

BYLAWS

The Phoenix AZ NARPM Chapter

of

The National Association of Residential Property Managers

ARTICLE I: Name, Purposes, Powers and Definitions

Section A: Name

The name of this organization shall be The Phoenix, Arizona chapter of the National Association of Residential Property Managers, Inc., hereinafter referred to as the chapter.

Section B: Purpose

The purposes for which the organization is established are to:

1. Establish a permanent trade association in the residential property management industry in the Phoenix Arizona geographical area.
2. To promote a standard of business ethics, professionalism and fair practices among its members.
3. To establish and promote education of its members.
4. To provide and promote an exchange of ideas regarding residential property management.

Section C: Powers

The chapter may exercise all powers granted to it as a corporation organized under the non-profit corporation laws of the State of Arizona.

1. The chapter shall be subject to all rules, regulations, ethics, and standards and bylaws of the National Association of Residential Property Managers, Inc.
2. Chapter bylaws shall not conflict with those of the National Association of Residential Property Managers, Inc., hereinafter referred to as the national association.

Section D: This chapter's geographical definition shall be: Within the metro area of Phx. Arizona

ARTICLE II: Membership

Sustaining Member, Member, Affiliate Member and Honorary Member

Section A: Sustaining Member

A sustaining membership is an individual who is one of the founding members of the chapter. Requirements relating to acceptance into the Sustaining membership, suspension of sustaining membership, termination of sustaining membership shall be identical to those specified for members except for the following:

1. Replacement: A vacancy in the sustaining membership shall not be replaced.
2. The sustaining members shall meet once a year to provide counsel and advice to the executive committee and sub-committee chairpersons regarding the future trends of the industry and to lend its membership strength to the charter.

Section B: Professional Member

A professional member shall be an individual who is employed as a property manager or is actively seeking such employment. For the purposes of this section, a property manager is defined as an individual who is actively engaged in the management of residential properties as an agent for others. The individual must follow the state's regulatory licensing law regarding licensure in performing the duties of a property manager.

Section C: Support Staff

A Support Staff Member shall be a person acting in the role of support in the office of a Professional Member and the Support Staff Member must not be acting in a capacity requiring licensure according to his/her state's regulatory licensing law. A Support Staff Member does not vote or hold elective office.

Section D: Affiliate Member

An affiliate member shall be an individual or business entity, which provides products, services or expertise to the residential property management industry.

Requirements relating to acceptance into affiliate membership, suspension of affiliate membership shall be identical to those specified for members, except that affiliate members are not eligible to vote; However, affiliate members can serve in advisory positions to the executive committee or chairpersons or committee members. An affiliate member does not vote or hold elective office.

The Chapter [choose one] shall/shall not recognize all NARPM® National Affiliate Members as Affiliate Members of this Chapter.

Section E: Honorary Member

Honorary membership shall be bestowed upon individuals who, in the opinion of the executive committee, have rendered or continue to render distinguished service to the association or the profession of property management. Honorary members shall pay no dues or other assessments, and shall be eligible to participate in the usual activities of the association, except they shall be ineligible to vote, hold office or serve as a member of the executive committee unless they are current members in good standing in the chapter and national association.

Section F: Application by Sustaining, Professional, and Support Staff Members:

1. Acceptance into membership: An applicant for membership in a chapter shall first be a member of the national association. A member of the national association may be a member of more than one chapter as long as that member meets all requirements for each chapter membership.
2. Vote: A Sustaining and Professional member shall be eligible to vote in person at the annual meeting of the chapter in which officers are elected. The vote shall be done in person. Any member shall be eligible to vote at all meetings of sub-committees upon which the member serves, if any.

ARTICLE III: Suspension, Termination and Resignation of Membership

Section A: Suspension of Membership

Suspension of membership shall result in a member being unable to vote in chapter matters for a period of time designated by these or the national association bylaws or, where such discretion is authorized by the national association, for any one of the following reasons:

1. Suspension of membership: Suspension of membership for reasons stated in Article III of the bylaws of the national association.
2. Delinquency in Payments Any member failing to pay sums due to the Association within 60 calendar days of an invoice due date, shall be considered delinquent and can be suspended. Delinquency status shall

remain in effect until payment of obligations is made in full, or membership is terminated.

3. By recommendation of the executive committee, and approved by the board of directors of the national association, as a result of violations of the Code of Ethics and Standards of Professionalism.

Section B: Termination of Membership

Membership shall be terminated for reasons identified below. Upon termination, a member shall lose all rights and interests in the chapter and the national association.

1. Resignation: A member may resign at any time by forwarding a letter stating such intent to the president or secretary. The letter shall indicate the date on which the resignation is effective. No refund of chapter or national association dues shall be made for any reason.
2. Failure to Pay Obligations: Membership shall terminate automatically when a member fails to pay annual dues within 60 days of the due date, or fails to pay any other obligation within 60 days of invoice presentation. Mitigating circumstances can extend the 60 day period, but only if the member notifies the president or secretary of such circumstances before the 60 day period has expired.
3. By recommendation of the president to the executive committee, a sustaining vote by the executive committee and approval by the board of directors of the national association as a result of a violation(s) of the Code of Ethics and Standards of Professionalism.

Section C: Reinstatement of Membership

A former member still meeting all membership requirements shall be reinstated:

1. Upon request, if such request is received during the calendar year during which a resignation occurred.
2. Upon request, provided that all financial indebtedness incurred has been paid and is current.
3. After a waiting period of one calendar year from the date of termination as a result of a presidential request or by an action of the board of directors of the national association.
4. Upon request through the normal application procedures, if the resignation occurred beyond the current fiscal year.

ARTICLE IV: Executive Committee

Section A: Responsibilities

The executive committee, hereinafter known as the committee, shall have responsibility for the management of the chapter and shall exercise all rights and powers not expressly reserved by these bylaws or the bylaws of the national association. Such management responsibilities shall include, but not be limited to:

1. Establishing and implementing an organization framework for the chapter.
2. Establishing new or modifying existing operating rules that are not inconsistent with these bylaws, the bylaws of the national association or their intent. Recommendations of all changes to the bylaws must be submitted to chapter members. Upon the approval of a majority of chapter members, the changes to the bylaws must be submitted to the board of directors of the national association for approval.
3. Establishing annual chapter dues, application fees and special assessments.
4. Establishing new committees and dissolving existing committees.

Section B: The Executive Committee

All executive committee members should faithfully attend all executive committee meetings, the executive committee, hereinafter known as the committee, shall be composed of six (6) officers as follows:

1. President: The president shall:
 - a. Be the chief executive officer of the chapter.
 - b. Preside at all meetings of the chapter.
 - c. Act as an alternate signatory for funds withdrawn from the chapter account(s).
 - d. Sign all legal documents.
 - e. Undertake responsibility for such other activities as deemed appropriate by the committee.
 - f. Serve as a member of the national association's membership committee.
 - g. Serve a term of one year commencing with the beginning of the new calendar year.
2. President-Elect: The president-elect shall:
 - a. Act as an alternate signatory for funds to be withdrawn from the chapter account(s).
 - b. Fulfill the responsibilities of the president during his/her absence.
 - c. Replace the president at the end of the fiscal year.
 - d. Automatically accede to the presidency during a calendar year when the presidency becomes vacant.

- e. Undertake other activities as are deemed appropriate by the president.
- f. Serve as a member of the national association's publications committee.
- g. Serve a term of one year commencing with the beginning of the calendar year.

3. Secretary: The secretary shall:

- a. Maintain a current chapter membership directory.
- b. Record said directory with the national association's membership committee.
- c. Record, maintain and distribute minutes of all regular and special meetings of the committee as appropriate.
- d. File all federal, state and local reports as needed.
- e. Undertake responsibility for such other activities as deemed appropriate by the committee.
- f. Serve a term of one year commencing with the beginning of the calendar year.

4. Treasurer: The treasurer shall:

- a. Be a signatory for all funds withdrawn from chapter account(s).
- b. Distribute annual renewal notices for chapter dues and special assessments.
- c. Deposit all funds into a federally insured financial institution.
- d. Prepare a financial report for the committee upon request.
- e. Prepare an end-of-fiscal year report for the treasurer of the national association.
- f. File tax and other financial reports with the appropriate government agencies.
- g. Undertake responsibility for other such activities as deemed appropriate by the committee.
- h. Serve a term of one year commencing with the beginning of the calendar year.

5. Members-at Large

Members at large shall sit in and help where needed by President or President-Elect

ARTICLE V: Eligibility, Nominations, Elections, Terms of Office and Vacancies

Section A: Eligibility

To be eligible to serve as a chapter officer, an individual shall be a member in good standing with both the chapter and the national association. Furthermore, the chapter member must be willing to fulfill the duties of the office to which he/she is elected, including those duties relating to the national association.

Section B: Notification of Members

Chapter members shall be notified in writing, via the chapter newsletter or by special mailing, of the pending election and nominations solicited from chapter members at least thirty (30) days prior to the last regularly scheduled chapter meeting before the end of the calendar year. Nominations shall be done in two ways:

- a. Write-in: Any member who writes in the name of a nominee shall provide a signed letter from the individual so nominated indicating the said individual's willingness to serve if elected and signed by five percent (5%) of the professional chapter members.
- b. In Person: Any member who is present during the electoral process can be nominated.

Section C: Elections

Elections shall be conducted in the last regularly scheduled chapter meeting prior to the end of the calendar year.

1. Presiding Authority: The outgoing president shall conduct the election. The outgoing president can delegate the electoral process to the president-elect or any other chapter member provided that member is not a nominee.
2. Quorum: A quorum to conduct business by the members shall be 10% of the member eligible to vote at a regularly scheduled meeting. A chapter event can be held without a quorum but no business can be conducted
3. Uncontested Offices: The presiding authority shall identify those offices for which there is only one nominee. Upon a motion to close the nominations for such offices, that nominee shall be considered duly elected.
4. Contested Offices: In the case of contested office(s), each office shall be dealt with through a ballot presented to those who are in attendance at the chapter meeting. The nominee receiving a simple majority shall be elected to the position.

Section D: Term of Office

An officer's term of office shall commence with the beginning of the calendar year and conclude at the end of the same.

Section E: Vacancy

An office shall be declared vacant when an officer:

1. Resigns that office through written notification to the president or the secretary.
2. Is no longer eligible for membership in the chapter or the national association.
3. Is no longer capable of fulfilling duties of the office involved.

Section F: Filling a Vacated Office

In the event that the position of president is vacated, the president-elect shall automatically fill that position and shall continue to serve as both president and president-elect. In the case of other officers, a vacated office shall be filled:

1. When: When more than three (3) calendar months remain before the next election at which the vacancy shall be filled.
2. Procedure: By an individual nominated and approved by the executive committee.

ARTICLE VI: Meetings, Locations and Majority Rules

Section A: The executive committee shall meet with the same frequency as the chapter meetings.

1. Notice of Regular Meeting: With the advice and consent of the president, the secretary shall notify all members of the executive committee of the date, time and place by regular letter mailed to each member of the committee.
2. Waiver of Notice: Attendance by any member of the executive committee at a regularly scheduled meeting at which date, time and place is established for the next meeting shall constitute a waiver of notice of the next regular meeting of the committee.

Section B: Location

All meetings of the chapter shall be held within the geographic definition of the chapter. All meetings of the executive committee shall be held within the geographic definition of the chapter unless otherwise waived by all the members of the executive committee.

Section C: Quorum

A Majority of the executive committee officers in attendance shall constitute a quorum.

Section D: Simple Majority Vote

All actions and decisions of the executive committee shall be made official by simple majority vote of the members present at any regular or special meeting of the committee.

ARTICLE VII: Sub-Committees

Section A: Appointment

Except as otherwise stated in these bylaws or the bylaws of the national association, the chairpersons and members of all sub-committees shall be appointed by the president with the advice and consent of the executive committee.

Section B: Responsibilities

Sub-committees shall undertake such responsibilities as are identified in these bylaws or as may be assigned to them by the president with the advice and consent of the executive committee. No sub-committee may take any action on behalf of or representative of the chapter unless specifically authorized by the executive committee.

Section C: Creation and Dissolution

The president, with the advice and consent of the executive committee, shall have the authority to create and dissolve sub-committees according to the needs of the chapter.

ARTICLE VIII: Code of Ethics & Standards of Professionalism
Acknowledgment and Enforcement

Section A: Acknowledgment

A Chapter Charter is granted only upon the acknowledgment that the chapter members shall:

1. Be familiar with Code: Read and be familiar with the applicable Code of Ethics to which continual adherence is mandatory for continuation of a Chapter Charter and individual membership.
2. Be Unopposed to Application: By receipt of the Chapter Charter, the chapter does hereby formally agree to not take any legal action(s) against the national association, its officer(s), director(s), committee chairperson(s), committee member(s) or the chapter, its officer(s), sub-committee chairperson(s) or sub-committee member(s) for any prescribed action identified by these bylaws or the

bylaws of the national association taken for the purpose of enforcing the applicable Code of Ethics and Standards of Professionalism.

Section B: Enforcement

It is the duty of the president of the chapter to report all violations of the national association's Code of Ethics and Standards of Professionalism to the national association's grievance committee.

ARTICLE IX: Financial Considerations

Section A: Calendar Year

The chapter's calendar year shall be January 1 to December 31 of each year.

Section B: Local Chapter Dues

A The Chapter shall charge annual and pro-rated dues, subject to approval by the national association, as outlined below:

1. Payable: Dues for local chapters are payable on January 1 each year
2. Late Dues: Dues will be deemed late if after 30 days past the due date, they are still unpaid. Members who pay their dues after January 31st will not be listed in the Annual National Membership Directory.
3. Non-payment of Dues: Failure to pay the annual dues within 60 days after the first day of the year shall result in automatic termination of membership unless there are extenuating circumstances.
4. Professional Member and Support Staff Dues: The amount of local chapter dues for Professional Member and Support Staff shall be established annually by the board of directors during the budgeting process.
5. Affiliate dues: The amount of local chapter dues for Affiliate dues shall be established annually by the board of directors during the budgeting process. The chapter will not charge dues to National Affiliate members.
6. Late Fees: Payment of any dues or special assessments must be made within 60 days of the invoice due date. Any payment received after that time will be considered late, and a late fee will be assessed. The Board of Directors must approve any schedule of late fees or returned check fees.

Section C: Special Assessments

Special Assessments may be established by the executive committee and imposed upon its chapter members and/or affiliate members for a specific funding purpose. The purpose and amount of any special assessment shall be announced at a regular or special meeting of the chapter prior to the imposition of such an assessment. No more than one special assessment may be imposed in any calendar year.

Section D: Budget

The treasurer, in conjunction with the executive committee, shall prepare an itemized budget of income and expenses for each calendar year. The budget shall not exceed the chapter's ability to pay the same.

Section E: Non-Binding

The chapter shall not have any authority to financially obligate or bind the national association for any reason.

ARTICLE X: Proposals and Procedures for Amending

Section A: Proposals

Amendments to these bylaws may be proposed by any chapter member or board of director of the national association at any time through a letter addressed to the executive committee and presented or mailed to the secretary. Any proposal shall be studied by the entire executive committee or an officer of the executive committee or by a sub-committee created and/or assigned for that purpose as appointed by the president.

Section B: Procedure for Amending

The entity assigned for the purpose of reviewing proposed Bylaw revisions shall present the proposed amendment to the executive committee with its findings and proposed recommendations of actions. A two-thirds majority of the executive committee is necessary in order to amend these bylaws.

All amendments shall be subject to approval by the board of directors of the national association prior to their implementation or adoption by the chapter and a final copy of these bylaws are to remain on file at national's office.

ARTICLE XI: Miscellaneous

Section A: Invalidity

The invalidity of any provision of these bylaws shall not impair or affect in any manner the validity, enforceability or affect of the remainder of these bylaws.

Section B: Waiver

No provision of these bylaws shall be deemed to have been abrogated or waived by reason of any failure to enforce the same, regardless of the number of violations or breaches which may have occurred.

Section C: Hold Harmless and Indemnify

The chapter shall hold harmless and indemnify members of the executive committee, officer(s), sub-committee chairperson(s) and sub-committee members, as well as the national association, its board of directors, officers, chairpersons and committee members who are acting within the scope of their responsibilities, duties or these bylaws.

Section D: State Laws

These bylaws may be amended to conform and comply with the laws, statues, rules and regulations of the governing bodies of local, county and/or state authorities that have jurisdiction.

NARPM® Board Protocol & Conduct

Being elected to the Board of the National Association of the Residential Property Managers is an honor and privilege. Your peers have selected you to serve the association in representing the industry and their professional interests. It is a commitment and responsibility that can be easily managed by staying focused on **NARPM® Core Values:**

- Respect and integrity among members brought about by ethical, honest, and credible behavior;
- Cooperation and sharing amongst colleagues instead of competitors;
- Commitment and dedication to the profession of residential property management;
- Promotion of continual learning;
- Visionary leadership for the industry; and
- Service to society.

1. Respect and integrity among members brought about by ethical, honest, and credible behavior:

- Leaders are held to a higher standard and are expected to be the example for our general membership to emulate.
- Stay true to NARPM® Code of Ethics and Standards of Professionalism.

2. Cooperation and sharing amongst colleagues instead of competitors:

- Approach and welcome new members, first time attendees, and guests so they immediately know they are accepted.
- Always be willing to share information and ideas with fellow NARPM® members.
- Always “talk the good NARPM® talk” amongst the membership.
- Give a member(s) your full attention when they address you. If they present you with a problem or other matter, see it through to the resolution or direct them to the right entity (committee chair, staff person, and/or Board member) to handle the issue. Most important, follow up with the member to ensure they were satisfied with the process and/or end result.
- At NARPM®-related events, mix and mingle (sit) with a combination of friends/long-term members, new members and first time attendees. Whenever possible, Board members should sit at separate tables.

As a leader, members take pride in getting to meet you and talk with you. By sharing your experiences they become a part of the NARPM® experience. Consequently, it is encouraged that you meet as many different members as you can. By socializing with only your friends, you miss this opportunity as a leader of NARPM®.

Where would you be in NARPM® today if a leader had not approached you?

3. Commitment and dedication to the profession of residential property management:

As a speaker, NARPM® representative, guest, participant, etc.

- Register for all events in which you are participating; unless directed otherwise by your host organization.
- Published dates and rates for events apply to all members.
- Always bring something to share with the members you are visiting (forms from your office, NARPM® membership packet, convention brochure, etc.).
- Meet and greet as many people as possible.
- Be accessible and approachable.
- Arrive early and be prepared.
- Turn off your cell phone.
- Private meetings should be conducted away from the membership.

As an Attendee

- During all events, be attentive and demonstrate respect to the person(s) speaking.
- Return from designated breaks promptly at or before the specified time.
- Participate in all events and get involved.

4. Promotion of continual learning:

- Seek continued education for yourself (CE courses, NARPM® meetings, industry-related books and workshops, etc.).
- At any NARPM® or real estate event, wear your NARPM® designation pin(s).
- Support the offering of NARPM® certification courses in your area.
- Encourage members to take certification courses and seek their NARPM® designations.
- Encourage members and prospective members to attend NARPM® events and educational offerings.

5. Visionary leadership for the industry:

- Release your inhibitions and personal issues to open your mind to focusing on the goals and purpose of the association.
- Give and prepare yourself to receive constructive criticism.
- Restrict negative communication; be constructive – presentation makes all the difference.
- Avoid personal agendas and politicking.
 - If you are dissatisfied with a NARPM® member or situation, discuss it with that member or the appropriate leader(s) without involving others.
 - Always remember, “NARPM® first” when preparing to present an issue, motion, etc. The needs/ wants of a committee/member/yourself are secondary if it does not benefit NARPM® as a whole by adhering to the Strategic Plan.

- Even if a controversy exists, demonstrate nothing but a positive attitude; especially when among the membership.

Even if something seems like a personal attack, remember, it probably is not. People are inherently good and do not intend to harm or offend others by their choices or actions. Often times the offensive or disappointing actions by another have nothing to do with you but rather with that person's own goals, personal issues or insecurities. If you know them personally, approach them privately to discuss the matter as a friend. If you know them professionally, approach them privately to discuss the matter respectfully as colleagues.

- Male-Female Communication:
 - Avoid sexual overtones and innuendo
 - Avoid inappropriate contact, dirty jokes, foul language, etc.

- E-mail:
 - Make sure to enter a "subject" into the subject line and that the subject matches the content of the email - NARPM
 - Restrict communication to the business being conducted
 - Only include parties, as necessary; likewise, make sure to include all parties affected by the information – don't forget to include headquarters.
 - Reply as directed, if you can reply to one rather than all, do so
 - Restrict humorous or sarcastic communication, as it can be easily misinterpreted
 - Have access to and check your email daily; respond as needed
 - Insert instructions (reply or reply all) into the email as to who should receive a reply
 - You are expected to reply to emails if your name is in "To" section and if cc: then the email is FYI only

- Motions, reports, agendas:
 - All must be presented
 - On time
 - Complete
 - In the format requested (hard copy, electronic, etc.)
 - Using any required template, as applicable
 - To all parties, as instructed
 - If you know of (or will be presenting) a motion that opposes the goals or ideas that another Board member and/or committee will be presenting, notify the appropriate board member/committee chair prior to the motion being presented
 - Include all pertinent background information to a motion so the Board can make an educated and thoughtful decision
 - Include how the motion/action supports the strategic plan
 - Do your homework prior to the board meeting.

- Relationship to NARPM's professional staff, committee chairs/ members, and board members:
 - Be supportive: offer to assist
 - Be respectful: make a request, not an order
 - If they have not been able to complete a task assigned, ask them what they need or how you can help to ensure the task is completed

- Exceptions should not be expected for anything that has a clear policy/ procedure
- Most importantly, do not assume; ask for clarification
- Time Management:
 - Manage your time so you can meet your obligations
 - If you cannot meet an obligation, discuss it with the appropriate leader as soon as you realize it is a problem allowing opportunity for someone else to assist or accomplish the task
- Dress:
 - Dress professionally and respectfully at all NARPM functions and when representing yourself as a NARPM leader/ member
 - Men – slacks, button shirts, sports jackets, suits and ties
 - Women – business attire
 - Wear NARPM designation pins, etc. whenever possible
 - Wear your Board name badge whenever possible
 - Participation is key – if a NARPM event has a theme calling for a costume or special dress, Board members are to participate and dress accordingly

6. Service to society

- Public Speaking:
 - Exhibit a professional and positive attitude
 - Be prepared and knowledgeable about the subject
 - Acknowledge all members/affiliates/guests equally and professionally
 - Present yourself as an expert of the industry, as that is how you are being perceived
- Promote Charitable or Community Service Projects
 - If you are part of a local and/or regional chapter of NARPM, encourage the chapter to host such a project and make sure to participate in it
 - Participate and support any national NARPM sponsored project

A LOOK AT THE LEGALITIES

YOUR LEGAL AND FIDUCIARY RESPONSIBILITIES AS A BOARD MEMBER.

In the wake of recent corporate accounting scandals, you may, understandably, be anxious about your responsibilities as a board member. Although you should steadfastly resist the temptation to micromanage your organization's daily operations, which is the staff's job, you and your board colleagues are ultimately responsible for the board's – that is the organization's – decisions and actions. Here are the basics of what you must know and do.

THE LEGAL FRAMEWORK

A director's responsibilities generally encompass the following duties.

- 1) **THE DUTY OF CARE** requires you to use the care that a reasonably prudent person would exercise in a like position and under similar circumstances. At its most basic, the duty of care requires you to participate in board decisions, ask questions to gain the information you reasonably need to make a decision, and exercise independent judgement. In other words, you share in all the responsibilities and powers of the directors, and although you may delegate work to staff and committees, you should monitor their work.
- 2) **THE DUTY OF LOYALTY** requires you to place the organization's financial and operational interests above your own or those of other persons or organizations. The duty of loyalty also requires you to refrain from using your position of trust, or information gained from participating on the board, to further your financial interests. If you have an interest in a transaction the board is considering, you must disclose it. Moreover, although it is not inherently illegal for you to perform work for the organization, you must follow the conflict-of-interest rules, and the arrangement's terms must be fair.
- 3) **THE DUTY OF OBEDIENCE** requires you, within the bounds of the law, to support the board's decisions and to abide by the organization's mission and purposes, as expressed in its articles of incorporation, bylaws, and policies. Vigorous debate around the board table is expected and encouraged. Once the board's decisions or actions are final, however, you are obliged not to publicly undermine the decisions, but to support and implement them.

OTHER LEGAL REQUIREMENTS

You as a director must also comply with certain statutory requirements. For example:

- Many organizations are subject to federal employment tax withholding, or other tax requirements, and must file annual exempt organization information returns. Under certain circumstances, board members could be liable for the organization's failure to comply with those requirements.
- Organizations are also subject to antitrust laws, which prohibit contracts, combinations, or conspiracies in restraint of trade. An organization's members, directors, or employees cannot as a group set prices, establish discounts, divide customers or territory, unreasonably deny access to membership or association services, establish unreasonably standards for the industry or profession, or take similar actions that restrict competition. Violation can result in severe criminal penalties, including imprisonment and treble damages in suit brought by competitors or consumers.
- You and your organization must also comply with civil rights laws, including laws that prohibit discrimination on the basis of gender, race, religion, disability, and age. Personal liability may result if you have actively participated in discrimination or harassment.

BASIC RESPONSIBILITIES

Here is a checklist to help you faithfully discharge your legal and fiduciary duties.

- **Determine and Follow your Organization's Mission and Purposes.** As its governing body, the board sets broad policy and the staff carries out day-to-day operations.
- **Disclose Conflicts of Interest.** When you have an actual or potential interest in a transaction the board is considering, whether related to an organizational program or a contract for purchasing goods or services, you must disclose that interest before a decision is made and generally refrain from

participating in the decision making. If the conflict is so pervasive that disclosure or recusal is not enough, it may be appropriate for you to resign or be removed from the board (or from the conflicting activity).

- **Maintain Confidentiality.** You should not disclose information about the board's decisions or the organization's activities unless they've been made public. As a corollary, do not speak for the board unless you have been specifically authorized to do so.
- **Attend Board Meetings Regularly.** Read reports and other materials presented for consideration. If questions arise, make reasonable further inquiries.
- **Seek Outside Advice from Accountants, Attorneys, and other Professionals.** If you are uncertain whether a proposed board action has legal ramifications, seek advice before making the decision, not after.
- **Ensure Effective Short- and Long-term Organizational Planning.** This also includes determining and monitoring programs and services.
- **Select your Organization's Top Management.** Support the staff, and review leaders' performances.
- **Ensure adequate Financial Resources.** The board should manage the organization's resources effectively and adopt guidelines for financial investments.
- **Enhance the Organization's Public Image.**
- **Resolve issues that cannot be handled at a lower level.** In other words, the board acts as a court of appeals.
- **Assess the board's own performance.**

PROTECTION FROM LIABILITY

As a practical matter, volunteer directors and officers generally have little exposure to personal liability for actions they take on their organizations' behalf. The business-judgement rule protects you from liability for your decisions if you act in good faith, with reasonable care, and in the organization's best interests, even if an action turns out to be a mistake. Liability would result only if you acted in bad faith or with deliberate disregard for the duties of care, loyalty, and obedience or other requirements.

The best protection from liability is prevention through steps like the ones outlined here. Where prevention is not enough, your organization may provide indemnification and insurance to help protect you.

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Job Descriptions & Responsibilities

The job descriptions for each officer and committee chair needed in a chapter are available on this page for your convenience. Detailed duties are in PDF format.

- [Board Protocol & Conduct](#)
- [A Look at the Legalities: Your Responsibilities as a Board Member](#)

Begin with an Executive Committee

Suggestions for committees include affiliate, certification, education, legislative, marketing and membership. In the beginning, people are reluctant to volunteer so it may be necessary to talk with members one on one and ask for their help. Encourage committee chairs to solicit help from other members and develop a committee so one person is not doing all of the work, and there will be other people available to chair the committee in the future.

Encourage Members to Chair Committees

This is a most challenging and rewarding way of joining with fellow property managers to promote the professionalism of our industry. The chapter's executive committee, according to the needs of the area, forms local committees. Not all local chapters will have committees, and in some groups, the committee chairs may be the officers.

- [Affiliate Chair](#). Affiliates Committee invites and welcomes the participation of vendor members in the organization.
- [Certification Chair](#). Certification Committee promotes NARPM® classes and designations to members.
- [Education Chair](#). Education Committee selects and arranges for educational topics, speakers, and membership activities.

- Legislative Chair. Legislative Committee keeps abreast of local laws and ordinances that impact members in your chapter.
- Marketing Chair. Marketing Committee promotes chapter events and communicates with members and prospective members.
- Membership Chair. Membership Committee invites and welcomes the participation of prospective members in the organization.

Officer Job Descriptions & Responsibilities

Chapter President

Enhances the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM® association. Provides vision and leadership for the chapter. Facilitates meetings.

- President
- 100+ Tips for the Incoming President

Chapter Vice President

Enhances the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM® association. Assists in the leadership of the organization and prepares for the presidency.

- Vice President

Chapter Secretary

Enhances the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM® association. Maintains the official records of the chapter.

- Secretary
- The Fundamentals of Parliamentary Procedure
- Minutes to Protect the Organization

Chapter Treasurer

Enhances the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM® association. Maintains the financial records of the organization.

- Treasurer

NARPM CHAPTER PRESIDENT

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To provide vision and leadership for the chapter. To facilitate meetings.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Verify that the chapter's articles of incorporation and bylaws are on file with the appropriate state agency. If they are not, complete and file them.
3. Organize a membership meeting to elect officers. All positions listed below are required; it is possible to "double" positions. Give each member a job description.
 1. President
 2. Vice President
 3. Secretary
 4. Treasurer
4. Form committees (some or all). Give each committee chairperson a job description. Note that it is also possible to "double" positions. Give each member a job description.
 1. Membership
 2. Education
 3. Legislative
 4. Newsletter/Publications
 5. Web Site
 6. Arrangements
 7. Affiliates
 8. Certification
5. Attend Leadership Conference. Up to \$200 will be paid for by the membership

committee. Chapters should plan to send their president-elect to the conference in future years at the expense of the chapter.

6. Hold strategic planning meeting with the board and subcommittee chairs. Ask each subcommittee chair to bring an outline of their vision for their area to the meeting. Publish your annual plan in your newsletter, web site, etc. Use the Chapter Excellence Award Application as a planning guide.
7. Contact the membership committee chair if you do not know who your chapter's assigned liaison is for the year. That person will be here to provide guidance for your chapter for the coming year. Never be afraid to ask for help!
8. Implement system to follow-up on the accomplishment of tasks assigned to board members.
9. Facilitate chapter meetings by organizing presentation and keeping meetings on time schedule.

100+ Tips for the Incoming President

By Carolyn Gardner⁴ with Bob Harris, CAE

"Don't take yourself so seriously"...and other nuggets of presidential advice!

Responsibilities to the Organization

1. The first three months of your term are the most time consuming.
2. Two months before you take office is often has the highest dividend for planning your year.
3. The association⁵ belongs to the members, not to you.
4. Contact a *new* member to serve on an important project, program or committee; you'll be surprised years later when they recall that you were first person to ask them to take a leadership role.
5. Be able to recite the mission statement – memorize it.
6. Volunteers want to make meaningful contributions – consider yourself as a conduit or facilitator.
7. The president and the executive director work best as equal partners.
8. Serve food at meetings; but avoid too much sugar.
9. Don't ask the staff to do anything personal for you. They are paid to manage the association – not to manage you.
10. Do away with "tired committees;" establish quick response task forces when they are needed.
11. You are the elected president; not the king or queen.
12. When you spend money, always be ready and able to justify that it is in the best interest of the organization.
13. Know the law and the code of ethics – don't break either.
14. If you write your president's message in the newsletter – do it with intelligence and good grammar, don't ask staff to write your message. Consider that it will be in the association's permanent history.
15. Your term is most likely only 365 days; then **you are history**.
16. Visit the members in person or make personal calls to let them know you're a good listener and care; invite their participation.
17. Really know the bylaws and policies.
18. One of your roles is to develop future leaders.

"The 1st three months of your term will be the busiest."



⁴ Carolyn Gardner can be contacted at the Florida Association of Realtors. Bob Harris can be contacted through www.nonprofitcenter.com

19. On the board, you represent the association; *not* yourself or your firm.
20. Reserve a portion of each board meeting for futuristic "thinking."
21. No one can do this job alone; build your team early in the process.
22. Understand financial statements; insist on an annual audit.
23. Watch what you say at the podium...never hurt anyone with words.
24. You'll need to communicate effectively during your term – get the training necessary.
25. Let the vice president or president-elect learn as much as possible during your term.

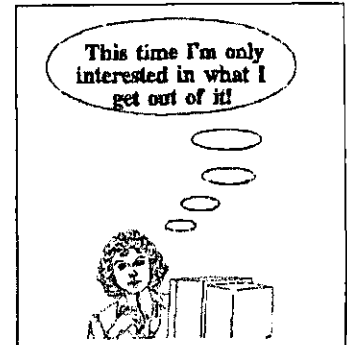


26. Avoid accepting gifts that may create an impropriety – set high standards for your year.
27. Give members a reason to come to and enjoy your meetings.
28. Encourage 100% accountability among your volunteer leadership team.
29. On average, only 5 to 15 percent of your members/stakeholders care to serve in leadership positions.
30. Hold a leadership retreat before your term begins.
31. Today's members are innovative and expect their association to be similar.
32. Take antitrust concerns seriously. Penalty is jail time and more.
33. Understand you are leading a professional organization; not a social club.
34. Be up front with your executive director on all issues.
35. Respect your executive director, he or she is a true professional.
36. Ask your executive director's advice before you do something controversial.
37. Defend the board's position as your own, even if you didn't agree with it.
38. Remember to consider diversity and inclusivity as you make appointments and build your leadership team.
39. Streamline board meetings with well-planned agendas, consent agendas and rules of order.
40. Every association has red ants – learn to deal with them.
41. Attend at least one meeting of each of your committees; as a show of support – not to run the meeting.
42. Study the organizational chart; if you don't have one – create it so that you understand the proper flow of information and hierarchy.
43. Remember that many of your board members were told, "You won't have to do anything when you get on the board!"

Desirable Traits and Communications

44. Be the leader your members will respect and trust for years to come.
45. Show respect for time. Meetings should start and end as announced.
46. Take your role, but not yourself, seriously.
47. Avoid secrets and promote transparency.
48. Listen to the whispers and you'll avoid the shouting.
49. You can't please everyone but strive to be respected by everyone.

50. Don't neglect your family or business. They need to be there and healthy when your term is complete.
51. Stay physically fit – stress kills.
52. Be flexible. It's not important that you always win.
53. Praise in public; criticize in private or not at all.
54. Contribute to the association's causes and urge others to follow your lead.
55. Be happy...smile a lot.
56. Never say, "We have always done it that way" or "we tried that once before."
57. Don't operate in a vacuum – know the strategic direction and operation of related parent and chapter organizations (including any subsidiaries.)
58. Learn to work with members of different age groups, interests, work settings and cultures --- promote diversity.
59. Desire to be inclusive --- dismantle the "good ole' boys club" image.
60. If you aren't moving forward, you are losing ground; you'll find a year will be over quick.
61. Never use your position for personal gain.
62. Never jeopardize anything said to you in confidence.
63. Tell meaningful stories but not stupid jokes; anything inappropriate stated in meetings and e-mail will bite you.
64. Everyone's opinion counts, especially if you are on the opposite side.
65. Mix and mingle with the members before every meeting; avoid head-table-snobbishness.
66. Call on other leaders (past and present) for counsel; you're not in this alone.
67. Admit your mistakes; no one has ever done this job perfectly.
68. Don't be embarrassed to say, "I don't know."
69. Even a blank sheet of paper has two sides; be a good listener to others' input.
70. Consider taking "the road less traveled."
71. Mistakes are the basis for experience.
72. Make a point of introducing yourself often to people of influence; reach out to meet others.
73. Change will happen whether you are ready or not; don't fight it.
74. Allocate time to read, read and read.
75. Communicate, communicate, and communicate. And then again.
76. Members don't always read. Sometimes you need to communicate in a different way; plan on communicating your most important messages at least 3 times to be understood.
77. Own up to hurdles that may occur during your term; don't let surprises ruin your term.
78. Be the organization's main cheerleader.
79. Have the courage to admit someone else may have a better idea than you.
80. Attitude is everything.



81. The process of how you do it is often as important as what you do.
82. Don't take criticism personally.
83. If you promise to get back with a member, do it the same day, if possible.
84. Don't procrastinate on the hard decisions. Nobody appreciates a fence-sitter.
85. Give credit often to volunteers, staff, etc.
86. Follow the KIS theory – Keep It Simple.
87. There is a better way to do most everything – don't reject new ideas (and technology).
88. Respond promptly to email and telephone calls.
89. Promote the organization by wearing a lapel pin and use the logo appropriately.
90. Don't shrink like a violet when the difficult times come. They, too, will pass.
91. Invite everyone to enter with their opinions, but to expect to leave with a decision.

Outcomes

92. Your job is to advance the existing strategic goals; not to make a to-do list of projects you want to do during your year.

93. You've heard the adage – *“Ask a busy person if you want to get the job done...”*

94. Do fun things frequently during your term – life is short!

95. Remain focused! You'll find it easy to get off track.

96. Put the important items at the top of meeting agendas.

97. Have fun by keeping a journal and taking pictures.

98. Perception is reality.

99. Review your accomplishments every three months and make course adjustments.

100. Membership is voluntary; you want to end your term with more members than when you started.

101. Get the association involved in a project that has societal benefit.

102. Follow through with your promises and hold your leadership team accountable.

103. Celebrate small successes; they will add up by the end of your term.

104. Don't major in minor things. Give each issue only the time it is worth.

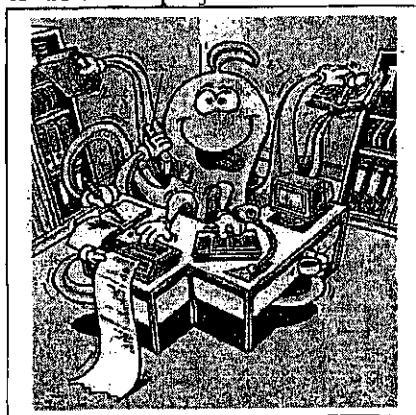
105. The road to success always has a few bumps.

106. Consider yourself as the steward of the organization whose outcomes will be remembered for years, decades or longer.

107. Two or three homeruns will be considered a successful year.

108. Don't take your eyes off the goal.

109. If you're not at the table, you're probably on the menu!



Note: Additional free information to help associations and elected leaders can be found at www.nonprofitcenter.com.

NARPM CHAPTER VICE PRESIDENT

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To assist in the leadership of the organization and prepare for the presidency.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Attend Leadership Conference in the absence of the president. Up to \$100 will be paid for by the membership committee. Chapters should plan to send their president-elect to the conference in future years at the expense of the chapter.
3. Assist in the coordination and execution of organizational activities.
4. Arrange membership meeting location and speaker needs.
5. Prepare the chapter excellence application annually.
6. Facilitate board meetings in the absence of the president.
7. Facilitate chapter meetings in the absence of the president.

NARPM CHAPTER SECRETARY

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To maintain the official records of the chapter.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Maintain the official records of the association.
3. Record the minutes of the organization's board meetings.
4. Provide the member sign-in sheet for membership meetings and file.
5. Send out meeting notices by broadcast fax or broadcast email.

Minutes to Protect the Organization

The purpose of taking minutes is to protect the organization and the people who participate in the meeting. The minutes are not intended to be a record of discussions, or serve as a newsletter for the organization. Recent court decisions support this.

In the case, *Multimedia Publishing of NC v. Henderson County*, the court noted, "the purpose of minutes is to provide a record of the actions taken by a board and evidence that the actions were taken according to proper procedures. If no action is taken, no minutes (other than a record that the meeting occurred) are necessary."

In another case, *Maready v. City of Winston-Salem*, the court wrote, "generally, the minutes should contain mainly a record of what was done at the meeting, not what was said by the members. Their purpose is to reflect matters such as motions made, the movant, points of order, and appeals - not to show discussion or absence of action." This decision highlights what association counsel frequently emphasize when advising association executives regarding minutes - they should be kept as brief as possible, and should only reflect action taken at the meeting.



These guidelines will help volunteers and staff members take minutes that will protect the organization.

- Accurate minutes should be kept for all official meetings, including committee and chapter meetings.
- Minutes should be a record of what was considered and accomplished at a meeting, not a record of conversations, reports and work assignments. They should not include sidebar conversations, if they occur.
- Minutes should indicate the place, date and time of the meeting and the names of all participants at the meeting, including persons arriving late or leaving early, guests and staff.
- The ultimate legal importance of meeting minutes can be substantial if antitrust, tax, advocacy or other legal issues are raised in litigation or some other context. (In several antitrust cases, recollections by those who attended meetings were disregarded in the face of the official minutes.) Include a statement in the minutes about distribution of financial reports and approval or corrections to prior minutes.
- From time to time, minutes may contain self-serving statements to protect the organization, for example, "An antitrust avoidance statement was read and distributed

to the board." This is to the advantage of the organization.

- Drafts of minutes, notes and audio or video recordings should NOT be retained in the organization's files once the minutes are approved. The chief elected officer and staff must be sure they are discarded. The organization should have a policy about who may create audio and video recordings.
- Distribute minutes within a reasonable time following the meeting to those who attended, those who were supposed to be at the meeting and then safeguard them in the permanent files of the organization. If you distribute minutes electronically, be sure your bylaws and corporate laws permit this.

Consider asking legal counsel to review minutes before they are distributed to be certain no liability is created for the association.

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NARPM CHAPTER TREASURER

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To maintain the financial records of the organization.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Send out member renewal forms in November of each year.
3. Collect dues and record.
4. Pay expenses of the organization.
5. Arrange for the preparation of the federal and state tax returns.
6. Provide financial statements to the board.
7. Prepare the annual budget for consideration.
8. Arrange for the preparation of the annual federal and state tax returns.

NARPM CHAPTER AFFILIATE CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To invite and welcome the participation of vendor members in the organization.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Solicit and welcome participation of vendors in the chapter.
3. Arrange for vendor spotlights at meetings in the chapter newsletter.
4. Consider holding and arrange vendor fairs.
5. Select the best quality vendors for the affiliate relationships with the chapter.
6. Leverage vendor benefits (i.e., vendor discounts, vendor preference to services to NARPM members, etc.)

NARPM CHAPTER EDUCATION CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To select and arrange for educational topics, speakers, and membership activities.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Determine educational wants of members (i.e., verbal and written surveys).
3. Solicit and secure speakers for meetings. Be creative because there are thousands of topics that would be beneficial and equally as many local speakers who would be willing to lead discussions or speak to your chapter.
4. Coordinate national speakers and classes as desired by the chapter.
5. Work with other chapters to provide combined educational events and state or regional conferences.
6. Arrange for continuing education credit if possible.

NARPM CHAPTER LEGISLATIVE CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To keep abreast of local laws and ordinances that impact members in your chapter.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Develop relationships with the local apartment association.
3. Subscribe to legislative newsletters and monitor for activities which impact property management in your area.
4. Develop a local mailing tree to advise members of actions in local or state governing bodies which are open for public comment on topics related to property management.

NARPM CHAPTER MARKETING CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To promote chapter events and communication with members and prospective members.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Coordinate the chapter newsletter. Contact www.landlordsource.com to

NARPM CHAPTER MEMBERSHIP CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To invite and welcome the participation of prospective members in the organization.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the chapter leader tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Record prospective members in the online database.
3. Personally call and invite prospective members to meetings.
4. Welcome members as they enter the meeting..

NARPM CHAPTER CERTIFICATION CHAIR

Job Description

Function: To enhance the foundation for a long-term, sustainable chapter by outlining and implementing the policies, procedures, and structure needed to maximize the benefit of NARPM association. To promote NARPM classes and designations to members.

Duties/Responsibilities:

1. Utilize resources provided by national at www.narpm.org under the Chapter Resources tab. Be sure to read each position description and browse through the chapter leadership section of the web site.
2. Convey information about potential NARPM classes in the area.
3. Convey information about the value and benefit of NARPM classes.
4. Convey information about the benefit of professional designations.

Copy of filing information.

Form 990-N

Department of the Treasury
Internal Revenue Service

Electronic Notice (e-Postcard)

for Tax-Exempt Organizations not Required to File Form 990 or 990-EZ

OMB No.1545-2085

2020

Open to Public Inspection

A For the 2020 Calendar year, or tax year beginning January 01, 2020 and ending December 31, 2020

B Check if applicable.

Terminated for Business

Gross receipts are normally \$50,000 or less

C Name of Organization: PHOENIX METRO CHAPTER OF NARPM

2040 S Alma School Rd Suite 1-180
Chandler, AZ 85286 US

D Employer Identification Number

45-3631696

E Website:

F Name of Principal Officer: Jamie Rosen

550 W Baseline Rd Ste 102-122
Mesa, AZ 85202 US

Privacy Act and Paperwork Reduction Act Notice: We ask for the information on this form to carry out the Internal Revenue laws of the United States. You are required to give us the information. We need it to ensure that you are complying with these laws.

The organization is not required to provide information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. The rules governing the confidentiality of the Form 990-N is covered in code section 6104.

The time needed to complete and file this form and related schedules will vary depending on the individual circumstances. The estimated average times is 15 minutes.

This document is provided for your records only. Your Form 990-N (e-Postcard) has been submitted electronically. No further action is needed.

2021 NARPM Phoenix Metro	Projected Budget
Education Speakers	500.00
JoinIt Software	348.00
GoDaddy	117.00
Quickbooks	1000.00
Postage/Mailbox	200.00
Annual Reports	10.00
Holiday Party	2,500.00
Promotional	900.00
Donations/Charity	5,000.00
Sponsored Events	2,000.00
Misc.	600.00
Legislative	1,825.00
Total Expenses	15,000.00
Total Income (Dues, Sponsors, Misc)	15,000.00

2020 NARPM Budget	January	February	March	April	May	June	July	August	September	October	November	December	
Education Speakers	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00
Infusionsoft 11th	\$214.52	\$214.52	\$214.52	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$643.56
GoDaddy	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$79.99	\$36.34	\$0.00	\$116.33
Joint	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00	\$348.00
Stripe Software	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Quickbooks 1st	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$76.02	\$912.24
PayPal 5th	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Banking 30th	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Misc.	\$332.60	\$159.00	\$98.83	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$590.43
Printing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Postage	\$0.00	\$0.00	\$0.00	\$0.00	\$233.01	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$233.01
Annual Reports	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00
Promotional	\$38.81	\$0.00	\$55.94	\$0.00	\$159.00	\$45.65	\$512.06	\$13.79	\$0.00	\$0.00	\$0.00	\$0.00	\$825.25
Sponsered Events	\$0.00	\$574.32	\$0.00	\$0.00	\$0.00	\$0.00	\$105.04	\$0.00	\$1,250.00	\$0.00	\$0.00	\$0.00	\$1,929.36
Holiday Party	\$228.50	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,311.24	\$2,539.74
Donations	\$0.00	\$81.00	\$0.00	\$0.00	\$1,291.72	\$0.00	\$1,923.80	\$0.00	\$0.00	\$0.00	\$0.00	\$850.00	\$4,146.52
Total Expenses	\$919.45	\$1,133.86	\$474.31	\$105.02	\$1,788.75	\$150.67	\$2,645.92	\$268.81	\$1,355.02	\$185.01	\$141.36	\$3,276.26	\$12,444.44
Income	\$8,606.22	794.05	\$298.04	\$0.00	\$1,133.92	\$1,839.23	\$547.04	\$1,779.57	\$596.98	\$99.45	\$448.59	\$549.02	\$16,692.11
Annual Charity	\$88.00	115.89	\$0.00	\$0.00	\$40.00	\$96.80	\$96.80	\$0.00	\$0.00	\$0.00	\$0.00	\$850.00	\$1,287.49
Balance Carried Over	\$7,789.88	\$15,564.65	\$15,340.73	\$15,164.46	\$15,059.44	\$14,444.61	\$16,229.97	\$14,227.89	\$15,738.65	\$14,980.61	\$14,895.05	\$15,202.28	
Ending Balance	\$15,564.65	\$15,340.73	15,164.46	15,059.44	14,444.61	16,229.97	14,227.89	15,738.65	14,980.61	14,895.05	15,202.28	13,325.04	



PHOENIX NARPM BOARD MEETING

January 9, 2020



Agenda

Call to Order –

- President – Kimberly Ayers
 - Feedback on Christmas Party
 - New Charity
 - Presidents Goals
 - Local PAC
 - Banner
 - NARPM Class
 - Grants
 - 2020 Strategic Plan
 - Installation of Officers
 - Update Board at NARPM.org

- President Elect – Mark Brower
 - Chapter Compliance
 - Chapter Excellence

- Past President – Sandy Baber
 -

- Secretary Report – Heather Nicely
 - Approve Meeting Minutes

- Treasurer Reports – Jamie Rosen
 - Monthly Report
 - 2020 Budget
 - Give Jamie Money
 - Grant Money
 - Reimburse Kim Ayers for Leadership Training

- Education Report – Dick Rosen
 - January Class
 - Class Calendar

- Membership Report – Kaneshia McClendon
 - Membership Count
 - Members

- Marketing Report – Matt Prescott
 - January Marketing Plan
 - Email Announcement
 - Newsletter

 - February Marketing Plan
 - Email Announcement
 - Newsletter

- Affiliate Report – Mike Hoffman
 - January Sponsor – Phoenix EZ Keys / Eric Evans

- Legislative Report – Mark Brower / Kristi Zundel
 - Guest Speakers / Proposed AZ Constitutional Amendment

- Social Report – Lindsey Baker
 - Fun Ideas / Dates

- Members At Large Report – Chris Lopez / Misty Arneson / Clark Sanchez
 -

- Old Business
 -

- New Business
 -

Close Meeting -



Phoenix Chapter

www.NARPMPhoenix.com

January 16, 2020

Meeting Minutes



Call Meeting To Order - 12:22 PM

- **President – Kim Ayers**

- 2019 recap-
 - CE Classes for every meeting and coordinated with West Valley Chapter
 - We held a designation class, and we will be holding a NARPM designation class, so look into getting your designation
 - Legislative Chair last year to become more involved last year.
 - Raised over \$1000 for our charity - Save the Children
- 2020 Adopting the Elevate the Vision Motto and Summary and Goals
 - Get 24 credit hours completed in 2 years without additional classes anywhere else
 - Encouraging NARPM designations
 - Start a political action committee or advocacy group for legislative issues to be proactive instead of reactive
 - Beat last year's charity dollars
 - Get members together!
- Installation of Officers
- Recognition of Committee Chair Members
- Designation Recognition for Dick Rosen – RMP
- AR Inclusion introduction for 2020 charity
- New member introduction
- Review of Article 1
- Sec. report- approve Nov 2019 meetings- motion approved.
- Treasurer's report- \$7,789.88 ending balance
 - Jan current balance- \$14517.89
 - Looking for charities to be involved in
 - 1191.44 donated to Save the children last year
- Membership Chair Report- 128 active members
 - Renew dues- Renewal email sent through Joint
- Social Report-
 - Calendar will be out for next month's meeting
 - Looking for additional social ideas
- Affiliate chair report - Looking for sponsors for lunches and christmas party, heartwalk, and vendor fair.
 - Introduction of Phoenix EX Keys for our lunch sponsor

Meeting Adjourned – 12:56 PM



PHOENIX NARPM BOARD MEETING

February 6, 2020



Meeting Minutes

Call to Order – 9:33 AM

- President – Kimberly Ayers
 - Feedback on January's Meeting - Class topic was repeated
 - What's Your Stuck? Idea for February meeting
 - Add emails to the agenda for the members
 - February's Meeting
 - Guest Speakers - Sean Noble/ Constitutional Amendment and Tammy Parise/ Census and How it Impacts PM/RE
 - Local PAC/Advocacy Fund - Can't be a Pac, but we can start an Advocacy Fund
 - State Chapter - Looking into info for what to do and what the benefits are
 - Locating Banner and Ordering Name Badges
 - Headshots - Ian can do this at the Board meeting
 - Spending Money - T-shirts, Swag Bags, and Vendor Fair, Minute
 - 50/50 Raffle - Introduction during membership meeting to remind members why we do it
- President Elect – Mark Brower
 - Chapter Compliance due by March 15th
 - Chapter Excellence shooting to complete by the end of the month
- Secretary Report – Heather Nicely
 - Motion for Approval of Minutes
- Treasurer Reports – Jamie Rosen
 - Balance 15,33763
 - Grant Opportunities
- Education Report – Dick Rosen
 - February Class - Top 10 Risk Issues with Denise Holliday
 - Class Calendar - Can we make a list format for the website. If not, can we post the word doc as a link? Can we include the registration link as we get it?
 - NARPM Designation Class - already on NARPM National and we can have it at The Forum

- Membership Report – Kaneshia McClendon
 - Membership Count -158 Active: 125 Professional and 33 Affiliates (101 expired)
 - Website is current to reflect 33 affiliates, and email will go out for the ones that were removed

- Marketing Report – Matt Prescott
 - January Marketing Plan
 - Need suggestions for the website (calendar improvements and add professional members back to the site for referrals)
 - Newsletter - Need content and articles to send link over to use

- Affiliate Report – Misty Arneson
 - RMI Flooring Needs follow up on their NARPM preferred program (Preferred pricing but no kickbacks)
 - Monthly meetings are booked except Oct/Nov needs to confirm
 - NARPM Sponsors September for the Lunch
 - Can we do a murder mystery dinner?

- Legislative Report – Mark Brower / Kristi Zundel
 - Bills in the Senate to present at the meeting for 15 minute segment - Record Keeping- PRO, Attorney Fees for Garnishment - PRO, and Unlicensed assistant able to collect Rent - PRO
 - There are HOA and VRBO bills also
 - Starting a Legislative Committee for our chapter
 - Survey the members for top pain points re: AZ legislature
 - NARPM National 2 day legislative conference \$195 charge plus hotel \$319 per night, \$410 airfare. Is there a grant?

- Social Report – Lindsey Baker
 - Ideas to keep us out of the bar and off the streets - Group hikes, rides for charity, house of refuge, social hours, ax throwing, rage rooms, bowling, paintball

Close Meeting - 11:17 AM



Phoenix Chapter

www.NARPMPhoenix.com

February 20, 2020

Meeting Minutes



Call Meeting to Order - 12:32

- **President – Kim Ayers (Kim@DesertMastersRealty.com)**
 - Welcome
 - New Members and Affiliates
 - State Chapter Update - working on getting this going so we can be proactive.
 - Survey - fill out about legislative pain points and social. Also available online @ NARPMphoenix.com
 - Charity Recap- 50/50 raffle for AR Inclusion.
 - Ethics Review Article 2 printed on back of agenda
 - What's Your Stuck??
 - Rose McKinney - Tenant sued owner and included PM in lawsuit against PM and Owner Liability insurance and was rewarded 100K in settlement
 - Consider having owner send final disposition and security deposit return so you aren't in the middle of that lawsuit
 - Guest Speaker - Astria Wong and Liza Laguana
 - How to handle the Census for your business location
- **President Elect – Kim Ayers**
 - Chapter Compliance and Chapter Excellence in process
- **Secretary's Report – Heather Nicely (heather@savvybiz.com)**
 - January 2020 Meeting Minutes approved.
- **Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)**
 - Current Report Account Balances - \$15,237.58 and looking for ways to benefit the members while spending this money
- **Membership Report – Kaneshia McClendon (kaneshia@restore1.net)**
 - Member & Affiliate Count - 161 Active
 - 2020 Dues - Pay your dues if you are expired.
- **Legislative Report – Heather Nicely**
 - Legislative Updates- Current bills we will add to the blog
 - Guest Speaker - Sean Nobles with American Encore talking about the Economic Freedom Act
- **Social Report – Lindsey Baker (lindsay@evolutionaz.net)**
 - Hiking Saturday morning at San Tan Regional Park
 - March 7th - St Jude Ride for a Reason
 - Fill out your surveys for social events!

- **Affiliate Update – Clark Sanchez**

- Vendor table by the bar and vending machine to check out vendor information
- Dennis Patton as a brand new affiliate
- Introduction of today's lunch sponsor
 - Welcome Rich Fox and Stephen with Double Check Cooling and Heating

Meeting Adjourned – 1:04 PM



Phoenix Chapter

www.NARPMPhoenix.com

March 21, 2020

Meeting Agenda



Call Meeting to Order -

- **President – Kim Ayers (Kim@DesertMastersRealty.com)**
 - Welcome
 - New Members and Affiliates
 - State Chapter Update
 - Election
 - Charity Recap
 - Ethics Review (Article 3 & 4)
 - What's Your Stuck??
 - An opportunity to share issues, concerns, and experiences with your colleagues
- **President Elect – Mark Brower (mark@markrent.com)**
 - Chapter Compliance
 - Chapter Excellence
- **Secretary's Report – Heather Nicely (heather@savvybiz.com)**
 - February 2020 Meeting Minutes
- **Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)**
 - Report Account Balances
 - Report Budget Items
- **Membership Report – Kaneshia McClendon (kaneshia@restore1.net)**
 - Member & Affiliate Count
 - 2020 Dues
- **Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)**
 - Legislative Updates
- **Social Report – Lindsey Baker (lindsay@evolutionaz.net)**
 - Up and Coming Events
- **Affiliate Update – Misty Arneson (misty@icpmrentsmart.com)**
 - Sponsorship Opportunities

Meeting Adjourned –

Article 3: RESPONSIBILITY TO CLIENT

The Property Manager shall serve the Client and act in the best interests of the Client.

STANDARDS OF PROFESSIONALISM

- **3-1** The Property Manager shall use written agreements, and written extensions, if required, outlining all responsibilities and fees, if any. The Client will be provided a copy of all signed agreements and extensions, and the Property Manager will retain a copy.
- **3-2** The Property Manager shall communicate regularly with the Client, either orally or in writing and shall provide the Client with written reports as needed and as agreed between all parties. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.
- **3-3** On behalf of the Client, the Property Manager shall review and verify all Tenant applications to determine the applicant's ability to pay rental fees and to assess the likelihood that the applicant will comply with all provisions of the rental agreement.
- **3-4** The Property Manager shall accept no commissions, rebates, profits, discounts, or any other benefit which has not been fully disclosed to and approved by the Client.
- **3-5** The Property Manager shall not mislead a potential Client about the rental market value of a property in an attempt to secure a rental listing.
- **3-6** The Property Manager shall disclose to his or her Client all pertinent facts relating to any transaction.

Article 4: OBLIGATIONS TO TENANTS

The Property Manager shall treat all Tenants honestly and professionally when they are applying for, living in, and/or vacating a managed residence, including through the deposit refund process.

STANDARDS OF PROFESSIONALISM

- **4-1** The Property Manager shall offer all prospective Tenants a written application.
- **4-2** The Property Manager shall provide all Tenants with a copy of the signed rental agreement and extensions with all addendums attached.
- **4-3** The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report within 7 days of moving in.
- **4-4** The Property Manager shall respond promptly to requests for repairs.
- **4-5** The Property Manager shall provide a written deposit refund determination to the Tenant within the time prescribed by law after the Tenant has vacated a property. The Property Manager shall not cause any undue delay in refunding or accounting for the security deposit.



PHOENIX NARPM BOARD MEETING

April 2, 2020



Agenda

Call to Order –

- President – Kimberly Ayers
 - Status on everyone's well being
 - Ideas for members/affiliates
 - State Chapter – Status Update
 - Locating Banner and Ordering Name Badges
 - Headshots – Status Update/Chapter Meeting
 - Spending Money - T-shirts, Swag Bags, and Vendor Fair, Christmas Gifts
- President Elect – Mark Brower
 - Chapter Compliance due by March 15th
 - Chapter Excellence shooting to complete by the end of the month
- Secretary Report – Heather Nicely
 - Motion for Approval of Minutes
- Treasurer Reports – Jamie Rosen
 - Account Balance
 - 99-E Card
 - 50/50 Raffle Balance
- Education Report – Dick Rosen
 - April Class
 - NARPM Designation Class
- Membership Report – Kaneshia McClendon
 - Membership
- Marketing Report – Matt Prescott
 - Website Update
 - Member contact info on website
 - Newsletter Update

- Affiliate Report – Misty Arneson
 - Commercial Email Opportunities During Stay In-Place Order
 - NARPM Sponsors September for the Lunch
 - Vendor Fair

- Legislative Report – Mark Brower / Kristi Zundel
 - New Bills / Status Updates / NARPM Position Recommendation
 - Starting a Legislative Committee for our chapter
 - Survey Results

- Social Report – Lindsey Baker
 - Social Distancing Social Ideas

Close Meeting -



Phoenix Chapter

www.NARPMPhoenix.com

May 21, 2020

Meeting Minutes



Call Meeting to Order - 12:02 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- Welcome
 - New Affiliates - Welcome to Alpha Video Surveillance and Eric Vaughn with Propertyware
 - State Chapter Update- Next steps pending on the new board election results, and then we will start working on the bylaws.
 - Charity Recap- Would to focus on donations for our charity- see link in the newsletter.
 - Ethics Review (Article 3 & 4)
 - What's Your Stuck??
 - AAR releasing a disclosure waiver for getting infected from looking at houses. It's in the works.
 - Buyers are not able to close due to lending guidelines changing.
 - Affiliates are experiencing a lot of different processes with online payments, and dealing with Covid changes.
 - The state and the cities have grants available for businesses, as grants. Go to the city website to apply.

President Elect – Mark Brower (mark@markrent.com)

- Chapter Excellence- submitted and waiting for approval

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- February 2020 Meeting Minutes motion approved.

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- \$15,762.78 balance in account currently.
- \$340.79 raised for charity.

Membership Report – Kaneshia McClendon (kaneshia@restore1.net)

- 168 members - 132 professional and 36 Affiliates

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Attorneys fees can now be collected for the bill we were following.

Social Report – Lindsey Baker (lindsay@evolutionaz.net)

- Upcoming events are pending as we reopen

Affiliate Update – Misty Arneson (misty@icpmrentsmart.com)

- June is covered for sponsors

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- Covid resource page has been added to the website
- NARPM members are now listed on the chapter website

Meeting Adjourned – 12:31 PM



PHOENIX NARPM BOARD MEETING

June 4, 2020



Minutes

Call to Order – 9:28 am

- President – Kimberly Ayers
- Kristi Zundel's house - donations for cash or grocery gift cards
 - May's Zoom Class Feedback- went really well
 - Keeping board meetings to in person
 - State Chapter – we have a BOD and they meet today
 - Locating Banner - still need to locate
 - Passed our chapter excellence
- Secretary Report – Heather Nicely
 - Motion approved for BOD minutes
- Treasurer Reports – Jamie Rosen
 - Account Balance \$338.21 for charity and \$14444.61 for account
 - Can we donate \$255 for Kristi- motion approved
- Education Report – Dick Rosen
 - June Class- 18th Risk Reduction for Property Managers - AAR/Zoom with Steve Schultz
 - July Class- in person class at the Hangar
 - NARPM Designation Class - August 11th and 12th on Zoom Personal Procedures and Essentials- Hiring and Firing
 - Cross promote the West Valley chapter
- Membership Report – Kaneshia McClendon
 - Membership - no big changes. Added 1 new member.
 - 36 affiliates and 169 total active members
- Marketing Report – Matt Prescott
 - No Updates
- Affiliate Report – Clark
 - Can we push June's sponsorship to July?

- Legislative Report – Mark Brower
 - Heroes Act- Tyler Craddock set up meetings for us to meet with legislation today and tomorrow

- Social Report – Lindsey Baker
 - Legion 82 for July event

Close Meeting - 10:07 am



Phoenix Chapter

www.NARPMPhoenix.com

June 18, 2020

Meeting Minutes



Call Meeting to Order - 12:03 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- Welcome Rose Dobbins- New Professional Member
- State Chapter is officially formed with a board of directors. We will have an increased focus on state-wide legislation
- Charity- struggling because we are not meeting in person
- Code of Ethics- Articles 5 & 6
- What's Your Stuck- Tenants starting to drop off from Covid

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- May 2020 Meeting Minutes motion approved.

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- 338.21 raised for AR Inclusion charity
- \$14,689.98 balance in account currently.
- We raised \$1900 for Kristi as well

Membership Report – Kaneshia McClendon (kaneshia@restore1.net)

- 172 members - 135 professional and 37 Affiliates
- Class for July will be at the Forum- email details to follow

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Legislation is currently revolving around wearing of masks
- Post trustee sales cases must be filed in superior court- impacts tenants in holdovers as well

Social Report – Dick Rosen (dick@lhmrealty.com)

- Meeting will be held on July 23rd at The Forum- The Anatomy of the Property Management Agreement - Sue Flucke

Social Report – Lindsey Baker (lindsay@evolutionaz.net)

- Gun Club 82- working on finding affiliate sponsors and will put out the registration email soon.

Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)

- Misty Arneson had to step down as she is shifting out of PM so Clark Sanches is handling Affiliate Chair
- Introduction: Evan Howard with Second Nature, formerly FilterEasy to talk about their Resident Benefits Package

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- Will use recording to put up for someone to watch before joining.
Will need to create YouTube link through Google account for this

Meeting Adjourned – 12:40PM



Phoenix Chapter

www.NARPMPhoenix.com

July 23, 2020

Meeting Minutes



Call Meeting to Order - 12:06 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- Welcome to new members
- 32nd Annual NARPM Convention being held both in Florida and virtually
- Charity link is in the newsletter to make donations
- Code of Ethics Review (Article 8)

President Elect – Mark Brower (mark@markrent.com)

- 2021 Slate - if you have an interest in being on the slate, reach out via email to Mark
- Great way to earn points towards designation by being on the board or a committee
- State chapter update by Kim- still working on legalities

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- Motion approved for June 2020 Meeting Minutes

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- Charity Balances- \$438.21
- Bank Balance- \$13,616.94

Education's Report – Dick Rosen (dick@lhmrealty.com)

- NARPM Designation Class- Personnel, Procedures, Essentials, Hiring and Firing with Brian Birdy on 8/11 and 8/12 via zoom. Info in our newsletter or on NARPM.org

Membership Report – Kaneshia McClendon (kaneshia@restore1.net)

- Member Count - 178 total members
- 140 pro and 38 affiliates

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Review of 2 phases of Governor Ducey's Executive Order on Eviction Moratorium. August 21st deadline extended, leaving everything the same. Phase 2- Communication with the landlord where partial payment agreement, and having applied for rental assistance.
- Rental assistance is not being distributed quickly and governors office is a little vague on late fees.
- Links: The Executive Order:
<https://azgovernor.gov/sites/default/files/eo2020-49.pdf> Guidelines :
https://azgovernor.gov/sites/default/files/executive_order_2020-49-_what_you_need_to_know_1.pdf
- <https://housing.az.gov/general-public/rental-assistance-resources-eviction-prevention>

Social Report – Lindsay Baker (lindsay@evolutionaz.net)

- On Hold until further notice

Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)

- July's Affiliate- Daisy Badger with Glanos Hydro Dynamic
480.765.4559

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- Send any articles for the newsletter or feedback for the website

Close Meeting - 12:46 PM



Phoenix Chapter

www.NARPMPhoenix.com

August 20, 2020

Meeting Minutes



Call Meeting to Order - 12:02 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- Intro to New Members - Welcome Sabrina Wertheim and Shawn Hetzog!
- State Chapter Update - completed bylaws and submitted to National and will be distributed to members statewide for 30 days, then submitted for approval. Working on 2021 strategic plan as well.
- 32nd Annual NARPM Convention
 - October 19-22nd
 - Options to attend in person or online
- Charity /AR Inclusion
- Code of Ethics Review (Article 9)

President Elect – Mark Brower (mark@markrent.com)

- 2021 Slate- within the next week we will identify all the committee positions
- Looking to fill both PHX Metro and State Chapter positions

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- Motion raised and approved for July's membership meeting minutes

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- Account Balance Main - \$13,689.25
- Charity Balances- \$438.21

Education's Report – Dick Rosen (dick@lhmrealty.com)

- September Class - still working on trying to schedule a class possibly for the 24th on Disclosure. Still pending, so stay tuned.

Membership Report – Kaneshia McClendon (kaneshia@restore1.net)

- Member count total - 181 total (141 pro and 40 affiliates)

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Governor Ducey's Executive Order on Eviction Moratorium - will keep members posted on the lawsuit regarding this

Social Report – Lindsey Baker (lindsay@evolutionaz.net)

- Special Event – “Virtual Style” needs RSVPs so will be in newsletter

Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)

- August's Affiliate - Jeremy Schweppe with Air Filters to You
- Working to give Affiliates additional exposure in light of Covid
- Suggestion for a one time print option for the Affiliate Directory

What's Your Stuck? - Pre-Covid income and no job applicants. Do you accept UI as income? Denise Holliday states because it is temporary, don't use it as income.

Close Meeting - 12:39



Phoenix Chapter

www.NARPMPhoenix.com

September 24, 2020

Meeting Minutes



Call Meeting to Order - 12:05 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- State Chapter Update meeting next week for committees signups
- 32nd Annual NARPM Convention October 19-22nd
- Charity - AR Inclusion donation review
- Code of Ethics Review (Article 10)

President Elect – Mark Brower (mark@markrent.com)

- 2021 Elected positions announcement

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- August 2020 Meeting minutes approved

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- Account Balance \$13,668.97
- Charity Balance \$1288.21

Education's Report – Dick Rosen (dick@lhmrealty.com)

- Education - Next month's class is 10/15 via Zoom NOT the 22nd

Membership Report –

Member Count - 131 members and 40 affiliates last month, but we added 1 affiliate and a couple new members

Legislative Report – Mark Brower

- NARPM hired Mark Zinman for Amicus Brief and filing is still moving forward.
- CDC affidavit on evictions and Denise Holliday has good info on how to proceed. Talk to your attorney if you receive one of those, as the penalties to violate are potentially very stiff.

Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)

- September's Affiliate- Scott Costa with Water Heaters Only
<https://waterheaters-phoenix.com/> 24/7 365 same day and never more than 24 hours to completion Family-owned since 1968\ Discounted rates to property managers Recommend replacing in 10 years and recommend flushing yearly

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- Email Matt if anyone has important links pertinent to members
- <https://azcend.org/> has been useful for tenant assistance

New Business - 7726 puts the person on a spam blacklist to help fight against spam messages

Tenant screening recommendation- NTN. Available on our website as an affiliate member.

Close Meeting – 12:41 PM



Phoenix Chapter

www.NARPMPhoenix.com

October 15, 2020

Meeting Minutes



Call Meeting to Order - 12:05 PM

President – Kim Ayers (Kim@DesertMastersRealty.com)

- State Chapter Update - Forming committees, pushing legislative issues and a statewide event as our 2021 goals
- 32nd Annual NARPM Convention
 - October 19-22nd
- Charity - AR Inclusion - 2 more months to raise funds. Donation link is in the newsletter
- Code of Ethics Review (Article 11) posted in the chat and published to the agenda

President Elect – Mark Brower (mark@markrent.com)

- President Elect Update- slate has been posted for next year's BOD

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- September 2020 Meeting Minutes motion approved

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- Account Balances
 - Charity Balances \$1288.21
 - Bank Balance \$13692.40

Education's Report – Dick Rosen (dick@lhmrealty.com)

- 11/12 Intro to PM class will be changed to Landlords and Tenants Playing Fair, if we can get it approved

Membership Report – Kaneshia McClendon (absent) Kim Ayers

- Member Count 145 professional members and 44 affiliates

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Governor Ducey's Executive Order on Eviction Moratorium- Mark Zinman updated us on the Amicus Brief: Supreme court declined

jurisdiction citing the case should have been started in the lower courts

- NARPM is stating notify your legal counsel immediately if you receive an affidavit. The writ of restitution is paused, but you still may be able to file for eviction. Work closely with your legal counsel. Gov Ducey's eviction moratorium is set to expire 10/31

Social Report – Lindsey Baker (lindsay@evolutionaz.net)

- Sent out a social survey saying we have people interested in both a virtual event or an in person event. We may have to see if we can do an end of the year event as well

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- If anyone has PM specific content good for our members, please forward to Matt

● Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)

- October's Affiliate - Eric Evans with Phoenix Ez Keys, Mike Stout with NTN sponsoring the afternoon session
- Looking for sponsors who have not yet sponsored this year.
- Sponsor introduction for the October membership meeting - Harley Parvey with AKP Services (All Kind Painting & MORE!) Creating one call solutions for turning your properties.

● Open Discussion

- Maricopa County, City of Mesa and City of Phoenix received funding for tenants to avoid evictions. City of Scottsdale and City of Phoenix have info through their website as well.
<https://www.maricopa.gov/5583/COVID-Crisis-Rental-Assistance>
- CHARA has helped a tenant for one of our PMs as well
- Wade Denman - 50 person limitation has caused challenges getting registered. Can we increase this? Dick Rosen to email to check.
- If you are interested in being on a committee for the State Chapter, email Kim@DesertMastersRealty.com

Close Meeting – 12:38 PM



Phoenix Chapter

www.NARPMPhoenix.com

November 12, 2020

Meeting Agenda



Call Meeting to Order -

President – Kim Ayers (Kim@DesertMastersRealty.com)

- Welcome
- State Chapter Update
- 32nd Annual NARPM Convention Feedback
- Charity - AR Inclusion
- Code of Ethics Review (Article 12)

President Elect – Mark Brower (mark@markrent.com)

- President Elect Update

Secretary's Report – Heather Nicely (heather@savvybiz.com)

- October 2020 Meeting Minutes

Treasurer's Report – Jamie Rosen (jamie@lhmrealty.com)

- Account Balances
- Charity Balances

Education's Report – Dick Rosen (dick@lhmrealty.com)

- Education Update

Membership Report – Kaneshia McClendon (kaneshia@restore1.net)

- Member Count

Legislative Report – Mark Brower / Kristi Zundel (kristi@greathomespm.com)

- Up and Coming Legislation

Social Report – Lindsey Baker (lindsay@evolutionaz.net)

- Up and Coming Social Events

Marketing Update – Matt Prescott (mprescott@prsrentals.com)

- Marketing Update

- **Affiliate Update – Clark Sanchez (clark.sanchez@statefarm.com)**
 - November's Affiliate
- **Open Discussion**
 - What's Your Stuck??
 - Other News/Events

Close Meeting –

Article 12: COMPLIANCE AND ENFORCEMENT

The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM® pursuant to this Code.

STANDARDS OF PROFESSIONALISM

- **12-1** The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.
- **12-2** The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.
- **12-3** The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.
- **12-4** The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

2020 NARPM Board of Directors

- President – Kim Ayers
- President Elect – Mark Brower
- Treasurer – Jamie Rosen
- Secretary – Heather Nicely

Supporting Board Positions

- Past Pres – Sandy Baber
- Legislative Committee – Kristi Zundel
- Education Chair- Dick Rosen
- Social Chair- Lindsey Baker
- Membership Chair - Kaneshia McClendon
- Affiliate Chair – Clark Sanchez



Heather Nicely <heather@swiperightteam.com>

2021 NARPM Board of Directors Election

1 message

NARPM Phoenix News <news@narpmphoenix.com>
Reply-To: NARPM Phoenix News <news@narpmphoenix.com>
To: heather@swiperightteam.com

Fri, Sep 18, 2020 at 8:59 AM

[View this email in your browser](#)



**GET
INVOLVED!**

2021 NARPM Phoenix Election for Board of Directors

The following candidates have been recommended by the NARPM
Phoenix Nominating Committee to serve on the 2021 Board of Directors:

President-Elect: Heather Nicely
Treasurer: Jamie Rosen
Secretary: Liz Morganroth

Any member who wishes to serve as a candidate for the 2021 NARPM Board of Directors, other than those nominated by the Nominating Committee, may use the write-in option in each question.

Vote Here

Got something we should share in this newsletter? Please send submissions to news@narpmphoenix.com



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