

WEST VALLEY NARPM
BOARD MEETING MINUTES
Tuesday, January 9, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 9:30 am
2. **Roll Call**
3. **Treasurer's Report** - Jessie
 - a. Current balance -
 - b. Spring Picnic – date conflict
4. **Old Business**
 - a. Approval of December board minutes
 - b. Evaluation of holiday party
5. **New Business**
 - a. Chapter Excellence/Chapter Compliance
 - b. Chapter Meeting Feb 23rd – Cromford Report
 - c. Committee chairs
 - i. Membership
 1. Membership Retention Update
 2. *We don't have them complete applications or pay; who does and how do they we notify National who we have?*
 - ii. Education - Wendy
 1. Review 2018 line up
 - iii. Affiliates – Pattie
 1. Evaluating new affiliates
 2. Affiliate Retention Update
 - iv. Social – Kelly
 1. 2018 service projects
 - v. Marketing – Alicia
 1. Pictures for Slideshow
 2. Website Update
 3. Facebook Marketing Ideas
6. **Next Meeting**
 - a. Tuesday, February 13th, 9:30 am. Same location.

10:30 AM - Call to Close-Adjourned

WEST VALLEY NARPM
BOARD MEETING MINUTES
Tuesday, February 13, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 9:45 am
2. **Roll Call**- *Alicia, Wendy, Jessie, Al, Wilma, Noel, Lou, Lauren, and Cheri*
Welcome guest Cheri and new board member Lauren
3. **Treasurer's Report** - Jessie
 - a. Current balance - \$7050.21
 - b. Budget- *Handed out 2017 and 2018 Budget*
 - Mike needs to reconcile January and do 2017 taxes
 - Wendy to get expenses for education in 2018 to Jessie
 - Jeff on hold while Mike fixes books.
4. **Old Business**
 - a. Approval of January board minutes- *Did not receive*
 - b. Evaluation of January meeting
 - *WeMar had just had Cromford but was more WV rental specific for our meeting.*
 - *Happy Hour was confusing. Only have HH after CE classes*
 - i. 42 total: 23 members, 9 guests, 10 affiliates – *A lot of non-PMs*
 - c. Kudos
5. **New Business**
 - a. Chapter Excellence/Chapter Compliance -*Noel is working on and will get rest of the needed info from Google Drive*
 - b. Chapter Meeting February 27th – Mike Mumford- *As of 2/12 in AM 23 registrations*
 - Affiliate: Amera Pest Control – Al will reach out to them to make sure food is provided*
 - Noel will help Wendy at the sign in table*
 - c. Committee chairs
 - i. Membership -*59 members (42 in Oct) Goal : 75 in 2018*
 - Using Pipe drive helpful and Lou will share it with Lauren to help with marketing*
 1. Bring a guest incentive – *Starting Feb Meeting \$10 gift card for bringing a guest*
 - 1 per member per meeting (cannot be a board member)*
 2. Membership Retention Update -*2-3 that have not paid 2018*
 - ii. Education – Wendy -*FH class now in Sept*
 - Wendy will request list of who registered so we can get them to join*
 - Tell speakers meeting start time and speaking start time*
 - June- Handyman and HW- Steve from Radius and Pattie*
 - Oct. – National Wrap up and possibly Chelsea to do social media*
 - Nov. -Tax*
 - iii. Affiliates – Pattie – *Al filled in*
 1. Affiliate Retention Update – *6 Affiliates need to pay- Radius, Zona Restoration, Upright Garage Door, Pool People, Phx EZ Keys*
 2. Guidelines for affiliates sponsoring meetings. Delay speaker start for lunch?
 - Lunch expected especially for a CE class*
 3. Process for guests of affiliate & professional members attending meetings
 - iv. Social – Kelly – *Feb still needs a sponsor- Can ask Phx EZ Key – Al will ask Eric when he calls about paying dues*
 - Mike and Noel going to Golf Tournament*
 - v. Marketing – Alicia/Lauren – *Alicia will get with Lauren this week*

- Possibly try getting lists from AZREIA and IROC to market and recruit
- vi. *Legislation- Bill coming up that will get builders out of defect responsibility*
Noel will help Wilma with coming up with a Blog

Cheri- Why are we here?

-Comradery, Commiseration, Education, Resources, etc

-Reach out to those that are not coming but pay and help them feel needed

Process for guests

- NARPM members need to make sure their guests know this is a NARPM event so they are directed to the right place

-Guests must pay for CE class

-Make a flier to say if not WV NARPM member

6. Next Meeting

- a. Tuesday, March 13th, 9:30 am. Same location.

10:32 AM - Call to Close-Adjourned

Anti-Trust Statement

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WEST VALLEY NARPM
BOARD MEETING AGENDA
Tuesday, June 12, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 10:00 am

2. **Roll Call**

Noel Pulanco- President Elect

Kelly Kordick- Social Chair

Wendy Whiting- Education Chair

Kate Roth- Secretary

Clark Sanchez- Affiliate Member at Large

Pattie Hackman- Affiliate Chair

Mike Sargent- Past President

Lou Osborne- Membership Chair

Al Root- Member at Large

Wilma Purcel- Government Affairs

Jessie Collier- Treasurer

Via Phone

Alicia Weaver- President

Absent-

3. **Treasurer's Report** - Jessie

a. Current balance – \$6,918.20

b. Quickbooks problem resolved? We are ok, issues have been resolved.

4. **Old Business**

a. Approval of May board minutes

-approved

5. **New Business**

a. Discussion Requests

i. Possible location change 2019

1. Update (Pattie)? Pattie spoke with WeMar, have all 3rd Tuesday of the month except for May and June. May and June can be bumped to Thursday. They will be giving us the room at noon each time. Pattie will confirm the schedule.

b. Committee chairs

i. Membership – Lou

1. Ideas for our obtaining our next 10 new members

2. Membership drive at vendor fair

3. Have we requested the NARPM booth for the vendor fair? Lou is on it. Will reach out to Jackie

-Had some new sign ups in the last month

ii. Education – Wendy

1. Next Class?
 - a. Sponsor
 - b. Marketing
2. July meeting pre-planning
 - a. Pattie will have the info for affiliates to Alicia, who are we sending it to?
Mike sent the list and will re-send
 - b. Tasks:
 - Food and drinks: Alicia
 - Coolers: Lou, Noel, Pattie
 - Raffle Give Away from Vendors: Pattie
 - Marketing: Alicia and Kate
3. Speaker for vendor fair- Pattie has Jeff Underwood from Marketing Maniacs lined up
 - What if a Vendor wants to join later in the year they can join at a reduced rate of \$100 starting in September
 - June is home warranty and handyman panel; are there any talking points for the meeting? What are generally covered and not covered issues, common things that get claims declined, How to make the relationship work better, open discussion
 - Board needs to be there by 12:17
- iii. Affiliates – Pattie
 1. 2018 meeting sponsors, thinking ahead for 2019
Any affiliates we know of who want to get involved but didn't get to this year?
Pattie will email lunch sign ups for 2019
 2. Assign tasks for Vendor fair
- iv. Social – Kelly
 1. Joint HH July 18th at Culinary Drop Out 5:30pm-7:30pm
-emailed affiliates asking for sponsorships. ServePro and Keep are sponsoring apps, would really like a drink sponsor. Kelly will reach out to the bar to figure out logistics. Pre-register and get a free drink, other than that a cash bar (once we find a sponsor). Maybe just have the affiliate buy gift cards and then they can just pay the restaurant. Costco sells discounted gift cards.
-Phone calls again for HH invites
 2. Save the Family donations- done
 3. School supply drive? Add to the vendor fair. Extra raffle ticket to people who bring at least \$10 of school supplies. Alicia will get us a list.

6. Next Meeting

- a. Tuesday, July 10th 10:00 am. Same location.**
- b. Pow-wow on the 21st before the Chapter meeting to go over Affiliate fair items.

11:00 AM - Call to Close-Adjourned

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WEST VALLEY NARPM BOARD MEETING MINUTES

Tuesday, April 17, 2018

Valentine Real Estate office at:

8631 W. Union Hills STE 203 Peoria, AZ 85381

1. Call to Order – 9:30 am

2. Roll Call

Alicia Weaver- President

Noel Pulanco- President Elect

Kate Roth- Secretary

Wilma Purcell- Government Affairs

Kelly Kordick- Social Chair

Clark Sanchez- Affiliate Member at Large

Pattie Hackmann- Affiliate Chair

Mike Sargent- Past President

Jessie Collier- Treasurer

Wendy Whiting- Education Chair

Lou Osborn- Membership Chair

Absent-

Al Root- Member at Large

3. Treasurer's Report - Jessie

- a. Current balance - \$6,307.96
-still off by \$220, Mike is researching

4. Old Business

- a. Approval of February board minutes
-approved
- b. Evaluation of February & March meetings
-February: auditors in attendance; good turn out; registration at door we made about \$165; need to be cautious about people who are trying to slip in and haven't paid; need to be clear about who is paid and who isn't; AAR is very strict on their fees; what do we want for check in? We need a check list of members and nonmembers who have paid to track better; should we not have a chapter meeting on CE days? Send sign in sheet around? QuickBooks is not a membership list, Lou has an accurate list; List is up to date and in Google Drive; Separate affiliate and member lists for meetings; Key point- improve sign in process, no chapter meeting when we have a CE class
-March: main feedback, what is lunch? Al was in charge, contacted sponsor and confirmed; seems like there may have been a communication issue; may have been an internal communication error not related to the chapter

5. New Business

- a. Discussion Requests
 - i. Meeting 3rd Tuesday of the month in 2019
-WeMar doesn't allow anyone to book until they have scheduled their own education, which is why we don't always get our dates; everyone has precedence over us, we get the leftovers; need to identify alternative place; WeMar offers a reduced rate; this year, Tuesday was the only day we could get; Pattie is going to look in to a community center;
 - ii. Possible location change for 2019 // begin discussing options with WEMAR now
-Pattie is going to reach out to different organizations for options
 - iii. Affiliate meeting sponsorship
-Should Lunch be only on the bigger meeting with a speaker, if we are just having a presenter for an hour it would be nice but is it necessary? Should be consistent; Has the idea been presented? Was it just decided? Notify affiliate; stick with lunch until we change the meeting completely; Established guidelines for what lunch is; Alicia and

- Pattie will email to define; Promotional emails to announce meetings- Pattie needs to get the email to Alicia so the meeting reminder will go out to the affiliates as well; Eventbrite is being used for RSVP's; Affiliates will be added to general chapter emails; Affiliates will also get an additional email talking about sponsorship options;
- iv. No "business meeting" months CE classes are held
 - v. Board meeting immediately after chapter meeting ends
 - going to try meeting before the chapter meetings
- b. Chapter Meeting April 24th – Judy Lowe
- i. RSVP's as of 4/17 – 29
 - ii. NTN sponsoring a full lunch – numbers to be sent the Friday before
 - Will not have a chapter meeting, just go right in to Judy's presentation
 - Networking from 1:30-2
- c. Committee chairs
- i. Membership – Lou
 1. Ideas for our obtaining our next 10 new members
 - How do we turn the guests to members? Lou will assign contacts for Board members to reach out to; Membership drive; Membership drive in conjunction with the Expo, maybe a lunch or happy hour something; Lou will come up with follow up points; Current member testimonials- Noel will head it up;
 - ii. Education – Wendy
 1. May 22nd – Mike Mulvena CE
 - Disclosure class: PM Rules
 - We do have a sponsor, Pattie will reach out about lunch
 - iii. Affiliates – Pattie
 1. 2018 meeting sponsors
 - Booked for most months, Pattie will start working on the fall
 2. Communication with affiliates – any?
 - Clark and Pattie will meet to start planning out the expo, then get with Alicia and we will discuss it at the next Board meeting
 - Pattie will ask Chelsea Peitz (?) about being keynote at the expo
 - If an affiliate wants to do a raffle they can, but it is not required
 - \$500 is up for grabs to a West Valley member; bring a guest and get another entry; give away memberships; Pattie and Clark will come up with a plan and present next meeting
 - iv. Social – Kelly
 1. HH during the 3rd week of the month
 - May happy hour is the 2nd week; change meetings for next year to have happy hour right after meeting; do we keep May 10th? No cancelled; Happy hour will be scheduled after the CE class in May
 - Bowling/Family Friendly event was suggested; summers are difficult; maybe a family volunteer event; need something for chapter of excellence; Christmas in July? Membership doesn't seem to come to parties; maybe a catered lunch or something? Less expense; something in the summer at a water park? In June- maybe an event instead of a meeting;
 - May meeting bring items for Save the Family, points towards COE
 - v. Marketing – Alicia
 - Promote designations; Kate will put something together for the expo in July

6. Next Meeting

- a. Tuesday, May 8th, 9:30 am. Same location.

WEST VALLEY NARPM
BOARD MEETING AGENDA
Tuesday, May 8, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 9:30 am

2. **Roll Call**

Alicia Weaver- President

Noel Pulanco- President Elect

Kate Roth- Secretary

Clark Sanchez- Affiliate Member at Large

Pattie Hackman- Affiliate Chair

Mike Sargent- Past President

Jessie Collier- Treasurer

Lou Osborne- Membership Chair

Al Root- Member at Large

Via Phone

Kelly Kordick- Social Chair

Wendy Whiting- Education Chair

Absent-

Wilma Purcel- Government Affairs

3. **Treasurer's Report** - Jessie

a. Current balance – \$6,353.59

Still have unpaid memberships. Affiliates: Heather O’Dowd, American Standard Painting, Upright Garage Door (not renewing), The Pool People (not renewing), Zona Restoration

Members:

Danita Cooper

Michael Easel

Carl Anderson (non renew)

Amy Sanchez (doesn’t sound right- Lou checking)

David Stringhan (Wendy reaching out)

-Lou is going to update the membership list, some who paid through website aren’t showing in QuickBooks

-When paying on website funds go to PayPal account, need to sync with QuickBooks

b. Quickbooks problem resolved?

-Mike is working on it

4. **Old Business**

a. Approval of April board minutes

-all members approve

b. How can we avoid mishaps/no shows in the future? (April meeting)

-We did call and confirm the night before.

5. **New Business**

a. Discussion Requests

i. Possible location change 2019 // begin discussing options with WEMAR now

1. Update (Pattie)?

-Location- Frank Russo, closing office on Bell so not going to work; WeMar, we

are tentatively on the schedule for the 3rd Tuesday at noon (still have to wait for them to get their classes done); still going to check out some other places, Total Wine out, only holds 30, Library only holds 35, calling Peoria Chamber of Commerce (reaching out to some member contacts), what about ASREB?

b. Committee chairs

i. Membership – Lou

1. Ideas for our obtaining our next 10 new members
 - Conquer and divide on happy hour invites, 5 prospects from April meeting, 59 total members
 - Kelly, Lou, Alicia, Kate will call and invite members and affiliates to happy hour on 5/22
 - Application process is slowing people down, just getting them to do it can be challenging
 - Affiliates website is not working correctly
2. Membership drive at vendor fair
 - Lou is reaching out to Jackie for a National Discount

ii. Education – Wendy

1. May 22nd – Mike Mulvena CE Disclosure Class D102 Property Management the Rules
 - a. Sponsor- MoCo, will do lunch, just need a head count
 - b. Registration is through AAR
 - c. Marketing-
2. June meeting pre-planning Thursday the 21st
 - a. HW Panel and Handyman
 - Patty and Steve from Radius, what about an HVAC person too? John McCombs? A Plumber? APES, Noel will reach out to try and get them to join
 - Please email Wendy with contact info so she can reach out
 - Filter Easy is sponsor
3. Speaker for vendor fair
 - Chelsea Pietz from last year
 - Sherri, does business consulting
 - July 24th event is 2-4, setup starts at 1
 - Divide and conquer, who will do what? Making a list so everyone can take a task to help.
 - Theme?
 - No charge for Affiliates, must be a current member
 - \$500 cash raffle 5 x \$100 bills
 - 2019 Affiliate membership to affiliates who come
 - 2019 Chapter membership to a current member
 - Should we do a mailing (Kate and Pattie will create, Clark will mail), do we need a brochure/directory (Pattie) will also have meetings/events for the rest of the year
 - Have signage stored at WeMar
 - Lou will get NARPM booth and marketing materials

iii. Affiliates – Pattie

1. 2018 meeting sponsors
2. Assign tasks for Vendor fair
 - Needed:
Food and drinks: Alicia
Coolers: Lou, Noel, Pattie

Raffle Give Away from Vendors: Pattie

Marketing: Alicia and Kate

-Clark needs a flyer by 5/18 to distribute at the Property Manager Boot Camp classes he is sponsoring over the next few months

iv. Social – Kelly

1. Who is calling and inviting members to next HH?

-where should we have the happy hour? 4:30-6 May 22nd; Arrowhead Grill

-need HH sponsor, Steve with Radius is willing to do it, Kelly will reach out.

2. Save the Family donations

-bring donations to May meeting, Kelly will collect

6. Next Meeting

- a. Tuesday, June 12th **10 am**. Same location. (note new time)

10:30 AM - Call to Close-Adjourned

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WEST VALLEY NARPM BOARD MEETING MINUTES

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2. **Roll Call**

Alicia Weaver- President

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Wilma Purcel- Government Affairs

Jessie Collier- Treasurer

Absent-

Clark Sanchez- Affiliate Member at Large

3. **Treasurer's Report** - Jessie

a. Current balance – \$7081.06 balance as of today

b. Quickbooks problem resolved?

4. **Old Business**

a. Approval of June board minutes

5. **New Business**

a. Discussion Requests

b. Affiliate Expo

i. Current sign-ups

ii. Day-of Expectations

iii. School Supply Drive

21 signups for the expo

Day of:

We get room as of noon

Set up starts at noon, all of us should be there at noon

Vendors were told 1pm

Pattie and Alicia will create an affiliate expectation email

Who is bringing what;

Alicia- food and drinks, plates and napkins too

Kate- pick up lunch for board, raffle box

Pattie/Lou - coolers with ice

Alicia- popcorn machine

Clark- raffle tickets

Videos with Cate for school supplies, everyone like and share

c. Committee Chairs

i. Membership – Lou

1. Membership drive at vendor fair

Got with National, have membership drive- \$50 off national membership

Booth coming, applied for \$500 grant to use for expenses

69 members

RentZap team is willing to call and personally invite each member to the expo, Lou has 40 prospects and he is going to call them too

ii. Education – Wendy

1. June meeting recap

2. Speaker for vendor fair

June meeting- went pretty well, informative, had some people asking questions

July- speaker is done

Classes for 2019 are in progress, Wendy will send email with ideas so we can give input

Boot Camp

Cyber Security class, safety class from PD, marketing? Business stuff? Registrar of contractors, reached out to TPT to see if they would give a class, audit class? Chelsea Peets?

CE Classes 2019- August and September

First quarter we will have CE in January or February

iii. Affiliates – Pattie

1. Is 2018 confirmed with WEMAR?

2. 2018 meeting sponsors

3. Assign tasks for Vendor fair

2019- WeMar hasn't gotten back about the 2 Thursdays, everything else is correct. 3rd Tuesday of the month

2018 sponsors: October and November should be covered, 1st qtr 2019 is set

We have Affiliate roster- in google drive?

iv. Social – Kelly

1. Join Happy Hour

a. Call & invite members to joint HH?

Good news is we have \$800 in sponsorships! Only 8 RSVPs, family friendly

Have Ian invite to happy hour as well

The quote is for 20 people, needs to be all on one tab, affiliates send money to Alicia then NARPM card will pay it, Jessie will invoice them

We need a head count! Make sure to tell Kelly how many

d. 2019 Nominations Pre-Planning

6. Next Meeting

a. Tuesday, August 14th 9:30 am. Same location.**

10:30 AM - Call to Close-Adjourned

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Via Phone

Alicia Weaver- President

Absent-

3. **Treasurer's Report** - Jessie

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a. Discussion Requests

i. Possible location change 2019

1. Update (Pattie)? Pattie spoke with WeMar, have all 3rd Tuesday of the month except for May and June. May and June can be bumped to Thursday. They will be giving us the room at noon each time. Pattie will confirm the schedule.

b. Committee chairs

i. Membership – Lou

1. Ideas for our obtaining our next 10 new members

2. Membership drive at vendor fair

3. Have we requested the NARPM booth for the vendor fair? Lou is on it. Will reach out to Jackie

-Had some new sign ups in the last month

ii. Education – Wendy

1. Next Class?
 - a. Sponsor
 - b. Marketing
2. July meeting pre-planning
 - a. Pattie will have the info for affiliates to Alicia, who are we sending it to?
Mike sent the list and will re-send
 - b. Tasks:
 - Food and drinks: Alicia
 - Coolers: Lou, Noel, Pattie
 - Raffle Give Away from Vendors: Pattie
 - Marketing: Alicia and Kate

3. Speaker for vendor fair- Pattie has Jeff Underwood from Marketing Maniacs lined up

-What if a Vendor wants to join later in the year they can join at a reduced rate of \$100 starting in September

-June is home warranty and handyman panel; are there any talking points for the meeting?

What are generally covered and not covered issues, common things that get claims declined, How to make the relationship work better, open discussion

-Board needs to be there by 12:17

iii. Affiliates – Pattie

1. 2018 meeting sponsors, thinking ahead for 2019
Any affiliates we know of who want to get involved but didn't get to this year?
Pattie will email lunch sign ups for 2019
2. Assign tasks for Vendor fair

iv. Social – Kelly

1. Joint HH July 18th at Culinary Drop Out 5:30pm-7:30pm
-emailed affiliates asking for sponsorships. ServePro and Keep are sponsoring apps, would really like a drink sponsor. Kelly will reach out to the bar to figure out logistics. Pre-register and get a free drink, other than that a cash bar (once we find a sponsor). Maybe just have the affiliate buy gift cards and then they can just pay the restaurant. Costco sells discounted gift cards.
-Phone calls again for HH invites
2. Save the Family donations- done
3. School supply drive? Add to the vendor fair. Extra raffle ticket to people who bring at least \$10 of school supplies. Alicia will get us a list.

6. Next Meeting

- a. Tuesday, July 10th 10:00 am. Same location.**
- b. Pow-wow on the 21st before the Chapter meeting to go over Affiliate fair items.

11:00 AM - Call to Close-Adjourned

WEST VALLEY NARPM
BOARD MEETING MINUTES
Tuesday, August 14, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 9:30 am

2. **Roll Call**

Alicia Weaver- President
Noel Pulanco- President Elect
Kelly Kordick- Social Chair
Wendy Whiting- Education Chair
Kate Roth- Secretary
Pattie Hackman- Affiliate Chair
Mike Sargent- Past President

Wilma Purcel- Government Affairs
Clark Sanchez- Affiliate Member at Large

Absent
Jessie Collier- Treasurer
Lou Osborne- Membership Chair
Al Root- Member at Large

3. **Treasurer's Report** - Mike

a. Current balance – \$5,710.03

-No dues have been paid since June 1st, no new members since then. Had new vendors join, they paid on paypal, need to manually pull the money.

-Expenses coming up: Leadership training in St. Louis. People going book and then submit receipts for reimbursement. NARPM will reimburse cost of plane ticket after the conference.

-Accounting expense of about \$500 for consultant

-Culinary drop out \$569

-Payments have come in but may not have been reconciled yet

4. **Old Business**

a. Approval of July board minutes- all present approved

5. **New Business**

a. Discussion Requests

i. *We had 63 licensed Realtors® at the Affiliate Expo one year ago. This year there were 27 licensed Realtors® plus those who serve on our chapter Board. It would be good to identify what works and what doesn't, so we can make a strong come-back next year.*

-PAR continuing ed class may have conflicted some. Nobody from Phoenix chapter came, maybe make it more of a joint event. Marketing was good, FB, personal phone calls.

-Next year, hold it a different month, maybe in the spring. Push it as starting off the year right. February? Try to get Chelsea Peets again, short and sweet presentation.

-Get a list of PM's who may not be members and target them.

b. Affiliate Expo Recap

i. Speakers

ii. School Supply Drive

- Really good response, had about \$140 from National to use

c. Committee Chairs

i. Membership – Lou

-Chapter growth has been great, need to mention it for Chapter of Excellence

ii. Education – Wendy

1. Designation Class – *we have met our minimum*

2. 8/28/18 – CE/CRPM Leasing for Single Family Homes (Schultz)

3. 9/25 – CE/CRPM Fair Housing (Holliday)

- Fair housing in September, designation class as well In-house maintenance

-Designation class- refreshments for morning? HomeQwick will handle food

-October- ADOR possibly?

- November- Registrar of contractors office
- December- no class
- 2019- possibly not having June or July meetings? Skip July but have something in June

iii. Affiliates – Pattie

1. 2018 meeting sponsors

- a. Aug- ServPro
- b. Sept- 5 Guys
- c. Oct- Clark Sanchez
- d. Nov-

-November- Varsity Termite

-Jan- ServePro

-Feb- Al Root (changing since we are doing the expo that month)

-March- 1-800-Water Damage

-Meeting rooms are booked for 2019, 3rd Tuesday. May and June are on Thursday. Room is 12:30-4pm

-August 2019 set for all day boot camp class

-Alicia reached out to PAR for chapter to become an affiliate- bring lunch or something and then speak to the room. Will look at the fee to join.

iv. Social – Kelly

1. Save the Date: December 7th – Board Holiday Party

-Joint happy hour had a good turn out, next time not in July, or somewhere inside. Drink tickets need to be organized a little better, maybe try something different next year. Maybe have people pay so we can get a head count.

-Holiday party- just for the board. Last year spent a lot of money and nobody showed up.

Still being planned. Board and families. Looking for affiliate sponsors and they can come too.

d. 2019 Nominations – Noel

i. President Elect- Kate Roth

ii. Treasurer- Jessie Collier?

iii. Secretary- Alicia Weaver

iv. Committee Chairs:

Education- Wendy Whiting

Membership- Lou Osborne

Legislative- Open

Affiliate- Open

Marketing- RentZap?

Designation- Open

Social- Open

Interested: Jenny Miller, Heena Khatri, Lauren Brooks

Noel will draft an email with what we are looking for in regards to 2019 seats and Alicia will send it out.

6. Next Meeting

- a. Tuesday, September 11th 9:30 am. Same location.**

10:30 AM - Call to Close-Adjourned

Anti-Trust Statement

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM's® membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive, or otherwise illegal.

WEST VALLEY NARPM
BOARD MEETING MINUTES
Tuesday, ~~August 14~~September 11, 2018
Valentine Real Estate office at:
8631 W. Union Hills STE 203 Peoria, AZ 85381

1. **Call to Order** – 9:30 am

2. **Roll Call**

Alicia Weaver- President

Noel Pulanco- President Elect

Kelly Kordick- Social Chair (via phone)

Wendy Whiting- Education Chair

Kate Roth- Secretary

Pattie Hackman- Affiliate Chair

Mike Sargent- Past President

Wilma Purcel- Government Affairs

Al Root- Member at Large

Absent

Clark Sanchez- Affiliate Member at Large

3. **Treasurer's Report** - ~~Mike~~Jessie

a. Current balance – \$4,756.15~~\$5,710.03~~

b. August class- \$120 in registration, paid \$25 to PMI for certificates, Steve?

c. Paypal- when someone pays we don't get all the info, just name and email. Causing some questions about what it is.

d. We need to make sure we have the sign in sheets to help track. They should be scanned and uploaded to the drive. Helps with Chapter of Excellence too.

4. **Old Business**

a. Approval of ~~July~~August board minutes
Approved

5. **New Business**

~~a. Discussion Requests~~

~~i. We had 63 licensed Realtors® at the Affiliate Expo one year ago. This year there were 27 licensed Realtors® plus those who serve on our chapter Board. It would be good to identify what works and what doesn't, so we can make a strong come back next year.~~

~~b.a. Affiliate Expo~~August CE Class Recap

i. AAR vs WV NARPM – flop

-Much better to let AAR handle the registrations, AAR charges to handle registration but we typically make money

~~ii. Speakers~~

~~iii. School Supply Drive~~

~~c.b. Committee Chairs~~

i. Membership – Lou

70 members-figure out Pro vs Associate, maybe we should have an Ethics class?

Have a goal of 5 more members, how? Lou is going to go through the last few sign ups and reach out again. Have 3 paid people for the CE class on the 25th.

-Have a flyer with National dues on it as well to use at all events

ii. Education – Wendy

1. Designation Class – *we have met our minimum*

Have 8, might have 2 more, Alicia will send out one more blast

~~2. 8/28/18 – CE/CRPM Leasing for Single Family Homes (Schultz)~~

~~3. 2.9/25 – CE/CRPM Fair Housing (Holliday) – 1:30pm~~

a. 8 registered (Eric Sanchez, Noel Pulanco, Wilma Purcell, Wendy Whiting, Denise Gregory, Russell Hathcock, Stephanie Cunningham, Sylvia Theiste)

b. WEMAR requested assistance with set up at 1pm

-going to have a quick meeting, go over nominations and voting

~~4.3. October meeting~~

NARPM wrap up from National- anyone who went to National please bring some stuff to

share

~~5.4.~~ **2019** Pre-Planning

2 CE classes scheduled

Bootcamp set and Agency, working on 2 others

iii. Affiliates – Pattie

1. 2018 meeting sponsors

~~a.~~ ~~Aug-ServPro~~

~~b.~~ ~~a.~~ Sept- 5 Guys, confirmed? Yes, will confirm time

~~c.~~ ~~b.~~ Oct- Clark Sanchez

~~d.~~ ~~c.~~ Nov- Varsity Termite

-New affiliates? F&J Garage door Jessica Sanchez, Real Revenue Karla Lopez

-Complaint from a couple affiliates who weren't introduced. Pattie let them know they need to mingle and be there early to meet people.

-Instead of sending a separate email to affiliates, lets just send the same one to affiliates as well

-Expo speaker is set. Sandy DeMarco- social media marketing.

iv. Social – Kelly

1. ~~Save the Date:~~ December 7th – Board Holiday Party at Top Golf Westgate

a. Budget, Guest List

-made a deposit for party

-5:30-8:30pm

-Per person charge, originally set up for 15 people. Each of us gets to bring 1 person, try and get a couple affiliates to come and pitch in. Board covered, additional person is \$25? Total amount is \$2500. Do we want to do something else? Includes drink tickets and food.

-Looking for other options.

-22 Board plus one

v. Marketing – Alicia

1. Email to be sent regarding board nominations

~~d.~~ ~~c.~~ **2019** Nominations – Noel

i. Announcement at Sept Meeting, Voting at Oct Meeting, “Swearing In” at Nov Meeting

Pattie- membership with Alicia Hodges as co-chair

AI- affiliate

Secretary? Jennie Miller Market Edge Realty

Legislative? Alicia's mom

ii. 2019 pre-planning meeting? Tentatively set for 11/16/18- is a room available at WeMar? Total Wine?

6. Next Meeting

a. Tuesday, October 9th 9:30 am. Same location. **

i. Noel to sub for Alicia

10:30 AM - Call to Close-Adjourned

Anti-Trust Statement

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2018 Board Roles

Alicia Weaver- President
Noel Pulanco- President Elect
Kate Roth- Secretary
Wilma Purcell- Government Affairs
Kelly Kordick- Social Chair
Clark Sanchez- Affiliate Member at Large
Pattie Hackmann- Affiliate Chair
Mike Sargent- Past President
Jessie Collier- Treasurer
Wendy Whiting- Education Chair
Lou Osborn- Membership Chair
Al Root- Member at Large

**WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, January 23, 2018
Agenda**

- I. Call to Order** – 1:00 pm
- II. Welcome Members, Guests, and Affiliates** – *Alicia Weaver*
 - a. Help yourself to snacks and coffee courtesy of Fidelity National Home Warranty
- III. Code of Ethics** – review attached NARPM Code of Ethics and Professional Standards article
- IV. Treasurer’s Report** – *Jessie Collier*
 - a. Current balance- \$7067.43
- V. Membership** – *Lou Osborn*
 - a. Introduce new members
 - b. Current membership total
 - c. Bring a guest raffle
 - d. 2018 dues
- VI. Social Events** – *Kelly Kordick*
 - a. Happy Hour **TODAY** 5-7pm at Revolu Modern Taqueria + Bar 15703 N 83rd Ave #110
 - b. Happy Hour Feb 27, 2018 5-7pm at Rock Bottom 7640 W Bell Rd
- VII. Legislative** – *Wilma Purcell*
- VIII. Next Meetings/Education** – *Wendy Whiting*
 - a. February 27th CE/CRPM Class – Advanced Trust Accounting with Mike Mumford
 - b. March 27th NARPM National Instructor Kellie Tollifson – Handling Security Deposit Disputes
- IX. Affiliates and Intro of Today’s Sponsor** – *Pattie Hackmann*
 - a. Fidelity National Home Warranty
- X. Adjourn Meeting**
- XI. Featured Speaker** – *Intro by Wendy Whiting*
 - a. Tina Tamboer with The Cromford Report

Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

STANDARDS OF PROFESSIONALISM

10-1 Regardless of the type of media used, advertising content shall be truthful and honest at all times.

10-2 No property shall be offered as “For Rent” without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.

10-3 Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.

10-4 All marketing materials, whether printed or electronic, shall comply with state laws.

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WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, February 27, 2018
Agenda

- I. Call to Order – 12:45 pm
- II. Welcome Members, Guests, and Affiliates – *Alicia Weaver*
 - a. Help yourself to lunch courtesy of Amera Pest Control
- III. Code of Ethics – review attached NARPM Code of Ethics and Professional Standards article
- IV. Presentation of RMP Designation – *Mike Mumford*
- V. Treasurer’s Report – *Jessie Collier*
 - a. Current balance - \$6,860.46
- VI. Membership – *Lou Osborn*
 - a. Introduce new members
 - b. Current membership total
 - c. Bring a guest incentive
 - d. 2018 dues
- VII. Social Events – *Kelly Kordick*
 - a. Happy Hour **TODAY** 4:30-6:30pm at Rock Bottom 7640 W Bell Rd
- VIII. Legislative – *Wilma Purcell*
- IX. Next Meetings/Education – *Wendy Whiting*
 - a. 2018 Meeting Time Update
 - b. March 27th NARPM National Instructor Kellie Tollifson – Handling Security Deposit Disputes
 - c. April 24th at **1:30PM** – Commissioner Judy Lowe
- X. Affiliates and Intro of Today’s Sponsor – *Pattie Hackmann*
 - a. Amera Pest Control
- XI. Adjourn Meeting
- XII. Featured Speaker – *Intro by Wendy Whiting*
 - a. CE/CRPM Class – Advanced Trust Accounting with Mike Mumford

Article 11: RESPONSIBILITY TO NARPM® AND THE PROFESSION

The Property Manager shall comply with all policies and pronouncements of NARPM® and all relevant laws and rules of the jurisdiction in which he or she works, and shall strive to stay informed of and to educate others about relevant matters affecting the property management field.

STANDARDS OF PROFESSIONALISM

- **11-1** The Property Manager shall strive to improve the property management profession and NARPM® by sharing with others his or her lessons of experience for the benefit of all.
- **11-2** The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.
- **11-3** The Property Manager shall maintain his or her real estate license, if a license is required in their state.
- **11-4** The Property Manager shall abide by NARPM®’s bylaws and other policies and procedures of NARPM®, and shall seek to avoid doing harm to the organization.
- **11-5** The Property Manager shall ensure that all electronic communications and marketing he or she prepares is professional with respect given to the recipients.
- **11-6** The Property Manager shall act with integrity, good faith, and professionalism in connection with all NARPM® and NARPM® Chapter activities.

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**WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, March 27, 2018
Agenda**

- I. Call to Order – 12:45 pm**
- II. Welcome Members, Guests, and Affiliates – *Alicia Weaver***
 - a. Help yourself to lunch courtesy of AZ Perfect Comfort
- III. Code of Ethics – review attached NARPM Code of Ethics and Professional Standards article**
- IV. Treasurer’s Report – *Jessie Collier***
 - a. Current balance
- V. Membership – *Lou Osborn***
- VI. Social Events – *Kelly Kordick***
 - a. Happy Hour 3:00-5:00pm at Cabin Whiskey & Grill 9868 W Northern Ave Peoria, AZ
 - b. *Affiliates are encouraged to reach out for sponsorship opportunities*
- VII. Legislative – *Wilma Purcell***
- VIII. Next Meetings/Education – *Wendy Whiting***
 - a. Eventbrite Pre-Registration
 - b. April 24th at **1:30PM** – Commissioner Judy Lowe
 - c. May 22nd at 12:30PM – CE/CRPM *The Rules* taught by Mike Mulvena
- IX. Affiliates and Intro of Today’s Sponsor – *Pattie Hackmann***
- X. Adjourn Meeting**
- XI. Featured Speaker – *Intro by Wendy Whiting***
 - a. Kellie Tollifson, MPM®, RMP®

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

The Property Manager shall protect the public against fraud, misrepresentation, and unethical practices in property management.

STANDARDS OF PROFESSIONALISM

- **1-1** The Property Manager shall endeavor to eliminate, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.
- **1-2** The Property Manager shall cooperate with the governmental agency charged with regulating the practices of Property Managers.
- **1-3** The Property Manager shall comply with all relevant local and state ordinances regarding real estate law, licensing, insurance, and banking.
- **1-4** The Property Manager shall comply with all federal and state antitrust laws and shall follow the NARPM® Antitrust Policy and any related procedures.
- **1-5** The Property Manager shall not reveal confidential information of Clients, Tenants or others except as required in the course of performing his or her duties or as otherwise required by law. The Property Manager shall take all reasonable precautions to protect confidential information.
- **1-6** The Property Manager shall use reasonable efforts to ensure that information on his or her website, or that of his or her Firm, is current and accurate. If it becomes apparent that information on the website is not current or accurate, then the Property Manager shall promptly take corrective action.
- **1-7** Websites of the Property Manager shall not contain any deceptive metatags or other devices/methods to direct, drive, or divert Internet traffic in a deceptive manner or to otherwise mislead users. The websites shall also not manipulate listing content in any deceptive or misleading way.
- **1-8** The Property Manager shall disclose all details on the availability of rental properties to prospective parties on a regular and timely basis.
- **1-9** The Property Manager shall not exaggerate, misrepresent, misinform, or conceal pertinent facts in the advertising, leasing, and management of property.
- **1-10** The Property Manager shall make reasonable attempts to remove from the Internet listings for rentals that are no longer available.

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WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, February 27, 2018
Minutes

- I. Call to Order – 12:45 pm**
- II. Welcome Members, Guests, and Affiliates – *Alicia Weaver***
 - a. Help yourself to lunch courtesy of Amera Pest Control
- III. Code of Ethics – review attached NARPM Code of Ethics and Professional Standards article**
- IV. Presentation of RMP Designation – *Mike Mumford***
- V. Treasurer’s Report – *Jessie Collier***
 - a. Current balance - \$6,860.46
- VI. Membership – *Lou Osborn***
 - a. Introduce new members: Kate
 - b. Bring a guest incentive
 - c. 2018 dues: *5 outstanding members*
- VII. Social Events – *Kelly Kordick***
 - a. Happy Hour **TODAY** 4:30-6:30pm at Rock Bottom 7640 W Bell Rd
 - b. *Affiliates are encouraged to reach out for sponsorship opportunities*
- VIII. Legislative – *Wilma Purcell***
 - a. *SB1376*
 - b. *ADOR*
- IX. Next Meetings/Education – *Wendy Whiting***
 - a. 2018 Meeting Time Update
 - b. March 27th NARPM National Instructor Kellie Tollifson – Handling Security Deposit Disputes
 - c. April 24th at **1:30PM** – Commissioner Judy Lowe
- X. Affiliates and Intro of Today’s Sponsor – *Pattie Hackmann***
 - a. *New Affiliate, The Pool Butler*
 - b. Amera Pest Control
- XI. Adjourn Meeting – 12:57pm**
- XII. Featured Speaker – *Intro by Wendy Whiting***
 - a. CE/CRPM Class – Advanced Trust Accounting with Mike Mumford

**WEST VALLEY NARPM
CHAPTER MEETING
Thursday, June 21, 2018
Agenda**

- I. Call to Order** – 1:00 pm
- II. Welcome Members, Guests, and Affiliates** – *Alicia Weaver*
 - a. Help yourself to lunch courtesy of Filter Easy
- III. Code of Ethics** – review attached NARPM Code of Ethics and Professional Standards article
- IV. Treasurer’s Report** – *Jessie Collier*
 - a. Current balance
- V. Membership** – *Lou Osborn*
- VI. Social Events** – *Kelly Kordick*
 - a. Joint Happy Hour with Phoenix NARPM June 18th @ 5:30pm Culinary Dropout- 5632 N 7th St
- VII. Legislative** – *Wilma Purcell*
- VIII. Next Meetings/Education** – *Wendy Whiting*
 - a. Annual Vendor Expo- \$500 cash giveaway – July 27th @ 2pm
 - i. School Supply Drive
 - b. August 28th @ 1pm – CRPM/CE Leasing for Single Family Homes
 - c. September 13th @ 8am – NARPM designation course – In House Maintenance
- IX. Affiliates and Intro of Today’s Sponsor** – *Pattie Hackmann*
- X. Adjourn Meeting**
- XI. Featured Speaker** – *Intro by Wendy Whiting*
 - a. Steve Wittner and Pattie Hackmann

Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.

STANDARDS OF PROFESSIONALISM

2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws and laws regarding discrimination.

2-2 The Property Manager shall not deny service to any person due to race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

Anti-Trust Statement

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WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, March 27, 2018
Minutes

- I. Call to Order** – 1:00 pm
- II. Welcome Members, Guests, and Affiliates** – *Alicia Weaver*
 - a. Help yourself to lunch courtesy of AZ Perfect Comfort
- III. Code of Ethics** – review attached NARPM Code of Ethics and Professional Standards article
- IV. Treasurer’s Report** – *Jessie Collier*
 - a. Current balance \$6935.13
- V. Membership** – *Lou Osborn*
 - a. 61 members, 75 is 2018 goal
 - b. 4 unpaid members
- VI. Social Events** – *Kelly Kordick*
 - a. Please complete survey for social event preferences
 - b. Happy Hour 3:00-5:00pm at Cabin Whiskey & Grill 9868 W Northern Ave Peoria, AZ May 10th
 - c. July 18th – Joint HH with Phoenix Chapter
 - d. This weekend camping at Lake Roosevelt with Phoenix Chapter
 - e. *Affiliates are encouraged to reach out for sponsorship opportunities*
- VII. Legislative** – *Wilma Purcell*
 - a. AAR currently fighting efforts for service industry to be taxed
- VIII. Next Meetings/Education** – *Wendy Whiting*
 - a. Eventbrite Pre-Registration
 - b. April 24th at **1:30PM** – Commissioner Judy Lowe
 - c. May 22nd at 12:30PM – CE/CRPM *The Rules* taught by Mike Mulvena (Disclosure)
 - d. No business meeting in April
- IX. Affiliates and Intro of Today’s Sponsor** – *Pattie Hackmann*
- X. Adjourn Meeting** – 1:13pm
- XI. Featured Speaker** – *Intro by Wendy Whiting*
 - a. Kellie Tollifson, MPM®, RMP®

WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, October 23, 2018
Agenda

- I. Call to Order** – 1:00 pm
 - II. Welcome Members, Guests, and Affiliates** – *Alicia Weaver*
 - a. Help yourself to lunch courtesy of Clark Sanchez (State Farm)
 - III. Code of Ethics** – review NARPM Code of Ethics and Professional Standards article
 - IV. Chapter Elections** – *Noel Pulanco*
 - a. President Elect – Kate Roth
 - b. Secretary – Jennie Miller
 - c. Treasurer – Jessie Collier
 - V. Treasurer’s Report** – *Jessie Collier*
 - VI. Membership** – *Lou Osborn*
 - VII. Social Events** – *Kelly Kordick*
 - VIII. Legislative** – *Wilma Purcell*
 - IX. Next Meetings/Education** – *Wendy Whiting*
 - a. November 27th – 1:30pm – Registrar of Contractors
 - X. Affiliates and Intro of Today’s Sponsor**
 - XI. Adjourn Meeting**
 - XII. Featured Speaker** – *Intro by Wendy Whiting*
 - a. Arizona Department of Revenue
-

Article 4: OBLIGATIONS TO TENANTS

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

STANDARDS OF PROFESSIONALISM

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

Anti-Trust Statement

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM’s® membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members’ ability to solicit competitors’ clients or to advertise for business in any way that is not false, deceptive, or otherwise illegal.

WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, September 25, 2018
Agenda

- I. Call to Order – 1:30 pm**
 - II. Welcome Members, Guests, and Affiliates – *Alicia Weaver***
 - a. Help yourself to lunch courtesy of Five Guys Roofing
 - III. Code of Ethics – review NARPM Code of Ethics and Professional Standards article**
 - IV. Treasurer’s Report – *Jessie Collier***
 - V. Membership – *Lou Osborn***
 - VI. Social Events – *Kelly Kordick***
 - VII. Legislative – *Wilma Purcell***
 - VIII. Next Meetings/Education – *Wendy Whiting***
 - a. October 23rd – 1:30pm
 - b. November 27th – 1:30pm
 - IX. Affiliates and Intro of Today’s Sponsor – *Pattie Hackmann***
 - X. Adjourn Meeting**
 - XI. Featured Speaker – *Intro by Wendy Whiting***
 - a. Denise Holliday Hull, Holliday & Holliday PLC
-

Article 3: RESPONSIBILITY TO CLIENT

When working in a disclosed relationship with a client, the Property Manager shall protect the client’s best interest at all times.

STANDARDS OF PROFESSIONALISM

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

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**Acknowledgement and General Information for
Entities That File Returns Electronically**

2018

Name(s) as shown on return

West Valley Chapter of the National

Employer Identification Number

** - ***1248

Entity address

7025 W Bell Rd

Glendale, AZ 85308

Thank you for participating in IRS e-file.

1. 2018 990N income tax return for Federal was filed electronically.
The electronic filing services were provided by Hockett Tax and Payroll Services.
2. 990N income tax return was accepted on 02-20-2019 using a Personal Identification Number (PIN) as an electronic signature. The entity entered a PIN or authorized the Electronic Return Originator (ERO) to enter or generate a PIN signature.
The submission ID assigned to this return is 8641122019051fskjrsu.

**PLEASE DO NOT SEND A PAPER COPY OF ENTITY'S RETURN TO THE
IRS. IF YOU DO, IT WILL DELAY THE PROCESSING OF THE RETURN.**

Client Copy

ELECTRONIC NOTICE (e-Postcard)**For Tax-Exempt Organizations Not Required to File Form 990 or Form 990-EZ.****2018**

► Information about Form 990-N is at www.irs.gov/charities-non-profits/annual-electronic-filing-requirement-for-small-exempt-organizations-form-990-n-e-postcard.

Open to Public Inspection

NOTE: This is not an IRS form. This form was created by Drake Software and is intended for information purposes only. **Do NOT mail this form to the IRS.**

A. Tax Period:

Start: 01-01-2018 Ending: 12-31-2018

B. Employer Identification Number (EIN)

47-3851248

C. Legal Name:

West Valley Chapter of the National

D. Mailing Address:7025 W Bell Rd STE 10
Glendale, AZ 85308**E. Doing Business As:**

National Association of Prop Mgrs

F. Gross receipts not greater than:

\$50,000

G. Organization has terminated:**H. Principal Officer's Name and Address:**NOEL PULANCO
7025 W BELL RD 10
Glendale, AZ 85308**I. Website URL:**

West Valley Chapter of the NARPM

BALANCE SHEET

As of December 31, 2018

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
1000 Operating Account	5,460.88
Total Bank Accounts	\$5,460.88
Accounts Receivable	
Pledges/donations Receivable	720.00
Total Accounts Receivable	\$720.00
Other Current Assets	
Undeposited Funds	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$6,180.88
TOTAL ASSETS	\$6,180.88
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total Accounts Payable	\$0.00
Other Current Liabilities	
Prepaid Dues	0.00
Total Other Current Liabilities	\$0.00
Total Current Liabilities	\$0.00
Total Liabilities	\$0.00
Equity	
3100 Owners' Equity	
3110 Owners' Contribution	100.00
3120 Owners' Draw	-100.00
Total 3100 Owners' Equity	0.00
Retained Earnings	4,217.46
Net Income	1,963.42
Total Equity	\$6,180.88
TOTAL LIABILITIES AND EQUITY	\$6,180.88

West Valley Chapter of the NARPM 2018 Budget

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
Income													
4000 Membership Dues (Professional)	1,860.00	80.00	80.00	120.00	80.00	80.00	120.00	80.00	80.00	120.00			2,700.00
4010 Membership Dues (Affiliate)	2,300.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			3,200.00
4020 Event Sponsorship Grant	0.00					500.00						2,000.00	2,000.00
Total Income	\$ 4,160.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 180.00	\$ 680.00	\$ 220.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 0.00	\$ 2,000.00	\$ 8,400.00
Gross Profit	\$ 4,160.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 180.00	\$ 680.00	\$ 220.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 0.00	\$ 2,000.00	\$ 8,400.00
Expenses													
6000 Bank Charges	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	420.00
6002 PayPal Fee													0.00
6003 QB Payment Fees	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	420.00
Total 6000 Bank Charges	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 70.00	\$ 840.00
6400 Office Expenses													
6401 Office Expense	20.83	20.83	20.83	20.83	20.83	20.83	20.83	20.83	20.83	20.83	20.83	20.83	250.00
6410 Software						16.28							16.28
6415 Website	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	300.00
Room Rental	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	1,176.00
6420 Travel and Entertainment													0.00
6421 Meals											50.00		50.00
6423 Travel											300.00		300.00
6430 Christmas Party												1,500.00	1,500.00
Total 6400 Office Expenses	\$ 45.83	\$ 45.83	\$ 45.83	\$ 45.83	\$ 45.83	\$ 62.11	\$ 45.83	\$ 45.83	\$ 45.83	\$ 45.83	\$ 395.83	\$ 1,545.83	\$ 2,416.28
6500 Education	250.00			250.00	250.00	250.00		250.00	250.00	250.00			1,750.00
6600 Charitable Contributions				500.00						500.00			1,000.00
Meals and Entertainment Travel	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	200.00	1,080.00
											300.00		300.00

Travel Meals																			50.00	50.00						
Total Expenses	\$	445.83	\$	195.83	\$	195.83	\$	945.83	\$	445.83	\$	462.11	\$	195.83	\$	445.83	\$	445.83	\$	945.83	\$	895.83	\$	1,815.83	\$	7,436.28
Net Operating Income	\$	3,714.17	-\$	15.83	-\$	15.83	-\$	725.83	-\$	265.83	\$	217.89	\$	24.17	-\$	265.83	-\$	265.83	-\$	725.83	-\$	895.83	\$	184.17	\$	963.72
Net Income	\$	3,714.17	-\$	15.83	-\$	15.83	-\$	725.83	-\$	265.83	\$	217.89	\$	24.17	-\$	265.83	-\$	265.83	-\$	725.83	-\$	895.83	\$	184.17	\$	963.72

0

West Valley Chapter of the NARPM 2019 Budget

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
Income													
4000 Membership Dues (Professional)	2,800.00	80.00	80.00	120.00	80.00	80.00	120.00	80.00	80.00	80.00			3,600.00
4010 Membership Dues (Affiliate)	2,500.00	100.00	100.00	100.00	100.00	0.00	0.00	0.00	100.00	0.00			3,000.00
4020 Event Sponsorship Grant	0.00					0.00						2,000.00	2,000.00
												1,000.00	1,000.00
Total Income	\$ 5,300.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 180.00	\$ 80.00	\$ 120.00	\$ 80.00	\$ 180.00	\$ 80.00	\$ 0.00	\$ 3,000.00	\$ 9,600.00
Gross Profit	\$ 5,300.00	\$ 180.00	\$ 180.00	\$ 220.00	\$ 180.00	\$ 80.00	\$ 120.00	\$ 80.00	\$ 180.00	\$ 80.00	\$ 0.00	\$ 3,000.00	\$ 9,600.00
Expenses													
6000 Bank Charges	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6002 PayPal Fee													0.00
6003 QB Payment Fees	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	420.00
Total 6000 Bank Charges	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 420.00
6400 Office Expenses													
6401 Office Expense	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	300.00
6410 Software						0.00							0.00
6415 Website	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	300.00
Room Rental	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	1,800.00
6420 Travel and Entertainment													0.00
6421 Meals	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	500.00	1,050.00
6423 Travel											750.00		750.00
6430 Christmas Party												2,000.00	2,000.00
Total 6400 Office Expenses	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00	\$ 1,000.00	\$ 2,700.00	\$ 6,200.00
6500 Education	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	0.00	1,650.00
6600 Charitable Contributions												500.00	500.00
Meals and Entertainment Travel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
											0.00		0.00

Travel Meals															0.00			0.00								
Total Expenses	\$	435.00	\$	435.00	\$	435.00	\$	435.00	\$	435.00	\$	435.00	\$	435.00	\$	1,185.00	\$	3,235.00	\$	8,770.00						
Net Operating Income	\$	4,865.00	-\$	255.00	-\$	255.00	-\$	215.00	-\$	255.00	-\$	355.00	-\$	315.00	-\$	355.00	-\$	255.00	-\$	355.00	-\$	1,185.00	-\$	235.00	\$	830.00
Net Income	\$	4,865.00	-\$	255.00	-\$	255.00	-\$	215.00	-\$	255.00	-\$	355.00	-\$	315.00	-\$	355.00	-\$	255.00	-\$	355.00	-\$	1,185.00	-\$	235.00	\$	830.00

West Valley Chapter of the NARPM

PROFIT AND LOSS

January - December 2018

	TOTAL
Income	
4000 Membership Dues (Professional)	3,520.00
4010 Membership Dues (Affiliate)	3,900.00
4015 NARPM National/Association Grants	1,015.00
4016 NARPM National Incentive	620.00
4020 Event Sponsorship	2,101.00
4021 Non-member education	290.00
Total Income	\$11,446.00
GROSS PROFIT	\$11,446.00
Expenses	
6000 Bank Charges	
6002 PayPal Fee	27.03
6003 QuickBooks Payments Fees	389.70
6004 Bank Charges	35.00
Total 6000 Bank Charges	451.73
6200 Advertising	13.00
6400 Office Expenses	
6401 Office Expense	252.24
6420 Meals	438.85
6425 Rent or Lease	1,127.00
Total 6400 Office Expenses	1,818.09
6430 Raffles/Drawing Prizes/Promotional	620.00
6500 Education	1,082.73
6600 Charitable Contributions	143.14
6700 Travel and Entertainment	
6701 Meals	137.41
6703 Travel	744.14
Total 6700 Travel and Entertainment	881.55
6800 Events	3,441.09
6900 Legal & Professional Fees	1,031.25
Total Expenses	\$9,482.58
NET OPERATING INCOME	\$1,963.42
NET INCOME	\$1,963.42

WEST VALLEY NARPM
CHAPTER MEETING
Tuesday, October 23, 2018
Agenda

- I. Call to Order** – 1:00 pm
 - II. Welcome Members, Guests, and Affiliates** – *Alicia Weaver*
 - a. Help yourself to lunch courtesy of Clark Sanchez (State Farm)
 - III. Code of Ethics** – review NARPM Code of Ethics and Professional Standards article
 - IV. Chapter Elections** – *Noel Pulanco*
 - a. President Elect – Kate Roth
 - b. Secretary – Jennie Miller
 - c. Treasurer – Jessie Collier
 - V. Treasurer’s Report** – *Jessie Collier*
 - VI. Membership** – *Lou Osborn*
 - VII. Social Events** – *Kelly Kordick*
 - VIII. Legislative** – *Wilma Purcell*
 - IX. Next Meetings/Education** – *Wendy Whiting*
 - a. November 27th – 1:30pm – Registrar of Contractors
 - X. Affiliates and Intro of Today’s Sponsor**
 - XI. Adjourn Meeting**
 - XII. Featured Speaker** – *Intro by Wendy Whiting*
 - a. Arizona Department of Revenue
-

Article 4: OBLIGATIONS TO TENANTS

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

STANDARDS OF PROFESSIONALISM

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

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