



Navigating the sales process with a tenant in place

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5 tips to create a positive resident experience during renovations

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How to create Ohana in your property management business

p24

5 reasons it pays for single-family property managers to go green





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IN THIS ISSUE May 2023

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

The *Residential Resource* is published monthly, with occasional combined issues. Submit articles by email as a Word doc to: publications@narpm.org. You will be advised if accepted. Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. NARPM® reserves the right to edit or refuse all publications for content and selection. Members are encouraged to submit articles for publication. Printed articles help earn members credit toward their designations.

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1403 Greenbrier Parkway, Suite 150
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P: 800-782-3452
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| | |
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| Misty Berger, MPM® RMP® southwestrvp@narpm.org | Steve Pardon, RMP® atlanticrvp@narpm.org |

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| Rebecca Woodring, CAE Deputy Executive Director Chapter Support Manager rwoodring@narpm.org chaptersupport@narpm.org | John Broadway Regulatory Advisor jbroadway@narpm.org |
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National Association of Residential Property Managers



FROM THE DESK OF THE Chief Executive Officer

Behind the NARPM® scenes, events, benefits and planning for the future: 2023 is busy, growing for you

The industry has been changing, and NARPM® must be nimble and able to change with the future. Is your company ready for more changes?

This is a crazy time of year for many...and especially at our National office. We are closing out the successful NARPM® Broker/Owner Conference & Expo held in late-April and moving right in to the NARPM® Legislative & Educational Conference, which will be held in late-June. This event is exciting as you get to visit legislators and see how things operate on the federal level while also obtaining some education. You don't want to miss this June 26-27 event. Find more details and register at <https://www.narpm.org/legislative/narpm-legislative-and-educational-conference/>.

I hope you attended the Broker/Owner Conference & Expo. What a great time to see all the sharing that goes on at these events. The Mastermind and Networking Roundtables brought members together to discuss struggles in the industry and share ideas. The Vendors sessions sent attendees into the Trade Show for great one-on-one time with the vendors. At the Trade Show I saw several new faces as well as many faithful NARPM® supporters. We couldn't make it without the great support of these vendors. Mark your calendars now for 2024's event; it will be held at the Omni Amelia Island Resort in Fernandina Beach, Florida, from April 16-18.

The Board of Directors took time at its April Board Meeting to address several issues from the Strategic Plan. The Broker Owner Task Force brought forward great recommendations for the 2024 event. They redefined the event's purpose to the "Sharing of successes by helping members build better businesses."

While there were lots of other additions and changes as we work out the details on many items, here is a tickler for you from the revised white paper: *"NARPM® places the highest value on Members teaching Members. It also sets the same value on the topics and quality of content provided. To bring this valuable content to the Members, NARPM® will entertain proposals from the Membership to present at Broker/Owner. Up to three of the best presentations/speakers may be selected. Likewise, none may be chosen if the presentations don't meet the NARPM® Broker/Owner standard. Each presenter selected will receive a \$7,500 speaking fee. \$1,500 will be paid to presenters for breakout sessions. Panel members will not be paid to present."*

So, watch for the 2024 Broker/Owner Call for Presentations to see how you can submit and be part of the presenters at the event.

There are many other exciting changes that will be presented to the Board of Directors in June, and I hope you will read about them in my next article in July. NARPM® is looking at its entire education process and the classes that are being offered to streamline to fit the future demands of Members. Classroom courses are not filling up while virtual classes are still in demand. "How do we move into the future?" is a question the National instructors dealt with at their training in April. (Check out the photos from NARPM® Instructor Training in this issue.)

NARPM® is building out its Member benefits, and I encourage each of you to look at the discounts available to you as a Member. The Home Depot is a great supporter of NARPM® and offers Members a rebate program. Visit [NARPM.org](https://www.narpm.org) and log in to "Members Only." Once there look at the Member Resources tab and click on the member discounts. We are working with Perks Marketplace to build out a great site for Members to obtain their benefits.

The industry has been changing, and NARPM® must be nimble and able to change with the future. Is your company ready for more changes? You have read a great deal recently about artificial intelligence (AI), and I encourage you to check out policies to ensure your systems are safe from the bots. Enhanced security is critical with everything that is happening with AI, so please become educated and set company policies regarding the use of AI. (Check out February's AI-themed issue of Residential Resource® magazine.)

I hope to see you at one of the upcoming NARPM® events. If you can't make the Legislative and Educational Conference in Washington, D.C., be sure to put the 2023 Convention & Trade Show on your calendar. It will be Oct. 16-19 in Atlanta, Georgia. Details will be available at <https://www.narpmconvention.com/>.

Please be safe and take care,

Gail S. Phillips, CAE
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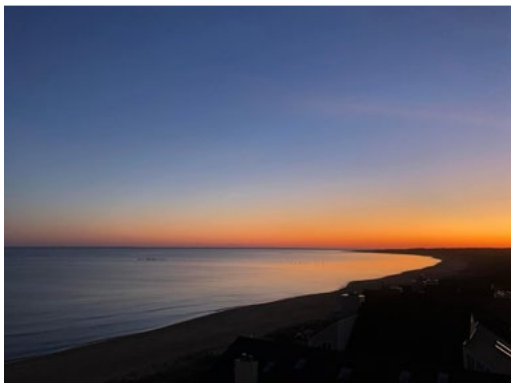
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NARPM® APRIL INSTRUCTOR TRAINING

NARPM® National instructors sharpen skills

Great educators get educated, too! NARPM® believes in quality training for its national instructors, who play a critical role in keeping membership educated and updated. In April, NARPM® instructors sharpened their skills in Virginia Beach, where they learned from Juanita McDowell with InMotion Group. They also wished new instructor Bart Sturzl, MPM® RMP®, from Texas, a happy birthday! Other new 2023 instructors in 2023 are Kate Roth, MPM® RMP®, from Arizona, and Immediate Past President Liz Cleyman, MPM® RMP®, from Colorado. NARPM® is grateful for the expertise and knowledge these educators share with Membership and for their commitment to being the best teachers they can be. Are you #NARPMsmart? Visit <https://www.narpm.org/education/course-schedule/> to see NARPM®'s virtual and in-person classes and learn from these outstanding property-management educators. — Victoria Hecht, NARPM® Public Relations & Digital Media Director/Residential Resource Editor





Residential Management Professional (RMP®) designation candidate **Krystal Tiner** began her career in property management in the Residential Division of Tiner Properties Inc. in Carmichael, California, in 2009. After successfully navigating all aspects of residential management and managing her own portfolio, she transitioned those skills to be a commercial property manager. Since May 2019, Krystal has used her broad experience and wealth of knowledge in the property-management industry, working as Tiner Properties' New Business and Marketing Specialist.



John Tiner is owner and CEO of Tiner Properties Inc., a full-service residential property management and real estate sales company, in Carmichael, California. With nearly three decades of experience, he has become an expert in all aspects of property management, investment properties and real estate sales. He regularly testifies as an expert witness in court as to rent values and has been a member of the National Association of Residential Property Managers since 1994.

Navigating the sales process with a tenant in place

The negotiation process for putting a property on the market while the tenant is in place is an art. If it is not done correctly, a tenant can effectively stop an owner from marketing the property until it becomes vacant.

If not careful, listing agents can bungle the process so badly that they ruin their ability to regain the tenant's cooperation in the sales process and must remove the home from the market until it is vacant. (When Tiner Properties is the listing agent for a home we manage, we acquire the tenant's cooperation in the sales process by negotiating an On Market Addendum.)

Before you start, it is important to understand the tenant's and owner's rights:

- **Owner's rights:** The owner has a right to show and sell their property – even while the tenant is in place. If the tenant is in the middle of a lease when the home sells, the lease runs with the property at the time of sale. The new owner assumes the tenant under the terms of the old owner's lease.

you can't force your way in or get the police to help you.

Tenants are not obligated to allow a lockbox on the property. Lastly, a tenant can verbally run a property down to prospective buyers if they are frustrated with the process or simply do not want to move.

With the above in mind, schedule a face-to-face meeting with the tenants. Call the tenant and tell them that the owner must sell their home and that you, as the property manager, would like to meet with them to explain their rights and responsibilities in the process.

Assure them that they have rights and options and that you will respect them. When we meet with them to solicit their cooperation in the sale of a property, we explain that the owner has listed the home for sale (it's a done deal) and apologetically serve them a Notice to Vacate while explaining that we may be able to rescind that notice to vacate depending on their desire and choices.

When we meet with them to solicit their cooperation in the sale of a property, we explain that the owner has listed the home for sale (it's a done deal) and apologetically serve them a Notice to Vacate while explaining that we may be able to rescind that notice to vacate depending on their desire and choices.

- **Tenant's rights:** Tenants are entitled to a properly written and served 24 Hour Notice to Enter every time someone enters the home to show it. If they insist on that right, it effectively makes it nearly impossible to set up showings. (Buyers and buyer's agents just move on to easier homes to show.)

In addition, even if the tenant has been properly served a Notice to Enter, if the time comes for the appointment and the tenant comes to the door and says it's not a good time,

Rules for giving notice to vacate* (*see your individual state's laws):

1. If the tenant is on a lease, the Landlord cannot give the tenant notice to vacate for a date that is prior to the end of the lease term.
2. If the tenant has resided at the home for less than one year at the time of service, a tenant may be given a 30-Day Notice to vacate. If the tenant has resided at the home for a year or more, a 60-Day Notice to Vacate is required.

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3. Regardless of the length of the tenancy, the tenant may give the landlord a 30-Day Notice to Vacate. This is true even if the landlord had already given the tenant a 60-Day Notice to Vacate. For example, on Jan. 1 the Landlord gives the tenant 60-Day Notice to Vacate the property by March 1. If the tenant finds a suitable home right away, they may in turn serve the landlord a 30-Day Notice to Vacate, which might end considerably earlier than March 1.
4. If in California, don't forget the new rent control law (AB 1482). You should consult with a professional regarding duplexes or apartments; you may not be able to give these tenants notice to vacate.

Shift to the good news:

It is important to start with the Notice to Vacate, whether they end up cooperating in the showing process or not. Once they know they can't stop the possibility that the home will be sold and that they will have to move, share the good news:

- You have many rights as a tenant, and I promise to honor and respect those rights in this process: "You are entitled to stay in the home through the end of the lease regardless of the sale – the lease runs with the property so you will be safe to know you will be here at least that long."
- When you just served a Notice to Vacate: "There is a very real possibility that the buyer of this home will be an investor (not an owner occupant) who would love

to keep an excellent tenant like you."

- "We want to offer you the first chance to buy the home." If the tenants want it and are willing to pay the list price/fair market value, and are able to get pre-approved for a loan, this can be a win-win for everyone involved.

- "We cannot put a lockbox on the property without your written permission."

- "Real estate agents and buyers will not be able to enter the property without 24 hours written notice or your advance permission."

Finally, ask for their help.

We say, "If you do not want a lockbox, we can wait until the home is vacant. But if you cooperate with the sales process, we will give you a discount in your rent, AND there is a very real possibility we will be able to cancel our Notice to Vacate and you will not need to move."

We normally start by offering a \$100 monthly discount for the tenant's full cooperation in the sales process as outlined in our On Market Addendum (which addresses lock

box, showing times, signs, and appointments with appraisers, inspectors... after the escrow is opened).

Be willing to increase the amount of the discounted rent depending on how close you are to the end of the lease term, the value of the home (higher priced properties tend to require greater discounts), and the urgency of the owners need to sell. 🏠

It is important to start with the Notice to Vacate, whether they end up cooperating in the showing process or not. Once they know they can't stop the possibility that the home will be sold and that they will have to move, share the good news.





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see the difference.



Ron Fanish is co-owner of Rainbow International Restoration (www.RBWWestchester.com), a full-service, one-stop-shop for restoration, cleaning, and reconstruction based in Westchester County, New York.

5 tips to create a positive resident experience during renovations

Renovations can be challenging projects for property managers. Overseeing contractors, meeting deadlines and staying on budget are always easier said than done.

Renovations can be challenging for residents, too. Some may be directly impacted and displaced from their homes — sometimes for months at a time. Meanwhile, neighbors must deal with the disruption and noise that comes with construction.

It's an essential part of the property manager's job to address these challenges and ensure residents have the most positive experience possible during renovations.

Here are five tips for doing just that:

Provide advanced notice. Renovations should never come as a surprise to residents. As soon as you start to plan the project, begin to communicate it to your tenants. Ideally, residents should know months in advance when renovations are planned.

They should also have the full details of what the project entails, like its length, exactly how disruptive it will be, and who their point of contact will be for questions. And make sure to use multiple avenues to reach residents, from physical flyers, to emails, to in-person conversations.

Explain the project's importance. Because renovations can be so disruptive, it's important that residents understand why they're worthwhile. While you provide advanced notice to residents, also make sure you explain in detail why you are renovating the property.

It may be for safety reasons, for cosmetic reasons or for something else entirely. In any case, explain how residents' quality of life will improve once the renovations are complete: perhaps through lower energy builds, or with a more attractive lobby.

Communicate often. Once the renovations begin, it's imperative that property managers make themselves available for any and all questions from residents. Be open to comments, concerns — and, yes, criticisms.

Further, be proactive with communications. For example, if the contractor tells you that the timeline

for the project is changing, you should relay that to residents immediately. Make sure to communicate about the small things, too — like if parking will be unavailable on certain days due to dumpsters, or if there will be temporary internet outages.

Make accommodation. If a renovation project is particularly lengthy or disruptive, property managers should provide some additional perks to residents to help get them through the challenging time. This might entail providing lunch to those who work from home, or catering dinner one night for families in the building. Small gestures like these can go a long way in building goodwill.

Follow up. When the last paint can is closed and the drop cloth is rolled up, the physical renovations may be complete. But your rapport with residents is not. Property managers should talk with residents after the fact about their experiences with the renovation. Did it go smoothly? Were there any issues? Collect as much data as you can and use these learnings to inform and improve future renovation projects.

Renovations can be difficult for property managers and residents alike. But if property managers go the extra mile to help ensure that residents have a positive experience, tenants will, most often, be appreciative and understanding. 🏡





Residential Management Professional (RMP®) designation candidate **Paul Van Baalen** is Designated Broker for SunWorld Group Inc. in Vancouver, Washington. He began buying residential properties in Southwest Washington in the late 1990s and owns 31 properties. He became a broker in 2005 while employed as a pilot for a major airline. In 2009, he left his flying career to focus on building his property management business. Today, SunWorld Group Inc. manages nearly 500 doors with two offices and a staff of five.

Items that should be in a property management agreement

A property management agreement must be written properly to avoid legal pitfalls. The agreement should state the beginning and ending of the agreement and what happens at the end of the agreement, i.e. month to month or auto renewal for the original term.

The agreement should have a notice time of when the owner needs to give you notice of cancellation. It's best to have notice time of renewal of 30, 60 or 90 days prior to expiration. You want the agreement to end on the last day of the month.

The agreement should have an authorized expenditure clause. This at minimum should allow you to clean the home, carpet cleaning, painting, etc.

The agreement should have an indemnification clause in place. This will protect you from lawsuits, damage claims, etc. It's best to seek the advice of an attorney while drafting this section.

The agreement should have your fee for

cleaning, painting, pest control and HVAC servicing.

The agreement should have a clause for damage and risk. This will state you are not responsible for damage or loss such as theft of property, vandalism or negligence caused by the tenants or their guest.

An agreement should have a clause of what happens with funds that are received after termination of the agreement. An example of this is past due rent and damages. It is very common that, after a tenant moved out and owes money, they may contact you to pay the monies owed. This is going to require additional work for you and your staff.

Your agreement should state what you will charge to handle this. It could be an hourly rate or a percentage of the amount recovered. If your agreement is silent to this and you receive funds from a past tenant, you may need to just pass the funds to the owner.

The agreement should state the property is going to

As a good business practice, a properly written agreement can keep you out of trouble. I would recommend having an attorney review your newly drafted management agreement.

management, leasing, setup fee and closeout fee. You should have a schedule of fees which could be an addendum to the agreement. The agreement should have fees or costs if you are providing services to a third party such as contractors, real estate sales agent, property appraisers etc.

An agreement should have permission to spend a certain dollar amount without the approval of the owner for non-emergency items. It should be for a single item as it is easy to exceed the amount in your agreement for multiple items.

An agreement should have the following in the authorized expenses: advertising, cleaning, carpet cleaning, performing a maintenance check for safety, making minor repairs, window cleaning, blind

be accessed. While you are marketing the property, you may give out keys or have a self-showing key box. The agreement also should have the verbiage that the owner agrees not to access the property during active leases without consent from the management company.

The agreement should have a clause for the owner's representation and warranties. The agreement should have language referencing that the person signing is the legal owner of the property or an officer of an LLC or corporation that owns the property and that the property is leasable without condo or HOA restrictions and the property is not in any sort of foreclosure.

Continued on next page

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The agreement should have a clause allowing you to perform evictions and that the agreement states the owner will pay for the legal fees.

Of course, if you have some type of eviction insurance that may change how you word this in your agreement.

The agreement should have a clause that if the owner knows or learns of any lead base hazard in the home or building you will be notified.

The agreement should state when funds will be distributed to the owner. The agreement should state what happens if the management company loans money to the owner in case funds are not available to pay for repairs and more. You may choose to

charge a fee for such a loan.

The agreement should state how notices to the owner will be served. The agreement should have a severability clause as well.

The agreement should have a disclosure statement about what other services you provide, including real estate sales, maintenance service and supplies and after-move-out collection services. You should disclose fees you collect from tenants that go directly to the management company.

As a good business practice, a properly written agreement can keep you out of trouble. I would recommend having an attorney review your newly drafted management agreement. 🏠

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Designees approved at the March 2023 Professional Development Committee meeting:

David Sigler, MPM®
Michael Cox, RMP®
Eric Jones, RMP®
Amanda Snow, RMP®
Kallie Townsend, RMP®

The Professional Development Committee now approves Designation Packets monthly.

- Please submit your packet by the **15th of each month** to be approved.
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NARPM® designations* are earned with a combination of property management experience, NARPM® and industry education, and service to the association through volunteer activities. You may have taken clock-hour courses to maintain your license. Imagine the gains when the courses are

specifically focused on what you do as a property manager and are being taught by a property management professional. Take it one step further and envision networking with other experienced property managers from across the country. Earning your NARPM® designation will bring a whole new dimension to your daily tasks.

*You must be a member of NARPM® National in order to be eligible to apply for a NARPM® designation or certification.

Many of you have already started the designation process and some of you have all the necessary items to complete your designation. You just have to send them in. What's stopping you?

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Residents win, investors win, you win. That's what's made Second Nature the only 4-peat NARPM national vendor of the year. rbp.secondnature.com/ad





Kathleen Richards, MPM® RMP® was broker/owner of a successful management company with CRMC®. She knows firsthand the highs and lows of being a business owner. She is a nationally recognized coach, speaker, instructor, author, and thought leader for the last 30 years focusing on business, leadership, and specifically the field of property management. She owns *PM Made Easy* – customizable products to streamline operations and founded *The Property Management Coach*. She can be reached at 800-475-3084.

How to create Ohana in your property management business

Just like the monarch butterflies return to Monterey, California, each year, I have an annual trip of my own to Kauai, Hawaii, in May. What is it about Hawaii that keeps me returning? For me it is the Ohana, the family, which is central to Hawaiian culture.

So, what does this have to do with property management? Property management is a relationship-driven business and, if nurtured, is the secret sauce to success.

Here are some of the benefits to creating Ohana in your business.

BUILDING A COHESIVE TEAM

We have our personal family, and we have our work family. What sets the word “family” apart from “friend” or “coworker”?

- Family is there through thick and thin.
- Unconditional love and caring.
- Proactively lending a helping hand.
- Traditions, celebrations, vacations. Time spent together in fun.
- Open and honest communication.

When your team feels like a family, they work together to make things happen, support each other, and even disagree at times for the betterment of everyone. It is a safe environment to express ideas and try new things.

The sky’s the limit when you have a cohesive team that works together. I often think of the military and their approach to taking an individual and turning them into an integral part of a team to the point that your life depends upon your team member.

CREATING HAPPY AND LOYAL CUSTOMERS

When you treat customers as “family” you will make

decisions in their best interest, provide exceptional and consistent service, and have a vested interest in caring for them and their real estate.

When people are happy with your professionalism (even if they don’t like the answer), you are creating trust and loyalty for the long run. Your customer churn will decrease, and your referral business will increase.

There is a saying, “People won’t remember what you said, but they will always remember how you made them feel.” We all want to feel special, heard and valued. I used to say to my staff when they were getting frazzled or short with customers, “Is this how you would treat your family member or long-lost friend?”

No, of course not. We treat those we care about

with warmth, time and attention. We listen. We try to help. We fix the problem, if possible, and we follow up to keep them in the loop. It really is as simple as “Treat others as you want to be treated.”

The easiest way to do that is to slow down, be intentional and walk in your customers’ shoes. Treating your customers like family is the first step to creating a lifelong

customer. We all want to feel connected to community. The beauty is that you get to create the community.

Whether our business is a true family business or a family by choice, there is much to be gained by creating your Ohana throughout the different aspects of your business.

DEVELOPING FORTITUDE AND FUN

Being part of a family isn’t always easy, but we know they will be there for us through thick and thin. This gives us the fortitude to keep going when the going gets tough and it will.

Being a business owner or a property manager overseeing a portfolio is not easy. We’re managing expectations and acting as negotiators, facilitators of information and problem solvers. But when family has our back, life gets easier. We don’t feel alone.

“The family that plays together stays together” is just as important. Creating memories and having fun helps

Continued on next page

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to fill our energy banks for when we need to draw on them.

Whether our business is a true family business or a family by choice, there is much to be gained by creating your Ohana throughout the different aspects of your business. It binds everyone together into a cohesive team that supports each other and allows for the mindset of service to shine through to customers.

Happy customers become loyal customers, who, in turn, refer business. Knowing you have a family who cares about your success can create the fortitude necessary to deal with the trials and tribulations of owning a business. Family makes time for fun and new memories, and the shared experiences support us in the work ahead.

Create a business that sees and treats everyone as Ohana, and you will have found the secret to not only a successful business but a happy life. 🏠

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REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME

That's Regional
Vice President



NARPM® Northwest Regional Vice President **Katie McNeeley, RMP®** is the Broker for Jim McNeeley Real Estate and Property Management in Portland, Oregon. She previously served as 2017 President of the NARPM® Greater Portland Chapter, as a Member of the National Member Services Committee and as Ambassador to the Northwest Region. She also served on various ad-hoc committees.

The RVP Bulletin

The Northwest Region is the BEST region. There, I said it. Sure, I might be biased, but we truly do have a great region! We have eight Chapters covering four states: Inland Northwest, King County, Pierce County, Southwest Washington, Washington State, Southwest Idaho, Western Montana and Greater Portland.

I'm happy to serve as 2023 Regional Vice President and am thrilled to have JJay Jensen and Jodi Williams serving as our ambassadors. It's been a real treat to be able to work with the region's Chapters while building relationships and gaining knowledge in the process.

The Washington State Chapter, in conjunction with the Southwest Idaho Chapter and Members across our region, worked hard planning the Northwest Regional Conference, which was held in Boise again this year. The April 11-12 event featured amazing speakers, including Marc Cunningham, Liz Cleyman, Melissa Sharone, Brian Birdy, Kellie Tollifson and Vickie Gaskill, as well as engaging topics (a 2023 PM Forecast, various TED Talks, Business Succession Plan Panel, Legislative Updates, Guarantees, Finding Your Happiness in PM, Tenant Screening, etc.), fun activities and awesome vendors. Plus, there was a special appearance by DJ Waffles!

If you haven't attended a conference, I would urge you to do so. Your local Chapters provide amazing information and value. The conferences do the same on a larger scale. They provide an incredible opportunity to network with property management professionals from all around the country. You get the chance to hear how other people are doing things in their market and see what is working and what isn't. The Vendor Fair is a wonderful time to meet different service providers to help you run your business and improve your processes.

The State/Regional conferences are a great place to start. Find more information about NARPM®'s conferences at <https://www.narpm.org/conferences/state-conferences/>.

Many of our Chapters in the Northwest Region have filled their calendars for the remainder of 2023 and are busy promoting their local events. We are seeing Chapters hosting speakers on topics like Legislative Updates (always a hot topic in the Northwest),

“We are thrilled to now welcome Big Sky Montana NARPM® Networking Group to our region!”

Fair Housing, Collections, Safety Tips and Fire Regulations, HR Law, Process Management, Maintenance Mania, the Value of NARPM® Designations, Wellness, Stress Management and more. It's shaping up to be a great year for education and networking.

The Greater Portland Chapter is hosting a national co-sponsored course, Intro to Maintenance, and is excited for Brian Birdy, MPM® RMP®, to come back and teach.

We are thrilled to now welcome Big Sky Montana NARPM® Networking Group to our region! NARPM® Networking Groups, or NNGs, provide an opportunity for a group of NARPM® members to “join together to meet and discuss industry issues in their market area, without the requirements placed on a Chapter.”

This is a great way to be able to meet as a group, especially if you don't have enough Members to form a Chapter yet. The NNGs are not required to submit Chapter compliance, file taxes, etc., and are eligible for grants from National to help them grow their membership. Eventually, many of these groups move into the Chapter in Formation phase and then become a full-fledged NARPM® Chapter.

Montana is a large state with mountainous terrain. The Western Montana Chapter in Missoula is on fire and has many exciting events in the works. It is practically impossible for members across the state to be able to travel to every meeting. This networking group will enable these members to be able to meet and exchange ideas in a more local setting. You can be members of more than one Chapter, and similarly of more than one networking group, or a combination of both.

NARPM® has so many ways of serving its members through Chapter events, networking groups and opportunities, and conferences. Members are working together IN their communities and FOR their communities. It's exciting to see all that is happening, and I can't wait to see how the rest of the year pans out! 🏠

Volunteer to help your region in 2023!

Northwest: Katie McNeeley, RMP®

Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

Pacific: AJ Shepard, MPM® RMP®

California.

Pacific Islands: AJ Shepard, MPM® RMP®

Hawaii.

Southwest: Misty Berger, MPM® RMP®

Nevada, Utah, Arizona, Colorado, New Mexico.

Central: Angela Holman, MPM® RMP®

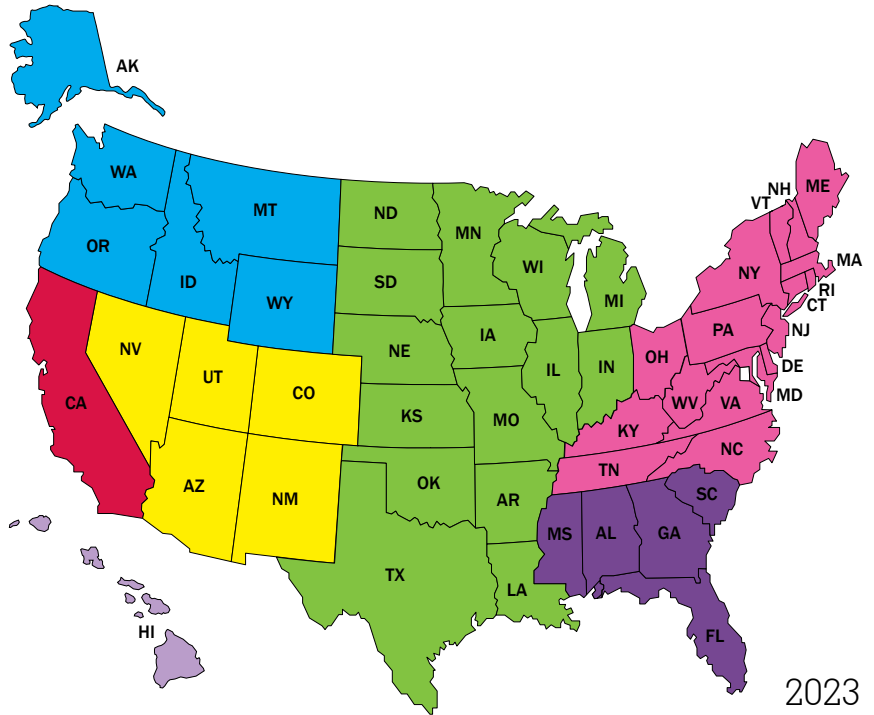
North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

Atlantic: Steve Pardon, RMP®

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Virginia, North Carolina, Ohio, West Virginia, Kentucky, Tennessee.

Southeast: DD Lee, MPM® RMP®

South Carolina, Georgia, Florida, Alabama, Mississippi.



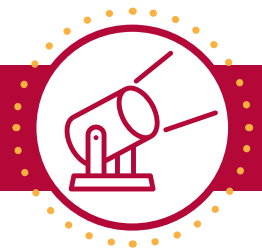
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NARPM® Southwest Washington Chapter President **Sarah Black** joined Olympic Rentals in 2015 with a background in restaurant management after having been identified by the company owner as someone with the people skills needed in our industry. She entered a rapid training program with Olympic Rentals, quickly earned her real estate license, and now leads team operations. A real estate investor herself and actively building her portfolio, she is also a Residential Management Professional (RMP®) candidate with NARPM®.

Southwest Washington Chapter: Resiliency following pandemic's professional, societal change

I attended a NARPM® meeting on my first day of a working interview in property management, so I joke that I have been a member of NARPM longer than I have been in property management!

Early in my property management career, our Regional Vice President visited the Chapter meeting and promoted volunteering with NARPM®. She was sitting next to me, and I made a comment that I didn't feel I had much to offer given that I was new to the entire industry.

I recall her telling me that everyone had something to offer, and that volunteering would not only benefit the organization but me as a professional. Since then, I have served as the Secretary and President-Elect and am now finishing my final term as President. I am very grateful for the professional growth, leadership development and networking opportunities that NARPM® has given me.

Southwest Washington Chapter serves five counties in our region, with our main hub and meetings held in Olympia, Washington. We are a small-but-resilient Chapter with about 20 professional members and a few Affiliates. Within our group, we are grateful to have a few longtime NARPM® members with 20+plus years of experience. They have all served as leaders for our organization.

During COVID our membership retention remained steady, although we are rebuilding our attendance for in-person meetings following the Zoom wave and how COVID has changed what we do...and truly society as a whole!

Following COVID, our Secretary and Treasurer left the industry entirely, and our President resigned to focus on starting her own brokerage. At that time, there was much uncertainty about whether we would continue as a chapter given our lack of involvement. Soon after, we were able to recruit a new President-

Elect, then a new Secretary, and then a new Treasurer. As I mentioned, we are a resilient Chapter, and it is because of the selfless efforts and hours of volunteer work that our board has devoted, that we are able to continue our Chapter growth, education and networking opportunities for Members.

Given that we are centralized in the state capital, we focus much of our efforts in education on the ever-changing state legislation and local restrictions in

our area. This year alone, there were upwards of 90 bills introduced that would affect landlord-tenant law in our state. We are passionate about these issues and are working towards not only education for our Members and community, but how we may affect change at the state and local levels.

Recently, we focused our Chapter meeting on NARPM® education and professional development (providing information on designations and

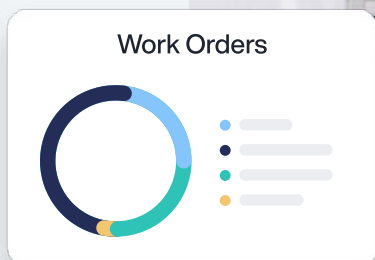
conferences), gave a legislative update to our members, and opened a roundtable discussion on our recent experiences with issues such as unauthorized occupants, tenant compliance, rent assistance, notices for non-payments (and how the CARES ACT impacts these notices), and the full eviction process.

Some of the exciting things that we are planning for 2023 include an attorney-led clock-hour class (for which we will apply for a NARPM® National Grant), having a State Representative or Senator speak to our Chapter, and a Summer Networking Social.

Although education is an essential part of our local organization, networking with our members who are eager to share their experiences and insight is by far the most beneficial part of our Chapter. We look forward to continuing to strengthen our organization and elevate our industry for many years to come. 🏡

We are passionate about these issues and are working towards not only education for our Members and community, but how we may affect change at the state and local levels.

Grow your single-family rental portfolio



As the single-family rental market continues to grow, so does the need for property management businesses that can scale. However, manual tasks and outdated processes can make it harder to do this efficiently. AppFolio Property Manager works as an extension of your team, taking on the busy work so you can focus on winning new business. Below are some of the time-consuming tasks you can assign to us:

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MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM MARCH 1 - 31, 2023

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Peoria, AZ

Kathleen Bouet
DavStar Property Services
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Edmund Garcia
My Home Group Real Estate
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RC Real Estate Services Inc.
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Ferguson Property Mgmt.
Roseville, CA

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Penny Realty, Inc.
San Diego, CA

Naomi Grebe
PMI Central Valley
Modesto, CA

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Services Team
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Riverside, CA

Willie Soto
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dba W Management
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Broadmoor Bluffs Realty
Colorado Springs, CO

Allison Brittenham
Broadmoor Bluffs Realty
Colorado Springs, CO

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Cranford Realty Inc.
Highlands Ranch, CO

Eric Gadd
The Elite Team
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Greenwood Village, CO

Brian Griffin
J & M Realty and Finance, Inc
Granby, CO

Sarah Howard
Integrity Realty & Mgmt, Inc.
Greenwood Village, CO

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Broadmoor Bluffs Realty
Colorado Springs, CO

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Greenwood Village, CO

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Chadwick Williams
Denver Real Estate
Professionals
Denver, CO

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Orange Enterprises
Florida dba Windermere
International Realty
Windermere, FL

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Lake Mary, FL

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FirstService Residential
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Precedent Management
Doral, FL

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Weichert, Realtors -
The Coffey Group
Jacksonville, FL

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John Gillen P.A.
Fort Lauderdale, FL

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Clermont, FL

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Pensacola, FL

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Property Management LLC
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Atlanta, GA

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Marietta, GA

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Northeast Property Mgmt.
Franklin, MA

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com Asheville, CRMC®
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California Leasing and
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Cody McMichael
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Deanna Miller
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Starla Sandoval
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Destiny Spina
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Main Street Properties Mgmt.
Pensacola, FL

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Towne Club Property
Mgmt. dba Porch
Property Mgmt., LLC
Acworth, GA

April Edmonds
Towne Club Property
Mgmt. dba Porch
Property Mgmt., LLC
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Gina Harris
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Property Mgmt., LLC
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Robert Schwarz
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Ashley Shaw
Sherman & Hemstreet
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Solutions LLC
Mt. Pleasant, SC



Jeff Dowdle is Vice President of Sales for PayProp North America and has over 20 years of experience in property management and multifamily sales. He received multiple production awards in a decade-long career at real estate brokerage Marcus & Millichap before overseeing explosive growth at Renters Warehouse, Axiometrics, CoreLogic, FirstService Residential and Costar.

5 reasons it pays for single-family property managers to go green

There's no better time than now to start thinking about how to make your single-family rentals more eco-friendly.

Property managers are learning that sustainability isn't a fad or a trend; it's a lifestyle for a growing number of people. According to The Global Sustainability Study 2021 conducted by global strategy and pricing consultancy Simon-Kucher & Partners, 85% of consumers say they go out of their way to shop sustainably.

But while it's becoming something of a must-do, and there's a growing public awareness of our duty to help keep the environment safe, clean and healthy, there are benefits, too.

BENEFITS TO PROPERTY MANAGERS

For one thing, going green is a powerful marketing tool. ApartmentData.com research cites that 61% of renters say they would pay more for an eco-friendly property, by an average of 25%.

And if you sell homes as well as renting them out, the National Association of Home Builders reports

or replacement costs over the same lifespan.

And energy-saving upgrades can be tax-efficient, too. Owners can take advantage of the tax credits and rebates for energy-efficient and clean-energy features, systems and appliances provided by the Inflation Reduction Act of 2022.

Reducing the burden of energy bills on your tenants can also help them pay their other expenses – like rent.

SPEND GREEN TO MAKE GREEN

It is largely the responsibility of the property manager and landlord to reduce a property's carbon footprint since tenants do not have the legal right to make major renovations to a home they do not own – unless you negotiate a "green lease," a new way to share the responsibility and cost of green upgrades.

Whether in a new lease or a memorandum of understanding, property managers can include clauses committing the owner and the tenant to working together to improve the environmental performance of a property.

... Going green is a powerful marketing tool. ApartmentData.com research cites that 61% of renters say they would pay more for an eco-friendly property, by an average of 25%.

that 57% of potential buyers would pay an extra \$5,000 or more for an eco-friendly home in order to save \$1,000 a year on utilities.

Green amenities provide justification for rent increases in addition to higher demand from a wider applicant pool.

LANDLORD BENEFITS

Convincing landlords to upgrade their properties can be difficult. After all, they'll be the ones who pay up front, while it's the tenant who benefits from lower utility bills. But the longevity and durability of many Energy Star-certified appliances and equipment could save hundreds of dollars on repair

Although more commonly used in multi-family or commercial settings, green leases can be just as beneficial for single-family rentals because both parties are financially incentivized to operate more sustainably.

There are also more immediate solutions to lowering your properties' energy use. For starters, it usually takes one person just a few minutes to replace a light bulb. Compared to incandescent bulbs, LEDs consume up to 90% less energy and may last up to 25 times longer.

Water pipe insulation and proper weatherstripping installation are quick and cost-effective

Continued on page 30 "Green"



Your rental payments, on autopilot.



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MyHealthily Vice President
Jeremy McLendon began his insurance career in 2006 and takes pride in navigating the ever-changing landscape of health insurance and identifying solutions to the everyday problems that plague Americans in today's world of healthcare. A Georgia native, Jeremy earned a Bachelor of Arts degree in Environment Science/Public Policy from Berry College and joined MyHealthily at its inception, accepting the challenge of identifying opportunities for innovation and fostering partnerships with market leaders and up-and-coming disruptors.

What does modern healthcare coverage look like?

When it comes to the topic of accessibility of healthcare coverage, everyone agrees there needs to be reform but cannot agree on how or what changes to make. The pandemic shook the world and demonstrated specifically to Americans what the true cost could really be for those without health insurance.

THE CURRENT SYSTEM

Here is what you need to know about the structure of modern health insurance coverage in the United States.

- Healthcare coverage companies prior to 2008 could deny individuals due to pre-existing conditions, meaning they would not be able to be insured due to perceived "high risk." The Affordable Care Act (ACA) extended healthcare coverage to millions of Americans and mandated coverage of those with pre-existing conditions.

LOOKING FORWARD

The future of healthcare coverage is pointed in a global direction. If 2020 taught us anything, it's that a virus discovered on the other side of the world can travel and affect the entire world and all of those in it in a matter of weeks.

It also showed us the importance of ensuring everyone has access to outstanding preventative medical care at a fair price. Since the world is more interconnected than ever, select carriers even host global healthcare coverage for travelers and those working from remote locations. The industry is innovating with the times, especially in the United States.

These innovations are driving widespread access at lower costs and provides patients with more possibilities to receive life changing care through advanced technologies, resources, and funding. These items lead to 21st century advancements in healthcare, and healthcare coverage by extension also needs to modernize.

As you look at your healthcare coverage options in this globalized marketplace, it's even more important to ensure you make the choice that is right for you and your team.

- Insurance carrier stock prices are up >200% since the inception of ACA. Most, if not all, reported quarterly earnings at all-time highs in Fiscal Year 2020. Health insurance companies profit at least 3% to 5%, with most of their expenses including overhead like advertising/marketing, executive salaries and shareholder return on investment.
- Most general healthcare coverage plans are the same and offer similar benefits, networks, and price points. They all vary in premiums and deductibles limits.
- The cost of healthcare coverage is rising at a minimum rate of 9% per year.

DATA IS KING

The way healthcare will look like in the future centers around data. Data is constantly being collected in all areas of our lives, and in this instance, it is not being sold to third parties and you can save money as a result! Carriers like BEAM and Oscar offer wellness programs to their customers centered around incentives for healthy lifestyle choices.

Many companies pair incentive programs with fitness trackers and other innovative technology pieces to gain encrypted, secure and anonymous data about those enrolled in healthcare coverage and provide discounts based on active lifestyle choices.

Continued on page 30 "Health"



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DISCUSSION BOARD Hot Topics



WHAT HOT TOPICS ARE PROPERTY MANAGERS CURRENTLY TALKING ABOUT?

NARPM® maintains Discussion Boards in the NARPM® Community for several specialties within the organization. These Discussion Boards enable members to stay in contact and to share questions and concerns as they arise. If you would like to participate in one of these groups, visit community.narpm.org and look for **Communities**. Member login is required. Discussion Boards are only available to NARPM® members.

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Q *For those of you who have "non-smoking" clauses in your leases, have you updated the language to include e-cigarettes and vape pens? We are wondering if simply saying "no smoking" is adequate or if we need to modify the language to include the newer electronic devices.*

A We haven't updated any language in our lease agreements. We just have reiterated that it is no smoking, period, and haven't run into an issue with it up here.

A We allow vaping.

A My question would be, why does anyone care? You can't smell it, and it doesn't hurt anything, right? I mean, I don't do it, so I don't know, but it isn't like nicotine stinking and staining walls unless I am missing anything.

A There is a bad film that builds up in your properties as well with vapes and e-cigs. I don't allow it.

A We get a LOT of people who say they don't smoke, and then when they DO smoke and we call them on it say, "Oh, I thought you just meant cigarettes."

Apparently vaping, e-cigarettes and marijuana (legal here) don't count as smoking. So, yes, we updated our language.

A I include e-cig in my "Smoking/Burning Policy addendum." I see public places specifically calling out vape/e-cig in addition to just no smoking.

A My lease excludes everything, but does anyone have any info on whether e-cigs actually cause any issues? I assume the only serious concern is lingering odor but am not sure if that happens with these.

A I hear people say they can sometimes detect a light film on the walls, but I haven't noticed anything in my own homes.

A We utilize the Texas Apartment Association lease forms. Here is an excerpt from the smoking addendum. Keep in mind this language is copyrighted and written for Texas laws:

6. Definition of smoking. "Smoking" refers to, but is not limited to, any use or possession of a cigar, cigarette, e-cigarette, hookah, vaporizer, or pipe containing tobacco or a tobacco product while that tobacco or tobacco product is burning, lighted, vaporized, or ignited, regardless of whether the person using or possessing the product is inhaling or exhaling the smoke from such product. The term tobacco includes, but is not limited to any form, compound, or synthesis of the plant of the genus *Nicotiana* or the species *N. tabacum* which is cultivated for its leaves to be used in cigarettes, cigars, e-cigarettes, hookahs, vaporizers, or pipes. Smoking also refers to use or possession of burning, lighted, vaporized, or ignited non-tobacco products if they are noxious, offensive, unsafe, unhealthy, or irritating to other persons.

A I like that. Thanks for sharing!

Remember – everything you read on the Internet is not true. If necessary, seek legal counsel.

See the entire discussion here: <https://community.narpm.org/home>

We have a "no smoking" clause in our leases.

Does that cover vapes and e-cigarettes?

Continued from page 24 "Green"

projects that help keep heat inside where it belongs. Plus, insulation prevents condensation from forming on the outside of the pipes and causing water damage to nearby surfaces and furniture.

While switching to Energy Star refrigerators, ovens, washers and dryers will improve a home's energy efficiency, the focus should be on the appliances that use the most electricity, such as HVAC systems. On average, a professional can replace a water heater or a ductless air conditioner in a few hours to a day, and property managers can recoup the cost through the tax credits mentioned above.

Smart technology also serves as a green amenity. A smart irrigation system can save gallons of water from being wasted and help keep the water bill under control. Landlords can operate the sprinklers from a remote location – which equips them with a very helpful override to stop sprinklers turning on automatically during an unexpected rainstorm.

Programmable thermostats automatically turn off, on, and readjust temperature based on a schedule set by the tenant, which offers significant energy and cost savings.

Zillow reports that homes equipped with energy-efficient fitments, including double-pane windows and electric vehicle charging stations, can sell six to 10 days faster and for up to 1% more than comparable homes. Property managers who want to attract eco-friendly tenants could benefit from highlighting these or similar features in the listing description.

Property managers who invest in green amenities in single-family rentals could see bigger returns, including but not limited to increased marketability and property value, shorter vacancy periods and more reliable payments from tenants.

For the profitability of your business and the protection of the environment, consider investing in sustainability. 🏡

Continued from page 27 "Health"

WHERE TECHNOLOGY FITS IN

Another way technology has really changed healthcare coverage in the last year is access to remote providers. Some healthcare coverage plans include non-insurance benefits to reduce claims on your insurance while providing the healthcare needed.

Telehealth is one of these type benefits where you are able to speak with a licensed medical professional 24 hours a day seven days a week and if needed can be prescribed medication. Another similar benefit is work/life care balance where you can speak with a licensed counselor to help you with what is going on in your life 24 hours a day seven days a week.

Finally, technology can help by sorting through your insurance claims, and ensuring everything is correct and you are not overpaying for the healthcare you received. Medical Bill Saver helps ensure that you are not the one in ten insurance claims that is incorrect and will negotiate the bill on your behalf saving you not only money but time and stress!

CHOOSING THE BEST COVERAGE

As you look at your healthcare coverage options in this globalized marketplace, it's even more important to ensure you make the choice that is right for you and your team. The National Association of Residential Property Managers and MyHealthily created PropertyManagersHealthcare.com to help you find what you need in order to make that right choice.

This even includes a suite of non-insurance benefits included with select plans, nationally recognized carriers, innovative products from carriers you've never seen before, and a support team to answer your questions.

SCHEDULE A CALL

Visit PropertyManagersHealthcare.com to schedule a call with a trusted advisor at a date and time that works for you. They will be able to walk you through plan options and assist you with enrollment. 🏡



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