

27th Annual NARPM® Convention and Trade Show

October 14–16, 2015
Hyatt Regency
Atlanta, GA

* Education classes begin on October 12.

* Other Pre-Convention activities
begin on October 13.

Event Registration Brochure



PRESIDENT'S INVITATION



Dear NARPM® Colleagues,

I am thrilled to invite you to the 27th Annual NARPM® Convention in Atlanta, Georgia. The Convention will take place from October 14th-16th at the iconic Hyatt Regency Hotel with its signature Polaris blue dome, that has been a landmark destination since its grand opening in 1967! The amazingly beautiful hotel recently underwent a historic \$65 million transformation that renewed its high class look and feel. Come and join the “MASTERS of Property Management!”

The Green Jacket winners of the 2015 Convention Committee are the Chairman, Duke Dodson, MPM® RMP®, and Convention Planner Carla Earnest, CMP, along with a team of dedicated volunteers. They have put together an amazing program and have gone way above and beyond to ensure the best speakers, exciting networking opportunities, and a value-packed trade show.

For those who arrive early, there are designation classes on Monday the 12th and Tuesday the 13th. Or, if you are curious as to what happens at our NARPM® Board of Directors' meetings, please join us on Monday. Keep in mind that all of our Board meetings are open to the membership. If you haven't completed your Ethics class, be sure to sign up for that, taking place on Wednesday the 14th.

On Tuesday, you can strut your stuff on the green and join us in an offsite golf tournament at the Golf Club at Bradshaw Farm. The 6th Annual Past Presidents' Charity Tournament will raise money for the American Brain Tumor Association. Don't forget, there's also a Peachy Keen Party and Lunch. You'll need to register for these events. After a day of practicing your swing, the “MASTERS of Property Management” President's Celebration will take place at the world renowned Georgia Aquarium. With more than 10 million gallons of fresh and marine water, and more aquatic life than found in any other aquarium in the world, it is sure to amaze! It will be an evening of food, fun, networking, and...whale sharks! Check out the link for more information: www.georgiaaquarium.org/.

For those of you that want to explore some of Atlanta's other attractions, there are plenty of sites and entertainment just minutes from the hotel! The *New York Times* listed downtown Atlanta as one of the 52 best places in the world to visit! The Hyatt Regency is walking distance from the World of Coca-Cola, Centennial Olympic Park, the College Football Hall of Fame, The Varsity, and, of course, the well-known, oversized, Ferris Wheel! Want to shop? You don't even have to leave the hotel to hop on the MARTA, Atlanta's metro system. Hop on the metro to visit any shopping

center or district you choose. After a long day of activities, fill your bellies at one of my personal favorites, Gladys Knight's Signature Chicken and Waffles! For all the health nuts that need to squeeze in their daily exercise (especially after chicken and waffles), the hotel offers a 24-hour, 5,000 square foot workout facility.

Wednesday morning will start with a First-Time Attendee Welcome Reception/Orientation. Immediately following, will be the Business Leader Development presentation, a ticketed event, with Jason Goldberg. Jason's upcoming book, *The Art of (Self) Leadership: How to Harness the Power of Ownership Thinking in Your Life and Career* is slated for release in late 2015.

The Opening Session will feature bestselling author and international speaker, Christine Cashen. Christine is an authority on sparking innovative ideas, handling conflict, reducing stress, and energizing employees. This will be followed by the Exhibit Hall Grand Opening and Reception.

For the Thursday and Friday Workshops, the Committee has planned three different tracts from which to choose: Broker/Owner, Property Manager, and All Members. The Workshops are loaded with information FOR property managers, ABOUT property management, and TAUGHT by property managers.

The Closing Session will be Hall of Fame motivational speaker, Tim Gard! He'll be sure to make you laugh while you learn. Join us Friday evening for a Reception/Dinner and Designation Program, and the welcome of our 2016 NARPM® President, Bart Sturzl, MPM® RMP®. Fun entertainment will follow that will be captivating for everyone in attendance.

Atlanta has the perfect temperature in October to throw on some shorts, a t-shirt, and explore this amazing city. Come, enjoy, learn, meet, and become MASTERS of Property Management.

I hope to see y'all there!!



Andrew Propst, MPM® RMP®
2015 NARPM® President





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Location

Our 2015 Annual Convention and Trade Show will be held at the Hyatt Regency Atlanta. The address of the hotel is 265 Peachtree Street, NE, Atlanta, GA 30303.

The Hyatt Regency is only 11 miles from Hartsfield-Jackson Atlanta International Airport. You can take a taxi or shuttle bus from the airport to the hotel, however, the most inexpensive option is the MARTA rail train system. MARTA's airport station is attached to the airport, right off baggage claim. Tickets can be purchased for \$2.50 per ride. Please contact the hotel for additional transportation information.



The hotel is a full service hotel that boasts a 24-hour Stay Fit™ gym, outdoor pool with sundeck, and Hyatt Grand Beds™. The Hyatt Regency Atlanta is an architectural landmark, located on Atlanta's famous Peachtree Street. It is the first contemporary atrium hotel in the world and boasts a magnificent 22-story lobby. Nearby attractions include the Georgia Aquarium, World of Coca-Cola, CNN Center, and the High Museum of Art. And, if you book within the NARPM® room block, you will receive complimentary internet access in your sleep room.

Convention attendees will enjoy the special NARPM® rate of \$210.00 per night single/double plus tax and Georgia State fees.

The special rate is available for up to three days before the start of the Convention and three days after, on a space available basis – so plan now to stay a few extra days and experience the “MASTERS of Property Management” in the “Jewel of the South” Atlanta, Georgia!

The easiest way to make your reservation is to visit the NARPM® Convention website at www.narpmconvention.com/hotel and click on the **Hotel Booking Website link**.

If you prefer, you can call the hotel reservation system at **888-421-1442** and tell the reservation agent you are with the National Association of Residential Property Managers. To get this great rate **you must make your reservation by September 17, 2015**, so call now! Rooms are sold on a first-come basis. While the room block is active until September 17, **rooms at this rate will not be available when the room block is filled**. Be sure to check with the hotel when you make your reservation regarding deposits, cancellation policy and the current check-in and check-out time.



For a virtual tour of the hotel visit their website at www.hyattregencyatlanta.com.

Photos courtesy of The Hyatt Regency Atlanta

Atlanta Activities

You can check out all that Atlanta has to offer by visiting the Atlanta Visitors Bureau at www.atlanta.net/ACVB/.

You might be plowing through your Atlanta visitors' guide and realize that more Atlanta tourist attractions keep popping up. We don't mind if you stay a few extra days to see everything, but here's the lowdown on must-see things to do in Atlanta.



Getting to Atlanta was a snap. What now? Time to explore the neighborhoods and have some fun. There are many ways to navigate Atlanta, including public transportation, taxis, car services, walking and bike riding, and the good old-fashioned method of driving. No matter how you choose to see the sights, there's a quick and easy way to find the right Peachtree Street. We do have a few of those, after all.

Downtown Atlanta, Georgia's walkable attractions loop is where you can see the **World of Coca-Cola**, **Georgia Aquarium**, **Inside CNN Studio Tour**, **The Children's Museum of Atlanta** and **SkyView Atlanta**, all surrounding **Centennial Olympic Park**. Atlanta attractions will help you get back to nature at **Zoo Atlanta** and **Stone Mountain Park**.

Atlanta has a rich tradition of top-notch museums. Enrich your visit to Atlanta with stops at the **High Museum of Art** and the **Museum of Design Atlanta (MODA)**. From fine art to design and **Civil War artifacts** and beyond, Atlanta museums are broad in scope, with permanent and traveling exhibits that will wow anyone looking for a cultural and historical experience.

For the 75th anniversary of the motion picture version of Margaret Mitchell's novel, the exhibition, **Stars Fall on Atlanta: The Premiere of Gone With the Wind**, highlights events and people in Atlanta surrounding the world premiere of December 1939. The display shows Atlanta's excitement over the arrival of the stars of *Gone With the Wind* and the debut of the motion picture at Loew's Grand Theatre.



At the **Martin Luther King, Jr. National Historic Site**, you will find the places where Dr. King was born, lived, worked, worshipped, and is buried.

With **more than 300 restaurants** in the Downtown Atlanta area, you'll find something for everyone. Restaurants in downtown Atlanta range from fast, casual spots to more formal options. Not only are there options at every price point, but Downtown Atlanta restaurants also showcase a variety of cuisines and cooking styles from high-end, chef-driven restaurants to traditional Southern eateries. Pull up a chair and come see what's cooking in Downtown Atlanta!

All of these special attractions do make Atlanta one of the 52 best places to visit!

Other Information

CONVENTION DRESS

Appropriate dress for all parts of the NARPM® Convention in Atlanta, Georgia is business casual, except for the Dinner on Friday, which is business attire. Remember hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good. The average high temperature in Atlanta in October is 72 degrees and the average low is 54 degrees, so you should be fine with a sweater and light jacket.

REGISTRATION POLICIES

Team discounts are offered when two or more NARPM® members from one office register for the entire Convention at the same time. The second and each additional registration receive a \$50 discount. All forms with payment must be received by National at the same time – online registration is not available for this discount. Cancellation policies are outlined on the registration form, but it is important to remember that there are no refunds given 1 – 14 days prior to the start of the Convention on October 14, 2015. **Walk-in registrations are accepted, but at a much higher rate. Walk-ins are not guaranteed access to meals at the Convention due to space restrictions.**



Featured Speakers



JASON GOLDBERG *Additional fee to attend.
Business Leader Development Session – The Art of Self Leadership
Wednesday, October 14 | 10:00 am – 2:30 pm

Jason Goldberg is a geek turned entrepreneur, turned transformational speaker, trainer and coach. He is the founder of MEometry.com and has delivered talks, trained, and coached thousands of aspiring and inspiring leaders and entrepreneurs. He has transformed them by creating the mind-set and skill set to take ownership of their reality, become more prosperous, have a bigger impact in the world and fall in love with the lives they lead.



CHRISTINE CASHEN
Opening General Session – Stop Global Whining!
Wednesday, October 14 | 3:45 pm – 5:30 pm

Christine Cashen is a funny, dynamic, energetic speaker, and is an authority on sparking innovative ideas, handling conflict, reducing stress and energizing employees. She holds a Bachelors Degree in Communications and a Masters Degree in Adult Education. Her action-packed and content-rich program will help you learn how to deal with problems, such as fewer staff and declining resources. She will help you be part of the solution and show you that you have what it takes right now to make a difference in your business. Christine has spoken to an amazing variety of audiences throughout the US, Canada, South Africa and Australia – don't miss her in Atlanta!



MICHAEL BRYAN
General Session – Economic Forecast
Thursday, October 15 | 9:00 am – 10:00 am

Michael Bryan is a Vice President and Senior Economist in the research department of the Federal Reserve Bank of Atlanta. He is responsible for organizing the Atlanta Fed's monetary policy process. Mr. Bryan previously served as Vice President in the research department at the Federal Reserve Bank of Cleveland, where he specialized in business analysis, with an emphasis on measuring and tracking inflation trends. He joined the Cleveland Fed as a Bank Examiner in 1978 and transferred to the research department the next year. In 1986, Mr. Bryan served as an economist in the Research Division of the Federal Reserve System's Board of Governors in Washington, D.C. He was promoted to the position of Economic Adviser in 1991 and appointed as a bank officer in 1995. In 1998, he was a visiting scholar at the Bank of Japan's Institute for Monetary and Economic Studies in Tokyo, and in 2000, he was a visiting economist at the Swedish Riksbank in Stockholm. Mr. Bryan has served on the faculties of the Booth Graduate School of Business at the University of Chicago, Cleveland State University, Baldwin-Wallace College, and Case Western Reserve University, the last three in Cleveland. He joined the Atlanta Fed in 2008.

for General Sessions

GENERAL SESSION – PANEL DISCUSSION

THAT WAS THEN... THIS IS NOW:

WORKING WITH THE FAMILY AND THE NEXT GENERATION

Friday, October 16 | 9:15 am – 10:30 am

In this session, NARPM® members will lead a discussion showcasing how family-run businesses can successfully transition between generations. The panelists will explore the secrets of working with family, as well as the “do’s and don’ts” of office protocol. The session will highlight how change can be embraced, not only through technology and good business decisions, but also with boundaries and respect – no matter the generation gap!

Panelists:

Melissa Prandi, MPM® RMP®, & Matthew Borries, RMP®, of PRANDI Property Management, Inc., CRMC®
Alan Cunningham & Marc Cunningham of Grace Property Management



TIM GARD

Closing General Session – Change the Game

Friday, October 16 | 3:45 pm – 4:45 pm

Tim Gard, CSP, CPAE, is a tears-in-your-eyes, funny, keynote speaker who teaches people to be more resilient and resourceful, and coaches businesses on how to enhance productivity and employee enthusiasm. He is a Hall of Fame Speaker, CPAE (Council of Peers Award of Excellence), an elite honor shared by 150 people worldwide and a CSP (Certified Speaking Professional). Tim has spoken at over 2,000 events worldwide from Texas to Tasmania and was selected by *Meeting Planners Magazine* as one of the “Best speakers ever seen or heard on the main stage.” Tim’s down-to-earth style and real-life humor leaves a lasting impression that you will benefit from for years to come. His skillful use of ordinary items in extraordinary ways and extraordinary items in everyday ways make him one of the most popular main stage speakers on the platform today. During the past two decades, Tim has traveled almost two million miles to perform, is the author of four books, and an inventor of stress reduction tools that are marketed and enjoyed worldwide.

NARPM® ANTITRUST STATEMENT It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®’s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members’ ability to solicit competitors’ clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

Special Events

Tuesday, October 13

SIXTH ANNUAL PAST PRESIDENTS' CHARITY TOURNAMENT - GOLF*

8:00 am – 3:00 pm (Bus leaves the hotel at 6:15 am and golfing starts at 8:00 am.

Luncheon/Awards at 1:00 pm.)



**American
Brain Tumor
Association®**

Providing and pursuing answers®



Propertyware®
A RealPage Company

Past Presidents Tony Drost, MPM® RMP®, and Fred Thompson, MPM® RMP®, invite you to join them at this event. They have chosen a worthy organization, the American Brain Tumor Association (ABTA), that benefits an affliction which has touched them both in different ways. This year's charity is dedicated to those who have lost loved ones to brain tumors, like our friends Tim Gaskill and Darryl Kazen, MPM® RMP®, and to those who have survived brain tumors, like our Past President Fred Thompson, MPM® RMP®.

Founded in 1973, the ABTA has been providing comprehensive resources that support the complex needs of brain tumor patients and caregivers, as well as the critical funding of research in the pursuit of breakthroughs in brain tumor diagnosis, treatment and care. The mission of the American Brain Tumor Association is to advance the understanding and treatment of brain tumors with the goals of improving, extending, and ultimately, saving the lives of those impacted by a brain tumor diagnosis.

This year's Charity Tournament Event Sponsors are: Rental Home Management Services; Homepointe Property Management, CRMC®; Park Place Property Management, CRMC®; RE/MAX 200 Realty; Propertyware, Inc.; and First Rate Property Management, Inc., CRMC®.



MASTERS OF PROPERTY MANAGEMENT PRESIDENT'S CELEBRATION AT THE GEORGIA AQUARIUM*

6:00 pm – 10:00 pm (Leave the hotel at 5:45 pm)

Prior to the opening of the Convention, attendees are invited to join NARPM® President Andrew Propst, MPM® RMP®, for a "NARPM® MASTERS of Property Management" Celebration at the world renowned Georgia Aquarium. The aquarium is home to four whale sharks and thousands of other beautiful creatures. This is a ticketed event and the early bird price is \$95 per person. The fee includes transportation to/from the event, access to the aquarium and dinner. You may call NARPM® at 800-782-3452 for more information.

Visit the aquarium's website, www.georgiaaquarium.org, for a taste of what this venue has to offer!

The Home Depot is this event's sponsor.



* Additional fee to attend.

Wednesday, October 14

FIRST-TIME ATTENDEE WELCOME/ORIENTATION & COFFEE

8:30 am – 10:00 am

If this will be your first time attending a NARPM® National Convention, make sure to arrive a little early and come to the First-Time Attendee Welcome/Orientation. This is a great opportunity to have coffee with the NARPM® Leadership and get to know other first-timers. You will also get valuable tips on how to get the most out of your experience at the Convention. This is a special “invitation-only” event for first-time attendees to the convention and is included in your Convention registration, so plan to be there! **(Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event.)**

NARPM® BUSINESS LEADER DEVELOPMENT SESSION WITH JASON GOLDBERG – THE ART OF SELF LEADERSHIP*

10:00 am – 2:30 pm

This year, NARPM® is partnering with author and founder of MEometry.com, Jason Goldberg, for a workshop session designed to help you learn to harness the “Power of Ownership Thinking.” We are sure you’ll agree that the \$99 per person registration fee for NARPM® members (including lunch) is a great deal. Register for this exciting experience now – the price goes up to \$150 after the early bird deadline date of September 14, 2015.

EXHIBIT HALL GRAND OPENING/TRADE SHOW AND RECEPTION

5:30 pm – 8:30 pm

Our Grand Opening of the Exhibits and Opening Reception will be held on Wednesday, October 14th from 5:30 - 8:30 pm. The ribbon cutting for the Trade Show will be performed by the 2015 NARPM® President, the 2015 Convention Chair, and the 2014 Affiliate Member of the Year.

Friday, October 16

THE NARPM® MASTERS OF PROPERTY MANAGEMENT DINNER AND DESIGNATION AWARDS CEREMONY*

6:00 pm – 10:00 pm

Friday evening, Convention attendees will gather at the hotel for a relaxing evening of fun, dinner, networking, and honoring your hardworking colleagues, who have recently earned a certification or designation. This is a special event where 2016 NARPM® President Bart Sturzl, MPM® RMP®, will announce the theme for the year. In addition to recognizing a group of hard working and deserving NARPM® colleagues, we will have great food and entertainment.

We have reduced the fee for this event, so everyone can take part in the fun. We think you’ll agree that the ticket price of \$45 per person is well worth it. Register today, because the price will rise after the early bird deadline date of September 14, 2015.

*** Additional fee to attend.**

Schedule of Events

MONDAY, OCTOBER 12, 2015

8:00 am – 5:00 pm	NARPM® Board Meeting <i>(all attendees invited to meeting)</i>
9:00 am – 4:00 pm	NARPM® Marketing Class *
9:00 am – 4:00 pm	NARPM® Essentials of Personnel Procedures Class *

TUESDAY, OCTOBER 13, 2015

8:00 am – 3:00 pm	Past Presidents' Charity Golf Tournament * <i>(Bus leaves hotel at 6:15 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.)</i>
9:00 am – 4:00 pm	NARPM® Office Operations Class - Policies & Procedures *
9:00 am – 4:00 pm	NARPM® Personnel Procedures Advanced Class *
9:00 am – 11:30 am	Registration Open
1:00 pm – 5:30 pm	Registration Open
6:00 pm – 10:00 pm	President's Celebration – An evening at the Georgia Aquarium * <i>(Bus leaves hotel at 5:45 pm)</i>

WEDNESDAY, OCTOBER 14, 2015

7:00 am – 8:30 am	Committee Meetings
7:00 am – 10:00 am	NARPM® Ethics Class *
8:00 am – 6:00 pm	Registration Open
8:30 am – 10:00 am	First-Time Attendee Welcome/Orientation & Coffee <i>(Be sure to mark on the registration form if you are a first-time Convention attendee to receive an invitation to this event)</i>
10:00 am – 2:30 pm	NARPM® Business Leader Development Session with Jason Goldberg* <i>(includes lunch)</i>
2:30 pm – 3:30 pm	State Chapter Meetings (Virginia, Florida, CALNARPM, Instructors)
3:45 pm – 5:30 pm	Opening General Session with Christine Cashen
5:30 pm – 8:30 pm	Exhibit Hall Grand Opening/Trade Show and Reception

THURSDAY, OCTOBER 15, 2015

7:00 am – 2:00 pm	Registration Open
7:00 am – 9:00 am	Breakfast with Exhibitors
8:00 am – 8:45 am	Regional Meetings – assigned to breakout rooms
9:00 am – 10:00 am	General Session – Economic Forecast with Michael Bryan
10:00 am – 10:30 am	Coffee break with Exhibitors
10:30 am – 11:45 am	Workshop Sessions 1–5
	① Millionaire Next Door 
	② The Uber Generation 
	③ Negotiation for Property Managers 
	④ Cash Flow Analysis - Part I  
	⑤ Principles and Strategies for Building Trust-Based New Business Opportunities 

Suggested Tracks:  All Members;
 Broker/Owners;  Property Managers

* Additional fee to attend.

11:45 am – 1:15 pm

Lunch with NARPM® Annual Business Meeting & Swearing in of 2016 NARPM® Board of Directors

1:30 pm – 2:45 pm

Workshop Sessions 6–10

- ⑥ Cash Flow Analysis - Part II ■ ■
- ⑦ SEO Optimization for Property Managers ■ ■
- ⑧ Your Clientele's Perception of Your Company ■ ■
- ⑨ Grow Your Business Through the Use of Virtual Assistants ■ ■
- ⑩ Communicating with Owners ■ ■

3:00 pm – 4:15 pm

Workshop Sessions 11 – 15

- ⑪ How to Get Things Done ■
- ⑫ The Problem with Too Many Tenant Leads ■ ■
- ⑬ Success Through Signature Strengths ■
- ⑭ Help Your Investors Leverage Their Assets ■ ■
- ⑮ The Customer Experience ■

4:15 pm – 5:45 pm

Coffee & Snack with Exhibitors

FRIDAY, OCTOBER 16, 2015

7:30 am – 2:00 pm

Registration

7:30 am – 9:00 am

Breakfast with Exhibitors

9:15 am – 10:30 am

General Session – Panel Discussion

That was Then... This is Now: Working with the Family and the Next Generation

10:30 am – 11:00 am

Coffee with Exhibitors / Final set of vendor drawings

11:15 am – 12:30 pm

Workshop Sessions 16-20

- ⑯ Covering Your Assets ■
- ⑰ Liability and Maintenance Issues ■ ■
- ⑱ Systemizing for Success ■
- ⑲ 5 Strategies for Sales Dominance ■ ■
- ⑳ How To Grow Your PM Company Now! ■ ■

12:30 pm – 2:00 pm

Lunch with Membership Awards Program & Vendor Recognition

2:15 pm – 3:30 pm

Workshop Sessions 21-25

- ㉑ The 80/20 Rule ■
- ㉒ Property Management Potpourri – Increasing Revenue & Decreasing Expenses ■
- ㉓ Hey Toto, We're Not in Kansas Anymore ■
- ㉔ Developing the Leader in You ■ ■
- ㉕ How to Run, Scale & Exit your PM Business ■

3:45 pm – 4:45 pm

Closing General Session with Tim Gard

4:45 pm

50/50 Tickets of Opportunity

6:00 pm – 10:00 pm

Reception/Dinner and Designation Program and Introduction of the 2016 NARPM® President *

Suggested Tracks: ■ All Members;

■ Broker/Owners; ■ Property Managers

* Additional fee to attend.

Workshops

1 - 4

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

1 THE MILLIONAIRE NEXT DOOR ■

All of us hope to retire someday but few of us plan well enough in advance, except for buying rental properties. What other “back up” options might we want to consider to insure we will have enough cash flow to retire? What ways can we plan best, while still working to insure our family and those we love get to go to college, own a home, and simply survive? How can we truly be the “Millionaire Next Door?” Attend this session and find out!

Speaker: Mark Kreditor, MPM® RMP®, Property Management Strategy NRT LLC

2 THE UBER GENERATION ■

Uber seamlessly and quickly connects riders to drivers through a mobile app. What is the Uber Generation? It is the expectation of instant response and fast service at your fingertips. This is quickly becoming the norm for today’s consumers, and that includes modern renters and owners. In this session, you will learn how technology is raising the bar on service expectations, and how property managers can use this to gain a competitive advantage. Ursula Shekufendeh will share current stats on consumer behavior across multiple demographics – it is not just millennials that expect instant gratification! Understanding consumer expectations and behavior allows you to get ahead of the game by implementing the right strategy to provide the service your owners and renters crave.

Speaker: Ursula Shekufendeh, AppFolio

3 NEGOTIATION FOR PROPERTY MANAGERS ■

This session will present negotiation concepts and ideas that will help broker and owner practitioners gain insight into better methods and techniques for successful negotiation. You will explore issues, such as why people hate negotiating, what makes a good negotiator, and establishing a framework for successful negotiations. Specific case studies will be presented, as well as tips on working with attorneys and how to negotiate in court.

Speaker: Tom Sedlack, RMP®, 33rd Company, Inc., CRMC®

4 CASH FLOW ANALYSIS – PART I ■ ■

Mike Nelson, MPM® RMP®, is the managing broker of Excalibur Homes, LLC, which is one of a handful of companies across the country to receive the Certified Residential Management Company (CRMC®) designation. Excalibur represents more than 2,300 rental homes in the Metro Atlanta area. In this session, Mike will begin the process of showing you why learning to conduct a cash flow analysis of rental homes is important and how to conduct this analysis. Mike will cover everything from “Potential Gross Income” to “Net Operating Income” to understanding “Capital Gains”. This is a hands-on, information rich session.

Speaker: Mike Nelson, MPM® RMP®, Excalibur Homes, LLC, CRMC®

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

5 PRINCIPLES & STRATEGIES FOR BUILDING TRUST-BASED NEW BUSINESS OPPORTUNITIES ■

Imagine coming into your office on January 2nd and wondering just how you are going to hit your income goals this coming year. This problem is faced by millions of professionals who see their usual marketing and sales tactics becoming less and less effective. Isn't it time to bring personal relationships, high touch, and trusted connections back into your business, so that people are on the look-out for ways they can help you grow and gain new clients? In this session, you will learn the 10 key strategies for building your own "inner circle" of trusted partners, who will fill your pipeline with new opportunities.

Speakers: Thomas Gay, Refer.com

6 CASH FLOW ANALYSIS - PART II ■ ■

This is a continuation of Part I. Mike Nelson, MPM® RMP®, is the managing broker of Excalibur Homes, LLC, which is one of a handful of companies across the country to receive the Certified Residential Management Company (CRMC®) designation. Excalibur represents more than 2,300 rental homes in the Metro Atlanta area. In this session, Mike will continue the process of showing you why learning to conduct a cash flow analysis of rental homes is important and how to conduct this analysis. Mike will cover everything from "Potential Gross Income" to "Net Operating Income" to understanding "Capital Gains". This is a hands-on, information rich session.

Speaker: Mike Nelson, MPM® RMP®, Excalibur Homes, LLC, CRMC®

7 SEO OPTIMIZATION FOR PROPERTY MANAGERS ■ ■

This session will focus on the most recent strategies for success in search engine optimization (SEO), specifically for property managers. You will cover market specific tactics for small and large property management companies to be successful in obtaining organic search results. Obtaining these rankings is often the best form of marketing for property managers. The session will address best practices for building and optimizing a property management website, Google+ business page, basic social media, reputation management, and content marketing with video.

Speaker: David Borden, Property Manager Websites

8 YOUR CLIENTELE'S PERCEPTION OF YOUR COMPANY ■ ■

There are many clients involved for any one management account. Too often, companies are afraid to investigate what property owners, tenants, vendors, or the general public's perception of their management company is. However, it is important to ask and there are many ways to do so – the effort can pay off in helping with marketing, company organization, personnel and more. This session will review different methods to uncover what you may not want to know, but really need to know!

Speaker: Jean Storms, MPM® RMP®, Landlord Source

Workshops

9 - 12

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

9 GROW YOUR BUSINESS THROUGH THE USE OF VIRTUAL ASSISTANTS ■ ■

When the growth of any business depends on adding staff it can be done with either employees or Virtual Assistants (VA). This course helps agents and brokers determine if Virtual Assistants can be used and how to hire and train them. We hire VAs in the Phillipines and share that advantage to the agents and brokers. The course guides the agent or broker so they can determine what work they have can be done using Virtual Assistants; what to look for when hiring a VA; how to onboard a VA and how to train the VA to maximize return.

Speakers: Anne & Mark Lackey, Rental Home Atlanta

10 COMMUNICATING WITH OWNERS: SELLING YOURSELF AND YOUR COMPANY ■ ■

This session will cover the importance of the initial conversation with a prospective owner. You will discuss the importance of knowing things like how your company, your competition, and your client impact each other, as well as things you need to know and do to make yourself the clear choice for every owner with whom you speak!

Speaker: Brian Birdy, MPM® RMP®, Birdy Property Management

11 HOW TO GET THINGS DONE! ■

Do you struggle to maintain control of your calendar? Do you find yourself waking up at night trying to remember if you forgot to do something the previous day? Does your brain “hurt” trying to remember everything you have to do? Every person has the same 24 hours each day to accomplish everything they want to get done. Some people are able to manage their time and complete all the desired tasks each day, while others seem to struggle to accomplish much of anything at all. In this session, Eric Wetherington, RMP®, will explore how you can learn to take control of your schedule, implement a good system to keep track of all your tasks, and develop a reputation as someone who gets things done. When you put these techniques into practice, you will feel better about what you accomplish each day, you will sleep better at night, and you will be a star in your office!

Speaker: Eric Wetherington, RMP®, Carolina One Property Management

12 THE PROBLEM WITH TOO MANY TENANT LEADS ■ ■

Half of all tenant leads are junk and 94% of leads don't convert to paying tenants. This creates significant waste in the rental property management industry. These leads don't meet minimum qualification, but you continue to be interrupted by their emails, phone calls, and text messages. If not properly pre-screened, these distractions can cost you valuable time and money. Let's not forget the lost opportunity cost of being distracted by tenant leads that will never live in one of your rentals. This session will quantify the high cost of context switching and discuss tools and techniques to minimize the impact of dealing with the fire hose of tenant leads. You will learn how to better define tenant quality on a property-by-property basis, so that you can channel your saved time and energy into growing your business.

Speaker: James Barrett, Tenant Turner

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

13 SUCCESS THROUGH SIGNATURE STRENGTHS ■

Today's competitive environment requires more than just business acumen. Professionals are discovering that while there is no "one size fits all" formula, that success is most often a result of using their "signature strengths" when collaborating and engaging with other stakeholders. Staying in the "genius zone" allows a person to add value in a very intentional way that encourages others to combine their strengths to make a greater outcome. In other words, rather than worrying about how to slice the pie in smaller pieces, a larger pie is created when teams work together for a common goal. This session offers: Techniques for discovering your "signature strengths"; strategies for developing your personal brand; drivers of employee engagement; styles of leadership that encourage innovation and open communication; methods for coaching and collaboration; and, a formula for building high performance teams through talent management.

Speaker: Dr. Debbie Phillips, CPM, The Quadrillion

14 HELP YOUR INVESTORS LEVERAGE THEIR ASSETS TO BUY MORE PROPERTIES ■ ■

In addition to being a good steward of your client's properties and effectively managing the properties to a profit, one of the most important ways you can add value to their platform is through education. In this session you will learn about financing options available to investors and how property managers can help your investors leverage existing assets to buy more properties. What better way to increase the number of units under management than to become a strategic partner and help your existing clients grow their portfolios!

Speaker: Joakim Mortensen, Colony American Finance

15 THE CUSTOMER EXPERIENCE ■

Hear how Duke Dodson, MPM® RMP®, has grown his property management company from 0 to 2,500 units under management by having a maniacal focus on the customer experience. Learn how some of the best and fastest growing companies in the world, including Apple, Facebook, Uber, and Starbucks, have applied this principle to their advantage.

Speaker: Duke Dodson, MPM® RMP®, Dodson Property Management

16 COVERING YOUR ASSETS ■

Join NARPM® member John R. Bradford II, MPM® RMP®, for a fast-paced and interactive session on covering your business' assets. In this workshop, you will learn how to protect your growing business by utilizing financial, human resource, insurance, and legal best practices.

Speaker: John R. Bradford II, MPM® RMP®, Park Avenue Properties, LLC

Workshops

17 - 20

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

17 LIABILITY AND MAINTENANCE ISSUES ■ ■

All business owners and managers face potential liability with regard to dealings with vendors, contractors, and third-party providers of labor, as well as with their own employees. The primary objective of this session is to help business owners and managers recognize potential issues and liabilities that they may not know are racking up. These may be unleashed down the road in the event of some unfortunate event, causing the business or employment relationship to be stressed. When that stress occurs, the third-party or employee may look for ways to capitalize on and benefit from the business's failure to comply with applicable laws and best practices. No business is immune from such claims; even companies with fewer than five employees can be liable – and there is often potential personal liability for you as an individual, regardless of the fact that your business is an LLC or incorporated. Those who attend this session will learn from C.R.'s own experience, will get practical advice about how to minimize the chance of being victimized, and will have the opportunity to ask C.R. questions regarding their own specific business and circumstances.

Speaker: C.R. Wright, Partner, Fisher & Phillips, LLP

18 SYSTEMIZING FOR SUCCESS ■

The most successful companies don't rely on people for their success, they rely on systems. Systems are simply road maps or instructions that allow your processes to be repeated, duplicated, and run by anyone. Systems will make your business scalable, increase the value of your company, take pressure off your team members, protect you from liability, reduce the dependence on any one employee, create clarity, and give you a way to hold your team members accountable. We will walk through the step-by-step process of how to create and implement a System Manual specific to each position in your company. System Manuals changed our business, and they can change yours too!

Speaker: Marc Cunningham, Grace Property Management

19 5 STRATEGIES FOR SALES DOMINANCE ■ ■

Sales success is part skill, part process, and a whole lot of hustle; but the fastest growing management companies are essentially reading from the same playbook of key strategies that yield disproportionate results. Join Jordan Muela, author of *The Smart Property Manager's Sales Course*, for this session on the five sales strategies that act as the engine of growth behind successful organizations. Structure, Process, Distribution, Systems, and Nurturing are the strategies. Come to this session and learn how to use them to benefit your business!

Speaker: Jordan Muela, LeadSimple

20 HOW TO GROW YOUR PROPERTY MANAGEMENT COMPANY NOW! ■ ■

This session will cover the important things that anyone can do to grow their business. Areas of discussion will be education, staffing, referrals, facilities, technology, advertising/marketing, networking, and the #1 way everyone can be guaranteed to grow their business.

Speaker: Brian Birdy, MPM® RMP®, Birdy Property Management

Suggested Tracks: ■ All Members; ■ Broker/Owners; ■ Property Managers

21 THE 80/20 RULE ■

In your business, it is likely that 20% of your activities cause 80% of your problems. In this workshop, NARPM® President, Andy Propst, MPM® RMP®, will discuss how to identify those issues at your firm that cause most of your problems and how to implement systems to eliminate them.

Speaker: Andrew Propst, MPM® RMP®, Park Place Property Management, CRMC®

22 PROPERTY MANAGEMENT POTPOURRI – INCREASING REVENUE & DECREASING EXPENSES ■

Get ready for a fast-paced flood of ideas ranging from increasing your revenues to reducing your risk and expenses. In this session, you will explore how to: eliminate calls from your yard signs, align your employees' interests with those of the company using the "Oops Fund," maximize the benefit of Voice over Internet Protocol (VoIP) phones, and so much more. Along the way, you will have the opportunity to share your best ideas with the group. Buckle up, it's going to be a fun ride!

Speaker: Steve Schultz, MPM® RMP®, Blue Fox Properties

23 HEY TOTO, WE'RE NOT IN KANSAS ANYMORE ■

Grant Simmons, Vice President of Search Strategies for Homes.com, has a deep passion for navigating the complexities of the search marketing landscape. In this session, he will introduce the Renter's Decision Journey – a property manager's "Yellow Brick Road" to property visits. He will uncover both the opportunities and the challenges of today's rental searches and explain the importance of understanding the complex journey renters take, touching on key opportunities for single-family professionals to connect and converse with potential customers.

Speaker: Grant Simmons, Homes.com

24 DEVELOPING THE LEADER IN YOU! ■ ■

Do you want to become a more effective leader? Every leader has a basic leadership style that defines them. In this session you will learn three different styles of leadership, the "Let it Happen" leader, the "Command and Control" leader, and the "Servant" leader. Attendees will learn to identify their leadership style and will discuss the positive and negative tendencies of each style. Each leadership style has a place and a purpose. Come find out when and how to use these styles in your business.

Speaker: Eric Wetherington, RMP®, Carolina One Property Management

25 HOW TO RUN, SCALE, AND EXIT YOUR PROPERTY MANAGEMENT BUSINESS LIKE A "TECH STARTUP" ■

To start, find your purpose and align your team. In building a successful company, you need to start with clear business goals, one of which is the growth of the business itself. Then, understand unit economics and scale your business. Understanding unit economics is key to scaling your business, whether it is 1-100 doors, 100-300 doors or 300+ doors. Master the art of solution selling and improve your closing ratio by 30%+. Finally, we will speak about exit planning, where you learn to identify and price your assets, evaluate your brand, where to advertise, and how to structure the sales process.

Speakers: Alex Osenenki & John Bykowski, Fourandhalf.com

Education Classes

There is a separate registration form and fee needed to take classes. (See next page.)

1 MARKETING

This course provides an overview of the process necessary to market your management business. Marketing techniques such as making presentations to owners, prospecting new contacts, and closing will be discussed. Marketing principles specific to residential property management will also be presented.

Instructor: Betsy Morgan, MPM® RMP®

2 ESSENTIALS OF PERSONNEL PROCEDURES - HIRING YOUR FIRST ASSISTANT

The main objectives of this course will be to plan the business structure, outline company policies and a personnel handbook, develop effective job descriptions, list best hiring and selection practices, plan overall training and retention, and identify how and when to terminate.

Instructor: Vickie Gaskill, MPM® RMP®

3 OFFICE OPERATIONS - POLICIES & PROCEDURES

Every brokerage needs a policy and procedure manual to standardize their office operation, especially as they grow and add staff. This course covers the Process from start to finish and includes an overview of trust accounting policy and procedure as an example for the manual.

Instructor: Michael McCreary, MPM® RMP®

4 PERSONNEL PROCEDURES ADVANCED

The main course objective for this class will be to expand on key elements of an effective personnel plan for the residential property management company.

Instructor: Betty Fletcher, MPM® RMP®

5 ETHICS (*required for all members every 4 years*)

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case-study method makes an interesting course.

Instructor: Michael McCreary, MPM® RMP®



27th Annual Convention Education

Location: Hyatt Regency Atlanta, 265 Peachtree St. NE, Atlanta, GA, 30303
 Location Phone: 404.577.1234

SELECT COURSE(S)

OCTOBER 12, 2015

OCTOBER 13 & 14, 2015

Marketing

October 12, 2015 | 9 am – 4 pm
 Instructor: Betsy Morgan, MPM® RMP®



Office Operations - Policies & Procedures

October 13, 2015 | 9 am – 4 pm
 Instructor: Michael McCreary, MPM® RMP®



Essentials of Personnel Procedures - Hiring Your First Assistant

October 12, 2015 | 9 am – 4 pm
 Instructor: Vickie Gaskill, MPM® RMP®



Personnel Procedures Advanced

October 13, 2015 | 9 am – 4 pm
 Instructor: Betty Fletcher, MPM® RMP®



Full course descriptions are available on the reverse side of this flyer or at <http://www.narpm.org/education/course-descriptions/>

Ethics

October 14, 2015 | 7 am – 10 am
 Instructor: Michael McCreary, MPM® RMP®



CLASS FEES	6-Hour Course		Ethics
	Before Sept 14	After Sept 14	-----
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	
RMP®/MPM® Designee	\$100	\$150	
Designee Candidate	\$180	\$250	

CANCELLATION POLICY

Cancellations must be received in writing. If received by **September 14, 2015**, registrant will receive a full refund less a \$25.00 processing fee. If received **after September 14, 2015**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge. **If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.

REGISTRATION

Name _____
 Company _____
 Address _____
 City/ST/Zip _____
 Phone _____
 Email _____

METHOD OF PAYMENT

Check enclosed for \$ _____ Chk # _____
 Charge my credit card \$ _____
 VISA MC AMEX Discover
 Name on card _____
 Signature _____
 ----- All information below this line will be shredded. -----
 Card # _____
 Exp Date _____ Security Code _____

NARPM® ANTITRUST STATEMENT

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

FAX, MAIL or E-MAIL REGISTRATION FORM:

638 Independence Parkway, #100, Chesapeake, VA 23320
P: 800-782-3452 | **F:** 866-466-2776
E: educationinfo@narpm.org
 Or sign up using the Member log-in at www.narpm.org



National Association of Residential Property Managers

27th Annual Convention Education Course Descriptions

Marketing

This course provides an overview of the process necessary to market your management business. Marketing techniques such as making presentations to owners, prospecting new contacts, and closing will be discussed. Marketing principles specific to residential property management will also be presented.

Essentials of Personnel Procedures - Hiring Your First Assistant

The main objectives of this course will be to plan the business structure, outline company policies and a personnel handbook, develop effective job descriptions, list best hiring and selection practices, plan overall training and retention, and identify how and when to terminate.

Office Operations - Policies & Procedures

Every brokerage needs a policy and procedure manual to standardize their office operation, especially as they grow and add staff. This course covers the Process from start to finish and includes an overview of trust accounting policy and procedure as an example for the manual.

Personnel Procedures Advanced

The main course objective for this class will be to expand on key elements of an effective personnel plan for the residential property management company.

Ethics (Required for all members every four years)

Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course.

*Please select your courses by completing the registration form on the reverse side
or sign up by logging into Members Only.*



National Association of Residential Property Managers

27TH ANNUAL CONVENTION REGISTRATION • OCTOBER 14–16, 2015 • ATLANTA, GA

(Education classes begin on October 12 and other Pre-Convention activities begin on October 13.)

REGISTER ONLINE at <http://www.narpmconvention.com/register>

1 REGISTRATION INFORMATION *(Or type/print and send form - one registration form per person)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Are you a Vendor or Affiliate Member: Yes No
(If yes, you may only attend if exhibiting at the Trade Show)

Are you a current NARPM® member?

Yes No

Are you applying for membership? **

Yes No

Is this your first NARPM® convention?

Yes No

SPECIAL ASSISTANCE 

I will require special assistance.

I have special dietary needs and request a vegetarian meal.

2 REGISTRATION FEES IREM® members check this box to receive NARPM® member pricing.

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postmark & Onsite Reg.	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postmark & Onsite Reg.	Early Bird By 9/14/15 Postmark	9/15/15 to 10/1/15 Postmark	10/2/15 & After Postmark & Onsite Reg.
<input type="checkbox"/> Basic Convention <i>(Pre-Convention & Post-Convention Events below not included.)</i>	\$395	\$465	\$565	\$445	\$515	\$615	\$500	\$600	\$700
<input type="checkbox"/> Team Discount* <i>(*Basic Convention only)</i>	-\$50	-\$50	N/A	-\$50	-\$50	N/A	N/A	N/A	N/A
Single-Day Registration <i>(Includes full day's events with meals.)</i>									
<input type="checkbox"/> Wednesday	\$100	\$200	\$300	\$150	\$250	\$350	\$170	\$270	\$370
<input type="checkbox"/> Thursday	\$200	\$270	\$370	\$250	\$320	\$420	\$300	\$370	\$470
<input type="checkbox"/> Friday	\$200	\$270	\$370	\$250	\$320	\$420	\$300	\$370	\$470
<input type="checkbox"/> Trade Show ONLY <i>Choose one only: <input type="checkbox"/> AM Thursday or <input type="checkbox"/> PM Thursday or <input type="checkbox"/> AM Friday or <input type="checkbox"/> PM Friday. Does not include meals.)</i>	\$50	\$50	\$100	\$100	\$100	\$150	\$50	\$50	\$100
PRE-CONVENTION EVENTS									
<input type="checkbox"/> Business Leader <i>(Not included in Basic Convention registration fee.)</i>									
<input type="checkbox"/> Development Training	\$99	\$150	\$200	\$149	\$200	\$250	\$300	\$400	\$500
<input type="checkbox"/> President's Celebration	\$95	\$110	N/A	\$145	\$160	N/A	\$195	\$245	N/A
POST-CONVENTION EVENT <i>(Not included in Basic Convention registration fee.)</i>									
<input type="checkbox"/> Friday Dinner	\$45	\$65	N/A	\$95	\$115	N/A	\$145	\$195	N/A

Registration Fees SUBTOTAL \$ _____

3 EDUCATION CLASSES Do you plan to take any education classes? Yes No

Have you submitted separate EDUCATION REGISTRATION FORM? Yes No

4 EXTRA GUEST TICKETS Available only with accompanying Basic Convention registration. Not available for walk-ins. (Note: One ticket is included in Basic Convention registration.)

	Member	Non-member
Wed. Reception & Trade Show _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Thursday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Thursday Lunch _____ (# of tickets) x	\$45 = \$ _____	\$65 = \$ _____
Friday Breakfast _____ (# of tickets) x	\$30 = \$ _____	\$50 = \$ _____
Friday Lunch _____ (# of tickets) x	\$50 = \$ _____	\$70 = \$ _____

Extra Guest Tickets SUBTOTAL \$ _____

5 CONVENTION PIN _____ (# of pins) x \$5 = \$ _____ Pin SUBTOTAL \$ _____

6 TOTAL FEES \$ _____

7 METHOD OF PAYMENT

Check # _____, payable to NARPM®, enclosed for Total Fees amount listed above.

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

Cardholder Name: _____ Signature: _____

I authorize NARPM® to charge my credit card.

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

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

Pre-registrations **must** be postmarked or faxed by 11:00 pm Eastern Time on September 14, 2015. After September 14, 2015, send the higher fee shown. **Do not** send registration to National after October 2, 2015. Instead, register on-site at the convention. People registering on-site are not guaranteed access to the luncheons.

***TEAM DISCOUNT**

When two or more NARPM® members from one office register for the **entire convention**, the **second and each additional** registrant receive a \$50 discount for their **entire convention** registrations. Registration forms and payment **must** be received at the same time. To receive discount, registration must be done directly with National, **not online**.

****JOIN & REGISTER**

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

CANCELLATION POLICIES

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

Convention cancellations must be received in writing. If cancellation is received 30 days prior to October 14, 2015, there will be a full refund, less a \$25 processing fee. If cancellation is received 15-29 days prior to October 14, 2015, there will be a 50% refund. **There is NO refund 1-14 days prior to October 14, 2015.**

MONETARY POLICIES

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

EASY WAYS TO REGISTER

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

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

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

6TH ANNUAL PAST PRESIDENTS' CHARITY TOURNAMENT*



Nice Ride!

The person who donates the most, gets to ride in this car to the Golf event.



Tuesday, October 13, 2015 • 8:00 am – 3:00 pm
(Bus leaves hotel at 6:15 am and golfing starts at 8:00 am. Luncheon/Awards at 1:00 pm.)

* **Additional fee to attend.**



American
Brain Tumor
Association®

Providing and pursuing answers®

This year, all donations will benefit the American Brain Tumor Association.

Reservations are filling up fast. Sign up now!

Registration form is available at <http://www.narpmconvention.com/past-presidents-charity-tournament>
Golfing not your thing? You can still sign up to attend the NARPM® Peachy Keen Party and Lunch.



Thank you to our Charity Tournament Event Sponsors for their support:
Rental Home Management Services; Homepointe Property Management, CRMC®;
Park Place Property Management, CRMC®; RE/MAX 200 Realty; Propertyware, Inc.;
and First Rate Property Management, Inc., CRMC®.



2016 BROKER/OWNER RETREAT

It's a **NEW** Date
It's a **NEW** Location
It's a **NEW** Program

The NARPM® Broker/Owner Retreat is for Designated Brokers, Company Owners, Regional Managers, and major decision makers. Only these members are entitled to attend the Broker/Owner Retreat.

April 11-13, 2016
The Mirage Hotel and Casino



National Association of Residential Property Managers

NARPM® 2016 Annual Convention and Trade Show

Save the date...

October 19 - 21, 2016

Grand Wailea Resort Hotel

Wailea, Maui, HI





NARPM®
638 Independence Parkway, Suite 100
Chesapeake, VA 23320

Prsrt Std
U.S. Postage
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Documentation



Join the National Association of Residential Property Managers (NARPM®) in Atlanta, Georgia, this October and celebrate the 27th Annual Convention and Trade Show!

*Early Bird
Deadline*

September 14, 2015

