

**FOR TAX YEAR 2016**

SOUTHERN AZ CHAPTER NATIONAL ASSOC OF RESIDENTIAL

TLJ TAX & ACCOUNTING

7301 E 22ND ST

Tucson, AZ 85710

(520)296-2529

# TLJ TAX & ACCOUNTING

7301 E 22ND ST  
Tucson, AZ 85710  
TERI@TLJTAX.COM  
Phone: (520)296-2529 | Fax: (866)870-4433

May 08, 2017

Southern Az Chapter National Assoc Of Residential  
7301 E 22nd St, Ste 3  
Tucson, AZ 85710

Subject: Preparation of 2016 Tax Returns

Southern Az Chapter National Assoc Of Residential:

Thank you for choosing TLJ TAX & ACCOUNTING to assist with the 2016 taxes for Southern Az Chapter National Assoc Of Residential. This letter confirms the terms of the engagement and outlines the nature and extent of the services we will provide.

We will prepare the 2016 federal and state income tax returns for Southern Az Chapter National Assoc Of Residential. We will depend on management to provide the information we need to prepare complete and accurate returns. We may ask management to clarify some items but will not audit or otherwise verify the data submitted.

We will perform accounting services only as needed to prepare the tax returns. Our work will not include procedures to find defalcations or other irregularities. Accordingly, our engagement should not be relied upon to disclose errors, fraud, or other illegal acts, though it may be necessary for management to clarify some of the information submitted. We will, of course, inform management of any material errors, fraud, or other illegal acts we discover.

The law imposes penalties when taxpayers underestimate their tax liability. Please call us if there are any concerns about such penalties.

Should we encounter instances of unclear tax law, or of potential conflicts in the interpretation of the law, we will outline the reasonable courses of action and the risks and consequences of each. We will ultimately adopt, on the behalf of Southern Az Chapter National Assoc Of Residential, the alternative selected by management.

Our fee will be based on the time required at standard billing rates plus out-of-pocket expenses. Invoices are due and payable upon presentation. To the extent permitted by state law, an interest charge may be added to all accounts not paid within thirty (30) days.

We will return the original records to management at the end of this engagement. These records, along with all supporting documents, canceled checks, etc., should be securely stored, as these items may later be needed to prove accuracy and completeness of a return. We will retain copies of the records and our work papers for the engagement for seven years, after which these documents will be destroyed.

Our engagement to prepare the 2016 tax returns will conclude with the delivery of the completed returns to management (if paper-filing) or with the tax matters partner's signature and our subsequent submittal of the tax return (if e-filing). If management has not selected to e-file the returns with our office, management will be solely responsible to file the returns with the appropriate taxing authorities. The tax matters partner should review all tax-return documents carefully before signing them.

To affirm that this letter correctly summarizes the arrangements for this work, please sign the enclosed copy of this letter in the space indicated and return it to us in the envelope provided.

We appreciate your confidence in us. Please call (520)296-2529 if you have questions.

Sincerely,

*Teri L Johnson EA*

Teri L Johnson  
TLJ TAX & ACCOUNTING

Accepted By:

\_\_\_\_\_  
Officer

\_\_\_\_\_  
Date

# TLJ TAX & ACCOUNTING

7301 E 22ND ST  
Tucson, AZ 85710  
TERI@TLJTAX.COM  
Phone: (520)296-2529 | Fax: (866)870-4433

May 08, 2017

Southern Az Chapter National Assoc Of Residential  
Property Managers C/O Tlj Tax  
7301 E 22nd St, Ste 3  
Tucson, AZ 85710

Southern Az Chapter National Assoc Of Residential:

Enclosed is the 2016 federal return for a tax-exempt organization, prepared for Southern Az Chapter National Assoc Of Residential from the information provided. This return will be e-filed with the IRS once we receive a signed Form 8879-EO, IRS e-file Signature Authorization for an Exempt Organization.

The organization's federal return reflects neither a refund nor a balance due.

Thank you for the opportunity to be of service. For further assistance with your tax needs, please contact this office at (520)296-2529.

Sincerely,



Teri L. Johnson  
TLJ TAX & ACCOUNTING

# TLJ TAX & ACCOUNTING

7301 E 22ND ST  
Tucson, AZ 85710  
TERI@TLJTAX.COM  
Phone: (520)296-2529 | Fax: (866)870-4433

May 08, 2017

Southern Az Chapter National Assoc Of Residential  
7301 E 22nd St, Ste 3  
Tucson, AZ 85710

Your privacy is important to us. Please read the following privacy policy.

We collect nonpublic personal information about you from various sources, including:

- \* Interviews regarding your tax situation
- \* Applications, organizers, or other documents that supply such information as your name, address, telephone number, Social Security Number, number of dependents, income, and other tax-related data
- \* Tax-related documents you provide that are required for processing tax returns, such as Forms W-2, 1099R, 1099-INT and 1099-DIV, and stock transactions

We do not disclose any nonpublic personal information about our clients or former clients to anyone, except as requested by our clients or as required by law.

We restrict access to personal information concerning you, except to our employees who need such information in order to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information.

If you have any questions about our privacy policy, please contact us.

Sincerely,



Teri L Johnson  
TLJ TAX & ACCOUNTING

## Short Form Return of Organization Exempt From Income Tax

**2016**

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

▶ Do not enter social security numbers on this form as it may be made public.

▶ Information about Form 990-EZ and its instructions is at [www.irs.gov/form990](http://www.irs.gov/form990).

**Open to Public  
Inspection**

Department of the Treasury  
Internal Revenue Service

**A** For the 2016 calendar year, or tax year beginning 2016, and ending 20

<b>B</b> Check if applicable: <input type="checkbox"/> Address change <input type="checkbox"/> Name change <input type="checkbox"/> Initial return <input type="checkbox"/> Final return/terminated <input type="checkbox"/> Amended return <input type="checkbox"/> Application pending	<b>C</b> Name of organization <b>SOUTHERN AZ CHAPTER NATIONAL ASSOC OF RESIDENTIAL</b> Number and street (or P.O. box, if mail is not delivered to street address) Room/suite <b>7301 E 22ND ST 3</b> City or town, state or province, country, and ZIP or foreign postal code <b>TUCSON, AZ 85710</b>	<b>D</b> Employer identification number <b>26-3138962</b> <b>E</b> Telephone number <b>(520) 296-2529</b> <b>F</b> Group Exemption Number ▶
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**G** Accounting Method:  Cash  Accrual Other (specify) ▶ \_\_\_\_\_

**H** Check  if the organization is not required to attach Schedule B (Form 990, 990-EZ, or 990-PF).

**I** Website: ▶ \_\_\_\_\_

**J** Tax-exempt status (check only one) -  501(c)(3)  501(c)(6) (insert no.)  4947(a)(1) or  527

**K** Form of organization:  Corporation  Trust  Association  Other \_\_\_\_\_

**L** Add lines 5b, 6c, and 7b to line 9 to determine gross receipts. If gross receipts are \$200,000 or more, or if total assets (Part II, column (B) below) are \$500,000 or more, file Form 990 instead of Form 990-EZ ▶ \$ **12,467**

**Part I Revenue, Expenses, and Changes in Net Assets or Fund Balances** (see the instructions for Part I)

Check if the organization used Schedule O to respond to any question in this Part I

	<b>1</b> Contributions, gifts, grants, and similar amounts received	<b>1</b>	
	<b>2</b> Program service revenue including government fees and contracts	<b>2</b>	2,704
	<b>3</b> Membership dues and assessments	<b>3</b>	9,454
	<b>4</b> Investment income	<b>4</b>	
Revenue	<b>5a</b> Gross amount from sale of assets other than inventory	<b>5a</b>	
	<b>b</b> Less: cost or other basis and sales expenses	<b>5b</b>	
	<b>c</b> Gain or (loss) from sale of assets other than inventory (Subtract line 5b from line 5a)	<b>5c</b>	
	<b>6</b> Gaming and fundraising events		
	<b>a</b> Gross income from gaming (attach Schedule G if greater than \$15,000)	<b>6a</b>	
	<b>b</b> Gross income from fundraising events (not including \$ _____ of contributions from fundraising events reported on line 1) (attach Schedule G if the sum of such gross income and contributions exceeds \$15,000)	<b>6b</b>	309
	<b>c</b> Less: direct expenses from gaming and fundraising events	<b>6c</b>	
	<b>d</b> Net income or (loss) from gaming and fundraising events (add lines 6a and 6b and subtract line 6c)	<b>6d</b>	309
	<b>7a</b> Gross sales of inventory, less returns and allowances	<b>7a</b>	
	<b>b</b> Less: cost of goods sold	<b>7b</b>	
	<b>c</b> Gross profit or (loss) from sales of inventory (Subtract line 7b from line 7a)	<b>7c</b>	
	<b>8</b> Other revenue (describe in Schedule O)	<b>8</b>	
	<b>9 Total revenue.</b> Add lines 1, 2, 3, 4, 5c, 6d, 7c, and 8	<b>9</b>	12,467
Expenses	<b>10</b> Grants and similar amounts paid (list in Schedule O)	<b>10</b>	
	<b>11</b> Benefits paid to or for members	<b>11</b>	14,019
	<b>12</b> Salaries, other compensation, and employee benefits	<b>12</b>	
	<b>13</b> Professional fees and other payments to independent contractors	<b>13</b>	850
	<b>14</b> Occupancy, rent, utilities, and maintenance	<b>14</b>	2,993
	<b>15</b> Printing, publications, postage, and shipping	<b>15</b>	695
	<b>16</b> Other expenses (describe in Schedule O)	<b>16</b>	3,254
	<b>17 Total expenses.</b> Add lines 10 through 16	<b>17</b>	21,811
Net Assets	<b>18</b> Excess or (deficit) for the year (Subtract line 17 from line 9)	<b>18</b>	(9,344)
	<b>19</b> Net assets or fund balances at beginning of year (from line 27, column (A)) (must agree with end-of-year figure reported on prior year's return)	<b>19</b>	17,612
	<b>20</b> Other changes in net assets or fund balances (explain in Schedule O)	<b>20</b>	
	<b>21</b> Net assets or fund balances at end of year. Combine lines 18 through 20	<b>21</b>	8,268



Part V Other Information (Note the Schedule A and personal benefit contract statement requirements in the instructions for Part V) Check if the organization used Schedule O to respond to any question in this Part V

33 Did the organization engage in any significant activity not previously reported to the IRS? If "Yes," provide a detailed description of each activity in Schedule O
34 Were any significant changes made to the organizing or governing documents? If "Yes," attach a conformed copy of the amended documents if they reflect a change to the organization's name. Otherwise, explain the change on Schedule O (see instructions)
35 a Did the organization have unrelated business gross income of \$1,000 or more during the year from business activities (such as those reported on lines 2, 6a, and 7a, among others)?
35 b If "Yes," to line 35a, has the organization filed a Form 990-T for the year? If "No," provide an explanation in Schedule O
35 c Was the organization a section 501(c)(4), 501(c)(5), or 501(c)(6) organization subject to section 6033(e) notice, reporting, and proxy tax requirements during the year? If "Yes," complete Schedule C, Part III
36 Did the organization undergo a liquidation, dissolution, termination, or significant disposition of net assets during the year? If "Yes," complete applicable parts of Schedule N
37 a Enter amount of political expenditures, direct or indirect, as described in the instructions
37 b Did the organization file Form 1120-POL for this year?
38 a Did the organization borrow from, or make any loans to, any officer, director, trustee, or key employee or were any such loans made in a prior year and still outstanding at the end of the tax year covered by this return?
38 b If "Yes," complete Schedule L, Part II and enter the total amount involved
39 Section 501(c)(7) organizations. Enter:
39 a Initiation fees and capital contributions included on line 9
39 b Gross receipts, included on line 9, for public use of club facilities
40 a Section 501(c)(3) organizations. Enter amount of tax imposed on the organization during the year under: section 4911; section 4912; section 4955
40 b Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Did the organization engage in any section 4958 excess benefit transaction during the year, or did it engage in an excess benefit transaction in a prior year that has not been reported on any of its prior Forms 990 or 990-EZ? If "Yes," complete Schedule L, Part I
40 c Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Enter amount of tax imposed on organization managers or disqualified persons during the year under sections 4912, 4955, and 4958
40 d Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Enter amount of tax on line 40c reimbursed by the organization
40 e All organizations. At any time during the tax year, was the organization a party to a prohibited tax shelter transaction? If "Yes," complete Form 8886-T
41 List the states with which a copy of this return is filed
42 a The organization's books are in care of TLJ TAX & ACCOUNTING Telephone no. 520-296-2529 Located at 7301 E 22ND ST, TUCSON, AZ ZIP + 4 85710
42 b At any time during the calendar year, did the organization have an interest in or a signature or other authority over a financial account in a foreign country (such as a bank account, securities account, or other financial account)? If "Yes," enter the name of the foreign country: See the instructions for exceptions and filing requirements for FinCEN Form 114, Report of Foreign Bank and Financial Accounts (FBAR).
42 c At any time during the calendar year, did the organization maintain an office outside the United States? If "Yes," enter the name of the foreign country:
43 Section 4947(a)(1) nonexempt charitable trusts filing Form 990-EZ in lieu of Form 1041-Check here and enter the amount of tax-exempt interest received or accrued during the tax year
44 a Did the organization maintain any donor advised funds during the year? If "Yes," Form 990 must be completed instead of Form 990-EZ
44 b Did the organization operate one or more hospital facilities during the year? If "Yes," Form 990 must be completed instead of Form 990-EZ
44 c Did the organization receive any payments for indoor tanning services during the year?
44 d If "Yes," to line 44c, has the organization filed a Form 720 to report these payments? If "No," provide an explanation in Schedule O
45 a Did the organization have a controlled entity within the meaning of section 512(b)(13)?
45 b Did the organization receive any payment from or engage in any transaction with a controlled entity within the meaning of section 512(b)(13)? If "Yes," Form 990 and Schedule R may need to be completed instead of Form 990-EZ (see instructions)



	Yes	No
46 Did the organization engage, directly or indirectly, in political campaign activities on behalf of or in opposition to candidates for public office? If "Yes," complete Schedule C, Part I . . . . .	46	X

**Part VI Section 501(c)(3) organizations only**

All section 501(c)(3) organizations must answer questions 47-49b and 52, and complete the tables for lines 50 and 51.

Check if the organization used Schedule O to respond to any question in this Part VI . . . . .

	Yes	No
47 Did the organization engage in lobbying activities or have a section 501(h) election in effect during the tax year? If "Yes," complete Schedule C, Part II . . . . .	47	
48 Is the organization a school as described in section 170(b)(1)(A)(ii)? If "Yes," complete Schedule E . . . . .	48	
49a Did the organization make any transfers to an exempt non-charitable related organization? . . . . .	49a	
b If "Yes," was the related organization a section 527 organization? . . . . .	49b	

50 Complete this table for the organization's five highest compensated employees (other than officers, directors, trustees and key employees) who each received more than \$100,000 of compensation from the organization. If there is none, enter "None."

(a) Name and title of each employee	(b) Average hours per week devoted to position	(c) Reportable compensation (Forms W-2/1099-MISC)	(d) Health benefits, contributions to employee benefit plans, and deferred compensation	(e) Estimated amount of other compensation

f Total number of other employees paid over \$100,000 . . . . . ▶

51 Complete this table for the organization's five highest compensated independent contractors who each received more than \$100,000 of compensation from the organization. If there is none, enter "None."

(a) Name and business address of each independent contractor	(b) Type of service	(c) Compensation

d Total number of other independent contractors each receiving over \$100,000 . . . . . ▶

52 Did the organization complete Schedule A? **Note:** All section 501(c)(3) organizations must attach a completed Schedule A . . . . .  Yes  No

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

**Sign Here**

▶ SUSAN C CREEDON  
Signature of officer Date

▶ SUSAN C CREEDON, PRESIDENT  
Type or print name and title

<b>Paid Preparer Use Only</b>	Print/Type preparer's name <u>TERI L JOHNSON</u>	Preparer's signature <u>TERI L JOHNSON</u>	Date <u>05-08-2017</u>	Check <input type="checkbox"/> if self-employed	PTIN <u>XXXXXXXXXX</u>
	Firm's name ▶ <u>TLJ TAX &amp; ACCOUNTING</u>	Firm's EIN ▶			
	Firm's address ▶ <u>7301 E 22ND ST</u> <u>Tucson AZ 85710</u>	Phone no. <u>520-296-2529</u>			

May the IRS discuss this return with the preparer shown above? See instructions . . . . .  Yes  No



# IRS e-file Signature Authorization for an Exempt Organization

For calendar year 2016, or fiscal year beginning \_\_\_\_\_, and ending \_\_\_\_\_

▶ **Do not send to the IRS. Keep for your records.**

▶ **Information about Form 8879-EO and its instructions is at [www.irs.gov/form8879eo](http://www.irs.gov/form8879eo).**

**2016**

Department of the Treasury  
Internal Revenue Service

Name of exempt organization

**SOUTHERN AZ CHAPTER NATIONAL ASSOC OF RESIDENTIAL**

Employer identification number

**26-3138962**

Name and title of officer

**SUSAN C CREEDON, PRESIDENT**

## Part I Type of Return and Return Information (Whole Dollars Only)

Check the box for the return for which you are using this Form 8879-EO and enter the applicable amount, if any, from the return. If you check the box on line 1a, 2a, 3a, 4a, or 5a, below, and the amount on that line for the return being filed with this form was blank, then leave line 1b, 2b, 3b, 4b, or 5b, whichever is applicable, blank (do not enter -0-). But, if you entered -0- on the return, then enter -0- on the applicable line below. Do not complete more than 1 line in Part I.

1a	Form 990 check here	<input type="checkbox"/>	b	Total revenue, if any (Form 990, Part VIII, column (A), line 12)	1b	
2a	Form 990-EZ check here	<input checked="" type="checkbox"/>	b	Total revenue, if any (Form 990-EZ, line 9)	2b	12,467
3a	Form 1120-POL check here	<input type="checkbox"/>	b	Total tax (Form 1120-POL, line 22)	3b	
4a	Form 990-PF check here	<input type="checkbox"/>	b	Tax based on investment income (Form 990-PF, Part VI, line 5)	4b	
5a	Form 8868 check here	<input type="checkbox"/>	b	Balance Due (Form 8868, line 3c)	5b	

## Part II Declaration and Signature Authorization of Officer

Under penalties of perjury, I declare that I am an officer of the above organization and that I have examined a copy of the organization's 2016 electronic return and accompanying schedules and statements and to the best of my knowledge and belief, they are true, correct, and complete. I further declare that the amount in Part I above is the amount shown on the copy of the organization's electronic return. I consent to allow my intermediate service provider, transmitter, or electronic return originator (ERO) to send the organization's return to the IRS and to receive from the IRS (a) an acknowledgement of receipt or reason for rejection of the transmission, (b) the reason for any delay in processing the return or refund, and (c) the date of any refund. If applicable, I authorize the U.S. Treasury and its designated Financial Agent to initiate an electronic funds withdrawal (direct debit) entry to the financial institution account indicated in the tax preparation software for payment of the organization's federal taxes owed on this return, and the financial institution to debit the entry to this account. To revoke a payment, I must contact the U.S. Treasury Financial Agent at 1-888-353-4537 no later than 2 business days prior to the payment (settlement) date. I also authorize the financial institutions involved in the processing of the electronic payment of taxes to receive confidential information necessary to answer inquiries and resolve issues related to the payment. I have selected a personal identification number (PIN) as my signature for the organization's electronic return and, if applicable, the organization's consent to electronic funds withdrawal.

**Officer's PIN: check one box only**

I authorize TLJ TAX & ACCOUNTING to enter my PIN 20597 as my signature  
ERO firm name Enter five numbers, but do not enter all zeros

on the organization's tax year 2016 electronically filed return. If I have indicated within this return that a copy of the return is being filed with a state agency(ies) regulating charities as part of the IRS Fed/State program, I also authorize the aforementioned ERO to enter my PIN on the return's disclosure consent screen.

As an officer of the organization, I will enter my PIN as my signature on the organization's tax year 2016 electronically filed return. If I have indicated within this return that a copy of the return is being filed with a state agency(ies) regulating charities as part of the IRS Fed/State program, I will enter my PIN on the return's disclosure consent screen.

Officer's signature ▶

Date ▶

## Part III Certification and Authentication

**ERO's EFIN/PIN.** Enter your six-digit electronic filing identification number (EFIN) followed by your five-digit self-selected PIN.

XXXXXX 59318  
do not enter all zeros

I certify that the above numeric entry is my PIN, which is my signature on the 2016 electronically filed return for the organization indicated above. I confirm that I am submitting this return in accordance with the requirements of Pub. 4163, Modernized e-File (MeF) Information for Authorized IRS e-file Providers for Business Returns.

ERO's signature ▶ TERI L JOHNSON

Date ▶ 05-08-2017

**ERO Must Retain This Form - See Instructions  
Do Not Submit This Form To the IRS Unless Requested To Do So**

For Paperwork Reduction Act Notice, see instructions.

Form **8879-EO** (2016)

NARPM Southern Arizona Board of Directors Meeting  
January 18, 2017  
Elks Lodge  
1800 N Oracle Rd, Tucson AZ

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Megan Titche
	Susan Creedon	Jesus Johnson
	Margret Huebner	Antionette Alvarez
	Debbie Hightower	

1. Meeting called to order at 10:40am by Past President - Sylvia White.
2. Minutes approved for December 14, 2016. Linda reported bank balance of \$15,297.37. The Chapter received a \$500 check from NARPM National for supporting Leadership.
3. January 18 Chapter Meeting is at Elks with keynote speaker Kellie Tollifson. Attendees will be asked to submit charities for the chapter. Vendor tip presented by Commercial Cleaning & Restoration. Colleen will read NARPM Code of Ethics.
4. Susan will continue to work on CE Classes for the CRPM Certification. Sue Fluke is tentative for February 15 class. March 15 at 2-5pm Mike Mumford will teach Trust Accounting at TAR. This will follow the Chapter Meeting from 11:30-1pm at the Elks Lodge.
5. Annual Conference location choice is Hacienda Del Sol. Tentative date is Friday September 22, 2017. A CE Class is planned for morning with speakers in afternoon.

Next NARPM Board Meeting will be Wednesday February 8, 2016 at Titan Restoration, 3544 N Romero Rd #102, Tucson AZ 85705 at 3:30pm.

Next Chapter Meeting will be on Wednesday February 15, 2017 at the Elks Lodge, 1800 N Oracle Rd, Tucson AZ at 11:30am.

Adjourned 11:30am

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
April 13, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Antionette Alvarez	Jesus Johnson
	Margret Huebner	Debbie Hightower

1. Meeting called to order at 11:40am by President - Susan Creedon.
2. Minutes approved for March 15, 2017 .
3. Susan will order name tags for Board Members that need them. Facebook posts should include #NARPMsmart for access by all National Members. Each year President Elect will be sent to the National Conference. Kim will attend the conference in October in Orlando, FL.  
**MOTION APPROVED:** Every year the Chapter President Elect will attend the NARPM National Conference with all expenses paid by the Chapter including Conference, Transportation & Lodging.  
A Chapter Excellence requirement is an agenda and meeting notes for all Board Meetings & Member Meetings. Board Meeting agenda & minutes are uploaded in Drop Box. Member Meetings flyers & notes taken by Sylvia will be added to Drop Box.
4. Next Chapter Meeting May 17 at Elks Lodge with motivational Speaker Don Zavis from 11:30-1pm. Susan will investigate a Veteran PTSD charity. Megan Tish will be recognized for obtaining CRPM & RMP designations.
5. Antionette reviewed the updated Calendar of Events 2017. She also updated the 2017 Annual Conference Agenda. Steve Schultz was suggested for the National Speaker. A motivational speaker has not been decided. A gift for attendees will be a beverage cup.
6. June 16, 2017 CE Classes sponsored with TAR Property Management: Fair Housing and AZ Medical Marijuana Act given by Denise Holliday at TAR from 11-5pm. Both can be used for CRPM Certification.
7. Margret shared a new vendor application for Tidy Turtles - a house cleaning service. She will email the application for Board review and approval. Vendors can sponsor CE Classes at no additional charge and provide refreshments. This is a benefit for Vendors who pay the annual dues.

Vendors are planning the July Social. The topic of insurance was discussed and Susan will investigate the need and cost for the chapter. Cost for centerpieces for tables at Elks will be reimbursed to Margret or whoever makes them.

**MOTION APPROVED:** Reimburse for table centerpieces.

8. NARPM So AZ will have a booth at the TAR Expo to be held Aug 31, 2017 to promote NARPM and NARPM companies. The booth will be supervised by members who volunteer. Kim will obtain NARPM information for the booth.

Next NARPM Board Meeting May 11, 2017 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 11:30am.

Next Chapter Meeting will be on Wednesday May 17, 2017 at the Elks Lodge, 1800 N Oracle Rd, Tucson AZ at 11:30am.

Adjourned 12:45pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
June 8, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Antionette Alvarez	Jesus Johnson
	Margret Huebner	Debbie Hightower

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for May 11, 2017 .
3. Margret reported feedback for new accounting vendor Marya Wheeler. Board approved her application.  
CE Classes for June 16 have 4 NARPM Vendor sponsors for lunch and snacks.  
Vendor Social for July 20, 2017 plans continue - location is Barrio Brewery.
4. Antionette reviewed the updated Calendar of Events 2017. The Board discussed program ideas for next year - safety, crime, carbon monoxide units, and an attorney were mentioned.  
She also updated the 2017 Annual Conference Agenda. Antionette shared the estimated venue costs, menu choices, and give aways.
5. Susan reported that the chapter taxes are done. The IRS reported the chapter is current. Insurance was paid for 2 policies for the chapter thru May 31, 2018. Renewals will be mailed to Martin Insurance.  
CE Classes for June 16 have over 70 attendees each so far. Steve Schultz will give a NARPM plug. These two classes can be used for CRPM Certification.  
July's 21 Marketing Class has more than the minimum attendees needed. Flyers will go out promoting this NARPM Class.  
Susan has updated the chapter website including education for the chapter.
6. Sylvia will attend the NARPM Leadership Conference in St. Louis in November 2017. Kim will attend the National NARPM Conference in August 2017. NARPM So AZ will have a booth at the Real Estate Expo at the TCC on August 31. Board members and chapter members are invited to help cover the booth.

**ACTION** Debbie will ask Steve if we can use the current chapter banners with the old NARPM Logo. She will also update Facebook Page for the chapter

Next NARPM Board Meeting July 13, 2017 at TAR Board Room, 2445 N Tucson Blvd,  
Tucson AZ 85716 at 11:30am.

Adjourned 12:45pm

Respectfully Submitted: Colleen Kessler, Secretary



NARPM Southern Arizona Board of Directors Meeting  
August 10, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Antionette Alvarez	Jesus Johnson
	Linda Seeley	Meghan Titche
	Margret Huebner	Ginny Huffman

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for July 13 2017 .
3. Linda Seeley reported bank balance \$8,051.42
4. Susan reported that the Elks Lodge venue will no longer be available for meetings. We need to explore new venues for next year's chapter meetings.
5. Antionette reviewed the updated 2017 Annual Conference Agenda. Margret will begin sending conference flyers through Constant Contact including payment information.
6. The next chapter meeting Wed Aug 16 includes Steve Huffman from TAR Government Affairs who will discuss RAPAC and Sgt Anthony De La Ossa from the Tucson Police Department will discuss safety. Vendor tips from Silverado Plumbing and LaCholla Landscaping.
7. October 11 chapter meeting will be roundtable discussions on difficult and dangerous situations. November 15 chapter meeting will include the charity Soldier's Best Friend with visiting handlers and their dogs.
8. Paypal capability for classes & meetings will be indefinitely postponed. Linda has credit card capability and will try to take charges by phone.
9. Kim has materials for the Real Estate Expo at the TCC on August 31. The booth will be manned by the NARPM Board Members.

Next NARPM Chapter Meeting August 16, 201 at Elks Lodge, 1800 N Oracle Rd,  
Tucson AZ at 11:30am.

Next NARPM Board Meeting September 14, 2017 at TAR Board Room, 2445 N Tucson  
Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 1:00pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
October 12, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Linda Seeley	Meghan Titche
	Margret Huebner	Debbie Hightower

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for Sept 14, 2017
3. Linda reported bank balance \$7889.46. 48 Professional Members, 22 Vendors
4. Attendance at Chapter/Member Meetings is included in the local dues. New potential professional members may attend the first time at no cost. Vendors pay \$20 for attendance and lunch if not an affiliate.
5. October 18 is next member meeting at Elks Lodge with RE Commissioner Judy Lowe as guest speaker. Remaining Code Of Ethics articles will be read.  
November 15 member meeting at Elks Lodge will be roundtable discussions on difficult and dangerous situations. Mike Mulvena will moderate. It will also include the charity Soldier's Best Friend with visiting handlers and their dogs and a Silent Auction for this charity.  
Dec 20 is the Annual Holiday Member Meeting and luncheon also at Elks Lodge. The 2018 Board will be sworn in at this meeting.
6. Susan reported that the December 1st two Continuing Educations classes co sponsored with TAR Property Management will be "Landlord & Tenants Playing Fair" for 3 Contract Law credits and "AAR's Residential Lease Owner's Property Disclosure Statement" for 3 Disclosure Credits. Both classes can be used towards CRPM Certification. Location is TAR large room.
7. Local dues for 2018 are \$225 for Vendors, \$135 for Professional Members. Each vendor will have the opportunity to sponsor one meeting at no additional cost except to bring dessert or snack.
8. Margret will arrange Tech Tips for Oct, Nov & Dec member meetings. She will have vendors sponsor snacks at the Dec 1 classes.

Next NARPM Chapter Meeting October 18, 2017 at Elks Lodge, 1800 N Oracle Rd,  
Tucson AZ at 11:30am.

Next NARPM Board Meeting November 9, 2017 at TAR Board Room, 2445 N Tucson  
Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 12:40pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
December 14, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Jesus Johnson	Megan Titcher
	Antionette Alvarez	Debbie Hightower
	Mike Mulvena	Linda Seeley

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for Nov 9, 2017.
3. Linda reported bank balance \$9639.50. 48 Professional Members, 22 Vendors
4. NARPM So AZ Calendar changes for 2018 were distributed.
5. Sylvia reported on the NARPM Leadership Conference. She reminded the Board that a quorum is always required, President does not vote or bring forth agenda/opinions. Starting 2018 NARPM National will pay for the Incoming President and President Elect to attend the conference including registration & lodging.
6. Kim has the TAR Board Room reserved for Board meetings next year at 8:30am (except February & December when room is already booked) just prior to the TAR Property Management Committee Meeting. The cost to TAR for the room is \$75/per meeting.
7. Colleen reported on the TAR Property Management Committee including the new Sahuarita rent tax which started Oct 2017 on any landlord that had 3 or more rental properties in Sahuarita. Wire Fraud has become a serious issue. TPD offers a day long Crime Free Housing class - see TPD website for more information.
8. December 20, 2017 is the Holiday Member Lunch Meeting at Hotel Tucson City Center 11:30-1pm. Santa will visit, new 2018 Board Members will be sworn in by Steve Schultz, Bob Dytko will speak, Gift exchange. Kim & Susan made centerpieces. The 50/50 proceeds will go to the Soldier's Best Friend Charity.
9. The 2018 chapter schedule includes Jan 17 meeting with speaker Andy Probst, a Continuing Education Class Feb 9 subject TBD and the postponed Panel Discussion at the March 21 meeting. May 11 is two CE Classes - morning is Advanced Trust Accounting, afternoon class being developed by Mike Mulvena. September 28 will be CE all day Bootcamp Class.

10. Jesus reported on Legislative Issues including the new proposed tax bill which would change the capital gains exemption on home sales to 5yrs for exemption.

11. Debbie is updating Facebook, Instagram is up and working.

12. Margret reported next year's meetings will have the same 2 Vendor Tech Tips. Crystal from Silverado Plumbing will participate on Vendor Committee and help Margret.

13. Susan reported the Silent Auction proceeds at close to \$3K from last month's meeting. The AZ Oncology tree decorating done by the chapter sold for \$1800. The event that evening made \$120K for the charity.

14. The Board voted to keep Soldier's Best Friend as the 2018 charity. All that attended November's chapter meeting with the charity's presentation & visiting handler were awed by how much good this charity provides for disabled Military Veterans and rescue dogs.

**ACTION ITEM:** Mike Mulvena asked the board to email him pictures of disasters we've experienced with the properties we manage. Short stories about them would also be helpful for his slide show. Email to: [AZLessor@gmail.com](mailto:AZLessor@gmail.com)

Next NARPM Chapter Meeting December 20, 2017 at Hotel Tucson City Center, 475 N Granada, Tucson AZ 85701 at 11:30am.

Next NARPM Board Meeting January 11, 2018 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 8:30 am. (PLEASE NOTE TIME CHANGE)

Adjourned 12:55pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
July 13, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Antionette Alvarez	Jesus Johnson
	Linda Seeley	Debbie Hightower

1. Meeting called to order at 11:35am by President - Susan Creedon.

2. Minutes approved for June 8, 2017 .

3. Linda Seeley reported bank balance \$12,959.33

4. Kim distributed sign up for TCC Real Estate Expo Aug 31 coverage shifts. Board members will cover time slots throughout the day. NARPM National is sending information to be distributed at the booth.

**MOTION APPROVED:** Advertise NARPM So AZ in Hogan Frontrunner, 1/3 page for \$300 one issue. Kim will request grant money from NARPM National for chapter reimbursement.

5. Antionette reviewed the updated Event Calendar 2018. Some minor changes were made and updated Calendar was uploaded into Drop Box. She also updated the 2017 Annual Conference Agenda. Antionette shared the estimated venue costs, menu choices, and give aways.

5. Susan reported over 100 attendees at the June 16 CE Classes. She will work on TPD speaker for Aug 2017 chapter meeting. Jesus will try to get Steve Hoffman to give presentation on RPAC.

6. Susan reported that the charity A Soldier's Best Friend will bring handlers and dogs to our Nov 15 chapter meeting. We will collect donations for this charity.

7. Vendor Social flyers are being emailed regularly - Thurs July 20 from 5-7:30pm at Barrio Brewing. Free for NARPM members, Non-NARPM Property Managers and Realtors.

Next NARPM Board Meeting August 10, 2017 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 12:45pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
September 14, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:            Sylvia White                            Kim Urrea  
                             Colleen Kessler                         Susan Creedon  
                             Antionette Alvarez                     Jesus Johnson  
                             Linda Seeley                             Meghan Titcher  
                             Margret Huebner                        Michael Mulvena  
                             Debbie Hightower

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for August 10, 2017
3. Linda reported bank balance \$8268. 48 Professional Members, 21 Vendors
4. Susan, Kim & Antionette viewed Hotel Tucson City Center for 2018 chapter meetings. Their facilities are convenient, well equipped and reasonably priced at \$14 per person for lunch. The 2018 member lunches will be held here.  
**MOTION APPROVED:** Increase 2018 Local NARPM dues to \$135/yr, which will cover costs for 7 CE Classes and 6 Member Lunches. No early discounts.
5. Antionette reported on programs. The Annual Conference was cancelled leaving a \$500 food credit at Doubletree Reid Park. October 18 is next member meeting at Elks Lodge with RE Commissioner Judy Lowe as guest speaker. November 15 member meeting at Elks Lodge will be roundtable discussions on difficult and dangerous situations. Susan will call & ask AAR Attorney Nikki Salgat to participate. It will also include the charity Soldier's Best Friend with visiting handlers and their dogs and a Silent Auction for this charity. Dec 20 is the Annual Holiday Member Meeting and luncheon also at Elks Lodge. The 2018 Board will be sworn in at this meeting.  
**ACTION ITEM:** Board members to bring suggested scenarios for the Nov 15 roundtable discussions to the next Board Meeting.
6. Susan reported on the December 1st two Continuing Educations classes co sponsored with TAR Property Management. She has a list of classes offered by Denise Holliday and asked for suggestions on what courses to be offered that day. There will be a morning and afternoon class in the large TAR Conference Room.
7. Membership Renewal Notices will be distributed at next Oct 18 meeting and emailed through Constant Contact. Antionette will update last year's flyer for 2018.
8. Jesus reported the proposal to raise AAR dues by \$35 for additional Political Lobbying. RAPAC is sponsoring a family day at Reid Park Zoo on October 7.

9. Debbie has been updating the NARPM So AZ Facebook page with flyers and photos. She will add the Silent Auction Items for Nov 15 member meeting to display them in advance.

10. Margret will arrange Tech Tips for Oct, Nov & Dec member meetings. She will have vendors sponsor snacks at the Dec 1 classes. A new locksmith vendor has joined the chapter - Phoenix EZ-Keys. They are a vendor affiliate for the Phoenix Chapter also.

Next NARPM Board Meeting October 12, 2017 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 11:30am.

Next NARPM Chapter Meeting October 18, 2017 at Elks Lodge, 1800 N Oracle Rd, Tucson AZ at 11:30am.

Adjourned 12:50pm

Respectfully Submitted: Colleen Kessler, Secretary



2017 Budget  
Spreadsheet

INCOME:	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Member Dues	\$2,200.00	\$1,000.00	\$900.00								\$1,500.00	\$1,500.00	\$7,100.00
Guest Lunchs	\$120.00		\$120.00		\$120.00			\$120.00			\$120.00	\$120.00	\$720.00
Vendor Affiliate Dues	\$1,000.00	\$900.00	\$225.00							\$550.00	\$225.00	\$450.00	\$3,350.00
50/50	\$60.00		\$60.00		\$60.00			\$60.00			\$80.00	\$120.00	\$440.00
Membership Drive										\$600.00			\$600.00
Education													
<b>Total Income:</b>	<b>\$3,380.00</b>	<b>\$1,900.00</b>	<b>\$1,305.00</b>	<b>\$0.00</b>	<b>\$180.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$180.00</b>	<b>\$0.00</b>	<b>\$1,150.00</b>	<b>\$1,925.00</b>	<b>\$2,190.00</b>	<b>\$12,210.00</b>

EXPENSES:	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Luncheon Venue	\$500.00		\$500.00		\$500.00		\$500.00		\$500.00		\$600.00	\$600.00	\$3,700.00
Membership Drive										\$650.00			\$650.00
Speakers												\$300.00	\$300.00
Directory			\$800.00										\$800.00
Marketing/Supplies/Decorations	\$50.00		\$50.00		\$50.00		\$50.00		\$50.00		\$50.00	\$300.00	\$600.00
Education/Classes		\$150.00		\$150.00		\$150.00		\$150.00		\$150.00			\$750.00
Social							\$800.00						\$800.00
<b>Total Expenses:</b>	<b>\$550.00</b>	<b>\$150.00</b>	<b>\$1,350.00</b>	<b>\$150.00</b>	<b>\$550.00</b>	<b>\$150.00</b>	<b>\$1,350.00</b>	<b>\$150.00</b>	<b>\$550.00</b>	<b>\$800.00</b>	<b>\$650.00</b>	<b>\$1,200.00</b>	<b>\$7,600.00</b>

## NARPM Southern Arizona Board of Directors Meeting

February 8, 2017

Titan Restoration of Tucson, Inc.  
3544 N Romero Rd #102, Tucson AZ

Attendance: Sylvia White                      Kim Urrea  
                  Susan Creedon                     Megan Titche  
                  Margret Huebner                     Antionette Alvarez  
                  Debbie Hightower

**1. Meeting called to order** at 3:47pm by President – Susan Creedon.

### **2. Chapter Goals:**

a. Education: Susan Creedon has scheduled classes through September.

- ✓ 02/15/17 – Steve Schultz is teaching Risk Reduction for Property Managers at the Elks
- ✓ 06/16/17 – Denise Holliday is teaching two classes at TAR; Fair Housing & Medical Marijuana.
- ✓ 09/22/17 – Sue Fluke is teaching a class (TBD) to kick off the annual conference.
- ✓ 10/18/17 – Either Denise Holliday or Sue Fluke at TAR. Subjects TBD.

Margret Huebner asked for confirmation on charging vendors for sponsorships for the classes. It was confirmed that the cost would be \$50.00 per vendor for special CEC Class sponsorship going forward. The two vendors who are giving Tech Tips at the February class were not told of the fees and will not be charged. The vendors are The Roof Guys and Feel Good AC.

b. Charity: Two types of charities were selected; Veterans and Animals

- ✓ Susan Creedon has the animal charities already lined up.
- ✓ **ACTION ITEM:** Margret Huebner will meet with a veteran's agency and ask about the various veteran charities that are in need.

c. Member Gain/Retention: We want to bring our professional membership back up to where it was last year.

- ✓ Last year we had 49 professional members, so far this year we have 41. The Copper Rose managers have not paid their renewals yet even though Char said that they were going to renew this year.
- ✓ **ACTION ITEM:** Megan Titche will contact the professional members who did not renew.

### **3. Officer Reports:**

a. Secretary: January minutes were approved. Motion made by Linda Seeley, 2<sup>nd</sup> by Megan Titch and board approved.

b. Treasurer: Bank balance = \$15,676.21

c. Past President: Will continue to MC event.

#### 4. Committee Chair Updates:

a. Past President – Sylvia White: She still does not have access to Facebook while others were emailed notification of permission. It was discussed that one must have a Facebook account in order to have access. Since Sylvia does not have a Facebook account, Megan Titche will manage the NARPM Facebook account with assistance from Debbie Hightower.

b. President Elect – Kim Urrea: Is working on getting everything together for Chapter Excellence. To make it easier in the future, we will set up Dropbox so that all of the required documents are uploaded to a yearly compliance folder throughout the year.

c. Secretary – Colleen Kessler was absent.

d. Treasurer – Linda Seeley provided her report of the bank balance and professional member update earlier in the meeting. The vendor membership is currently at 13.

e. Programs – Antionette Alvarez: Reviewed the programs for the year:

March Lunch Meeting: Will be scheduled an hour earlier to accommodate a CEC class that immediately follows. No tech tips at this meeting due to time constraints.

April Lunch Meeting: Is being hosted by CAI this year. The meeting will be a week earlier and held at the Viscount. No tech tips at this meeting as CAI is the host and we will follow their agenda.

May Lunch Meeting: Motivational speaker all set.

June CEC Class: Susan Creedon has this all set up.

July Vendor Social: Margret Huebner is working on this.

August Lunch Meeting: The program is not set. **ACTION ITEM**: Susan Creedon will check for available National Speakers.

September Annual Conference: The annual conference venue is set for the Doubletree. The Hacienda Del Sol was too expensive. The program is still being worked up:

- ✓ 9am – 12pm CEC Class with Sue Fluke
- ✓ 12pm – 1pm Lunch
- ✓ 1pm – Potentially a National Speaker
- ✓ 2pm – Potentially a National Speaker or Motivational Speaker. Antionette Alvarez saw a great motivational speaker at the CAI January meeting and suggested that we consider him, Donald G. Jergenson, Ph.D. His cost is \$500.00.
- ✓ 3pm – 4 pm: Judy Lowe
- ✓ **ACTION ITEM**: Susan Creedon will contact Judy Lowe to invite her to present at the conference again this year.
- ✓ **ACTION ITEM**: Susan Creedon will find out which National Speakers will be available.

October Continuing Education: **ACTION ITEM:** Susan Creedon will work on the speaker and topic.

November Lunch Meeting: **ACTION ITEM:** Susan Creedon will find out which National Speakers will be available.

December Holiday Luncheon: Susan Creedon will have the selected charities speak.

f. Education – Susan Creedon / Sylvia White: A Full educational update was provided in the Chapter Goals section.

g. Membership – Megan Titcher: We want to grow the chapter methodically. We will promote NARPM during the CEC classes as their will be property managers there who are not members. We will offer the \$95.00 discounted member rate if they join that day. NARPM National always offers a \$50.00 discount to brand new members; \$245.00 instead of \$295.00.

**ACTION ITEM:** Debbie Hightower will speak with Steve about promoting NARPM before the February class starts.

**ACTION ITEM:** Sylvia White will bring NARPM literature to the class.

**ACTION ITEM:** Linda will bring both the National and Local membership applications to the class.

h. Legislative – Jesus Johnson was absent.

i. NARPM National – Debbie Hightower: She reminded us about the Chapter Compliance and Chapter Excellence deadlines. Kim Urrea is on it. Steve Schultz asked if we could move the July Vendor Social event to Thursday 07/20/17 instead of Friday 07/21/17 to accommodate National Trainer Melissa Prandy. All agreed to move the date.

j. Affiliate / Vendor – Margret Huebner: Two new vendor candidates were reviewed; Distinctive Carpets and ACN Essential. Both were approved for membership. Margret noticed that there was a price difference on applications from prior years, \$200 and \$225. All vendors who renewed this year paid \$225, the two new vendors will be charged \$200 as that is what was listed on their application. Going forward all vendors will be charged \$225 for renewal membership.

Two vendor types that we are in need of for our chapter; Pool Cleaner and House Cleaning.

**ACTION ITEM:** Margret will create generic center pieces that contain all vendor logos and have a place for all vendor promotional pens.

k. Marketing / Website – Kim Urrea: Adding education to the website is a 2017 goal. We also want to add an HOA Information link to the website.

**ACTION ITEM:** Susan Creedon will work on getting an education section to the website with the assistance of her co-worker.

**ACTION ITEM:** Sylvia will manage the HOA website. Susan will have her co-worker assist Sylvia to ensure that all is set up and linked correctly.

l. President / Community Outreach – Susan Creedon: The selected charities were discussed during chapter goals.

m. Recognitions – Mallory Schumucher: Kim Urrea spoke with Mallory about volunteering and designated Mallory as the Recognitions Chair.

**ACTION ITEM:** Debbie Hightower will confirm with Steve Schultz what this role entails so that we can update Mallory.

n. NARPM Designation – Lou Khan: Lou has been designated as the chapter Mentor for those managers who are looking to get their designations. He has requested 3 minutes at the beginning of every meeting to say a few words about the designation program.

5. Succession Plan – Susan Creedon: We need to actively recruit new managers to join the board. Failure to get new managers on board will result in the recycling of the current board.

Next NARPM Board Meeting will be Wednesday March 8, 2017 at Titan Restoration, 3544 N Romero Rd#102, Tucson AZ 85705 at 3:30pm.

Next Chapter Meeting will be Wednesday March 15, 2017 at the Elks Lodge, 1800 N Oracle Rd, Tucson, AZ at 10:30am

Adjourned at 4:57pm

Respectfully Submitted: Antionette Alvarez on behalf of Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
May 11, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Antionette Alvarez	Megan Titche
	Margret Huebner	Debbie Hightower
	Linda Seeley	

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for April 13, 2017 .
3. Linda reported Bank Balance of \$12, 959.33. We currently have 45 Professional Members and 20 Vendor Affiliates.
4. Antionette reviewed the updated Calendar of Events 2017. She also updated the 2017 Annual Conference Agenda. She will send out an email blast to all NARPM contacts for the June CE Classes. Signees as of today number 16 for Fair Housing, 20 for Medical Marijuana.
5. Susan ordered new name tags for Board Members with new Logo. Susan updated the Chapter Website calendar to include all events scheduled for 2017. Taxes have been filed for the Chapter by the accountant. Susan is investigating insurance for the Chapter. Michelle Martin has gotten an estimate for \$1300/annually. We hope to have this paid by next week. Susan & Kim will take over Constant Contact.
6. Next Chapter Meeting May 17 at Elks Lodge with motivational Speaker Don Zavis from 11:30-1pm. Tech Tips by Titan Restoration & Sonoran Oasis. Charity donations will be accepted for "A Soldier's Best Friend, Touching 2 Lives at Once" and for the CDO Project Grad . Megan Titche will be recognized for obtaining CRPM & RMP designations. All CRPM Designees will be recognized. Colleen will review Ethics Articles.
7. June 16, 2017 CE Classes sponsored with TAR Property Management: Fair Housing and AZ Medical Marijuana Act given by Denise Holliday at TAR from 11-5pm. Both can be used for CRPM Certification.
8. The Chapter will have a booth at the August 31 Real Estate Expo to promote NARPM membership.  
**ACTION:** Kim will investigate grant funds for the Membership Drive.

9. Margret announced the July Social location as Barrio Brewing Company. The Chapter will give \$600 towards food & soft drinks, cash bar will be available. Margret will print flyers for the event to be distributed at next week's Chapter Meeting.

She has an vendor application from a CPA and solicited questions from the Board to ask the applicant.

Margaret has 4 vendors to sponsor the two June 16 classes. They will provide lunch, soft drinks & snacks.

10. Debbie will update Facebook as appropriate and Instagram for the Chapter.

Next Chapter Meeting will be on Wednesday May 17, 2017 at the Elks Lodge, 1800 N Oracle Rd, Tucson AZ at 11:30am.

Next NARPM Board Meeting June 8, 2017 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 12:45pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
November 9, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Jesus Johnson	Megan Titche
	Antionette Alvarez	Debbie Hightower
	Mike Mulvena	

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for October 12, 2017
3. Linda reported bank balance \$8638.73.
4. Susan made some changes on the 2018 schedule - January and March will be Member Meetings, February will be a CE Class, and April will be the joint NARPM/CAI meeting. Member Meetings to be held at Hotel Tucson City Center, 475 N Granda, Tucson AZ 85701.  
December 2 is the AZ Oncology Festival of Trees at LaPaloma. Last year our chapter participated in the decoration of a tree. Anyone interested in joining this year please contact Susan.
5. November 15 member meeting at Hotel Tucson City Center will be Panel Discussions on Property Management difficult and dangerous situations. Mike Mulvena will moderate. It will also include the charity Soldier's Best Friend with a 15min presentation and a visiting handler and his dog and a Silent Auction for this charity. Please come early to view the auction items and bid.  
Dec 20 is the Annual Holiday Member Meeting and luncheon also at Hotel Tucson City Center. The 2018 Board will be sworn in at this meeting.
6. Susan reported that the December 1, 2017 two Continuing Educations classes co-sponsored with TAR Property Management will be "The Ins And Outs of the AAR Forms and Do I Have to Use Them" at 9am for 3 Contract Law Credits and "Landlords and Tenants Playing Fair" at 1pm for 3 Contract Law Credits. Both classes can be used towards CRPM Certification. Location is TAR large conference room.

**ACTION ITEM:** Linda will email local chapter dues invoices for 2018. Dues are \$225 for Vendors, \$135 for Professional Members.



7. Kim & Debbie shared their experiences at the NARPM National Conference including motivational speakers, classes, etc. As 2018 President Kim Urrea will hold 2018 Board Meetings at TAR Conference Room the 2nd Thursday of the month at 8:30am. This will be immediately followed by the TAR Property Management Monthly Meeting.

**ACTION ITEM:** Please bring suggestions for the chapter's 2018 Charity for Board discussion at the next meeting December 14.

8. Margret will arrange Tech Tips for Nov & Dec member meetings. She will have vendors sponsor snacks at the Dec 1 classes.

Next NARPM Chapter Meeting November 15, 2017 at Hotel Tucson City Center, 475 N Granada, Tucson AZ 85701 at 11:30am.

Next NARPM Board Meeting December 14, 2017 at TAR Board Room, 2445 N Tucson Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 12:50pm

Respectfully Submitted: Colleen Kessler, Secretary

NARPM Southern Arizona Board of Directors Meeting  
March 15, 2017  
Elks Lodge  
1800 N Oracle Rd, Tucson AZ

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Megan Titcher
	Susan Creedon	Jesus Johnson
	Margret Huebner	Antionette Alvarez
	Linda Seeley	

1. Meeting called to order at 10:10am by President - Susan Creedon.
2. Minutes approved for February 8, 2017 . Linda reported \$16,046.82 bank balance.
3. Charities for 2017 will include those supported by the Elks Chapter such as veterans & children, and animal welfare. Links to the charities will be on the chapter website enabling donations on line.
4. All member lists including current and past members are in Dropbox. Megan will concentrate on National members not part of the local chapter.
5. The March 15 chapter meeting from 11-1pm will include a panel discussion on HUD Guidelines for screening applicants with a criminal history. Diana's General Construction LLC will be introduced as a new vendor. Antionette distributed an updated Calendar of Events for remaining 2017. Following the meeting, Mike Mumford will teach CE Class on Trust Accounting from 2-5pm at TAR.
5. Susan will continue to work on CE Classes for the CRPM Certification. June 16 classes on Medical Marijuana & Fair Housing to be held at TAR, partnering with TAR Property Management Committee. Classes to be presented by Denise Holliday. Susan reserved the TAR room for October 11 from 11-5pm - class topics to be determined. NARPM National Classes can now qualify for ADRE requirements.
6. Susan would like follow up notes for each chapter meeting to be distributed by email. Antionette will generate a generic Program Agenda to be adjusted as needed for each chapter meeting. Chapter Meeting sign in sheets should be saved in Dropbox and given to Paula at the Elks Lodge.
7. Antionette drafted a 2017 Annual Conference Agenda for the conference scheduled for Friday September 22 at the Doubletree Hotel. Morning Session will be welcome announcements, sponsor presentations & CE Class with Sue Flucke. Afternoon session will be 2-3 speakers, sponsor presentations, prizes followed by Happy Hour.

8. April chapter meeting will be the joint NARPM/CAI luncheon on April 12 at Viscount Suites. The topic will be Short Term/Vacation Rentals.

9. The NARPM Ethics review at chapter meetings should be more informational and interactive. Rather than reading word for word, an example or case study should be presented. Colleen will work on this.

Next NARPM Board Meeting date & location to be determined.

Next Chapter Meeting will be on Wednesday April 12, 2017 at the Viscount Suites at 11:30am.

Adjourned 10:45am

Respectfully Submitted: Colleen Kessler, Secretary



## National Association of Residential Property Managers

### S O U T H E R N   A R I Z O N A   C H A P T E R

#### **NARPM Southern Arizona Member Meeting**

**Wednesday, March 15, 2017**

**10:30am to 1:30pm**

The Elks Lodge, 1800 N Oracle Rd.

Lunch (Included in NARPM Dues) Guests \$20

**NOTE: This meeting is being held an hour earlier to accommodate for the CEC Trust Accounting Class at TAR from 2pm - 5pm**

**RSVP by 03/10/17 5pm to Linda Seeley - [linda@emsrealty.com](mailto:linda@emsrealty.com)**

***If you don't RSVP you will not be guaranteed a meal***

#### **HUD/Disparate Impact**

#### **What Is It & How It Affects Property Management: Panel Discussion**

**Panelists: Mike Stout, Mike Mumford, Steve Shultz & Others**

**Mike Stout NARPM West Valley Chapter Membership Co-Chair**

**Mike Mumford - MPM®, RMP® CFO Bennett Property Management**

**Steve Shultz - MPM®, RMP® NARPM National President Elect**

This experienced group of professional property management panelists will review the legal doctrine under the Fair Housing Act and discuss how it affects property management policies.



## National Association of Residential Property Managers

### S O U T H E R N A R I Z O N A C H A P T E R

**NARPM Southern Arizona Member Meeting**

**The Viscount 4855 E Broadway Blvd**, Tucson, AZ 85711

**Wednesday, April 12, 2017**

Lunch (Included in NARPM Dues) Guests \$20

**11:30am to 1:30pm**

**RSVP by 04/07/17 5pm to Linda Seeley - [linda@emsrealty.com](mailto:linda@emsrealty.com)**

**[If you don't RSVP you will not be guaranteed a meal](#)**

## CAI & NARPM

JOINT EDUCATIONAL LUNCHEON



### Wrestling with Short-Term Rentals and the Challenges We Face

**Panel Discussion Moderated by: Philip Brown, PLLC**

Short term rentals are not going anywhere, they are here to stay. We can fight it or help guide the regulations that will address notice, nuisance, income, taxation, liability and neighborhood preservation. Join us for an engaging conversation about the future of short term rentals and the impact it will have on property management and community management.

#### Speakers:



**Phil Brown**  
Brown | Olcott, PLLC



**Malea Norris**  
Vista Point Properties



**Robin Coulter**  
Sun City Oro Valley



**Ginny Huffman**  
Imagine Realty Services, Ltd.



We will be supporting the non-profit charity Tu Nidito at this joint luncheon. Tu Nidito is preparing for their big annual fundraiser and needs supplies for their silent auction. We will be collecting the following donated supplies:

- ◆ New or Gently Used Baskets (repurpose, repurpose, repurpose)
- ◆ Basket "Stuffing" (paper grass, tissue paper, etc.)
- ◆ Clear Cellophane bags (new please, the dollar store is a great place to pick some up cheap!)
- ◆ Fabric Ribbon (if you have left over ribbon please bring it in!)
- ◆ Shopping Bags (the department store type, not the plastic grocery store bags)

*Thank you!*





# National Association of Residential Property Managers

## S O U T H E R N A R I Z O N A C H A P T E R

### NARPM Southern Arizona Member Meeting

The Elks Lodge, 1800 N Oracle Rd.

**Wednesday, May 17, 2017**

Lunch (Included in NARPM Dues) Guests \$20

**11:30am to 1:30pm**

**RSVP by 05/12/17 5pm to Linda Seeley - [linda@emsrealty.com](mailto:linda@emsrealty.com)**

**[If you don't RSVP you will not be guaranteed a meal](#)**



***" Isn't it about time you started making what you're worth ? "***

**Presented by Don Zavis, International Keynote Speaker & Award-Winning Sales Coaching**

Don Zavis is an accomplished executive with a successful history of taking private and public organizations to new levels of sales and profitability. He has an outstanding record of hiring the highest level of sales achievers, training them to their fullest potential and consistently coaching them to perform in the top 10% of their industries. He has a unique ability to create a "sales culture" across the entire scope of the organization while fostering an environment of mutual achievement and reward. Professional education includes over 5,000 hours of practical, actual training.

#### Achievements

- Responsible for the sales development of over 2,000 sales professionals
- Trained / Coached over \$500 million dollars of revenue production
- Personally purchased and profitably sold 23 business's in differing industries
- Ranked in top 5% of Sales Trainers and Coaches nationwide

#### GIVING BACK

This month we will be supporting "A Soldier's Best Friend, Touching 2 lives at once." Pairing veterans with combat-related Post Traumatic Stress Disorder and Traumatic Brain Injury with service dogs. Soldier's Best Friend provides United States military veterans living with combat-related Post Traumatic Stress Disorder (PTSD) or Traumatic Brain Injury (TBI) with Service or Therapeutic Companion Dogs, most of which are rescued from local shelters. The veteran and dog train together to build a trusting relationship that saves two lives at once, and inspires countless others.



A Service or Therapeutic Companion Dog provides constant support that can make it easier for veterans to readjust to civilian life and manage symptoms such as :

Panic Attacks	Reclusive Behavior	Suicidal Thoughts	Depression	Anxiety
Flashbacks	Nightmares	Irritability	Uneasiness in Crowded Places	

Soldier's Best Friend is an Arizona-based nonprofit. Currently, training is offered in Phoenix, Tucson, Flagstaff, Prescott and Sierra Vista. On average, veteran/dog teams complete training in 6-9 months.

Your tax deductible donation will help a veteran in their quest to improve their symptoms of Post Traumatic Stress Disorder or Traumatic Brain Injury. Soldier's Best Friend's expense to pair, train, and equip a veteran with a shelter dog is approximately \$4,000. Your contribution will help directly in our mission.

#### SPONSORSHIPS

Level 1 \$25.00 Donation:	Purchases a Dog Collar & Dog Toy for a Veteran's dog
Level 2 \$50.00 Donation:	Purchases a Dog Collar, a Dog Toy & a Dog Leash for a Veteran's dog
Level 3 \$100.00 Donation:	Purchases a Dog Collar, a Dog Toy & a Dog Crate for a Veteran's dog
Level 4 \$250.00 Donation:	Purchases a Dog Collar, a Dog Toy, a Dog Leash & a Dog Crate for a Veteran's dog
Sponsor \$4,000.00 Donation:	Sponsor a Vet to be paired with a dog and provide a leash, collar, toy and dog crate. You will also receive a picture of the veteran and their dog along with periodic updates of their progress.



# National Association of Residential Property Managers

## S O U T H E R N A R I Z O N A C H A P T E R

### **NARPM Southern Arizona Member Meeting**

**Wednesday, January 18, 2017**

**11:30am to 1:30pm**

The Elks Lodge, 1800 N Oracle Rd.

Lunch (Included in NARPM Dues) Guests \$20

**RSVP by 01/13/17 5pm to Linda Seeley - [linda@emsrealty.com](mailto:linda@emsrealty.com)**

**[If you don't RSVP you will not be guaranteed a meal](#)**



### **Call "Time Out!"**

### **5 Steps to Successfully Referee the Barrage of Demands from Clients, Tenants & Vendors**

**Presented by Kellie Tollifson, MPM®, RMP®**

This presentation will take the student into the world of handling client demands, tenant requests and vendor needs with confidence. A simple five step process delivers the tools needed to improve profitability, customer service and positive attitudes.

Attendees will learn simple yet impactful principles they can begin implementing right away.

- ⇒ Define your reputation to control and mitigate conflict.
- ⇒ Five essential strategies to reduce the number of interruptions and demands on your time.
- ⇒ A proven step-by-step on-boarding process to elevate trust with new clients, vendors & tenants.
- ⇒ The power of non-verbal and intentional communication to maximize long term relationships and profitability.
- ⇒ Valuable takeaways - Tools & Checklists for easy implementation to increase efficiency and revenue right away.

### **Short description of session:**

Kellie will take the student into the world of handling client demands, tenant requests and vendor needs with confidence. We are called upon to make decisions all day long that affect our bottom line, customer service and our attitudes. Learn how to referee the demands we are required to make each day with ease & come out a winner!



### **NOMINATE YOUR FAVORITE CHARITY**

We will be accepting nominations for charities to support in 2017. If you work with or have a favorite charity that you would like to nominate please complete a nomination form at the luncheon. All nominated charities will be considered for chapter support in 2017.



National Association of Residential Property Managers

Southern Arizona

Chapter Name

## Chapter Planning Outline

### Chapter Leadership

1. President: Susan Creeden
2. President-Elect/Vice President: Kim Urrea
3. Secretary: Colleen Kessler
4. Treasurer: Linda Seely
5. Educational Coordinator: Susan / Desha Latham
6. Membership Coordinator: Megan Tithe /
7. Legislative Coordinator: Jesus Johnson
8. Affiliate Program Coordinator: Antionette / Titan
9. Marketing/Publications: Kim Urrea
10. Recognitions Chair: Lou Kahn
11. Other: past president Sylvia White
12. Other: \_\_\_\_\_

### Meeting Outline

1. Meeting Day/Time: 3rd Wednesday of month
2. Meeting Location: EKS Lodge, Tucson
3. Board Meeting Day/Time: 2nd Thursday of the month
4. Board Meeting Location: Tucson Association of Realtors



NARPM Southern Arizona Board of Directors Meeting  
October 12, 2017  
TAR, 2445 N Tucson Blvd  
Tucson AZ 85716

Attendance:	Sylvia White	Kim Urrea
	Colleen Kessler	Susan Creedon
	Linda Seeley	Meghan Titche
	Margret Huebner	Debbie Hightower

1. Meeting called to order at 11:35am by President - Susan Creedon.
2. Minutes approved for Sept 14, 2017
3. Linda reported bank balance \$7889.46. 48 Professional Members, 22 Vendors
4. Attendance at Chapter/Member Meetings is included in the local dues. New potential professional members may attend the first time at no cost. Vendors pay \$20 for attendance and lunch if not an affiliate.
5. October 18 is next member meeting at Elks Lodge with RE Commissioner Judy Lowe as guest speaker. Remaining Code Of Ethics articles will be read.  
November 15 member meeting at Elks Lodge will be roundtable discussions on difficult and dangerous situations. Mike Mulvena will moderate. It will also include the charity Soldier's Best Friend with visiting handlers and their dogs and a Silent Auction for this charity.  
Dec 20 is the Annual Holiday Member Meeting and luncheon also at Elks Lodge. The 2018 Board will be sworn in at this meeting.
6. Susan reported that the December 1st two Continuing Educations classes co sponsored with TAR Property Management will be "Landlord & Tenants Playing Fair" for 3 Contract Law credits and "AAR's Residential Lease Owner's Property Disclosure Statement" for 3 Disclosure Credits. Both classes can be used towards CRPM Certification. Location is TAR large room.
7. Local dues for 2018 are \$225 for Vendors, \$135 for Professional Members. Each vendor will have the opportunity to sponsor one meeting at no additional cost except to bring dessert or snack.
8. Margret will arrange Tech Tips for Oct, Nov & Dec member meetings. She will have vendors sponsor snacks at the Dec 1 classes.

Next NARPM Chapter Meeting October 18, 2017 at Elks Lodge, 1800 N Oracle Rd,  
Tucson AZ at 11:30am.

Next NARPM Board Meeting November 9, 2017 at TAR Board Room, 2445 N Tucson  
Blvd, Tucson AZ 85716 at 11:30am.

Adjourned 12:40pm

Respectfully Submitted: Colleen Kessler, Secretary

# **8/ 2016 Luncheon meeting**

A Call for Candidates for all Board Positions will be announced for 2017

Election will be open for ANYONE to nominate a Board Member for next year.

The nominating committee will be: Sylvia, Colleen, Susan, Linda.

Board nominee's positions open for 2017:

Secretary Volunteer \_\_\_\_\_

Treasurer Volunteer \_\_\_\_\_

Past President    Sylvia White

President        Susan Creedon

President Elect \_\_\_\_\_

Please email/ or come talk to any one of the current Board of Directors

# Southern Arizona Chapter Elections/Procedures

The following are the election procedures as per the bylaws adopted by the chapter 5-11-2016

As Per 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 relating to the national association.

## B: Notification of Members

Chapter members shall be notified in writing, or electronically if approved by the chapter executive committee, of the pending election and nominations solicited from chapter members at least 30 days prior to 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 5% of the professional chapter members.
- B. In person: any member who is present during the electoral process can be nominated

## C. Elections

Elections shall be conducted no later than September chapter meeting, or electronically no later than the month of September, if approved by the chapter executive committee, prior to the end of the calendar year.

1. Presiding Authority: 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. Nominating Committee: the Immediate past president shall serve as chair as nominating committee and president shall appoint the other two members of the committee. The recommendation of the nominating committee shall be approved by the Southern Arizona Executive Committee and presented to the membership for final vote.
3. Uncontested Offices: Presiding authority shall identify to the membership those offices for which there is only one nominee. Upon 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, or electronically if approved by the executive committee. The nominee receiving a simple majority shall be elected to the position.

5. The chapter shall allow nominations from the floor of the chapter meeting. If elections take place write –in Candidates must be solicited. Write-in candidates shall be added to the slate if said candidate’s names are presented in writing to the nominating Committee thirty (30) days before the election, accompanied by the signatures of 10 percent (10%) of the professional members in good standing recommending the candidates for a director or for an officer position.

#### Section D: Term of Office

An officer’s term of office shall commence with the beginning of the chapters 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 the 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 to fill the remaining year of the term. At the next election, the remainder of the term for the office Must be filled through the nomination process.

# Southern Arizona Elections Procedures

- June  
Board members to read the bylaws and understand the nominating process.  
  
Choose the nominating committee per the bylaws.
- July  
  
Nominating committee to start looking for leaders. Past President to Chair committee ask Board for recommendations, nominating committees and past leaders for potential leaders.
- Approach your future leaders to see if they would be interested. Chapter members must be notified thirty (30) Days prior to the September elections of nominating slate.
- **August**  
  
NOTIFY MEMBERS at luncheon that Elections are now open and now allowing nominations from the floor of the chapter meeting.  
  
Elections will be open for anyone to nominate a board member
- September  
The recommendation of the nomination committee shall be approved by the Southern Arizona Executive Committee and presented to the membership for final vote at the membership meeting, in writing, or electronically.
- December  
Swearing in of the officers at the monthly meeting