finance Committee, as part of its annual budget process, shall set a new member dues amount that will be collected with the application and paid the second year with the dues proration.

There is membership dues discount to Professional Members within a single company that has multiple NARPM® members. Three tiers are used. Tier One will not offer any discount on dues for a single company with five or less NARPM® members. Tier Two will offer a 25% discount on dues for Professional Members within a single company of 6 to 15 NARPM members. Tier Three will offer a 50% discount on dues for Professional Members within a single company of 16 or more NARPM® members.

b. Professional Members

Investors are not eligible for Professional Membership only their employees.

All new members joining NARPM® after September 30 in any year will be given one bill to cover membership through the following year.

In the event a new member does not pay the prorated portion of the dues after September 30, staff will create an invoice and mail to new member with a due date of January 1 the following year.

All members residing in North America are to be charged the same amount as a Professional member, payable in US currency.

Staff is to process any membership applications received in December and not invoice new members one month of dues. In effect new member will receive 13 months of dues for the cost of 12. This policy is NOT to be promoted to the membership but rather will just be set as an operational policy for staff.

Dues for Professional members will be \$295.

c. Support Staff Members

Dues for Support Staff members will be \$175 effective January 1, 2010

d. Affiliate Members

Affiliate member dues are \$295

When an Affiliate applies as a business entity that provides products, services, or expertise to the residential property management industry, they must apply for separate membership for each branch office it wishes to participate in NARPM®. The employees/contractors who are in the location of the business that holds the affiliate membership will be eligible to participate in

NARPM® events/functions/committees at member status which will also give them member pricing. Any additional locations must apply for affiliate membership in order to participate.

e. International Members

Dues for International members will be \$295

f. Student and Academic Memberships dues shall be established annually by the Board of Directors. Like our other memberships, the policy for discounts for the initial year and on-time renewal payments apply as well as the pro-ration calculations.

g. Junior Membership Dues shall be established annually by the NARPM Board of Directors. Like our other memberships, the policy for discounts for the initial year and on-time renewal payments apply as well as the pro-ration calculations.

2. Renewal Notices Schedule

Dues invoices will be mailed according to the following schedule:

- 1st invoice October 1 with letter and note of discounted dues if paid by date established by Finance Committee accompanied by list of member benefits and note of discounted dues if paid by date established by Finance Committee
- 2nd invoice Beginning December 1, weekly emails will be sent to members who still owe dues reminding them of payment and sending electronic links to their invoices.
- January Invoices mailed accompanied by list of member benefits and reminder letter from the President includes discounted dues that were not paid by deadline
- February End of February emails will be sent to those who have not paid with reminder of due date
- Inactivate March 10, Anyone who has not paid their dues will be made inactive and emails shall be sent to former members notifying of action.

For members who have not renewed by November 15, reminder notices (sent via e-mail) will be sent.

NARPM® management staff will mail the 1st dues invoice in October of each calendar year. A letter from the NARPM President will be mailed with the invoice stating benefits of membership. The notice on the invoice must state when the invoice is due and if paid by January 1, a discounted amount may be deducted from their total dues bill. This amount of discount will be approved by the board of directors during the approval of the budget. The December prior to the due date, weekly emails will be sent to members with a notice printed on it in referencing the due date and if paid by January 1, a discounted amount may be deducted from their total dues bill. During and if paid by January 1, a discounted amount may be deducted from their total dues bill December at least two (2) emails are to be sent to unpaid members informing them if the invoice is not paid by January 1 the total bill will be due, no discount applied. January 1, invoices are sent with a notice of the final due date of March 10. End of February email reminder is sent to unpaid members and the week prior to the due date reminders are again emailed to member. If invoice remains unpaid membership will be terminated per the NARPM® bylaws. March 10 due date; final email reminders are sent to unpaid members notifying them they are inactivated from membership and a follow-up letter stating same. During this time calls for dues collection and a list of non-paid members will be sent to chapter leaders for them to make calls.

Should a member feel they have extenuating circumstances for not paying dues, staff will inform the member to send a letter to National that will be presented to the finance committee for a final decision. Should a decision to waive the late fee be granted, this decision will be conveyed to the NARPM® board of directors.

Prior to March 10, should the improper amount of dues be received at national, staff will call member and notify them that payment can not be processed until full amount is paid. Should the member submit a written request to waive late fee, and such request is granted, the fee will be refunded to the member. If staff does not hear from member in 30 days check shall be returned with a note stating payment could not be processed as incorrect amount was received.

3. Payment Deadline

Payment of any dues or special assessments must be made within 30 days of the invoice due date. Any payment received after that time will be considered late, and a late fee will be assessed. The Board of Directors must approve any schedule of late fees or returned check fees.

All annual Dues will be due by the second business day of the New Year in order to receive the \$50 discount.

4. Prorated Dues

Prorated dues invoices will include a letter explaining the prorated dues. Month of December no dues will be charged to new members.

5. Website Links

Members will receive e-mail and website link on the NARPM® website included with their dues payment.

6. Special Assessments

A special assessment may be imposed upon the membership for a specified funding purpose.

7. New Members Solicited at trade shows and/or event for membership recruitment

The Member Services Committee will solicit for new members with a one-time discount offering of \$50 if they sign up for membership at approved trade shows or an event held by a chapter, once a year, specifically for membership recruitment. If a local chapter is participating in a trade show or holding a membership recruitment event they may request the Member Services Committee Chair allow the offering of this solicitation during their event. If approved, National will supply the chapter with applications that show said discount for designated day(s) as approved by Chair.

8. Tiered dues billing

Three tier discounts were formed for 2010 dues billing. Tier One will not offer any discount on dues for a single company with five or less NARPM members. Tier Two will offer a 25% discount on dues for Professional Members within a single company of 6 to 15 NARPM members. Tier Three will offer a 50% discount on dues for Professional Members within a single company of 16 or more NARPM members. The discount shall be taken off the effective dues (\$245). Companies will retain this discounts through the year in which they are eligible.

Requirements:

1. The amount of the discount is determined by the tier level in which NARPM members of a single company fall. The total number of NARPM Members per company will include both Support Staff and Professional Members.
Example: A single company with 3 Professional Members and 2 Support Staff Members has 5 NARPM Members and would fall in Tier One.
2. Although the number of support staff members is included in determining the tier level, the discount only applies to the Professional Members.
Example: A single company with 3 Professional Members and 4 Support Staff Members falls in Tier Two. The 3 Professional Members will receive a 25% discount on dues. The 4 Support Staff Members pay full dues.
3. Tier levels are determined by:
 - a. The number of members per individual company with dues paid prior to the due date and submitted together.
 - b. Tier levels will only be adjusted at the following year's dues collection.
Example: A company pays dues for 5 members prior to the dues due date, which puts them in Tier One. Three month's later; the company pays dues for one additional member. The company will remain in Tier One until the following year when 6 or more members renew and pay prior to the dues due date, at which time they will be assigned to Tier Two.
4. The dues discount for Professional Members shall apply to the effective dues amount after other discounts such as early payment discounts of \$50 and trade show discounts.
Example: A Professional Member whose company falls in Tier 3 joins at a Trade show and receives a promotional discount of \$100 will pay dues of \$97.50. ($\$295 - \$100 \times .50 = \$97.50$).
5. National will invoice each company for dues renewal, which will list each current member. If the company is adding additional members at this time, new applications must be submitted with the invoice. A single check, renewal invoice, and each additional application must be submitted at the same time. Other than "member name" the contact information will be the same for each applicant. It will be the responsibility of each member to use IMS to change personal contact information.
6. Company and their branches can be considered for this discount. Should companies be set up as separate entities with different names then discounts do not apply.
Example 1: Re/Max Capital and Re/Max River City may not count individual NARPM Members per office in order to receive a higher discount.
Example 2: ABC Properties North and ABC Properties South may not count individual NARPM members per office/location to receive a higher discount.
Example 3: ABC Properties with branch offices may count individual NARPM Members as a single company in order to receive a higher discount, as long as all of the above requirements are met.

C. Non-dues Revenue

1. Mailing Lists

Pricing for the purchase of the NARPM[®] membership list is as follows:

Affiliate members - \$0.10 per member with no minimum

Non-Affiliate members - \$0.15 per member or \$20 whichever is greater.

All of the prices set out are for a one-time use.

If either an Affiliate member or a Non-Affiliate member requests the list be printed on labels, there will be an additional shipping and handling charge. The shipping and handling charge will vary depending upon costs incurred by National.

National should not sell labels to members whose intent is to use them for solicitation. Regular members who wish to sell their product at a conference/meeting must purchase an exhibit booth at the non-member affiliate price. This policy is to be stated in all conference/meeting brochures.

2. Email list

The NARPM National staff shall be allowed to provide the active membership e-mail address list to any NARPM National Vendor Affiliate at National's discretion. Use of the list is limited to National Vendor Affiliates in good standing and an "opt-out" feature for members to be taken off vendor email list must be included with any correspondence to the membership. This list will only be available to Bronze and above sponsorships. Add to signature line that vendor understands and agrees to guidelines outlined above.

3. Advertising

a. Rates

National sets advertising rates in conjunction with and the approval of the Communications Committee.

Affiliate members will receive discounts on advertising when paying the total cost of their advertising plan up front. All prepaid advertising is nonrefundable. Credit for an ad of equal value may be given for a future issue month. Discounts are as follows:

\$4,000+	25%
\$2,500-\$3,999	20%
\$1,500 - \$2,499	15%
\$300 - \$1,400	5%

b. Residential Resource

Rates in the Residential Resource are governed by the Communications Committee. An advertisers rate schedule is maintained by the graphic coordinator.

If a NARPM® chapter wishes to advertise in the Residential Resource, there are two (2) ad programs available. For a business card size ad, the price will be a flat fee of \$50; for a quarter page ad, the price will be a flat fee of \$135. These represent an approximate 50% discount on advertising.

c. E-blast Advertising

E-blast advertising prices are determined annually through budgeting process and will be included in advertising guidelines

4. Stores Items

See Marketing and Promotional section.

5. Rental Home Professionals NARPM®

NARPM® owns 100 shares of stock of Rental Home Professionals. Should NARPM® be required to pay UBIT's (unrelated business income tax), Rental Home Pros will reimburse NARPM® from their annual proceeds.

- a. Rental Home Pros will also supply every quarter to NARPM® Board of Directors:
 1. Balance Sheet
 2. Revenues and Expense (Current month and Year-to-date)
 3. 12 month Cash Flow (from Jan. 1 to current date) with comparison to previous years.
 4. Budget comparison - Variance Report (Current month and Year-to-date)

C. Expenses

1. Reimbursements

Board members must submit reimbursement requests within 30 days after incurring an expense and prior to December 30, of the year expense is incurred.

A committee Chair signs all requests for payment of expenses; if an expense is coded incorrectly, it can be moved to the correct account.

All expense reimbursements are to be verified by actual receipts.

The following is the travel reimbursement policies for all volunteers who travel on behalf of the Association:

- I. TRAVEL Is expected to be by the lowest and most efficient method of travel available, using coach fare, and purchased as soon as possible, but no later than 20 days in advance. Should volunteer choose to drive personal vehicle or use a rental car, a cost comparison with other means of travel may be requested to demonstrate the lowest travel cost was used. A Chapter visit is limited to be reimbursed up to 2 nights and a NARPM National events will be reimbursed for up to 3 nights.
 1. HOTEL: Room charges, including internet service, will be reimbursed as long as volunteer is within the budgeted allowance. NARPM will not pay for upgrades.
 2. TRANSPORTATION: Use Hotel shuttles if available. NARPM will reimburse car rental fees at the same rate for the shuttle service or taxi fee, whichever is less, to and from airport/hotels. NARPM will not pay for parking or fuel of rental cars.
 3. FOOD: Actual cost for food, beverage, and tips with a max of \$50 per day (no alcohol)
 4. TIPS: A maximum of \$5 each tip with a maximum daily amount of \$10
 5. Max reimbursement (includes airlines tickets, hotel charges, food, etc) will be based on amounts requested in budget for volunteer/event.
 6. Receipts must be submitted for any expenses over \$10, along with reimbursement form, within 30 days after event has ended.
 7. No long distance phone charges will be reimbursed
 8. Parking and mileage to/from airport for personal vehicle will be reimbursed. An airport limo/taxi may be taken to the airport if the charges are less than or equal to mileage and parking.
 9. Prior approval must be obtained from the treasurer should exception to this policy be needed by the volunteer before expense is incurred.

Clarification:

- Use long term parking at airports, no short term parking will be reimbursed. Plan additional time to board your flight.
- All travel, included to and from airport, is expected to be by the lowest cost available. This means you are responsible for checking into the most economical means of travel, even from your home to the airport. NARPM® will pay mileage plus long term parking.
- Receipts must be attached to reimbursement request forms
- Remember to book airline tickets at least 20 days prior to the class.

Committee travel shall be limited to up to \$500 per person for airline/mileage to attend meetings; \$50 per day food, and one-half room charges per day, unless rooms are comp.

Reimbursements will only be made to volunteers after the event has taken place. NARPM will not advance any travel reimbursement prior to an event being held.

If reimbursements are submitted after 30 day time frame, approval will be required from the Finance Committee prior to payment being issued to the volunteer.

If additional funds are needed outside of the committee budget than a motion must be brought forward to the Finance Committee to look at the impact on the budget. Once this study has concluded, a recommendation will come from the Finance Committee Chair to the Board of Directors.

The Regional Vice Presidents will get reimbursed for registration fees for attending regional events that are outside of their state or area that their place of business is located as long as these events are within their budget and within their region.

Board of Directors would not be reimbursed for registration at the NARPM® Annual Convention & Leadership Training that all Board members are required to attend.

NARPM Board of Directors attending Board meetings will be entitled to receive reimbursements of expenses. When attending a board of directors meeting at the National Convention, members will be reimbursed for expenses for three (3) days that are required for attendance at the Board of Directors meeting. NARPM® will reimburse all travel expenses to arrive at the destination

If attending a state and/or regional meetings, Regional Vice Presidents must take the opportunity while in attendance to meet with their respective local chapter leadership.

There will be no reimbursements for chairs and vice chairs to attend the convention session unless the chair is an instructor or speaker. In this case, travel will be budgeted through speaker and instructors fees. Chairs and Vice Chairs of Committees are to only attend the east coast leadership symposium where committee meetings and Board of Directors meetings will be held. This travel must be in the Committee's budget.

2. Reimbursement for Formation of New Chapters or for Chapters in Need program

NARPM® will pay for a person to attend an event to form a new chapter, or when a program is held assisting a chapter in need. No more than \$500 will be reimbursed for this individual member to attend the initial meeting for a chapter that is being formed. NARPM Member Services Committee is only authorized to approve one person to attend these sessions and the

travel must be in the Committee's budget. Approval for additional funding will be required from the Finance Committee to spend additional money on a chapter that is being formed.

Meeting reimbursements for chapter formation events and programs held to assist chapters in need will be limited to the marketing costs for the event and the cost for room rental fees. Approval for additional funding must be submitted to the Finance Committee who, after looking at impact on the budget, will bring a recommendation to the Board of Directors.

3. Reimbursement Forms

All reimbursement Forms must only contain expenses for the individual member. If expenses are incurred for another NARPM member the expense should be shown on the member who it pertains to member's reimbursement form with a note as to who has the receipt for the reimbursement request. All receipts should be the detailed copy, not the credit card summary, with a list of who it covered (if more than one member) and what amount NARPM owes to the volunteer.

If a trip has a dual purpose, (i.e. education/designation class and board meeting) airline tickets/mileage should be split equally between the events. Meals that take place during the respective events should be charged the correct event.

4. Instructor reimbursement

a. Fees:

Instructor of one (1) day courses to be paid \$800. Instructors of two (2) day courses to be paid \$1,600.

Instructors will be reimbursed for their expenses in teaching a course. All expense reimbursement requests (See Section II, C) must be submitted within 30 days after the course.

Airfare will not to cover by NARPM® for any designation course instructors at the Convention when they are teaching courses.

There is a limit of \$800 for expenses unless the Professional Development Chair authorizes and approves additional expenses.

b. Travel Policy

NARPM® shall pay Instructor for teaching course. Instructor shall be paid within ten (10) business days following receipt by NARPM® of all. NARPM® reserves the right, at its sole option, to change the amount of compensation to be paid to Instructor upon 30 written days' notice to Instructor. Instructor agrees and understands that only normal and actual expenses will be reimbursed. Instructor is expected to use the lowest cost means of transportation. NARPM® reimburses following the travel reimbursement policies outlined above. All volunteers are to provide proof of mileage to a NARPM function through a mapping service such as MapQuest. A limit of \$25 for baggage fee will not require a receipt to be submitted with expenses. Anything over \$25 will require a receipt.

An instructor fee of \$150 will be paid for the NARPM® Ethics class. No other expenses will be reimbursed for the presentation of this class.

Any NARPM® MPM® may teach the NARPM® Ethics class providing that she/he has taken the Ethics class and has received approval from the NARPM® Professional Development Chair and

that the Professional Development Chair is to develop written criteria within 45 days of passage of this motion.

c. Course Authors:

The "Author Contract for RMP® Courses" is to be accepted for any course that is approved, and this is to be the standard contract until it is revised in the future, subject to Executive Committee approval.

Authors of courses will receive the following compensation:

RMP® – Payment of \$1,500 for the writing of the course.

MPM® – Payment of \$3,000 for the writing of the course.

Author to be paid 50% of the author fee within 30 days of completion of the first presentation of the class. Balance to be paid within 30 days of final Board of Director's approval.

Author is to be paid a rate of \$350 for the review and update for each six (6) hour designation course.

d. Policy for Paying CRMCM® Auditors

Effective January 1, 2009, the following policy for reimbursement of expenses will apply to any new companies applying for their CRMCM® designation. At the conclusion of the CRMCM® audit, all expenses involved with the audit must be submitted to National within 30 days. Guidelines for reimbursement will mirror the guidelines for which NARPM reimburses other travel. National will then bill the CRMCM® candidate company. The CRMCM® designation will not be awarded until the CRMCM® candidate company has paid National the amount outstanding. Should there be a dispute in the amount charged, the CRMCM® candidate will submit a written dispute to National's office within 5 business days. National will then negotiate between the auditor and the CRMCM® candidate company. The auditor will be paid upon receipt of the expenses that fall within the NARPM guideline for reimbursement. The candidate will reimburse upon receipt of the same documents to NARPM®. If reimbursement does not occur within 30 days from invoice date, the awarding of the CRMCM® designation to the candidate will be withheld. The sponsoring MPM® of the company will be reported to the finance committee for further action pertaining to unpaid charges owed to NARPM®.

5. Board of Directors

NARPM Board of Directors attending Board meetings will be entitled to receive reimbursements of expenses. When attending a board of directors meeting at the National Convention, members will be reimbursed for expenses for three (3) days that are required for attendance at the Board of Directors meeting. NARPM® will reimburse all travel expenses to arrive at the destination within individuals approved budget. No convention registration fees will be reimbursed

NARPM® management staff works with hotel to provide meals to the Board of Directors during their face to face meetings. Meals that are included during the meetings is lunch and are only for members of the board of directors and Executive Director, unless approved otherwise prior to the meeting. Breakfast will be on their own and submitted for reimbursement. The management staff will present the detailed budget for each meeting during the drafting of the annual operating budget for NARPM®. No alcohol will be included in the budget.

NARPM® hosts a dinner for the Board of Directors at their meetings that are held face to face. The NARPM® management team is to find a location in the city of the dinner, and forward

information and menu's to the President for approval. NARPM® will also pay for the Board of Directors to bring either their spouse or significant other and NARPM® will pay for their meals as outlined above. All attendees will pay for their own alcohol that is consumed at the dinner. \$50 meal cap per person.

All volunteers and staff to provide proof of mileage to a NARPM function through a mapping service such as MapQuest. A limit of \$25 for baggage fee will not require a receipt to be submitted with expenses. Anything over \$25 will require a receipt.

6. Budget

Budget questions shall run through the National Office who will contact the Finance Chair and review concern.

7. Payment Procedures

National processes expense requests weekly. The Executive Director is authorized to execute on one signature, checks up to \$5,000, as approved in writing, by the appropriate committee Chair, Treasurer or President, respectively, of the Association and are in compliance with the check writing authority resolution that is adopted annually. The approved one-signature checks in excess of the \$5,000 limit will include: Organization Management Group – management fees and miscellaneous expenses and the moving of money between accounts for reinvestment.

Reimbursements will be made if expenses are approved in the committee budget. Use the NARPM® Reimbursement Form and mail, fax, or email to National. If reimbursement is a committee expense, then it must be approved by committee chair prior to submission to the Treasurer for approval. All expenses should go through National and then the Primary Committee chair for approval. Committee Chair expenses are to be approved by the Treasurer and must be in the committee budget.

Once expenses are received by National, the Administrative Assistant codes the bill to the appropriate accounts, gives to the Executive Director for approval. The invoice is then given to the Accounting department who places the information on a spreadsheet, scans the invoices, and emails the spreadsheet and invoices to the Treasurer for final approval. Treasurer reviews the information and initials the line on the spreadsheet for the expenses and then emails the spreadsheet back to National's office.

Should committee chair not respond within three (3) business days approving reimbursements, staff will submit requests directly to the Treasurer for approval. If Treasurer needs additional information staff will contact Vice Chair of Committee. Should staff be aware that Chair is not available approvals can then be received from Vice Chair or Treasurer with the Chair being copied on correspondence.

D. Foundation/Fundraisers

NARPM® desires to help charities through their conventions and trade shows. There are times when natural disasters occur and NARPM® would like to raise fund for members in need. This can happen at any time on the spur of the moment. NARPM® does not have a charitable foundation established which would allow individuals and business to make donations to support members in need.

NARPM® has available the use of a charitable foundation that is currently managed by OMG (NARPM® Management Company). The name of this foundation is the Hampton Roads

REALTORS Foundation (hereinafter called the foundation). The foundation is a 501 c-3 corporation and any donations are deductible as a charitable contribution. NARPM® understands that all interest earned on this account will be retained by the foundation to cover operating and overhead expenses.

Since the NARPM® Board of Directors approved using this foundation the following policies will be used in handling of funds to and from this account: NARPM® will fund this account with a call to members through an email explaining the formation of the foundation and the use of monies rose in this account, which will be for members who experience devastation to their company, such as an act of God. Future funding of this account shall be handled as follows: Finance Committee shall make a recommendation to the Board of Directors who will have final approval. Avenues available for funding is through the sharing of funds collected at the convention from members for a charity, additional amount voluntarily assessed during billing, special call for need to members when there is a special request from members. The finance committee shall also determine if a maximum amount of funding shall be established for each request.

Once the account has been funded, members can apply for funds by submitting a request through the Executive Director to the NARPM® Executive Committee. The request for funds shall outline the need and the amount of funding needed. Also in the request it should be noted any other sources of funding the requestor will receive in assisting them through this devastation.

Once request has been submitted, the Executive Director shall promptly arrange a conference call with the Executive Committee to review the request. After a decision has been reached as far as funding the request the Executive Director shall immediately notify the members and submit a request to the foundation for a disbursement check to the member.

Fundraising at the convention will continue and money raised during these events will be given to the charities prior to the conclusion of the event. All checks written by members for the fundraiser during these events will be made payable to the charity, not NARPM

E. General Procedures

1. Fiscal Year

The fiscal year for the Association shall be from January 1 through December 31.

2. Accounting

NARPM® accounting is on an accrual basis.

3. Financial Reports

A final year-end budget will be e-mailed to Board and committee Chairs by mid-January, once approved by the Board of Directors.

Financial reports will have a column to show how expenses are tracking to budget (budget variance column.)

National will supply a copy of the NARPM® bank statement to the President and/or Treasurer upon request.

4. Financial Accounts

The Association shall have four (4) authorized signatures on file with the bank, President, President-elect, Treasurer, and Executive Director.

5. Audits

The Finance Committee shall review the financial records of the Association quarterly. A financial review by an independent accounting firm approved by the Finance Committee Chair, and ratified by the NARPM® Board of Directors, shall be performed annually. A full audit by an independent accounting firm approved by the Finance Committee Chair, and ratified by NARPM® Board of Directors, shall be conducted at a minimum of every five (5) years, or when deemed necessary by the NARPM® Board of Directors.

6. Insurance/Bonds

NARPM® will maintain a General Liability insurance policy and Officers and Directors Professional Liability Insurance, and event cancellation insurance, when deemed necessary due to location of conventions.

The Association shall obtain, or be covered by a fidelity bond to cover any persons handling the funds of the Association

7. Fee for Re-processing Checks and Credit Card Billings

A returned check fee and credit card rebilling fee of \$25 each will be charged.

8. Reserve Funding/Excess Funds Investment Strategy

It is the goal to acquire and maintain a Reserve Fund balance equal to approximately one (1) year's gross operating revenue. All funds needed for annual operating expenses shall be placed in a cash management account that yields the maximum rate available. Reserve Funds shall be invested in short-term, medium-term, and long-term interest bearing assets that yield the maximum rate available, subject to the following:

- a. Reserve funds must be invested in a low risk, or virtually no-risk of loss, investment vehicle, e.g. Certificates of Deposit, General Obligation Bond, Triple A Corporate Bonds.
- b. Invested reserve assets shall be available to the Association; no less than 50% of the reserve funds shall be available to the Association within 18 months. Under no circumstances will Reserve Funds of the Association be invested for a period of time longer than five (5) years.

Interest derived from the cash management account and the reserve fund investment accounts will revert back to the cash management account, unless recommended otherwise by the Finance Committee and approved by the Board of Directors. As authorized by the Bylaws, the Treasurer together with the Finance Committee and shall have the authority to direct all investment decisions on behalf of NARPM®.

NARPM will also maintain a technology reserve fund that will be funded from access profits at year end.

III. CONVENTION, EVENTS, AND PROFESSIONAL DEVELOPMENT

A. Designations

1. General Policies

Professional members that receive a designation will retain it as long as they are current members of the Association in one of the classes of membership that permits use of the designations per the NARPM® Bylaws, or have been reinstated to membership.

a. Proper Use of Designation: The Chair of the Professional Development Committee shall hold both the RMP® and MPM® designations.

The proper way to display the designation is without a period between each letter. For example, "Ida Manager R.M.P." is wrong; "Ida Manager, RMP®" is correct.

NARPM® has established individual designations that can only be used by NARPM® members in good standing who have met the criteria as outlined in other areas of the NARPM® Policy and Procedures manual and approved by the NARPM® Board of Directors. NARPM® has also established a company designation which may be used by all members of a company (regardless of whether or not they are NARPM® members) as long as the company remains certified. Members must ensure that all NARPM® designations are used properly and if a member or a company is found not using correctly, a letter of warning will be sent.

As described in other sections of this manual, all NARPM® designations are trademarked and therefore must carry the registered trademark ®, except the CSSsm designation (i.e.: MPM®; CRMC®; RMP®). The marks should not be abbreviated or punctuated (i.e. use MPM® not M.P.M.)

Individual NARPM® designations should be used in the following order: MPM® RMP® (with no commas). The MPM® is always used before the RMP®. Both the MPM® and the RMP® designations can be used by members who have been awarded the certifications. The NARPM® company designation, CRMC®, can only be used in conjunction with the company name. The CRMC® shall not be used by individuals. Since the CRMC® designation is a company designation, any staff member of the CRMC® (regardless of whether or not they are a NARPM® member) may use the designation in the advertising and marketing of the company, as long as the company remains certified as a CRMC®.

NARPM® designations will always be listed before any other organization's designation/certifications in NARPM® publications. When space is available, NARPM® will allow the use of other organizations' designations/certifications.

The incorrect usage would be: Jane Doe, MPM®, RMP®, CRMC®
Management Company, Inc.

The correct usage would be: Jane Doe, MPM® RMP®
Management Company, Inc., CRMC®

Also Permitted for Master Property Manager (but only when use of the "®" is not possible):
Davey Jones, MPM RMP;

Also Permitted for Residential Management Professionals (but only when use of the "®" is not possible): Davey Jones, RMP®;

Also Permitted for Certified Residential Management Company (but only when use of the "®" is not possible): Jones Property Management, CRMC

Members must ensure that all NARPM® designations are used properly and if a member or a company is found not using correctly, a letter of warning will be sent.

2. Honoring IREM Designations toward RMP® and MPM®

Any NARPM® Member who holds an ARM® (Accredited Residential Manager) designation from IREM and applies for the RMP® designation from NARPM® shall be deemed to have satisfied all education requirements ONLY for the RMP® designation. The RMP® applicant will still need to satisfy all other requirements for the RMP® designation, including, but not limited to, successfully attending and passing the NARPM® Ethics Course, all NARPM® service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith.

Any NARPM® Member who holds the CPM designation from IREM and applies for the RMP® and MPM® designations from NARPM® shall be deemed to have satisfied education requirements for the RMP® and MPM® designations, except for individuals seeking the MPM® designation will be required to take the NARPM® 101 course. The member applicant would still need to satisfy all other requirements for the RMP® and MPM® designation, including, but not limited to successfully attending and passing the NARPM® Ethics Course, all NARPM® service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith. Further, said member-applicant must achieve the RMP and MPM designations separately and not concurrently.

3. Designations

a. Residential Management Professional (RMP®)

The RMP® designation shall be awarded to Professional Members and Charter Members Life, Honorary, and International Members who have completed the criteria.

The designation title Residential Management Professional (RMP®) officially replaced Professional Property Manager (PPM) as of December 31, 2001. The RMP® pins are silver.

The requirements for the Residential Management Professional (RMP®) include the Ethics Course. This requirement is applicable to all candidate applications after January 1, 1998.

The candidate must be managing a minimum of level residential units as outlined in the RMP guideline during the candidacy period and at the time of achieving designation

RMP® candidates have the option of attending two NARPM® sanctioned state or regional conferences OR one NARPM® national convention to meet the current RMP® designation requirement.

b. Master Property Manager (MPM®)

The MPM® designation shall be awarded to Professional Members Life, Honorary, International Members and Charter Members who have already received the RMP® designation and have completed the additional criteria.

c. Certified Residential Management Company (CRMC®)

The CRMC® designation shall be awarded to property management companies and offices that meet the criteria for professionalism set by the Committee.

d. Support Staff Certification

The “Certified Support Specialist” program is developed as a National program. These courses are only available online.

Any CSSsm candidates will have their designation candidacy start date grandfathered until such time that all CSSsm courses are available.

4. Fees

The fee for renewal of the CRMC® designation is \$150.

Effective January 1, 2010 fees for classes will be as follows:

One Day Class Fee	Early	Reg.
Member	\$195	\$250
Non-Member	\$295	\$350
Retake Fee	\$ 75	\$150
RMP/MPM Des.	\$100	\$150
Designee Candidate	\$180	\$250

The application fees for CSSsm, RMP®, MPM® and CRMC® designations are nonrefundable

In the event 4 or more non members to sign up for a class from one Company these attendees will be allowed the discounted non-member rate of \$225 if they sign up for an RMP® Designation Class; \$450 for an MPM® Designation Class; and \$55 for the Ethics Class.

CRMC® application fee is \$350,. The company being audited will pay for expenses for the auditor using the existing NARPM® travel policy.

5. Applications

a. CSSsm, RMP® and MPM®

1) Deadlines

The Application for Candidacy must be received at least sixty (60) days prior to presentation of the designation (annual convention.)_

CSS candidates start date of their candidacy period are grandfathered until such time that all CSS courses are available.

The candidate’s completed packet must be received 30 days prior to the Board meeting at which the approval motion will be presented.

A one (1) year time extension may be granted for any applicant of a designation (RMP®, MPM®) provided that the request is submitted in writing prior to the expiration of the current application period and a fee equal to 50% of the then current application fee is paid.

Deadlines for the RMP®/MPM® designation packages are to be printed in the Association Critical Dates Calendar or schedule and strictly adhered to.

2) Procedures

Members of NARPM® can earn multiple individual and/or company designations within a given year.

When an Application for Candidacy is received, National will assign a Designation Mentor based upon a verified list provided by the Designation Sub-Chair. Once a Mentor has been assigned, National will send the new candidate all of the following: a letter to the candidate indicating the Mentor assignment; the Self-Managed Candidacy Checklist for the designation applied for; five (5) blank recommendation forms; and a Verification of Service form. National will send a copy of the assignment letter and candidacy application to the assigned Mentor and a copy of the letter to the Designation Sub-Chair. National will then input the application into the database and set up a file for the candidate.

The CSSsm, RMP®, and MPM® Candidacy Checklists may periodically be revised by the Professional Development Committee. Changes to the actual requirements of a designation program must be submitted to the BOD for approval; editorial changes that only serve to make the Checklist requirements more easily understood do not require Board approval.

RMP® candidate the option of attending two NARPM® sanctioned state or regional conferences OR one NARPM® national convention to meet the current RMP® designation requirement. It is further approved that the requirements for the MPM® candidates remain the same and they continue to be required to attend a national convention

When a completed CSSsm, RMP® or MPM® package is received for audit, National will e-mail the Designation Sub-Chair to have an auditor assigned. National will then send the assigned auditor the following: "Letter to Auditor", a Verification of Audit form, a copy of the candidate's recommendation letters, and the auditor copy of the candidate's designation package.

Recommendation letters solicited by candidates from their clients and fellow RMP®/MPM® designees shall be handled as follows:

- Original letters/forms shall be retained by NARPM® National and placed in the candidates membership file
- A single copy will be distributed to the assigned packet auditors who will destroy both the recommendation letters copy and the audit copy of the packet after approval is given for designation.
- Candidates shall NEVER be given a copy of the recommendation letters nor shall they be included in the original packets displayed at a NARPM® event/meeting.

Once the auditor has approved the package and submits the Verification of Audit form to NARPM® staff, National will notify the Professional Development Chair. This certificate number will be placed on designee's plaque that will be presented at a local chapter meeting or at the annual Convention. NARPM® staff will send the "Tentatively Approved" letter to the candidate. The National Staff will prepare the Board motion for formal vote of approval.

Once the Board has approved the motion and formally recognized the new designee, NARPM® staff will prepare a congratulatory letter and send a copy of the letter to the member's chapter for presentation at the next chapter meeting (if the member is affiliated with a chapter) and the regional vice president.

Designation plaques will be awarded at a local chapter meeting or at the convention should member not have a local/state/regional chapter.

Designation candidates may be approved by the Board of Directions “contingent on” completion of remaining requirements for Convention attendance or required Designation Course hours provided that all requirements will have been met prior to the Designation Awards presentation.

National will retain a file copy of all CSSsm, RMP[®], and MPM[®] candidacy packets even after the designation has been approved (as the candidate may request one of those documents previously submitted for a future designation); a copy of the CRMC[®] auditor’s checklist should be retained only for the primary MPM[®] member’s file.

B. CPM and ARM Designees through IREM

1. Any NARPM[®] Member who holds the CPM designation from IREM and applies for the RMP[®] and MPM[®] designations from NARPM[®] shall be deemed to have satisfied education requirements for the RMP[®] and MPM[®] designations, with the exception of the new NARPM[®] 101 course for MPM[®] designation ONLY. The member applicant would still need to satisfy all other requirements for the RMP[®] and MPM[®] designation, including, but not limited to successfully attending and passing the NARPM[®] Ethics Course, all NARPM[®] service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith. Further, said member-applicant must achieve the RMP and MPM designations separately and not concurrently.

2. Any NARPM[®] Member who holds an ARM[®] (Accredited Residential Manager) designation from IREM and applies for the RMP[®] designation from NARPM[®] shall be deemed to have satisfied all education requirements ONLY for the RMP[®] designation. The RMP[®] applicant will still need to satisfy all other requirements for the RMP[®] designation, including, but not limited to, successfully attending and passing the NARPM[®] Ethics Course, all NARPM[®] service requirements, all experience & portfolio requirements, and any other requirements not specifically mentioned herewith.

b. CRMC[®]

1) Deadlines

Candidate must notify National at least three (3) months prior to Convention/ presentation date that they are ready to be assigned an auditor. 30 days is needed to order CRMC[®] plaque, 60 days is needed to submit and run the “Hear Ye, Hear Ye” (review by peers) in the Residential Resource, time is needed to assign auditor and reassign if candidate turns down auditor choices, and time is needed for auditor to submit report packet to National.

The Auditor performs the onsite audit and submits audit reports and photos to National at least 30 days prior to Convention/presentation date.

A one (1) year extension may be granted for any applicant of a designation (CRMC[®]) provided that the request is: 1) submitted in writing prior to the expiration of the current application period, and 2) a fee equal to 50% of the then current application fee is paid.

Deadlines for the RMP[®]/MPM[®]/CRMC[®] completed packets to be received by National are to be printed in the Association critical dates calendar or schedule and strictly adhered to.

2) Procedures when an Application for Candidacy is received

National will assign a Designation Mentor based upon a verified list. A Mentor who is located within the region/time zone of the applicant will be assigned. Once a Mentor has been assigned, National will send the new candidate all of the following: the “CRMC® Applicant Letter” indicating the Mentor assignment; the CRMC® Designation check list; and the CRMC® Candidate Instructions. National will send a copy of the assignment letter and candidacy application to the assigned Mentor and a copy of the letter to the Designation Sub-Chair. National will then input the application into the database and set up a file for the candidate.

Upon receipt of candidate’s notification that they are ready for audit, National notifies the Designation Sub-Chair for auditor selection. The staff will assign the next auditor in rotation. Note: the candidate has the right to challenge up to three (3) auditors. The auditor chosen must not be in business within 50 miles of the applicant company but within the same time zone and/or region. Once the candidate confirms choice of auditor, National will send the following to the assigned auditor: “CRMC® Letter to Assigned Auditor”, the CRMC® Auditor Checklist, a CRMC® Designation Checklist, and a CRMC® Auditor Reimbursement Form.

Also upon receipt of candidate’s request for audit, National will submit the CRMC® candidacy “Hear Ye, Hear Ye” to the Residential Resource. This is the notice given to the Association of the CRMC® Candidate’s intention to be audited for the designation and allow them to come forth should they not feel that the candidate is worthy of this prestigious designation (i.e. pending ethics complaints or practices that may not be revealed in the audit process).

CRMC® applicants requiring a re-audit of their business during the original application period are to be charged with actual costs for the auditor’s return visit. Actual costs are to be defined as travel, lodging, and meals to complete the return visit and are to be agreed to by both parties prior to re-audit date.

Upon successful completion of the audit, the assigned auditor will submit the audit reports and photos and Auditor Reimbursement Form to National. National will send/fax/email the audit report to the Designation Sub-Chair for cross-verification of requirements. NARPM® staff will assign the CRMC® certificate number based on master spreadsheet, and shall notify the Designation Sub-Chair of the certificate number, and send out the “CRMC® Tentatively Approved” letter to the candidate, and draw up, in conjunction with the sub-chair, the Motion to the Board for formal approval. National orders the CRMC® plaque (note that this takes longer to produce since it is not an in-house plaque.)

Any suspension of the CRMC® shall cause the firm to cease using the designation immediately until such time that the firm properly complies with the above stated procedures.

3) Auditors

The current CRMC® auditor list is to be grandfathered, and any additions to the CRMC® auditor list are to be only people from a CRMC®.

Of the current CRMC® auditors, the CRMC® candidate has the right to preemptively challenge three (3) auditors on the list auditors, with the remaining auditors rotating according to the current schedule and location. Auditors must be assigned based on location within region/time zone.

A candidate’s mentor cannot subsequently be the candidate’s auditor.

Auditors for the CRMC[®] program must hold the MPM[®] designation, but are not required to be members of the Professional Development Committee. Auditor candidates must complete a CRMC[®] Auditor's Application. This application is revised by the Professional Development Committee; if approved, the auditor candidate will be contacted by the Committee Chair.

4) Renewal of Designation

The CRMC[®] must apply and be approved for renewal of designation every year, but does not require a motion to the Board.

Applications for CRMC[®] renewal of designation that include a change in the name of the firm will not be denied so long as 1) all other requirements are met; 2) the change in name does not include a change in the management of the firm. NOTE: a change in both name and management see #5 below.

Applications for CRMC[®] renewal of designation that include a change in the MPM[®] designee will not be denied so long as all other requirements are met. If the company is lacking an MPM[®] designee, then the designation of CRMC[®] shall be suspended until such time that an MPM[®] designee has joined the firm.

5) Changes in a CRMC[®] Firm

A CRMC[®] firm must inform NARPM[®] promptly (within 30 days) of any change in its name, ownership, or its' designated MPM[®].

If the firm has had a change in ownership of greater than 50%, the firm is required to re-apply and successfully complete an audit within a six (6) month grace period from the time which NARPM[®] becomes aware of the change. During this grace period, the CRMC[®] will continue to be recognized as holding the designation without penalty. If the grace period expires without the designation being conferred under the new ownership, the designation is suspended.

If the name of the firm changes but the ownership of the firm does not change, then they are required to only submit notification of this change to NARPM[®]. Confirmation of the change becomes effective upon Board approval.

If the designated MPM[®] is changed, then the firm is required to re-certify without completing a new audit.

If the designated MPM[®] leaves without a replacement, then the CRMC[®] is immediately suspended and the firm is required to replace the MPM[®] within the then current three (3) year designation period to re-instate the CRMC[®] designation. If the MPM[®] is replaced after the then current three (3) year designation period, the designation expires and the firm is required to complete a re-audit.

Any suspension of the CRMC[®] shall cause the firm to cease using the designation immediately until such time that the firm properly complies with the above stated procedures. All audits or re-audits are paid at the cost of the applying firm.

5. Designation Courses

a. Courses Offered

Marketing

Habitability Standards and Maintenance
Operations
Office Automation
Tenancy
Operating a Maintenance Company
Risk Management
Personnel Procedures and Employee Relations
Owner/Client Relations
NARPM® 101 Basics of Property Management
Ethics

b. Course Policies

NARPM® does not discriminate on the basis of race, sex, color, religion, national origin, age, handicap, or veteran status in provision of education programs and activities, which it sponsors. It is NARPM® policy to adhere to ADA (American with Disabilities Act) guidelines in all its courses.

Students must score at least 70% on the final exam for the appropriate RMP® or MPM® credit. Students may have to score 75% on the final exam to meet the minimum continuing education requirements for their state real estate commission, if they wish to receive state credit. Check with the local contact person in advance to confirm approval of the course by the state commission and the score needed to meet the state requirements.

Attendance for the full course session is necessary if taken for renewal credits or for the appropriate RMP®/MPM® designation.

Scheduled dates, locations, instructors, and prices are subject to change.

No children, pets, or guests are allowed in the classroom. All classrooms will be designated nonsmoking.

No audio or video recording is permitted by students. Materials may be duplicated only for personal use of the student.

Attendees do not have to be NARPM® members or applicants for a designation. However, attendees are encouraged to apply for candidacy.

NARPM® designation classes will not be held in the calendar month prior to and the month of the National Convention. This does not apply to online designation courses.

All NARPM® class offerings must go through NARPM® National. Direct Contracting with the Instructor will not be allowed as of January 1, 2012. The committee further recommends that National negotiate directly with REALTOR® Associations and other outside organizations who wish to hold and promote the NARPM® Classes.

Designation courses do not expire at any time.

c. Course Fees

The following fees are set by NARPM® on a national level and cannot be changed by the local sponsoring chapter. These fees are subject to change by the Board of Directors.

Any potential or current instructor of a course who audits a course to fulfill instructor qualifications for that course will not be charged a fee with the approval of the Professional Development Chair and Vice Chair.

1) 6 hour Courses

The fee for a course is \$225 for a NARPM® member and \$325 for non-members. There is a \$30 early bird discount on registration fee for registrations postmarked 30 days prior to the course. NARPM® members who have the RMP® or MPM® designation are entitled to enroll in the course at 50% of the cost. A student may repeat a course within 24 months of the original enrollment for a fee of \$100 on a space available basis. A certificate for \$100.00 off a RMP® course is provided to new members to be used within 12 months of their original membership date. This certificate is to be sent in with their registration.

3) Ethics Course

The fee for the Ethics course is \$45 for members and \$95 for nonmembers

d. Sponsoring Courses

1) Application

An application to sponsor a course must be submitted a minimum of four (4) months prior to holding the course. This allows NARPM® National and the Professional Development Chair time to complete their responsibilities to support the success of the course. Do not request a specific instructor; National will assign instructors based on course location and availability of instructors.

Should a chapter request an instructor outside their location, the chapter will pay the additional expense to bring this person in to instruct said course.

Each class, other than those held in conjunction with a national meeting, should have a local Chapter, State Convention or other recognized body as a Sponsor for a class, who guarantees a breakeven for NARPM®, retroactive to January 1, 1999. A minimum of ten (10) students must be registered in order for NARPM® to reimburse local chapters their personal expenses (i.e.: Room Fee; Audio/Visual; Photocopies/Marketing; Postage; and refreshments.) The serving of refreshments is capped at \$10 per person. A minimum of six (6) students for MPM® courses and seven (7) students for RMP® courses must be registered for NARPM® to hold a course, even with chapters paying their own expenses.

Classes are allowed to be scheduled and given at times and locations other than national meetings.

All NARPM® class offerings must go through NARPM® National. Direct Contracting with the Instructor will not be allowed as of January 1, 2012. The committee further recommends that National negotiate directly with REALTOR® Associations and other outside organizations who wish to hold and promote the NARPM® Classes.

2) Registrations

All course registrations are to be sent directly to NARPM® National. Chapters can only accept fees during the onsite registration on the course day, unless other arrangements have been approved by the NARPM® Executive Director and Professional Development Chair. Registrants on the day of the course are to make a check payable to National Association of Residential Property Managers. These checks are to be forwarded directly and immediately to NARPM® National with the registration form.

Chapters need to follow the plan for classes, use the National forms and not collect money themselves, unless other arrangements have been approved by the NARPM® Executive Director and Professional Development Chair.

All registrations must be made on the registration form and faxed, mailed, or emailed to the address provided on the form (National).

Attendees should be encouraged to send in their registrations at least 30 days prior to the course. This will ensure they do not have to pay the increased fee.

A regional or state conference must have no fewer than seven (7) registrations before the Professional Development Chair will authorize an Ethics class.

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®.

If a registrant cancels, no refunds will be made after the original class begins; however tuition paid may be applied to a later class on a space available basis within one (1) year of cancellation. A \$25.00 transfer charge will be assessed. A refund of 50% of course tuition will be made up until 30 days before the class is to begin. Notice of cancellation should be sent by certified mail to NARPM® National. No refunds will be made on the day of class; however, the registration fee can be applied to a future class within the next twelve months, with a \$25.00 transfer charge. If registrant does not take advantage of this within the next twelve months the money will be forfeited to NARPM.

If the required 7 registration for 6 hour course; 6 registration for 12 hour course or more have been received prior to the course cutoff date, the course will be held. The Professional Development Chair will notify the instructors and the local chapter coordinator.

e. Online Classes: Effective January 1, 2012, annually 25% of the NARPM® online class profit be given to all chapters for online classes that members who are assigned to their chapter have taken. No promotion of course is necessary for chapters to receive this funding.

3) Sponsor Share of Profits

NARPM® will split course profits with the sponsoring chapter. NARPM® will receive 75% and the sponsoring chapter or state will receive 25% of net profits after expenses.

The sponsoring chapter will get 25% of the profits from the course. The exception for the chapter 25% share is courses held during national meetings such as the Leadership Conference and the National Convention. If the local chapter of the host city contributes to the registration process on the course day and the local promotion of the course prior to the day of the course, the local chapter may receive 10% of the profits. Profits are determined by NARPM® National and are after all expenses are paid. All expenses include costs covered under chapter responsibilities and NARPM® National responsibilities. Distribution of the course profits for the sponsoring Chapter are made approximately 60 days after the course is held, as long as all expenses have been filed with National. If the Chapter experiences delays, they should contact National.

The Ethics course and all future designation courses will follow the same procedure for bookkeeping and split as current designation courses.

4) National Responsibilities

NARPM® National will be responsible for assignment of instructors for NARPM® designation classes based on location of instructors by region/proximity of requested class.

NARPM® National will have the registration flyers printed and will send a master copy to the local contact for duplication and mailings.

The flyers for the classes include cancellation fee and added charge for onsite registrations. National has been provided evaluation summaries for classes and will also provide the Committee Chair a summary of class expenses.

National will provide the appropriate number of course binders with course materials, handouts, evaluation forms, tests, name tent cards, etc.

A Committee application form shall be placed in all notebooks.

The copyright symbol should be put on all pages as header or footer.

NARPM® National will supply labels as requested by the sponsoring Chapter for local areas or states. Requests should be specific and made in a timely manner.

NARPM® National will provide mailing labels for all RMP®/MPM® candidates nationally and to other NARPM® members in the state and area if requested; however, all courses appear in the Residential Resource. NARPM® National will place the course on the course registration flyer in Residential Resource and will send out email blasts

NARPM® National will pay the instructors and reimburse their expenses.

The Professional Development Chair must approve the location facility and cost for the course chosen. NARPM® wants to maintain a high quality standard for all courses.

6. Presentation of Designations:

The Chapter Presidents /RVP or National Officers install new designees at the local chapter in addition to recognition being given at the annual convention event. The Chapter President will either conduct the award presentation or coordinate the presentation with the RVP or other National Officer when a designee from that chapter has been approved by the BOD. Plaques will be given at the local level if possible, if there is no local chapter the designee will receive their plaque at the annual national convention. An installation script for the designees will be sent with the plaque.

7. Course Instructors

a. Requirements For New & Current Instructors

1. The Professional Development Committee (PDC) shall be the governing authority for all Instructors and all Courses on behalf of NARPM. The adding or removal of any courses, or the final approval of new instructors, requires NARPM® Board of Directors approval.

2. The Professional Development Committee shall determine the performance standards of Instructors.
3. All Instructors must complete the Association approved Instructor Application Form and meet the minimum standards for all Instructors prior to being presented to the Professional Development Committee for approval.
4. The Professional Development Committee will accept applications from any qualified member at any time throughout the year.
5. All Instructor Applicants may initially apply to teach no more than two (2) classes. Instructors are limited to those certain two (2) courses for no less than two (2) years or five (5) classes taught, whichever occurs first.
6. All instructors must audit courses that they will be teaching prior to being authorized to teach those courses for NARPM®. In the case of courses that are rewritten, instructors must participate in a webinar that reviews all course changes.
7. The Instructor Applicant must have served as a NARPM® Conference or Regional Conference Workshop Speaker a minimum of two (2) times.
8. Prior to the Application being accepted, Instructor-Applicants must attend the next National Convention in order to Interview with and/or make a presentation for members of the Professional Development Committee. The PDC will notify applicants of the required content of any presentation on NARPM Course Materials and the length of time required for the presentation, no less than a minimum of thirty (30) days in advance of the scheduled date of the conference.
9. All Instructors are required to remain active regular members in NARPM®. Further all Instructors agree to attend one (1) national meeting of the Association and the Professional Development Committee meeting at least once every two (2) years as a condition of being an Instructor, unless otherwise approved by the PDC chair prior to the meeting.
10. All Instructor-Applicants are required to agree to comply with the Instructor Code of Conduct as approved and amended from time to time by the Professional Development Committee, the Professional Standards Committee, and the Board of Directors of the Association.
11. All Instructors shall cooperate with Staff and the PDC in completing any additional applications required for becoming an approved instructor for the state in which a course is to be taught. The purpose of this is to facilitate any student obtaining their state continuing education credits for that particular course. Failure to cooperate will be considered a violation of the Instructor Agreement.
12. In instances where public trust has been violated by a NARPM Instructor, such person shall be terminated from teaching any approved NARPM educational courses. "Public trust," as used in this context, refers to demonstrated

- misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm.
13. All Instructors shall adhere themselves to a reasonable Professional Dress Code during the hours of the course. Said dress code shall be equal to that of Business Jackets & Ties for men and Business Suits & Dresses for women, subject to the customs & traditions of the course location.
 14. Instructors of designation courses scheduled to teach at a national convention must be registered for that convention as a member attendee. Instructors under contract to teach at any convention shall NOT be reimbursed for any form of travel, and during the days of the convention, lodging, meals, and convention registration will not be reimbursed
 15. The Professional Development Committee may recommend that the time set aside for Instructor Re-writes be used to focus on Instructor training rather than re-writes so that our Instructors become better educators in those years that rewrites are not necessary.

c. Additional Terms:

1. All Instructors shall at all times comply with the Instructor Code of Conduct and the Policies and Procedures of the Association.
2. All Instructors shall be independent contractors of the Association and shall not be considered employees of the Association.
3. All Instructors must be under contract with the Association.
4. All Instructor Agreements shall be for the term of one (1) year.
5. All instructors are required to complete a conflict of interest statement as a part of the annual Instructor Contract.
6. The Association shall distribute new Agreements sixty (60) days prior to the expiration of the current Agreement if they are to be renewed. Staff will notify any Instructor in the event of non-renewal at the same time as those that are being renewed.
7. All Instructors are to provide a Laptop and LCD Projector at their own expense for their use during the presentation of a NARPM course unless other arrangements are made with the course sponsor. Further, all instructors shall be personally capable of properly setting up and operating their presentation equipment.
8. All instructors must have a minimum intermediate level of competence in the use of Microsoft PowerPoint AND have a software license for the program on the computing device being used.
9. The number of approved classes an Instructor/Applicant may teach will depend on the number of current NARPM® instructors who are qualified to teach the respective

courses; said courses are grouped by three regions for travel cost and instructor convenience – East, Central & West.

10. The number of approved courses an Instructor may teach will also depend on the number of current NARPM® instructors who are qualified to teach the respective courses.
11. Each course will have a primary instructor in each region and one backup instructor who will rotate each year. Selection of instructors will be based on the rotation schedule and location of instructors in proximity/region to the course and will be coordinated by staff; the schedule will be reported to the committee members at each national committee meeting.
12. The Association shall conduct a Course Review/Rewrite Session for the purpose of reviewing and/or rewriting of courses to be presented on behalf of the Association. This session shall be held annually and shall not be held during any other national meeting of the Association. This session shall be held at the National Headquarters. The cost of the session shall be borne by the Association subject to the existing NARPM Travel Policy.
13. Each instructor is required to attend the Course Review/Rewrite Session at least once every two (2) years in order to maintain approved instructor status. Failure to attend will be considered a violation of the Instructor Agreement.

c. Instructor Evaluation Subcommittee

1. The Professional Development Committee (PDC) shall create an Evaluation Subcommittee for the express purpose of establishing reviewing methods, surveys and criteria in evaluating all existing NARPM Instructors.
2. The PDC shall appoint a minimum of three (3) and no more than seven (7) NARPM members in good standing to the Evaluation Subcommittee. The Chairperson of the Instructors Subcommittee shall be a member of the Evaluation Subcommittee.
3. The Evaluation Subcommittee shall review evaluations of Instructors annually prior to contract renewal. The minimum standard for maintaining Instructor status with the Association shall be an average rating of three (3) on a four (4) point scale for the courses taught that year.
4. Any Instructor failing to maintain a minimum average of three (3) out of four (4) shall receive assistance from the PDC for a minimum of one year including, but not limited to, auditing the courses, additional instructor training, and/or team teaching with another experienced Instructor or such other remedies the PDC deems appropriate. The cost of this audit will be at instructors expense.
5. The Members of the PDC and the Evaluation Subcommittee reserve the right to audit any course to insure that the Instructor is meeting the performance standards of the Association.

6. Staff will distribute blind copies of Instructor evaluations back to the instructor after each course along with a total average rating from that course.
7. A member of the Evaluation Subcommittee, who is being evaluated either as a course author or as an instructor, must exclude him/herself from the evaluation process.

b. Terms: All instructors will be assigned for a three (3) year term beginning January 1, 2007. There will be at least one (1) instructor selected for each class for each region, to enable coverage of the NARPM® membership, with an alternate selected for each class in each region in case an Instructor is unable to complete the term or the volume of classes requires an additional Instructor. Each Applicant may apply to teach at least two (2) classes. Number of approved classes an applicant may teach will depend on the number of current NARPM® instructors who are qualified to teach the respective courses.

All instructor contracts are reviewed annually with an evaluation process in which each instructor must meet with 90% approval ratings throughout the year. A program will be implemented to help instructors that fall below 90%.

A member of the Evaluation Subcommittee, who is being evaluated either as an author or as an instructor, must exclude themselves from the evaluation process.

Each course will have a primary instructor in each region and one backup instructor who will rotate each year. Selection of instructors will be based on the rotation schedule and location of instructors in proximity/region to the course and will be coordinated by staff; the schedule will be reported to the committee members at each national committee meeting.

c. Instructor Code of Conduct as follows:

The primary objective of this NARPM Instructor Code of Conduct is to establish and define a set of reasonable standards for all Instructors of the Association's Approved Courses. The Association expects each Instructor to conduct him/her self at all times in a manner that reflects positively on the Association, instills the confidence and respect of students, and avoids even the appearance of impropriety. Each Instructor is expected to comply with this Code of Conduct not only within its content but also within the spirit intended.

Article 1

Industry Knowledge and Experience

The Instructors shall maintain the highest level of industry knowledge and shall keep up to date with current trends and developments relating to the subjects being taught. All Instructors are expected to maintain consistent experience with a Single-Family portfolio during their term as an Instructor. An Instructor shall not give an opinion to students on subjects that are beyond the scope of his/her knowledge or are of a legal nature, but shall direct students to obtain competent advice and opinions from qualified sources.

Article 2

Quality of Instructional Skills

The Instructors shall maintain a high quality and high level of instructional skills. The Instructor shall agree to the ongoing evaluation of performance through the evaluations of students and designated observers. The Instructors shall also agree to ongoing skill development during the term of the Instructor Agreement.

Article 3

Business/Personnel Solicitation

The Instructors shall not solicit any sort of business or personnel of any kind before, during, or after any Association class assignment. Examples of prohibited business and/or personnel solicitation include but are not limited to:

- 3.1 Distributing written materials that would promote employment to students
- 3.2 Direct verbal contact inside or outside the classroom initiated by the Instructor promoting employment to students
- 3.3 Utilizing course rosters for direct mail, e-mail or telephone solicitation of any business venture or employment
- 3.4 Direct contact with NARPM Chapters (other than Instructor's own chapter) or any other business or agencies for obtaining NARPM teaching assignments

Article 4

Professional Conduct / Dress Code

When on a teaching assignment, the Instructors shall at all times, both inside and outside the classroom, conduct themselves in a dignified and professional manner. Examples of Conduct shall include, but not be limited to:

- 4.1 Representing the Association and its programs in a professional and positive manner.
- 4.2 Not using profanity or "off color" stories
- 4.3. Refraining from behavior that might be reasonably construed as insulting or offensive to any individual or group of individuals, such as sarcasm, chauvinism, sexism, racism, or the use of derogatory remarks, or other rude behavior
- 4.4 Not committing any form of sexual advance, innuendo, or harassment.
- 4.5 Not soliciting about any Instructor Evaluations from any student.
- 4.6 All Instructors shall adhere themselves to a reasonable Professional Dress Code during the hours of the course. Said dress code shall be equal to that of Business Jackets & Ties for men and Business Suits or Dresses for women, subject to the customs & traditions of the course location.

Article 5

Instructor Preparation / Adherence to Course Outline/Materials

The Instructors shall properly prepare for each teaching assignment and be fully familiar with the current course materials. The Instructors shall follow the course content, materials, methodology, and time schedule as defined by the Professional Development Committee and the Association.

Article 6

Assisting New Instructors

From time to time, the Association will require new instructors to attend and audit courses in advance of their being scheduled to teach on their own. The Instructors agree to assist the Association with the training of the new instructors by sharing and creating positive and beneficial learning experiences.

Article 7

Cooperation

The Instructors agree to fully cooperate and assist with the enforcement of this Code of Conduct in the resolution of any matter brought before the Association, the Professional Development Committee, and/or the Ethics Committee.

8. Continuing Education Credits

Each Chapter or State shall be responsible to get their own CE approved and reported.

The Education Manager will work with the individual chapters to get them the information needed for approval but ultimately it needs to be handled by each State or Chapter with support from National Staff.

B. Annual Convention

1. Date and Timing

In order to keep the overall cost of attending to a minimum, it is suggested that the length of the Convention be kept to two (2) or three (3) days (excluding existing contracts). When desired, optional "events" can be held in the day(s) just prior to or just after the main Convention at an additional cost to those participating.

2. Registration Fees

The Board of Directors on an annual basis shall set registration fees for the National Convention. Published fees shall include, but not be limited to, member, nonmember, support staff, early bird discount, team discount, and join and register categories.

The Member Services Convention Sub-Committee sets additional fees for ticketed events and guest tickets annually.

The current National President and the current Member Services Convention Sub-Committee Chair are not required to pay registration fees or special convention event and meal fees during the National Convention and Trade Show.

3. Cancellation/Refund Policy

Cancellations must be received in writing. If cancellation is received 30 days prior to date of convention, there is a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to convention date, there is a 50% refund. There is no refund if registration is cancelled 1-14 days prior to convention date.

4. Officer and Board Amenities/Requirements

The current National President and the Convention Sub-Committee Chair will have their hotel room expense covered by the Association for the duration of National events.

Should there be any additional complimentary rooms or amenities available, they will be used for NARPM® staff to reduce the expenses to NARPM®. Should other decisions need to be made on amenities, the meeting planner will discuss the issue with the Executive Director to reach a fair and equitable solution.

In negotiating contracts, every effort will be made to have current Board members receive upgraded hotel rooms and/or any other available amenities.

Board members are expected to attend the Annual Convention and all special events of the convention, as an example for others and a show of support for the Association, and will not be reimbursed for tickets or registration fees relating to the convention.

The dress code for Board members at the Convention is to be professional dress.

5. Staff

The Executive Director, Administrative Assistant, and Event Planner will staff the annual convention. National, at the discretion of the Executive Director, may add support staff as needed.

Staff shall have all dealing with facility to ensure that all expenses are in line with the budget. Volunteers will handle convention programming, i.e.: Speakers and Education Sessions.

6. Convention Sub-Committee

a. Purpose

The Convention Program Committee serves as a volunteer group to assist the Board, Convention Chair, Program Committee, Executive Director and staff to plan for the educational offerings, program, and meetings of the annual convention, under the leadership of the Convention Chair.

b. Convention Sub-Committee Chair

Is in charge of arranging for the entire program of designation classes, meetings, workshops, and general sessions for the Convention, which includes securing all presenters, and communicating all necessities for the program. The Convention is part of the educational offerings of the Association and should be planned with thought to the entire educational program of the Association. The Program Chair appoints subcommittee chairs as listed below, advises and oversees their work. Each subcommittee chair is to recruit as many members as necessary for his/her committee to carry out their functions.

c. Subcommittee Chairs

1) Workshops

This Chair, and committee, will choose all topics and speakers for workshops within the theme and structure of the Convention, with the approval of the Program Chair. To best serve the entire membership, separate "tracks" for education, each with a distinct focus, should be offered. Suggested tracks are: owner-operator, property manager/new owner, and support staff. With regard to each track, so that attending convention is of true value and so that NARPM® presents a credible, professional image, focus should be placed on obtaining high quality workshop leaders who are experts on topics that are pertinent to those members comprising each track. With respect to the owner-operator's track, it is difficult to find workshop leaders from within the membership who are also experts on cutting-edge approaches to various aspects of running a company. Therefore, it is suggested that focus be placed on obtaining high quality "outside" workshop leaders with sound credentials.

NARPM staff will be responsible for gathering all audiovisual and other needs from speakers, and communicating to them regarding requirements for provision of handouts or any other association needs.

2) Affiliate Involvement

This Chair will work closely with the Member Services Committee, Affiliates Sub-Committee, to involve the affiliate members in presenting sessions, as well as determining any program needs or suggestions expressed by affiliate members.

3) Designation Classes

This Chair will plan for the inclusion of classes in the Convention schedule and work with the Professional Development Chair and NARPM® staff to secure teachers, receive required needs for the classes and communicate with speakers as necessary. A time schedule for classes will be suggested to the Program Chair.

4) General Sessions

This Chair will be responsible for plans for all of the convention general sessions, including opening, closing, and lunch sessions. In cases where the session has been assigned to a NARPM® Committee (such as the Membership Lunch), the content, presentations, timing and details need to be coordinated with that Committee.

In the interest of conserving time, holding member attention, and maintaining a professional image, it is suggested that awards presented during any general gathering at the convention be designations, affiliates and/or the "President's Award." All other awards are to be presented at a committee event, the Leadership Conference, or appropriate NARPM® function. If guest speakers are planned, this subcommittee would be in charge of securing them.

So that attending the convention is of true value to the entire membership and so that NARPM® presents a credible, professional image, focus should be placed on obtaining high quality "outside" speakers who are experts on timely matters of significant interest to residential property managers. Particular emphasis should be given to the needs of owner-operators since they comprise a majority of attendees and since education that is of high value to them is usually also of high value to new owners, property managers and support staff.

The Convention Committee must set up a program that will discuss what will happen in future, trends and how our members can prepare for the upcoming trends. Future trends sessions will be held at each convention and deal with current and future trends.

5) Exhibits and Sponsors

National and the Member Services Affiliate Sub-Committee handle all mailings and advance sign-up of exhibitors and sponsors, in conjunction with management staff. This committee functions on-site at the convention to make exhibitors and sponsors feel welcome, answer questions, and express the Association's appreciation for being with us. The committee should attempt to ensure that the exhibitors and sponsors are included in all aspects of the convention, informing and encouraging them. They also may assist with any prize drawings. NARPM® staff will handle detail with the facility in set-up and break down of event.

7. Exhibitors/Vendors/Sponsors

a. Exhibit Booths

The Member Services Convention Sub-Committee on an during the annual budget process shall set vendor booth prices for the National Convention. Published prices shall include, but not be limited to Affiliate member, nonmember, additional booths, local area vendors, and vendor staff. The policy for comp booth shall be determined by the convention Chair and the Event Planner based on available space at the trade show. Comp booths can be placed in areas outside the trade show if necessary,

b. Sponsorships

Affiliate members, as well as other vendors, may arrange for various convention sponsorships. Opportunities and costs shall be set annually by the Member Services Committee and NARPM® staff.

c. Advertising Opportunities

1) Pre-convention registration brochure
See Rates in Non-Dues Revenue Section.

2) Onsite program
See Rates in Non-Dues Revenue Section.

3) Banners

Annually the Member Services Sub-Committee may arrange for special opportunities for displaying large company banners in the hotel during convention, in conjunction with the Event Planner. The Member Services Committee (convention), along with the Event Planner, will determine fees annually.

d. Workshops

As space is limited in the Convention program, speakers for workshops and sessions will be determined by the Convention Sub-committee.

Per the call for presentations form requirement: NARPM® may videotape and/or audiotape this entire presentation (no partial taping), including videotape and audiotape excerpts, and distribute the tape for educational purposes, unless otherwise noted by presenter. There is not honorarium or reimbursement to workshop presenter(s).

e. User Meeting

If space is available, NARPM® staff will make space available for members to gather for vendor user group meetings, as requested. The purpose of these meeting is to allow members to meet, without the vendor, to discuss issues on how they use the service and what enhancements should be added. This meeting shall not be used to blast a vendor's products, or other type of similar based abuse or the privilege of User Meetings will cease.

8. Volunteers

Various opportunities are available for volunteer service by members to the Association during the National Convention.

9. Annual Business Meeting

The Association's Annual Business Meeting will be held during the Annual Convention and Trade Show.

10. New Member/New Attendee Orientation/Event

A new attendee/new member orientation/event will be given at national meetings, specifically including information about committee structure and participation.

11. Other Convention Procedures

All attendee lists should show First Timers.

Six (6) weeks lead-time is necessary for National to assemble, print, and mail the Convention registration brochure.

12. Presidents Reception

The President shall host a 1 ½ hour reception in his/her suite to thank NARPM® leaders and recognize the official NARPM® partner as part of their sponsorship. The invitee list is comprised of convention attendees who are: NARPM® Board of Directors, the Executive Director, Past-Presidents, current committee chairs, the full convention committee, up to four employees of the Official NARPM® Partner and all NARPM® Chapter Presidents. This reception will typically be held in the middle of the convention; Thursday evening.

Invitations will be sent to all chapter Presidents and Past Presidents inviting them to the event regardless of the registration status and state spouse/significant other is included in invitation.

13. Guidelines for Advance Site Selection

The NARPM® Event Planner shall gather suggestions for suitable convention sites from various sources, inside and outside of NARPM®, and report to the Executive Director who shall ask the Board to narrow the prospect list to no more than the three (3) top city/location choices to consider for any given convention year.

A Request for Proposals will be sent from National to prospective city convention bureaus and/or facilities. The Request shall outline the projected desires and needs of the Member Services Committee (convention sub-committee), taking into account estimated numbers, usual schedule, and known NARPM® preferences. Requests to consider:

- a. the number of desired meeting rooms change to meet function needs. Requests are to include a room for Affiliate Member presentations and a room for Affiliate Member users group meetings (per sponsorship package)
- b. adequate space and desirable location for easy access to vendors and showcasing exhibits
- c. Ideally all meeting space on one (1) floor
- d. all meeting rooms easily accessible to one another
- e. ideally use a hotel so that NARPM® is the major group in house using most space
- f. close proximity to food and retail outlets for attendees
- g. complimentary suites for the President and convention chair, special staff rates, one comp room per 50 used, upgrades for the Board, and any other desired amenities
- h. convention dates between October 16 and 29, avoiding religious holidays
- i. Central networking area where attendees can see other attendees coming and going, find each other easily, and have space for networking
- j. Look for amenities that surround the hotel
- k. Inspire members to be involved at the beginning of the planning process after hotel contracts have been signed
- l. Management company may use a third party in the initial site visit
- m. Hold board meeting in June the year before the convention at the convention hotel

When room rates are presented to the board, staff must include other fees such as: taxes, resort fees, and parking.

The Executive Director will determine which properties seem to be possible choices in any city and which to eliminate because of constraints of space, cost, location or any other factors. Various factors must be considered in balance, because often one disadvantage is outweighed by several strengths. Costs, space, location of facility, accessibility from all parts of the USA, are the major considerations.

To ensure that air travel for members is easier and more affordable, cities designated by the majority of airlines as hub cities will receive major consideration for the convention. Current

examples of “hub cities” include, but are not limited to San Francisco, Dallas, Denver, Orlando, Houston, St. Louis, and Seattle. In 2011 the Directors approved a rotation basis for conventions locations within east, west, and central areas of the United States.

The Executive Director, in conjunction with the Event Planner, shall schedule the site visits for NARPM® staff, President and convention chairman.

The Executive Director, in conjunction with the Event Planner, shall do negotiations with facilities, and proposal changes, with input from the committee members.

d. Visits

The Executive Director (in conjunction with the Event Planner) shall arrange for visits to potential convention sites, for which NARPM® will pay all expenses not covered by the prospective city location. Initial visit shall be by the meeting planner and/or Executive Director of NARPM®. The final visit prior to the convention shall include NARPM® staff, incoming-President, and Convention Chair.

e. Final Decision

The Board of Directors, after hearing the recommendations from NARPM® staff and seeing a written report of the pros and cons of each suggested site, will make the final decision as to city location at the Board meeting prior to the annual convention the third year preceding the convention year under consideration. With the concurrence of the Board, Event Planner and Executive Director will have the authority to decide on, and contract for, the most acceptable facilities in the city.

f. Timing

It is suggested that pre-convention site inspection/planning take place prior to the end of the year proceeding the year of scheduled convention.

g. Site Inspection Participants

The Executive Director, Convention Chair, Event Planner, and incoming President, will participate in the pre-Convention site-planning visit.

h. Budget

The Executive Director, in conjunction with the meeting planner, shall make arrangements for all hotel accommodations and, when possible, negotiate complementary rooms and meals for the attendees. Other expenses shall be reimbursed per NARPM® policies and paid from the Member Services Committee (convention) budget. The Event Planner and/or Executive Director shall work with the facility to ensure all costs are in line with the budget.

NARPM Management Company will collect room commissions from convention hotel to cover extra staffing time necessary to put together and have staff in attendance at the event.

C. Leadership Issues

1. Leadership Training

In 2008 the NARPM® Board of Directors approved revamping the leadership training that is conducted.

Beginning at the 2009 convention, NARPM® will bring in a powerhouse speaker to train members on how to be affective leaders. The event will begin at 8:00 AM with a networking

continental breakfast and the powerhouse speaker starting at 9:00 AM. The session will run until 12:00 and then break for lunch. The speaker will return to do role playing/team building exercises in the afternoon and the event ends at 3:

A "NARPM® Leadership Tool Box" (Chapter Leadership Development) session incorporates training on all the tools NARPM® has available to make leaders of chapters successful. Learn from the National leaders on the tools they use to be an engaging leader. Chapter leaders will then learn how to use the many tools on NARPM.org to help them in the daily running of the chapters. This session is a must attend for all chapter leaders.

The state/regional conferences will conduct the session for half a day at their own conference. NARPM® President, President-Elect, and Executive Director will conduct the tool box sessions at each regional meeting and NARPM® will pay all expenses to bring the leaders to these meetings.

Staff shall negotiate with the facility for all regions and room commissions will be collected by the management fee to cover extra staffing time necessary to handle these events.

D. NARPM® Regional Conferences

NARPM® national is sponsoring all regional conferences so they have the look and feel of NARPM®. When a member attends a regional conference they will know what to expect because it is a NARPM® event. Just like the current NARPM® designation courses where they are national classes and are co-sponsored with local chapters, the same thing can be established with conferences.

The National Committees and RVP's will be educated by NARPM® on support offered to the regional events. The RVP will work with Chapter Presidents to appoint a regional committee who will be the back bone of the event. The RVP and this committee will organize the volunteers, choose a theme, and work with National on a date selection so it does not conflict with other events.

The volunteers on the Regional Committee shall work with the National staff to secure a city and site locations but the NARPM® meeting planner will take care of the hotel and off site negotiations, if necessary. Other NARPM® staff, through the direction of the Executive Director, will handle all registrations through the national office and money will be deposited in an account designated for the event. Printing of registration reports and name badges will be forwarded from national staff to the regional committee and RVP. The NARPM® Graphic Designer will work on templates that can be used at each conference. The designer will create a NARPM® logo for each region so they will all have the same look. National staff will also assist in the e-mailing of save the date and registration information to all NARPM® members.

The finances and budget of the event will be handled by a combination of Regional Committee and the NARPM® staff. NARPM® RVP and the Executive Director will work to draft a budget for the regional conference and will review the numbers with the committee. The budget/financial reporting will be updated prior to any committee meeting through the Executive Director and RVP. Only NARPM® Officers and Executive Director have the authority to commit NARPM® contractually so all contracts are to be sent to national office for review. Insurance for the regional events will fall under NARPM® national's blanket policy. Both the volunteers and staff are accountable to each other for their actions to bring together a successful and profitable event. NARPM® will deposit all monies received and pay all invoices as approved by the RVP and the Executive Director/NARPM® meeting planner.

Hotel Selection/services shall be a partnership between the regional committee and national staff. Once the committee has determined an area they would like to hold the conference, an RFP can be sent out to local convention and visitor's bureau or directly to hotels if the committee has pinpointed facilities ahead of time. Staff will then secure responses and work with the Regional Committee to find a hotel that will meet the conferences needs. General and breakout sessions will be determined by the Regional Committee and the meeting planner will work with the hotel to ensure the needs of the events are met. The number of sleeping rooms needed for the regional conference will be based on the history of the event so for the first couple of years it will be prudent for past conference volunteers and staff to work closely together to gather as much historical information as possible. The same applies to food and beverage needs. Audio visual will be contracted based on the needs of the speakers and general sessions that are held. All speakers and/or local volunteers are encouraged to bring their own lap tops and LCD projectors to keep expenses at a minimum.

Securing educational classes and finding speakers will be the responsibility of the regional committee. This committee must keep in mind the needs of each state it covers and if there is a topic that needs to be addressed it is to be tasked to the regional committee representative from that state. Designation classes will be requested through National and staff will inform the committee should a class already be contracted and make recommendations on courses that are needed, or should be offered in the regional area. The regional committee will ensure that each break out session has a room monitor and will work with national staff to see that evaluations are sent out electronically after the event. Handouts can be made available during the event; the volunteers need to arrange for copying and production of these papers. National leadership and Executive Directors will plan a half-day leadership training session at each of the regional conferences. Proceeds from all education/designation sessions will go back into the regional fund.

Onsite registration will be handled by the regional committee or local volunteers. National staff will send to the event all name badges and registration reports to assist the volunteer during the event. National shall supply a complimentary convention registration for each NARPM® regional conference. All other giveaways, etc., shall be gathered by the volunteer committee. The only national staff in attendance at the event will be the Executive Director.

Program logistics will again be a combination of the regional committee and national. The committee shall take all head counts for meal events and report those number back to national staff so historical information can be retained. A podium guide template and flow diagram will be given to the chair of the event by the NARPM® meeting planner. The Chair can then fill in all necessary details of the event including time lines. Staff will make sure that the chair is aware of all dignitaries that are attending the event and discuss volunteer recognition. NARPM® Graphic Designer will have a basic template for on-site signage which the committee should arrange printing with a local printing company. During the program should the committee decide to hold a fundraiser (the details shall be coordinated through the volunteers.

Affiliate Sponsorships and tradeshow shall be a combined effort of the regional committee and national staff. The Graphic Designer will have a template sponsorship brochure where the regional committee can fill in the details. The Regional Committee shall appoint a Trade Show Chair and subcommittee that shall be responsible for recruiting vendors to sponsor and participate in the event. All registrations will be sent to national office to be registered and money deposited in an account set up for the event. The sub-committee chair will assign booths and may seek the counsel of the NARPM® meeting planner should assistance be needed.

Marketing of Regional Conference will be jointly handled by the Regional Committee and NARPM® staff. The NARPM® Graphic Designer will put together a template with a NARPM® Regional Logo that will be used on each conference brochure and on-site brochures. The committee shall be responsible to finalizing the details and filling in the templates. Staff will work to send save the date email reminders and eblast for conference registrations.

Debriefing of the conference will happen through a teleconference at the conclusion of the event and shall include the Regional Committee, trade show sub committee chair, NARPM® Meeting Planner, and Executive Director. The meeting details shall be forwarded to the national staff at the conclusion of the event where all historical information will be stored for future use.

Policies that need to be implements for all regional conferences

NARPM National will send to Regional Chairs an RFP that is to be used in securing hotels. The Chair of the Regional Conference shall work with the NARPM meeting planner in securing one hotel for the event. Executive Director will sign all contracts for event

Due to the amount of staff time needed to work with the volunteers, NARPM will agree to allow OMG to secure room commissions to cover the overage of their time for these events.

NARPM National will handle the designing of all marketing material for regional conferences in conjunction with the Regional Vice President.

Registration Brochures will be placed on the regional website and promoted through e-blasts to the members within the region. The executive director will promote regional to all members of NARPM in monthly headquarters reports. There will be not printing and mailing of registration material

Name Badges will be used at all events to allow attendees attendance at all events, including meals that are inclusive of registration fee. Additional tickets can be purchased by vendors and National will have limited tickets printed for events.

Note books... A few Handouts for breakouts will be printed and put on back table in breakouts. All handouts will be placed on the regional conference website so they may be downloaded by registrants after event.

Regional Events will begin with two designation courses. Staff and Professional Development Chair will determine which courses need to be offered and ensure that the same course is not offered at Regional's that are close in proximity to each other. National will begin marketing courses as soon as they are secured on regional conference website and, once event schedule is set it will be part of the registration brochure.

Registration that is manned by volunteers will open and events will begin with a half day of Ethics and Leadership Training on Thursday kickoff for the conference with a reception with the vendors that evening, in lieu of off site events. Cash bar and light finger foods will be available.

Sponsors/Vendors: National will supply a sponsor form with established prices that are to be used by all conferences. No changing to prices will be allowed. Sponsorships will not have a maximum number of slots available and a subcommittee of the regional conference group will be responsible for solicitation of sponsors. No Changes to Sponsorship Form will be allowed and all amounts are set.

Any special printing/banners must go through National Staff to ensure all branding guidelines are followed. All signage at the event will state "NARPM (REGION ARE) Regional Conference"

NARPM Executive Director will meet with the RVP and Conference Chair to establish budget for the event. At the conclusion of event the ED will meet with RVP to determine which chapters assisted in the planning the event so proceeds can be split by all the chapters who helped in the planning. NARPM will keep in a special line item \$2000 from first regional and \$1000 from reach event thereafter to cover start up deposits for the event.

President, President-Elect, ED, and RVP shall not pay a registration fee for the event. RVP shall work closely with Chair of Event and Staff to ensure that all goals of NARPM are met for event.

E. Other Educational Offerings

1. Speaker's Resource Library

A program that facilitates a speaker's resource library with appropriate disclosures and guidelines will be developed.

In order to have a course listed on NARPM® Speaker's Bureau, the author/sponsor/company must be a NARPM® member in good standing.

2. Regional Conference

Per the NARPM® bylaws, National will assist regions with regional events as approved and placed in the Associations' annual budget and approved by the Association board of directors. When there is more than one conference in the region, the region will rotate conferences that receive national support unless otherwise approved unanimously by the Regional Council. The NARPM® Board of Directors must approve any amendments to this policy.

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IV. MARKETING AND PROMOTIONAL

A. Logos and Trademarks

1. Logo Usage Guidelines

Only current NARPM® members may use the NARPM® logo. Only members in possession of a current NARPM® designation may use that designation. NARPM® memberships and RMP® and MPM® designations are presented to individuals only and not to an entire company. When a NARPM® member is the owner/broker/supervisor of the property management function of the company, the company is allowed to use the NARPM® logo on the company letterhead, advertising, and marketing materials. However, employees who are not NARPM® members are NOT allowed to use the NARPM® logo on their business cards, other than CRMC® listed with their company name.

No products bearing the NARPM® logo may be produced at a chapter level for sale without approval of the Executive Director, who will, if needed, consult with the Member Services Chair.

Local chapters may use the logo only when the chapter name is also listed under the logo. National will not allow chapters to create their own logo and are only allowed to use those chapter logos created by National NARPM®, and to grandfather in those chapters who already have their own logos.

2. Trademarks

The registered trademark must be used for RMP®, MPM®, CRMC®, and NARPM®.

The full name of the association is trademarked, NARPM®, NARPM® in the house is trademarked, and CRMC®, RMP®, and MPM® not in the house are trademarked.

3. Official Color

The standard preferred NARPM® color is PMS #201. See attached NARPM® Style Manual at the end of these policies

B. Public Relations

1. Communications Committee

a. External Marketing

Committee functions will include press releases, promoting NARPM® to renters, as well as member interviews.

C. Publications

All committees producing or publishing any NARPM® materials showing the NARPM® logo, brand, graphics or themes are requested to submit those materials for approval, prior to production or publication to the NARPM® staff so that all materials will be appropriately uniform, consistent and coordinated.

1. News magazine – The Residential Resource

a. Publication Schedule

The Residential Resource will be issued 11 times a year, with October/November being a combined issue. The ideal mailing date for printed issues is around the middle of the month, one (1) month prior to the issue month so that the issue arrives in the mail sometime in the first week of the issue month. The printing process takes about a week and bulk rate mailing takes up to two (2) weeks.

See the Residential Resource Production Schedule or the Critical Dates Calendar for deadlines, proof and mail dates. Dates may be modified as necessary to meet publication distribution deadlines.

b. Submission of materials

Most communication regarding the Residential Resource will be via e-mail and electronic file transfer. The ideal form for submitting materials is an MS Word attachment to an e-mail. Contributors should be reminded to include their byline and brief bio within the document. Photographs should be clean original or an electronic photo as long as the resolution is 300 dpi or better and a JPG or TIF file format.

In each issue of the Residential Resource Affiliate Members are to be listed (names only) and categorized by service.

c. Responsibilities of Communications Chair

The Communications Committee Residential Resource Sub-Chair is responsible for content, giving most attention to accuracy, appropriateness, clarity, readability, and timeliness. National is responsible for layout, basic spelling, grammar and syntax.

Once the issue is in draft form, the Communications Chair, NARPM® communications staff, the Executive Director and Administrative Assistant will review it, as well as other members of the Communications Committee as requested.

d. Advertising

1) Rates – See Non-Dues Revenue section

2) Guidelines

Advertisers may not purchase more than one (1) full page advertisement per issue. No cancellations are accepted after the closing date. No agency commissions are paid or cash discounts given. Publisher's limits of liability in event of error will be to publish ad once correctly on which charge will be made, but credit given for the ad in which the error occurred. All advertisements are accepted subject to the policies and approval of NARPM®. NARPM® reserves the right to withdraw an advertisement at any time without prior notice to the advertiser. Advertisers and advertising agencies assume all liability for advertisements printed (including text, representation and content) and also assume responsibility for any claims arising there from made against NARPM®.

e. Copying

Photocopying of any kind of Residential Resource content is not permitted. NARPM® National has a limited inventory of back issues and can print extra copies at a reasonable cost. Electronic copies are available on the website in PDF format.

2. Membership Directory – Effective 2010 the annual Directory will be eliminated, and to continue to allow National to publish all new members as their applications are approved on www.narpm.org web site. Revenues would be redirected to web based advertising and marketing which are needed to recruit members and investment owners.

c. Advertising Rates – See Non-Dues Revenue section

2. Other Publications

a. Marketing Brochures

Designation/Education brochure

CRMC[®] brochure

Why You Need a Professional Property Manager brochure

Why You Need a NARPM[®] Property Manager brochure

D. NARPM[®] Store

1. Selection of Items

NARPM[®] staff will select items for sale and determine prices. NARPM retail items have been outsourced to an approved vendor that holds affiliate membership in the organization

2. Sale Venues

Items will be available for sale at all National events, via the website, by way of order forms to National at any time, and through outsourced vendor.

3. Promotion

The Board of Directors is encouraged to wear NARPM[®] shirts to offsite events to help to promote the NARPM[®] store items.

4. Inventory

National will keep an updated inventory of store items sold on a quarterly basis.

E. Exhibits/Other Presentations

1. NARPM[®] Booth

NARPM[®] staff arranges for the display of the NARPM[®] booth at appropriate trade shows throughout the year.

Chapters may request the NARPM[®] booth for display at Regional, State or Local NARPM[®] events. Shipping costs to the Chapter will be paid by NARPM[®].

NARPM[®] will pay for the shipping of the NARPM[®] booth to and from location for any NARPM[®] Chapter use given 14 days notice. If additional shipping charges are incurred due to lack of notice, the Chapter will pay the difference. Each Chapter shall be entitled to have the booth once a year with free shipping. The booth will be reserved on an availability basis. NARPM will maintain two display booths for use by local chapters and one large booth for use by National at industry trade shows

Member Services Committee will solicit for new members with a one-time discount offering of \$50 if they sign up for membership at a trade show and \$25 if they sign-up for

membership within two (2) weeks after the show. Local chapters may request same discount offerings for trade shows they participate in with the committee chairs approval.

2. Trade Shows

The number trade shows which the Member Services Committee participates in is dictated by the budget.

- a. The following are the Trade Show protocols
 - Give the Management Staff a checklist of supplies to be shipped to any trade show so noting is missing upon arrival. The regular items needed are:
 - Reprint of Residential Resource article by Carole Davis, "Top 10 Management Clauses." Prospective members will immediately understand they will get free information that works for them and leave them wondering what else they can get from NARPM® that they may be missing in the business/
 - Applications, education brochures

NARPM® will support financially the REALTOR state convention/trade show where the NARPM® convention is located for that year in lieu of attending the NAR Trade Show. NARPM® will give a \$195 certificate to all new members who sign up at the event that can be used for that year's NARPM® Convention. Volunteer support for this event will come from NARPM® members within that state as they can promote their local chapters. Along with the \$195 certificate, NARPM® will give \$50 off dues for new members who sign up at trade shows and application stating such will be sent to the event.

Member Services will also supports other REALTOR Associations state trade shows by paying registration fees up to \$500 for the booth to assist in promoting NARPM® at the events and to give a \$100 certificate to all new members who sign up at the event that can be used for that year's convention or the following year regional event expiration date of certificate will be May 31.

An application form is available for chapters to use to receive reimbursement for state REALTORS organization registration fees up to \$500. NARPM® still honors the \$50 off dues for new members who sign up at trade shows and shall be used at any state trade shows where an application for reimbursement has been received.

V. MEMBERSHIP

The Member Services Committee will solicit new members with a one-time discount offering of \$50 if they sign up for membership at a trade show and \$25 if they sign-up for membership within two (2) weeks after the trade shows where the Member Services committee participates (i.e. NAR.)

All Professional, Life, and Support Staff members must complete a course in the NARPM® Code of Ethics. The implementation date of the Mandatory Completion of the NARPM® Ethics Course as a condition of Members begins January 1, 2009, and ends December 31, 2011 with requirement resetting for another four years. Any members who take this course in 2008 will be grandfathered as fulfilling this requirement.

If a member is no longer managing properties then they are no longer allowed to retain NARPM® Professional Membership or appropriate designations.

A. CATEGORIES

1. Professional

a. Definition

A Professional member shall be an individual actively engaged in the management of residential properties as an agent for others and holds an appropriate license as required by the state where they conduct business.

b. Application Procedure

Any applicant may submit a completed application form to the Association. The form shall include information regarding applicant's experience, education, and any other items the Association may require on the form (as revised from time to time).

NARPM® staff shall review and approve the information indicated on the application form. Prior to the application information being placed in the membership system, application must contain an email address. If email is not on the application, staff is to contact new member for this information. The MLS ID number will be completed along with the assigned chapter number added to the system. If not chapter is chosen than new member will be placed in at large category. A list of all chapters will be sent to new members in their welcome packet.

When a new member is referred by an existing member that information shall be placed in the membership database as the referring member will receive Ambassador points.

Should the application not contain complete information, staff will call the new member and if after two (2) weeks staff has not received appropriate information, a copy of the application will be returned with a letter from the Executive Director stating what items are needed to complete the process. Original application (along with form of payment) will be kept in file for thirty (30) days after it is returned to applicant. After thirty (30) days, if no response has been received all information will be returned to applicant stating the application process has ceased, with a copy of the letter sent to the member services chair. In the event the missing item is a copy of the applicants real estate license, staff will find website of licensing division to determine if

information ins available and will use a print out from the website in lieu of a copy of the real estate license.

In the event of a denial, the reason(s) therefore shall be explained in writing to the applicant. No membership shall be denied based upon race, sex, national origin, religion, age, handicap, or familial status.

Any individual whose application is rejected shall have the right to reapply at any time provided that the reasons for denial have been satisfied.

Should an applicant indicate that their state does not require a real estate license to practice property management staff will forward an affirmation to be completed by applicant stating they acknowledge this requirement.

The Member Services Committee shall maintain and monitor membership approval criteria upon approval of the Board of Directors.

c. New Member Processing

New member packets will be sent within five (5) days of receipt of application and will include:

1. Letter from the President on letterhead
 2. Letter from Executive Director on letterhead
 3. What do you get for your membership
 4. Guidelines for Using the NARPM® Logo
 5. Direction for using website (packet)
 6. Suggestions for Sample Press Release
 7. Sample Press Release – Local Property Manager joins
 8. List of all NARPM® Chapters with contact information
 9. Directory flier
 10. Education/Designation brochure
 11. CSSsm Checklist
 12. RMP® Checklist
 14. Online education flier on color paper
 15. All current education flier on color paper
 16. Convention/Conference brochure or flier (when available)
 17. Residential Resource
 18. Offers from Affiliates and Affinity Partners
 13. \$100 Discount Coupon for RMP®/MPM® Class to be used as a credit – color paper
- Plaque with Membership Certificate (Support Staff members receive certificate only)

If a previous member rejoins and more than one (1) year has lapsed, the member will be treated as a new member, except they will not receive a new membership plaque (only the certificate). The member may purchase a plaque, or at the discretion of the Member Services Chair, be given one if requested.

National will provide an e-mail confirmation to the Chapter President whenever a chapter is listed on a new member's application along with the NARPM® Regional Vice President for their state.

d. Prospects

National will forward all leads to the individual chapters for direct contact. Prospective Members are placed on the website for Chapters to use in their marketing efforts.

Prospective mailing will include the following:

First mailing includes (first month):

1. Letter from Membership Chair on letterhead
2. List of Member Benefits
3. Membership Application
4. Education/Designation brochure
5. Residential Resource sample articles on color paper
6. Convention/Conference brochure or flier (when available)

Second mailing includes (second month):

Mailing Residential Resource

Third mailing includes (third month):

Mailing Residential Resource

Fourth mailing (fourth month): mailing of post card last issue of residential resource, "Wishing for more?"

Fifth mailing (sixth month): mailing of post card, "feeling like this?"

Sixth mailing (eighth month): mailing of post card, "is this you?"

Eighth mailing (tenth month): mailing of post card, "here's the missing piece."

Twelfth month: will be left in membership system but placed inactive if NARPM[®] has not had any activity from them.

Convention Mailing: Will include prospects in all mailings for convention registration brochure mailings for one (1) year. Prospects will be placed on the website for chapters to be able to access from the following link: <http://www.NARPM.org/chapter-services/manage-prospects.html> for 12 months by local chapters.

Local chapters are encouraged to submit prospects to National and they will be given the membership status of "Waived" and placed in the respective chapters. The local chapters can then pull their prospects off NARPM.org to do mailings and other solicitation they deem appropriate.

2. Charter

a. Definition

Charter Members were the first 100 applicants who qualified for membership.

b. Procedures

Benefits, rights, suspensions and termination shall be identical to those specified for Professional Members.

3. Honorary

a. Definition

Honorary Memberships is given to individuals who have rendered, or continue to render, distinguished service to the Association or the property management profession.

b. Procedures

Honorary Members shall pay no dues or other assessments, and shall be eligible to participate in the usual activities of the Association and its committees, but they shall be ineligible to vote or hold office.

4. International

a. Definition

An International Member shall be an individual who resides and works outside of the United States in the residential property management industry.

b. Procedures

International Members shall be eligible to participate in the usual activities of the Association and its Committees, but they can not vote or hold office.

International Members are not subject to the Association's Code of Ethics and Standards of Professionalism, unless they hold the RMP[®] or MPM[®] designations.

The processing of International membership shall be the same as that for Professional members.

In the US, licensing may be required, but licensing is currently not required for International members.

5. Support Staff

a. Definition

A Support Staff member shall be a person acting in the role of support in the office of a Professional Member and the Support Staff member must not be acting in a capacity requiring licensure according to his/her state's regulatory licensing law.

b. Procedures

A Support Staff member does not vote nor hold office.

A Support Staff member does not receive a plaque or the Residential Resource. (Effective January 1, 2010 support staff will receive Residential Resource.)

The processing of Support Staff membership shall be the same as that for Professional members.

Support staff does not receive plaque with their certificate

A Support Staff member shall pay member prices for all conferences and merchandise.

Support Staff members may only earn or hold the CSSsm designation. Support Staff may not hold any other designations.

6. Life

Life members shall be all national past Presidents of NARPM®. Life membership will begin as the President's term is completed. Dues will be waived for Life members.

7. Student Members: To qualify for student member applicant must be enrolled in an undergraduate or graduate field of study and follow requirements as outlined in the Bylaws . Students who hold an active real-estate license do not qualify and must hold a Professional Membership. Members shall have the same benefits as a Support Staff Members with the following exceptions: they will not receive the Residential Resource Magazine but can obtain it through the website. These members may apply but not hold a NARPM® designation.

8. Academic Members: To qualify for Academic Membership applicant must be an instructor who provides classroom instruction for any real-estate or property management course at any accredited college/university or Real Estate School and meet the requirements as outlined in the bylaws. Members shall have the same benefits as Support Staff Members with the following exceptions: they will not receive the Residential Resource Magazine but can obtain it through the website. These members may apply as a candidate but not hold a NARPM® designation

Student and Academic Members will be listed separately on the NARPM® website but will not receive referrals and may not use the NARPM® logo.

9. Junior Members: applicant must meet all Professional Member qualifications. A Junior Membership is only available for new members between the ages of 18-25. A copy of a valid government issued ID must accompany the application. A Junior Membership is good for two years from join date of application. Junior members receive all the benefits as Professional Members.

10. Affiliate Members:

An Affiliate member shall be an individual or business entity providing products, services, or expertise to the residential property management industry.

a. Benefits

All Affiliate members will receive a listing in the monthly Residential Resource, a listing in the Annual NARPM® membership directory, a website listing with web link, receipt of 11 Residential Resource newsletters, and eligibility for Affiliate of the Year award after two (2) consecutive years.

b. New Affiliate Member Processing

New Affiliate member packets will include:

1. Letter from the President on letterhead
2. Guidelines for using the NARPM® logo
3. Sponsorship brochure
4. Database Order Form
5. Residential Resource Advertising Brochure and Contract
6. Residential Resource
7. Conference Brochure or flyer (hen available)
8. Exhibitor Prospectus
9. Directory

When an Affiliate applies as a business entity that provides products, services, or expertise to the residential property management industry, they must apply for separate membership for each branch office it wishes to participate in NARPM®. The employees/contractors who are in the location of the business that holds the affiliate membership will be eligible to participate in NARPM® events/functions/committees at member status which will also give them member pricing.

c. Prospects

Affiliate prospects will receive:

1. Letter from Membership Chair on letterhead
2. Membership Application
3. Database Order Form
4. Residential Resource Advertising Brochure and Contract
5. Residential Resource
6. Convention Registration brochure or flyer (when available)
7. Convention Exhibitor brochure (when available)
8. Sponsorship brochure

d. Affinity Program

NARPM® has an affinity/royalty agreement that is to be sent to any affiliate member who would like to participate. The company should desire to use Association's name, logo and membership mailing list in connection with Company's marketing and sale of their services to members of Association and others in the residential property management industry/profession (the "Program"), and Association is willing to permit such use in connection with the Program, in exchange for: (i) an annual royalty to be paid to Association by Company; (ii) maintains an active affiliate membership in NARPM® and (iii) certain price discounts on such services to be provided to members of Association

e. Affiliate Council

All Affiliate members and Member Services Committee members comprise the Affiliate Sub-Committee, which is a forum to discuss issues, as well as give opinions and ideas.

Affiliate members shall not be required to hold a real estate license and shall not be eligible to vote or hold office.

Requirements relating to acceptance, suspension, termination, and reinstatement of Affiliate members shall be identical to those specified for Professional members.

Only Affiliates (not Professional members) can purchase mailing list electronically and in excel format.

Non-affiliate members shall not solicit other members for the purpose of promoting services other than residential property management services. Members who wish to promote other business must join additionally as an Affiliate member at which time all Affiliate member rights and privileges shall be extended.

f. Policies on New Members received in December

Staff is to process any membership applications received in December and not invoice new members one month of dues. In effect new member will receive 13 months of dues for the cost

of 12. This policy is NOT to be promoted to the membership but rather will just be set as an operational policy for staff.

9. Ethics Training

Mandatory NARPM Code of Ethics Training became effective January 1, 2008 (later amended to 2009), through December 31, 2011, and for successive four (4) year periods thereafter. Each Professional Member of the NARPM® shall be required to complete ethics training of not less than two hours on the NARPM® Code of Ethics. This course completion shall become a condition of membership that must be completed during every four year cycle, subject to the ethics course being online. Any courses that are taken in the year 2008 can be used to satisfy the first four year requirement. This can be satisfied by taking the ethics on-line course.

New Professional Members to take the Ethics class within a set time frame (90 – 180 days) from joining NARPM. The committee's recommendations are to come back to the Board of Directors by October with recommended bylaws amendment that deal with the committee's recommendation and to set a policy that will allow all new members who join NARPM® to get their first ethics course online at no additional cost and course must be taken within 90 days after joining to retain membership.

B. Mailing of New Member Packets

Depending on the workload at National and scheduling; the NARPM® staff will send new member packets within 15 days of receipt of information. New Member packets are scheduled to be sent a minimum of twice a month.

C. Suspension of Membership

Membership can be suspended by the Board of Directors. If suspended, a member shall lose all rights to vote and participate in Association activities.

A member found guilty of violating the Association's Code of Ethics and Standards of Professionalism can be suspended.

D Termination of Membership

Membership can be terminated by the Board of Directors for the reasons identified below and outlined in the bylaws.

A member may resign at any time by forwarding a letter stating such intent to the President

A member failing to pay sums due to the Association for more than 60 days past the invoice due date will be terminated

A member found guilty of violating the Association's Code of Ethics and Standards of Professionalism

If a new member fails to renew after the first year, he/she will remain as an active member from the date he/she joins until a full 12 month period has expired, so that they would be included in

at least one (1) printing of the directory and not removed from the web site membership listing until their 12 months have expired.

E. Reinstatement of Membership

A member can be reinstated to membership in the Association, depending on the reason for suspension or termination, as follows:

A former member may request reinstatement in a letter to National, provided that the request is received within one (1) year of resignation. All monies due must be paid, as if no break in Membership occurred.

A former member may request reinstatement in a letter to National, provided that all financial indebtedness has been paid, including any other sums that would have been due if there had been no suspension or termination.

A former member wishing to rejoin the Association more than one (1) year after the date of termination must meet the current Membership criteria and reapply for Membership.

F. Retaining Membership

Any member can retain his/her membership in the same group even if he/she no longer qualifies due to a change in business status.

G. Ambassador Recruitment Program

Any member of NARPM®, including the board of directors, who brings in five (5) or more new members within a 12 month period, shall receive credit toward membership dues, convention, designation classes, or any other NARPM® national event. For example: if a member were responsible for bringing in ten (10) members, they would receive \$400 in credit. It would be \$200 for every five (5) members brought in by that one ambassador.

Affiliate members are allowed and encouraged to take part in the Ambassador Program, applying the NARPM® membership fees toward their annual fees. This will apply to either NARPM® or Affiliate members.

Regardless of what category of membership the sponsoring member is, a Support Staff member referral will be considered as one-half point toward Ambassadors point. Thus, to achieve a full point, one (1) would have to refer two (2) Support Staff members. The Ambassador would receive the five (5) point credit based on the type of membership they have, i.e., a Support Staff member could achieve a credit of \$100 after achieving five points.

In order for a member to receive Ambassadors points, their name must be listed on the application at the time it is received by National. Management staff will not go in and change records once application has been received.

H. Chapters

1. Objectives

National members of the Association may join together in local chapters serving specific geographic areas. A member may join one or more local chapters. The local chapter

membership is in addition to the National Association Membership. The objectives of the local chapters of the Association shall be to encourage adherence to high standards of professionalism and ethical conduct; to advance the spirit of professional cooperation among the members; to provide opportunities for continuing education in concert with the Association; to increase the recognition and public acceptance of professional property managers; and to advance the interests of residential property managers in the local chapter area.

2. New Chapter Application Procedures

A group of members may submit a Chapter Charter Request and the Board of Directors may authorize the organization of a chapter in any geographical area. Any application for a new chapter may be submitted by seven (7) or more members to the Board of Directors for its approval.

The Chapter Charter Request is to be forwarded by the local members or membership committee and received by National. National verifies all members signing the request are in good standing, with a minimum of seven (7) members.

If not included, National contacts the local leader and requests verification of information for incorporation which is filed through legal zoom.

National verifies that the proposed new chapter name describes a geographical area listing either a city, county or state name and includes NARPM®.

National forwards the verified request to the Chair of the Member Services Committee. The Member Services Chair and/or RVP prepares a motion and submits to NARPM® staff at least 30 days in advance of the next Board of Directors meeting.

A Chapter in Formation can be formed with a minimum of 7 members for the first 6 months and will be required to build membership to 10 members within the following 12 months. Should the chapter not be able to meet the requirement of 10 members, the chapter will be placed in a conditional membership status for an additional 6 months. The Regional Vice President and Chapter Support Manager will work with the Chapter to assist in getting the chapter in good standing.

The Board of Directors approves request. National orders the new chapter banner and plaque, assigns a chapter number, update database and web page by adding the new chapter. National determines identity of chapter leader. The President sends a letter of congratulations, inviting the chapter to attend the next Annual Convention for presentation of the banner and plaque. A press release is included in the mailing.

3. Separate Incorporation and Functions Required of Chapters

The local chapter shall be an incorporated entity formed under state laws and must provide documentation of its status to the National Association. National will set up incorporation in conjunction with local leaders.

Chapters may charge dues but all billing and accounting must be separate from the National Association billings. A NARPM® Chapter will not collect National NARPM® dues.

The local chapters shall adopt chapter bylaws for their governance which are not in conflict with the bylaws of the National Association. The formation of the local chapter and the bylaws shall

be the responsibility of the local chapter as a condition of becoming a chapter of the National Association and must be submitted to National.

Chapters must have membership categories consistent with the National Association and Professional members must be National members. Chapters shall be self-governed and shall be responsible for the election of their own officers, holding of periodic (at least four (4) per year) chapter meetings and shall annually be required to submit chapter certification information.

4. Regional or State Chapters

Members may choose to consolidate efforts in the formation of a regional or state chapter to serve needs broader than those met by an existing chapter. The regional or state chapter shall be formed as per requirement in the bylaws and treated as any other chapter and shall be entitled to support from National in a manner consistent with any other chapter.

5. Chapter Probation Status

All local chapters must complete a chapter recertification form annually. These forms will be disseminated from National.

When the membership of a chapter falls below seven (7), the Association shall notify the President and Secretary of the local chapter. In the event such membership remains below the required minimum for a period of six (6) months from notification date, and upon approval of the National Board of Directors, the Member Services Committee shall authorize the Secretary of the National Association to issue a notice of probation to the officers of the local chapter. Upon receipt of the notice of probation, the local chapter shall have a period of six (6) months to restore the membership to the minimum level for a chapter.

If the membership in the local chapter is not restored to the minimum seven (7) professional members required for a chapter by the end of the six (6) month remedy period, the local chapter shall cease to be a local chapter and its chapter charter revoked.

If the required membership is not restored and the chapter ceases to be a local chapter, the members may either join another local chapter or shall remain as independent, at-large members of the National Association. The member of National shall retain their membership rights, privileges, benefits, or obligations as a result of the chapter ceasing operations.

6. Chapter Certification/Recertification

The certification requirements were developed to maintain fair, specific procedural standards for the chapters and to protect the legal accountability of the Association. The NARPM® Board of Directors determines each chapter's recertification status after consideration of recommendations submitted by the Regional Vice President, staff, and the Member Services Committee.

In order to receive recertification local chapter Presidents, or their designee, must participate in a minimum of three of the quarterly Regional conference calls.

a. Levels of Recertification: The levels of recertification are:

1) Full recertification

The chapter has met all recertification requirements, indicated by compliance with items listed on the certificate of compliance. Only fully certified chapters are eligible for Chapter Excellence Awards. Once recertified, an email will be sent along with a recertification certificate.

2) Chapter in Review

The chapter submittal displays lack of submission of any of items on the certificate of compliance. Chapters will have six (6) months to restore their certification. NARPM® Board of Directors must confirm that a chapter can be taken off Chapter in Review status.

3) De-certification

De-certification must be preceded by a period of Chapter in Review and indicates continued non-compliance of recertification requirements. NARPM® Board of Directors must approve all de-certification of chapters.

A time line was established to deal with chapter certification:

- December 1 - DEADLINE to submit Chapter Compliance Certification to NARPM® staff. Chapter not in compliance list sent to RVP's
- December 2- January 30 – RVP works with NARPM® staff to get in chapter certifications completed and turned in. Updated list of chapters not in compliance sent to RVP's regularly
- End of January list of chapters not in compliance included in National Report to members
- January 2 Letter from NARPM® staff placing chapter on review that have not submitted compliance certification and copied to RVP notify they are placed on Chapter in Review
- January 31 Email to members of all chapter who have not responded to chapter certification
- June 30 Chapters are decertified and all members are notified by mail with a list of all current NARPM® chapters and they are placed as at-large Members until such time they choose another chapter.

7. Chapter Leader Handbook

The Chapter Leader Handbook should contain a planning guide and worksheet, information about how to use the chapter website and online reports, certification information, a chapter grant application, a Chapter Excellence Award Application, sample marketing brochures, ten (10) current membership applications, and a Guideline for RMP®/MPM® Course” and posted on the NARPM.org website.

8. Chapter Leader Mailings

NARPM® staff shall send electronic monthly leadership newsletters and members of NARPM® to maintain positive communication with chapter leaders.

9. Database

Chapter database is accessible through the NARPM® web site by chapter leaders and through the individual chapter web site. Chapter leaders should routinely update member information within their chapter, with confirmation received from National.

10. Chapter Name Changes

Chapters must immediately notify National of proposed chapter name changes. National must approve said name change. Chapters shall also ensure that all necessary corporate documents are modified. All expenses related to name changes will be incurred by the Chapter

11. Formation of New Chapters versus Chapter reformation

A chapter who has been decertified can ask to be reformed using their former articles of incorporation. Chapter is responsible for bringing articles up to date and using current model

bylaws for chapters. Former chapter number will be used so chapter will retain former charter but National will order new banner.

I. Awards and Recognition

1. Rocky Maxwell New Member Achievement Award

The Rocky Maxwell New Member Achievement Award is awarded annually at the convention to a new NARPM® member who has shown outstanding leadership in his/her chapter during the first 18 months of membership. Nominations are solicited from the Chapter leaders and the Member Services Committee selects the recipient. The Past President will select one Past President to present the award at the annual convention. It is preferred that this person had personal knowledge of Rocky Maxwell so they can share his background and impact on NARPM with recipient.

2. Affiliate Member of the Year Award

The Affiliate Member of the Year Award is awarded annually at the National Convention to an outstanding Affiliate Member – a member who goes above and beyond when it comes to providing benefits and service to the NARPM® membership. Nominations are solicited from the entire membership, including Affiliate members, and the Member Services Committee announces the recipient.

a. Criteria for Affiliate Member of the Year:

1. Being an Affiliate member from date of membership 24 months or longer.
2. Must be a paid current Affiliate member for this year in good standing
3. Attended at least one NARPM® event during their membership i.e. local chapter event, regional, state, National etc.

3. Outgoing Board Plaques

Plaques are given to each outgoing Board member at the Annual Convention or another appropriate NARPM® gathering. The plaque will detail any offices or committee Chairmanships that the Board member held. Outgoing Board members are to verify information on the plaque prior to it being printed.

4. President's Award

At the option of the President, and upon his/her choice, a President's Award may be presented at the Annual Convention for outstanding service to the Association or any of its functions.

5. Chapter and New Chapter of the Year Award

The Chapter of the Year Award is awarded annually at the convention to the Chapter who receives the most points on the Chapter Excellence Award application and answers the bonus question.

The New Chapter of the Year Award is awarded annually at the convention to the new Chapter (first 18 months of Chapter status) that has exceeded the original charter of Professional Members by 25%, submits a calendar of events showing an established meeting schedule, and submits the Chapter Excellence Award application regardless of points attained.

6. Chapter Excellence Awards

a. Presentation

Chapter Excellence Awards/Chapter of the Year, as planned by the Member Services Committee will be presented at the Annual Convention or another appropriate NARPM® gathering.

b. Qualifications

Award qualifications include points for chapter meetings, points for local newsletter, points for local trade shows/conferences and points for members with CRMC® designations. The category for points for retention of members was deleted. The timeline is to run from August 1 – July 31.

7. Anniversary Service Pins

Each NARPM® member will receive an anniversary service pin for each five (5) continuous years of membership in NARPM®. Anniversary pins earned that calendar year will be distributed at the annual convention to members in attendance and pins will be mailed after convention to any members not in attendance.

VI. RECORDS AND COMMUNICATIONS

A. Web site

1. Publications

The newsletter is to be available on the web site, as well as several other property related forms.

2. Calendar

The Administrative Calendar will be put on the web site in a Board-only protected section.

3. Stores Orders

The stores order form is to be available on the web site.

4. E-mails

Blast e-mails from the web site may be selected for certain states.

5. Logos

NARPM® logos are to be available on the web site in downloadable form.

6. Advertising

NARPM® Web site advertising space is generally reserved for affiliates. It is offered both as an incentive to join NARPM® as an Affiliate and to increase the level of Affiliate involvement. Web site advertising is offered to Affiliates on both a fee basis, and as an included benefit of certain levels of membership.

a. Rates

See Non-Dues Revenue section.

b. Review of Advertising

Advertising should be reviewed by the Communications Committee Chair, and at the discretion of the Communication Committee Chair, in consultation with the Executive Director, the advertiser may have their ad removed and be given the opportunity to provide an updated ad. This should only occur in cases where the advertising is misleading, illegal, or inappropriate.

c. Precedence of Advertising

In cases where there are more advertisers than space available, precedence should always be given to NARPM® Affiliate members, based on Affiliate level. The staff should consult with the Member Services Committee Chair if a case arises where an Affiliate is attempting to monopolize advertising space, the staff may, at its discretion, reduce the advertising space allotted to any single advertiser and report reason to the Member Services and Communications Chairs.

d. Non-Affiliate Advertising

Non-affiliates who serve the property management industry should always be encouraged to join NARPM® as Affiliates. When these companies request the opportunity to advertise on the NARPM® web site, it provides NARPM® with a great opportunity to recruit them as Affiliate members.

From time to time, a party may be interested in advertising on the NARPM® web site, but not be an ideal candidate for Affiliate membership. This occurs in cases of property management

conferences, books, and the like. These are typically one (1) time advertisers, who do not have an ongoing interest in marketing to our audience, but do have the need to reach our membership with a single message.

In these cases, these companies should be able to advertise at the discretion of the staff. The staff may involve the Member Services Committee in determining the feasibility of having the advertiser join as an Affiliate. Should it be determined that it does not make sense for the advertiser to join as an Affiliate, the party can advertise at the standard non-member advertising rates. The current member rates are \$30/m (per thousand impressions) for run-of-site banner advertising and \$200/month for the member spotlight location. Additional cost will be added for non-members.

7. Linking Policy

NARPM® understands the value of shared information, and the efficiencies that the Internet brings to the sharing of information as Web site content. Our linking policy describes the fashion in which we permit and encourage linking between other Web sites and our own.

a. Inbound Links

- 1) NARPM® encourages other web sites to link to any of our public pages.
- 2) These links must be clearly attributed to NARPM® as an outside and unrelated source. Linking web sites must respect the content coming from the NARPM® web site and must not plagiarize that content.
- 3) Private (members-only and administrative) pages must not be linked to under any circumstances.
- 4) Sites that are adult, gambling, or illegal in nature must not link to any page on any NARPM® web site.
- 5) NARPM® will generally not pay for a link to our site, but may consider such opportunities on a case-by-case basis.
- 6) In no case shall the NARPM® site be framed by another site, without express consent of NARPM®.

b. Outbound Links

- 1) NARPM® may link to an outside third party whose content is deemed valuable for NARPM® members or web site visitors.
- 2) Outbound links will not knowingly violate any site's linking policy.
- 3) Outbound links will be constructed so as to make it obvious the content is coming from an outside web site.
- 4) Outbound links will generally be placed in our Industry Links section, but may be on any page of our web site, public or private.
- 5) NARPM® will generally not pay for a link to another site, but may consider such opportunities on a case-by-case basis.

c. Reciprocal Links

- 1) NARPM® may be amenable to linking to other sites in exchange for a link to our web site.
- 2) Both sides of the reciprocal link must be in line with our linking policy.
- 3) Opportunities to engage in reciprocal linking will be evaluated on a case-by-case basis

d. Committee Responsibilities

Committee Chairs need to review the web site to change or add content and should e-mail the NARPM® staff for any changes/comments. Each committee should have a representative to review discussion boards to make sure answers are given to questions.

All updates to committee pages are made by the NARPM® Staff.

B. Data Base

National will maintain the membership database. The database will be uploaded daily to the NARPM® web site.

C. Membership Communications

1. E-mails

All e-mail blasts requests are to be sent to the Administrative Assistant and approved by the Executive Director

2. Notification of Deaths

a. National Officers, Directors, Committee Chairpersons, Past National Presidents, Executive Staff

Upon verified notice of the death of a National Officer, Director or Executive Director, the executive staff is to notify all Officers and Directors as quickly as possible, first by phone, if practical, and then by electronic messaging (i.e., e-mail).

NARPM® will provide appropriate condolences and flowers, at a reasonable cost. Surviving Officers and Directors are not required to attend services. Travel and lodging will not be covered by NARPM® for any persons who attend.

The Executive Staff shall notify the full membership in a timely fashion by electronic messaging. An appropriate obituary shall appear in the next available publication of the Residential Resource and shall be supplied by a local resource.

b. State and Local Office holders, State and Local Directors, Past National Directors

Upon verified notice of the death of a state or local Officer or Director or a past National Director, the Executive Staff is to notify all Officers and Directors as quickly as possible, first by phone, if practical, and then by electronic messaging (i.e., e-mail).

The President of NARPM® is to provide an appropriate letter and/or card of condolence addressed to the affected chapter (for those active office holders), along with flowers to the member's family at a reasonable cost.

Notification to the full membership shall be done through a condolence article in the next available Residential Resource and shall be supplied by a local resource.

c. All Other Members Regardless of Membership Classification

The President of NARPM® is to provide an appropriate letter and/or card of condolence addressed to the member's family.

Notification to the full membership shall be done through a condolence article in the next available Residential Resource and shall be supplied by a local resource.

D. Records

1. Storage

National will be responsible for storage of all records. If the rental of an offsite protected storage facility is necessary, it will be at NARPM® expense.

2. Authority

The Board of Directors, in consultation with National, shall have the authority to determine which historical items and records should be kept and which discarded.

VII. NARPM® STYLE GUIDE

NARPM® IDENTITY STANDARDS MANUAL



National Association of Residential Property Managers

Introduction

This identity standards manual was created so that all NARPM® staff, members, volunteers and business partners have a clear set of guidelines for promoting, producing, programming, designing or writing anything related to NARPM®.

NARPM® is a diverse organization and the identity guidelines are intended to be versatile. This manual does not describe precisely how to apply the NARPM® brand in every conceivable situation. Rather, it provides basic guidelines and provides examples that are broadly applicable for NARPM® in any situation.

As NARPM® expands, communicating a genuine and consistent NARPM® identity becomes increasingly important. NARPM® is responsible for upholding the identity principles outlined in this manual. The success of the NARPM® identity will be determined by the degree to which these guidelines are considered when making daily communications decisions. Your commitment to NARPM® identity consistency is needed and appreciated.

Logo

The NARPM® logo is the core component of the NARPM® visual identity. The logo expresses the mission of the association.

The NARPM® logo is our visual signature. Just as your personal signature should always look the same, our identifier should always appear in a specified and consistent manner.

Logo

This is the main identity element for NARPM®. Although there are several signature arrangements of the parts (see pages following), this is the preferred signature with logomark and logotype.



National Association of Residential Property Managers

Logo in Blue

The blue logo should only be used for specific marketing purposes such as the brochures. It should not be used on the website or any other publications.



National Association of Residential Property Managers

Logo in Black and Reversed Out to White

The logo may be reproduced as shown in black on white or white on a black background. The black on white logo should only be used in place of the maroon logo above if it is a greyscale or black and white project only. The white on a black background logo should only be used under special circumstances.



National Association of Residential Property Managers



National Association of Residential Property Managers

Logo Anatomy

Logomark and Logotype

The NARPM® logo is comprised of two main elements. The “Logomark” and “Logotype.” These should not be separated in most circumstances. Affiliate and Chapter logos are also available, and/or can be created by Headquarters.



Logomark

Logotype

National Association of Residential Property Managers

Typography Specifications

The NARPM® logo is comprised of the font Geometric Slab Serif (GeoSlab703 Lt BT), Light with a .25 stroke added to appear bold. There is no additional tracking, kerning, horizontal or vertical scaling applied.

Additional Fonts

For body text of a document, the font Zapf Humanist (ZapfHumnst) should be used. This font is also used in the NARPM® news magazine, the *Residential Resource* at 9 pt. The text you see here is an example of this font. Geometric Slab Serif may occasionally be used for headings. Website text is formatted in the font Trebuchet MS.

Geometric Slab Serif (GeoSlab703 Lt BT), Light, .25 stroke

National Association of Residential Property Managers

Placement/Spacing

Free Zone

The logo must be placed in an area free of competing text or graphics. The area should be consistent on all sides of the logo and equal to 3/4 the diameter of the logo. Example: If the logo is 1" high, allow for 3/4" of white space in all directions. This area of protection is required in order to ensure impact and understanding of the NARPM® visual identity within competitive environments.

Placement

The logo should be placed either at the very top or very bottom of a page. If placing the logo at the top, remember that the top margin (to the edge of the paper) should comply with the free zone guideline above. If placing the logo at the bottom, the bottom margin (to the edge of the paper) should still comply.



Color Palette

The color used for the NARPM® logo should always be consistent.

Color Palette

It is crucial that all colors match, regardless of the medium. Actual color samples may be found in current editions of the Pantone Color Guides. Remember, the colors here will print or display differently depending on the monitor, printer, and paper used.

NARPM® MAROON



Print
Pantone 201

CMYK
C=25
M=97
Y=76
K=18

RGB
R=163
G=38
B=56

Web
#A32638

GOLD

A 30% tint of this color is often used in brochures.



Print
DS 22-2

CMYK
C=0
M=35
Y=85
K=0

RGB
R=251
G=176
B=63

Web
#FBB03F

BLUE

This color is only used for the marketing logo.



Print
DS 196-2

CMYK
C=90
M=65
Y=0
K=0

RGB
R=32
G=98
B=175

Web
#2062AF

Marketing Colors

Additional Colors

The colors below are used on the various NARPM® marketing brochures. We call these jewel-tone colors.

MEMBERSHIP



PMS 5605



PMS 330

AFFILIATE



PMS 350



PMS 575

WHY YOU NEED



PMS 1405



PMS 132

WHY REFER



PMS 5395



PMS 647

CSS™



DS 99-1



DS 99-3

Violations

The logo was designed for use on a white or very light background. However, in certain instances, the logo may be used with a color background.



National Association of Residential Property Managers

DO NOT shrink the proportions of the logo unequally to fit into a space. The logo must always be proportional to its original size.



National Association of Residential Property Managers

DO NOT alter the size proportions of the logotype to the logomark.



National Association of Residential Property Managers

DO NOT extend, shrink or alter the shape of the logomark.

National Association of Residential Property Managers



DO NOT alter the position of any element of the logo.



National Association of Residential Property Managers

DO NOT change the colors of the logomark.



National Association of Residential Property Managers

DO NOT change the colors of the logotype.



National Association of Residential Property Managers

DO NOT rotate or turn any element of the logo.



National Association of Residential Property Managers

DO NOT render a shape anywhere in the vicinity of the logomark.



National Association of Residential Property Managers

DO NOT place any kind of border, bevel, or drop shadow around the logo.

Stationery

Letterhead

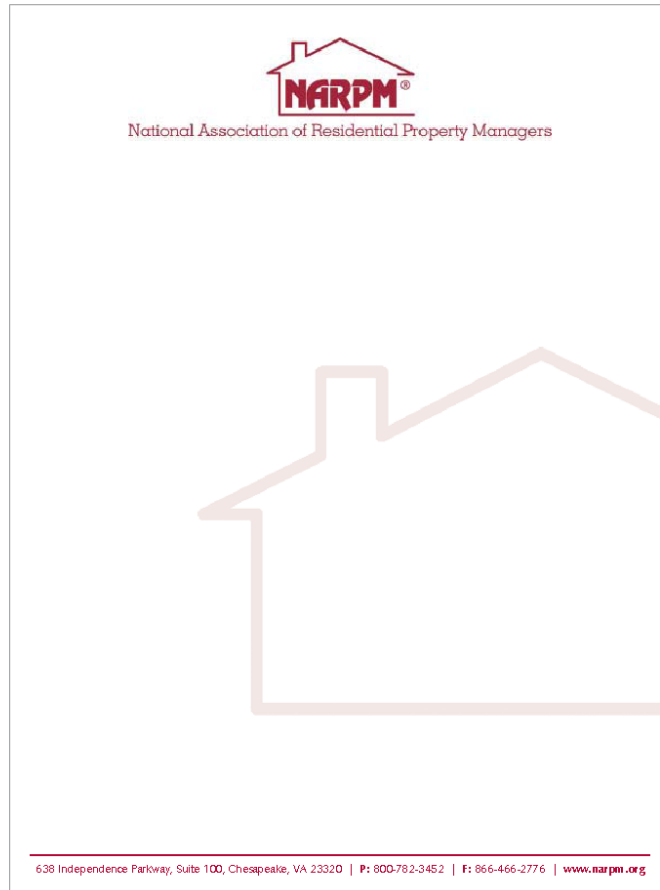
All letters should be composed as a blank sheet of paper and then printed out onto pre-printed official letterhead. Be sure to allow for the header and footer. Remember, font may appear smaller on the computer screen than it will when printed out.

Suggested font and size:

Zapf-Humnst BT
10 pt. / single-spaced
black text

Margins:

Top 2.25"
Left 1"
Right 1"
Bottom 1.23"



8.5" W x 11" H standard

Stationery

Envelopes

Standard 9.5" W x 4.125" H envelope (#10)
Oversized 12" W x 9" H envelope



Stationery

Business Cards

Standard size for all NARPM® business cards is 3.5" W x 2" H.



Name (*Gail S. Phillips, CAE*)
GeoSlab703 Lt BT, 12 pt.
Maroon with .25 stroke

Title (*Executive Director*)
ZapfHumnst BT, Italic, 8 pt.
Black

Personal Contact Information (*left side*)
ZapfHumnst BT, Roman, 7 pt.
Black, Website in bold

Contact Information (*right side*)
ZapfHumnst BT, Roman, 6 pt.
Black, "P:" and "F:" in bold

Color Bar

Maroon bleed color bar is 1/2 an inch wide.

Divider

Maroon divider is a .25 stroke that bookends the person's title.

Logo

The NARPM® logo should be centered towards the bottom in the white space area.

Paper Stock

Business Cards are printed on a high quality white cardstock.

Back

The back of the NARPM® business cards should remain blank and clear of all text and/or images.

Language

NARPM® Name and Acronym

When referring to the National Association of Residential Property Managers, the NARPM® acronym may be used. It should be in all capitals with no punctuation (NARPM® not N.A.R.P.M.).

The NARPM® acronym is also registered as a service mark of the association with the U.S. Patent and Trademark Office. When using the NARPM® acronym to identify or brand a NARPM® product or service, the registered mark must be placed directly after the acronym in superscript.

The logo for NARPM® is displayed in a dark red, serif font. The letters are all uppercase, and a registered trademark symbol (®) is positioned to the upper right of the 'M'.

Designations

The acronyms for each of the credentials should not be used as nouns. Instead, refer to “MPM® Designee” or “RMP® Program,” etc. However, MPM®, RMP®, CRMC® and CSSsm marks may stand alone, without the word “designee.” The MPM®, RMP®, CRMC® and CSSsm marks may not be used in plural or possessive forms.

MPM® Designee(s)
MPM® designation
MPM® Candidate(s)

RMP® Designee(s)
RMP® designation
RMP® Candidate(s)

CRMC® Company(ies)
CRMC® designation
CRMC® Candidate(s)

CSSsm Designee(s)
CSSsm designation
CSSsm Candidate(s)

Acronyms and Logos

The acronyms should be in all caps without any punctuation (MPM® not M.P.M.). When speaking, each letter should be pronounced. When the names of each credential are used, the first letter of each word should be capitalized.

Master Property Manager (MPM®)
Residential Management Professional (RMP®)
Certified Residential Management Company (CRMC®)
Certified Support Specialist (CSSsm)

Addendum I - Duties for Transition plan to include but not limited to:

- 1) Existing contracts
 - Signed by Management Company on behalf of NARPM®
 - a. Originals turned over to the NARPM® attorney
 - b. NARPM® to inform all members of the change in management
- 2) NARPM® supplies...

store, manuals, trade show booth, and all other materials to be packed and shipped to a location provided by NARPM® within a time as agreed to by all parties.
- 3) Toll free number
 - a. NARPM® to pay for re-connect of line at a new location
 - b. Management Company to answer number until such re-connect can be accomplished
 - c. Management Company to route questions and inquiries to the person assigned by NARPM®
- 4) Membership Inquiries
 - a. Membership packets to be sent during transition period with update on membership numbers sent to President and Member Services Chair
 - b. Information on new members to be given to the Member Services Chair for follow up
- 5) Education Classes
 - a. Chapters requesting classes shall be forwarded to Professional Development Chair
 - b. Class materials to be shipped by Management Company until end of transition period. Professional Development Chair to be made aware of class schedule
- 6) Designation Inquiries/Packets
 - a.. Management Company to forward to Professional Development Chair
 - b. Funds received with applications to be deposited in NARPM® bank account as usual
- 7) Membership records
 - a. Management Company to provide electronic back up of all member records and history in their database
 - b. Management Company to arrange with NARPM® volunteer to back up all electronic documents and files and arrange where to send information
 - c. Management Company to pack up and label all membership files, and corporate files, as per the record retention policy
- 8) Accounting
 - a. Bills to be paid and deposits made of incoming funds during transition period by Management Company with approval of NARPM® treasurer
 - b. Management Company to have accounts audited by a CPA approved by the NARPM® Board of Directors as part of the close out
 - c. Certificates of Deposit to be delivered to the NARPM® attorney within 30 days with a list containing numbers, amounts, due dates, and banking institution
 - d. New bank account to be opened by NARPM® with transfer of funds (minus outstanding checks) to occur on or before the last day of the transition period
- 9) Return of NARPM® property by Management Company.
 - a. Within ten (10) business days, or such earlier date as the parties may agree, following termination of the Management Agreement for any reason by either party, Management company shall perform its obligations under their Agreement, shall cause an audit of the NARPM books to be conducted at the expense of NARPM, shall fully cooperate in the transition of management, including the return to NARPM® or any third party designated by NARPM®, of all NARPM® records, documents, and materials.

- b. NARPM® shall remain liable to compensate Management Group for normal expenses and fees.
- c. Management Company shall take whatever actions are necessary to remove Management Company, or any representative, contractor, or employee thereof, from any bank accounts opened in the name of NARPM name or behalf, and to transfer such accounts to NARPM®.
- d. Management Company will cooperate fully with NARPM®, and any authorized representative thereof, to take whatever other actions are necessary in order to provide for a smooth and orderly termination and transition.

10. Intellectual and Creative Property Rights.

- a. NARPM® maintains ownership of any and all intellectual property for which it pays either Management Group or outside vendors to produce. Management Company probably owns intellectual property it has used or acquired from its own funds; however, NARPM® shall have a non-exclusive, royalty-free license to use such property during the term of this Agreement.
- B. NARPM® website is solely owned by the organization, and the Management Company will, if hosted on their servers, forward website and all documentation to approved third party.

Addendum 2 - AMC RFP Timeline

AMC RFP Timeline

Done	RFP Process	Timing/Due By	Accompanying Notes and Responsibility
	If needed, Termination Call to management company		NARPM
	President to send written cancellation document to management company and immediately appoint an Ad Hoc to being search for new AMC		NARPM
	RFP Document Completion		Ad Hoc and EC
	RFP Final Review		Ad Hoc and EC
	Approve Final RFP		Ad Hoc and EC
	Send out RFPs to bidders		Ad Hoc to establish date to send out RFP
	Bidders e-mail questions		Ad Hoc to establish date for bidder questions
	Bidder Conference Call		One hour maximum
	Bids Due		Set due date
	Preliminary Bid Review		Ad Hoc performs first cut; Final three bidders will be chosen
	Schedule bidder interviews		Ad Hoc holds phone calls to final three bidders setting up interview/conference call
	Bidder interviews completed		Ad Hoc to review interviews with EC
	Final Decision		Conference call with Board
	Announce Bid Winner		Ad Hoc Chair to make phone calls to final three bidders with thank you letter following
	Contract Negotiation/Signing		Ad Hoc and EC to review and signing of AMC/NARPM Agreements
	Cutover to New AMC		Transition work group or current Ad Hoc to work with new AMC
	Notification to Membership		Notification in Newsletter
AMC RFP Timeline			

Addendum 3 Scope of Services for Association Management:

Management Company will be in charge of, but not limited to:

1. General Office
 - Membership inquires through association's 800 number: 800-782-2345
 - Monthly reports on new members to appropriate board members, committee chairs and local chapter officers
 - NARPM website is www.narpm.org and is hosted by BlueTux. The website contains information on the association, a member's only area, committee sections, a shopping cart area and a library of forms and publications.
 - Email response
 - Fax transmittals
2. Board Meetings
 - Prepare mailings and packets as needed for board meetings
 - Coordinate meeting, room, and distribute itineraries for BOD
 - Coordinate conference calls together with email packets going out at least once a year.
 - Prepare and distribute to the Board of Directors a monthly report detailing the membership status for each specific category, designation and attendance at educational sessions, etc. Additionally the report will show the net increase/decline over the prior month and as compared to the same period a year ago and include an explanation for each variance.
 - Attended by Executive Director
 - Responsible for taking minutes
 - The Board meets 3 times-a-year. The February meeting is held in central location for members, a Board Meeting is held in June at the convention location and again at the national convention in October. Meetings are one and a half days. Each board member has a travel allowance to assist in covering the expenses incurred while traveling.
3. Management Company Facilities
 - Storage for inventory of brochures, educational materials, merchandise and financial records
 - Annual evaluation conducted at management company office. No other meeting required
4. Inventory
 - Publications
 - Store items i.e. shirts, mugs, hats, books
 - Education Course Supplies (notebooks, name tags, inserts, hand outs)
 - Plaques, membership packets, stationary (including certificates)
5. Financial Management
 - Monthly accounting
 - Annual budget preparation
 - Investment advisement
 - Credit card processing
 - Dues collection
 - Payment of authorized expenditures
 - Procurement and fulfillment of NARPM products
 - Convention, Symposium, Education Classes - Registration, fees, and reimbursements

6. Committee Support Services

Member Services:

- The membership is comprised of approximately _____ individuals, ____ affiliates and ____ support staff. For the past three years NARPM has sustained an annual membership growth in the 5-7% range after deducting non-renewing members which have averaged 15% per annum. Growth in membership is obtained from the attendance of NARPM® at industry trade shows where our volunteer members man our tabletop display that is shipped and stored by National Staff, as well as through the membership committee targeting an area for growth potential, and then sending in a “team” to conduct a membership meeting.
- Require Web-based data management which is exportable
- Data to be owned by NARPM®
- Responsible for mailing materials to prospective and new members, maintaining the membership database for renewal, certification, recertification, education and designation processing and conducting all normal day-to-day membership functions.
- Receiving applications
- Sending membership confirmation materials
- Help create membership retention plan
- Ship NARPM® booth to trade shows, conferences, and convention.
- Distribute monthly chapter leader reports

Communications:

- Produce annual membership directory March/April with advertising
- Produce monthly newsletter 28 pages. Responsible for the layout, final draft and production – distribution of the newsletter to all members
- The Editor is a volunteer member of NARPM® and generally changes each year.
- Solicit articles and advertisers
- Produce annual convention brochure and leadership symposium brochure
- When needed, Produce membership/education applications and flyers, marketing brochures, publications sold through the NARPM® website/store

Convention Sub-Committee:

- The NARPM® Annual Convention is held during the third or fourth week of October and consists of Education/Designation courses on the days preceding the convention, a board of directors meeting before the convention, the Annual Meeting, a trade show, various committee meetings, 3 plus days of specialized education sessions taught by members plus keynote speakers. There is also an off-site event (dinner or party) and gala dinner-dance with an average attendance of approximately 300, depending upon the location
- The management company works with the Conference chairperson to layout the brochure, plan the timeline, negotiate the hotel space and rooms, meals, off-site events and all associated activities. The management company also is responsible for member registration from beginning to end, including the post conference report summarizing attendee comments and attendance/profit/loss data
- Future Site selection
- Contract Negotiation
- Assist in vendor marketing
- Develop conference timetable
- Provide on-site staff
- Marketing and promotion
- Registration processing

- Exhibit Management
- Product Store staffing

Professional Development

- Help organize courses
- Put together course materials and ship to course locations
- Staff registration for courses offered at national events
- Provide for remote registration and data management of course taught around the country by sponsoring chapters
- Assign instructors to courses
- Promote classes through Resource and mailings to members/non-members in area class is being presented
- Distribute to committee chair the results of all course and instructor critiques in a rolled-up format
- Assist local chapters with local education classes
- Provide completion certificates and update database
- Provide guidance in obtaining/building distance learning classes for members
- Maintain current copies of course materials
- Distribute latest level of course to instructor 3-4 weeks prior to class being taught

Designations:

Classes:

- Ethics

RMP Series (6 hour courses):

- Operations
- Applying Technology to Property Management
- Tenancy
- Habitability Standards
- Marketing

MPM Series (12 hour courses):

- Operating a Maintenance Company
- Owner/Client retention
- Risk Management
- Personnel Procedures and Employee Relations

- NARPM® offers 3 individual and one company designation, each of which are registered trademarks:

CSS sm	Certified Support Specialist
RMP®	Residential Management Professional
MPM®	Master Property Manager
CRMC®	Certified Residential Management Company

- Data management of certification applications
- Provide brochures and other materials when requested by members
- Assist in marketing
- Receive/tract completed certification packets
- Provide plaque/pins for designee's

7. Chapter Support Services

- NARPM® has approximately 64 chapters in 20 states with membership sizes ranging from 7 to 90 members. NARPM® also has 3 state chapters, Virginia, California & Washington. NARPM® is privileged to have dedicated members who are extremely involved in all aspects of planning our annual conference and regional events. NARPM® members also teach the educational sessions and the management company handles all registration, testing and related support functions.
- Responsible in coordinating the flow of information between chapter leaders and the national website www.narpm.org on a timely basis. This is performed through an automated process with our Webmaster.
- Work with committee chairs and board members as needed to accomplish committee mission statement and suggest improvements
- There are 3 regional/state conferences each year usually held in the Spring. These are organized and staffed by NARPM® member volunteers. This is an area that increased assistance from the management company would be helpful for site selection, contracts, and publications

Specific Questions For Management Company

1. What is your core competency?
2. Would the E.D. be committed only to NARPM®?
3. What % of your business would be NARPM®?
4. What other specific association industries do you manage for, how many do you manage and what are the sizes of those associations?
5. Please list your compensation as follows:
 - Specific items where compensation is based on percentage
 - Specific items where compensation is based on a flat fee
 - Specific items where compensation is based on a direct 'as used' basis

Addendum 4 – Check Writing Authority

WHEREAS, National Association of Residential Property Managers writes numerous checks each month,

WHEREAS, policy of the National Association of Residential Property Managers requires two signatures on any check exceeding \$5,000,

WHEREAS, Association of Residential Property Managers desires to operate with the greatest efficiency and least burden on volunteers,

NOW THEREFORE BE IT RESOLVED THAT the Association of Residential Property Managers hereby authorizes its Corporate Secretary or Executive Director to execute on one signature, recurring checks that exceed the \$5,000, as may be specifically approved by the Board of Directors from time to time;

FURTHER RESOLVED THAT the approved one-signature checks with Treasurer's approval currently include the:

- * OMG Management Fee and miscellaneous expenses
- * Investment/reinvestments of Reserves

ADOPTED by the Board of Directors

Addendum 5 – Corporate Secretary

State law requires every corporation have a Secretary. National Association of Residential Property Managers eliminated the elected secretary position and the role of Secretary has been delegated to the Executive Director.

Legal Counsel recommends that the Board of Directors take official action annually to appoint the Executive Director as Corporate Secretary.

Therefore be it resolved that the Board of Directors of the National Association of Residential Property Managers hereby appoints Gail S. Phillips, as Corporate Secretary for 2010, so as to comply with all laws in the state of Tennessee.

ADOPTED by the Board of Directors

Addendum 6 - New Bank Signature Cards & Resolutions

WHEREAS, National Association of Residential Property Managers maintains numerous bank accounts,

WHEREAS, the elected officers of the Association change annually,

WHEREAS, the signatures of officers are needed on checks and other documents,

NOW THEREFORE BE IT RESOLVED THAT the National Association of Residential Property Managers hereby authorizes its' President, Treasurer, President-Elect and Executive Director execute new bank signature cards and resolutions as required by the various banks.

ADOPTED by the Board of Directors

Addendum 7 – RFP for Management Services

Management services for the association. Additionally, that \$1,000 is placed in the budget for the committee in 2011.

POLICY: At a minimum of once every five years, unless there are extenuating circumstances that require action sooner, the NARPM® Board of Directors will form a committee to evaluate the management services for NARPM®. In the event extenuating circumstances exist, formation of such a committee and subsequent action shall require approval of the NARPM Board of Directors.

PROCEDURE:

I Committee: The committee shall consist of a Chairperson and two additional members, who are not serving on the board of directors. These members shall be selected by the incoming NARPM® President and approved by the NARPM® Board of Directors at the October meeting prior to the year of the evaluation. Other members of the committee shall consist of the NARPM® Officer's for the upcoming year.

II Request for Proposals (RFP): The committee will prepare specifications for services required to professionally manage NARPM®. They will solicit no less than three association management companies by sending out a Request for Proposal. Should the committee explore self-managed options and the hiring of an Executive Director, a minimum of two proposals, in addition to the three from the association management companies, are to be received and included in final evaluation. All RFP's will be used to evaluate and develop a comparison for the level of services and fees between all respondents, including the association's present management company. The anticipated purpose of this action is not to find a new management company, unless determined otherwise in a separate motion. The intended purpose of the RFP is to evaluate and develop a comparison of the level of services and fees paid by the Association.

III Components of the Request for Proposal

- a. In setting up the RFP the committee shall use job requirements per the policy and procedures manual and description as well as the end-of-year staff hours report.
- b. A copy of the NARPM® Policy and Procedures Manual shall be sent to all companies who are requested to send the RFP
- c. The current management company shall also be sent an RFP.
- d. Additionally, RFP is to be sent to accredited/certified companies specializing in Association Management.
- e. Should financial reports be required as part of the RFP, NARPM® will remove all costs associated to management of the Association

IV Evaluation

- a. Pricing/Services – A cost/benefit analysis is to be created.
Staffing: Can our staffing needs easily be met. Determine what services are outsourced and which remain in house.
- b. Infrastructure: Do respondents have adequate facilities and technology to meet the needs of NARPM®.

- c. Knowledge/Experience: RFP's to be sent to companies with a minimum of 5 years of experience of association management. The committee is to evaluate each respondent's experience and/or knowledge of our industry.
- d. What is the cost to transition?

V Recommendation

The Committee's final recommendation shall be presented to the Board of Directors no later than May 15th of the future year, so to be included on the June Board meeting agenda.

VI Final Action

- a. Any recommendations requiring additional action shall be approved by the Board of Directors.
- b. Should the committee identify one or two viable companies and request face to face interviews, additional finances are to be requested and approved by the NARPM® Board of Directors.
- c. Upon completion, the NARPM® Officers will review the results with the current management company.

ADDENDUM 8 - 2012 - 2013 NARPM® Strategic Plan

This plan is a living document that encourages strategic thinking, creative, and careful consideration of the future. This document culminates the dynamic process of positioning NARPM for the future. It gives overall guidance and direction on agreed upon goals, yet charges the volunteer and management staff to deal with unknown, unexpected and unpredictable issues. Regular review of the strategic plan will incorporate changes in the environment, shifting goals, and new ventures.

Adopted by NARPM Board of Directors

DATE: August 11, 2011

MISSION:

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

VISION:

NARPM® aspires to be integral in the advocacy and recognition of the residential property management profession.

CORE VALUES:

Networking

- Cooperation and sharing as colleagues.

Education

- Promotion of education, business development, and professional designations.

Advocacy

- Advance the profession by influencing issues that impact residential property management.

Ethics

- Respect and integrity among members brought about by ethical, honest and credible behavior.

Strategic Objective

I. Retain, grow, and broaden the membership

Short-Term Goals

- Younger generation will seek the opportunity to become a future leader of NARPM®
- Future growth initiatives for the organization are critical.
- Increase involvement by the Chapters in national retention, recruitment, and leadership development programs.
- Educate the Association on the demographic changes within the membership.
- Understand the impact generational differences will have on the association.
- Work with chapters to support new members.
- Maintain, improve, and enhance new and existing member services
- Build member loyalty to NARPM®.

Strategic Objective

II. Recognized as the authority in the residential property management industry

Short-Term Goals

- Establish a media voice nationally, regionally and locally.
- Establish a recognizable tag line.
- NARPM® brand and designations to become recognized.
- Establish NARPM® as the “go-to” source of Residential Property Management.
- NARPM® National shall develop public relation programs in partnership with Chapters in an effort to increase awareness of NARPM®.

Strategic Objective

III. Represent the interests of the residential property management industry in regulatory and governmental affairs.

Short-Term Goals

- Promote and support active member participation in local, state, and federal legislative matters.
- Form coalitions with the goal of alliance building that would result in the sharing of legislative information and lobbying efforts.
- Shape public policy issues affecting the practice of residential property management.
- Encourage members to become involved in their local and state political process
- Monitor a position in regards to requirement for specialized licenses for the practice of property management.
- Allocate resources to advance the above goals that will enable NARPM to sustain a professional Governmental Affairs paid position.

Strategic Objective

IV. Research and deliver expanded and improved services, materials, and techniques that assist members in the successful operation of their business

Short-Term Goals:

- NARPM® is the premier source for education and best practices for residential property management.
- Encourage chapters to obtain continuing education credits for NARPM® offered courses.
- Utilize technology to promote leadership training for Regional Vice Presidents that effectively support chapters.
- Produce, disseminate, and provide ways for members to manage regional issues that affect members' business.
- Provide members access to documents utilized in the residential property management industry.
- Improve the education and professional abilities of the membership

Strategic Objective

V. Reinforce current and build new alliances with other like-minded organizations.

Short-Term Goals

- Create and fund strategic alliances that enforce and enhance the mission of NARPM.
- Keep members informed of all strategic alliances and how they can participate.
- Build consensus with strategic partners on common regulatory and governmental affairs issues