

Residential Resource

May 2005

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The Mission of NARPM is to support professional and ethical practices of rental home management through networking, education, and certification.

Working as a Team by Sylvia Hill, MPM®, CPM®

Whether your team is two or 200, communication and focus can become two of your most elusive goals. Property management requires that we communicate, not only with our clients and residents, but also with one another. If we allow our focus to stray, many times our 'To Do' list never gets done and tasks 'fall through the cracks'.

Does your team really trust one another? Team members need to be open with one another to relieve the frustrations and prevent friction from entering into the situation. For example, if our bookkeeper overhears our receptionist telling a tenant the wrong information, she has to feel comfortable discussing—not attacking—what the correct answer should have been. An easy way to start building that trust is to know more about one another. Make a concerted effort to find out the strengths and weaknesses of each person on your team. This can be done in a group setting if you already know each other fairly well.

How does your team deal with new ideas or problems? Once that trust has been built, you can actively engage in healthy debates of what would be good and bad about a needed change in procedures or taking on a new account you think might be challenging. Not everyone is outspoken, but everyone does have an opinion and their information could make the difference. Even when it gets uncomfortable, your team needs to understand that conflict (without being mean or putting others down) is necessary to come to the best and most informed decision.

When you make a decision, is everyone committed or are they just agreeing to get on with the meeting and back to real work? Consensus sounds good, but does not mean everyone is committed and leaves some disgruntled. It is much easier and more productive to get commitment from your team. This occurs more easily when everyone has trust in one another and been able to air their concerns and ideas. Build a worst-case scenario and create contingency plans. The team can also commit to trying one approach and if it does not work, try another approach. But if you do not have all the team heading in the same direction, your focus is lost.

Do team members tolerate undesirable behaviors? To meet team goals, trust, and the ability to

engage in conflict must be present. Because of the commitment of each member of the team, the responsibility to implement the plan is shared by every member. It takes a concerted effort for each person to build his/her calendar and priority list based on the goals of the team and even more effort to bring it to the attention of a peer when tasks are not being completed in the desired manner. Be sure to publish your goals and standards as a constant reminder. Review your progress in every team meeting and make adjustments as necessary. The trust and respect that has now been built is used to keep everyone focused and on the right track.

Are your measurements based on meeting the goals of the team? There are important measurements other than just financial goals. Customer satisfaction, resident retention, and implementing new legislative requirements are just a few. These goals will greatly affect the bottom line over the long term. However, emergencies and personal goals can sidetrack us from concentrating on the direction needed to meet the team objectives. When a goal has been reached, recognize the 'team' for meeting the goal—have a party! This doesn't mean that you cannot recognize a single individual for outstanding performance—but only if that performance led to a better team and exceeding the overall goals.

For many, the hardest part of becoming a team member is becoming vulnerable and admitting shortcomings. But that trust becomes the foundation for building a team that develops, measures, and meets their goals.

At the 2004 NARPM Convention in Baltimore, team exercises to build trust and how to implement a plan to become a better team were discussed. The book *The Five Dysfunctions of a Team* was one of the resources quoted from and used to develop the presentation.

Sylvia Hill, MPM®, CPM®, is President of H.M.S. Development, Inc. which has both a Property Management and Maintenance Division. Their team is currently implementing these steps at H.M.S. Sylvia is also the National Vice-President of NARPM and a National Instructor for MPM® and RMP® classes.

PRESIDENT'S MESSAGE

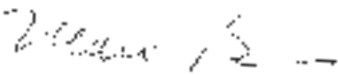
It never ceases to amaze me that the NARPM membership exhibits a culture of sharing and openness that ultimately elevates the professionalism of the entire property management industry. Who would have thought that a simple meeting among peers would result in increased income or the sharing of ideas that make the management of single-family homes more efficient and more profitable? I recently visited the North Los Angeles Chapter and through the simple act of sharing forms that work for me, Ronald Hammond, RMP®, and Lynda Hammond, RMP®, reciprocated by sharing forms and ideas that make money for them. The profitability of my business just increased because of NARPM's culture of *networking*; are you reaping these benefits?

Next time you have the opportunity to *network* with your fellow NARPM member be prepared to offer an idea or procedure that increases the profits or efficiency in your property management business. During these *networking* opportunities ask your fellow NARPM peer about business techniques that increase profitability. Remember, the only requirement of you receiving valuable business advice is that you give valuable business advice. This activity will become indispensable in your quest to become the best rental home manager you can be.

The question before NARPM is, "How do we reach the other 35,000 plus property managers in the United States and bring them the benefits offered by NARPM?" I think an important key is in the above discussion, *networking*! The mere fact that NARPM members are sharing ideas and as a result becoming more efficient in the operations of rental home management will soon become well known in the industry. Those not participating will feel the separation in the market and, frankly, inadequate when compared to the NARPM member.

So, going back to the other 35,000 plus property managers. How do we sell them on the benefits of NARPM membership? I suggest you continue *networking* and continue implementing business improving techniques; support your local chapter, attend State and Regional Conferences, and attend the 17th National Convention and Trade Show where information exchange is abundant.

READY...SET...GROW!



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Understanding Your Property's Evolution

by Jon Gerondale and Jeff Dowhaniuk

Properties do not change overnight. They evolve over time through a culmination of long developing, identifiable characteristics and events, each related to and building upon the other. In order to manage your property in the most efficient and profitable manner possible, it is imperative that you recognize changes on your property in their early stages.

If something is predictable, then it is preventable. Understanding property and neighborhood dynamics empowers property owners and managers to solve significant community concerns before they become significant. Problems on your property typically do not eliminate themselves; they frequently escalate into much larger problems.

Identifying and solving problems in their early stages requires fewer resources and costs less money than allowing them to intensify and impart their negative externalities throughout the property. These costly externalities significantly decrease profits and range from increased maintenance expenses to higher tenant turnover and vacancies.

There is a process properties go through as resources leave and the community deteriorates. On the other hand, there are factors present in healthy, viable properties that explain why these properties flourish. These two processes are related, and are the base upon which synergistic solutions must be developed that break the cycle of decay while at the same time establishing and strengthening the cycle of revitalization.

The trick as a property owner and manager is being cognizant of the factors that contribute to property decay and revitalization. Once you can identify these factors, it is imperative to utilize your tenant base as the driver in developing collaborative solutions to address these underlying factors. In some cases, you want to promote factors that benefit the property and in others you will need to work at eliminating decay.

As a property begins to deteriorate, the property will progressively deteriorate unless actions are taken to address the specific reasons for decay. The sooner the deterioration is detected; the easier the process will be to stop.

There are precursors to recurring problems in a community. Repeated incidents of crime do not occur on a property or in a community unexpectedly. There were existing factors that culminated in criminals feeling comfortable committing crimes or engaging in anti-social behaviors at that location. In many cases, these precursors are simple signs of disorder; overgrown vegetation, abandoned vehicles, increased vehicle traffic, litter, suspicious juveniles and graffiti.

Once these signs of disorder begin to appear, they convey a lack of legitimate ownership on the property. When property owners and managers do not develop solutions to address these emerging signs of disorder, they are essentially telling people that these behaviors are acceptable.

When signs of disorder are accepted on a property, the property becomes attractive to the criminal element. Criminals tend to commit their crimes in areas where they will not be detected. If no one is concerned about obvious, visible signs of disorder, then who will notice if a small crime is committed in the same location? Over time, these minor crimes quickly become major safety concerns.

Establishing legitimate ownership and uses on the property are the key elements to maintaining a healthy quality of life for your tenants. What better way to establish ownership and legitimate use than to engage your tenants in the maintenance of your property?

Engaging your tenants to participate in property beautification projects is exponentially more powerful than having a manager or outside entity do this for you. If you were a criminal, would you want to commit your crime on a property with an actively involved tenant base? Conversely, if you were a prospective tenant, wouldn't you rather live on a property where your neighbors are taking an interest in the property appearance?

Understanding property dynamics empowers property owners and managers to address potential problems in the infancy stages before the problems evolve to a point where police intervention is required. Once police intervention is needed, a crime has usually occurred that has impacted at least one legitimate tenant; the tenant you want to remain on the property.

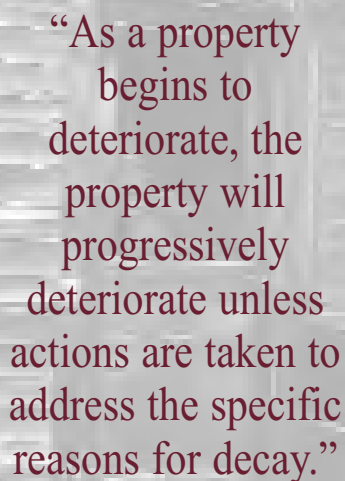
It is more efficient for property owners and managers to take the lead in problem solving before police action is necessary. Once crimes are being committed and a police response is required, you as a property owner or manager no longer have primary control over the problem. At this point, the

property has essentially become more attractive for the criminal you want arrested, than for the legitimate tenant you want to remain. How long will the legitimate tenants stay before they decide to leave?

Prevention and early intervention enables you to control variables that lead to crime. Waiting for the police, or some other agency, to eliminate your problems is often too late.

Your primary goal as a property owner and manager is to be vigilant about recognizing the early signs of disorder, and developing solutions that establish tenant ownership. If you want something done, it is usually more effective to do it yourself. Relying on others to solve your problems can have costly consequences. Besides, who has a greater interest in your property than yourself?

Jon Gerondale and Jeff Dowhaniuk are the co-founders of PropertySafe. PropertySafe advocates a "Community Driven Property Management" philosophy and provides owner and manager training. To learn more visit www.PropertySafe.com



“As a property begins to deteriorate, the property will progressively deteriorate unless actions are taken to address the specific reasons for decay.”

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The Pace of Property Management... Does it Matter?

by Ernest F. Oriente, The Coach

If you were a farmer, would the spring season be more important than fall?

For your crops to grow strong, will the sunshine or the rain make them grow faster? Does it matter if some crops are ready to be harvested in one month and other crops are ready in six months? Like a farmer, realize that each person on your property management team will grow and thrive best if you match the pace and structure of their work responsibilities with their unique behavioral styles. This article will address how a person's steadiness impacts performance and future articles will discuss interaction, drive, and compliance...all key components of the behavioral styles of those on your team.

DEFINING STEADINESS

As a leader within your property management company, you certainly have recognized the diversity of behavioral styles of those on your team and you know how this impacts your bottom line. Steadiness can best be described as the way a person responds to the pace of change in their property management environment. For instance, their response to structure, change or multi-tasking will be a good indicator of their level of steadiness. A person's level of steadiness, whether it is lower or higher, can be an asset to your company. Your level of steadiness as a leader is a combination of your inherent nature and the nurturing of your upbringing. In addition, your steadiness was formed by the time you were ten or twelve years old and will not be likely to change over the course of your lifetime.

TIP FROM THE COACH

Time for you to be the coach! On a scale of 1-100, what level of steadiness does Tom Brokaw have? Does it matter? Based on his level of steadiness, does it matter how he prepares for each evening's newscast? As a leader within your property management company, does it matter how you prepare for important decisions or complete projects? Can a person with a steady pace work in a pressured, hurried environment?

LOOKING FOR CLUES

When working with those on your property management team, a person's level of steadiness can be easily determined by looking for some observable clues. For instance, a person with a higher level of steadiness will be patient, empathetic, a team player and loyal to their co-workers. In addition, the physical clues of a person with a higher level of steadiness include good listening skills, good planning abilities, a gift for calming others, and an ability to mask their emotions. On the other hand, a person with a lower level of steadiness will prefer an unstructured environment, may act without planning and will be happy to take on many tasks/projects simultaneously. The physical clues of a person with a lower level of steadiness will be someone who is visibly emotional, restless, intense and very animated. A person with a lower level of steadiness is passionate about their multi-tasking skills, which are invaluable to all teams.

TIP FROM THE COACH

To quickly determine whether a person has a lower or higher level of steadiness ask yourself these two questions about each person on your team: "Is this person more introverted or extroverted?" "Is this person more people oriented or task oriented?" Remember, a person's level of steadiness will offer visual, verbal and non-verbal clues.

COACHING A PERSON WITH A HIGHER/LOWER LEVEL OF STEADINESS: READY FOR THE NEXT STEP?

Once you have determined whether a person on your property management team has a higher or lower level of steadiness...the rest is easy! When communicating with a person who has a higher level of steadiness, here are some specific ways to maximize your effectiveness:

- be patient when discussing their goals and ideas
- show sincere interest in them personally
- present information logically and in a non-threatening fashion
- ask specific "how" questions.

To coach a person with a lower level of steadiness, here are some tips:

- set energetic goals
- provide a high level of activity
- keep this person involved in lots of new projects or ideas
- pair this person with a person that has a higher level of steadiness so projects/tasks are completed.

TIP FROM THE COACH

As the leader within your property management company, your teams will deliver peak performance when you have carefully selected a team with a range of lower and higher levels of steadiness. In addition, when

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hiring a new employee it is critical to match a person's level of steadiness with a compatible work environment.

Would you like to know how your level of steadiness measures on a scale of 1-100? Would you like to know the level of those on your property management team or be able to measure the level of steadiness of people you are interviewing for a position within your company? Fax a note on your letterhead to 435/615-8670 or send an e-mail to ernest@powerhour.com and The Coach will fax you a one page behavior assessment form which can be completed in ten minutes or less. Fax your assessment form back to our office at 435/615-8670 and in return, you will be confidentially mailed an 11-page assessment (a \$75 value) outlining your unique steadiness and behavioral style. In addition, once you receive your assessment we will schedule a 45-minute call (a \$250 value) to review your results. [A small processing/analysis fee of \$25 will be assessed, limit one per company]

Ernest F. Oriente, The Coach, is the founder of PowerHour® a professional business coaching/recruiting service and the author of SmartMatch Alliances™. He has spent 17,100 hours [since 1988] delivering customized training, by telephone, in leadership, traditional/Internet marketing and sales for property management companies, apartment locator/corporate housing services and multi-housing sales/service companies worldwide. PowerHour® specializes in global distance learning by telephone, using their state-of-the-art conference call system for interactive and dynamic TeleForums. Twice-monthly TeleForums link 10–100 executives/professionals/individuals who are geographically dispersed, in a time efficient and profitable format. PowerHour® is based in Olympic-town, Park City, UT, at 435/615-8486, by e-mail ernest@powerhour.com or visit their TeleForum Web site: www.powerhour.com. To receive a free property management success newsletter, with subscribers throughout North America, send an e-mail to: ernest@powerhour.com. Recent PowerHour® articles have appeared in 4,000+ business/trade publications and Web sites.

When Property Managers Have Nothing To Do

by Dana G. Lewis

As nearly everyone knows, a property manager has practically nothing to do except to decide what is to be done, to tell somebody to do it, to listen to reasons why it should not be done, why it should be done by somebody else, or why it should be done in a different way.

To follow up to see if the thing has been done, to discover that it has not, to inquire why, to listen to follow up again to see if the thing has been done, only to discover that it has been done incorrectly, to point out how it should have been done, to conclude that as long as it has been done, it may as well be left as it is.

To wonder if it is not time to get rid of a person who cannot do a thing right, to reflect that he probably has a wife and a large family, and that certainly any successor would be just as bad, and maybe worse, to consider how much simpler and better the thing would have been done if one had done it one's self in the first place; to reflect sadly that one could have done it right in 20 minutes; and as things turned out, one had to spend two days to find out why it has taken three weeks for somebody to do it wrong.

Dana G. Lewis works with Clark Realty Corporation in Kailua-Kona, Hawaii.

Knowledge is Power!

Empower yourself with the knowledge you can obtain from taking NARPM designation courses at the 17th Annual NARPM Convention and Trade Show in Salt Lake City, UT!

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Visit narpmconvention.com for more details on the designation classes and how to earn Banner Bucks.

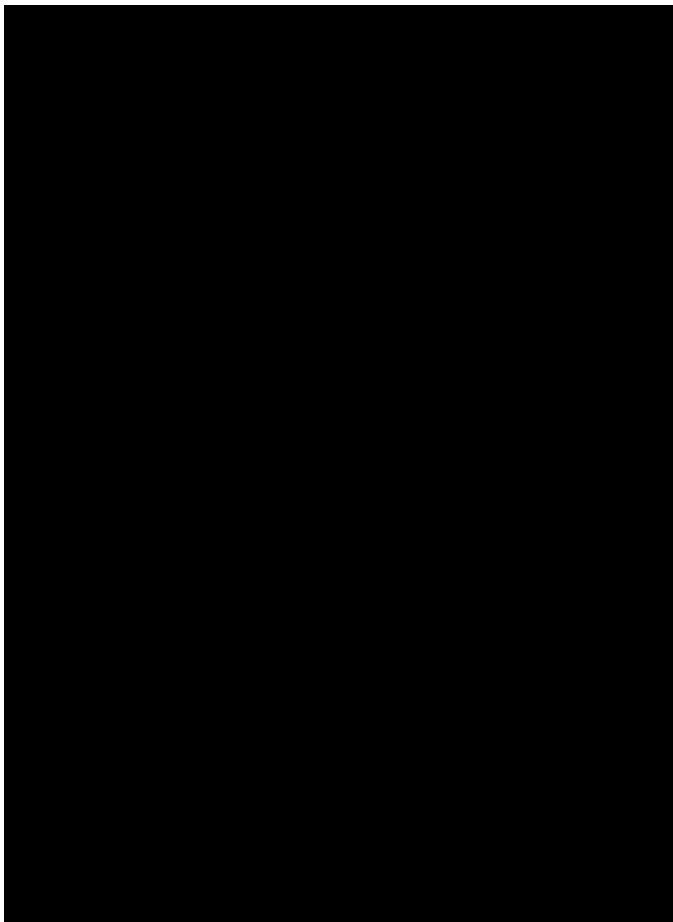
Ready...Set...Grow!



31 Reasons We Are a Successful Property Management Company

by Dusty Edwards, MPM®

1. Our company is based on Christian principles specializing in management of single-family homes.
2. We return calls the same day they are received.
3. We call in repair needs the same day they are received.
4. We have someone on call at all times.
5. We have a 24-hour emergency line for people to call and report emergencies.
6. We try to treat others, as we want to be treated, with friendly, courteous service to everyone.
7. We have a 24-hour Rental Line that lists descriptions of available properties and the qualifications to rent from our company.
8. We all stay informed with what is happening on our properties.
9. The owners always get monthly statements and their rent proceeds along with copies of bills paid. We make direct bank deposits if the owner desires.
10. We've been in business since 1982.
11. We are all licensed real estate agents; 2 of us for more than 23 years.
12. One of us has a Bachelor of Business Administration degree.
13. We consistently stay about 96% occupied.
14. We have an interactive and informative Web site with photos of available properties.
15. We have the most up-to-date computerized property management accounting software system.
16. We have a good reputation.
17. We are open Monday-Friday from 8:15 am to 4:30 pm. There is always someone at the office during lunch.
18. Everyone who leases from us has to meet the same qualifications.
19. We have attorney-approved leases and management agreements.
20. Everyone in our office talks with owners, vendors and tenants.
21. We only had 2 evictions in 2004 and we "work with" tenants who are late on their current month's rent.
22. We continually educate ourselves by attending courses, seminars and conventions.
23. We are active in local and national property management organizations. The owner is a member of a Chief Executive Officer group.
24. We refer prospective owners, which do not fit our portfolio, as well as prospective tenants, to other property managers in our local NARPM chapter.
25. We advertise in the local newspaper, our company Web site, two national Web sites, the Yellow Pages, our rent line, and yard signs.
26. Many local property managers and individual landlords call us for advice on handling owners, tenants, and vendors.
27. Having been in business since 1982, we have managed thousands of homes, duplexes, and small apartment buildings.
28. Our office is easy to find, right on the interstate, and is centrally located.
29. We normally pay our vendors within 3-10 working days of receiving the bills.
30. We have many satisfied, long-term owners, tenants and vendors.
31. We have a reputation of honesty, integrity, and experience.



Another Set of Eyes

by Sandy Magness, RMP

How many times have you as a property manager heard something of importance regarding a property you manage from another source? Perhaps it was from a neighbor, a friend of the tenant, someone referred by another tenant, another property manager, an owner, a maintenance person and so on...this can certainly make you feel "out of the loop." Sometimes it just takes some old fashioned detective work to find out what is really going on in your property.

Stop, look, listen, and CULTIVATE 'another set of eyes and ears' by using your maintenance people and vendors and you are more likely to stay in the loop and get candid feedback from your tenants. Tenants are more relaxed around a service person checking their residence for working smoke alarms, clean filters, water leaks etc. They will be less likely to have their guard up or try to conceal things from maintenance people.

We have found that dogs and cats disappear when the property manager is scheduled to survey a property. Unauthorized occupants can also vanish into thin air! Both are often in plain sight however when maintenance people arrive.

Checking the number of sleeping facilities (beds) can reveal unauthorized tenants. Since smoke alarms are usually located near sleeping areas, it is easy to do a 'bed check' while checking smoke detector batteries.

Checking closet doors for proper operation or broken hinges can reveal storage of unsafe chemicals, mold, mildew, and clothing that is inconsistent with the makeup of the household.

Checking the bathroom for water leaks can reveal more than a leaky P-trap. Check under the sink for personal items that may be hidden from sight, and could be a tip off of drugs, "meth" ingredients, pet food, etc.

While not always accurate, another indicator can be the property's furnishing. Flower arrangements, candles, potpourri, fancy canister sets or coordinating shower/hand towels are typically 'Big Girl' stuff. And when you see 'Big Boy' toys like a 54 inch TV, an abundance of electronics, exercise and weight sets or a rolling toolbox then you should also be looking for the 'Big Boy' shoes!

Your other eyes can also look for:

- Unlicensed vehicles or vehicles parked on the grass
- Tall grass or tires tracks in the yard
- Uncontained trash or debris, limbs scraping the house
- Fire hazards like tenants using the oven for heating
- Deferred maintenance requests or unreported damages
- Unsanitary house keeping and/or pest control issues
- Unauthorized pets
- Children left unattended
- Non-operating or non-licensed vehicles

You can't be everywhere all of the time. So cultivate all who come in contact with your property, the postman, service techs, pest control, neighbors, your insurance agent, neighborhood associations, groundskeepers and even your fellow NARPM property managers to be 'another set of eyes'.

Sandy Magness, RMP® is the owner and principal broker of Magness, Inc where she utilizes knowledge obtained from more than 8 years of NARPM membership to effectively manage a portfolio of 150 doors. She is a founding member and current Vice President of the Central AR chapter. Nationally, Sandy serves on the Membership Committee.



Ambassador Program 2005

The Ambassador Program was first designed in 2000 to reward our current members for referring new members to our organization. Who better to spread the word of the benefits of NARPM than its members? If you refer five new members in one year, you will receive an award certificate that may be used

toward your next year's dues or for events for the coming year. When you achieve ambassador status and receive your \$195 NARPM credit, it can be used toward your annual dues or registration at a NARPM National Convention.

The 12-month period to obtain the five new members starts the day the first new membership application is processed by headquarters.

When Headquarters receives the fifth new membership application, an Award Certificate will be issued and dated. A recognition certificate will also be issued, and you, as the "Ambassador," will be recognized in the Residential Resource.

March 2005 New Members

| <u>New Member</u> | <u>Ambassador Member</u> |
|--------------------|--------------------------|
| Rob Callahan | Dave Fletcher, RMP® |
| Michael Clark | Carla Clark, RMP, GRI |
| Wendy Favinger | Susan Albern, MPM® |
| Lisa Goodman | Elizabeth Morgan, MPM® |
| Edward Hall | Tommie Rogers, RMP® |
| Carrie Lee Jakeman | Paul Jakeman |
| Jennifer Kellogg | Courtney Warnock |
| W. Sean Kerr | Thomas Kerr |
| John Moore | Karen Kleber |
| John Schott, II | Lois Severson, RMP® |
| Linda Seabury | Carl Frazier |
| Lynn Smith | Benjie Dowda |
| Jerry Wotowey | Susan Albern, MPM® |

Congratulations to Dave Fletcher, RMP®, for referring five new members!



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Lease Place Inc.
Olyphant Financial Corporation
PayChex Inc.
PayLease Inc.
Peachtree Business Products
Professional Office Services of ID Inc.
RG America
Tenant Plus Corp
Unibind
Vairo & Associates Inc.

INTERNET TOOLS

123RentAHome.com
All Property Management
AudioVu.com
Escapia Inc.
HomeRentalAds.com
HomeRentals.net
Homepaiges
IntelQuence
Marly Realty Inc.
Property Bridge LLC
Rent Blurb.com
RentClicks
Rent.com
RentSurfing.com
Rental Alliance LLC
RentalHouses.Com
Runzheimer International Ltd.

LEGAL SERVICES

Barnes Walker Chartered
Law Offices of DeMartini & Walker
Law Ofcs of Heist, Weisse & Lucrezi, PA

MAINTENANCE

Blusky Restoration Contrs & Consultants
Building Specs Inc.
Cutting Edge Painting Inc.
Demi Murphy Design
EnviroCare Inc.
Glass Works Inc
Gutter Love It!
Handyman Matters
Handyman Matters of Central Kentucky
KMH Technologies Inc
Mr. Goodbar
OnSite PRO Inc.
Power Lift Foundation Repair
Servicemaster of Seattle
Servpro of Arvada
Sherwin-Williams Company
Southwest Catastrophe & Restoration
Tankless Hot Water
Universal Cleaning Specialist

MARKETING

Elite Occasions
Home Management Network LLC
On-Hold Concepts Inc.

SOFTWARE

EFC Systems
Logicbuilt Inc
London Computer Systems Inc.
PROMAS Landlord Software Center
Property Automation Software Corporation
PropertyBoss Solutions LLC
Tracker Systems Inc.
Winning Edge Software Inc.
Yardi Systems

TENANT SCREENING

700Credit Inc.
Apex Property Management Inc.
Century 21 Selective
Clear Screening
Contemporary Information Corporation
Federated Management Group Inc
RentGrow Inc
Residential Asset Management
Securint
Summit Real Estate Services LLC

For more affiliate information, please visit www.narpm.org.

NEW MEMBERS

Welcome new NARPM members! The following is a list of new members who joined NARPM from March 1 to March 31, 2005.

PROFESSIONAL MEMBERS

Skip Anderson
Riverside Management Company,
Inc.
6128 Fairview Avenue
Boise, ID 83704
208/376-1616

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281/830-2530

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443/735-9555

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301/439-9500

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208/327-8995

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253/473-5200

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406/543-7368

Les Marquis
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928/649-0557

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Elizabeth Miller
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Tierra Verde, FL 33715
727/867-3100

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Duncanville, TX 75137
972/298-4000

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Jim Peacock Real Estate
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501/982-0006

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6350 W. Cheyenne Ave.
Las Vegas, NV 89108
702/870-5500

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660 Palm Springs Drive, Suite C
Altamonte, FL 32701
402/339-2233

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Roberts and Sons.Com
6690 East Euclid Place
Centennial, CO 80111
720/217-2049

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Rosman Property Management
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248/355-4212

Peri Ross
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LLC
1814 Hwy 41 North
Tifton, GA 31794
229/386-8737 x219

John Schott, II
Investment Realty Services Co.
6500 NW Tower Drive Ste. 100
Platte Woods, MO 64151
816/741-3951

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3161 St. Johns Bluff Road South
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904/997-3200

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208/468-2337

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Loveland, CO 80538
970/669-0842

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Alea, HI 96706
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702/870-5500

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A All Animal Control
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North Glenn, CO 80233
303/452-2113

Kellie Tollifson
T-Square Properties
23621 71st Drive SE
Woodinville, WA 98072
425/485-1800



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Denver NARPM Chapter

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Kansas City NARPM Chapter

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Help us keep you and other members informed by writing an article that shares your story, experience, or expertise. It is easy to submit. Just e-mail your submission for review to publications@narpm.org. If you are not the author of any materials you think pertinent, send us the Web link, a copy of the article via e-mail or fax a copy along with publication information so we can pursue reprint rights for use of the materials.

Contribute to the Residential Resource

| <u>Issue Date</u> | <u>Submission Due Date</u> |
|------------------------|----------------------------|
| August 2005 | June 15, 2005 |
| September/October 2005 | July 15, 2005 |
| November 2005 | August 15, 2005 |
| December 2005 | September 15, 2005 |

If you are interested in writing an article, please e-mail an attachment of your article in Word or text format to publications@narpm.org. All articles are subject to editing and approval of subject matter.



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2005 RMP®/MPM® Certification Classes

| Date | Location | Class | Instructor |
|-------------------|--------------------|---|-----------------------|
| June 10, 2005 | Boise, ID | RMP® Operations | Suzanne Cameron, MPM® |
| July 29, 2005 | Jacksonville, FL | RMP® Marketing | TBA |
| Sept. 19-20, 2005 | Salt Lake City, UT | MPM® Personnel Practices | TBA |
| Sept. 20, 2005 | Salt Lake City, UT | RMP® Technology | TBA |
| Sept. 21, 2005 | Salt Lake City, UT | RMP® Marketing | TBA |
| Sept. 24, 2005 | Salt Lake City, UT | RMP® Operations | TBA |
| Sept. 24, 2005 | Salt Lake City, UT | RMP® Tenancy | TBA |
| Sept. 24, 2005 | Salt Lake City, UT | MPM® Operating a Maintenance Company | TBA |

To register for classes, complete the registration form and mail or fax with payment to NARPM Headquarters.

*Registration form below is not applicable for Ethics class.

For more information or to receive Ethics registration form, call Headquarters at 800/782-3452.

Interested in Sponsoring Certification Classes?

Opportunities are available to chapters that would like to further member education, promote certification, and increase their chapter funds by sponsoring a certification class. However, it takes time to plan a class—so give your chapter five to six month's lead-time if you wish to sponsor one of these events.

Find out more by calling Peter Meer, MPM®, at 303/322-1550 or e-mailing meerandco@aol.com. Peter can provide you with the details you need to make a Certification class a successful venture.

RMP®/MPM® Class Registration

| FEES | Early Registration* | Registration* |
|---------------------|---------------------|---------------|
| RMP® Classes | | |
| Member | \$195.00 | \$225.00 |
| Nonmember | \$250.00 | \$280.00 |
| Retake | \$100.00 | \$130.00 |
| RMP®/MPM® designee | \$97.50 | \$127.50 |

| MPM® Classes | Early Registration* | Registration* |
|--------------|---------------------|---------------|
| Member | \$395.00 | \$450.00 |
| Nonmember | \$450.00 | \$505.00 |
| Retake | \$300.00 | \$355.00 |
| MPM® | \$197.50 | \$252.50 |

* To receive the early registration price payment must be post-marked, faxed, or e-mailed 30 days prior to the class.

CLASS INFORMATION

- On-site registration begins at 8:00 a.m. Class hours are 8:30 a.m. to 4:00 p.m.
- RMP® classes qualify for 6 hours of NARPM certification.
- MPM® classes qualify for 12 hours of NARPM certification.
- All materials will be given to students on the day of the class.
- All attendees are required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

Due to low registration, a class may be cancelled with 15 days prior notice. If NARPM cancels a class, registration fee could be credited to a future class or fully refunded upon request.

(Please print or type)

Name _____

Company _____

Address _____

City/State/Zip _____

Telephone _____ Fax _____

E-mail _____

List Classes

| Name of class | Class Date | Cost |
|---------------|------------|----------|
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| Total | | \$ _____ |

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1. MAIL your form with payment to NARPM, P.O. Box 140647, Austin, TX 78714-0647.

2. FAX your form with credit card payment to 512/454-3036. Please do not mail the original.



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September 21–24, 2005
Salt Lake City, UT (Little America Hotel)

September 27–30, 2006
Burlington, VT (Sheraton Hotel)

September 26–29, 2007
Scottsdale, AZ (Caleo Resort)

STRONG CHAPTER TIP

TIPS FROM THE PRESIDENT

TIP #5:

Build a Vibrant Affiliate Membership Base.

Affiliate (vendor) members are a critical ingredient in the success of your local chapter. As a matter of fact this important membership category is essential to the National organization. The reason our Affiliate members are so valuable is very simple: they provide goods, services, and knowledge that are essential to the property management profession. Highlight an Affiliate Member during each chapter meeting by giving that person the opportunity to address the group. During each meeting allow all Affiliate members to display or distribute marketing materials. Remember, an Affiliate member chooses to join because of the profit potential in delivering their goods or services. Even though NARPM cannot dictate relationships, please encourage chapter members to use the services of our Affiliate members. A surprising series of events happen when Affiliate members become active in the chapter; *networking* takes on a new and productive meaning, the chapter will begin attracting other property manager members and as NARPM membership increases more Affiliate members become active and so on. Before you know it the chapter becomes financially sound and the members begin seeing a new value in the monthly chapter meetings.