

# Certificate of Compliance

This certifies that the

## Tucson Chapter

Has successfully met the requirements and is in full compliance  
with standards set for a local chapter by the  
National Association of Residential Property Managers.

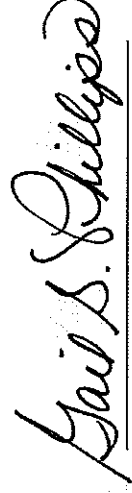
11/30/2009



2009 President



National Association of Residential Property Managers



Executive Director



11/30/09

National Association of Residential Property Managers

### Chapter Certificate of Compliance

Due December 1, 2009

**PURPOSE:** NARPM® must ensure that chapters are viable entities, capable of delivering the services expected by members of the Association. Chapter leadership must be accountable for their fiduciary and legal duties.

The undersigned officers of the NARPM® TUCSON Chapter certify that the chapter completed this Certificate of Compliance and submitted the required documents as noted on this certificate.

GOVERNANCE REPORTING	
1.	Attach a list of the 2009 Chapter Board of Directors and committee chairs.
2.	Have chapter bylaws changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes.
3.	Have chapter articles of incorporation changed this year? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If yes, attach copy to this report and highlight changes. *Also send up to date copy of annual corporate report from the state chapter is registered.
4.	Attach copies of minutes for each Board of Directors meeting as they are required to meet at least four times and have maintained corporate minutes and other records as required by state law and the chapter bylaws. 2009 Dates Met: 1/28, 3/25, 5/13, 8/12, 9/9, 10/7
5.	Date chapter officers assume their respective offices 1-1-09
6.	Beginning date of fiscal year. <input checked="" type="checkbox"/> Calendar year <input type="checkbox"/> Other:
7.	The chapter maintains a minimum membership of 7 NARPM® Professional/Support Staff members. Y <input checked="" type="checkbox"/> N <input type="checkbox"/>
8.	The chapter has a bank account in the chapter's corporation name? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> Name of Banking Institution: BANK OF AMERICA
9.	The chapter filed the State Corporation Annual Report for this calendar year? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, why not
CHAPTER FINANCIAL REPORTING	
10.	Attach copy of financial statement for current year.
11.	Attach copy of proposed annual budget for the following year.
12.	Attach copy of federal tax return. If the chapter did not file include reason why:
13.	Beginning in 2008, small tax-exempt organizations that previously were not required to file returns risk losing their tax-exempt status if they do not file an annual electronic notice (e-Postcard) form 99-N. (more information can be found at <a href="http://www.irs.gov/charities">www.irs.gov/charities</a> ). Did the chapter file notice? Y <input type="checkbox"/> N <input type="checkbox"/> If no, why not: FILED RETURN ELECTRONICALLY PER IRS INSTRUCTIONS

14.	Does chapter charge dues? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, please state amount: <u>#95/YEAR</u> Mark if it is: <input checked="" type="checkbox"/> yearly; <input type="checkbox"/> monthly <input type="checkbox"/> other, explain: <u>#95/YEAR</u>
<b>CHAPTER PLANNING</b>	
15.	Attach a copy of chapter's annual calendar of events for the following year.
16.	The Chapter President-Elect attended the training sessions at the national leadership symposium or made other arrangements for training prior to taking office. Y <input type="checkbox"/> N <input checked="" type="checkbox"/> If no, please described other arrangement: <u>NO PRES-ELECT IN 2009</u>
17.	Attach one copy of the communications chapter has with the members. This can be electronic or printed and should be done four (4) times per year for all chapters. If your chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
18.	Attach a copy of the brochure or flier showing that chapter sponsored/participated in effective educational programs for local chapters for NARPM® members affiliated with the chapter during certification year. This can be designation class or local classes that have special speakers. For state/regional chapters, education can be part of their state/region convention. If your chapter submitted the Chapter Excellence application check Yes and documentation will not be required. Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
19.	Is the chapter is using the Chapter Leader section of NARPM.org? ( <a href="http://www.narpm.org/chapter-services/">http://www.narpm.org/chapter-services/</a> ) ? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If no, why not:
20.	Is the chapter website is kept up to date? Y <input checked="" type="checkbox"/> N <input type="checkbox"/> If yes, when was your last update? <u>4/16/09</u>
21.	Is chapter is interested in looking at a website supported by NARPM®? Y <input type="checkbox"/> N <input type="checkbox"/> Who is the contact: <u>ALREADY IN PLACE</u>
22.	Did the chapter file for the 2009 Chapter Grant? Y <input type="checkbox"/> N <input checked="" type="checkbox"/> <i>The purpose of the grant is to strengthen and grow chapter membership through education and networking opportunities.</i> Check here if you would like more information on grants: <input type="checkbox"/>

Other items:

23. How do you rate the health of the chapter (1 - 10, 10 being highest) 8

a. If answer is 7 or less, what barriers does the leadership face in getting the chapter going?


b. If answer is 7 or less, what resources would be helpful from national (i.e.: Speakers, mentoring, etc.)

c. If answer is 8 or above, is there any cool things the chapter is doing that other chapters might like to hear about?


① MEMBERSHIP DRIVE INCLUDED TRIP TO NAT'L CONVENTION - WINNER CHOSEN FROM GROUP OF ENTRIES WHO HAD ATTENDED 3 OR MORE OF 5 MTGS.

② OWNER/BROKER WORKSHOP TO SELL BENEFITS OF NARPM TO AREA PROP MANAGEMENT COMPANY OWNERS

Chapter Officers' Signatures Certifying Review and Approval of Chapter Certification:

 11-23-09  
\_\_\_\_\_  
Current Chapter President/Date

  
\_\_\_\_\_  
Current Chapter President-Elect/Vice President/Date

 LAIKAW 11.24.09  
\_\_\_\_\_  
Other Chapter Board of Director/Date

### CHAPTER RE-CERTIFICATION REQUIREMENTS

The certification requirements were developed to maintain fair, specific procedural standards for the chapters and to protect the legal accountability of the national association. The NARPM® Board of Directors determines each chapter's recertification status after consideration of recommendations submitted by the Regional Vice President and the Membership Committee.

### Submission Requirements

December 1, 2009

- Certificate of Compliance signed by the Chapter President and President-Elect/Vice President serving in 2009.

Explicit #4

**NARPM-Tucson Board of Directors Meeting**  
**January 28, 2009, 2pm**  
**Café Ramey**

Meeting was called to order at 2:00 by President, Leslie Latham

**Approval of Previous Minutes** was postponed until next Board Meeting in the absence of Secretary, Illa Krasnick.

**Treasurer's Report** by Nancy Keupp showing approximately \$4000 in Bank Account was approved with acknowledgement that several dues checks had just been received and were not posted.

**Membership** - discussion about increasing membership and how balance of year should be planned to provide maximum benefit to meeting attendees. Decision was made to provide name tags for all Chapter members with Officers getting different colored badge for ease in identification. Confirmed non-members to pay \$15 per lunch meeting to cover costs. That includes both property managers and vendors. Cost for additional vendor-affiliate company personnel to be \$10.

**Education** - Chair, Lou Kahn, reported on progress in finalizing classes for balance of year.

**Affiliates** - Chair Richard Huebner asked for assistance in coordinating the Vendor Fair. Brief discussion of venue for fair, format, etc.

**TAR/MLS Liaison** - Chair Eddie Nordstrom reported TAR Property Management Committee was gaining committee members and that property management is beginning to get real recognition.

Next Board meeting was confirmed on 2-25-09 at Foothills Properties Conference Room from 10-11:30.

With no further business, meeting was adjourned.

Leslie Latham for Secretary Illa Krasnick

NARPM Tucson Board of Directors Meeting  
March 25, 2009  
Tucson Association of Realtors Conference Rm

I. Meeting called to order at 11:20am by President Leslie Latham

II. Secretary's Report by Colleen Kessler - Minutes of Jan 28, 2009 & March 5, 2009 meetings approved unanimously.

II. Treasurer's Report by Nancy Keupp - \$5003.72 balance in Bank Account. Total 12 affiliate vendors have joined for 2009.

III. Education/Certification Report by Lou Kahn – Lou reported that Attorney Hartwell is proceeding with obtaining CE approval for CE course through Cheri Meadows of TAR. Phoenix will hold Ethics, RMP & MPM classes in May/June. Blythe Edmondson is scheduled to speak at the May NARPM meeting on Evictions/Unusual Circumstances. Sylvia Hill will teach RMP class in Tucson in Aug/Sept (to be determined) CE pending.

IV. TAR/MLS Liaison Report by Colleen Kessler – Colleen gave a brief overview of the committee's last meeting including update on Exclusive Right to Lease Agreement which was discussed with TAR Forms Committee. A Public Affairs representative attended the last meeting regarding 2% City Tax on rental revenue that is being discussed by the Tucson City Council. The committee unanimously opposed the tax. The TAR Property Management Committee is planning a booth at the September TAR Expo. NARPAM Tucson Chapter may assist in the booth or possibly have our own booth with vendors. Discussions to be continued.

V. Vendor Affiliates Report by Richard Huebner – Richard met with vendors last week to discuss April Vendor Fair. Eight vendors have agreed to participate. Colleen will handle the tables, chairs, drapes, etc. and investigate the sign stands. Leslie will acquire the Event Insurance. Richard will collect vendor fees. Lou will purchase the Door Prize - \$500 certificate for Copper Queen Hotel in Bisbee.

VI. Adjournment – Meeting adjourned 12:30pm.

Next Meeting Thursday April 2, 2009 at 11am – Foothills Properties  
Respectfully Submitted: Colleen Kessler, Secretary

NARPM Tucson Board of Directors Meeting  
May 13, 2009  
Foothills Properties Conference Room

I. Meeting called to order at 1pm by President Leslie Latham

II. Secretary's Report by Colleen Kessler - Minutes of March 25, 2009 meeting approved unanimously.

II. Treasurer's Report by Nancy Keupp - \$4,463.83 balance in Bank Account. Leslie will investigate the refund check from last month's cancelled event insurance.

III. Education/Certification Report by Lou Kahn – Lou reported that half the state has approved the Lawyers Panel for July 15 meeting. But they require more information from Attorney Hartwell before approving for CE credit. The date still pending for Phoenix Ethics, RMP & MPM class. Blythe Edmondson is scheduled to speak at the May NARPM meeting on "Evictions – Common Property Management Mistakes". Sylvia Hill's approval to teach RMP class in Tucson is still pending. Exact date in Aug/Sept to be determined.

IV. TAR/MLS Liaison Report by Eddie Nordstrom – Eddie gave a brief overview of the committee's progress. The committee has a great deal of support from TAR and property managers now have a voice. They are proceeding with the MLS request for rental changes but no new progress to report. TAR is still looking for property management Risk Tips for the TAR website but a more informal format such as "Did you know?" was discussed. The TAR Property Management Committee will have a booth at the September TAR Expo. NARPM Tucson Chapter will assist at the booth and promote NARPM membership & NARPM property management.

V. Vendor Affiliates – Richard has had inquiries and sent vendor packages. Leslie asked that we obtain emails for all vendors to update the Chapter website.

VI. Membership – Leslie emphasized the need to build relationships and perhaps distinguish between owner/brokers vs line managers. NARPM National is discussing the dues structure which could affect the dues for these two groups.

VII. Marketing – The NARPM-Tucson 2009 Leadership calendar for the remaining 2009 meetings was discussed including adding discussion topics, soliciting new members, topics for owners/brokers, sharing information with non-members, and the TAR Expo. All Board members agreed to solicit prospects from Leslie's list to encourage participation and membership in TAR. Papagayo's Mexican Restaurant (Swan/Sunrise) will be the venue for the remaining 2009 lunch meetings including May 20<sup>th</sup> meeting. .

Members agreed to proceed with the Passport to Convention as a recruiting tool – requires attendance at 3 of the next 4 NARPM meetings (May, June, July, Aug) for eligibility with winner announced at August meeting. Winner will receive convention registration and hotel costs, and possibly a voucher towards plane fare.

VI. Adjournment – Meeting adjourned 2:35pm.

Next NARPM Meeting Wednesday May 20, 2009 at Papagayo's Mexican Restaurant at 11:30am.

Next Board Meeting Wednesday June 10, 2009 at 1pm – Foothills Properties

Respectfully Submitted: Colleen Kessler, Secretary



NARPM Tucson Board of Directors Meeting  
August 12, 2009  
Foothills Properties Conference Room

I. Meeting called to order at 1:05pm by President Leslie Latham

II. Minutes approved for July 8, 2009 meeting.

III. Nancy Keupp reported \$4917.66 balance in account. One new vendor application pending.

IV. Education – Sept 18, 2009 RMP class with Sylvia Hill needs 7 commitments by Aug 18 so go forward. Several have signed up and at least a few more expected before Aug 18. The Sept 17, 2009 Owner/Broker Workshop flyer will go out next week, to be held from 1-5pm. Location still to be determined. Several presentations are planned. Another Steve Eurie property management class is planned for November 2009.

V. Vendor Affiliates – Richard Huebner has distributed a few applications but no new vendors. Nancy suggested testimonies on the merits of being a member from existing vendors be added to the application package. Also compare the cost of joining NARPM to cost of joining SAHBA. Richard will arrange vendors to sponsor refreshments at Sept 17 Workshop and Sept 18 RMP classes.

VI. Legislative – Susan Creedon updated the board on legalities of lease termination due to domestic violence /restraining orders. She will prepare a handout for Aug 19 meeting including this topic and Foreclosure/Tenants Rights.

VII. Marketing – Passport drawing will be held at Aug 19 meeting. Susan will set up table with balloons and streamers.

VIII. Programs – August 19 meeting agenda includes HOA Panel Discussion with representatives from several Home Owners Associations. A NARPM meeting will be held on Sept 16, 2009 at Papagayo's. Subjects to include Safety (Susan will solicit a public officer) and a Vendor Forum including tips of the season, new technology and other relevant topics.

IX. TAR/MLS – Eddie Nordstrom discussed the September TAR Expo booth. NARPM members are requested to help man the booth and distribute NARPM materials. TAR has approved a budget of \$300 for the committee booth.

X. TAR/MLS State Sub-Committee Report – Leslie met with other committee members to coordinate efforts throughout the state. Topics addressed include AAR forms, legislative efforts, management agreements, etc.

XI. 2010 Board – Lou Kahn chairs the Nominating Committee. Call for Candidates Sept 1, Ballots Oct 1. Several members have volunteered to chair next year's committees. Leslie volunteered to be Program Chair. Steve Schultz is a candidate for President. Eddie Nordstrom offered to assist in updating the chapter website.

XII. Adjournment – Meeting adjourned 2:35pm.

Next NARPM chapter meeting is Wednesday August 19, 2009 at Papagayo's Restaurant at 11:30am.

Next NARPM Board Meeting Wednesday Sept 9 at 1pm – Foothills Properties

Respectfully Submitted: Colleen Kessler, Secretary

## NARPM- Tucson Chapter Board of Directors Meeting Minutes

A meeting of the Board of Directors for the Tucson Chapter of NARPM was held on Wednesday September 9<sup>th</sup>, 2009, at the offices of Foothills Properties at 6262 N Swan. Board members in attendance were Leslie Latham, Lou Khan, Nancy Keupp, Jennifer Hourscht, Susan Creedon, Richard Huebner, and Steve Schultz. The following business was conducted:

### **I. Call to Order**

The meeting was called to order by President Leslie Latham at 1:00 pm. She then introduced Charlene Dufresne to the Board. Ms Dufresne has agreed to serve as the HOA liaison for the membership. She owns Copper Rose Community Management and Copper Rose Realty.

### **II. Approval of the minutes**

A motion was made By Susan Creedon and seconded by Richard Huebner to approve the previous meeting minutes with one correction. The correction being Steve Schultz will not be president –elect next year. The motion passed without objection.

### **III. Treasures Report**

Nancy Keupp gave the treasurer's report. A written report will become an attachment to these minutes.

The 50/50 drawings are netting about \$25 per meeting

The passport to Convention was won by Greg Horkey, 3 nights stay and fee for the convention.

### **IV. Committee Reports**

#### **A. Membership-**

Steve Schultz reported there are 35 members in the Tucson Chapter. He has been making phone calls and not having much success to gain new members. Discussion followed on different ways to gain members.

#### **B. Education-**

Lou Kahn reported that 36 people had signed up for the RMP Class, and National would reimburse the chapter for the luncheon. There was still time for more to sign up.

Lou has also been contacted by Grant Parker. Grant would like to teach a class with Carolyn Goldschmidt, an HOA attorney. During the discussion that followed there was a recommendation to ask for a syllabus and to have Carolyn Goldschmidt teach the class.

#### **C. Vendor Affiliates-**

Richard Huebner reported the newest Vendor Affiliate was Flynn Electric. He also stated that the same Vendors keep doing all the donations and the work.

#### **D. Legislative-**

The Anti Deficiency Bill is the only thing to report on this month. The lenders can not sue the owners of property for the difference between the sale price and the loan balance in a foreclosure or short sale.

**E. Marketing-**

Leslie Latham reported that they are looking in to changing the website and having the ability for NARPM members to list their properties for rent on that site.

**F. Programs-**

September 17<sup>th</sup> Owner Broker Conference will be at the El Parador  
October Meeting- there will be a 1 hour board meeting on the 7<sup>th</sup> from 1-2 at the Foothills offices.

**G. TAR/MLS -**

No report

**H. Ways & Means**

No report

**V. Old Business**

No one has stepped up to run for President Elect. Leslie requested that each Board member reconsider becoming the next President.

**VI. New Business**

**2010 Planning**

- Meeting Venue & Time- The plan is to have 6 meetings next year and an education session on the off months
- Dues Structure-The National dues are \$345 and \$50 off if paid before the end of this year. The local chapter dues will be \$125 and \$20 for guests. This will include lunch at the 6 meetings.  
After discussion, a motion was made and seconded to increase the yearly dues for Vendors to \$225. The motion passed.
- Meeting topics-There was a hand out with the meeting agenda on topics for the upcoming meetings. No one had anything to add.

**VII. Confirm next meeting date and Location**

It was agreed the next meeting will be October 7 at 1:00 pm at the offices of Foothills Properties.

**VIII. Adjournment**

Being no more business before the board a motion was made and seconded to adjourn the meeting at 2:55 pm. The motion carried.

Respectfully submitted

Charlene Dufresne

NARPM Tucson Board of Directors Meeting  
October 7, 2009  
Foothills Properties Conference Room

I. Meeting called to order at 1:00pm by President Leslie Latham

II. Minutes approved for September 9, 2009 with the following corrections: Lou Kahn name misspelled/corrected, Committee Report – Education correction 13 people signed up for RMP Class, not 36.

III. Nancy Keupp reported \$4814.17 balance in account. One new vendor: Cement Stainers. Nancy will report “spendable” funds at the next meeting.

National 2010 NARPM dues are \$295 but \$50 discount if paid by 1/4/10 bringing them to \$245. NARPM National has started a two tier discount program for multiple members with a firm - If one office has 6-15 members the National dues are discounted by 25%. If one office has 16 or more members the dues are discounted by 50%.

IV. Membership – Focus should be on retaining current members for next year. Nancy suggested canvassing members for input for next year’s programs. Next year’s calendar will include 6 information meetings (various topics) and 5 educational programs. Restaurant venue still needs to be determined. Steve Schultz has a list of potential new members he will contact.

Leslie wants to improve the website to use as a marketing tool. The local website should be added to the application package and all paperwork. Additional domain names should be established for searches to be directed to the site (ex: NARPM Tucson, Tucson NARPM)

Members who signed up by Sept. 1, 2009 are active members through December 2010.

V. Vendor Affiliates - Richard Huebner will focus on renewing current affiliate members. He will ask current members to recommend vendors especially in categories needed. A survey of members will ask which NARPM vendors are used and if they would recommend them to others. The last survey of NARPM members that rated the importance of vendor issues resulted in Dependability, Quality and Communication coming in as the top concerns of Property Managers.

VI. Education – 2010 Schedule – One RMP class and 4 TAR continuing education classes are scheduled. A Property Management continuing education class is scheduled for November 18, 2009 at TAR with Steve Urie as instructor at 1pm.

VII. Legislative – Nothing to Report

VIII. Marketing – Covered under Membership

IX. TAR/MLS Liaison – Eddie Nordstrom reported a successful Realtor Expo booth with lots of interest. NARPM participated in the TAR Property Management booth.

X. Programs – The January topics will include legislation, Real Estate forecast and the economy. A banker may talk on the economy. John Stroebeck from SAHBA will be asked to speak on the Real Estate forecast. And perhaps the TAR Legislative liaison can speak.

XI. 2010 Board – Lou Kahn chairs the Nominating Committee. An election meeting will be held on November 18 at 12 noon prior to the 1PM continuing education class at TAR.

XII. Adjournment – Meeting adjourned 2:55pm.

Next NARPM chapter meeting is November 18, 2009 at TAR – 12 noon Election Meeting, 1PM Continuing Education Class.

Next NARPM Board Meeting Wednesday November 11, 2009 at 1pm – Foothills Properties

Respectfully Submitted: Colleen Kessler, Secretary