

Residential Resource

The Newsletter of the National Association of Residential Property Managers

July 2003

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

NARPM's Professional Designations — Why They Should Be Important to You

by Bill Jackson, RMP®, NARPM Education Chair 2003

Who are the professionals in any business that are the most respected? Who are the "considered authorities" in any field? What differentiates the top professionals from the "rest of the pack"? The answer most often is a simple one. Those who have gone beyond the norm to earn professional designations are those we most often consider the "authority," the "leaders," the most "respected," and in most cases, the most highly rewarded financially.

Think about the "credentials" we consider when we choose physicians, legal advice, business acumen, insurance, and real estate. The designations MD, Attorney, MBA, PhD, CLU, Broker, and CPM® have all come to be readily recognized as evidence of someone with experience, training, education, and proven expertise.

As members of NARPM, we are a part of a growing industry that now has the opportunity to display professional designations that, in time, will be just as revered and respected. Until the "missionaries" from NARPM came into our area with the concept and opportunity to provide a forum for professional education and networking for managers of single-family rental properties, most of us were operating in a frustrating vacuum. There were few (if any) continuing education courses offered through traditional real estate schools that were designed for our business. The only professional designations for property managers were those offered by the Institute of Real Estate Management (IREM). And, as those of you familiar with IREM's educational offerings know, very little of their program is designed for the type of management that most of us perform.

Prior to our introductions to NARPM, many of us knew only a handful of property managers like ourselves. NARPM has changed that forever. Those of us who have attended NARPM's national conventions have had the experience of meeting with and learning from the top professionals in single-family rental management in the world. Who are those people? They are men and women just like us that have extended themselves (through substantial commitment and effort) to provide a means to enable us to achieve professional designations that are meaningful to our industry. They are business owners and agents that have committed themselves to raising the level of awareness of the expertise and education required to perform (at a high level of competency) the management services we provide. As individuals, they proudly display (and market to clients) their professional designations of RMP® (Residential Management Professional) and MPM® (Master Property Manager). In all the world today, fewer than 500 people can show this level of achievement. As companies, fewer than 15 property management companies can display the prestigious award of CRMC® (Certified Residential Management Company).

As we proceed into this new millennium, NARPM professional designees will become even more well known and recognized as the most qualified people to manage the billions of dollars of single-family residential properties out there. If you are currently in that elite group of recognized professionals, you are to be congratulated and encouraged to reach even higher. If you have not yet qualified,

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PRESIDENT'S MESSAGE

Aloha Kakou! (Hello everyone)

Greetings! I trust all of you are beginning to see improvement in the economy. It is exciting to see the market improving and this offers many reasons to be optimistic for the summer and the rest of 2003.

I have had the honor and pleasure to travel to and participate in many chapter meetings and state conferences. I have witnessed and felt firsthand the benefits and payback of membership in this unique organization. I have seen members demonstrating their leadership in organization, speaking, and serving all of us. These networking opportunities for members in less formal settings are invaluable to us as property managers.

The beginning of our strategic plan has come to pass, "NARPM is essential to the governance of the industry/profession..." Many states are currently crafting legislation that affects landlord-tenant laws and property managers and how they operate their businesses. We are fortunate to have a voice in many of these states that can have an impact on legislation. This will effectively help to control how it will impact us. Several states have mass e-mail trees set up to alert and rally support from members at key times. That way we can pass on our influence and our voice to the legislators.

The Strategic Plan that NARPM has adopted is the bedrock for all of our future activities. Your National Board of Directors is taking this plan very seriously and applying all decisions by asking the question: how does this decision fit into the strategic plan? By continually referring ourselves back to the plan, we can clearly see the mission of NARPM playing out to the future.

One of the most exciting goals we have adopted is that "the public recognizes NARPM as the standard-setter for residential property management". As we gain a higher profile in our industry, this recognition will occur. As members, we need to concentrate on working toward our designations, becoming more educated, and being better informed. As professionals, this course of action will lead us to achieve the higher level of respect we all deserve.

Once again, I am amazed as I travel and visit with members. The excitement, the exchange of information, the friendships, the level of commitment, and the dedicated service so many are willing to give is wonderful. My heartfelt thanks and appreciation to all of you who do so much.

See you in Hawaii in September!

A hui hou, (until we meet again)



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Carbon Monoxide Safety

WHAT IS CARBON MONOXIDE (CO)?

Carbon monoxide is a colorless, odorless, extremely poisonous, and explosive gas that causes 1,500 accidental deaths and more than 10,000 injuries each year. CO is slightly lighter than air and mixes throughout the atmosphere. It is a by-product of incomplete combustion, produced when fuels such as natural gas, propane, heating oil, kerosene, coal, charcoal, gasoline, or wood are burned with insufficient air.

EFFECTS OF CO POISONING

When a person breathes in carbon monoxide, it is absorbed by hemoglobin, the oxygen-carrying protein in the blood. "Carboxy hemoglobin" is then formed, replacing oxygen, preventing its release in the body and eventually causing suffocation.

- Mild Exposure: Flu-like symptoms including slight headache, nausea, vomiting, and fatigue.
- Medium Exposure: Severe headache, drowsiness, confusion, and a fast heart rate. Prolonged exposure to medium levels of CO can result in death.
- Extreme Exposure: Loss of consciousness, convulsions, heart and lung failure, possible brain damage, and death.

While everyone is at risk for CO poisoning, unborn babies, infants and young children, senior citizens, and people with heart and lung problems are at a higher risk due to their greater oxygen needs.

POSSIBLE SOURCES OF CO

- Gas stoves
- Hot water heaters
- Fireplaces
- Lawnmowers
- Pilot lights
- Gas or oil furnaces
- Car exhaust fumes
- Wood-burning stoves
- Charcoal
- Gas space heaters
- Tobacco smoke

HOW TO PREVENT CO POISONING

- Inspect flues and chimneys for cracks, corrosion, holes, debris, or blockages.
- Buy fuel-powered heaters with automatic shut-off features.

- Fuel heaters in well-ventilated areas.
- Service heaters before the first use of winter season.
- Open windows periodically to air out your house. Homes with energy-efficient insulation can trap CO-polluted air inside.
- Use a gas stove for cooking purposes only.
- Operate gas-burning appliances in a well-ventilated room.
- Never leave a car running in a garage.
- Use charcoal grills outdoors, never indoors.
- Install and maintain carbon monoxide detectors.



CHOOSING A CO DETECTOR

There are three types of CO detectors available. While each has specific features and qualities, all will alert owners to danger.

- Biomimetic CO detector.
- Gel cell of synthetic hemoglobin absorbs CO.
- Combination battery and sensor module.
- Battery-sensor module must be replaced every two to three years, but the detector should last about 10 years.
- After an alarm, the sensor should clear itself within two to 48 hours when left in fresh air. If it is not cleared, it will sound again when put back in the detector. If the sensor does not clear itself after 48 hours, it must be replaced.

SEMICONDUCTOR CO DETECTOR

- Plug-in model measures CO build-up on an electronic sensor.
- Highly selective to CO gas.
- Lasts from five to 10 years.

ELECTROCHEMICAL CO DETECTOR

- Fuel cell electro-chemical sensor.
- Eight-day, data-logging memory records peak and accumulated CO levels.
- Responds differently to three levels of CO exposure.
- Self-powered battery replacement is not required.
- Detector will last for at least five years.

For all CO detectors, a continuous siren signals a full alarm; a repetition of loud pulsating beeps means there is a CO build-up; and a short chirp every minute alerts you to a malfunction or low battery.

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The Top Eight Pet Concerns of Rental Managers and How to Address Them

1. WHAT ABOUT DAMAGE TO THE UNIT?

Most managers and rental home owners have this concern. You have several options for protecting your property, depending on your local laws.

First, state in the lease agreement that residents are liable for all damages caused by their pet(s), and require an additional refundable security deposit specifically to cover any pet-related damage. If the law allows, don't designate it as a "pet deposit," but instead as part of the security deposit, which can be applied to any and all damages, regardless of the cause.

Second, just as you do with your regular lease agreement, discuss each pet policy with the resident at the time the agreement is signed — and stress compliance. At the end of a resident's tenancy, inspect the unit or home with the resident before he or she leaves. If there is any damage, note it in writing and be sure that both you and the resident sign off on it. Take photographs for documentation.

2. WHAT ABOUT MANDATING THAT CATS BE DECLAWED?

Cats may scratch some furnishings and drapes, but it is rare for cats to scratch other surfaces in an apartment or rental home. What's more, it is easy to use positive training techniques to direct this natural behavior to appropriate objects, such as a scratching post. If you manage a furnished property, choose furnishings with fabrics that are less likely to appeal to cats; smooth, tightly woven fabrics are generally less appealing to cats than rougher fabrics. Because removing claws is painful to cats, many societies and vets oppose declawing when it is done solely for the convenience of caregivers or rental managers.

3. WHAT ABOUT ODORS CAUSED BY PETS?

Responsible pet owners understand the importance of maintaining a clean and safe environment for their pets. They empty their cat's litter box regularly, clean up any accidents that occur when an animal is ill or old, and pick up after their dog. Requiring that pets be sterilized will make them less likely to urinate as a form of marking their territory and will remove the pungent-smelling urine of an unneutered animal.

As part of the Pets for Life campaign, The Humane Society of the United States (HSUS) offers information to help your residents house-train their pets and take steps to effectively eliminate odors. If you manage a large housing community, you may want to designate a separate washer and dryer so that nonpet-owning residents do not have to launder their belongings in machines used for pet bedding and toys.

4. WHAT ABOUT BARKING?

Unwanted barking can be a frustrating problem that results in an unhappy pet owner, unhappy neighbors, and an unhappy dog. A responsible owner doesn't let her dog's barking become a nuisance. With training, barking problems can be solved. But in the event a dog continues to bark, a pet addendum to the lease should protect your interests, and those of resident neighbors, by spelling out what steps can be taken to rectify the problem. These steps also can apply

to noisy cats and birds. Tips and resources for stopping a dog from barking are available from the HSUS.

5. WHAT ABOUT PET WASTE DISPOSAL?

A rental property's pet policies should require that all cats and dogs be kept under the control of their owners at all times. Cats should be kept indoors where they can use a litter box. Cat owners should be instructed to double-bag their cat's waste, and special receptacles should be designated for the waste so that other residents aren't exposed to cat waste in common trash containers. These same waste-disposal guidelines should apply to rabbits, guinea pigs, hamsters, gerbils, ferrets, mice, and rats.

Dog caregivers should be required to pick up after their dogs. Some large rental communities provide designated toileting areas for dogs and may provide disposable dog-waste bags for this purpose.

6. WHAT ABOUT FLEAS?

Responsible pet owners maintain flea-free pets using the many safe and effective products available through veterinarians. When you interview prospective residents with pets, ask them what kind of flea control program they use. A pet addendum to your rental agreement should reserve your right to have the premises professionally treated, at the resident's expense, in the event there is evidence of fleas after the resident has vacated the premises.

7. WHAT ABOUT DANGEROUS DOGS?

All residents and their pets should be evaluated on an individual basis. Size and breed do not indicate a pet's temperament, and local laws may prohibit you from excluding any animal based on breed alone. Do not permit particular dogs with a known history of dangerous behavior. Require references from former apartment owners, neighbors, veterinarians, and trainers. Because unsterilized dogs are up to three times more likely to bite, require that all dogs be spayed or neutered. A pet addendum to your rental agreement should include an indemnification clause to protect you and your company from any liability in the event a resident's pet causes any injury to a person or damage to personal property.

8. WHERE CAN RESIDENT MANAGERS AND RENTAL PROPERTY OWNERS GET HELP LOCALLY?

Your local humane society or animal shelter may be able to provide free information and advice to your pet-owning residents. Contact your local humane society to find out how it can assist you. If you have residents who would like to adopt a pet, require that they inform you before they bring the pet into the community. The animal care professionals can help your residents successfully find pets that suit their lifestyles and living situations.

Reprinted with permission of the Humane Society of the United States. Housing professionals have legitimate concerns. More information on rental management and pets can be found at www.rentwithpets.org. "Profiting from Pets" is a brochure that is available for order from the Web site.

Screening Tenants — Critical to Rental Success

by Clifford A Hockley, President of Bluestone & Hockley Realty, Inc.

Zeke had been waiting a long time for this day. His Aunt Millie finally had decided that he could help her manage her investment properties. She owned three apartment properties and about 10 houses, a small rental empire she had built with her husband.

The income from the properties had sent Zeke through college.

Zeke was 30 now, had a young family, and ran a successful carpet cleaning business, but he had always been a little envious of his aunt. Her trips three times a year to Greece and the Bahamas made him think there was a lot of gold buried under all of that real estate.

When Aunt Millie asked him to manage the Golden Meadows Apartments, a 30-unit blue-collar income property located close to town, Zeke was very enthused. To get started he inspected all of the units, met all of the tenants, and started collecting the rents and paying the bills. He was a tough landlord and enforced all of the rules in a rather highhanded way. Within one month, his on-site manager had quit, and he had 10 vacancies.

He knew he was doing something wrong, but he didn't want his aunt to know, so he borrowed the rent for the 10 vacant units on his credit line and made sure his aunt got all of her money. Then he found a new on-site manager, and together they filled up the property with the next 10 tenants that applied. He was never so happy as when the last tenant moved in. He thought all of his problems were solved.

Then the police called; Tenant Number 10 was wanted on a warrant issued in another state. Tenant Number Nine could not pay her second month's rent because she was unemployed. Tenant Number Eight had a band and practiced all night — to the dismay of the neighbors. Tenant Number Seven was an undocumented worker, and Immigration and Naturalization Service wanted him out of the country. Tenant Number Six had a large extended family that moved into her two-bedroom apartment. Tenant Number Five had a boyfriend that broke the door down twice in one week. Tenant Number Four had a suspicious odor coming from his apartment, much like the smell of gas. Tenant Number Three never seemed to go to work, and his dog was urinating all over the flowers and killing them. Bill collectors bothered Tenant Number Two all of the time; Zeke learned that she had no furniture in her apartment and was evicted from her last place. Tenant Number One was Zeke's wife's best friend, and she never had any money to pay rent.

To top it all off, the new on-site manager ran off with the rents they collected the next month. It was Friday night, and Zeke was devastated. Then Aunt Millie called. She mentioned a moving van at the

Golden Meadows Apartments and that the property looked trashed. He promised to be right over.

Fifteen minutes later, he was at her doorstep, telling the story while blubbering all over her. She grew very angry, but told him that together they could work out these problems. He was surprised that she was even willing to let him be involved. She said, "One day you will inherit these properties, and I want to make sure you are successful."

So they went to work. First she reminded him that it is illegal to discriminate based on a person's color, creed, religion, age, sex, handicap, sexual orientation, familial or marital status, and/or source of income. She suggested they get rid of all the tenants Zeke had rented to, keep the good ones, and start from scratch.

"FIRST, WE MUST SCREEN OUR TENANTS."

She made a list for Zeke:

- Landlord references from previous three years are satisfactory.
- Monthly income is at least three times the amount of monthly rent.
- Verification of employment.
- No evictions on record.
- No criminal history.
- Potential tenant possesses a valid social security number and I.D. card.
- No collections within the last 12 months.
- Clear credit record, pays bills on time, no outstanding balances.
- Has not filed bankruptcy within last seven years.
- Pet policies will be followed.
- Number of persons living in unit will not exceed limit.

"The screening will help us make sure they can pay the rent and be peaceful tenants. If they cannot meet these standards, we don't want them. Even with this screening, don't take cash for rent from any tenant, and make sure that the people who filled out the applications are the ones that really moved in. Once they have moved in, the on-site manager is responsible for making sure they don't sneak in additional people to live there," explained Aunt Millie.



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NEW MEMBERS

Welcome new NARPM members! The following is a list of new members who joined NARPM from May 1 to May 31, 2003.

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BROCHURES

New Member Spotlight

by Andrea C. Caldwell, MPM®, NARPM Membership Committee



Meet Derren Storm, a new member, from Whisler Land Company in Sacramento, CA. Derren's route to Whisler Land Company is an example of how NARPM works at its

best. Robert Winger, MPM®, the owner of Whisler Land Company, was disconcerted when a key employee departed abruptly and shared his woe with another NARPM member. That member volunteered to fill his vacant position by interviewing and selecting the right candidate for Robert, even though his own company was very time consuming. Past National President Bob Machado, MPM®, was willing to help another NARPM member and friend solve his problem and the happy result for everyone was Derren Storm, Robert's Winger's new property manager!

Derren has been licensed since 1984 and when asked how she selected property management as a career, she responded, "It chose me!" Derren currently is a member of the Sacramento Chapter of NARPM as well as the new state chapter in California. She states her biggest challenge

in the business is the balancing act between competing parties in the challenging legal environment of California but she also finds the diversity of work experiences interesting and fun.

When asked about her funniest memory in the industry, she had this writer laughing hysterically as she recalled the tenant whose culture practiced the slaughtering of a live pig in their home whenever a family member passes on. She has also experienced a need to expand the orientation, based on a tenant's culture, as some had never seen a dishwasher, refrigerator, or washing machine. Derren said her first experience with NARPM was through Robert Winger, MPM®, and when asked about attending a national event, her quick response was, "Aloha!" Derren believes that the best benefit of her membership (beyond Hawaii) is the information available that is current and helpful to the practice of residential property management and the open sharing that takes place between members. Give her a warm "Aloha" when you see her at the National Convention, as she represents the future of NARPM.

Screening Tenants

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After four months of getting rid of bad tenants, screening for new ones, and fixing the damages, Golden Meadows Apartments was once again showing a positive cash flow.

Zeke could live with himself, and Aunt Millie was convinced that he had learned an important lesson about tenant screening — which is what she had planned in the first place.

Zeke decided that managing rentals was more complicated than he thought, and that it took a lot of work to find that pot of gold. He had learned a lot from his aunt during the next 10 years before she gifted the properties to him. They became a good

team, and when she finally retired, she knew that, if nothing else, Zeke would know how to screen for good tenants.

Clifford A. Hockley is the president of Bluestone & Hockley Realty, Inc., a leading brokerage and property management firm in Portland, OR. The property management department manages 1,800 units, including commercial properties, apartments, condominium associations, single-family homes, and small plexes in the Portland/Vancouver Metro area.

Clifford has a bachelor's degree in political science from Clarendon McKenna College and a master's in management from Willamette University. He is a Certified Property Manager and Bluestone & Hockley Realty, Inc., is an Accredited Management Organization (AMO) by the Institute of Real Estate Management (IREM).

AFFILIATE MEMBERS LISTED BY SERVICES

Business Products:

Landlordsource.com
National Bank of Arizona
Peachtree Business Products
Professional Office Services of ID, Inc.

Claim Services:

Claim Source One

Internet Tools:

Escapia, Inc
HomeRentals.net
Lease Place, Inc.
Rentclicks.com

Legal Services:

Law Offices of DeMartini & Walker
Law Offices of Heist & Weisse, P.A.

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EnviroCare, Inc.
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Northern Electric, Inc.
Omega Termite & Pest Control
Pro Source Wholesale Floorcoverings

Marketing:

Home Management Network

Software:

Copper River Technology Solutions
PROMAS Landlord Software Center
Property Automation Software Corp.
Small Computer Services, Inc.
Winning Edge Software Solutions
Yardi Systems, Inc.

Tenant Screening:

First American Registry, Inc.

For more affiliate information, please visit the NARPM Web site www.narpm.org.

MEMBERSHIP CORNER

SERIOUSLY UP CLOSE AND PERSONAL PROFILES OF YOUR 2003 MEMBERSHIP COMMITTEE:

The Membership Committee continues to team up and write profiles on their fellow committee members for this not-always-serious series. One of the great benefits of active participation on a National Committee is the opportunity to work along side *great* people like Jill and Steve. Check the list of National committees (inside front cover) to find one that fits *your* interests. Better yet, join us on the Membership Committee and picture yourself *here*...



Jill Boles, RMP®, is a colorful native of Florida from her webbed feet to the sand in that spiked red hair! She was drafted into a career as a property manager three years after being hired as a maintenance coordinator. And this was after spending 23 years in administrative positions for

the legal, medical, and construction fields. That varied background serves her well as a property manager with Don Asher & Associates in Orlando, FL.

When dealing with the inevitable difference of opinions and even personality clashes, Jill's sense of humor serves her well. "Property managers have to be strong, but also reasonable and willing to compromise. When you deal forthrightly with people, your integrity and self-esteem does not have to suffer in the process."

Utilizing her tenacity, resolve, and persistence 'Gestapo Jill', as she is lovingly known, always accomplishes her assigned projects for the betterment of NARPM. As chair of the Member Retention Subcommittee, Jill accomplished an amazing 86.4% retention rate.

(That's 86.4 kudos to Jill and her hard-working team!) We are lucky to have Jill also serving as the vice chair of the Membership Committee.

Currently the vice president of the Orlando chapter, Jill has served as its Membership Chair for the past three years in addition to actively serving on the FARPM board of directors. Jill is known to spend her spare time (spare time?) as a certified basket case! (Oops, bet that was supposed to read certified basketmaker!)

Contributed by Steve Hendrich of Little Rock, AR



Raised in Little Rock, AR, Steve Hendrich is a man with a past — in sales that is. After a successful career as a food broker and antiques dealer, Steve tired of the job-related travel and purchased a home; an 11-unit, once historic home in the Quapaw area of downtown, and then set about restoring it as a single-family home. What an experience! Not many

people buy a home with six refrigerators on the same floor!

When a buyer refused to close the sale unless he would manage the properties, Steve began his property management career. The rest, as they say, is history. Today, Steve manages a portfolio of about 100 doors with Betty Krenz & Associates while continuing to sell real estate. His niche market is the older neighborhoods, and Steve feels it is his duty to be sensitive to the home's architecture during any maintenance and thus maintain the historic integrity of the home and the neighborhood. During the recent Membership Committee retreat, Steve conducted a tour of the downtown Little Rock area and wow'd us with his knowledge of the area's history. (He even knows every house by name!)

Currently serving as the Membership chair of the Central Arkansas chapter, Steve enjoys the camaraderie among NARPM members and directly credits an increase in his profitability to the education received at NARPM events. "Get Involved" is Steve's advice to every member — "the benefit of your NARPM membership increases in direct proportion to your involvement."

During our in-depth interview we discovered that Steve has a fondness for escaping to Hot Springs whenever possible to enjoy the baths, massages, and ballroom dancing at the Arlington Resort Hotel. (Rumor has it that Steve can cut a pretty mean rug. Cha Cha Cha, anyone?)

Contributed by Jill Boles, RMP®, of Orlando, FL

Note: Join Jill and Steve, September 17-20, 2003, at our 15th Anniversary Annual Convention in Hawaii, and spend some quality time with these dedicated NARPM-ites. By the way, there are a few openings left on the Membership Committee — to start **your** application process call me at 501/907-7091 ext 101. I look forward to reading your profile here next month!

Betty Fletcher, MPM®, NARPM Membership Chair 2003

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Member Retention and Leadership Training: A Mission ~~Impossible~~ ^{POSSIBLE}

by Betty Fletcher, MPM®, NARPM Membership Chair 2003

NARPM Agent, welcome to your Objective 4 briefing.

Our mission continues to focus on property managers whose portfolios include single-family homes and who are licensed if required by their state laws. Several have joined NARPM and have found a wealth of new opportunities along with new friends. They have begun to realize that their fellow property managers can actually be their colleagues rather than their competitors. They are beginning to excel in their local markets.

During Objective 1 your mission was to find new prospects. Then in Objective 2 you Got Personal with your prospect and invited them to a NARPM meeting. Objective 3 was the Continuation of your successful strategy. We are now ready to advance to the next Objective.

Objective 4 is to provide excellent Education for your members. Education is the cornerstone of NARPM. People will join and participate if they can enhance their abilities and opportunities with the education they receive at the NARPM meetings.

Be nearsighted — Provide your members with something tangible, an idea or a form, from every meeting that they can take back to the office and immediately use. Have members bring copies of their favorite form to share at the meeting.

Be alert — Remember that education can come in many forms. Sometimes it comes from the speaker. Sometimes it comes from the person sitting next you at the meeting or at lunch.

Be open — Sometimes the best education is learned from mistakes. If you have learned from someone else's mistake, then it is a safe bet that someone else would learn from your mistake.

Be ethical — It is helpful to read and discuss an item from the NARPM Code of Ethics or the Standards of Professionalism at each meeting.

Be flexible — Sometimes when we can't see the forest for the trees an outside perspective can be very enlightening. Every property manager has forged a different path to their success. Your small detour to a different path might reap big rewards for you.

Be far-reaching — Check the NARPM Speaker's Bureau (found at www.NARPM.org) and bring a speaker from outside your geographic area. That could be the draw to really kick your membership drive into high gear.

Be inclusive — Consider a round table discussion in place of a traditional speaker at your next meeting. Tackle a specific topic or problem and see what a variety of solutions you can come up with.

What type of educational opportunity do your meetings offer? Are you aware there is a 2003 Chapter Grant offered to help chapters provide industry specific education for their members? Contact Mission Control for more information.

In the interest of NARPM national security this not-so-top-secret information will be presented in a series of articles. Skipping ahead is allowed on a Need-to-Know-Sooner basis. If you Need-to-Know-Sooner, your contact at Mission Control is Betty Fletcher, MPM®, (AKA Membership Chair). You can drop her a dime at 501/907-7091 ext 101 or a line at Betty@FletcherPM.com.

Please note: The articles in this series will *not* self-destruct in 15 seconds — so keep them around for future reference! Collect them all.

And last but not least — remember the successful completion of your mission times five will reward you with free NARPM dues or discounted national event registration not to mention your five new NARPM friends.

Here's to your successful mission.

Mission Control.

Betty Fletcher, MPM®, is owner and principal broker of Fletcher Property Management, Inc., in Little Rock, AR. She is the founding president of the Central Arkansas Chapter of NARPM. On the national level, Betty serves as chair of the NARPM Membership Committee 2003.



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Board of Directors for 2004

In accordance with the bylaws of the National Association of Residential Property Managers Article V, Section B, and as approved by the current board of directors, the Nominating Committee proposes the following slate for the 2004 NARPM Board of Directors. As per NARPM bylaws, the slate must be communicated to all NARPM members 60 days in advance of the election.

President - Andrea Caldwell, MPM®
President-elect
Vice President
Secretary
Treasurer
Past President - Chris Hermanski, MPM®
Directors
1
2
3
4
5

Nominations for any other candidates for the board must be made in writing in the proper form per the bylaws. Nominations will be closed 30 days prior to the elections. Elections will be held during the Annual Meeting at the National Convention, September 20, 2003, in Hawaii.

Current Legislative Report

Wendell Davis, MPM®, NARPM Legislative Chair 2003

A summary of the status of bills currently in Congress.

H.R. 111 and S. 98 — Banks in Real Estate and Property Management. This bill prevents financial conglomerates (banks) from owning and operating real estate brokerages and property management firms. Financial institutions hold a unique position in the business world that would give them unfair advantages in the real estate industry. The Treasury Department was trying to make a rule that would allow banks in real estate.

Bankruptcy Reform — H.R. 975 contains several provisions of interest to the property management industry, including eliminating the cap on the single-asset bankruptcies and closing a loophole that allows tenants to abuse the bankruptcy process to avoid paying rent.

Depreciation of Leasehold Improvements — Currently, when a landlord makes improvements for a particular tenant, the cost of those improvements must be amortized over the lifetime of the property (39 years for nonresidential property; 27 for residential property). These improvements do not last for 39 years. S. 576 and H.R. 1634 will allow the costs of leasehold improvements to be amortized over 10 years, making them more economically feasible for landlords.

Toxic Mold Bill Re-Introduced — A far-reaching bill prescribing research, inspection, and remediation standards to address issues stemming from toxic mold. H.R. 1268 would create a national toxic mold hazard insurance program much like the federal flood insurance program.



Ambassador Program

The Ambassador Program was designed a few years ago 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 applied toward the 2003 Hawaii Convention Registration. It's flexible! Just follow the simple steps outlined here:

- ★ Call NARPM Headquarters at 800/782-3452, and request membership application forms. Headquarters, upon request, will mail the application directly to the prospective member but will not fill in the "referred by" line.
- ★ The 12-month membership period for the five new members starts the day your first new membership application is approved by headquarters.
- ★ When Headquarters receives the fifth new membership, 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*.
- ★ The Award Certificate can be used to pay NARPM annual dues, or like amount can be applied toward National Convention.
- ★ It must be used in full at the time of use and attached to your dues or registration for Convention. The value of the Award Certificate is equal to what the national dues were at the time the Award Certificate was issued. It also must be used within 12 months of the issue date.
- ★ A member can earn more than one Award Certificate per 12-month period.

Ambassador Program

May 2003 New Members

New Member

Ambassador Member

Griffin, Alex

Mike McCall

Haskell, Andy

Jim Reimer, RMP®

Stephens, Geri

Linny Vermeire

Koppel, Steven

Tamara J. Welliver, MPM®

Simmons, Lorraine

Twila Toomey

Chamness, Terry

Worth Ross

Curran, Kevin

Worth Ross

Mechetti, Natalie

Melissa Prandi, MPM®

Hanson, David

Jim Waddell, RMP®

Edmondson, Sherry

Elise Otero

Swanson, Jill

Candice Swanson

Jacques, William

Jim Waddell, RMP®

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The Aloha Language, Getting Ready for the NARPM Hawaii Convention

By Jessica Jacobs, *Residential Resource* Production Manager, NARPM Headquarters



SPEAKING HAWAIIAN

The Hawaiian language is a gentle and melodic language that conjures up images of tropical evenings. Whether kama' āina (Hawai'i-born; acculturated) or malihini (newcomer, visitor), anyone can learn some of the basics of the language with a few ground rules. However, visitors are often intimidated because the words can sometimes appear extremely long and composed entirely of vowels. Rather than give up when you see "Aloha kakahiaka (good morning)," break it into parts and sound it out slowly: ah loh' hah kah' kah hee (y)ah' kah. When you read the words slowly, it is not nearly as horrific as it first seems.

The Hawaiian language has the shortest alphabet in the world. It consists of only 12 letters: five vowels (a, e, i, o, u), seven consonants (h, k, l, m, n, p, w) and two diacritical marks. The consonants are pronounced just as they are in English with the exception of W. After E and I the W is usually pronounced like a V. The five vowel sounds are as follows:

A—pronounced as "ah" if stressed, or as the "a" in "above" if not stressed

E—pronounced as the "ay" in "say" if stressed, or as the "e" in "dent" if not stressed

I—pronounced like the "ee" in "see"

O—pronounced like the "o" in "nose"

U—pronounced like the "oo" as in "moon"

Vowels may follow each other, but consonants are always followed by a vowel, creating syllables with only two letters. Words never end in a consonant, and because there is no "s" in the Hawaiian language, nouns are not pluralized.

Hawaiian consists of two diacritical marks. The 'okina (a glottal stop, found before or between vowels, denotes a clear break in sound, as in "uh-oh!") and the kahakō (or macron, which is found over vowels, stresses or elongates the vowel sound). Both of these are important to note for correct pronunciation, and often change the meaning of a word.

SOME BASIC RULES WHEN SPEAKING OR LISTENING:

1. Slow down and take the time to sound out the word.
2. When you see the same two vowels together, you ought to see an 'okina, between them. That tells you to break the breath, as in "oh-oh." So Ka'a'awa is pronounced ka-ah-ahva.
3. You will never see two consonants together.
4. The "w" is sometimes heard as a "v" after "i," "e," and "a."
5. When two vowels (which are not diphthongs) are adjacent to one another, there is a subtle "w" or "y" sound that bridges their sounds (e.g., Pāhoa is [PAH' ho (w)ah] and not [PAH hoh' ah], and Waimea is [wai' meh (y)ah] and not [wai meh' ah]).

6. Most long Hawaiian words have repeating syllables. This should make it easier to remember and pronounce.

THE FOLLOWING LIST CONSISTS OF COMMON WORDS THAT YOU MAY HEAR DURING YOUR VISIT.

Aloha (ah-LOW-ha) — Hello, goodbye or a feeling or the spirit of love, affection, or kindness.

Okolemaluna (oh-KO-lee-mah-LU-nah) — Bottoms up

Hale (hah-leh) — House or building.

Haole (how-leh) — Originally foreigner, now means Caucasian.

Kama'aina (kah-ma-EYE-na) — Long-time Hawaiian resident.

Kane (kah-neh) — Boy or man. When written on a door it means men's room.

Kapu (Kah-poo) — Forbidden, taboo; keep out.

Keiki (kay-key) — Child or children.

Kokua (koh-koo-ah) — Help.

Mahalo (mah-hah-low) — Thank you.

Malihini (mah-lee-hee-nee) — A newcomer, visitor, or guest.

Wahine (vah-hee-neh) — Woman. When written on a door it means women's room.

A SMALL PIDGIN LESSON

There is also another dialect that locals speak. This dialect, called Pidgin, is much more colorful and rhythmic. Below are some samples of Pidgin. Beware attempting to use these words with the locals. Because these words and phrases are used in certain ways and with certain inflections, people who have spent years living in the islands still feel uncomfortable using them.

Chicken skin kine — Something that gives you goose bumps.

Howzit? — How is it going? How are you?

Make house — Make yourself at home.

Shahkbait — Shark bait, meaning pale, untanned people.

Stink eye — Dirty looks; facial expression denoting displeasure.

HOW DO I LEARN HAWAIIAN?

Try substituting appropriate Hawaiian words into your conversations; in no time, you too may be speaking Hawaiian like a local. Then, you can start working on speaking Hawaiian — like a Hawaiian.

E Ola Mau Ka 'Olelo Hawai'i! (The Hawaiian Language Lives Forever!)

Jessica Jacobs is the Residential Resource production manager at NARPM Headquarters. She recommends the book, "Hawaii the Big Island Revealed" by Andrew Doughty and Harriett Friedman for convention travelers.

National Association of Residential Property Managers
15th Annual Convention Registration Form

September 17-20, 2003 • Waikoloa Beach, HI

1. REGISTRATION (Please type or print)

Name _____ Name for Badge _____

Company Name _____ Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

Check your designation: RMP® MPM® CRMC® Candidate: RMP® MPM® CRMC®

NARPM Chapter or CIF _____

Are you a Chapter leader? Yes No

If yes, what position do you hold? _____

NARPM Member?

Yes No

Is this your first NARPM Convention?

Yes No



I will require special assistance

I have special dietary needs

Specify: _____

2. REGISTRATION FEES

Convention Registration

	Postmarked by August 1	Postmarked After Aug. 1	Fees Paid
<input type="checkbox"/> NARPM Member	\$475	\$495	\$ _____
<input type="checkbox"/> Join NARPM & Register*	\$670	\$690	\$ _____
<input type="checkbox"/> Nonmember	\$550	\$570	\$ _____
<input type="checkbox"/> Team Discount**	-\$50	-\$50	\$ _____

One Day Only Wed. Thurs.
 Fri. Sat. \$200 \$200 \$ _____

Additional Ticketed Events

<input type="checkbox"/> Wednesday Night Off-site Event	\$59	\$64	\$ _____
<input type="checkbox"/> Friday Night Dinner Gala, Entertainment, Dance	\$55	\$60	\$ _____

Guest Tickets (included in Convention Registration)

Breakfast: Thursday Friday Saturday \$15 each day \$ _____
 Lunch: Thursday Friday \$30 each day \$ _____

3. CERTIFICATION CLASS FEES †

	Member	Nonmember	Fees Paid
<input type="checkbox"/> RMP® Applying Technology to Property Management (Sept. 16)	\$195	\$250	\$ _____
<input type="checkbox"/> RMP® Operations Course (Sept. 17)	\$195	\$250	\$ _____
<input type="checkbox"/> RMP® Tenancy Course (Sept. 20)	\$195	\$250	\$ _____
<input type="checkbox"/> MPM® Risk Management (Sept. 15-16)	\$395	\$450	\$ _____
<input type="checkbox"/> RMP® Retake — \$97.50 (list course) _____			\$ _____
<input type="checkbox"/> MPM® Retake — \$197.50 (list course) _____			\$ _____
<input type="checkbox"/> Ethics Class	\$45	\$60	\$ _____

4. TOTAL FEES

\$ _____

5. METHOD OF PAYMENT

I have enclosed a check for \$ _____ Ck/M.O. # _____ Date _____

Please charge my credit card in the amount of \$ _____ as follows:

VISA MasterCard Discover American Express

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Name of Cardholder _____

Billing Address _____

City, State, Zip _____

Signature _____

I authorize NARPM to charge my credit card.

Preregistrations must be postmarked or faxed by August 1, 2003, After August 1, send higher fee shown in second column. Do not send registration after August 29, 2003, please register on-site.

*** Join & Register** — Not yet a member? For an additional \$195, you can become a NARPM member and register for the conference at the reduced member rate. Check the "Join NARPM & Register" option on the registration form.

**** Team Discount** — When two or more NARPM members from one office register for the full conference, the second and additional registrants receive a \$50 discount. Registration forms and payment must be received jointly.

† An additional fee of \$30 for RMP® classes and \$55 for MPM® classes is required if registering after August 16.

If this convention is cancelled for any reason, the liability of NARPM to the registrant is limited to the return of the registration fee.

CANCELLATION POLICIES

Conference

Cancellations must be received in writing. If cancellation is received 30 days prior to September 17, 2003, there is a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to September 17, there is a 50% refund. There is NO refund if cancelled 1-14 days prior to September 17.

Certification Classes

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.

MONETARY POLICIES

If rebilling of a credit card is necessary, a \$25 processing fee will be charged. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned.

EASY WAYS TO REGISTER

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

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



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Affiliate of the Year 2002

CERTIFICATION CORNER

by Greg A. Fedro, MPM®, NARPM Certification Chair 2003

The Certification Committee is pleased to announce the following new candidates. Good luck!

RMP® CANDIDATES FROM APRIL

Dale Morrison, Watson Property Management, Palm Coast, FL
Wendy Brozino, Prudential Network Realty, Neptune Beach, FL
Tommy Rogers, Rogers, Rische, Doll, PM, Inc., Oak Harbor, WA

RMP® CANDIDATES FROM MAY

Harold Bell, Bell & Associates Realty, Inc., Winter Park, FL
Christopher Dennis, Grand Junction Real Estate, Grand Junction, CO
Dave Fletcher, Fletcher Property Management, Inc., Little Rock, AR
Robert Meeks, Real Estate Professionals, Casselberry, FL
Frank Gallucci, Hammond & Hammond, Inc., Chatsworth, CA
Marc Cascio, Chuckanut Property Management, Inc., Bellingham, WA
Mary Rinaldi, The Realty Shoppe of Pasco, Inc., Port Richey, FL

MPM® CANDIDATES FROM MAY

April Sanders, RMP®, Tara Properties, Inc., Freeland, WA
James Emory Tungsvik, RMP®, Around the Clock, Inc., CRMC®, Kent, WA

Packets for approval at Convention will be due to NARPM no later than August 15.

NARPM's Designations

continued from page 1

I encourage you to commit now to attaining these credentials with all haste.

As the themes of previous NARPM national conventions have stated: "You are the Future" through "The Window of Excellence," and you will be the ones "Leading the Way." I encourage you to continue "Building Your Future" in Hawaii. Attend workshops, network with other members, and take one of the professional designation classes we will be offering.

Contact your chapter leaders now for information on how you can obtain your professional designation and to schedule one of NARPM's RMP® or MPM® classes in your area.

Contribute to the Residential Resource

<u>Issue Date</u>	<u>Submission Due Date</u>
September/October 2003	July 15, 2003
November 2003	August 15, 2003

If you are interested in writing an article, please e-mail an attachment of your article in Word or text format to Jessica Jacobs jjacobs@assnmgmt.com or send her a Word or text file on 3-1/2" diskette to P.O. Box 140647, Austin, TX 78714-0647. All articles are subject to editing and approval of subject matter.

2003 RMP®/MPM® Certification Classes

Date	Location	Class	Instructor
July 11-12	Seattle/Tacoma, WA	MPM® Personnel Practices & Employee Relations	Sally Backus, MPM®
August 27	San Jose, CA	RMP® Tenancy	Raymond Scarabosio, MPM®
September 15-16	Waikoloa Beach, HI	MPM® Risk Management	Fred Richter, MPM®
September 16	Waikoloa Beach, HI	RMP® Applying Technology to Property Management	Jean Storms, MPM®
September 17	Waikoloa Beach, HI	RMP® Operations	Suzanne Reeder, MPM®
September 20	Waikoloa Beach, HI	RMP® Tenancy	Peter Meer, MPM®

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 months lead time if you wish to sponsor one of these events.

Find out more by calling Bill Jackson, RMP®, at 425/467-7785 or e-mailing bill@protocolpropertymgmt.com. Bill can provide you with the details you need to make a Certification class a successful venture.

To register for classes, complete the registration form and mail or fax with payment to NARPM Headquarters. For more information call Headquarters at 800/782-3452.

RMP®/MPM® Class Registration

FEES	Early Registration*	Registration*
RMP® Classes		
Member	\$195.00	\$225.00
Nonmember	\$250.00	\$280.00
Retake	\$97.50	\$127.50
MPM® Classes		
Member	\$395.00	\$450.00
Nonmember	\$450.00	\$505.00
Retake	\$197.50	\$252.50

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

CLASS INFORMATION

- On-site registration begins at 8:00 am. Class hours are 8:30 am to 4:00 pm.
- 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. Registration fee would be credited to a future class.

(Please print or type)

Name _____

Company _____

Address _____

City/State/Zip _____

Telephone _____ Fax _____

List Classes

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

Method of Payment

I have enclosed a check for \$ _____ Ck/M.O. # _____ Date _____

Please charge my credit card in the amount of \$ _____ as follows:

VISA MasterCard Discover American Express

Card Number _____ Exp. Date _____

Name of Cardholder _____

Billing Address _____

Signature _____

I authorize NARPM to charge my credit card.

Two Easy Ways to Register

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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Carbon Monoxide Safety

continued from page 3

INSTALLING A CO DETECTOR

Install CO detectors near bedroom areas and family rooms. Do not install them near air vents or fans. Place them in the center of the room where they can measure the overall general atmospheres. For extra protection, place one about 15 feet away from your home's heat source.

To avoid nuisance alarms, do not put a CO detector in the kitchen, garage, utility room, basement, bathroom, or unventilated rooms where cleaning supplies are kept. Chemical fumes, humidity, and very hot or very cold temperatures will affect the performance of a detector.

LOOK FOR THESE FEATURES WHEN PURCHASING A DETECTOR

- Stops automatically within minutes when fresh air clears CO.
- Manual reset button and test button.
- Digital warning light and light to indicate power is on.
- Horn that sounds 85 decibels.
- Approval from a testing laboratory, such as Underwriters Laboratory.
- With plug-in models, power cord at least six feet long.
- Battery/sensor pack on battery-operated models that lasts a few years.

- For use in recreational vehicles, buy an AC model or 12-volt version.

MAINTENANCE AND TESTING

Keep CO detectors dust free by vacuuming air vents regularly. Test CO detectors each week simply by pressing the Test/Silence button to make sure that the alarm sounds. If the detector ever fails to test properly, have it repaired or replaced immediately.

IF THE ALARM SOUNDS...

If the alarm sounds and anyone in the house has symptoms of CO poisoning

- Leave the house immediately and call 9-1-1 or an emergency response number.
- Have someone contact the fire department and consult the local fuel company.

If your alarm goes off and no one has symptoms of CO poisoning:

- Turn off all fuel-burning appliances that are possible sources of CO.
- Open windows to air-out the house.
- Contact the local fuel company or a licensed technician to repair the problem.

This article and additional information can be accessed at the Austin Texas Fire Department Web site, www.cityofaustin.org/fire/prevmonth.htm.