



## CHAPTER COMPLIANCE 2023

### C068 TEXAS HILL COUNTRY CHAPTER

Congratulations! Your NARPM 2023 Chapter Compliance Application form has been approved!

The chapter has met all recertification requirements and is fully certified.

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#### Levels of Chapter Recertification

##### **Full recertification**

The chapter has met all recertification requirements, indicated by compliance with items listed on the certificate of compliance. Only fully certified chapters are eligible for Chapter Excellence Awards. Once recertified, an email will be sent.

##### **Chapter in Review (Amended 2022)**

Should the Chapter submittal displays lack of submission of any items on the certificate of compliance. Chapters will have six (6) months from compliance deadline to restore their certification. NARPM® Board of Directors must confirm that a Chapter can be taken off Chapter in Review status.

A Chapter will be placed in **Chapter in Review/Conditional Compliance** if documents are not submitted by compliance deadline. Members of the chapter will not be notified when a Chapter is placed in conditional compliance. The chapter must meet the chapter compliance deadline for the following year.

##### **De-certification**

De-certification must be preceded by a period of Chapter in Review and indicates continued non-compliance of recertification requirements. NARPM Board of Directors must approve all de-certification of chapters.



**CHAPTER COMPLIANCE 2023  
ATTENDANCE REQUIREMENTS MET in 2022**

**C068 TEXAS HILL COUNTRY**

Compliance Question:

How many Chapter Leader Calls, hosted by RVPs, did the chapter president, or their representative, participate in? Your chapter president, or their representative, must attend at least two of these calls to obtain chapter compliance.

February 3, 2022 Attendee(s): Ronnah Stabenow & Cortney Gill

June 1, 2022 Attendee(s): Ronnah Stabenow

Chapter Bylaws Requirements for President and/or President-Elect to attend Chapter Leadership Training at Annual Convention on October 20, 2022 AND/OR Nuts and Bolts Virtual Sessions on November 16, 2022.

October 20, 2022 Attendee(s): **NONE**

November 16, 2022 Attendee(s): Cortney Gill; Amanda Gloor; Z Harleben; Stephanie Rodgers



## Confirmation

[Home](#) | [Security Profile](#) | [Logout](#)

Your Form 990-N(e-Postcard) has been submitted to the IRS

- **Organization Name:** TEXAS HILL COUNTRY CHAPTER OF THE NATIONAL ASSOCIATION OF RESIDENTIA
- **EIN:** 813313474
- **Tax Year:** 2022
- **Tax Year Start Date:** 01-01-2022
- **Tax Year End Date:** 12-31-2022
- **Submission ID:** 10065520230896377575
- **Filing Status Date:** 03-30-2023
- **Filing Status:** Pending

**Note:** [Print](#) a copy of this filing for your records. Once you leave this page, you will not be able to do so.

**MANAGE FORM 990-N SUBMISSIONS**

**BUDGET Proposed 2023**

	<u>Proposed 2023</u>	<u>Actual 2022</u>	<u>Proposed 2024</u>
<b>Revenue:</b>			
Member Dues	\$3,500.00	\$3,600.00	\$0.00
Affiliate Dues	\$2,500.00	\$1,750.00	\$0.00
Affiliate Advertising - Lunch Meetings sponsored by Affiliates	\$0.00		\$0.00
National Grants	\$1,500.00	\$0.00	\$0.00
Other Income - Guest Lunches	\$300.00	\$70.00	\$0.00
Social Sponsored	\$0.00	\$0.00	\$0.00
Vendor Fair	\$0.00		\$0.00
<b>Net Sales</b>	<b>\$7,800.00</b>		<b>\$0.00</b>
<b>Expenses:</b>			
Vendor Fair	\$500.00		\$0.00
Rent	\$0.00		\$0.00
Bank Charges	\$50.00	\$20.01	\$0.00
Committee Expenses	\$100.00		\$0.00
Credit Card Fees - PayPal	\$0.00		\$0.00
Education Expense	\$250.00		\$0.00
Installation Event	\$1,000.00		\$0.00
President's Discretionary Fund	\$250.00		\$0.00
Executive Board Discretionary Fund	\$250.00	\$500.00	\$0.00
Leadership Training - TRLP	\$0.00		\$0.00
Luncheon Expenses	\$2,000.00	\$1,671.64	\$0.00
Membership Drive Events Social	\$500.00	\$0.00	\$0.00
Miscellaneous	\$1,000.00		\$0.00
Office Supplies Expenses	\$100.00		\$0.00
Postage/Delivery	\$0.00		\$0.00
Professional Fees - Four Rivers Membership	\$0.00		\$0.00
Travel Expense (Leadership training)	\$250.00		\$0.00
Chapter Social (Advertising Event)	\$500.00		\$0.00
National Conference (President and President Elect registration fees)	\$1,500.00	\$0.00	\$0.00
Texas Style Conference (Exec Board P, PE, T and Sec) Reg Fees	\$800.00	\$0.00	\$0.00

<b>Total Expenses</b>		\$9,050.00	\$2,191.65	\$0.00
<b>Net Operating Income</b>		-\$1,250.00	-\$2,191.65	\$0.00
<b>Other Income:</b>				
Gain (Loss) on Sale of Assets	\$0.00			
Interest Income	\$0.00			
<b>Total Other Income</b>		\$0.00	\$0.00	\$0.00
<b>Net Income (Loss)</b>		-\$1,250.00	-\$2,191.65	\$0.00

**BUDGET Proposed 2023**

	<u>Proposed 2022</u>	<u>Actual 2022</u>	<u>Proposed 2023</u>
<b>Revenue:</b>			
Member Dues	\$3,500.00	\$2,700.00	\$3,500.00
Affiliate Dues	\$2,500.00	\$1,750.00	\$2,500.00
Affiliate Advertising - Lunch Meetings sponsored by Affiliates	\$0.00		\$0.00
National Grants	\$1,500.00	\$700.00	\$1,500.00
Other Income - Guest Lunches	\$300.00	\$240.00	\$300.00
Social Sponsored	\$0.00	\$400.00	\$0.00
Vendor Fair	\$0.00		\$0.00
<b>Net Sales</b>	<b>\$7,800.00</b>	<b>\$5,790.00</b>	<b>\$7,800.00</b>
<b>Expenses:</b>			
Vendor Fair	\$500.00		\$500.00
Rent	\$0.00		\$0.00
Bank Charges	\$50.00	\$20.01	\$50.00
Committee Expenses	\$100.00		\$100.00
Credit Card Fees - PayPal	\$0.00		\$0.00
Education Expense	\$250.00		\$250.00
Installation Event	\$1,000.00		\$1,000.00
President's Discretionary Fund	\$250.00		\$250.00
Executive Board Discretionary Fund	\$250.00	\$500.00	\$250.00
Leadership Training - TRLP	\$0.00		\$0.00
Luncheon Expenses	\$2,000.00	\$2,700.00	\$2,000.00
Membership Drive Events Social	\$500.00	\$300.00	\$500.00
Miscellaneous	\$1,000.00		\$1,000.00
Office Supplies Expenses	\$100.00		\$100.00
Postage/Delivery	\$0.00		\$0.00
Professional Fees - Four Rivers Membership	\$0.00		\$0.00
Travel Expense (Leadership training)	\$250.00		\$250.00
Chapter Social (Advertising Event)	\$500.00		\$500.00
National Conference (President and President Elect registration fees)	\$1,500.00	\$745.00	\$1,500.00
Texas Style Conference (Exec Board P, PE, T and Sec) Reg Fees	\$800.00	\$800.00	\$0.00
<b>Total Expenses</b>	<b>\$9,050.00</b>	<b>\$5,065.01</b>	<b>\$8,250.00</b>
<b>Net Operating Income</b>	<b>-\$1,250.00</b>	<b>\$724.99</b>	<b>-\$450.00</b>
<b>Other Income:</b>			
Gain (Loss) on Sale of Assets	\$0.00		
Interest Income	\$0.00		
<b>Total Other Income</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Net Income (Loss)</b>	<b>-\$1,250.00</b>	<b>\$724.99</b>	<b>-\$450.00</b>

Thank you to our Returning 2021  
Affiliates and our New 2022 Affiliates!

Thank  
you ❤️

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



National Association of Residential Property Managers

TEXAS HILL COUNTRY CHAPTER

## Chapter Meeting

### February 17, 2022



*Ronnah Stabenow - President*

*Cortney Gill - President Elect*

*Amanda Gloor - Secretary*

*Arantza Hartleben - Treasurer*

*Joyce Zimdahl - Past President*



National Association of Residential Property Managers  
TEXAS HILL COUNTRY CHAPTER

## Pledge of Allegiance

- American Flag
- Texas Flag - "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."

### **Mission**

NARPM provides resources for residential property management professionals, who desire to learn, grow and build relationships

### **Vision**

NARPM will be the recognized leaders in the residential property management industry

## Upcoming Events

### **Chapter Meeting and Education Events:**

April 14 - Chapter Meeting  
August 18 - Chapter Meeting

### **National Events:**

March 28-30 - NARPM Broker/Owner Conference & Expo  
(Hyatt Regency Hill Country-San Antonio)

## **Texas Realtors Flood Addendum & TXR forms Q&A**

*Presented by Marty Hutchison MPM®, RMP®*

*Daniel Martin Hutchison III (Marty) received his license to practice real estate in Oct. 1993. Ever since he has continued his real estate education beyond the Texas Real Estate Commission (TREC) required license courses with many certifications & designations.*

*Marty is the proud father of two children Diane & Dan (IV) who are both married & live in the Houston area. He is also a proud grandfather to Nami Hutchison, Daniel Hutchison, (V) & James Benting. His life partner is Linda Gaida & they have been together for eleven wonderful years. Marty is also an avid conservationist & enjoys the outdoors & woodworking.*

## **Chapter Business**

- I. Approval of Meeting Minutes (N/A meeting cancelled)
- II. Code of Ethics and Standards of Professionalism
  - A. Article 1: "Responsibility to Protect the Public"
  - B. Article 2: "Discrimination"
- III. Affiliate Presentations
- IV. Executive Officer Reports
  - A. President
  - B. President Elect
  - C. Treasurer
  - D. Secretary
- V. Old Business
- VI. New Business
- VII. Announcements
- VIII. Adjourn





## ***Chapter Meeting & Education Minutes*** ***April 14, 2022 11:00am***

### **Presentation - Affiliate Presentation and Broker / Owner Recap**

**Start Time: 11:00 am.**

Speaker, Peter Hernandez, canceled on short notice. President, Ronnah Stabenow, restructured the meeting to highlight Affiliates and do a Broker / Owner Convention recap.

#### **Affiliate Presentations:**

Shane Towery with Towery Roofing serves the San Antonio area as well as New Braunfels and San Marcos. They offer a full range of roofing services including free inspections, repairs, and replacements. They also do carpentry work to include wood work and drywall.

Glen Fuller with Barton Co Carpets is based out of San Antonio and now has a Seguin location. They offer a stain resistant carpet that comes with a warranty from Barton Co Carpets and a warranty from the manufacturer. Affiliate had sample of carpets he regularly keeps in stock. They also offer vinyl flooring and had samples available.

Tim Bird with Mayday Pest Solutions invited members to a presentation that he is doing with San Antonio NARPM chapter on Jul 13, 2022 where he will be covering bed bugs and fleas. He informed members there were lots of new legislations being passed regarding bed bugs. Affiliate offers free termite inspections and informed members it was termite season. Now is when termites swarm the most.

Gabby Cabera with Truckmount offers a variety of carpet services including pet treatments, carpet stretching, and power bars. They can do almost anything expect carpet replacement. They also offer water extractions, water damage inspections, tile and grout cleaning.

#### **Broker / Owner Convention Recap**

Amanda Gloor: There was a lot of talk about virtual assistants at the convention. There were lots of virtual assistants vendors set up.

Thomas Zimdahl: learned that pet fees and pet rent were becoming more popular. Fees in general were a big topic. (No fee amounts were discussed)

Amanda Gloor: Maintenance was another hot topic.

**President's Report** - Working to get a Judge to speak at our next chapter meeting on evictions. Registration is open for Texas Style NARPM Convention. Registration is open for Annual National Conference. Comments on realtor form changes are being accepted through TAR through the first week of May. Community Service event - Hill Country NARPM can join San Antonio NARPM at the San Antonio Food Bank on April 26th to sort food. Texas Hill Country NARPM is taking suggestions for the next community service event.

End Time: 11:45 am

## **Break**

Start Time: 11:45 am

End Time: 12:24 pm

## **Lunch Served**

Start Time: 11:55 am

## **Pledge of Allegiance and Texas Pledge - 12:25 pm**

**Code of Ethics and Standards of Professionalism A. Article 1: "Responsibility to Protect the Public" B. Article 2: "Discrimination"** - Stephanie Rodgers

## **Executive Officer Reports**

**A. President** - Already given

**B. President Elect** - None

**C. Treasurer** - None

**D. Secretary** - Minutes were approved

**Old Business** - None

## **New Business** -

Crisis Center of Comal County lost their family shelter building to a fire on April 13, 2022. They are in immediate need of monetary donations and hygiene products. Cortney Gill motioned for \$250 from the discretion fund of Texas Hill Country NARPM budget be donated. Stephanie Rodgers seconded. Cortney Gill asked everyone in the room to match the A\$250 and donations were taken up from members.

Pat Fernandez spoke on the City of San Marcos extending the 90-day notice to vacate ordinance that was originally put in place during COVID. Pat Fernandez spoke at a City of San

Marcos council meeting to explain all the reasons the ordinance should be lifted. There was a representative from the Austin Apartment Association at the council meeting who also spoke. City Council said they understood the reason the ordinance should be lifted but voted to keep it anyway. Pat stated Austin was trying to put the 90-notice as a permanente ordinance.

Cortney Gill spoke about SABOR having a fill time governmental affairs director that helps fight such issues as the 90-day notice ordinances. Fredericksburg is trying to ban short term rentals. Run off races are May 7th and everyone needs to get out and vote. Texas Realtor has a list of candidates and how those candidates have supported real estate and private property rights. Guadalupe County Chief Appraiser to speak at Harmon's BBQ on Wednesday, April 20th.

## **Announcements**

Education classes are coming and all are virtual. The in-house maintenance class was unavailable.

Anna Jackson won the \$100 Amazon gift card.

**Adjourn - 1:01 pm**



## ***Chapter Meeting & Education Minutes***

### ***August 18, 2022 11:00am***

#### **Presentation - Evictions with Judge Todd Friesenhahn**

**Start Time: 11:17 am.**

Stephanie Rodgers introduced Judge Todd Friesenhahn

#### **Speaker Presentation:**

Texas Justice Court Training Center is the go to resource for Texas attorneys and judges. You can visit their website, <https://www.tjctc.org/>, and look for the Deskbooks under the Legal Resource tab for a copy of Evictions Deskbook, which covers procedures in eviction cases and other landlord/tenant issues.

Evictions Must Haves - Notice to Vacate

Proof of Landlord/Tenant Relationship

Reason for Eviction filing. - One of the biggest misconceptions is you can not take payment once eviction has filed. You are allowed to take payment because you are evicting on lease violation.

Eviction Proceedings - Some judges will let you amend the eviction filing in court. Late fees are not awarded. You can only sue for back rents. Landlords have the option on how to apply payments received from Tenants. For example, if the Tenant owes \$500 in late fees and \$500 in back rents, the landlord may apply payment to the late fees first. It is suggested that you put into plain writing your payment application order. Court costs, certified mail fees, and other charges are separate from backrents and can not be added to eviction filing. When evicting on Section 8 or housing vouchers, the Notice to Vacate can still be posted with a 3-day notice if the Tenant is paying a portion of the rent. If an outside entity like Section 8 is paying the entire rent balance, you must post a 30-day notice.

Security Deposits - You have 30 days to get the itemized list out. You are permitted to deduct damages only, not improvements or normal wear and tear. If you do not receive a written notice of the Tenant's forwarding address, still process the security deposit within 30-days and mail to the property address they just vacated or email it. Do not wait on the written notice of the forwarding address and do your part to prove you attempted to itemize the deposit because it is not worth owing 3 times that deposit amount.

Notice to Vacate - must be posted on the inside of the mail entry door. If you can not access the inside of the main entry door, you can post it on the outside but it must be in an envelope that says IMPORTANT DOCUMENTS and contained in a weather proof protectant. Do reference the Evictions Deskbook for specifics. Even if you post the Notice to Vacate, still mail the notice. You are not required to mail it certified, although certified offers the most protection and

proof. Make sure to file eviction after the 3 days prescribed in Notice posted and/or mailed.

Nonpayment due to Repairs - Repairs are considered in eviction cases. Tenants are not allowed to withhold rent but also not use the money for repairs. If the Tenant withholds the rent and does repair, they must provide receipts. If the landlord has addressed the repair, that is also taken into consideration.

Other - All COVID moratoriums have been lifted. Some judges can be pro-Tenant. Make sure to do your research. Consider finding agencies that will offer rent assistance should a Tenant ever get in a bind. You can direct Tenants to such agencies to prove you did your part to help the Tenant and help your case. If a judge is wrong in their rulings, you have the right to go to the appeal process and as a last resort you can file a complaint against them. Commercial is different from residential. Do not change the locks on a residential property, it is very complicated and not worth it. Changing the locks on commercial is a bit less complicated. Writ of Possession can be done 6 days post eviction ruling. Not too many eviction cases are being appealed right now from his experience. You can postpone up to one week, any postponement beyond one week will have to be done by amendment.

**Speaker end time at 12:03 pm.**

### **Break**

Start Time: 12:03 pm

End Time: 12:15 pm

### **Lunch Served**

Start Time: 12:15 pm

**Moment of Silence for Kevin Knight** - 12:18 pm, led by Ronnah Stabenow.

**Prayer** - 12:19 pm, led by Cortney Gill

**Pledge of Allegiance and Texas Pledge** - 12:20 pm, led by Bill Burrell

**Code of Ethics and Standards of Professionalism - Article 7: "Areas of Expertise," Article 8: "Commitment to Firm," Article 9: "Relations with Other Property Managers,"** - Read by Cortney Gill

### **Affiliates Presentations:**

Temperature Pros - They work nights and weekends. No after hours charges. The technicians are trained to work with Property Managers and know not to discuss anything with Tenants. They will be putting on a class and you can leave a business card with him for further details.

Rox Roofing - They do repairs, replacements, and inspections. They have a 24-hour turnaround time from the time the work order is received. They offer digital emails, net 30 payment terms, and are licensed and insured.

CreditUp Club - Logan Skidmore is the cofounder of the software to improve credit. They drive Tenants back to the Property Management Company. Credit repair services are free and credit reports are \$30.

Barton Co Carpets - They offer vinyl flooring, flooring repair, carpet, backsplash and showers.

Truckmount - They offer a variety of carpet services including pet treatments, carpet stretching, and power bars. They can do almost anything except carpet replacement. They also offer water extractions, water damage inspections, tile and grout cleaning.

### **Executive Officer Reports**

**A. President** - Already given

**B. President Elect** - None

**C. Treasurer** - None

**D. Secretary** - Minutes were approved

**Old Business** - None

### **New Business** - 12:29 pm - 2023 Executive Officers Presented

Candidate Slate: Cortney Gill - President

Amanda Gloor - President Elect

Arantza Hartleben - Treasurer

Stephanie Rodger - Secretary

Ronnah Stabenow - Past President

No objections or oppositions. These Candidates will be the Executive Board for 2023.

### **Announcements**

Texas Style happening in September in San Antonio.

The National Conference will be held in Las Vegas with Vanilla Ice as a guest Speaker.

Texas Hill Country NARPM will be hosting a Membership Drive on Oct. 27th at Freiheit Country Store. Flier available and more details will be published.

The next Chapter Meeting will be Nov. 10th with a panel speaking on Virtual Assistants and Casey Lee will be speaking on Legislative Changes.

Guests are only permitted to attend one Chapter Meeting before being required to join the chapter.

**Vendor Drawings** - Temperature Pros giveaway winner was Amanda Gloor

Barton Co Carpet giveaway winner was Brenda Davilia

Rox Roofing giveaway winner was Daniel W

Truckmount giveaway winner was [Arantza Hartleben](#)

Texas Hill Country NARPM giveaway winner Tracey Norris

**Adjourn** - 12:42 pm



## ***Chapter Meeting & Education Minutes November 10, 2022 11:00am***

### **Presentation - The In's & Out's of Virtual Assistants**

**Start Time: 11:15 am.**

**Speaker Presentation:** Panel Consisted of Cortney Gill, Brian Phelt, and Katie Griffin Ross

[Cortney Gill](#)- brokerage does property management, real estate, staging. Property Management company manages 265 doors and has two virtual assistants that work approximately 40 hours per week at a rate of \$1,500 per month each. VA's are used for a variety of tasks that include bookkeeping, journal entries, social media. VA's are cross trained between all companies. Gill found her VA's through Summier VA. Summit has VA's that are already trained in property management. Gill has found her VA's to be very motivated and more willing to work.

Brian Phelt - manages about 201 doors and found his VA through VPM Solutions. Cost is approximately \$2,000 per month for a 40 hour week. Phelt's VAs do everything for his property management company except accounting. He uses Slack to communicate with them.

Katie Griffin Ross - real estate office only. Also found her VA through Summer VA. Cost is approximately \$1,500 per month for one VA. She uses her VA for marketing, a transaction coordinator, client gift ordering, all paperwork. Ross set up email templates for her VA to use and most of her clients don't realize the VA is not in the office.

**Speaker end time at 12:02 pm.**

### **Break**

Start Time: 12:03 pm

### **Lunch Served**

Start Time: 12:15 pm

**Code of Ethics and Standards of Professionalism - Article 10: "Truth in Advertising," Article 11: "Responsibility to NARPM," Article 12: "Compliance and Enforcement," - Read by Cortney**

Gill

## **Pledge of Allegiance and Texas Pledge - 12:33 pm**

### **Executive Officer Reports**

**A. President** - Recognized Melanie Lopez for earning RMP designation and winning the Darryl Kazen scholarship award at the National Conference

**B. President Elect** - NARPM PAC (Political Action Committee) has really helped preserve property rights and done a wonderful job representing residential property management. QR code presented for donations.

**C. Treasurer** - None

**D. Secretary** - Minutes were approved

### **Old Business -**

Officer Installation on 12/15/2022 will be by personal invite.

### **New Business - .**

2023 National Conference will be held in Atlanta, GA. Oct 16-19, 2023

### **Announcements**

Members could donate socks or money to the Sock Drive benefiting First Footing

Strategic Planning will take place on 12/13/2022. Executive Board is taking suggestions for 2023 speaker topic. [Whitney Wiedner](#) will send out a SurveyMonkey for suggestions from all members.

### **Affiliates Presentations:**

Temperature Pros - They work nights and weekends. No after hours charges. The technicians are trained to work with Property Managers and know not to discuss anything with Tenants. They will be putting on a class and you can leave a business card with him for further details.

Towery Roofing - They do repairs, replacements, and inspections. Only works with NARPM Members.

Truckmount - They offer a variety of carpet services including pet treatments, carpet stretching, and power bars. They can do almost anything except carpet replacement. They also offer water extractions, water damage inspections, tile and grout cleaning.

**Vendor Drawings** - Temperature Pros giveaway winner was Adam Acord  
Truckmount giveaway winner was Brian Phelt  
Towery Roofing giveaway winner was Kallie Townsend

## **Adjourn - 12:58 pm**



## ***Executive Board Meeting Minutes April 7, 2022***

### **I. Call to Order Ronnah** - Called to order at 9:06 am

Attendance - Ronnah Stabenow, Cortney Gill, Amanda Gloor, Arantza Hartleban, Joyce Zimdahl, Thomas Zimdahl, Whitney Wiedner, Katy Scruton

### **II. Approval of Agenda Ronnah** - Agenda approved

### **III. Approval of Minutes of Last Meeting Amanda** - Minutes approved, no changes were needed

### **IV. Financial Report Arantza** - \$6,024.62 balance in bank account

### **V. Report of Officers**

**President – Ronnah Stabenow**

**Vice President – Cortney Gill** - No

**Secretary – Amanda Gloor** - No

**Treasurer – Arantza Hartleben** - No

**Past President – Joyce Zimdahl** - No

### **VI. Committees**

**Education Coordinator – Marie Gabriel/Tom Cummins** - Marie Gabriel removed from committee due to membership termination from unpaid dues. Cortney Gill added to committee.

**Membership Coordinator – Joyce Zimdahl/Pat Fernandez**

**Community Service Coordinator – Chantel Born** - Chantel Born removed from committee due to membership termination from unpaid dues. Joyce Zimdahl added to the committee.

**Welcome/Hospitality Coordinator – Katy Scruton**

## **Legislative Coordinator – Cortney Gill/Pat Fernandez**

**Affiliate Program Coordinator –Ramona Miller/Thomas Zimdahl** - Ramona Miller moved to co-chair and Thomas Zimdahl moved to chair.

## **Marketing/Publications – Whitney Wiedner**

### **VII. Current Business -**

**Members/Affiliates ~ Dues/Invoices** - Amanda Gloor and Cortney Gill will work on comparing our membership list to the national list to ensure compliance. Any member that has not paid shall be automatically terminated as in accordance with bylaws. Membership dues were due 1/1/22. Due date was extended to 3/31/22 due to extenuating circumstances of tax status inactivity. Emails were sent to members who had not paid. Terminated members to be taken off of the email list. Guests shall be permitted to attend one meeting. Guest is defined as an individual who has never attended one of our meetings before. Guest lists are tracked at each meeting by sign in sheet.

**Upcoming Education** - Ronnah Stabenow will sign our chapter up for an In House Maintenance virtual class. For the April Chapter Meeting, Ronnah will reach out to speaker Peter Hernandez for topic. Menu selections were made and Joyce Zimdahl reached out to Sylver Spoon for reservations. We will raffle off a \$100 Amazon gift card for members who RSVP to the April meeting invite by 4/12/22. For the August 2022 chapter meeting, Ronnah will reach out to local judges to speak on evictions.

**Affiliate Engagement/Sponsors for events** - Location will be Santikos in Cibola. Date shall be June 21, 2022 as long as the venue has availability. Purpose of the event is to showcase our affiliates, family appreciation, and networking opportunities. Thomas Zimdahl and Joyce Zimdahl will reach out to Santikos to coordinate. Whitney Weidner will assist with marketing efforts. Katy Scruton will apply for grants to help fund the event.

### **VIII. New Business Ronnah/Cortney**

**LLC Tax Status** - All reports, fees, and required documents have been submitted to the state to get the tax status back active. The state informed Amanda Gloor they were still working on faxed documents from Feb. 2022. Amanda will work towards submitting documentation electronically as suggested by the state representative. Ronnah Stabenow contacted NARPM National Representative - Gail Phillips for further instruction on the state of the chapter due to the tax status being inactive. Gail Phillips advised our chapter could continue operation as our chapter has taken all necessary steps on our part to correct the tax status.

**Monthly Newsletter** - Whitney Weidner will work on doing a monthly newsletter for our chapter. Newsletter shall be just a one page publication to include affiliates mentions, helpful information, and possibly education. Suggested example of a newsletter is the Atlanta Chapter NARPM, Ronnah to forward email of newsletter for review.

**Community Service** - Our chapter was signed up to distribute food with the New Braunfels food bank. Members report at 8:30 am and distribution shall take place from 9:30 am to 11:30 am. Whitney will make a flyer to distribute at the April chapter meeting. Whitney will email and post to social media after the chapter meeting. Joyce Zimdahl will coordinate with Adela at SAMAC on upcoming community service events.

**Meeting Adjourned - 11:00 am**



National Association of Residential Property Managers  
TEXAS HILL COUNTRY CHAPTER

## ***Executive Board Meeting Minutes*** ***June 14, 2022 9:00am***

- I. **Call to Order** by Ronnah Stabenow at 9:15 am
- II. **Approval of Agenda** by Ronnah Stabenow.
- III. **Approval of Minutes of Last Meeting** - Approved. Minutes uploaded to Google Drive.
- IV. **Financial Report** by Arantza Hartleben. Balance of \$6,057.33.  
**Midyear Budget Review** - Ronnah received two checks from NARPM National. \$500 for growth grant and \$290 with no notation. The \$290 check was dated 4/21/2022, the same timeframe as education classes. We are spending approximately \$400 - \$500 per chapter meeting. Chapter Meetings are inline with the budget. Affiliate dues are down, we are only about half way to budgeted income. We need at least two more grants. Z Hartleben and Katy Roden to work on these. Income from guest luncheons are down from the budgeted amount. All education has been virtual with no cost. Motion presented to change the budget to NARPM National Conference registration fees to be reimbursed for President and President Elect up to the amount of \$1500 and Texas Style registration for four executive board members in the amount of \$800. All in favor, motion passed. Executive board members have a luncheon after summer season is over.  
**2021 P&L** - NARPM Nation is requesting 2021 P&L to complete Chapter Compliance. 2021 P&L was not located in the Google Drive. Amanda to send Ronnah the 2021 Registry she created when working on the tax filings.
- V. **Report of Officers**  
President – Ronnah Stabenow  
Vice President – Cortney Gill  
Secretary – Amanda Gloor  
Treasurer - Arantza Hartleben
- VI. **Committees** - Not present.
- VII. **Current Business**  
**Affiliate Engagement** - Santikos Affiliate ShowCase set for 6/21/2022 from 6 pm to 8 pm. Event flyer must be out by 6/14/2022. Executive Board to personally call invitees to help promote the event. Event shall be family friendly, refreshments to be provided, free bowling offered, and two \$50 Amazon gift cards to be given away.

VIII. **New Business -**

**August 18th Chapter Meeting** - Speaker shall be Judge Todd Friesenhahn speaking on eviction. Pending verification of Judge's schedule. Menu options to be cheeseburger and tortellini.

**November 10th Chapter Meeting** - Topic to be Virtual Assistants. Cortney Gill to reach out to a few companies or brokers who currently use VA's to speak. Meeting will be set up as a panel and each speaker will answer questions about VA's.

**December 15th Chapter Meeting** - Meeting will be a Christmas party and Officer Installation. Venue to be determined and meeting time shall be around lunch for optimal attendance during the holiday season.

**Remote Assistance** - National NARPM offered remote assistance. Executive Board voted unanimously to decline assistance at this time.

**RVP Call** - President and President Elect must attend the call and give an update on the state of the Chapter.

**Meeting Adjourned** by Ronnah Stabenow at 10:18 am

## ***Executive Board Meeting Minutes*** ***Aug. 11, 2022 9:00am***

- I. **Call to Order** - Ronnah Stabenow called meeting to order at 9:08 am/Quorum was established.
- II. **Approval of Agenda** by Ronnah Stabenow.
- III. **Approval of Minutes of Last Meeting** - Approved.
- IV. **Financial Report** by Arantza Hartleben. Balance of \$5700.36.  
**2021 P&L** - NARPM Nation helped Ronnah rework the document submitted to be in compliance. The document with the correct layout was put in Google Drive for future reference.
- V. **Report of Officers**  
President – Ronnah Stabenow  
Vice President – Cortney Gill  
Secretary – Amanda Gloor  
Treasurer - Arantza Hartleben
- VI. **Committees** - Not present.
- VII. **Current Business**  
**Education** - Cortney to get maintenance classes for 2023 year as soon as possible as these classes always get booked quickly.  
**Affiliate Showcase** - Event was a success with great turnout. Going forward, grants need to be turned in before events to get the grant money  
**Aug Guest Speaker** - \$50 gift card  
**Texas Style** - Volunteers needed. Information was sent out with sign up instructions
- VIII. **New Business** -  
**Education** - Cortney Gill to sign up for maintenance education classes as soon as possible for 2023 year. These classes were widely requested but always book up quickly.  
**Community Service** - Sock drive to benefit a local retirement community. New, unused socks to be brought to Nov. Chapter meeting. [Whitney Wiedner](#) to work on marketing material for it.  
**Legislation** - Cortney Gill will ask Casey Lee, GA from Four Rivers to speak in Nov.  
**Recruitment** - All members need to be looking for their replacements and asking members to step up. Board members should be talking to other Property Management professionals and encouraging them to get involved and serve.

**Marketing** - Newsletters are needed for each month! Work on marketing material for Membership Drive.

Membership Drive will be a Halloween theme and participants are encouraged to wear a costume or festive clothing. Event to be held on Oct. 27, 2022, from 5 pm to 7 pm, at Freiheit Country Store with a frito pie bar and possible appetizers. D. Lee Edwards Realty team will coordinate.

Christmas Party and Officer Installation to be 12/15/2022. Cortney Gill to help plan. Location to be determined, time will be 11 am - 2 pm, no alcohol to be paid for by Texas Hill Country NARPM.

**Officer Candidates** - 9: 58 am – 2023 Executive Officer Ballot Presented from Nominating Committee:

Candidate Slate:	Cortney Gill - President
	Amanda Gloor - President Elect
	Arantza Hartleben - Treasurer
	Stephanie Rodger - Secretary
	Ronnah Stabenow - Past President

No objections to Candidate Slate. Candidates to be voted on at Chapter Meeting to be held on 8/18/2022.

**2023 Strategic Planning** - Scheduled at D. Lee Edwards Realty office on 12/13/2022 from 9 am to 12 pm

**Meeting Adjourned** by Ronnah Stabenow at 10:06 am

## ***Executive Board Meeting Minutes*** **Nov. 3, 2022 9:00am**

- I. **Call to Order** - Quorum was established by Ronnah Stabenow at 9:05 am
- II. **Approval of Agenda** by Ronnah Stabenow.
- III. **Approval of Minutes of Last Meeting** - Approved.
- IV. **Financial Report** by Arantza Hartleben. Approximate balance of \$2,000.
- V. **Report of Officers**  
President – Ronnah Stabenow  
Vice President – Cortney Gill  
Secretary – Amanda Gloor  
Treasurer - Arantza Hartleben
- VII. **Current Business**  
**Nov. Chapter Meeting** - Nov. 10th will be the last chapter meeting of the 2022 year. Ethics 10, 11, and 12 will be read, completing all Ethics reading for the year. Speaker Casey Lee unable to attend due to conflicting schedules with NAR. Whitney Wiedner will print the NARPM PAC QR codes and put them on each table to encourage everyone to donate and Cortney Gill will discuss with membership and give Legislative update.  
**Membership Drive** - Arantza Hartleben submitted receipts to complete grant requirements. We did get a few new members from the Membership Drive.  
**Officer Installation** - Officer Installation is scheduled for Dec., 15, 2022 in the Swinger room of McAdoo's. Guest list shall be limited to 25 and plus ones will not be allowed to comply with room limit and budget..VIII. **New Business** -  
**2023 National Conference** - National conference will be held in Atlanta, Georgia on Oct. 16-19, 2023 at the Omni Atlanta Hotel at the CNN Center.  
**Membership Invoices** - Member and affiliate dues will remain the same as 2022, \$100/Member, \$250/Affiliate. Invoice to be sent out to existing members and affiliates. Invoice can be paid online or at the meetings. All members must pay by Jan. 31, 2023.  
**Four Rivers Association of REALTORS Membership** - Texas Hill Country NARPM Chapter will join FRAR as an Affiliate. Amanda will apply for the \$500 Chapter Advertising grant to cover the dues. Grant deadline is 11/30/2022.

**Meeting Adjourned** by Ronnah Stabenow at 10:11 am



## Texas Hill Country Chapter Executive Board of Directors 2023

- **President**-Cortney Gill
- **President-Elect**-Amanda Gloor
- **Treasurer**-Arantza Hartleben
- **Secretary**-Stephanie Rodgers
- **Past President & New Member Mentor** -Ronnah Stabenow, MPM®, RMP®

#70

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 07, 2022 2:31:27 PM  
**Last Modified:** Wednesday, December 07, 2022 2:32:37 PM  
**Time Spent:** 00:01:09  
**IP Address:** 24.26.247.58

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Page 1: Positions with a \* are REQUIRED

**Q1**

Chapter Name

Hill Country

**Q2**

Chapter President\*

Cortney Gill

**Q3**

President Elect\*

Amanda Gloor

**Q4**

Past President\*

Ronnah Stabenow

**Q5**

Respondent skipped this question

Vice President (if applicable)

**Q6**

Treasurer\*

Arantza Hartleben

**Q7**

Secretary\*

Stephanie Rodgers

**Q8**

New Member Mentor\* In June 2020, NARPM National adopted the New Member Mentor for their chapter each year. It is not an elected board member should be completing. The program is in the Chapter

Ronnah Stabenow

Added since last submission

**Q9**

Respondent skipped this question

Education Chair

**Q10**

Respondent skipped this question

Membership Chair

**Q11**

Respondent skipped this question

Legislative Chair

**Q12**

Respondent skipped this question

Other position(s) not listed

## ***Executive Board Meeting Minutes*** ***Aug. 11, 2022 9:00am***

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Arantza Hartleben - Treasurer  
Stephanie Rodger - Secretary  
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No objections to Candidate Slate. Candidates to be voted on at Chapter Meeting to be held on 8/18/2022.

**2023 Strategic Planning** - Scheduled at D. Lee Edwards Realty office on 12/13/2022 from 9 am to 12 pm

**Meeting Adjourned** by Ronnah Stabenow at 10:06 am

## ***Chapter Meeting & Education Minutes*** ***August 18, 2022 11:00am***

### **Presentation - Evictions with Judge Todd Friesenhahn**

**Start Time: 11:17 am.**

Stephanie Rodgers introduced Judge Todd Friesenhahn

#### **Speaker Presentation:**

Texas Justice Court Training Center is the go to resource for Texas attorneys and judges. You can visit their website, <https://www.tjctc.org/>, and look for the Deskbooks under the Legal Resource tab for a copy of Evictions Deskbook, which covers procedures in eviction cases and other landlord/tenant issues.

Evictions Must Haves - Notice to Vacate

Proof of Landlord/Tenant Relationship

Reason for Eviction filing. - One of the biggest misconceptions is you can not take payment once eviction has filed. You are allowed to take payment because you are evicting on lease violation.

Eviction Proceedings - Some judges will let you amend the eviction filing in court. Late fees are not awarded. You can only sue for back rents. Landlords have the option on how to apply payments received from Tenants. For example, if the Tenant owes \$500 in late fees and \$500 in back rents, the landlord may apply payment to the late fees first. It is suggested that you put into plain writing your payment application order. Court costs, certified mail fees, and other charges are separate from backrents and can not be added to eviction filing. When evicting on Section 8 or housing vouchers, the Notice to Vacate can still be posted with a 3-day notice if the Tenant is paying a portion of the rent. If an outside entity like Section 8 is paying the entire rent balance, you must post a 30-day notice.

Security Deposits - You have 30 days to get the itemized list out. You are permitted to deduct damages only, not improvements or normal wear and tear. If you do not receive a written notice of the Tenant's forwarding address, still process the security deposit within 30-days and mail to the property address they just vacated or email it. Do not wait on the written notice of the forwarding address and do your part to prove you attempted to itemize the deposit because it is not worth owing 3 times that deposit amount.

Notice to Vacate - must be posted on the inside of the mail entry door. If you can not access the inside of the main entry door, you can post it on the outside but it must be in an envelope that says IMPORTANT DOCUMENTS and contained in a weather proof protectant. Do reference the Evictions Deskbook for specifics. Even if you post the Notice to Vacate, still mail the notice. You are not required to mail it certified, although certified offers the most protection and

proof. Make sure to file eviction after the 3 days prescribed in Notice posted and/or mailed.

Nonpayment due to Repairs - Repairs are considered in eviction cases. Tenants are not allowed to withhold rent but also not use the money for repairs. If the Tenant withholds the rent and does repair, they must provide receipts. If the landlord has addressed the repair, that is also taken into consideration.

Other - All COVID moratoriums have been lifted. Some judges can be pro-Tenant. Make sure to do your research. Consider finding agencies that will offer rent assistance should a Tenant ever get in a bind. You can direct Tenants to such agencies to prove you did your part to help the Tenant and help your case. If a judge is wrong in their rulings, you have the right to go to the appeal process and as a last resort you can file a complaint against them. Commercial is different from residential. Do not change the locks on a residential property, it is very complicated and not worth it. Changing the locks on commercial is a bit less complicated. Writ of Possession can be done 6 days post eviction ruling. Not too many eviction cases are being appealed right now from his experience. You can postpone up to one week, any postponement beyond one week will have to be done by amendment.

**Speaker end time at 12:03 pm.**

### **Break**

Start Time: 12:03 pm

End Time: 12:15 pm

### **Lunch Served**

Start Time: 12:15 pm

**Moment of Silence for Kevin Knight** - 12:18 pm, led by Ronnah Stabenow.

**Prayer** - 12:19 pm, led by Cortney Gill

**Pledge of Allegiance and Texas Pledge** - 12:20 pm, led by Bill Burrell

**Code of Ethics and Standards of Professionalism - Article 7: "Areas of Expertise," Article 8: "Commitment to Firm," Article 9: "Relations with Other Property Managers,"** - Read by Cortney Gill

### **Affiliates Presentations:**

Temperature Pros - They work nights and weekends. No after hours charges. The technicians are trained to work with Property Managers and know not to discuss anything with Tenants. They will be putting on a class and you can leave a business card with him for further details.

Rox Roofing - They do repairs, replacements, and inspections. They have a 24-hour turnaround time from the time the work order is received. They offer digital emails, net 30 payment terms, and are licensed and insured.

CreditUp Club - Logan Skidmore is the cofounder of the software to improve credit. They drive Tenants back to the Property Management Company. Credit repair services are free and credit reports are \$30.

Barton Co Carpets - They offer vinyl flooring, flooring repair, carpet, backsplash and showers.



Truckmount - They offer a variety of carpet services including pet treatments, carpet stretching, and power bars. They can do almost anything except carpet replacement. They also offer water extractions, water damage inspections, tile and grout cleaning.

### **Executive Officer Reports**

**A. President** - Already given

**B. President Elect** - None

**C. Treasurer** - None

**D. Secretary** - Minutes were approved

**Old Business** - None

### **New Business** - 12:29 pm - 2023 Executive Officers Presented

**Candidate Slate:** Cortney Gill - President

Amanda Gloor - President Elect

Arantza Hartleben - Treasurer

Stephanie Rodger - Secretary

Ronnah Stabenow - Past President

No objections or oppositions. These Candidates will be the Executive Board for 2023.

### **Announcements**

Texas Style happening in September in San Antonio.

The National Conference will be held in Las Vegas with Vanilla Ice as a guest Speaker.

Texas Hill Country NARPM will be hosting a Membership Drive on Oct. 27th at Freiheit Country Store. Flier available and more details will be published.

The next Chapter Meeting will be Nov. 10th with a panel speaking on Virtual Assistants and Casey Lee will be speaking on Legislative Changes.

Guests are only permitted to attend one Chapter Meeting before being required to join the chapter.

**Vendor Drawings** - Temperature Pros giveaway winner was Amanda Gloor

Barton Co Carpet giveaway winner was Brenda Davilia

Rox Roofing giveaway winner was Daniel W

Truckmount giveaway winner was [Arantza Hartleben](#)

Texas Hill Country NARPM giveaway winner Tracey Norris

### **Adjourn** - 12:42 pm