

## **NARPM Phoenix Chapter**

### Meeting Minutes – Board Meeting

*October 10, 2013*

*Next meeting: TBD*

*Attendee's: Elly Johnson, Daniel Anderson, Luana Patterson, Kim Ayers, Dee Allomong, Dennis Murdock, Erin Buchanan*

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Meeting started at 9:46 A.M.

1. Secretary's Report - Kim
    - a. All approved September's Meeting Notes
  
  2. Treasurer's Report - Erin
    - a. There is \$12,426.32 in the checking and savings account combined
    - b. PayPal has been corrected and Erin was able to get access to the money.
    - c. The card swipe gadget has been received. Erin used it at the last Chapter Meeting and signed 6 people up.
    - d. It was discussed that we send out statements for next year.
      - i. It was mentioned that Mike Mumford suggests that we wait until March because National does not drop non-paying members until February.
  
  3. Membership - Mike Mumford
    - a. It was discussed that we should track the attendance of our members at the Chapter Meetings.
  
  4. President-Elect - Luana
    - a. Slate - Board for 2014
      - i. Luana passed out a copy of next year's slate
      - ii. It was requested that the Board Members have NARPM shirts for next year.
      - iii. The 2014 Slate will be presented to the members in October.
      - iv. Dee will send out a copy of the 2014 Slate Members
        1. Luana to get Dee the copy of the 2014 Slate Members
      - v. Erin motioned for NARPM to pay for and use Signature Shirts for next year. Daniel second the motion and all agreed.
  
  5. President - Elly
    - a. Advisory Meeting - Erin, Dennis
      - i. The Board of the Advisory Meeting is looking for a quick fix.
      - ii. The main problem that is happening is that by the time a problem is discovered within a brokerage, the money is already gone.
      - iii. It was mentioned that they are changing the Broker Declaration by asking the question to all Brokers if they do property management. If the answer is yes, they will require the name and license number of each agent.
      - iv. The Board is also still trying to define the term "property management"
      - v. The Phoenix NARPM Board Members are asking how we can get involved.
        1. Get a meeting with Judy Lowe
  
  6. Invite Judy Lowe to the NARPM Christmas Party and ask her to be the guest speaker.
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- a. The next Advisory Board Meeting is December 11, 2013.
  - b. There will be a "special" meeting held prior to that but the day and time are TBD.
  - c. It was suggested that we have a brief meeting and discuss why the Advisory Meeting is important to attend.
  - d. Erin will write a high-level recap article to distribute to our members.
  - e. Crime Free Program - we need to hype - we are sponsoring
    - i. Erin will put the details of the meeting on Facebook
    - ii. Dee will promote it in the meeting announcement
    - iii. Elly will find out how many people have signed up so far.
7. Vendor - Dennis
- a. Affiliates - Lunch sponsors for October
    - i. Lawson Family Plumbing is the lunch sponsor for October
  - b. November meeting - Vendor Fair
    - i. Daniel is working on getting Kent Rini from Crime Busters for the first half hour or so. He will confirm with Kent today.
    - ii. NARPM will be funding lunch - It was suggested to have Cracker Barrel cater.
    - iii. Vendors will have plenty of time to network.
    - iv. We will also have our own canned food drive for the Food Bank. Members can bring a can of food or a monetary donation.
8. Legislation - No report sent
9. Members - At - Large
- a. Crime Free Program - we need to hype - we are sponsoring
    - i. It was agreed that adding to Facebook and the meeting announcement was sufficient.
  - b. Daniel - Education -
    - i. Speaker for November
      - 1. Daniel will contact Kent Rini from Crime Busters and see if he is available
    - ii. HOA Panel
      - 1. The speakers for the HOA panel are not responding timely.
      - 2. Elly will send Dee a list of the people on the HOA panel. The topics of discussion usually include legislation and how to communicate with HOA's.
  - c. Dee - Newsletter - Needs
    - i. Additional mailing for the Crime Free program
      - 1. Dee will add it to the meeting announcement
    - ii. Dee suggested that it would be helpful for her to have one point of contact when needed information for the newsletter and meeting and event information.
      - 1. Erin will get Dee the article on the Advisory Meeting
10. Old Business - Kelly on Holiday Party
- a. Erin will take pictures of the party room, decorated, and forward them to Dee for the website.

- b. All agreed that, hors d'oeuvres are the best option.
- c. Elly will contact Judy Lowe and invite her to our party
- d. All agreed to have the "spinnny wheel"

11. New Business

- a. Elly discussed the idea of having a vendor challenge where the vendor who brings in the most non-NARPM property management companies who actually sign up to be a NARPM member will get their membership for free.
- b. Dee suggested putting together an Affiliate Program identifying the benefits of joining NARPM and what is expected from Affiliates.
- c. It was suggested that we ask members who are not on the Board to participate in holding "special meetings" and put together the Affiliate Program and other items of order.
- d. It was decided that Luana will hold the 2014 Introductory Board meeting on January 9, 2014. Luana will plan and let the other Board Members know.

Meeting adjourned 11:29 A.M.

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

*September 12, 2013*

*Next meeting:* TBD

*Attendee's:* Elly Johnson, Kelly Kordick, Luana Patterson, Dennis Murdock, Erin Buchanan, Mike Mumford, Dee Allomong, Al Root, Anne McCauley & Kim Ayers

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Meeting began at 9:31 a.m.

1. Secretary's Report - Kim
  - a. August's meeting notes were presented. All approved.
  
2. Treasurer's Report - Erin
  - a. There is a combined total of \$11,114.89 in the checking and savings accounts.
  - b. QuickBooks and billing for members / PayPal
    - i. Erin is having issues with PayPal releasing funds.
    - ii. PayPal will not accept the documentation that Erin has provided, yet it is exactly what they are requesting. PayPal is requesting proof of ownership under the NARPM Name.
    - iii. There is currently \$1200.
    - iv. Members are unable to use the PayPal feature because the account is currently frozen.
    - v. Erin is diligently working on the issue to get it resolved.
    - vi. After September, Erin will send a payment notification to all members who currently have a balance.
  
3. Membership - Mike Mumford
  - a. Mike will be following up with new members via email.
  - b. Mike will send Dee a list of new members.
  - c. We are very close to the chapter at San Antonio in size.
    - i. San Antonio is very well into NARPM. They currently offer several CE classes, automated forms, etc.
  - d. NARPM has revamped their classes.
  - e. Considering all the classes that are available for CE credit hours, very few are property management oriented. Four of the existing property management courses that are available have been dropped because they are outdated.
  - f. Idea: Have an incentive to complete a NARPM designation by offering a scholarship.
    - i. It was noted in the past that incentives didn't work but all agreed it may be worth to try again.
    - ii. It was agreed that the Board needs to discuss the benefits of a NARPM designation, why a member needs a designation and where to start.  
Ideas to discuss in Chapter Meeting:
      1. It gives owners external validation that you as a property manager with a designation know what you are talking about.
      2. Discuss how designations increase your income as a property manager.
      3. The NARPM Board should lead by example and all Board Members should be working on achieving their designation.

4. Anne is working with NARPM National to come up with a way to enhance the mentor program so that members can understand the designation process easier.
  5. Mike recommended sponsoring a class for credit towards a designation and give the members working on their current designation a discounted price.
4. President-Elect - Luana
    - a. Luana reviewed next year's slate and confirmed who is committing to a position and who is not.
      - i. No one has yet volunteered for President Elect
      - ii. Elly volunteered for Member At Large as well as Past President
  5. President – Elly
    - a. Elly will confirm that Sue Flucke will attend the October meeting and sit in the front of the room with the HOA representatives.
    - b. HOA Bill – Some of the items that were added may be contested. If overturned, the entire Bill will be overturned. If this is the case, the Attorneys will take out the contested items and resubmit the Bill to push it through.
    - c. Remember, October 9<sup>th</sup> there is an Advisory Meeting. It is open to the public. The agenda is to discuss the 2.8 Million dollars in missing trust money. The goal is to find ways to “fix” the problem. The meeting will be held at AZDRE. Mike will send Dee the details so she can post it on our website.
    - d. The event sponsored by PAR & ADRE is September 30<sup>th</sup>. There will be a panel discussion along with a class on accounting. Mike, Sue and the Commissioner will be teaching the class.
  6. Vendor - Dennis & Al
    - a. JB Water will be the September sponsor.
  7. Legislation - No Changes
  8. Members-at-Large - Anne/Daniel/Dee
    - a. Crime Free Program
      - i. The information is now posted to the website.
      - ii. If we help market the class our Chapter will be a Co-Sponsor.
      - iii. NARPM was asked to cover lunch and/or coordinate a lunch sponsor
        1. Vendor sponsor ideas include: Mr. Reky and NTN
        2. It was agreed that whoever sponsors lunch should be crime free certified
      - iv. Class will be held the before our NARPM Chapter Meeting
      - v. It is no cost
      - vi. There will be a room off of the classroom where the vendor's sponsoring lunch can set up a table and market their companies.
      - vii. Elly will contact Gina with NTN and see if she is interested in sponsoring lunch.
    - b. The November Chapter meeting is November 14<sup>th</sup>
      - i. Daniel will work on getting Kent Rini to discuss safety

- ii. Daniel to provide Dee with meeting details so she can post to our website.
    - iii. Vendors need to bring "give-a-ways"
    - iv. No Board Meeting in November
  - c. Dee needs articles for the newsletter
  - d. SAR Realtor World
    - i. Erin will reimburse Elly and Dennis for volunteering
    - ii. Luana requested that whomever attends provide her proof of participation so that she can add it to this year's Chapter of Excellence
    - iii. We will offer free local dues for anyone who signs up for NARPM at the event.
  - e. Christmas Party
    - i. Kelly provided several menu options for the party
    - ii. John Prescott with PRS offered his hangar at Stellar Air Park for the NARPM Christmas Party.
    - iii. The date is December 7, 2013 at 6:00 p.m.
    - iv. Dee will put the information in the newsletter
    - v. Kelly will look into the cost of table and chairs
    - vi. Idea: Karaoke!!

9. Old Business

10. New Business

11. Meeting adjourned at 10:51 a.m.

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

*July 25, 2013*

*Next meeting:* August 25, 2013

*Attendee's:* Elly Johnson, Al Root, Dennis Murdock, Erin Buchanan, Ann McCawley,  
Mike Mumford, Daniel Anderson, Luana Patterson

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- 1.) Elly opened meeting at 12:04 pm; Motions made by Luana – 1<sup>st</sup>, Elle 2<sup>nd</sup>.
- 2.) Introduction of Tucson NARPM members – Elly introduced Steve Schultz, President of the Tucson NARPM Chapter, along with 6 members present; Steve is also the new SW Regional VP of NARPM
  - a. Steve gave a run-down of upcoming events on the National scene
    - Owner/Broker Retreat Feb 24-26, 2014 followed by the Pacific SW Region Convention from Feb 27-28, 2014 @ The Belagio in LV, NV
    - Volunteers needed at the Pacific SW Region Conference – for every chapter, any \$ made is divided by participating chapters; \$112,000 made this past year
    - Participation in SW Conference also gives points towards designations
  - b. September 2013 – local Owner/Broker Retreat @ Westin La Paloma in Tucson; open to all members, not just brokers
  - c. December 7, 2013 – Phoenix Metro Holiday Party; location TBD
  - d. Elle contacted Steve re events thru “Constant Contact”
- 3.) Secretary's Report – Kim absent, but June minutes approved; Motions made by Anne – 1<sup>st</sup>; Mike Mumford – 2<sup>nd</sup>; All agreed
- 4.) Treasurer's Report – Erin
  - a. \$11K roughly collected
  - b. Only 12-14 members have paid 2013 dues so far
  - c. It was mentioned that anyone who signed up and paid 2013 dues, then will be entered in gift card drawing
  - d. Can pay dues today or \$40 for class same time as sign up for today's class
  - e. \$40 covers 4 CE classes during the year
  - f. Non-members pay \$40 per CE class
  - g. Joe Schmidt won early pay drawing
- 5.) Membership – Mike
  - a. Introduced one new member – Euphemie Weekes
  - b. Explained how we meet for our General Meetings every 4<sup>th</sup> Thursday of the month @ SEVRAR

- c. General Meeting starts @ 12pm; Education starts @ 1pm
  - d. There are 3 state chapters: Tucson, Phoenix & Prescott
- 6.) Chapter Excellence Report – Luana
- a. Have collected all that's going to be collected for the year
  - b. Report will be submitted on or before August 1, 2013 to National
  - c. Reviewed all the benefits to compiling info for the report
- 7.) Ethics – Elly presented Article 10, written on back page of meeting Agenda
- a. Article 10: Business Practices
  - b. Standards of Professionalism: 10-1, 10-2, and 10-3
  - c. Mentioned that we discuss Ethics every month at the General Meetings
- 8.) Vendor Report – Al
- a. Asked for people who want to be affiliate members
  - b. Introduced Debi Heileman w/ Puroclean who sponsored lunch
    - Member since October 2012
    - Energy services cleaning co. “Paramedics of Property Damage”
    - Mold is one of biggest concerns and discussed some remedies to use
- 9.) Legislation – Denise Holliday presented 2 big issues, on behalf of Sue Flucke, who had to leave the meeting early.
- a. Huge change in law re HOA communities to address “strong arming”;
  - b. New rules say no more lease copies, etc.
  - c. HOAs must talk to Prop Mgrs 1<sup>st</sup>, with PMA’s (they do not need separate release form) as opposed to tenants – ie.) as it has happened in the past until June 2013, the HOAs would tell tenant in writing of foreclosures; problem was that PM not finding out until after incident
  - d. PM fills out form w/in 5 days when receive info from tenant, to “inform” tenant of pending foreclosure
  - e. All new Laws affecting HOAs begin September 2013
  - f. Explained why laws finally passed, with AZ Governor saying “No” the first 3x laws passed her desk, until now; HOA attorneys wrong; our Governor reads and has staff who contacted all stakeholders who would have cared
  - g. Steve Urie said he’s had three 45-min landlord cases without attorneys; 15 min w/ attorneys
  - c. Asked if Phx Chap w/ SEVRAR, willing to sponsor landlord managed properties class? We’d copy the Honolulu HI model
  - d. Membership showed interest by show of hands
  - e. Steve will write articles re problems between tenant & landlord in AZ Republic nad ADRE
  - f. He wants anyone to send him cases/situations to write about
- 10.) Old Business - Elly
- a. 7/17/13 Bootcamp @ SAAR was enlightening & fantastic



b. NARPM sponsored afternoon; NTN sponsored lunch; & Aflec sponsored morning sessions

11.) New Business - Elly

- a. Need Board members
- b. Voting in December
- c. Contact us to volunteer
- d. Counts towards designation points
- e. Gave thanks to current Phx Metro Board for "stepping up to the plate"

12.) Adjourned at 12:50 pm; Motions made by Mike Mumford - 1<sup>st</sup>, Chad Chaderton- 2<sup>nd</sup>

1-4 pm CE Class - "The Ins & Outs of the AAR Forms, and Do I have to use them?" presented by Denise Holliday of Hull, Holliday & Holliday; 3 CE Hours of Contract Law

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

May 9, 2013

Next meeting: TBD

Attendee's: Elly Johnson, All Root, Dennis Murdock, Erin Buchanan, Dee Allomong,  
Mike Mumford, Daniel Anderson, Kim Ayers, Ann McCauley, Luana  
Patterson

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1. Elly opened meeting at 9:31 am.
2. Secretary's Report - Kim
  - a. All attending the meeting approved March's 2013 meeting minutes
3. Treasurer's Report - Erin
  - a. As of March there is \$12,184.02 combined in the checking and savings accounts.
  - b. Finance Files - Quickbooks - has this been accomplished
    - i. Erin would like to purchase Quickbooks today and start the accounts from January 1, 2013. All agreed to purchase Quickbooks Premier.
  - c. Erin confirmed that all who attended the last chapter meeting paid the National dues. Erin has not yet verified who has paid for local dues because the local dues have not been invoiced to the members.
  - d. It was recommended that we use PayPal as a form of payment method for members and affiliate members.
  - e. All agreed that Tammy's invoice for educational materials last year should be paid in full.
4. Membership - Mike Mumford
  - a. Brochure - membership
  - b. Mike is still waiting for membership materials from National on their mentorship program. The mentor program will be at the chapter level. Mike does need to clarify on the mentor designation requirements and the mentor responsibilities.
  - c. Elly confirmed that she is not receiving emails from National when new members join our chapter.
  - d. Dee suggested that we use Constant Contact to help remind the new members or members to be of our events. The email address could be captured by using a sign-up sheet. Dee will create a sign-up sheet.
  - e. Side Note: National contacted Elly regarding a free banner that goes over a table. Elly is trying to find out more about what it looks like.
  - f. Side Note: Mike will provide Dee the local NARPM logo.
5. President Elect - Luana
  - a. It was mentioned that we need a bio on Michelle Lind. Elly will get that to Dee for the website.
  - b. Luana would like to see Michelle Lind stay for the entire chapter meeting.
  - c. Education & Chapter Excellence
    - i. Luana has a lot of information in a box and it working on getting it organized. Luana has a list of items still needed for this year's chapter excellence. Ann will get Luana her badge from a past event.

- d. Chapter Excellence items need to be turned in by August 23, 2013.
- e. Luana will write a synopsis of what we still need, i.e. articles, etc., so that we can put it into Constant Contact and inform all of our members so they may help.
- f. Side Note: Luana may be the "stand-in" for Elly at the next meeting.

6. President - Elly

- a. 50/50 Raffle email from Steve Shultz
  - i. Mike will into the laws regarding the 50/50 raffle.
- b. Sam Cooper - email sent to Board - Discussion of Crime Free
  - i. It was suggested that NARPM sponsor a Crime Free Certification Class.
  - ii. The class would be an 8-hour class and held separately from the NARPM meetings.
  - iii. It could be held at the Arizona School of Real Estate, a different association or even AAR.
  - iv. Elly will contact Sam about setting up the class and update the Board
  - v. NARPM could set up their booth at the class.
- c. Chapter Meeting Schedule Updates
  - i. We need to have our chapter meeting schedule for 2014 ready by October 2013 for approval by board members.
  - ii. July - CE class with Denise Holliday
  - iii. August - Jeff Raskin is scheduled and will teach Mobile Technology.
  - iv. September - Daniel will contact Steve Schultz with Blue Fox and see if he can teach a CE class.
  - v. October - It was suggested that we invite Nicole LaSlavick. She could discuss legislative updates. We could also have a lawyer panel and a HOA panel.
  - vi. Side Note: Dee has requested that all Bio's be submitted in advance and updated on the website. Dennis will send Dee the link on Jeff's Bio.
  - vii. November - Dennis will contact Kent Pini with Crime Busters for availability.
    - 1. It was decided that the order of the agenda will be lunch, vendors, safety, desert and 50/50 raffle. NARPM can advertise "hundreds of dollars in vendor give-a-ways"
    - 2. Some other raffle ideas that NARPM can offer are weekend stay at the Arizona Grand Resort, Honey Baked Ham
- d. Other Education Opportunities
  - i. There are 2 Property Management Bootcamp classes coming in the near future. One is on July 17th and will be held at SAR in Scottsdale and the other will take place on September 27th and be held at SEVRAR.
  - ii. Mike will forward Dee the information so she can update the NARPM website.

7. Vendor - Dennis & Al

- a. Lunch Sponsors
  - i. May - American Family Insurance and Alliance Flooring
  - ii. June - Signature Shirts and Mr. Rekey
  - iii. July - Let's Talk Property Management, LLC and Puroclean Restoration Specialists

8. Legislation – Sue

9. Members at Large - Ann

- a. Daniel - Education - name from Dennis for the August Meeting
- b. Dee - Constant Contact, web and pay online - status
  - i. Dee has requested an updated member and affiliate list.
    - 1. Dennis will forward Dee the affiliate list
    - 2. Mike will forward Dee the member list
  - ii. Newsletter update
    - 1. Mike to send Dee one article for the newsletter
    - 2. Vendor visibility
    - 3. Dee recommends sending mid-month - she will look at the calendar and recommend more of a specific date.

10. Old Business

- a. Community Activity
  - i. Once the activity is agreed upon by the board, Russell Hathcock can work on the implementation/activity plan.

11. Meeting adjourned at 10:45 a.m.

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

*February 14, 2013*

*Next meeting:* TBD

*Attendee's:* Elly Johnson, Ann McCauley, Dennis Murdock, Dee Allomong, Donna Brandsey, Al Root, Daniel Anderson, Kim Ayers, Luana Patterson, Mike Mumford

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1. Call to Order – 9:30 a.m.
2. Secretary's Report – Kim
  - a. All approved the notes
3. Treasurer's Report – Erin
  - a. Mike Mumford reported on behalf of Erin.
  - b. All the data has been received from Diana Erickson
  - c. Both Mike and Erin reviewed Quickbooks Desktop and the online version. Erin suggests using the online version of Quickbooks. We would have to approve the purchase.
    - i. It was confirmed that using Quickbooks online anyone with internet access and a username and password can access Quickbooks. We would also be able to send out invoices for dues.
    - ii. Ann McCauley motioned to purchase Quickbooks Online, Mike Mumford seconded the motion and all approved.
    - iii. Mike will work with Erin on the set up of Quickbooks.
    - iv. We will start using Quickbooks online once the new bank account is set up.
  - d. The bank account will be set up after Las Vegas.
  - e. It was announced that we received the approval from IRS that the corporation has been formed and we can now efile.
  - f. Erin will work with Ben to have the ability to pay online.
4. Membership – Muke Mumford
  - a. Mike can now add members to Constant Contact.
  - b. A Welcome Letter is sent out for new members
    - i. The letter is informative
    - ii. Mike would like to send it to the existing members
    - iii. Donna Brandsey received a note from a NARPM member stating that it takes too much time to get to the NARPM meetings and they do not get a whole of information that she doesn't already know. The letter would be a great idea.
    - iv. We need a separate letter to those people who are not assigned to our chapter.
    - v. There are usually 15-20 members who are not assigned to a chapter and have been contacted in the past to join our chapter. We had some response from that initial contact.
    - vi. Ann McCauley suggested a "Thank-A-Thon" where volunteers call the non-assigned members and ask them to join our chapter. During the conversation we could mention up and coming events.
    - vii. Elly Johnson has been emailing some of the new members.

- viii. Daniel Anderson mentioned that National will call and reach out to their members on occasion.
5. President Elect – Luana Patterson
- a. Luana Patterson updated us on the events of the Southwest Conference
    - i. Luana Patterson is working the 50/50 from 8 am to 5 pm.
    - ii. The Breakfast for the President Elects is at 8 am.
    - iii. There is a conference call today to solidify the Internet in Plain English class, Authority on HUD Program class, and the Medical Marijuana class.
    - iv. We still need a gift from our Chapter.
      - 1. Daniel Anderson suggested a subscription to The Arizona Highways Book or magazine.
      - 2. Daniel Anderson will get the book and Luanna will bring it to the convention.
    - v. Luana Patterson updated us on our progress of Chapter Excellence.
      - 1. Al Root and Dennis Murdock will notify Luana when a new vendor joins the chapter.
      - 2. They will also notify Dee for the website update.
6. President – Elly Johnson
- a. Need CE hours for April
    - i. Mike Mumford will reach out to Steve Urie and see if he can teach the April Meeting. If not, Mike can teach an "informative class"
  - b. Meeting dates updated
  - c. Elly Johnson announced that if any member is with another association and have a property management event and want NARPM involved to contact her ahead of time.
  - d. Elly Johnson has asked for volunteers for the 50/50 raffle at the next meeting.
7. Vendor – Dennis Murdock and Al Root
- a. Dennis Murdock handed out the Vendor Spreadsheet.
  - b. Dennis Murdock and Al Root received a box of paperwork from the previous year and will go through it.
    - i. There are a couple of new applications and some checks that need to be deposited.
      - 1. They will get deposited as soon as the new checking account is set up.
  - c. It was mentioned that a lot of vendors stayed for the class. Mike Mumford mentioned that this could be a problem with seating. It was asked: what is the best way to handle this so it does not become a problem in the future?
    - i. Al Root mentioned that vendors chose to stay for the meeting because they want to "meet and greet" afterwards.
    - ii. It was suggested that we add a "networking time" to the agenda and announce it.
  - d. Luana Patterson suggested that the information for HERO PM be updated on the vendor spreadsheet

- e. It was stated that any vendor who has not paid since 2011 needs to be billed. Once Quickbooks is updated all vendors who have not paid will receive an invoice.
  - i. It was stated that the Treasurer is responsible to bill the vendor affiliates who are not up-to-date on their payments.
- f. Elly Johnson has requested a copy of the affiliate form. Al Root stated that he would send the form to all member.
  - i.

8. Members at Large – Ann McCauley

a. Education – Daniel Anderson

- i. April 25<sup>th</sup> meeting needs to be filled
- ii. We still need to schedule the HOA
- iii. It was also suggested that we get a person from the Legislature or a Lobbyist from AAR but we would have to wait until the Legislature is over.
- iv. July is a CE class
- v. Barb Freestone has reached out to NARPM to hold a CE class at the convention in April that is being held in Tucson. It is on a Tuesday and there is one class in the morning and one class in the afternoon.
  - 1. The requested class is on Audit Compliance
- vi. Mike Mumford mentioned that at the SEVRAR PM Committee meeting it was discussed that SEVRAR does not “steal” education materials from instructors. SEVRAR will actually sign a commitment letter stating that the instructors materials belong to the instructor.
- vii. It was stated that Sam Cooper is a great instructor and Mike Mumford will reach out to Steve Shultz.
- viii. Elly Johnson suggested a technology class.
  - 1. Dennis Murdock recommended Jeff Raskin. He will ask Jeff if he would be interested in teaching a class at NARPM in August 2013.
  - 2. Daniel Anderson suggested having other classes than just CE classes.
    - i. It was suggested that we should have a social media class.

b. Website – Dee Allomong

- i. Dee will add the “extra” events that NARPM is involved with onto the website.
  - 1. Mike Mumford will get these “snip-its” of the different events to Dee Allomong.
- ii. Dee Allomong can update the website but has requested a contact person for questions. It was decided that Mike Mumford will be that contact person.
- iii. It was stated that the NARPM website is limited. There are only a few pages that can be edited. They are the Home Page and About Page.
- iv. It was recommended that we add pictures and give the website more personality.
- v. Dee Allomong will bring index cards to the next meeting and ask members to write down testimonials for the website.
- vi. It was recommended that we become more involved with Twitter and LinkdIn.

1. It was suggested that we discuss the LinkdIn page in detail before we set it up.
  2. Twitter might be easier to administer.
  3. Another suggestion is paying for advertisement on Facebook. You can promote for \$10
  4. It was asked if there was a marketing budget. If we do not have one – we should.
- vii. It was suggested that someone take pictures at the Chapter Meetings.
  - viii. It was suggested that we have an approval process for the recommended changes.
    - ix. All reviewed Dee Allomong's proposed changes.
    - x. Mike Mumford will work with National to update the positions and chair positions on the website.
    - xi. Elly Johnson and Mike Mumford will forward their pictures to Dee Allomong.
    - xii. Mike Mumford will get a contact name from National for Dee Allomong.
    - xiii. It was suggested that we promote the Board Members and their positions using Constant Contact.
    - xiv. Dee Allomong has requested to get copies of all forms for membership. Mike Mumford suggested that Dee Allomong copy all the forms from National's website.
    - xv. It was suggested that we add vendor logos to the website on the Affiliate page.

9. New Business

- a. It was suggested that we combine a social event with a charity event.

10. Meeting Adjourned

- a. 11:42am



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

*January 10, 2013*

*Next meeting:* TBD

*Attendee's:* Al Root, Dee Allomong, Mike Mumford, Sue Flucke, Kim Ayers, Anne McCawly, Ell Johnson, Donna Brandsey, Luana Patterson, Dennis Murdock, Erin Buchanan, Daniel Anderson

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1. Call to Order – 11:04 a.m.
2. Introduction of Board Members
3. Secretary's Report
  - a. Kim to provide Elly a copy of the November meeting minutes.
4. Treasurer's Report
  - a. Mike confirmed that we have the Tax ID Number.
  - b. Diana needs to return the check book. It needs to go to Erin. It was recommended that we get the checkbook from Diana as soon as possible.
  - c. The current bank accounts need to be closed and we need to open new accounts since we have a new name and new TIN.
  - d. The signors on the new account should be the President, President Elect and Treasurer.
  - e. Motion: Change name and TIN
    - i. Erin motioned
    - ii. Anne & Mike second the motion
    - iii. All agreed
  - f. Ben is working to create an online payment page for the website
5. Membership
  - a. Mike has agreed to oversee the Membership chair.
  - b. Elly sent to Mike an email regarding brochures.
  - c. To increase membership, Mike recommends to get involved with the local boards. Other suggestions to increase membership is through the SEVRAR PM Committee, the Commissioner, AAR – specifically the Broker Audit Seminar.
  - d. The Broker Audit Seminar
    - i. The Commissioner has asked Sue Flucke to teach a class.
    - ii. The Broker Audit Seminar has added an additional day to address the broker classes.
    - iii. The seminar is being held at the Casino Del Sol in Tucson, April 9<sup>th</sup> through April 11<sup>th</sup>.
    - iv. We are looking at possibly holding a joint seminar & asking it be sponsored by AAR, NARPM and ADRE.
      1. Motion to be a part of the next seminar
        - a. Mike Second
        - b. All agreed
    - v. It was suggested that NARPM attend the seminar as a vendor.
    - vi. If NARPM attends the seminar, National NARPM will send the chapter \$500 as well as new registration materials.

- vii. It was suggested to have all the NARPM Chapters listed at the seminar and also to invite them to lunch.
- e. To help increase membership, it is important that we all support our local boards.
  - i. Phoenix Association of Realtors (PAR) has offered their space for free to hold a NARPM function.
- f. It was mentioned that if anyone receives an application from a vendor that it must go to Al.
- g. Elly has requested that we all reach out to any/all organizations that we belong to and introduce them to NARPM and get involved as a NARPM member.
- h. If we are informed of any news of property management classes in a timely manner, a NARPM member can hand out marketing materials to promote NARPM.
- i. Erin to get w/ Mike to teach him Constant Contact
- j. Mike receives an email from National that is a list of all new members. Upon receiving this list, he sends a "Welcome Email" to each individual in hopes of getting them to sign on with our local chapter. Mike will add Elly to the Welcome Email.
- k. Erin has agreed to create a flyer to address Members at Large.
- l. It was suggested that NARPM create business cards with meeting days/times and a map to the meeting location.
- m. At the Chapter Meeting, we need a fresh list every meeting.
- n. Mike will bring his laptop to the meetings to check on site who is a member.

#### 6. President Elect

- a. Luana handed out Bylaws and job responsibilities
- b. The President Elect will be responsible for Chapter Excellence and Education and will oversee other chair positions.
  - i. Motion: Dee to handle Marketing Chair/Website & Technology
  - ii. Elly second
  - iii. All approved
- c. Daniel will head the Education Chair w/ Luana
- d. National will pay \$100 for President and President Elect for leadership education.

#### 7. President

- a. Ideas, changes, speakers – classes Meeting dates
  - i. Two weeks from today, Denise Holliday will teach 1pm – 4pm, CE AZ Landlord Tenant Act Part 1.
  - ii. It was agreed that we are having a Chapter Meeting in April because it does not interfere with the Winter Conference this year.
  - iii. Sue Flucke will contact Richard Hart and see if he can attend the February Board Meeting to discuss tax information.
  - iv. Other meeting ideas include Medical Marijuana, Michelle Lind and HOA
  - v. It was suggested that in the next Chapter Meeting we ask the members what subject topics they would like to have
  - vi. We need to look into adding additional meetings at the other associations.

8. Vendor
  - a. Al will make a sign-up sheet for the meetings
9. Legislation
  - a. To main topics: Anti-deficiency laws and HOA Management Licensing
    - i. ADRE does not want the HOA Management Licensing
    - ii. Legislation meets Monday and Realtor Day is Tuesday
  - b. Another hot topic is having Property Managers Bonded
    - i. This becomes very complicated and Sue is against this idea as she and others feel it will shut down our a lot of Property Managers
10. Members at Large
  - a. Anne is helping in an advisory role with ADRE.
  - b. Anne is also a mentor for several individuals who are trying to get their designations and is on a sub-committee to review designation forms and the processes of reviewing those forms. NARPM is offering two new designation classes for Human Resources and Accounting
  - c. Mike is a Designated NARPM Instructor
11. New Business
  - a. Elly has chosen that this year we will donate to the Food Bank
  - b. Some ideas for social service work is house cleaning/yard work for the elderly.
    - i. We can partner with the Scottsdale Association of Realtors
  - c. Motion: Board members to have badges
    - i. Elly second
    - ii. All agreed
    - iii. Erin will look into the cost of badges for the Board Members
  - d. It was stated that if a Board Member is unable to attend either meeting then they must call and let someone know before the meeting.
  - e. Board Members should be at the Chapter Meeting at least ½ hour early
  - f. It was recommended that we pass out "Hello My Name Is" stickers
  - g. It was suggested that membership information be available at every Board Meeting
  - h. It was suggested that Chapter Members take turns selling 50/50 raffle tickets
  - i. It was suggested that the President discuss the ethics at each meeting
    - i. The agenda/ethics should be in view on the overhead projector
    - ii. Kim will bring a RGB cable for the iPad

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### Summary of Action Items

Assigned To	Subject
Kim	Email November notes to Elly
Erin	Get old checkbook from Diana
Elly, Luana, Erin	Open new bank account
Erin	Teach Mike Constant Contact
Erin	Create flyer to target Members at Large
Erin	Create draft of a NARPM business cards
Mike	Add Elly to the Welcome Email
Mike	Bring laptop to the Board Meetings
Sue	Contact Richard Hart for February's Chapter Meeting
Al	Make a sign-up sheet for the vendors
Erin	To get pricing on badges for Board Members
Mike	To bring "Hello My Name Is" stickers at Chapter Meeting
Kim	Bring RGB cable for the iPad and her iPad at Chapter Meeting

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