

Residential Resource

The Newsletter of the National Association of Residential Property Managers

January 2001

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The Mission of NARPM is to increase the professionalism and ethics of residential property managers.

Share the Vision from the Mile High City

Join us at NARPM's Midyear Conference in Denver, Colorado — February 15 & 16, 2001

By Elizabeth Mowry, PPM

Make a New Year's resolution to expand your professional horizons and plan to attend NARPM's Midyear Conference in Denver, Colorado. Participating in this event will give you a wonderful sense of accomplishment to last the whole year through — not to mention a barrel full of fun, a wagon load of great memories, and a passel of new friends.

How can you resist? Join us, February 15 and 16, 2001, for two days of collegial fun, professional education and hands-on skills training and practice. A prime example of NARPM at its best, Midyear has a casual, friendly atmosphere. Classes are given in a workshop fashion making it easy to learn from the instructor as well as other participants at your table. There are gatherings going on all over our meeting areas — from formal discussions to drop in chats.

Plan for two full days in Denver beginning with a committee meeting. If you are not already a committee member, feel free to drop in on a meeting in your area of interest. Serving on the Membership Committee or Education Committee, for example, is a fine way to start increasing your participation in this great Association of ours, but help is always needed in every area.

On the afternoon of Thursday, February 15, the Northern Colorado Chapter of NARPM will present two mock trials. Each of these "trials" has been designed to cover general areas of legal disputes we all might face from time to time. You will be surprised by the fun of taking compartment lessons from a judge.

Thursday night the NARPM players make their debut. Erika Green and "friends" are plotting delightful entertainment with an industry-specific twist. Afterwards, catch the free shuttle or better yet, take a horse drawn carriage and

join the group at LODO for billiards, dancing, comedy clubs, or a bit of strolling. The scene of restored Denver in the midst of 40-story office towers will astound you.

Friday, February 16, we get down to hands-on learning with workshops on email and attachments, fair housing, marketing brochures, presentations to owners, budgets for business, new client procedures, maintenance, and difficult tenants. Remember to bring along samples of your own documents and forms to share with other members. In addition, you may attend mini-courses on chapter leadership, ethics, and board membership. We guarantee to stuff your head, and your briefcase, with lots of great ideas to take home.

But before you go, use the holiday weekend to ski the Rocky Mountains, or relax and take in the glorious vistas. Whether you choose skiing, shopping, gambling, sightseeing, or curling up with a good book, the Hyatt Hotel will help you enjoy the weekend in mile-high style. Midyear Conference activities, combined with so many other possibilities for fun, promise a wonderful time.

So, what are you waiting for? You should already have the brochure that was mailed toward the middle of December. Start planning now so you fully enjoy the Mile-High Midyear — the conference with "altitude." Again, the conference dates are Thursday and Friday, February 15 and 16, just preceding President's Day weekend. Once you complete the registration form, send it with your check right away because space is limited. Until we meet in Denver, set your sights a mile high and have a safe and prosperous January.

Elizabeth Mowry, PPM, is with The Littleton Real Estate Co. in Littleton, CO.

President 2001

As the holidays and festivities are now behind us with a new year ahead, we look back and reflect on the past year, and more importantly, what is in store for our future.

NARPM'S future is strong. Your National Board of Directors, Executive Board, National Committee Chairs, Vice Chairs, Mentors and committee members have been extremely busy setting the tone. I am pleased to see each and every National Past President and past National Board members take an active role in the NARPM success train.

The year 2001 will be the *Year of Growth* as we *Share the Vision* throughout the United States. We will continue to add new membership and new chapters, which will again fill our classrooms. In addition, the membership team has reached out to assist the current chapters encouraging them to grow from within.

With that in mind, I welcome our newest chapters since September: Treasure Coast (FL), Key West (FL), The Big Island (HI) - East (In the Hilo Area) and the Maui Chapter (HI). This is incredible, averaging one new chapter per month!

It takes volunteer participation to make all of this happen. Liz Mowry, PPM, Julie Potts, MPM, the Midyear Conference committee and the many members of Colorado have been busy getting ready for the National Midyear Conference being held February 15-16. It is important for you to attend this event. Once again, you will walk away with fulfillment and knowledge. There will be plenty of time to learn, network, and participate and as always, NARPM members who attend these National events never leave without having a ton of fun. If you have not already done so, send in your registration to our HQ office and get on the phone to make a reservation at the Hyatt in downtown Denver. After this great event, many of us will hit the slopes for some Colorado snow skiing over the long weekend. Bring your family and enjoy.

Thank you all for your continued support to the NARPM *success*.

One of the greatest rewards of being President is traveling to the chapters and meeting NARPM members. In December I attended several NARPM holiday parties with the first one being held at the home of Sacramento's president Ted White. Then it was on to Santa Clara where I swore in the new officers and joined in on their great tradition of a Casino night and auction — there were many prizes to bid on. The following day I flew to Ft. Worth, Texas, to attend an evening of elegance and enjoy the holiday cheer. On to Dallas where we shared a great lunch with many and officially brought in the new Dallas team. I visited with Robert Alvarez, Mr. Ambassador, while touring his office, then on to an evening at the Mavericks game with Past President Mark Kreditor, which ended with a Beach Boys concert! Next day I flew to San Antonio for a luncheon with their chapter; we had great fun looking over the city, playing "DOTTIE GAMES" (great fun) then swearing in the next leaders. From San Antonio it was on to Austin to arrive for a toast at the offices of long-time members Rick and Karen Ebert. Finally I arrived at a wonderful Holiday dinner with the entire National NARPM board, hosted by local President Jim Smith and the Austin Chapter. It was a true pleasure to see so many NARPM friends and new members sharing the holiday cheer and to see so many with the NARPM 50/50 raffle tradition throughout.

Thank you to all who came out to say Happy Holidays and to those who hosted and drove me during my travels. I look forward to many more visits along the way.

Happy New Year,



Melissa Prandi, MPM



NARPM President
Melissa Prandi

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Meet Your National Board

Christopher Hermanski, MPM, National Vice President



1. How did you get started in the property management profession?

I grew up in a real estate sales and rentals focused home. I began a real estate sales career out of college. When real estate sales slumped, I managed properties to make ends meet and discovered management to be more interesting and profitable than sales.

2. What extra-curricular, industry-related activities are you involved with?

I was a charter member with the Oregon Property Managers Association before we rolled it into a local NARPM chapter. I have served as President and on various other committees. I have been involved with charitable work with our church and the Boy's and Girls Club. Our company has also been involved with the sponsorship of many youth-based sports programs.

3. What did you want to do when you grew up?

All the time growing up I wanted to be a navy pilot and become an astronaut. I still am fascinated with aviation and historical, military-related sites.

4. What is your perceived greatest strength?

I feel it is my sense of humor. Humor diffuses almost any situation. I am also very determined to complete projects.

5. What is my biggest mistake and what did I learn from it?

Jumping to conclusions before hearing all sides of the story. The classic example is the owner claiming a situation is a particular way and later determining his/her version wasn't accurate. The lesson learned is to hold off making any judgments until you can research all the facts.

6. What is the size of your company and what services does it provide?

We manage approximately 850 doors in the greater Portland, Oregon area. We offer full services for management, and we do not sell homes. Our strength rests in the fact that we are great marketers, and as such, we rent quite a few homes. Our price niche is specializing in higher-end homes.

7. What impact has NARPM had on your business?

NARPM has "connected" me. It has provided many meaningful educational experiences, both locally and nationally. Members in the office have earned NARPM's designations, and our office has achieved the CRMC designation. We have gained professionalism, but most importantly, we have gained perspective: to our industry, to our peers, to our employees, and to ourselves. We are a much better company because of NARPM.

8. What future goals do you want to attain in the industry?

I would like to continue to grow our company; such growth would be through a second office and creating an in-house maintenance division. I have often thought that it would be fun to live in a vacation location and manage vacation rentals.

Christopher Hermanski, MPM is owner and founder of Mainlander Property Management, CRMC in Lake Oswego, Oregon. His portfolio consists of a majority of single family homes, plexes, small apartments, and few commercial offices. He is past president of the Greater Portland chapter of NARPM. He has been a member of NARPM since 1994 and has earned his PPM and MPM designations and helped guide his company to its CRMC designation. Chris has served on and chaired various NARPM committees such as Legislative, Marketing, and Membership. Chris has served on the National Board since 1997 and the executive committee since 1998. He currently serves as convention chair and national vice-president. Chris is a native of Southern California. He resides in Lake Oswego, Oregon with his wife, Kathi, and four children.

Affiliate Members Listing By Services

Advertising:

Homes & Condos For Rent™
HomeRentals.net
Rent Connection
Rental Advisor, Inc.
Rentalhouses.com
Rentals.com
Rental Wizard, Inc.
Value Rent.com, LLC

Appliance Sales:

Sears Contract Sales

Blinds & Drapery Sales:

Dick's Discount Blinds

Business Products:

Peachtree Business Products

Claim Services:

Home Claim Services

Communications:

AMI — The Resort
Telecommunications Specialists

Home Warranties:

Fidelity National Home Warranty

Insurance:

Geo. F. Brown & Sons, Inc

Legal Services:

Law Offices of DeMartini & Walker

Marketing:

Home Management Network
VIVA.com
ZAM Development

Software:

Comtronics Systems, Inc.
Convenience Living LLC
Old Forest Software, Inc.
CMS Inc. (PROMAS)
Property Automation Software Corp.
Yardi Systems, Inc.

Tenant Screening:

Accusearch
Backgrounds USA
National Credit Reporting

For more affiliate information, please
visit the NARPM Web site

www.narpm.org

NO DRUGS HERE!

By Wendell D. Davis, MPM

This article is an attempt to show how one organization in Florida handles this issue. Watson Maintenance Services, Inc. has adopted a plan to benefit its customers and clients. Excerpts from the Drug-free Policy of Watson Maintenance Services, Inc. are provided in this article. To establish your company drug policy, you should utilize professionals familiar with Federal and State statutes.

In a commitment to safeguard the health of our employees and to provide a safe working environment for everyone, we (Name of Legal Firm) have established a Drug-free Workplace Policy for this Employer (Name of Company). This policy is implemented pursuant to the drug-free workplace program requirements stated in (Name of your State) statutes and the rules of the Agency for Health Care Administration. Under this policy it is a condition of employment for employees to refrain from reporting to work or working with the presence of drugs or alcohol in his or her body.

Some of the essential parts of this policy are:

- This employer prohibits the illegal use, possession, sale, manufacture, or distribution of drugs, alcohol, or other controlled substances on its property.

- Applicants considered final candidates for a position will be tested for the presence of drugs as part of the application process. Applicants will be asked to sign a Consent Form.
- Employees will be tested on reasonable suspicion, at random, routine fitness, follow-up testing, and return to duty.
- It is against Employer policy to report to work or work under the influence of alcohol or drugs, and Employer may suspend employees without pay under this policy pending the results of a drug test or investigation.
- All information, interviews, reports, statement memoranda, and drug test results are confidential communications and will not be released unless authorized by State laws and written consent signed voluntarily by the person tested.
- A list of names, addresses, and telephone numbers of employee assistance programs will be provided to employees and applicants along with this summary statement.
- A job applicant or employee who receives a positive confirmed drug test result may contest or explain the result to the Medical Review Officer within five days after written notification of the positive test result.

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Welcome New NARPM Members

The following is a list of new members from October 1 to December 6, 2000

Bert Atlansky

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266 Grissom St
Hercules, CA 94547
510/232-5565

Gabriele Baker

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Spokane, WA 99218
509/467-1011

John Bennett

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Herndon, VA 20170
703/709-2264

Nancy Cabral

Day-Lum Rentals & Management, Inc.
2 Kamehameha Avenue
Hilo, HI 96720
808/935-4152

Sandy Clark

Sierra Nevada Management Group
1155 W 4th Street, Ste. 225-11
Reno, NV 89502
775/686-2000

Joan Cox

Sacramento Delta Property Management
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Sacramento, CA 95821
916/395-7703

Antoinette DeMello

T & C Realty
640 Piilani Street
Hilo, HI 96720
808/961-5020

Merri Drake

C21 Arizona Foothills
4802 E Ray Rd., #11
Phoenix, AZ 85044
480/893-3131

Ivy DuPont Gray

At Home In Key West
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Key West, FL 33040
305/296-7975

Douglas East

Realty World - Bonnie East Realty, Inc.
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Port St. Lucie, FL 34986
561/879-7473

Mary Engledow

Prescott Properties, Inc.
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Dallas, TX 75244
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Tracy Enslow

Enslow Realty Company
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Ryan Fuquay

Reliable Property Management
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Austin, TX 78746
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Billie Lee Gibbs

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John Glover

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Sybille ZW Halford

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3106 Flagler Avenue
Key West, FL 33040
305/296-7975

Timothy Henshaw

Key West Realty, Inc.
1109 Duval Street
Key West, FL 33040
305/294-3064

Betty Hoefle

Home and Investment Rentals
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KalisPELL, MT 59904
406/257-7912

Lynn Holman

Property Management Experts
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Elk Grove, CA 95624
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Deanna Hough

Asset Property Management, Inc.
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Janette Huseman

Huseman Management
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Rae Inokuma

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Brenda Johnston

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Nikki Jo Kehoe

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Rhea Norman

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Felix Osorno

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661/327-0800

Ron Redder

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Austin, TX 78705
512/476-1591

Rich Reiche

Prime Properties
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Dallas, TX 75248
972/407-9991

Arthur Roger

Coldwell Banker Residential Real Estate
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305/279-5081

Daniel Skahen

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Joyce Unke

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NARPM Board of Directors Meet

By Raymond Scarabosio, MPM

Your board of directors, led by President Melissa Prandi, MPM, met for a two-day board meeting which included leadership training at our association headquarters in Austin, Texas. The new members of the board received a NARPM history lesson when Rick & Karen Ebert opened their office for a tour. These long-time NARPM members have an office that could easily serve as the official NARPM "archives." The board then attended the annual Austin Chapter Christmas Dinner at a local downtown restaurant. Under the guidance of Chapter leaders Jim Smith, PPM and Steve Crossland, PPM, it was a wonderful evening.

The board toured the facilities of our association management team on Sunday, hosted by owners Don and Sherrill McCullough, Executive Director Roy Bohrer and Executive Assistant Sherri Beck CPS. This was followed by a full day of leadership training and strategic planning by the board, while the executive committee met with the headquarters team for a review of the first nine months of our relationship.

One of the most significant events to take place during the board meeting was adoption of a Mission statement that is representative of NARPM as it currently exists. The mission statement of NARPM is to increase the professionalism and ethics of residential property managers. You will be seeing and hearing this statement within NARPM in the months to come.

During the Monday board meeting, the membership committee approved three new chapters: the Key West and the Lower Keys chapter, the Big Island-East chapter and the Maui chapter. Congratulations to our newest chapters! Congratulations are also in order for our newest PPM designee, Daniela Anderson, who was approved at the board meeting. The Education committee approved new instructors Bruno Friia, MPM, Wallace Gibson, MPM and Suzanne Reeder, MPM for our certification courses. The convention committee has two excellent programs coming up in the year 2001, so mark your calendars. The Midyear Conference is February 15-16 in Denver, Colorado and the 13th Annual Convention is September 19-22 in Kansas City. More details will be following in the weeks to come. The Affiliate



Board Photo taken at head quarters after the meeting. Listed from the top left is Roy Bohrer, (Executive Director), Melissa Prandi, MPM, (President), Marcy Walsh, PPM, Peter Meer, MPM, (Treasurer), Andrea Caldwell, MPM, (Secretary), Wallace Gibson, MPM, Karen Hull, MPM, Mike Mengden, MPM, (President- Elect), Marc Banner, PPM. Front - Chris Hermanski, MPM, (Vice-President), Elizabeth Mowry, PPM, Sylvia Hill, MPM, Ray Scarabosio, MPM, (Past President). Not in photo - Tom Stokes, MPM, Rose Thomas, MPM

committee continues to build an impressive list of vendors for NARPM members to use for your property management needs. The Legislative committee has been busy preparing two new position statements and working on using our enhanced Web page, www.narpm.org, as a tool for keeping members quickly informed on issues that effect property managers. The Marketing committee introduced a new product — a women's golf shirt. All of the NARPM products are available through headquarters and at our online store. The Publications Committee is working hard to enhance all of the written materials that we have available to help property managers. The Editorial committee is doing a wonderful job of producing the Residential Resource. The Long Range Planning committee offered short-term goal recommendations to the board that came from a November planning meeting. And last, but certainly not least, the board approved the 2001 operational budget for NARPM as presented by the Finance committee.

Your NARPM board of directors, hard at work for you.

Raymond Scarabosio, MPM is owner of Jackson Group in San Francisco. They manage approximately 375 "doors." Raymond is Past National President of NARPM.

Chapter Source 

New Chapters Born in Hawaii

By Melissa Prandi, MPM

Membership has *great news!* There are two new chapters in Hawaii. The NARPM membership team got wind of my site inspection trip planned for November on the Big Island and that I would also be speaking to our first born Hawaiian chapter, The Big Island-West. They worked closely with Hawaii members Don Hagen, Mary Love, PPM, Helen Baptiste, PPM and, at the time our only member on Maui Scott Sherley. The meeting was planned and many property managers contacted. We are very fortunate to have Scott in our association. He is a big believer in *education* and continues to fly within the islands and teach continuing education to other property managers. He is well known and very reputable in Maui and throughout Hawaii. With his efforts, as well as the other Hawaii members Andrea Caldwell, MPM, Erika Green, MPM, and Marcy Walsh, MPM, the meeting was a *huge* success and we have a new chapter on Maui!

While awaiting my plane to the Big Island from the Honolulu airport, I was reading my November issue of the Residential Resource and noticed we had two new members on the Big Island, in the Hilo area. Hilo is on the opposite side of the island from our current chapter. I called the two new members notifying them I was in town and was thinking of coming over to form a new chapter on Monday. They were both excited and welcomed the meeting. I then called Helen Baptiste, PPM from the Big Island chapter, and she was so excited she set up the entire meeting. Helen, one of the charter chapter members of the Big Island-West chapter, was born and raised in the Hilo area. With all of this concerted effort, another chapter was born; our third chapter in Hawaii! Thank you all for the efforts to add two new chapters to our membership. We are gearing up for a 2003 Big Island Convention. Good *job* to all. Thank you to our Headquarters team, Sherri Beck CPS and Roy Bohrer for working with us to make this happen.

Melissa Prandi, MPM is the owner of Prandi Property Management in San Rafael, CA and is the current NARPM national president.

Charter Members Lead NARPM Into The Millennium

By Karen A. Ebert, MPM

As we begin the first year of the new millennium, it may be motivating to look to the original charter members of NARPM and see how they have progressed since the beginning of NARPM.

The original 13 members of NARPM were drawn together as users of the same property management software. Ironically, most of those original 13 members continue to challenge the software industry to step up to the bar and produce better and better enhancements of their products.

Of the 100 charter members, 33% of them have remained members and 20 members of that percentage have achieved at least one NARPM designation. Six charter members have been presidents of the Association.

Charter members have stepped forward as leaders to be on the Board, chair and work in committees, promote NARPM in their cities and states, form chapters, write courses and workshops, and teach the same. These members have attended conventions and midyears striving to improve their level of knowledge and professionalism and to share their expertise as they network with fellow members.

The continuing strength of our Association depends on the same commitment, persistence, energy, and drive that the founding and charter members brought to our organization. Each new member has the potential to further the excellence for which we strive. Value can be analyzed and determined in many products, but placing a definitive value of NARPM in our personal and professional lives is an impossible task.

Thanks to all of you who launched this great support organization and thank you in advance for all members who will strive in this coming year to be active and work towards designations, participate and share your knowledge and expertise with other members. This level of commitment will propel NARPM into this century with a guarantee for continued growth.

NARPM Charter Members Who Are Still Active Members:

P=Past Presidents

Ralph Tutor, Honorary	I.E. "Rocky Maxwell, MPM/P	Jon McVety, MPM
R. Susan Gordon, Honorary/P	Jeanne Armstrong	Bill Miller
Mary Welch	Chris Collins	Len Hall, PPM
Terry Robertson, PPM	Kit Garren, MPM/P	Dan Odom
Peggy Rapp, MPM/P	Michael Monarch, MPM	William Klingberg
Helen Daniel, PPM	Frank Bennett	Charles Glasscock, PPM
Steve Urie, MPM/P	Renae Urie	Chris Nielsen, PPM
Karen Ebert, MPM	Fred Richter, MPM, Honorary	Jack Greer
Beverly Browning, MPM	Richard Ebert, MPM	Donna McGee, PPM
Mary Jeanne Jacobson	John Pariza, MPM	James Nolan, MPM
Larry Millican	Donna Brandsey, PPM/P	

Analysis of membership was supported using the 2000 membership directory. This author apologizes for omissions of any designations earned since the printing of the directory and for any charter member omitted due to change of name since compilation of the original charter member list.

Karen A. Ebert, MPM is the president of Austin Landmark Property Services, Inc. (ALPS) CRMC, in Austin, Texas.

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You Make the Ethics Call

By Rick Ebert, MPM

Property Manager A entered into a leasing agreement to find Investor B a suitable tenant for his duplex rental unit. The duplex was one block from a bus line stop, and Property Manager A advertised this fact several times in ads. Property Manager A presented to Investor B an application, submitted by Applicant C, that was accepted by Investor B. Prior to signing the lease agreement, Property Manager A discovered that the bus line stop was to be eliminated and informed both Investor B and Applicant C of the fact. Applicant C then withdrew his application and demanded that Investor B return the application deposit, which Investor B reluctantly agreed to do.

Investor B files an ethics complaint against Property Manager A claiming that Property Manager A did not represent his best interests in the matter by revealing the change in bus stops to Applicant C. Property Manager A states his actions seemed to be the right thing to do under the circumstances.

Ask Yourself:

How do these kinds of comments and actions reflect upon our industry. What would you do differently, if anything? Would the property manager's actions and comments be an ethics violation?

You Made the Call

The property manager acted professionally by disclosing all pertinent information to the parties. If the property manager had done otherwise, both the owner and the applicant may have had a strong ethics case against the property manager. Article 1 states: "It is the duty of the Property Manager to protect the public against fraud, misrepresentation, and unethical practices..."

Rick Ebert, MPM is with Austin Landmark Property Svs., CRMC, in Austin, TX.

No Drugs Here continued from page 4

- To ensure that drugs and alcohol do not enter the marketplace, this Employer reserves the right to search all vehicles, containers, lockers, or other items on Employer's property in furtherance of this policy.
- Failure to consent to search or display for visual inspection will be grounds for termination or reason for denial of access to Employer premises by any others.
- Searches of employee's personal property will take place only in the employee's presence.
- Details of this policy may be obtained from the Human Resource Department.
- The contents of these drug and alcohol guidelines are presented as statements of this Employer's current policy and may be changed and updated by this Employer. These guidelines are not intended to create a contract between this Employer and any employee.

Wendell Davis, MPM, is a Regional Vice President with Watson Realty Corp. in North Florida, and President of Watson Maintenance Services, Inc.

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NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

2001 MIDYEAR CONFERENCE

Property Management with an ALTITUDE

February 15-16, 2001

Hyatt Regency Hotel • Denver, Colorado

We hope you will join us in the mile-high city of Denver for the Midyear Conference of the National Association of Residential Property Managers, February 15-16, 2001. Nestled between Valentine's Day and President's Day, this is going to be a great winter-time conference. It is a good opportunity to meet new friends, renew old acquaintances, learn and discuss professional ideas, hear about the latest available resources, products and services. Come for the education, enjoy the fellowship and return home enriched.

LOCATION

Our 2001 Midyear Conference and Trade Show will be at the Hyatt Regency Hotel, 1750 Welton, St., Denver, CO 80202-3999.

Downtown Denver hosts the 16th street mall district with an unique mixture of mile-high skyscrapers, premier shopping, fine dining, and great night life. Strolling the mall with its night-lights, catching the free shuttle, or riding in horse-drawn carriages to Lower Downtown is an experience of a lifetime.

See for yourself all there is to do in Denver: www.yahoo.com, search Denver, Colorado, choose Denver travel guide; for ski information: www.skicolorado.org; Denver weather: www.9news.com.

Convention attendees will enjoy the special rate of \$125 single/double or \$145 triple/quad, plus tax, by calling the Hyatt Regency at 303/295-1234 or 800/233-1234 by the group cut-off date of January 12, 2001 and mentioning the NARPM Conference. After this date, reservations will be on a space and rate available basis. Regency Club Plan is \$35 additional. Check-in time is 3 pm, and check-out is 12 noon. A deposit of one night's charge will be required to hold reservations.

CONTINENTAL AIRLINES TO DENVER

Continental Airlines is pleased to offer discounted airfares to the National Association of Residential Property Managers Midyear Conference — 5% off the lowest applicable fare, 10% off the Y8/H8 refundable fares, and an additional 5% discount when ticketing 60 days prior to travel. Call Continental Airlines Meeting Works Department at 800/468-7022 or your local travel agent and give them reference number JRL8WT, with code ZFNT. Please use this method and reference number to help up obtain free tickets for the Association!

GROUND TRANSPORTATION

Super Shuttle is available in the baggage claim area at door 510 of the airport. One-way fee to or from the Hotel is \$17 and roundtrip is \$30. Shuttle runs every 15 minutes. No prior reservations needed. Taxicabs are available from the airport at \$45.

AFTER CONFERENCE SKI TRIP

The Rocky Mountains in Colorado host some of the best winter sports in the world — downhill and cross country skiing, snowboarding, and snowmobiling are experiences you won't forget. From downtown Denver you can catch the ski train to Winter Park for \$40. Winter Park has a vertical drop of 3,060 ft. from a summit of 12,060 ft. It has 9% advanced, 34% intermediate, and 56% beginner slopes with 19 lifts. Equipment rentals are available at all ski areas. Contact Bob Gonsauls, Concierge's desk at the Hyatt Regency 303/295-1234 x5878 for additional information and assistance in booking ski trips. Don't miss the thrill of fresh dry powder in the Rockies.

SCHEDULE

(Times and session titles subject to change)

Tuesday, February 13, 2001

8:30 am - 4:00 pm MPM Risk Management (day 1)

Wednesday, February 14, 2001

8:30 am - 4:00 pm MPM Risk Management (day 2)

8:30 am - 4:00 pm PPM Technology

Thursday, February 15, 2001

8:00 - 9:00 am Breakfast on your own

9:00 - 10:30 am Long Range, Education & Certification, Legislative, Marketing Committee Meetings

10:45 am - 12:30 pm Education continued, Membership, Convention, Editorial & Publications Committee Meetings

12:30 - 2:15 pm Luncheon & Conference Official Opening

2:15 - 3:00 pm Vendor Time

3:00 - 4:00 pm Mock Trial Session 1

3:00 - 4:00 pm Membership Committee Meeting Cont.

4:00 - 4:15 pm Break with vendors

4:15 - 5:15 pm Mock Trial Session 2

4:15 - 5:15 pm Affiliate Council Meeting

6:30 - 8:00 pm NARPM Cabaret (Ticketed Event)

Friday, February 16, 2001

8:00 - 9:00 am Breakfast with vendors

8:30 am - 12:15 pm Ethics (3 hrs with break)

9:00 - 10:30 am A1: Technology and AOL (Roundtable)

A2: Tenant and Employee Safety (Presentation)

A3: Earning your Designation (Presentation)

10:30 - 10:45 am Break with vendors

10:45 am - 12:15 pm Roundtables

B1: Technology Using Outlook

B2: Fair Housing Issues

B3: Chapter Leadership Training

Lunch

Break with vendors

Roundtables

C1: Marketing Outside the Box

C2: Budgeting For Business

C3: Software Users Groups

Break

Roundtables

D1: Owner Presentations — The Professional Approach

D2: Managing the New Client


6:00 - 7:30 pm Wrap Up & Reception

For additional information call NARPM Headquarters at 800/782-3452 or visit the NARPM Web site at www.NARPM.org

NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS
2001 MIDYEAR CONFERENCE REGISTRATION FORM
 February 15-16, 2001 • Hyatt Regency Hotel • Denver, CO

1. REGISTRATION (Please type or print)

Name _____ Name for Badge _____
 Company Name _____ Title _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Fax _____ E-mail _____
 Check your designation PPM MPM CRMC
 NARPM Chapter or CIF _____
 Are you a Chapter leader? Yes No If yes, what position do you hold? _____

NARPM Member?
 Yes — Member # _____
 No
 Is this your first NARPM Convention?
 Yes No
 **SPECIAL ASSISTANCE**
 I will require special assistance
 I have special dietary needs
 Specify: _____

2. REGISTRATION FEES	Postmarked by Jan. 19	After Jan. 19	Fees Paid
Conference Registration			
<input type="checkbox"/> NARPM Member	\$125	\$175	\$ _____
<input type="checkbox"/> Join NARPM & Register*	\$320	\$370	\$ _____
<input type="checkbox"/> Nonmember	\$175	\$225	\$ _____
<i>One Day Only:</i> <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	\$100	\$100	\$ _____
Additional Event (not included in registration fee)			
<input type="checkbox"/> Thursday Cabaret/Social	\$25	\$30	\$ _____
Guest Tickets			
<i>Breakfast:</i> <input type="checkbox"/> Friday	\$10	\$10	\$ _____
<i>Lunch:</i> <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	\$30 each day	\$30 each day	\$ _____
<input type="checkbox"/> Thursday Cabaret/Social	\$25	\$30	\$ _____

3. CERTIFICATION CLASS FEES	Member [†]	Nonmember [†]	Fees Paid
<input type="checkbox"/> PPM Technology (Feb. 14)	\$195	\$250	\$ _____
<input type="checkbox"/> MPM Risk Management (Feb. 13-14)	\$395	\$450	\$ _____
<input type="checkbox"/> PPM Retake (list below)▼	\$97.50	N/A	\$ _____
<input type="checkbox"/> MPM Retake (list below)▼	\$197.50	N/A	\$ _____
<input type="checkbox"/> Ethics Class	\$15	\$20	\$ _____

▼List Retake: _____

4. TOTAL FEES \$ _____

5. METHOD OF PAYMENT

I have enclosed a check for \$ _____ Ck/M.O. # _____ Date _____
 Please charge my credit card in the amount of \$ _____ as follows:
 VISA MasterCard Discover American Express
 Card Number _____ Exp. Date _____
 Name of Cardholder _____
 Billing Address _____
 Signature _____

I authorize Association Headquarters to charge my credit card.

Preregistrations must be postmarked, faxed, or e-mailed by January 19, 2001. After January 19, send higher fee shown in second column. After February 2, 2001, please register on-site.

***Join & Register** — Not yet a member? For an additional \$195, you can become a NARPM member and register for the conference at the reduced member rate. Check the "join & register" option on the registration form and we will send a membership application.

[†]An additional fee of \$30 for PPM classes and \$55 for MPM classes is required if registering on-site.

CANCELLATION POLICIES

Conference
 Cancellations must be received in writing. If cancellation is received 30 days prior to February 15, 2001, there is 100% refund less a \$25 processing fee. If cancellation is received 15-29 days prior to February 15, there is a 50% refund. There is NO refund if cancelled 1-14 days prior to February 15.

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

MONETARY POLICIES

If rebilling of a credit card is necessary, a \$25 processing fee will be charged. A charge of \$25 will apply for all nonsufficient fund checks. Checks not in U.S. funds will be returned.

THREE EASY WAYS TO REGISTER

- 1. MAIL:** Send your form with payment to NARPM, P. O. Box 140647, Austin, TX 78714-0647.
- 2. FAX:** Send your form with credit card payment to 512/454-3036. Please do not mail the original.
- 3. INTERNET:** Find the registration form on the NARPM Web site at www.narpm.org. Credit card payment only.



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Elements of Good Web Site Design

By Mr. Internet

Over the past few months, we've figured out how to track the performance of your Web site, establish a solid name for your Web site, and effectively promote your Web site to search engines. Now that we've determined some important things to do with your Web site, let's discuss the elements that make up a good Web site.

There are organizations, like Media Metrix, Iconocast, and a number of universities, that constantly conduct Web site usability polls. They ask Internet users about Web sites — what they like, what they dislike, what they will tolerate, and what they won't.

The biggest frustration of Web site visitors is a slow loading site. This is why sites like Amazon.com and Yahoo! try to keep their Web site loading in five seconds or less. Although fast connections, like DSL, are becoming popular, there are more Internet users on a standard connection today than there were a year ago. This means that for every user that steps up to a fast connection, there is at least one new user that joins the Internet on a slow modem. You may hear that you no longer have to consider the users with slow connections. This is not true.

How do we make sure that a Web site loads fast? Text loads extremely fast, while graphics and sound load slow. Make sure that you do not have unnecessary graphics on your page, and that the graphics you have are optimized. An optimized graphic is one that does not take longer to load than it needs to. Much of the graphic design software on the market today includes an optimization feature. We've seen Web sites go from a three minute load time to less than 15 seconds, once their graphics are optimized. You may not see this much of a performance improvement in your site, but it is definitely something to look at. While we're improving load speed, let's remove the music. Music is murderous to load speed. It is safe to assume that half of your visitors will not have a computer equipped to be able to hear your music, and the other half won't share your taste in music. Visitors shouldn't have to suffer the wait while your music loads.

The second important element of good Web site design is layout and organization. This is always important, but becomes increasingly critical as you add information to your Web site. A highly disorganized site contains oodles of information, in no particular arrangement, slapped together onto a page. The typical Web site visitor will not wade through all of this information to find what they are looking for. And they should not need to. The Web's system of hyperlinks affords us the opportunity to organize information well.

When designing the layout and organization of your site, you must realize that your visitors' eyes have a natural anchor point, typically the top left corner of the page, moving toward the center. (Interestingly enough, in Eastern cultures, where reading

is done right to left, people anchor at the top right corner of the page.) This means that the top left corner or the top center of the site should tell the visitor what the site is about, and should lead their eye to the next most important component of the page. That component is typically the navigation system, or the group of links that will take a visitor to any key information group throughout the site. This is often a series of graphical buttons. These buttons should be labeled based on the topic or grouping of information that they link to. For example, to link to the page that contains information about your firm, an appropriate label might be "About Our Firm." Inappropriate labels might be "Hi!" or "Information." Deceptive labels like this confuse Web site visitors, and a confused visitor will simply leave your site.

It is very important that your site is laid out with sufficient white space. A cluttered page, full of text and graphics with no space between them, is a turn-off. It makes your page difficult to read and follow. You don't need to worry about the cost of paper on your Web site — spread the information out and use generous margins.

Be cautious with the use of motion in your site. Motion constantly draws the eye to it. While this can be used productively, it more often draws your visitor away from the information that they should be looking at. This causes annoyance, and eventually your visitor leaves, never having found the information they came for.

Once you've taken care of the fast loading and layout and organization of your site, focus on visual appeal. Great visual appeal is worthless if the page loads slow and is poorly organized. However, it can be a draw and credibility boost if everything else is in order. Make sure that your colors are attractive and work well together. There are plenty of color guides that will show you which colors complement and which contrast. Realize that one in ten men have some form of color blindness, so don't put red text on a brown background, even if it looks good to you. Use graphics that match the theme of your site. Be sure to use a text size that is readable. Don't mix font sizes throughout the site. Use standard fonts like Arial, Helvetica, Times, and Courier. If you use a non-standard font, it will appear as something strange on the screen of a visitor who does not have that font installed. Be cautious in using color in your text. Blue text, especially when underlined, typically indicates a link. Don't color your text blue or underline it unless it is a link. Use italics sparingly. On a computer screen, most italics are very difficult to read.

Much of good Web site design is common sense. Make your Web site visitor your primary concern. Be sure that five or six people review your Web site before you go live, and take their advice to heart. Understand, however, that everybody's tastes are different. If you ask five people for their favorite color combination, you'll get five answers! If you are serious about a first-class Web site, be sure to consult somebody who keeps up with the technology and the usability studies of Web site users.

Next month we'll discuss the content to put in your Web site. Until then, we'll see you in the construction zone!

Mike Anderson of Home Rentals.net prepares this column. If you have a question you would like answered, email him at mike@homerentals.net.

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Property Management Software – How Can You Fix This Picture?

By Mike McCall, The PROMAS Landlord Software Center, Vienna, VA

As a software developer I have read with interest the Tony Warren article “Software that Works for You – Or Does It?” in the September/October issue and the “Property Management Software — What Is Wrong With This Picture?” by Bob Patterson in the November issue. Both provide food for thought and deserve a response from the development side.

Tony hit the nail on the head when he wrote that property management software consists of basic accounting functions with some bells and whistles attached. To be more specific, a good software package must be based on a solid, comprehensive accounting platform enhanced by the practical requirements of property management. Examples include management fee and late fee calculations based on user-supplied parameters and unit availability information based on move-out and lease expiration dates.

Software developers determine their enhancements based on user input. The initial package is designed per requirements of the target user. Designing a package for managing apartment buildings with on-site managers is vastly different from designing one for fee-based managers of single family residences. The basic accounting is the same but the bells and whistles are different. After initial release, the priority followed by the developer is determined by the perceived requirements of the user base and the prospective users. The more requests for a particular function, the higher it is on the to-do list.

Designing a software package requires covering all the bases. If you were to have software designed for only your needs it could be fairly simple. If you do your late fees the same for everybody then one set of rules is required. One designed for general use must consider fees based on a fixed price, a percentage of many derivatives of the amount on which to base the late fee, a per day late fee, multiple grace periods, multiple break points, and combinations of the preceding.

The bulleted items in Tony’s article do encompass legitimate needs from his viewpoint. While a number of them are incorporated into several of the more popular packages, most are on the futures list. In fact, most are way down the list we are working from, which means that the number of requests for the functions is low.

Generalized packages must consider the potential user base as a whole. While one manager may want a function fully automated, it would not be good for the majority. From the developers viewpoint, arbitrarily posting transactions without the user having the option to skip or modify prior to posting is counterproductive —

it is better to do it right the first time rather than do and then undo some.

Hopefully most property managers haven’t had the bad luck Bob Patterson has had finding a suitable software vendor. As mentioned earlier, an important aspect of suitability has to do with the primary targeted user. Very few packages have been designed for the fee-based manager. Those that were not generally don’t have the functions needed high on their to-do list.

Selecting a software package when you haven’t previously used one is relatively easy. Finding one that does what your obsolete or no-longer-in-business package does is much more difficult. Although there are hundreds of software packages available, fewer than half a dozen make sense for fee-based managers.

When you lose confidence in the software you are using — either from the standpoint of processing or support — get new software. Most people think it is more trouble to change than live in misery. What they generally don’t consider is the longer-term efficiencies can be realized. Don’t make a change however until you have done your homework and found something that will

work better. In the process, ask other users what they don’t like and whether they would buy again. After you change, take the time to rethink your manual processes. The new software probably has easier ways of doing things. Remember, “workaround” is a dirty word. If the software doesn’t do what you want, let the vendor know. Whatever you need that isn’t there can’t be unless the vendor is aware of your situation.

I don’t think NARPM, as advocated by Bob Patterson, should be concerned with trying to get vendors to play fair or pressure the other-than-honest vendors to service your needs. If they don’t play fair or service your needs, don’t deal with them. Do business with the honest ones.

As a NARPM member, I wouldn’t look at anything not advertised in the *Residential Resource*. The December issue lists five property management software vendors. Will one of them work best for everybody? Probably not. But at least one should have the functions to satisfy most of your requirements and hopefully be one that will consider your needs in future releases.

The software industry would welcome a minimum requirements list compiled by NARPM members. Believe it or not, some of us are sincerely interested in producing a superior software package incorporating NARPM member’s needs. If we aren’t including those functions, you need to let us know.

Mike McCall, The PROMAS Landlord Software Center, invites your comments at Mike@promas.com or 800-397-1499.





The Ambassador Program

By Robert Alvarez, MPM, MBA, CRB

Now that our *new* Web site (<http://www.narpm.org>) is up and running you can check your standing in becoming an Ambassador. Just sign onto the "members only" section of our Web site and you will be able to check how many points you have and how many more you may need to become an Ambassador in our new "Ambassador's Corner." To be listed you need to at least have sponsored a member. You will receive 1,000 points for each member sponsored, and you need only 5,000 points to become an Ambassador. The Ambassador Points are updated once a month.

Also, as an added incentive, now you can link your Web site to the NARPM Web site, and get Ambassador credit points when someone who clicks through your Web page and then signs up as a new NARPM member!

Simply print this page and give it to your Webmaster. Here is the code that your Webmaster can place in your Web site to ensure that you get credit for linked visitors:

Text Link: `Click to go to the NARPM website`

Button Link: ``

Note: Be sure to replace the 1645 with your member number, which you will obtain when you sign on in the "members only" section.

For your benefit, and in order to offer members a vehicle to monitor their standing in the Ambassador's Program, we have added four links to the "Ambassador Corner" in our web site and they are as follows:

- *The Ambassador Program:* A detailed summary of the program
- *Our Ambassadors:* The names of the current NARPM Ambassadors
- *Ambassador Points:* The names of the members working towards the Ambassador Certificate, with the count of how many points they have accumulated.
- *My Ambassador Link:* A guide on to how to link to the NARPM site and earn points towards the Ambassador Program.

As you know the NARPM Ambassador program is a great way to receive credit for referring your peers to NARPM. Your peers will benefit by becoming members of the only national association for property managers specializing in single-family residential rentals, and you will benefit by getting financial rewards and recognition!

- The applicable value of the Award Certificate is equal to what the national dues were at the time the Award Certificate was issued. It must be used within 12 months of the issue date.
- The 12-month period for the five new members starts the day your first recruit's new membership application is approved by Headquarters.
- The 12-month period expires exactly 12 months to the day preceding the day your program period began (for example, if you refer a new member who joins on 02-16-00, then your program period begins that day and expires on 02-15-01).

- Referral credit is given *only* if your full name is entered in the "referred by" line of the application.
- A member can only earn one Award Certificate per 12-month period. However, a member can earn unlimited Recognition Certificates.
- The Award Certificate can be used to pay future NARPM annual dues, or a like amount can be applied towards the National Midyear Conference or National Convention. A legible copy of your qualifying Ambassador Award Certificate must be used in full at the time of use and attached to your dues or convention registration.

Robert Alvarez, MBA, CRB, MPM, is with MRA Realtors in Garland, TX.

Ambassador's Program

November 2000 New Members

<u>Sponsoring Member</u>	<u>Sponsored Member</u>
Paul Woods	Dorothy Kerekes
Fred Thompson, PPM	Douglas East Joyce Giandolfi
Ken Bradley	Arthur Roger
Bruno Friia, CPM MPM	Betty Hoefle
Marc Banner, PPM	Billie Lee Gibbs
Mary Thomason, PPM	Merri Drake
Steve Urie, MPM	David Ricks
John Moulding	Bert Atlansky
James Pickett, PPM	Brenda Johnston
Lee Schulman, CPM	James Johnson

Deadlines for Residential Resource

March.....	January 15, 2001
April.....	February 15, 2001
May	March 15, 2001
June	April 15, 2001
July.....	May 15, 2001
August	June 15, 2001
September/October	August 15, 2001
November	September 15, 2001
December.....	October 15, 2001

If you are interested in writing an article, please e-mail an attachment of your article in Word format to lbl2@mindspring.com or send a Word file on 3 1/2" diskette to P.O. Box 140647, Austin, TX 78714-0647. All articles are subject to editing & approval of subject matter.

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Education Update

By Sylvia Hill, MPM, Education Chair

This has been a busy three months for the Education Committee. A call for instructors went out and the applications were reviewed with a new slate of instructors going to the board in December. Sally Backus chaired the selection committee and had a very short time frame to accomplish the task set before her. Thanks to the selection committee, we have a new slate of instructors. The instructors chosen by the committee and approved by the Board of Directors are: Sally Backus, MPM, Rick Ebert, MPM, Bruno Friia, MPM, Kit Garren, MPM, Wallace Gibson, MPM, Dave Holt, MPM, Mark Kreditor, MPM, Rocky Maxwell, MPM, Peter Meer, MPM, Suzanne Reeder, MPM, Fred Richter, MPM, Ray Scarabosio, MPM, and Jean Storms. MPM. Congratulations to these dedicated educators that make time to ensure our PPM and MPM classes are the best in the industry.

Florida had a great class last month with 33 students attending the PPM Tenancy course. The chapter received \$1,088.48 in profit, and the attendees profited from great networking as well as good information.

Two successful PPM classes were held in California, in Los Angeles and San Jose, giving the members in that state the opportunity to take two courses prior to the Mid-year. The third PPM class is being taught at the State Conference.

The mid-year will have a PPM and MPM class taught for those of you wanting to finish up your education requirements in order to receive your designation in Denver.

For those of you in Virginia, two classes will be given in January and one in March. You could fulfill the education requirements for your PPM designation and be well on your way to receiving your PPM in Kansas City at the Convention.

If you are interested in having a course at the local level, the guide for holding a local class has now been loaded on the Web site at www.narpm.org. This guide includes a time line, budget considerations, and all the forms you need to request a class, order the flyer, and request reimbursement.

When the committee meets in Denver, we'll be discussing the need for new classes, reviewing a new marketing brochure that combines information on classes and certification, and discussing the direction to get the designation classes approved for continuing education credits at the state level. You are welcome to attend the committee meeting; however, only the committee members may vote on motions. There will be applications available if you are interested in serving on the committee.

Sylvia Hill, MPM, is serving as a National Director (1999-present) and is the Education Chair. She previously served in several positions at the local chapter level and on the Certification committee at the national level. She also teaches workshops.

2001 PPM/MPM Certification Classes

Date	Location	Class	Instructor
Jan. 13	Northern, VA	PPM Marketing	Fred Richter, MPM
Jan. 14	Northern, VA	PPM Operations	Fred Richter, MPM
Feb. 13-14	Denver, CO (Mid-Year)	MPM Risk Management	TBD
	Denver, CO (Mid-Year)	PPM Technology	TBD
Mar. 16	NW Regional Conference	PPM Marketing	TBD
Mar. 18	NW Regional Conference	PPM Operations	TBD
Mar. 23	Richmond, VA	PPM Tenancy	Wallace Gibson, MPM
Apr. 19	Austin, TX	PPM Technology	Jean Storms, MPM
Apr. 25	San Diego, CA State Conf.	PPM Tenancy	TBD
	San Diego, CA State Conf.	MPM PP&O	TBD
May 14-16	Orlando, FARPM Conf.	PPM Technology	TBD
May 14-16	Orlando, FARPM Conf.	PPM Maintenance	TBD
May 14-16	Orlando, FARPM Conf.	MPM Risk Management	TBD
May 14-16	Orlando, FARPM Conf.	PPM Marketing	TBD

Interested In Sponsoring Certification Classes?

Opportunities are available to chapters that would like to further member education, promote certification, and increase their chapter funds by sponsoring a Certification class. However, it takes time to plan a class — so give your chapter five to six months lead time if you wish to sponsor one of these events.

Please find out more by calling Sylvia Hill at 408/997-7100 or e-mailing her at sylvianarpm@aol.com. Sylvia can provide you with the details you need to make a Certification class a successful venture.

To register for classes, complete the registration form and mail or fax with payment to NARPM Headquarters. For more information call Headquarters at 800/782-3452.

PPM/MPM Class Registration

(Please print or type)

Name _____

Company _____

Address _____

City/State/Zip _____

Telephone _____ Fax _____

List Classes

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

Method of Payment

I have enclosed a check for \$ _____ Ck/M.O. # _____ Date _____

Please charge my credit card in the amount of \$ _____ as follows:

VISA MasterCard Discover American Express

Card Number _____ Exp. Date _____

Name of Cardholder _____

Billing Address _____

Signature _____

I authorize Association Headquarters to charge my credit card. I understand that my billing statement will read "Association Headquarters."

Two Easy Ways to Register

1. MAIL your form with payment to NARPM, P. O. Box 140647, Austin, TX 78714-0647.

2. FAX your form with credit card payment to 512/454-3036. Please do not mail the original.

FEES

PPM Classes	Preregistration	On-site
Member	\$195	\$225
Nonmember	\$250	\$280

MPM Classes	Preregistration	On-site
Member	\$395	\$450
Nonmember	\$450	\$505

CLASS INFORMATION

- On-site registration begins at 8:00 am. Class hours are 8:30 am to 4:00 pm.
- PPM classes qualify for 6 hours of NARPM certification.
- MPM classes qualify for 12 hours of NARPM certification.
- All materials will be given to students on the day of the class.
- All attendees are required to make their individual hotel reservations.

CANCELLATION POLICY

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

Due to low registration, a class may be cancelled with 15 days prior notice. Registration fee would be credited to a future class.

“Rocky’s” Maintenance Corner



Be Prepared and Be Safe

By “Rocky” Maxwell, MPM

We all want to be ready when an emergency arises to protect our families and ourselves. The key to success in this area is planning ahead. Here are some recommendations that will help you to be prepared for a fire emergency.

First

Be sure that you have smoke detectors in each bedroom and a smoke detector and carbon monoxide detector in the hallway. Test them once a month to be sure that they are working properly.

- Bedroom smoke detectors should be located on the ceiling, 12 inches from the doorway/centered.
- The detectors in the hallway should be located between bedroom entrances.

Second

Have an escape plan that is posted in a highly visible area, to be viewed by all on a regular basis.

What is an escape plan?

- An escape plan is a diagram of the building that you live in.
- In the diagram it should show all rooms and appropriate exits out of each room for egress during an emergency. (Exits include doors and windows.)
- Bold or highlighted arrows should point the way to each exit.
- The escape plan should also display a Central Meeting Point. This point is where everyone is to meet after exiting the building.

Third

Meet as a family or group on a regular basis to discuss what will happen if an actual emergency arises.

- Be sure each person has a responsibility to fulfill.
- Be sure each person knows the escape plan and where to meet.
- This mentally prepares each person for any situation.

Emergencies happen without warning. I hope that you will put into practice these recommendations so that you will be *prepared and stay safe and well.*

Smoke Alarm Tips

Where do I install my smoke alarms for best results?

1. Do install smoke detector at least 12 inches away from corners and on surfaces that have a fairly stable temperature, like an inside wall, 12 inches from the ceiling, or on room ceiling, 12 inches from doorway.
2. Don't place smoke alarms in kitchen, baths, furnace rooms, laundry rooms, and workshops. These areas are subject to fumes, steam, dust, and smoke, which can generate false alarms and contaminate the alarm's detector.
3. Don't install alarms where air movement can delay the alarms. Keep alarms away from windows and at least three feet from warm or cold air ducts or return ducts. Also, don't install them between an air return for your HVAC system and a bedroom door.
4. Do install alarms in each bedroom, as well as hallways and at the bottom and top of stairways. California Safety and Building Code requires this in all new construction and for all residential property when \$1,000.00 or more is spent in any renovation and upgrade of homes or rental property.
5. Don't place alarms where it is inconvenient or unsafe to test them, like in tall foyers, on high ceilings, and stairwell ceilings.
6. Do test your smoke alarms monthly and at a minimum, once a year, use smoke test by blowing out a match and letting the smoke roll over the alarm. (Tip for the vertically challenged, buy a 3 ft. piece of 1/4" dowel to trigger the test button)

Fire Marshalls report that the vast majority of smoke alarms that fail to sound in a fire either have dead batteries or are missing them entirely.

“Rocky” Maxwell CPM, MPM, GRI is President of H.M.S. Development, Inc., CRMC. H.M.S. is a full service Real Estate Company and licensed Building Contractor with a specialty in renovation and construction. He has built, renovated, and remodeled over 2500 homes, apartments and commercial buildings, in California and Texas. He served as NARPM National President for the 1992/93 term. He is the senior instructor of the MPM Operating a Maintenance Company.