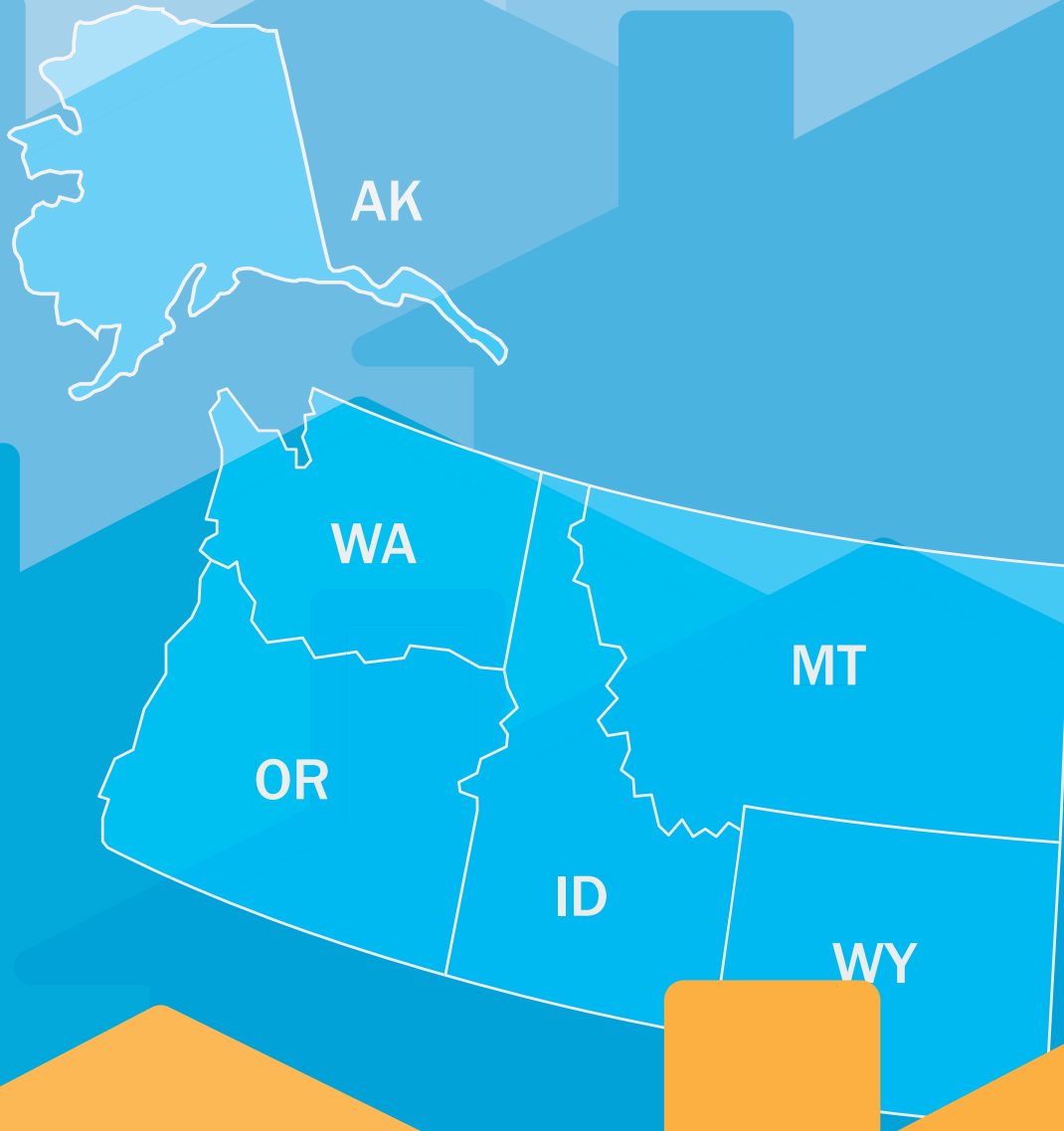


# 2012 REGIONAL CONFERENCE



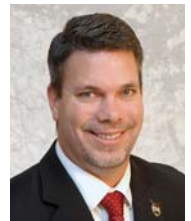
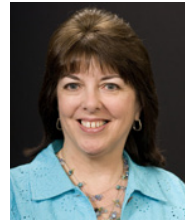
National Association of Residential Property Managers  
N O R T H W E S T R E G I O N

# Northwest Regional Conference Education

Location: 245 S. Capitol Blvd., Boise, Idaho 83702  
Phone Number: 208.333.8000

## SELECT COURSE(S)

- Owner/Client Relation Essentials** | **Apr. 19, 2012** | **9:00 am – 4:00 pm** | *Suzanne Cameron, MPM® RMP®*  
The objective of this course is to teach you how to manage the prospect, secure the client and the property, service your client, and close out the relationship well.
- Ethics** | **Apr. 20, 2012** | **8:30 am – 11:30 pm** | *Marc Banner, MPM® RMP®*  
(Required for all members every four years.) Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course.
- Owner/Client Relation Advanced** | **Apr. 20, 2012** | **9:00 am – 4:00 pm** | *Suzanne Cameron, MPM® RMP®*  
The objective of this course is to look at and understand the elements of a Management Agreement, learn about developing policies and procedures for your company, discuss how to handle conflicts and understand the owner/broker risk.
- Maintenance: Basics and Beyond** | **Apr. 20, 2012** | **9:00 am – 4:00 pm** | *Tony Drost, MPM® RMP®*  
The objective of this course is to provide the property management professional with information regarding maintenance policies and procedures, rental and management agreement clauses, managing tenant and owner expectations, maintenance categories, understanding maintenance, staffing, etc.



Contact: Daniel Riley, [daniel@clearviewproperty.com](mailto:daniel@clearviewproperty.com) or 208.853.0094

CLASS FEES	6-Hour Course		Ethics
	Before Mar 20	After Mar 20	-----
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	\$45
RMP®/MPM® Designee	\$100	\$150	\$45
Designee Candidate	\$180	\$250	\$45

## CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 20, 2012**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 20, 2012**, 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 \$25.00 transfer charge.

**If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

## REGISTRATION

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/ST/Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

## METHOD OF PAYMENT

Check enclosed for \$ \_\_\_\_\_ Chk # \_\_\_\_\_  
 Charge my credit card \$ \_\_\_\_\_  
 VISA     MC     AMEX     Discover

Name on card \_\_\_\_\_  
Signature \_\_\_\_\_

----- All information below this line will be shredded. -----

Card # \_\_\_\_\_ Exp Date \_\_\_\_\_

## FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320  
P: 800-782-3452 | F: 866-466-2776 | [www.narpm.org](http://www.narpm.org)



National Association of Residential Property Managers

NARPM® Northwest Regional Convention  
April 20 & 21, 2012  
*Powerful Past, Fearless Future*

Thursday Pre-Convention Schedule

9:00 – 4:00 Owner/Client Relation Essentials  
*Suzanne Cameron, MPM® RMP®*

Friday Pre-Convention Schedule

9:00 – 4:00 Owner/Client Relation Advanced  
*Suzanne Cameron, MPM®RMP®*

9:00 – 4:00 Maintenance: Basics and Beyond  
*Tony Drost, MPM® RMP®*

1:00 – 4:00 Ethics  
*Marc Banner MPM® RMP®*

*\*Separate registration and fees are required for these*

Friday Convention Schedule

9:00-12:00 Leadership Training Session  
*Chapter leaders join NARPM® President, President-Elect, RVP, and Executive Director as we participate in a Mock Board Meeting and learn from other chapter leaders on how to have a successful year!*

1:00 Registration Opens

1:00–2:30 Does your Chapter have a Governmental Affairs Committee? Learn how to set one-up – *Andrew Sinclair, NARPM® Governmental Affairs Director*

2:45- 4:15 Roundtable Discussions

5:00 – 7:00 Vendor Reception - *open to all registrants*

7:00 Night on your Own

Hotel reservations made through:  
*The Grove Hotel*  
*245 S. Capitol Blvd, Boise, ID 83702*  
*(208) 333-8000 www.grovehotelboise.com*

NARPM® Northwest Regional Convention  
April 20 & 21, 2012  
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Saturday Convention Schedule

7:30 Continental Breakfast and Visit with Vendor

8:00-9:00 Opening Session *with Beverly Kuykendall*

9:05-10:20 Break-Out Sessions 1

- How to do Business with HUD or Feds- *Beverly Kuykendall*
- Be a Professional – *Bart Sturzl, MPM® RMP®*
- Legal and Legislative Trends in Tenant Screening – *Paul Prudente*

10:20-10:40 Visit with Vendors

10:45-12:00 Break-Out Sessions 2

- Marketing your Company – *Andrew Propst, MPM® RMP®*
- Tactical Communications – *Terry Shaffer*
- EPA Issues – *Mary Sturman*

12:00-1:00 Lunch  
*President Jayci Grana, MPM® RMP®*

1:05–2:20 Break-Out Sessions 3

- How to Grow your Business NOW! – *Brian Birdy, MPM®RMP®*
- High Tech, High Impact Technology Tools- *Erik Mall*
- Current Fair Housing Issues – *Richard Mabbutt*

2:20 – 2:45 Visit with Vendors

2:45 – 4:10 Break- Out Session 4

- List Serve Live – *Panel Discussion*
- Fair Housing – *Richard Mabbutt*
- Marketing & Growing your Business through Technology & Out of the Box Marketing Ideas on a Budget- *John Bradford, RMP®*

4:15-4:40 Door prize drawing in trade show

5:45 A Night at the Museum – *Meet in lobby for the Idaho State Historical Museum*

# Regional Convention & Retreat Registration 2012

## 1 REGISTRATION INFORMATION *(please type or print)*

Name: \_\_\_\_\_ Name for badge: \_\_\_\_\_

Company Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address/P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Check your designation(s):  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

Designation candidate:  CSS<sup>sm</sup>  RMP<sup>®</sup>  MPM<sup>®</sup>  CRMC<sup>®</sup>

Are you a chapter leader?  Yes  No If yes, what position? \_\_\_\_\_

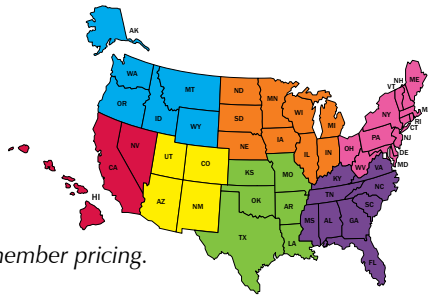
Are you attending Leadership Training?  Yes  No

## 2 SELECT A CONVENTION OR RETREAT

Northwest Regional

April 20–21

Boise, ID



## 3 REGISTRATION FEES

IREM<sup>®</sup> members check here to receive NARPM<sup>®</sup> member pricing.

	Members <i>Early Bird Discount 30-Day Postmark</i>	Members <i>Less Than 30-Day Postmark</i>	Non-members <i>Early Bird Discount 30-Day Postmark</i>	Non-members <i>Less Than 30-Day Postmark</i>
<input type="checkbox"/> Each Entire Convention	\$100	\$125	\$125	\$150
<input type="checkbox"/> An Evening at the Museum	\$ 75	\$ 75	\$ 85	\$ 85

*Special event ticket information will be e-mailed to all registrants for purchase prior to the event.*

4 ARE YOU APPLYING FOR NARPM<sup>®</sup> MEMBERSHIP?  Yes  No  Already a Member

5 TOTAL FEES \$ \_\_\_\_\_

## 6 METHOD OF PAYMENT

Check # \_\_\_\_\_, payable to NARPM<sup>®</sup>, enclosed for total fees amount listed above.

Please charge my  Visa  MasterCard  Discover  American Express for total amount above.

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*I authorize NARPM<sup>®</sup> to charge my credit card.*

-----All information below will be shredded.-----

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_



National Association of Residential Property Managers

Are you a current NARPM<sup>®</sup> member?

Yes  No

Is this your first NARPM<sup>®</sup> event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

## JOIN & REGISTER

Not yet a member? You can become a NARPM<sup>®</sup> member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at [www.narpm.org/join](http://www.narpm.org/join).

## CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM<sup>®</sup> to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM<sup>®</sup> Board, does not constitute a cancellation.

Event cancellations must be received in writing. If cancellation is received 30 days prior to the event, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to the event, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to the event.**

## MONETARY POLICIES

A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

## EASY WAYS TO REGISTER

**MAIL** - Send your form with payment to: NARPM<sup>®</sup> National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

**FAX** - Send your signed form with payment to 866-466-2776. Please do not mail the original.

**ONLINE** - Visit [www.narpm.org](http://www.narpm.org) and login to the Internet Member Services (IMS) section.