

2014 REGIONAL CONFERENCE



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

NARPM® Northwest Regional
May 16-17, 2014
“The Foundation of Property Management”

Conference Schedule

May 16

- 1:00-6:30 PM **Registration Opens** – Vendor check in (*Foyer*)
- 1:30-4:30 PM **Leadership Tool Box** – All Chapter Leaders are invited (*Ambassador South*)
- 4:30-6:30 PM **Vendor Reception** (*Regency Ballroom*)
Cash Bar with light finger foods and networking

DINNER ON YOUR OWN.....RECRUIT A GROUP....THERE ARE SEVERAL GREAT RESTAURANTS IN AND AROUND THE MALL NEXT DOOR, OR HEAD FOR DOWNTOWN PORTLAND!

May 17

- 7:00-8:00 AM **Breakfast with the Vendors** (*Regency Ballroom*)
- 8:00-8:55 AM **Welcome/Housekeeping/Guest Speaker** – Brad Upton (*Embassy 1 & 4*)
- 9:00-10:15 AM **Breakout Sessions #1**
The Path to Becoming a CRMC® (*Ambassador South*)
Panel: James Emory Tungsvik, MPM® RMP®; Marc Banner, MPM® RMP®; Troy Rappold, MPM® RMP®
Learn how companies earned the prestigious CRMC® designation.
- Property Manager Boot Camp** (*Embassy 2*)
Chrysztyna Perry, MPM® RMP®
10 tips to help you be more effective with communications with your owners, tenants, vendors and employees.
- Productivity for Profitability: How to Get Better Results with Less Stress** (*Embassy 3*)
Eric Bessett, RMP®
This session will show you how to reclaim your time and your life in property management. Learn time management and organizational secrets for property managers.
- 10:15-10:30 AM **Break/Visit with Vendors** (*Regency Ballroom*)
- 10:30-11:45 AM **Breakout Sessions #2**
Learn how to Grow Income in your Business through your Clients' IRAs (*Ambassador South*)
Bill Gulas, IRA Innovations
Business strategists say the fastest way to grow your business is to sell more product to your current customers because they like your product and they like working with you. Now you can show your clients how to use money they are already investing in stocks, bonds, and mutual funds and direct it to an asset they know and like: Real Estate. Learn how they can use their IRAs and other retirement accounts to purchase real estate, resulting in more doors for you to manage.

(Breakout Sessions #2 continued on next page.)

Taking the Trouble out of Security Deposit Disputes (Embassy 2)

Kellie Tollifson, MPM® RMP®

This session will focus on a review of a thorough Move-In/ Move-Out process, including key areas a tenant often disputes once they move out. The session will include handouts of the Request for Secondary Review of Security Deposit form to give to tenants. We will also analyze a step-by-step process, including the customer service aspect of how to execute the secondary review process with the tenant. We will discuss the way to write the response after the review has been completed and example responses will be discussed and distributed.

10 Simple Technology Tools that your Office Should Use Daily (Embassy 3)

Jindou Lee, Happy Inspector

11:45 AM-
12:15 PM

Visit with Vendors (Regency Ballroom)

12:15-1:20 PM

Lunch (Embassy 1 & 4)

NARPM® President Stephen D. Foster, MPM® RMP® CCIM®, will be our featured speaker during lunch. Join Steve as he talks about "The Foundation of Property Management" and NARPM®'s future. Also: remarks by **Northwest RVP Leeann Ghiglione, MPM® RMP®** and Drawings for centerpieces

1:20-3:00 PM

Breakout Sessions #3

Combining your CRM, Property Management, and Workflow Management Software into a Single Solution (Ambassador South)

Chris Griesinger, Rent Manager

Consistency. Efficiency. Speed. These are the foundations of a successful management company. In this session, we will discuss how to utilize your Property Management & Accounting software to its fullest potential. Learn how to convert your essential business practices into repeatable, step-by-step processes within your software to improve user consistency and efficiency. The ultimate goal of this session is to lay the groundwork that will help you combine all the critical components of your business into a single, streamlined system (CRM, Property Management, Accounting, and Workflow Management).

Working with Different Personality Types (Embassy 2)

Charlene Phipps, Human Dynamics, LLC

Determine your relationship style and how to work with different personality types to facilitate a culture of teamwork in the workplace.

Social Media/Advertising (Embassy 3)

John Bykowski, Fourandhalf.com

5 ways to grow your property management business

3:00-3:45 PM

Final Visit with Vendors (Regency Ballroom)

3:45-4:15 PM

Closing Session – Tickets of Opportunity and door prizes (Embassy 1 & 4)

5:30 PM

Transport to Punch Bowl Social

6:00-9:00 PM

Off-Site Event – Punch Bowl Social

340 SW Morrison Ave

(Pioneer Place, Third Floor Rotunda)



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