



National Association of Residential Property Managers

NARPM® Management Team

Updated: February 2026

Troy Garrett, Chief Executive Officer (tgarrett@narpm.org)

- Oversees all NARPM® operations, serves as Secretary for NARPM® Board of Directors, and is Chief Executive Officer for the organization.
- Manages day to day operations for NARPM.

Blake Hegeman, Chief Operating Officer (bhegeman@narpm.org)

- Attends all NARPM National events and work closely with the CEO.
- Works with the NARPM Professional Development and Member Services teams.
- Oversees Risk Management and reviews Chapter documents.
- Assists in growing services that are provided to NARPM.
- Assists staff who are struggling to meet deadlines.
- Backs-up the CEO and assists with projects as needed.

Rebecca Woodring, CAE, Deputy Executive Director/Chapter Support (rwoodring@narpm.org)

- Oversees all aspects of Chapter support on the local and state level.
- Works with Chapter Presidents.
- Supports Chapter events as needed.

Victoria Hecht, Public Relations & Digital Media Director (vhecht@narpm.org)

- Handles NARPM® Communications needs, including the Residential Resource and all electronic communications.
- Maintains all social media communications.
- Manages the NARPM Community.
- Manages the website and works with the outside.
- Staffs the Communications Committee.

Shannon Sharples, Member Services Coordinator (ssharples@narpm.org)

- Supports NARPM® membership for both affiliates and professional members.
- Maintains database and accuracy.
- Processes member payments.
- Assists with education courses as needed.
- Staffs the Member Services Committee.

Victoria Brooks, Event Planner (conventioninfo@narpm.org)

- Plans NARPM® National events and handles all aspects of the events that involve working with the facility, volunteers, and vendors.
- Staffs the National Convention and Trade Show, Capitol Summit Conference, and Broker/Owner Conference & Expo Planning Committees.

Chere Tonetti, Education Designation Support (ctonetti@narpm.org)

- Supports the Professional Development programs of NARPM® to assure that necessary support for the education and designation programs.
- Assists members through the designation application process.
- Assists with education courses.
- Staffs the Professional Development Committee.

Accounting Staff (accounting@narpm.org)

- Prepares monthly financial and oversees all accounts payable for NARPM®.
- Ensures all accounting policies and procedures are followed.

Tyler Craddock, Chief Advocacy Officer (tcraddock@narpm.org)

- Manages the Governmental Affairs program for NARPM® and staffs the Governmental Affairs Committee.
- Works closely to advocate for NARPM® and the property management industry.
- Oversees the Day on the Hill program at Capitol Summit.
- Assists Chapters in educating on issues affecting Property Management.
- Staffs the NARPM® PAC Trustees and is the primary contact for all Governmental Affairs and NARPM® PAC matters.
- Handles NARPM Advocacy Fund.

John Broadway, Regulatory Advisor (jbroadway@narpm.org)

- Works closely with the Governmental Affairs Director to support the Governmental Affairs program and NARPM® PAC.