

**NARPM Phoenix Chapter**  
Meeting Minutes

*January 26, 2012*

*Next meeting: March 22, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR*

---

A.) Meeting: 12:08 p.m. – 12:53 p.m.

1. Housekeeping Items – Board members will sit on the inside rows during the monthly meeting so they are easily accessible to assist other NARPM members.
2. Minutes were approved by Rose, Elle motioned all were in favor, no opposition.
3. Financial Report presented by Dianna Erikson: So far there is a total of \$13, 412.99 and dues are still being collected.
4. Code of Ethics & Standards of Professionalism Review –
  - a. Every meeting the agenda will include a NARPM Ethics Topic.
  - b. This meeting Article 5 – Care of Managed Properties was discussed.
  - c. The NARPM Ethics can be purchased online. It comes on nice parchment paper.
5. New Business
  - a. February 23<sup>rd</sup> – 26<sup>th</sup> is the SW Conference. All information is on the NARPM website which is NARPM.org.
  - b. March is the winter conference.
  - c. The next local NARPM meeting will be held on March 22, 2012.
6. Legislative Update presented by Sue Flucke.
  - a. They are tracking 300 bills. The Repeal of the Affidavit is a high priority. It is part of the Jobs Bill. In February 2012 1.8 million homeowners are supposed to receive the affidavit. If they do not fill them out and return the affidavits, the legal class of their home will automatically change to a rental and the homeowner will lose the \$600 rebate.
  - b. They are trying to extend the Anti-deficiency law for foreclosures to short sales.
  - c. There are 4 bills that will impact the Arizona Landlord Tenant Act. They are trying to extend the days a landlord can withhold the deposits after a tenant moves out. They are trying to expand the method of delivery of document to

include email, hand delivery, etc. They are trying to revise the Forcible Detainer and abandonment.

7. Vendors were introduced –

- a. Rentbits sponsored lunch. Rentbits presentation by Ben. Ben is the Director of Sales and Marketing. They are a unique form of online marketing. They partner with various websites to increase exposure of rentals that are on the market for rent. They have the ability to handle the consumers more specified search criteria based on “hot words”. For more information you can contact him directly.
- b. Mary with NTN discussed the Dodd-Frank Act. She passed out a handout. Administered by the FTC on July 21, 2011, the Fair Credit Reporting Act states that any “person” that takes an adverse action based in whole or part of a credit score must provide written or electronic disclosure of that credit score. In other words, if you request additional deposits or decline a tenant based on your standard business of practice, you must provide them the following information:
  - The range of possible credit scores under the model
  - The date on which the credit score was created
  - The name of the person or entity that provided the credit file used to create the credit score
  - The key factors listed in order of importance, which adversely affected the score of the consumer in the model used.

The Consumer Financial Protection Bureau institute the rules and the FTC will enforce them. It is recommended that you verify that the company you use to process your credit applications mails out the appropriate / required documentation to the applicant.

If the applicant wants a copy of their credit report are they entitled to it? Yes – it takes 60 days for the agency to provide the report. Landlords do not supply the applicant the report themselves.

8. Miscellaneous Items of Business –

- a. Board members introduced themselves and their role within NARPM.
- b. There was a drawing for a \$25 gift card to PF Changs. Amy won. Yeah Amy!!
- c. It was announced that there is a Leasing Essentials class on February 9, 2012 and a Property Management Boot Camp class on February 10, 2012 in Tucson.

9. 12:53 p.m. – Motion to close the meeting - All approved.

B.) The CE class began at 1:00 pm.

1. Everyone signed the blue sign-up sheet for the class

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*February 9, 2012*

*Next meeting:* March 15, 2012 at 9:30 a.m.

*Attendee's:* Erin Buchanan, Donna Alizio, Al Root, Rose McKinney, Ben Burklow, Kim Ayers, Dennis Murdock, Mike Mumford, Diane Erickson, Tammy Billington, Luana Patterson

---

1. Call to Order – 9:45 a.m.
2. Minutes approved by Erin & Ben
3. Financial Report & Discussion
  - a. Scholarships for Designations
    - i. Our local chapter members can be reimbursed for some of the designation classes up to \$200 – all motioned to put back on agenda and make it happen
    - ii. All agreed that the designations can take a long time and suggested to reimburse a \$100 per class up to 2 classes.
    - iii. To get a RPM designation a member must take 3 classes and 6 classes are required to get a MPM designation.
    - iv. Certification classes are available online.
    - v. All agreed that it would be worth it for our Chapter to sponsor a class. The Chapter can also be reimbursed for the cost of the class.
    - vi. There are 15 people in the state currently working on designations.
    - vii. It is a concern that there would not be a good turn-out for a class. You need at least 7 people to have a class.
    - viii. It was discussed to have a full-day class and schedule it at least 6 months in advance.
    - ix. Tammy will investigate holding a designation class.
  - b. Funds for Leadership to Attend Conferences
    - i. The local Chapter agrees to pay for leadership training at the National Convention.
4. Old Business
  - a. EIN/LLC (\$300 to get set up) – PayPal / Status Update
    - i. We have had the EIN for months. We currently have EIN, we finished the Articles for the Corporation Commission and we are working on the 5013C (non-profit requirement). National is helping us with the 5013C.
    - ii. We can do online payments now but we cannot do the non-profit PayPal yet. All decided to wait on PayPal until the non-profit requirement has been completed.
5. New Business -
  - a. Commission Lowe & Q&A Session for March
    - i. Commissioner Lowe has been asked to attend the March local Chapter meeting. Some suggestions for the meeting:

- ii. Holding a Q&A session with individuals that have been audited such as Rose McKinney ☺. It was suggested that she provide a list of Q&A questions.
  - iii. It was also suggested that we give the Commissioner 7 topics of discussion and ask her to speak on those topics only. (i.e., what are the most common trust account issues?)
  - iv. It was suggested to have a Q&A with an Auditor (that currently does audits now in today's market).
  - v. It was suggested to have a 1-hour session with the Commissioner and a 1-hour session w/ a board of people and have them share their personal experiences.
  - vi. We can have property managers share their worst stories or pictures. Not to be confused with "airing dirty laundry"
- b. CE Hours for April
- i. The board also discussed of providing a class to our members that teaches property managers how to set-up and actually run/manage a property management company. Tammy has agreed to get information on these types of classes and check availability with Steve Urie, Sue Flucke and Denise Holiday. There are some classes that are currently being taught:
  - ii. Leasing Essentials – 3 hour CE class (Possible April meeting)
  - iii. PM Boot Camp – (Possible May meeting)
  - iv. Crime Free Class (Required every 2-years)  
The local Chapter can get training money from National and advertise the classes at SEVRAR and use this as an opportunity to promote Phoenix NARPM Chapter. National requires at least 30-days for funding.
- c. Vendor List Update
- i. Diane will do an Excel spreadsheet for all the vendors.
  - ii. Also, the list needs to be located on the website. A set of expectations should be given to the new vendors so that when a member contacts them for services, it is an easy process and service is not delayed.
  - iii. Side Note: Mr. Rekey is also AZ Rekey and TX Rekey. They are converting to Mr. Rekey.
  - iv. Home Rentals out of Chicago has requested to attend one of our meetings.
  - v. It was suggested that all vendors be on the same payment schedule. In other words, all vendors pay at the beginning of the year. If a new vendor starts in the middle of the year, then they basically get a portion of the year at no cost. Therefore, all payments will be due on January 1<sup>st</sup>. Diane will update the vendor list to reflect the date change.
- d. Website status
- i. Website – we still need to get the old website offline. It is currently being hosted by HomeRentals.com. Donna owns the name. Contact Donna needs to have them transfer the name. The URL need to be transferred. Ben will talk to Donna to get access to HomeRentals.com. Diane will also contact HomeRentals.com.
  - ii. The new URL: NARPMPHOENIX.COM
  - iii. The old URL: NARPMPHOENIX.ORG
  - iv. Erin & Ben will meet next week to train on the website.

6. Chapter Excellence
  - a. Let's get on it! Points need to be turned in by July 2012
    - i. We have until July to get all points turned in.
    - ii. Luana has a volunteer opportunity. She has spoken with the City of Mesa Code Compliance Representative. There is a home that is in need of work. Luana passed around pictures of the home and yard. Luana has requested that members from NARPM and possible some vendors donate their time to assist the homeowner, who is disabled, in cleaning their yard and complete other various repairs. The City of Mesa has agreed to supply a dumpster and paint. The repairs/clean-up must be completed no later than March 3, 2012. Other contractors needed are roofers and painters. It was estimated to be a 10-15 people job for ½ day.
    - iii. Mike motioned to send out an email blast to all members. Erin and Ben seconded the motion.
    - iv. It was also suggested that we bring donuts and coffee/juice early for the volunteers.
7. Pacific/Southwest Regional Conference
  - a. Everyone should make an effort to sign up for the conference.
8. AAA Winter Conference
9. Misc.
  - a. There was a motion to open a savings account and transfer some of the money savings – All approved.
  - b. March 15, 2012 at 9:30 a.m. is the next board meeting.

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*March 15, 2012*

*Next meeting: April 12, 2012 at 9:30 a.m.*

*Attendee's: Erin Buchanan, Al Root, Rose McKinney, Kim Ayers, Dennis Murdock,  
Diane Erickson, Luana Patterson*

---

1. Call to Order – 9:45 a.m.
2. Minutes approved by Luana, Rose second and all approved.
3. Financial Report & Discussion – Dianne
  - a. Dianne handed out the NARPM Balance Sheet.
  - b. Erin will forward debit card receipts for expenses to Dianne for reimbursement.
4. Old Business
  - a. EIN/LLC (\$300 to get set up) – this is all we are waiting on to get PayPal on the website! ☺ **UPDATE PLEASE!**
    - i. Erin really wants to focus on the EIN.
    - ii. Dianne is waiting on Gale at National. Dianne will send another email to Gale.
    - iii. Luana will have an update at the Chapter Meeting. She will update us on our status. We have until July to turn in all documentation and accumulate points to receive the Chapter Excellence Award.
5. New Business -
  - a. GREAT Job on the service project!! Big THANKS to Luanna for planning sure a great event. If you missed it, you missed a lot!
    - i. The turn-out was great. Check out the pictures on Facebook. Luanna would like to invite the vendors who donated their time to a future NARPM Chapter Meeting.
  - b. Judy Lowe – Need list of Questions to confirm with her
    - i. Erin will confirm that Judy Lowe will be attending the chapter meeting.
    - ii. Erin has requested a list of questions from the board that we could ask Judy Lowe at the meeting.
    - iii. Judy Lowe did agree to talk about trust accounts and audits.
  - c. Audit Q & A – Rose – Who Else?
    - i. The questions need to be general enough where people who have not been audited can relate.
    - ii. The main topic discussed will be about “stealing money”.
    - iii. It was said that the auditors look for 3 – 6 months bank statements and they are looking for a 1% variance. If your accounts are greater than a 1% variance then the auditors will dig deeper into your books.
    - iv. Signature cards must contain the words “Trust Account” in the name of your account, not the address.

- v. Rose brought examples of signature cards both reflecting the correct way of the "Trust Account" wording as well as the incorrect way.
      - vi. Judy Lowe will be at the chapter meeting from 12:30pm – 1:30 pm.
      - vii. Auditors are not allowed to speak at the meetings.
    - d. Regional Conference Updates / Q & A – Who?
      - i. Luanna will ask if Ann went to the Regional Conference.
      - ii. It was stated that the Winter Conference was phenomenal. If you did not go you missed a lot of good information.
      - iii. Erin had a chance to speak with Denise Holiday who is an attorney. Denise will be one of the speakers at the April Chapter meeting.
      - iv. Erin will provide her packet/badge from the Winter Conference to add to the points for the Chapter Excellence Award.
      - v. Dianne confirmed that the points do count towards the Chapter Excellence Award.
    - e. Lunch – Vendor?
      - i. It was confirmed that we had a vendor for lunch set up. It is a company out of Chicago called Rentalhomesplus.
    - f. Facebook Contest – if we don't participate, then no one else will either
      - i. Erin has requested that we post the best/worst photos on Facebook to be voted on. Erin has requested that all Board Members submit at least one photo. You can get to Facebook by selecting the link on the Phoenix NARPM website.
- 6. April CE Class – Tammy
  - i. Nothing to report at this time.
- 7. Adjournment
  - a. Meeting closed at 10:35am.



## NARPM Phoenix Chapter

### Meeting Minutes

March 22, 2012

Next meeting: April 26, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Call To Order – 12:00 Noon
  - a. Meeting was called to order.
2. Approval of Previous Meeting Minutes as posted on Facebook
  - a. Minutes were approved
3. Financial Report – Presented by Treasurer, Dianna Erickson
4. Code of Ethics and Standards of Professionalism Review
  - a. Article 6: Protection of Funds – *The Property Manager shall hold all funds received on behalf of others in compliance with state law with full disclosures to the client and these funds will be kept separate from the firm's or personal funds of the Property Manager.*
5. Lunch is sponsored by Rental Homes Plus.
  - a. They are an online listing site for residential properties. They are also a lead site. Their website receives 3400 visits per month. They have 1000 listings as of today. They receive leads on a national basis which is up from 50% last year. They are driving more leads to their clients. This includes owner leads. They push their listings to other websites as well to include Zillow.com. They have been around for 6 years as of January. They are a sister website to Apartments.com. They are starting a new marketing campaign and have partnered with Craftsman to make "How To" videos. Some examples are: How to fix a faucet, or hang a curtain rod, etc. There will be a total of 40 episodes starting tonight on Facebook.com.
6. Luana from Bennett Management won the drawing.
7. Judy Lowe, Commissioner with the Arizona Department of Real Estate (AZDRE) – Guest Speaker
  - a. Handouts were passed out to include FAQ's on Broker Audit Declaration Forms and Broker Supervision
  - b. Judy announced that there are Boot Camp classes for property managers. They are very "hands on" and were recommended to attend if you had not already.
  - c. "Pass It On" is her "motto". She highly recommends that we learn from one another. Not everyone should be doing Property Management. Property Management is not just handling repairs. It is also accounting for all the money. Her focus is education, regulation and audits.
  - d. Originally the AZDRE had no audits. Then they went to electronic broker audits. Regulation of these audits was a challenge. Now they are focusing on in-field

audits. They are not just doing these in Phoenix but they are doing them all over the state.

- e. They have hired new auditors. One of the new auditors was an Investigator for a national bank/credit union. He is familiar with Real Estate and the Statutes.
- f. The audits are now called an Auditor/Investigator. They are specifically auditing Property Management Trust Accounts. They have the right to investigate how the company runs.
- g. During the audit process you may also be asked for Short Sale Files, BPO's, etc.
- h. They are also starting to look at short sale lender fraud on a State and National level.
- i. Property Management Companies and Brokers are the responsible parties. They will look at the licensee but will also go to the broker for wrong behavior of a licensee. The bottom line is the Broker is responsible.
- j. The area of expertise that an agent works in is assigned by the Broker. It is up to the Broker with the agent is qualified for that area of real estate. However, the Broker also needs to be qualified to supervise.
- k. A Broker must ensure that the agent has the qualifications to work Property Management. Look at their resume. "I didn't know" will not be an acceptable answer to an auditor. A suggestion: Have the Property Manager review the Audit Broker Declaration prior to starting property management. A copy of the Audit Broker Declaration can be downloaded from the AZDRE.gov website. There is a Google Box. Simply type the words "Broker Audit" and the search will pull up the document.
- l. An agent running a business outside the umbrella of a Broker is considered unlicensed activity and is not allowed.
- m. If a Broker wants to start doing Property Management. The first step is to notify the AZDRE. The second step is to complete the Electronic Broker Audit Review (EBAR). Some of the documents that the AZDRE will request your statements, accounting, leases and management agreements. The auditor will review those documents for "red flags". Some of the challenges are: When AZDRE request a list of items needed, they find that some of the information has been altered.
- n. In-field audits are really the only way to expand/reach and find information. A Broker will receive an invitation. The Broker will get approximately one week to prepare. It is possible to postpone the audit for one week but only one postponement is allowed.
- o. An auditor will not review what they are looking for or at. They will have a Broker Audit Declaration and the Electronic Audit information if it is available. The sometimes to team audits if necessary. They try to be quick.
- p. The interview is done with the Designated Broker (DB) only. The DB can invite other agents if they want to. The DB must be prepared to give access to any property management software. The best way to survive an audit is to be prepared. Make sure you have standardization. Have your processes in a notebook. Review your files, accounts. A Broker must have their Broker Policy & Procedure Manual. The Property Management Policy & Procedure Manual must be separate from your Sales Policy & Procedure Manuals. You should have readily available 6-12 months of bank statements. The auditor will also be allowed to have access to your general operating account if you pay commissions from that account.

- q. Important Note: An unlicensed assistant can make appointments for repairs but they cannot interact with the tenant and owners.
- r. The Commissioner recommended that whatever process you are doing, document the process. If it needs to be changed, change the process and document the change and the reason as to why the process was changed. The severity of the fine depends on the error made and what efforts were made to not make the error in the first place.
- s. As of current, the auditors are looking for up to a 1% deficiency in the trust accounts. If the error exceeds 1% it will become a violation. The AZDRE may write a "Memo of Concern" or they can do a Cease & Desist. They look to see if a license is "salvageable" based on the error made.
- t. Stealing trust account money will lead to trouble. It starts out with common errors that are made. Some examples are drawing money out of the trust account for personal reasons with the intent of paying it back. Or the property manager does not have accounting in place. Some other issues that will get a person in trouble is doing property management without a property management department set up within their office. Or the property manager not disclose to the tenants, not using a lease by the AAR or a lease that has been written by an attorney. Lastly, not disclosing an affiliation with a vendor. A property manager should always put the affiliation with the vendor in the lease.
- u. The Commissioner read off some Cease and Desist Orders.
- v. It is recommended to use AAR forms.
- w. Q&A Session:
  - i. If we find people doing property management services without being set up for property management, what should we do? – *File a written complaint. However keep in mind that a written complaint is not anonymous. If there is harm to the public, send an email to the commissioner.*
  - ii. When can we expect more education from AZDRE directly? – *AZDRE can only oversee the approval of the education. The Private Sector has to have the property management classes. The commissioner has put together a task force. The stake holders approved HB2357 where all DB's and Supervising Brokers must have 6 additional hours of education. The Broker Clinic has been increased to 9 hours which includes special industry classes such as Property Management, Land, Commercial.*
  - iii. Does AZDRE sit in on classes to ensure that what is being taught is the correct information? – *Yes, there are volunteer monitors. They do not monitor the credibility of the information each instructors perspective is different. The AZDRE does require a detailed outline of the class. The volunteers will look to ensure that the material sticks with statutes but not content.*
  - iv. Why is a license issued just for property management? – *Rural companies do not have the same luxuries to specialize as real estate companies that are in big cities. They do it all. The AAR handles this. The Commissioner will continue to focus on education.*
  - v. Can an owner go after a property management company? – *The owner must get a civil court judgment to apply to the recovery fund if the Broker is bankrupt and they have no assets.*

- vi. Side Note: The recovery fund is at \$130k with some small claims pending.
- vii. How do you protect yourself when transferring a file to a different property manager? – *Send the tenant documentation notifying them of the change. Transfer their money within 5 days. A property manager has 35 days to return the owner’s money and 75 days to get the final accounting paperwork to owner.*
- viii. Why are their different answer to the same questions between auditors? – *Because every situation is different and each auditor has a different perspective.*
- ix. Are there big changes coming? – *Yes. More audits. They are trying to complete 80 audits per month. The Commissioner has asked for 2 more auditors in her budget and she is waiting for approval.*
- x. How can NARPM get an education class approved to teach? - *Get a school to “piggyback” off of. Then hire an instructor. The instructor must be approved. Or create your own curriculum and submit for approval with AZDRE.*

8. Rose McKinney Q&A on audits

- a. Rose reviewed the process that took place during her audit.

9. Ann McCawley reviewed the SW Regional highlights.

- a. Online/Internet Topics discussed at the SW Regional Conference were that an online presence is crucial.
  - i. Websites must be up to date.
  - ii. You should use strong keywords in your website.
  - iii. Use ongoing links.
  - iv. Local searches are critical.
  - v. Claim your Google search
  - vi. Put phone numbers on every page.
  - vii. Influence is your online reputation. You should address negative comments. It can raise your rating by 20%
  - viii. New online trends is “Ad Lib”. Use fill in the blanks to get people to inquire.
  - ix. Create mobile versions of your website and avoid duplicate information.
  - x. Use QR codes on your signs
  - xi. YouTube – Create multiple channels and take video of your properties. Video length recommended is 2-5 minutes. Be consistent with every introduction and every ending.

10. Next local Meeting is April 26<sup>th</sup> here at SEVRAR. Join us for CE Credit Hours!!

11. Adjournment

**NARPM Phoenix Chapter**  
Meeting Minutes – Board Meeting

*April 12, 2012*

*Next meeting:* May 10, 2012 at 9:30 a.m.

*Attendee's:* Erin Buchanan, Ben Burklow, Rose McKinney, Mike Mumford, Tammy Billington, Dennis Murdock, Donna Alizio, Ellie Johnson, Kim Ayers, Anne McCauley

---

1. Call to Order – 9:34 A.M
2. Minutes approved and all approved.
3. Financial Report & Discussion – Dianne
  - a. Nothing was reported.
4. Old Business
  - a. EIN/LLC (\$300 to get set up) – is this STILL all we are waiting on to get PayPal on the website!
    - i. Diana waiting on Gale to ensure that all non-profit paperwork is completed. It was confirmed that we do have the EIN.
  - b. Chapter of Excellence Report – where are we and where will we be July 1<sup>st</sup>?
    - i. All discussed what we can do to help with points. Mike is confident that we will get the Chapter of Excellence. However Chapter of the year is more difficult to obtain because we have to compete with larger chapters. Some suggestions are to write an article for Management Resource.
    - ii. Luana sent the following update:  
I would greatly appreciate it if the specific individuals mentioned or anyone could forward the following information to me:
      5. ITEMS #1,3,4 - Rose, Diane, Elly and/or Al - local member/affiliate lists from 6/30/11
      6. ITEM #2 - Ben or Erin - a copy of the Certificate of Compliance as of 1/31/12
      7. ITEM #5 - Erin and/or Tammy re chap sponsored RMP/MPM courses
      8. ITEM #7 – Anyone who has anything. Mike or anyone: Do webinars or regional conference calls count?
      9. ITEM #8 – Anyone who has anything. Donna, I know you provided an email to several of us to assist at the SAAR event & flyer, but do you have a Thank you letter, like you received the year prior? Ques to anyone: Is a thank you letter necessary for our purposes?
      10. ITEM #11 – Ben or Erin – a copy of any newsletters
      11. ITEM #12 – Anyone who has any educational articles published in “Residential Resource” magazine
      12. ITEM #13 – Anyone who has anything

13. ITEM #14 – Erin, do you have any receipt of anything regarding the food drive from 11/17/11?
14. ITEM #15 – Sue & Steve have provided information
15. ITEM #17 – If anyone knows of any members who are candidates this year
16. ITEM #19 - Anyone who know of members who hold designations
17. ITEM #20 – Anyone who know of members serving on Natl Committees
18. ITEM #21 – Members who attended 2011 Natl Conv in Dallas; Anne has already given me a copy of her badge & other info
19. ITEM #22 – Anyone who has gone to Leadership Training @ regional events
20. ITEM #23 – Anyone who has completed approved NARPM 6/12 hr online or classrm course
21. ITEM #24 – attendance @ a regional chapter development training course
22. Short Essay – Who would like to write one?

### 23. New Business -

- a. CE Class for April-Tammy
  - i. Tammy stated that Denise Holliday offers 7 classes for property management. Three of the classes are already scheduled at SEVRAR during the NARPM Chapter Meeting for the months of April, July and September. For the months of May, June, August and October classes will be held at the Chandler Training Center on Arizona Ave. and Ocotillo.
  - ii. Tammy will get all the training materials.
  - iii. NARPM will pay for the chapter meetings.
  - iv. West USA and SEVRAR are writing the check but it was agreed that we should charge. Mike suggested that the classes could be open to the NARPM members and we should charge for non-NARPM members. Tammy and Ellie suggested charging \$10 for NARPM members and \$20 for non-NARPM members. The vendors can do snacks. The print costs are \$150.
  - v. Tammy will email Erin class subjects. April's class is on Property Management Disclosure.
- b. Lunch Sponsor for April – Al
- c. Meeting ideas for May & June – I'd like to plan a social event during that time too.
  - i. Tammy suggested that we have an HOA come in and talk at one of our chapter meetings. The discussion could be about "tips & tricks" when dealing with an HOA. We get points for this. Other ideas were to have a panel with a HOA and Attorneys. The first half of the meeting could be to talking with the HOA and the second half with the Attorney's. The goal would be to have the HOA and Attorney overlap.
  - ii. A suggestion was to have someone come in and talk about filling vacant properties. Jason from RentalHomesPlus.com was

mentioned. There is also Zillow and the Arizona Multi Housing. Other topics suggested were Public Pools - Reasonable accommodations for the handicap.

- iii. In June it was mentioned that Marketing and Internet would be a good topic. Mike will get some details.
  - iv. The August meeting is TBD.
  - v. Erin would also like to do a quarterly happy hour. She will pick the day/time.
  - vi. Rose suggests that we have a Points & Tips section on the agenda for our Board Meetings where we can possibly learn things we didn't know. An example that was mentioned was the "Red Flag Policy"
- d. 2012 Dues - Website?? Credit Cards??
- i. Our goal is to be more consistent in sending out notices for dues.
  - ii. A suggestion was made to send emails to the members "at large" to get them to join our chapter. We are unable to "auto-assign" them to our chapter. They have to sign up. Rose suggested that we send members at large an E-vite to our Chapter Meetings. Erin stated that the Evite system is archaic and hard to use. Erin would like to look into a different system.
  - iii. An email system that was recommended was Constant Contact. The Board Members motioned to use Constant Contact. Ruth requests training.
  - iv. Another recommendation for gaining members is to send a newsletter. Landlord Source was mentioned. They will do the newsletter on our behalf for a fee. Erin will look into this.

#### 6. Open Discussion

- a. Mike mentioned that the website is done. All nominate Ben to reach Erin how to update it. Mike would also like to know how to update the website. It was suggested that more than one person should know how to update. Ben stated that he will also do a tutorial on Google Docs. Ben will meet with other members to train them April 26, 2012 at 11:30 A.M.
- b. Ben suggested having a Policy and Procedures Manual for NARPM Members. Mike suggested letting anyone have access. Rose will email Ben a copy of her Policy and Procedures Manual.
- c. Mike will be on the Southwest Chapter Leader call.
- d. Ann will forward her email from the Regional Vice President, Barny Christiansen.
- e. Tammy mentioned that NARPM Board Members could be a part of the SEVRAR Property Management Committee. Items of discussion would be education and scheduling classes. Ellie asked the question if we could sit on the SEVRAR committee if we belonged to other Boards?
- f. It was mentioned that it would be a good idea to hold a NARPM meeting in other areas outside of the Phoenix Chapter. Ellie will call SAR. In combo meetings we get points towards the Chapter Awards.
- g. Ben suggested holding a Property Management Boot Camp class.
- h. All discussed the sign in sheets for the board meetings. It was mentioned that the lists are outdated and people have been complaining because their names are not on the list. It was suggested that we should download the list from NARPM National every meeting.

Mike will send a current list to Erin. We all agreed that we will use the downloaded list for the meetings.

- i. Rose will not be at the next Chapter Meeting. Therefore, Ellie will sub for Rose.
- j. Mike will send Diana an email and request a list of NARPM members who still owe dues.
- k. It was agreed upon that  $\frac{1}{2}$  of the 50/50 raffle money will go to Habitat for Humanity.

7. Adjournment

- a. Meeting adjourned at 10:48 A.M.



## **NARPM Phoenix Chapter**

### Meeting Minutes

April 26, 2012

Next meeting: May 19, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Call To Order – 12:00 Noon
  - a. Meeting was called to order.
2. Approval of Previous Meeting Minutes as posted on Facebook
  - a. Minutes were approved
3. Lunch is sponsored by Serv Pro
  - a. Al Root introduced Kelly and Justin.
  - b. Serv Pro currently has 1600 franchises nationwide. There is 25 in Arizona. They have been in business for 12 years. They give free estimates. They will come out and give an estimate without needing home owner's insurance information.
4. Ben Burklow won the drawing.
5. Trusted Vendors – Al Root
  - a. Al Root requested that if you know of good vendors to email him at [Al@Rekey.com](mailto:Al@Rekey.com). They are looking for good vendors to become an affiliate of the Phoenix Metro NARPM Organization.
6. Group Discussion – All
  - a. All made mention of how valuable the NARPM Organization is. The biggest example was last month's meeting when we discussed trust accounts.
7. Class – *Disclosure* - Presented by Denise Holliday
  - a. Denise discussed disclosure specific to Property Management.
8. Meeting Adjourned at 3:04 P.M.

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*May 10, 2012*

*Next meeting:* May 10, 2012 at 9:30 a.m.

*Attendee's:* Erin Buchanan, Ben Burklow, Rose McKinney, Mike Mumford, Tammy Billington, Dennis Murdock, Donna Alizio, Ellie Johnson, Kim Ayers, Anne McCauley, Dianna Erickson

---

1. Call to Order – 9:35 A.M
2. Minutes approved and all approved.
3. Financial Report & Discussion – Dianna
  - a. There is \$13290.80 total and \$5400 of that amount in savings.
  - b. Dues – approximately 50% of the members have paid their dues. Erin stated that we should try to collect from people that have not paid before the next CE Class. Tammy has requested a list of the people who pay at the CE Class.
    - i. Erin emailed every person that is a Member at Large. If people paid their local dues we can send that information to National and have those people moved to our chapter.
4. Old Business
  - a. Non-Profit Status Update– It was decided not to expedite the request. Dianna filled out the 40 page form for the non-profit status. It was recommended to use Legaleze once completed and accepted form sent to the IRS. The cost is \$595 for 20-30 day processing time or \$795 for 7-10 processing. All motioned to do the 20-30 day processing.
  - b. Continuing Education Classes – There was confusion on the CE classes. The last Disclosure class did not receive CE credit. Steve Urie and Denise Holliday have resolved the issue and are moving forward with classes that will receive CE credit.
    - i. The binders were printed up for a minimal cost by Tammy and were intended for people to keep with the idea that it would build membership because membership forms were included with the binders. It was mentioned that people did make positive comments on the binders. All voted that Tammy should not be stuck w/ the expense of printing the binders. It was also suggested that any additional pages given out to add to the binders be 3-hole punched.
    - ii. It was suggested that we should have a separate sign-in sheet for non-members but we need to ensure that someone is following up with these people on a regular basis.
    - iii. We get points when NARPM sponsors a class. We also get points for doing a class with another organization.
    - iv. The benefit of these classes is that NARPM offers free CE credits at the Chapter meeting and the other training classes a NARPM member can take for \$20 per member. Judy Lowe is very impressed that we are starting to really get focused on education. It is recommended that a NARPM representative

give a brief introduction of NARPM and why they should join our organization before each education class.

- v. Tammy requested that Erin send an email to all regarding the next class on May 17<sup>th</sup> that is offsite. The class that is being offered is Property Management Contracts from 1pm to 4pm. It will be taught by Denise Holliday and it is being held at the Chandler Real Estate Training Center.
- vi. June 22, 2012 is the Bootcamp class.
- vii. Tammy will send out copies of the correct schedule to Erin. However it has been noted that the only change that was made to the schedule is the June 14<sup>th</sup> class which was changed to June 22<sup>nd</sup>. It is another Contracts and Forms Class.
- viii. Tammy will work directly w/ Luana to make sure that we are all getting the points we actually earn.

## 5. New Business

### a. May Meeting

- i. AACM has been confirmed.
- ii. HOA Legal Panel – Who has been contacted? - Tammy is having problems with getting an attorney. Anne will see if she can provide a name of an attorney. Diane will also get Tammy a name of an attorney.
- iii. Erins goal is to email out the agenda prior to the meeting.
- iv. Mike has offered to bring his laptop for the next Chapter meeting.

### b. June Meeting

### c. Side Notes:

- i. Our goal is to get 140 members by October 2012.
- ii. It was suggested that we keep a flow of new people as part of the NARPM Board.
- iii. Erin is going to investigate a "Social Hour". It was suggested that we all go to a Diamond Backs game. NARPM member free and ½ off the price of the second ticket for their spouse, significant other or friend. Erin will do a survey on Constant Contact for the game to see how many people are interested.
- iv. Zipforms – Forms have been completed for Move-In, Move-Out and 5-Day Notices.
- v. SEVRAR is putting together the Property Management Board. People who are on other Boards outside of SEVRAR should also have a Property Management Board.

## 6. Website Updating

### a. Lunch/Vendors

- i. Scan and email the application (vendor list) to the NARPM Board. They need to be added to the website and also scheduled for lunch. All of us should also email the vendors a quick "thank you". We need to invite them back more than once to a meeting.
- ii. Send Al Root a list of vendors to sign up as a list of vendor affiliates.

- b. Side Note: It was asked that when replying to an email that a Board Member has written to please select "Reply All". This way everyone is kept up on the entire conversation regarding the subject of the email.

- c. It was suggested that we do a quick training possibly at the same time we do the Constant Contact Training. It was suggested that the meeting be held after the next NARPM Meeting.
- 7. Constant Contact Lesson – Who wants to learn? Let’s set up a time to do this together. – Erin feels that more than one person should learn how to use Constant Contact.
  - a. The question was asked if we should give up Gmail? There are too many people on the list but the list does need to be updated. Erin imported all Gmail contacts to Constant Contact.
  - b. A benefit of using Constant Contact is that it has an “unsubscribe” feature. Gmail does not offer this feature.
  - c. All individuals on the NARPM Board who deal with membership and education should know how to use Constant Contact. It was suggested that we all meet at Erin’s office.
- 8. Meeting Adjourned at 10:57 a.m.

## **NARPM Phoenix Chapter**

### Meeting Minutes

*May 24, 2012*

*Next meeting:* June 28, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Financial Report
  - a. We have \$13290.80
  
2. Article 7
  - a. Article 7 discusses doing business outside of our area of expertise. Always be aware of the advice you give your clients. Make sure that you are qualified to give the advice.
  
3. Lunch is sponsored by Varsity Pest Control
  - a. Their primary focus is on termite and scorpion control. They have 21 years of experience in the valley. They are valley wide and work in Maricopa and Pinal Counties. They focus on personalized service. They work weekends.
    - i. Someone asked if there are pigeon problems in certain areas or everywhere. It was confirmed that it was everywhere.
    - ii. Someone asked when scorpions are more prevalent. It was confirmed that there time is now. There regular pest control service for scorpions includes sealing the house for scorpions. The price is based on square footage.
    - iii. They do, do bed bug inspections. The cost ranges from \$45 - \$65 depending on the size of the home. They use a dust and spray and they follow up in 2 weeks after the first treatment. Someone asked if they make bed bug mattress covers. It was confirmed that there are mattress covers that do protect from bed bugs.
  - b. Varsity Pest Control uses the best product with low toxic levels.
  - c. Invoices are easy to read and sent by email.
  
4. Today's guest speakers are Linda Lang and Brian Lincks from Arizona Association of Community Managers (AACM) and Mathew Koglemeier Attorney at Law with Koglemeier Smith, P.L.C.
  
5. Erin requested that everyone respond to the email that was sent out from NARPM regarding the social outing – Arizona Diamondbacks game. She asked that everyone please vote.
  
6. Next meeting is June 28, 2012. The guest speaker will be Mike from HomeRentals.
  
7. It was announced that volunteers are needed for the 2012 Board and new people are welcome to be on the Board.

8. It was announced that SEVRAR has asked NARPM to put together a property management committee.
9. It was announced that there will be another education class at the Chandler Education Center on June 22, 2012. The cost is \$79 and includes lunch. The class is called "Real Property Manager's Please Stand Up". It is under the umbrella of the Risk Management class. There are 60 seats available. You can review the class agenda at Reteach.US.
  - a. On a side note: It was announced that there is a \$300K increase in budget to hire new auditors.
  - b. It was announced that there is an increase in hours from 24 hours to 30 hours for Designated Brokers. There will now be 9 hours spent towards the Broker Audit Clinic. This will begin effective August 8, 2012.
10. Elly Johnson won the Drawing – Kohls Gift Card.
11. Break for Lunch
12. Legislative update by Sue Fluke
  - a. 13500 Realtors went to Washington
  - b. Tom Farley CEO of AAR spoke about HB2513 being vetoed.
  - c. Jobs Bill was passed.
  - d. Broker Audit Clinic increased from 3 hours to 9 hours.
  - e. 6 more forms are being added to Zipforms for Property Management. Some include the 5-Day Notice to Quit or Pay, Move-in, Move-Out, Health and Safety, and Notice to Vacate
13. Guest speakers, Linda Lang and Brian Lincks
  - a. Responded to Tom Farley's discussion regarding HB2513
  - b. Discussed HOA Fines and what they are doing to resolve some of the issues property manager's and homeowners are facing.
  - c. Both recommended putting together a task force and work together. No more legislation.
  - d. NARPM has invited both Linda and Brian to return for the August 23, 2012 Chapter Meeting.
    - i. It was recommended that if we met again to bring in the copies of the HOA letters that property managers are receiving from HOA's.
    - ii. It was suggested that someone track the fees so we can send the list of different fees to one contact for the next meeting on HOA matters.
  - e. It was mentioned that the HOA Tenant Information sheet may not be a valid request from the HOA if it is not listed as a requirement in the CC&R's. If not listed in the CC&R's then the homeowner does not have to provide it.
14. Guest Speaker – Mathew Koglemeier
  - a. Mathew cited a law stating that the HOA cannot charge fees for items associated with the use of the property. This law could be left open for interpretation when charging fees for pool keys, etc.
  - b. It was suggested that our first line of defense is to write a letter explaining your position and ask for a quick, inexpensive resolution. You have the right to ask for a hearing, you can also attend the meetings. If the situation is going to be

escalated to the HOA's attorney, you can write them a letter asking that they not forward the matter to the attorney.

- c. A reminder that effective January 1, 2013, the Arizona Landlord Tenant Act will be available from the Arizona Department of Housing, not the Secretary of State. Be aware of the change and make sure your lease paperwork denotes the change.

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*June 14, 2012*

*Next meeting:* July 12, 2012 at 9:30 A.M.

*Attendee's:* Erin Buchanan, Dennis Murdock, Ann McCauley, Al Root, Diane Erickson,  
Elly Johnson, Steve Urie, Kim Ayers,

---

1. Call to Order – 9:38 A.M
2. Last Meeting Minutes approved and all approved.
3. SEVRAR Property Management Committee – Guest Steve Urie
  - a. Is the idea or expectation to mirror NARPM?
    - i. According to what was explained to us the committee is to build relationships with SEVRAR agents, cities, and the community.
    - ii. The concern is duplication because NARPM already does these things.
    - iii. The attending SEVRAR PM Committee Members have requested an agenda.
    - iv. There is a concern that if NARPM members join the SEVRAR PM Committee that the focus will not be with NARPM but SEVRAR.
    - v. If NARPM members decide to not be a part of the SEVRAR PM Committee it has been mentioned that we could hold the chapter meetings at a different location such as Scottsdale or Phoenix. This has been discussed in previous board meetings and some agents have commented that it would be easier for them to attend if the chapter meetings were held in a more central location.
    - vi. It was suggested that if the members who attended the last SEVRAR PM Committee want to change the committee in any way, they should attend the SEVRAR Board Meeting and request the changes.
      1. It was stated that Todd Menard has to have SEVRAR Board approval to dictate how the SEVRAR PM Committee meetings will be held.
    - vii. It was mentioned that Erin will not be attending the next chapter meeting.
    - viii. Because of duplication of efforts between NARPM and the SEVRAR PM Committee, it was recommended to have the SEVRAR PM Committee meet once or twice a year.
    - ix. All NARPM Board members agreed that we should attend the SEVRAR Board Meeting which is held during the NARPM Chapter Meeting. The agenda for the SEVRAR Board Meeting is as follows:
      1. Request to hold NARPM Board meetings and SEVRAR PM Committee meetings at the same time or have the SEVRAR PM Committee meet only once or twice a year. If both meetings were combined, all members from both NARPM and the SEVRAR PM Committee would meet together.
      2. Combine NARPM goals with SEVRAR's goals concerning property management. NARPM would share their



- education/training, community, and city relationship goals with the SEVRAR PM Committee in a joint effort to achieve those goals.
- x. Rose motioned to sponsor all regular continuing education during regular monthly NARPM meetings at SEVRAR – Diane seconded – all approved.
  - xi. Diane motioned to co-sponsor with SEVRAR continuing education that is free to all NARPM and SEVRAR members – Rose seconded – all approved.
  - xii. A community recommendation is to teach an Arizona Landlord Tenant Act class to new landlords or self-managed landlords.
  - xiii. The next SEVRAR PM Committee Meeting will be held on July 10, 2012 from 1pm – 2pm at SEVRAR in the Director’s Room.
- b. NARPM members are concerned that the education for the SEVRAR PM Committee is a conflict of interest because the classes are being offered at the Chandler School of Real Estate and not SEVRAR.
- i. SEVRAR offers free education to its members and the SEVRAR PM Committee Members who attended the first committee meeting were not comfortable sending those members to another training facility.
  - ii. Is it a conflict of interest to “steer” SEVRAR members to the Chandler School of Real Estate? Does or how does the school benefit?
  - iii. Steve Urie stated that Conflict of Interest only exists if the situation is not disclosed.
  - iv. It was suggested that NARPM should open up their 4 CE classes to SEVRAR members. Classes would be free of charge for both NARPM and SEVRAR members. This could possibly increase NARPM membership.
  - v. The 2 remaining CE classes could not be opened up to SEVRAR because they are being taught by other schools.
  - vi. It was suggested that NARPM invite the Chandler School of Real Estate to become an affiliate of NARPM.
- c. Steve Urie explained the process of getting a class approved for CE credits with the Arizona Department of Real Estate.
- i. You must have an approved instructor.
  - ii. You must get the class material approved.
  - iii. The material must be taught at an approved school/facility.
  - iv. Once an instructor teaches a class for SEVRAR, the instructor is required to share that material with SEVRAR which gives rights to SEVRAR to use that material whenever they chose. They now have the right to have other instructors teach that material.
  - v. Todd is pushing Chandler Real Estate School because he believes that instructors should not have to share their materials with the school they are teaching at.
  - vi. Typically an instructor is paid an upfront negotiated amount. If there is money left over after the instructors are paid, it most likely goes to the school.
  - vii. A recommendation is to collect all money, pay for costs, split the proceeds 20%/80% where 80% goes to the instructor.
- d. Steve Urie has requested to cancel the 2 NARPM designation classes.
- i. The minimum class size needs to be at 10

- ii. The designation classes are not interchangeable. The RPM Designation has a specific list of classes and the MPM Designation has a specific list of classes.

4. June NARPM Chapter Meeting

- a. Mike Mumford is out of town and not easy to contact. It has not been confirmed if our guest speaker, Mike Anderson from HomeRentals.net is coming. He is supposed to teach a class on technology for property managers.
- b. Diane will contact Mike Anderson from HomeRentals.net and try to confirm for our NARPM Chapter meeting.
- c. It was confirmed that Tap Electric is sponsoring lunch.

5. Meeting adjourned at 11:12 p.m.

## **NARPM Phoenix Chapter**

### Meeting Minutes

*June 27, 2012*

*Next meeting:* July 26, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Meeting started at 12:30 pm
2. Welcome New Members
3. Introduce NARPM Board Members
  - a. Special Announcements
    - i. Sue Fluke will be next year's AAR President
    - ii. Mike Mumford was in the latest issue of NARPM Magazine
4. Announcements
  - a. Please contact a NARPM Board Member if you are interested in participating on the board next year.
5. Vendor
  - a. Al Root did the drawing - \$25 Starbucks gift card – Diana Erickson was the winner.
  - b. Lunch was sponsored by Tom & Veronica from Tap & Sons Electric. They are a local contractor and have been in the valley for 48 years. They do both residential and commercial projects. Tap Electric was listed as the #1 contractor on Angies List. They take calls at all hours of the day and night. They give property management companies special rates. Their invoicing system is quick and easy. Their rates are \$25 for diagnostics and \$89 for property management companies.
  - c. Facts about Tap & Sons Electric
    - i. They are not a commission based company but they do give SPIFFS to their employees.
    - ii. They do call owners/property managers if they is a dollar amount limit on a project.
    - iii. They do work on the west side. They split their technicians up so they can cover the entire valley including the City of Maricopa.
    - iv. They have easy start-up billing and the bill at 30-days.
  - d. Al Root and Dennis Murdock have been working hard to put together a good vendor list for NARPM members.
6. Legislative Update by Sue Fluke
  - a. Effective January 1, 2013 all leases must be changed to state that the Arizona Landlord Tenant Act can be obtained from the Arizona Department of Housing. It is no longer available from the Secretary of State.
  - b. A majority of the Banks have met with the Arizona Department of Real Estate to learn the requirements of setting up the trust accounts properly. If an auditor

wants to “shut you down” because your trust accounts are not set up properly, contact Sue Fluke. “We are now auditing the auditors”.

- c. A checklist above and beyond the Broker Audit form is being created to help people set up property management companies.
  - d. The commission just hired 2 more auditors and one is was a law judge. They are only giving you 7-10 days to get your accounts in order prior to an audit.
  - e. They have changed the maximum amount of \$500 allowed of “personal” money in the trust account to \$3000.
  - f. HOA’s can no longer put a lien on the property without a non-consensual judgment.
  - g. If a tenant contacts you regarding a repair, they are giving you a 48-hour consent to enter the property. This will quiet tenant advocates such as Ken Volk.
7. Guest Speaker – We welcome Mike Anderson with Hero PM. He discussed Internet best practices.

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*July 12, 2012*

*Next meeting:* August 9, 2012 at 9:30 A.M.

*Attendee's:* Erin Buchanan, Dennis Murdock, Ben Burklow, Al Root, Elly Johnson,  
Luana Patterson, Dianna Erickson, Kim Ayers, Tammy Billington

---

1. Call to Order – 9:35 A.M
2. Last Meeting Minutes approved and all approved.
3. July Chapter Meeting
  - a. Lunch to be sponsored by Radar Restoration
4. August Chapter Meeting
  - a. Lunch to be sponsored by Jasper Air
  - b. All agreed to invite the HOA representatives back. Erin will confirm with them the day/time.
  - c. It was discussed that the “tone” of the meeting should not be as controversial as the last meeting.
  - d. Erin will send out a reminder email for people to bring their HOA Courtesy Notification or Fine Letters to discuss among the group.
  - e. It was agreed that we would like to get a blanket letter from an attorney to respond to some of the erroneous letters that we receive from the HOA.
  - f. It was suggested that NARPM have an attorney on hand for legal advice and offer a type of email system to support NARPM members who have questions.
    - i. It was mentioned that property managers should already have an attorney on retainer.
5. SEVRAR PM Meeting
  - a. It was stated that we do not want to forget about the paying members of NARPM.
  - b. We want to capture the 40% of those SEVRAR members who are interested in learning about property management to decide if they want to become a property manager or they know that they do not want to become a property manager through education, however, it has been noted that there are educators who do not like to teach for SEVRAR because once they do, they lose their rights to the education materials and the materials become the property of SEVRAR.
  - c. All agreed that the direction of is that NARPM needs to reach out to all of its members, not just SEVRAR.
  - d. It was suggested that we hold NARPM meetings at other boards.
    - i. This was attempted in the past but other board members were not interested in putting in the time to start NARPM in their area.
6. Scottsdale Expo
  - a. Tammy and Elly volunteered to assist and they will be there at 11:30 a.m.

- b. It was requested that NARPM Board Members email everyone and make sure that all know the plan.
- c. Tammy mentioned that the T-frame was beautiful and she is very proud of it.

7. Website and Constant Contact

- a. It was motioned that the Board Members need to learn how to maintain the website and learn how to use Constant Contact. Elly moved and Luana second.
- b. It was decided that the next Board Meeting we will bring our laptops and learn how to maintain the website and administer Constant Contact.
- c. It was suggested that the education classes and the meeting schedule be added to the NARPM website.
- d. Ben will update the information on the website and add the education classes and Chapter meetings to the NARPM Facebook page.

8. Chapter Excellence

- a. We still need the Membership list. We cannot use current new members because they were entered after June 30<sup>th</sup>.
- b. We need to ensure that affiliates are paid up through June 30<sup>th</sup> in order to include them in this year's Chapter Excellence.
  - i. Only one 2010 member has continued to be a member.
  - ii. The 2012 report shows the dates that they paid.
- c. Tammy will give Luana the attendance list for the conference.
- d. Tammy and Elly will email Luana their certificates of completion for the education credit portion of the Chapter Excellence.
- e. Tammy will email the Scottsdale School of Real Estate a confirmation for the membership drive.
- f. 5 people joined NARPM for Ambassador Status
- g. Luanna's goal is to turn everything into NARPM for the Chapter Excellence by July 13<sup>th</sup> even though it is not due until July 15<sup>th</sup>.

9. Next Year

- a. It has been suggested that we capture in the meeting minutes where our donations go.
- b. It has been suggested that we address the Chapter Excellence requirements 1-2 months prior to the due date.

10. Last Minute Items

- a. Board members need to be at the Chapter Meetings no later than 11:15 a.m.
- b. It was suggested that a hard copy vendor form be available for people at the trade shows and education classes.
  - i. Al will email the vendor spreadsheet to all Board Members.

11. Meeting adjourned at 10:50 a.m.

## **NARPM Phoenix Chapter**

### Meeting Minutes

July 26, 2012

Next meeting: August 23, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Meeting started at 12:30 pm
  2. Welcome
    - a. New Members
    - b. New Affiliate Members
  3. Announcements
    - a. The minutes of the Chapter meetings can be found on the NARPM Facebook page.
    - b. Discussed Code of Ethics
      - i. Article 7 – Charge to Disclose
      - ii. Article 8 – Commitment to Expertise
  4. Vendor
    - a. Al Root did the drawing – Elise Otero was the winner.
    - b. Lunch was sponsored by Radar Restoration. Increase in sales, reduction in loss ratio, retain clients and their distinctive service is what sets them apart.
    - c. Enhanced Claim Service
      - i. Preliminary Assessment – free of charge. They may take video of the damaged area.
      - ii. Cause & Effect – Displacement of tenant
      - iii. Satisfaction Survey – gives us copies
      - iv. Gift Delivery – They send a \$25 gift card from the property manager.
    - d. They are valley wide.
    - e. Their goal is to respond within 1 hour.
    - f. Their rates are the same regardless of day/time.
    - g. They also do full remodels and they are a licensed contractor.
    - h. They will give a 15% discount for companies that work with them often.
  5. Old Business
    - a. The Diamond Backs Baseball game did not happen due to the lack of response from NARPM members. It was suggested that we should go bowling or Organ Stop Pizza as a way to come together.
  6. New Business
    - a. The NARPM booth was displayed at the meeting. Pamphlets and brochures were made available to the attendees of the meeting.
    - b. Vendor came to the trade show in Scottsdale.
  7. Next Board Meeting
-

- a. HOA Round 2
    - i. It was requested that all who attend the meeting bring HOA letters for discussion. If you are unable to attend the meeting but have some interesting HOA letters, please forward your letter to Erin Buchanon.
  - b. Be Aware – If you turn on utilities on behalf of your owners, SRP and APS will combine balances. They do not keep the property accounts separate. City of Mesa and City of Phoenix also will combine balances.
    - i. It was suggested that we should have one of the utility company's attend one of our Board Meetings.
  - c. Be Aware – Make sure that your county registrations are listed correctly. When you verify that the property is a residential rental. Showing a Class 4 is not sufficient. Owners should fill out their own registration.
8. Last month's meeting minutes have been approved.



## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*August 09, 2012*

*Next meeting:* September 13, 2012 at 9:30 A.M.

*Attendee's:* Erin Buchanan, Kim Ayers, Luana Patterson, Al Root, Elly Johnson, Rose McKinny, Dianna Erickson

---

1. Call to Order – 9:35 A.M
2. Last Meeting Minutes approved and all approved.
3. New Vendor Affiliates that have been added to the website are:
  - a. Aloha Air
  - b. Falken A/C & Appliances
  - c. Broken Arrow Roofing
4. August Chapter Meeting
  - a. Topic: HOA Round 2
  - b. We still need an attorney
  - c. Make sure everyone knows to bring in their HOA letters
  - d. Lunch for the meeting will be sponsored by Jasper Air
5. Schedule for the Remaining of the Year
  - a. There will be no Chapter Meeting due to NARPM's National Convention.
  - b. We will still have a Board Meeting in October.
  - c. November is the Vendor Appreciation Fair
  - d. There will be no Chapter Meeting in December
  - e. It was suggested that NARPM publish a list of paid Vendor Affiliates to distribute at the Chapter meeting.
6. National Convention
  - a. It was motioned that NARPM local Chapter reimburse the cost of the convention registration fees for the President and/or President Elect to attend the National NARPM Convention in October 2012. Luana second the motion.
7. Education
  - a. Erin will get updated training schedule from the Chandler School of Real Estate.
8. SEVRAR PM Meeting
  - a. At the next meeting Erin will announce that any discussions concerning NARPM will be discussed in the NARPM Board meeting and kept separate from the SEVRAR PM Meeting. It was suggested that only SEVRAR PM Meeting topics should be discussed at the SEVRAR PM Meetings and we need to keep the two organizations separate. Luana Motioned and Diane seconded the motion.
9. Next Year
  - a. Ellie will be working with Barney at SEVRAR on possible changes to the Chapter Meeting schedule.

- b. It has been suggested to change the meeting times to 10:00 am until 1:00 pm.

10. Chapter Excellence

- a. The Phoenix Local Chapter earned was 96 points.
- b. The winner of the Chapter Excellence Award will be announced at the convention.
- c. We need to work on keeping our membership lists organized for next year.

11. Next Year

- a. It was mentioned that Erin would like to be the Communications Director as past President.

12. Constant Contact

- a. Board Members were trained on Constant Contact.

13. Meeting adjourned at 11:30 a.m.

## **NARPM Phoenix Chapter**

### Meeting Minutes

*August 23, 2012*

*Next meeting:* September 27, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Meeting started at 12:00 pm
2. Approval of Previous Meeting Minutes
  - a. All Approved
3. Financial Report & Discussion
  - a. \$13K in accounting. There are plans to start spending money soon. More will be announced at a future date.
4. Code of Ethics
  - a. Discussed Article 9 – NARPM® Professional Members shall refrain from criticizing other property managers or their business practices
5. We NEED You!
  - a. It was announced that NARPM is putting together our 2013 Slate of Board & Committee Members. For anyone that is interested please contact Erin Buchanan.
6. Welcome
  - a. NARPM members would like to welcome Aimee Burrell with the Tipton Group and Wade Denman with the Denman Realty Group. – Welcome!
7. Dates to Remember
  - a. September 18<sup>th</sup> – Feed My Starving Children – Tempe 4pm – 5:30pm
  - b. September 27<sup>th</sup> – CE Class at SEVRAR 12:00pm – 4:00pm
  - c. October 17<sup>th</sup> – 19<sup>th</sup> – National Convention – Washington DC
  - d. November 15<sup>th</sup> – Vendor Appreciation Fair at SEVRAR, 12:00pm – 3:00pm
8. Vendor
  - a. Our vendor this month is Mark Miller with Jasper Air Cooling and Heating.
  - b. All appreciated lunch.
  - c. Jasper Air Cooling and Heating
    - i. Residential and Commercial
    - ii. 12 locations in 9 states to include CA, AZ, UT, TX, GA MO, LA. They will also be in Tucson soon.
    - iii. 7 years in Business
    - iv. Inc. Magazine named them fastest growing company
    - v. They do it right the first time.
    - vi. They offer service contracts for \$110 - \$175 per year / twice a year
    - vii. They waive the service call fee if you have a service contract

- viii. With no service contract, their fee is \$75. They work 24 hours per day / 7 days a week.
  - ix. Their technicians are certified with manufactures like Trane and they receive good discounts from the manufacturer.
  - x. Technicians are not commission based but paid hourly.
  - xi. They do a lot of work with insurance companies to replace units damaged due to storms.
  - xii. They also have a residential roofing division.
- d. Al Root did the drawing.
- i. Andrew from Gentry won a \$30 Harkins Theatre Gift Card.
- e. Al Root at Rekey.com is the Co-Chair with Dennis Murdock on the NARPM Board. He would like to grow the list that we already have with more reliable vendors. To view the current vendors, anyone can go to [www.Phoenix.NARPM.org](http://www.Phoenix.NARPM.org) and select the Affiliates tab. If you find that there is a vendor on the list that you need, please try them out. If you know good vendors, please contact Al or Dennis and provide them the contact information so we can add them to our growing list of quality vendors.
- f. Vendors who attended the meeting:
- i. National Tenant Network
  - ii. ServPro
  - iii. Broken-Arrow Roofing
  - iv. Signature Shirts
  - v. Mr. Rekey

9. Board Members

- a. All the Board Members introduced themselves.
  - i. Erin Buchanan – President
  - ii. Kim Ayers – Secretary
  - iii. Dennis Murdock – Affiliate Chair
  - iv. Luana Patterson – Chapter Leader

10. Miscellaneous Items of Business

- a. Tip – To prevent someone from stealing the copper from an A/C unit, you can paint it the same color as the house. Painted copper has no value.

11. Meeting Adjourned 12:45pm.

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*September 13, 2012*

*Next meeting:* November 8, 2012 at 9:30 A.M.

*Attendee's:* Erin Buchanan, Kim Ayers, Rose McKinny, Ann McCauley, Mike Mumford,  
Dennis Murdock, Luana Patterson

---

1. Call to Order – 9:35 A.M
2. Last Meeting Minutes approved and all approved.
3. September Chapter Meeting
  - a. There is a CE class scheduled for September's Chapter meeting. The class will be Case Studies on the Arizona Landlord and Tenant Act Part 2.
  - b. NARPM still owes Steve Urie for the last class. Payment to Steve needs to be made immediately.
4. Board Members / Next Year
  - a. All attendees at the meeting reviewed the events concerning NARPM over the past year and it was decided that some minor changes in procedure/positions need to take place to ensure that the Phoenix Board Members can continue success and pass that success along to its members.
    - i. It was suggested that the President Elect has the assignment of following up with the different tasks of all the Board Members to ensure that tasks/assignments are getting done in a timely manner.
    - ii. It was suggested that the Treasure Position become a 3-year position due to the signor on the account and the PO Box. Mike motioned to make the Treasurer position a 3-year position and Luana second the motion.
    - iii. It was suggested that a policy to be put into place that if the Treasurer go out of town or is unavailable for a certain period of time that the checkbook be given to another signor on the account.
    - iv. It was mentioned by another Board Member that Dianna is not interested in being Treasurer next year. Erin stated that she would be interested in this position.
    - v. It was suggested that the President Elect be responsible to oversee the Education Chair and appoint a Vice Chair to assist in duties. Mike motioned for the President Elect to oversee other chairs including Education. Luana second.
    - vi. It was stated that the roles of each Board member shall be discussed at the next Board Meeting.
    - vii. It was mentioned that we need to have the slate of officers and classes to National no later than November 2012.
    - viii. It was mentioned that Elly may want to change the Board meeting times and locations. This needs to be addressed quickly to ensure that we do not lose attendance. In the meantime, Erin will email Barney with SEVRAR and schedule the NARPM Chapter Meetings for 2013. There will be no meetings in February, October and December of 2013. NARPM

meetings will be scheduled for the 4<sup>th</sup> Thursday of the month. Any NARPM Meetings that will be held outside of SEVRAR will need to be scheduled by Elly.

- ix. The Board needs to establish the next President Elect. There has been some inquiries from people that are not currently on the Board however, there is concern that these people will lose interest and not attend meetings regularly.
- x. It was suggested that we email members that we are looking for 2013 Board Member volunteers. This needs to be voted on in November. Members can vote by email.

5. Regional Convention

- a. The Regional Convention will be in Las Vegas on February 21, 2013. Board members need to come up with ideas to promote the conference.

6. September Chapter Meeting

- a. Erin stated that she has not received confirmation from AI concerning the vendor supplying lunch for the September meeting.
- b. Dennis will contact AI today and work on the vendor.
- c. SEVRAR can supply coffee for the room. Erin will contact Barney and have her provide coffee for 40 people.

7. November Chapter Meeting

- a. The November Chapter Meeting is the Vendor Fair meeting.
  - i. It was suggested that each vendor should get 10 minutes to talk about their company.
  - ii. The goal is to have at least 12 vendors.
  - iii. It was suggested that the vendors could offer a raffle prize.
  - iv. NARPM could also offer a raffle. A suggestion was the Registration to the Regional Convention. Steve Urie is someone who may be a great candidate for this.
  - v. It was suggested to have a guest speaker that is funny and informational to help draw a crowd.
  - vi. Erin will do a flyer on the November Vendor Show. Dennis offered to help Erin with the flyer.
  - vii. Lunch TBD – Erin will decide.
  - viii. Mike offered to cater for 50-60 people.
  - ix. Any leftover food shall be donated to the United Way.
  - x. It was suggested that we do not call the meeting a Vendor Fair, but a Fall Fling or Novemberfest.
  - xi. It was suggested that we do a Dunk Tank it was suggested that Dennis volunteer to be the “dunkee”

8. December Chapter Meeting

- a. December will be a social gathering rather than a meeting. It was suggested that we meet at Tio Rosas or the Monastery. Ann McCauley will check into reserving an area as well as food/drink prices.

9. Feed the Starving

- a. 36 people have volunteered.
- b. NARPM will write a check for food donations.

10. Meeting adjourned at 10:53 a.m.

## **NARPM Phoenix Chapter**

### Meeting Minutes

*September 27, 2013*

*Next meeting:* November 15, 2012 / 12:00 p.m. – 4:00 p.m. / SEVRAR

---

1. Call to order at 12:00pm
2. Approval of Previous Meeting Minutes
3. Financial Report
  - a. \$5400 in Savings and \$6400 in Checking
4. Code of Ethics and Standards of Professional Review We reviewed Article 10 - The Property Manager shall not engage in the improper acts of price fixing, antitrust, or any anti-competitive practices with other Property Managers.
5. Introduction of New Members and New Affiliates
  - a. NARPM Phoenix welcomes Chris Lopez with World Class Properties Affiliate members that attended today's meeting are Denise Holladay Alliance Flooring  
JB Water
6. Slate of Officers
  - a. Please let Erin know if you are interested in volunteering.
7. National NARPM Convention
  - a. It was asked how many people raised their hands. A few people responded.
8. Open Forum
  - a. It was mentioned that Richard Hart & Associates, located in Henderson NV are very effective in assisting Canadians in getting tax ID's.
  - b. Steve Urie stated that the 1099 forms have been updated and version 6 will not be compatible with electronic submission. For compatibility, you must use version 12. If you have more than 50 1099's to file, you will have to file electronically.
  - c. Luana Patterson updated us on the Feed My Starving Children. A total of 66 people showed up for the event and only 60 were scheduled. The outcome exceeded the expectations. It is highly recommended that if you belong to other organizations and are in need of volunteer work, this is a great organization. If you we're unable to attend this event and want to still contribute, Feed My Starving Children accepts monetary donations. You can give directly to the organization's website or you can give it to a NARPM Board Member. NARPM has already donated \$500. If you would like to make a donation you can go online to their website directly or give us a check and we will forward it to the organization personally. To see pictures of the event, go to the NARPM Facebook page.

- d. The Phoenix NARPM website is up to date. The website address is:  
[www.Phoenix.NARPM.org](http://www.Phoenix.NARPM.org).
- e. Next meeting is November 15 – Vendor Affiliate Fair.
- f. Drawings & prizes
- g. Food & fun

9. Introduction of Guest Speakers & Vendors

- a. Lunch provided by Broken Arrow Roofing and Servpro
- b. Evelyn w/ Broken Arrow & Kelly w/ Servpro
  - i. Servpro – Cleaning, Restoration and Bio Hazard Clean-up
    - 1. 25 locations
    - 2. Been in business for 25 years
    - 3. They are available 24/7
    - 4. They offer free estimates
    - 5. They have long term employees
    - 6. They do commercial and residential
    - 7. Brochures are located on the table in the front of the room.
  - ii. Broken Arrow
    - 1. General Contractor who specializes in Roofing.
    - 2. They are available 24/7
    - 3. They offer free estimates
    - 4. They do commercial and residential
- c. Joe Schmidt with AZ Platinum & Jane McCauley win a \$25 gift card.

10. Meeting Adjourned at 12:40 pm.



## **NARPM Phoenix Chapter**

Meeting Minutes – Board Meeting

*November 8, 2012*

*Next meeting:* January, 2013 at 9:30 A.M.

*Attendee's:* Erin Buchanan, Mike Mumford, Rose McKinny, Luana Patterson, Elly Johnson, Dianne Erickson, Kim Ayers

---

1. Call to Order – 9:37 A.M
2. Last Meeting Minutes approved and all approved.
3. November Chapter Meeting
  - a. 20 people have RSVP – We are still expecting 30-35 people.
  - b. 10-11 vendors have signed up
  - c. Constant Contact: 400 emails sent, 120 opened emails, 10% bounced back. We usually only have 80 opened emails.
  - d. Mike suggested getting tables into groups where there are a group of 10 people at each table. Each table can have a vendor. Everyone spends time going to each table.
  - e. Agenda:           12:00 – 12:30 serve food/eat  
                          12:30 – 1:00 NARPM business  
                          1:00 on – rotate vendors / each vendor will have 10 minutes with the group at their table.
  - f. Lunch will be provided by NARPM. All nominated for Paradise Bakery and Costco for desert. Erin will by table decorations and is looking for volunteers to help set up the room. If anyone is interested in volunteering they should be there at 11:00 a.m.
4. December Board Meeting
  - a. This will be a social event. It was discussed that we would hold the event at The Monastery. Erin recommended that after Thursday's Chapter meeting, we all go there and check it out.
  - b. The tenant date for the social event is December 13, 2012.
5. Next Years Slate
  - a. Elly Johnson President
  - b. Erin Buchanan Past President
  - c. Kim Ayers Secretary
  - d. Luanna Patterson President Elect
  - e. Mike Mumford Treasury (3 year position)
  - f. Rose McKinny Membership
  - g. It was recommended that the roles, responsibilities, and expectations of each slate be written out.
  - h. Committee Chairs
    - i. Elly Johnson & Luanna Patterson Education
    - ii. Dennis Murdock and Al Root Vendors
    - iii. Luanna Patterson Chapter Excellence
    - iv. Sue Fluke Legislative Updates
    - v. Erin Buchanan Communications
    - vi. Mike Mumford, Ann McCawley, Daniel Anderson Members at Large
  - i. Elly will send out the slate items to the Board.

- j. Elly has requested that all Board members submit to her your role and duties.
- k. Elly will email to the Board members a copy of the Boys & Girls Slate Form to use as an example.
- l. It was suggested that any new board members have an entry level position such as Members at Large to ensure that they are dedicated to NARPM and participate.

6. Next Year

- a. Elly is looking into having a kick-off lunch for next year. She is also looking into / asking others if they are willing to host the Board meetings to accommodate others who may be farther away from her office. Mike stated that Ann has offered her conference room.
- b. Elly is also looking into have a few NARPM meetings at SAR.
- c. Erin suggested that we have NARPM functions at other Boards and keep the Board Meetings at SEVRAR the same.
- d. The January NARPM Chapter Meeting has been scheduled. Steve Urie is holding a CE class and Denise Holliday will be the instructor.
  - i. Elly will give Erin the confirmed information so Eric can send out the invite on Constant Contact.
- e. NARPM National is requesting the Chapter Schedule by December 1<sup>st</sup> so they can update the website.
- f. January, April, July and September of 2013 are scheduled for CE classes. Erin had the education set up so that if a person attended each class they would have all the required education for their 24 hours of required education.
- g. It was recommended that in April we will request Steve Urie to teach the new class for Designated Brokers.

7. SEVRAR PM Committee

- a. Mike Mumford has been asked to be the next Committee Chair Person
- b. It was confirmed that Erin, Rose, Dianne and Kim would like to remain on the committee.
- c. It was recommended to Elly that she look into starting a PM Committee at SAR.

8. Vendors

- a. Al stated that 21 vendors are listed on the Phoenix NARPM website.
- b. Al suggested that he would like to be involved in the initial sign-up process with the vendor direct so that he is able to schedule when they sponsor a lunch at the board meeting. As of now, there is some confusion on the expectation from the vendor as to when they can sponsor the lunch.
- c. It was recommended that there are 2 vendors that sponsor a lunch or during a CE class that one vendor can offer lunch while the other vendor sponsor a snack.

9. Meeting adjourned at 11:21 AM