

**p8** It pays to understand the reason your clients are invested in real estate.

**p12** Make it easy for everyone to note the condition of a property at move-in.

**p28** Fred Thompson, MPM® RMP®, shares his story of dealing with brain tumors.

# RESIDENTIALResource

THE OFFICIAL MONTHLY NEWS MAGAZINE OF THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS

## Yes or No?

You may want to help out friends and family, but this scenario may not make the best owner/property manager/tenant relationship.

**SEE  
PAGE  
7**



2 friends  
+ 2 gether  
-----  
4 ever

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NARPM® is the professional, educational, and ethical leader for the residential property management industry.

## FEATURE ARTICLES

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Craig McIlvain, a Director at The RRD, offers his views on holding your tenant to the terms of the contract in the lease, regardless of your familiarity with the individual.

**p8 Why Invest in Real Estate (Part 1 of 3): SPLAT**  
Mendell Gosnell, NARPM® Member, discusses why it is helpful for a property manager to know the primary reasons our clients have for investing in real estate.

**p12 Protecting By Inspecting (Part 1 of 3): Move-in Inspection**  
Duke Leffler, NARPM® Member, offers the advantages of having a standard form (mobile or paper) at move-in that allows property managers, agents, and tenants to quickly note the condition of every element of the property.

**p28 Past Presidents' Charity Golf Tournament: This is My Story**  
Past President Fred Thompson, MPM® RMP®, shares his story of dealing with brain tumors – the misdiagnoses, surgery, radiation treatments, and also, the gratitude he feels toward the American Brain Tumor Association (ABTA). He and Past President Tony Drost, MPM® RMP®, ask for your support in donating to this year's charity.



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## EDITORIAL MISSION

Since 1989, the NARPM® news magazine has been a key focal point for the organization. The *Residential Resource* keeps Members up-to-date on association events, and provides valuable industry advice and insight. NARPM® Members receive the *Residential Resource* as part of their membership, included in their annual dues.

The *Residential Resource* is published monthly, with one combined issue for October/November. Articles can be submitted by email to [publications@narpm.org](mailto:publications@narpm.org). Items mailed in for publication cannot be returned. Address changes may be forwarded to NARPM® National. The Communications Chair and Graphic Designer reserve the right to edit or refuse all publications for content and selection.

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If you are not a Member of NARPM® and wish to receive a yearly subscription to *Residential Resource* for \$49.95 per year (11 issues), please contact [info@narpm.org](mailto:info@narpm.org) to sign up.

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# PRESIDENT'S Message

“So, get involved with your local Chapter and let's get all 60+ Chapters to prove they deserve Chapter Excellence in 2015!”



Last month, the Broker/Owner Retreat in Las Vegas amazed Members with massive amounts of learning and networking opportunities. I even had a chance to make a “special visit” to the Austin Chapter attendee photo shoot. I want to give a special thank you to the Broker/Owner Chair, Chrysztyna Rowek Perry, MPM® RMP®, Vice Chair, Michael Francis, MPM® RMP®, and their Committee for putting on a world-class retreat for NARPM®. Every year, the Retreat continues to grow, not only in attendance, but also in value.

I'd also like to thank the Chair of the Southwest Regional Conference, Gina Kowacz, and the Southwest Regional Conference Committee for putting on an amazing Conference for their region. The value our Members receive from attending these Regional Conferences continues to grow each year.

Other Regional Conferences are just around the corner. Please join us and take advantage of these remarkable learning and networking opportunities. See our upcoming Regional Conference Schedule below:

Date	Region	Location
3/27-3/28	Central	Fort Worth, TX
4/23-4/24	Eastern	Atlantic Beach, FL
5/27-5/29	Northwest	Missoula, MT

Keep in mind that every Regional Conference

holds education classes, covering invaluable tips for your property management business. General sessions and workshops truly add an immense amount of value to your business, and I strongly encourage every NARPM® Member to attend their local Regional Conference.

I'm excited to announce that our “Day on the Hill” is fast approaching! Our Governmental Affairs Chair, Scott Abernathy, MPM® RMP®, and myself will be representing NARPM® on Capitol Hill in Washington, DC on Tuesday, May 11, 2015. This will coincide with NAR's Legislative and Trade Expo week (May 11-16). For those of you who may not be familiar with this significant opportunity, we will get the chance to speak directly to our national Representatives and shed light on recurring issues we deal with as an association and industry. We can strongly impact decisions made by the federal and local governments and continue to influence the industry we have worked so hard to improve. If there are any issues or topics you would like us to address during our time on the Hill, please send those to the new Director of Governmental Affairs, Gordon Dixon at [legislativeinfo@narpmm.org](mailto:legislativeinfo@narpmm.org).

Also, as a reminder, we are working towards the 2015 Chapter Excellence Goal! This is a way of recognizing your efforts at the Chapter level. Chapter Excellence points are earned by recruiting new Members, sponsoring local courses, performing value-added activities, community services, and everything in between. So, get involved with your local Chapter and let's get all 60+ Chapters to prove



they deserve Chapter Excellence in 2015!

Lastly, don't forget that the deadline for submitting your application to be a part of the 2016 NARPM® National Board of Directors is approaching. Self nominations for Officers are due April 17, and Directors/RVPs are due May 7. I hope everyone considers serving as a local or National Leader. It is a remarkable opportunity for growth and improvement, while adding value to our industry.

## PRESIDENT'S SHARE



Most NARPM® Members are able to charge their owners for annual, bi-annual, or quarterly inspections. However, while you or your inspector is at the property, have you considered charging

your tenants who have pets for a pet inspection? Buy yourself a black-light, look for other pet damage, and charge two for the price of one. Don't forget to disclose that fee on the lease and, magically, your tenants will start taking better care of their rental. 🐾

**Andrew L. Propst, MPM® RMP®**  
2015 NARPM® President

## THE GREEN JACKET by President Propst

This month the Green Jacket goes to Trent Ratliff, RMP®, of the Atlanta Chapter. Trent is a very busy NARPM® Member, currently serving as the Communications Chair for

the Atlanta Chapter. He is also an Atlanta Chapter Board Member, a Member of the National Strategic Planning Committee, and an RVP Ambassador for the Southeast Region. He was a huge star on the

NARPM® Convention video and oh, he has a second child on the way. Trent, NARPM® thanks you for all you do.



From the  
**DESK** of the  
*Executive Director*



Gail S. Phillips, CAE



I thought sharing the Strategic Plan may help you in seeing the goals that the Committees and Leaders want to accomplish in the next two years.

We are closing out the first quarter of 2015, and NARPM® Committees and Leadership still have a great deal to accomplish. In 2014, NARPM® had a new Strategic Plan drafted that dealt with goals to bring stronger Chapters and enhance the Members' engagement with the organization. One item the Leaders are investigating is the hiring of a facilitator to help improve the training of Chapter Leaders on what is expected of them when leading a Chapter. One of the other struggles NARPM® deals with is the formation of new Chapters. How do we support these new Leaders so they form quality Chapters that bring services to the local Members? We hope to have answers from the facilitator by the Convention in order to be able to give the Chapter Leaders a report on changes that will be taking place to help them grow.

I thought sharing the Strategic Plan may help you in seeing the goals that the Committees and Leaders want to accomplish in the next two years.

Through the process, the Strategic Planning Committee determined five areas of priority. They were not ranked and are presented in random order.

- Education
- Membership Categories
- Legislative
- Leadership (Chapters, Training, Restructuring)
- Member Engagement

With the priorities identified, the Committee spent time clarifying each one, including identifying assumptions, addressing accountability, and assigning a deadline. The priorities appear below.

#### 1. EDUCATION

**Goal:** Redevelop classroom and online courses and pricing.

**Assumptions:**

- Courses need to be re-developed
- Videos are desired for online courses

- Industry experts add to course content
- NARPM® Instructor base needs enhancement, along with the vetting process
- Members desire NEW courses for advanced education
- Costs to take courses are not competitive (Online vs. classroom)
- Members desire to obtain continuing education (CE) credits

#### 2. MEMBERSHIP CATEGORIES

**Goal:** Restructuring of membership categories.

**Assumptions:**

- There are too many categories
- Understand why there are so many categories currently
- Simplify categories
- Research economic impact of Ethics course to NARPM®

#### 3. LEGISLATIVE

**Goal:** To engage the NARPM® membership in the government affairs.

**Assumptions:**

- NARPM® Members want NARPM® involved in government affairs
- Use of the "Engage" platform (called Action Center on website) is not being utilized
- Governmental Affairs Committee is cumbersome in current structure
- NARPM® legislative positions need to be articulated

#### 4. LEADERSHIP (Chapters, Training, Restructuring)

**Goal:** Enhance NARPM® Leadership training

**Assumptions:**

- Organization needs great leadership

**Continued on page 20 "Executive Director"**

2 friends

# Can My Tenant Be My Friend? A Conflicting Position

The answer to this question is yes and no. You want to be positive and encouraging to your rental community, but you also want to make sure you're professional, and no one is taking advantage of you. One thing that is almost certain is that you shouldn't lease to people you already know, such as friends and family. The gray area is when you meet a new tenant, you become familiar with one another, and then this evolves into a friendship. The bottom line is that you need to be able to hold your tenant to the terms of the lease contract, regardless of your familiarity with the individual.

## **DON'T LEASE TO CURRENT FRIENDS AND FAMILY**

Friends, family, and investment properties don't mix. In most cases, you already have an established relationship with your friends and family. Allowing them to rent from you would mean to completely change the relationship that you already have. Put in the simplest terms, a transaction such as paying rent, serves to reduce a relationship to financials. If your nephew is going through a rough financial period and he is struggling to pay the rent to you each month, you might be tempted or even feel obligated to show leniency because he is your nephew. Being helpful and accommodating is a socially implied role to play with friends and family. Unfortunately, this is an inappropriate Landlord-Tenant relationship. You may be forced to sever or strain some of the personal connections you have in order to collect on that rent. It's best not to get yourself in that situation in the first place. You're running a business, and you need to be working with your tenants in an objective manner.

## **THE ADVANTAGES OF LEASING TO NEW PEOPLE**

By not having a prior relationship with your tenants, you will be able to establish rules and parameters for the business relationship as landlord and tenant. As a business relationship, you will likely sign a lease, or a rental agreement, establishing what the parties can and cannot do in regards to the rental property.

You will also feel more comfortable running

background checks on these individuals to ensure the prospective tenant is safe and secure. It is not realistic that you would run a background check on your family, but if you are already doing this on other tenants, you would have to run a background check on your family member, in order to lease the property to him/her."

Fair housing laws require equal screening and treatment of all applicants. Even if you follow all of the same procedures for the family member as other applicants, you will still likely find yourself under greater legal scrutiny than if you didn't lease to the family member.

## **CAN A TENANT BECOME A FRIEND?**

I think good marketing and retention of a rental property requires that you be on good terms with a tenant. By no means is that discouraged! Being on great terms with a tenant might look something like a friendship. You're much better off having started off with this person simply being a tenant and then becoming a friend rather than the other way around. This individual is aware of what is expected of them and is less likely to take advantage of being the property manager's buddy. Be careful not to allow the relationship to become unprofessional as this can dramatically compromise your ability to effectively manage the property without any problems. At the end of the day, the person is still your tenant and as such, must be held to the terms of the contract.

In the real world, you may naturally become close friends with a tenant, and that tenant may desire to socialize with you outside of work. While there isn't anything inherently wrong with doing this, it is strongly advised against. If, at the end of the lease, the tenant moves to a new property that you do not manage, socialization is no longer problematic because you are no longer in the confines of the business relationship that you had. In the end, if you choose to pursue that relationship with a current tenant, remain aware of your responsibilities as a property manager. Remember that a true friend is not going to put you in a conflicting position for your line of work. 🏠



**Craig McIlvain** is a Director at The RRD ([www.TheRRD.com](http://www.TheRRD.com)). The RRD simplifies the real estate professional's life by providing multiple real estate services in one easy to use website. Craig has a Master's degree in Human Behavior from USC and applies his unique insights from psychology and marketing to create efficiencies in the real estate industry. Possessing multiple talents, Craig also composes music as a hobby.

By not having a prior relationship with your tenants, you will be able to establish rules and parameters for the business relationship as landlord and tenant.





**Mendell Gosnell** is the Founder/Owner of Centurion Real Estate Management, LLC, a local property management company serving the Willamette Valley Area in Oregon. He is an active investor in real estate and is a member of the North West Real Estate Investors Association (NWREIA), is involved with the local Chamber of Commerce and is an Oregon State University Graduate. Mendell is a current Member of NARPM®. Along with his interest in real estate, he enjoys helping others succeed with their real estate investment goals. For more information, visit: [www.c-rem.com](http://www.c-rem.com) or call 503-588-0940.

# Why Invest in Real Estate (Part 1 of 3)

## SPLAT

There are many reasons why people choose to invest in real estate. These reasons can be narrowed down to about five main financial reasons and can be described using the acronym "SPLAT."

<b>S</b>	Safety (Capital Preservation)
<b>P</b>	Periodic Return (Cash Flow)
<b>L</b>	Leverage (Using Borrowed Funds)
<b>A</b>	Appreciation (Hedge Against Inflation)
<b>T</b>	Tax Advantage (Income Tax Shelter)

As a property manager, it is helpful to know what primary reasons our investors have for investing in real estate. For instance, if Safety or Capital Preservation is their primary motivation, then we need to manage accordingly. For instance, by minimizing risk and perhaps increasing the insurance coverage. Whereas, if the primary concern is Periodic Return or Cash Flow, then we might look more at deferring capital projects, while trying to aggressively push rent increases. There is certainly a lot of overlap and it can be a balancing act, but it does help management know how to best manage and where to focus our attention.

Besides the primary financial motivations for investing in real estate, there are four main ways that you actually make money in real estate. You might be thinking to yourself that you thought there were

tons of ways to make money in real estate. Well yes, but technically all the ways you make money in real estate can be reduced to these four basic types of investment returns: Cash Flow, Appreciation, Loan Amortization, and Tax Shelter. I will talk more in depth next month about these four.

Lastly, after covering the why to invest and looking at what types of income real estate generates, that brings us to the "How" question. How to know you have a good deal? How to know the returns you are getting are good? What is a good deal and how do you calculate it? There are several ways to determine this, such as figuring out the Gross Rent Multiplier (GRM), or calculating the Cap Rate, looking at the first year return on your cash investment (Cash-on-cash), and lastly, some of the more technical metrics, such as DCF, IRR and MIRR (Discounted Cash Flow, Internal Rate of Return and Modified Internal Rate of Return), etc. These metrics will tell you a lot, but determining if it is good or not has a lot to do with how it compares to other available and potential deals...I will talk more about these metrics in an upcoming article as well. Remember that the numbers are only part of the deal analysis. A good property evaluation is critical, as well as a good look at the financial reports. A good checklist or property questionnaire can be useful, and a great Real Estate Agent and Property Management Company can be invaluable.

Happy Investing!!! 🏠

**As a property manager, it is helpful to know what primary reasons our investors have for investing in real estate.**



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# Regional Conference Registration

# 2015

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

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

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

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

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

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

Are you a Vendor/Affiliate?  Yes  No \*You cannot attend unless you are exhibiting.

Do you have a real estate license?  Yes  No If yes, please attach a copy.

Are you a Broker/Owner?  Yes  No

Are you a Chapter Leader?  Yes  No If yes, what position? \_\_\_\_\_

Are you attending Leadership Training?  Yes  No

## 2 SELECT CONFERENCE(S)

**Northwest Regional**  **Southwest Regional**  
 May 29 February 19  
 Missoula, MT Las Vegas, NV

**Central Regional**  **Eastern Regional**  
 March 27 April 24  
 Fort Worth, TX Atlantic Beach, FL

\* The Vendor Reception/Trade Show opens the day before the Conference. Leadership Training held the day before.

## 3 REGISTRATION FEES

IREM® Members check here to receive NARPM® Member pricing.

	PROFESSIONAL MEMBERS			ASSOCIATE MEMBERS			NON-MEMBERS		
	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event	Early Bird 30-Day Postmark	Less Than 30-Day Postmark	2 Weeks Prior to Event
<input type="checkbox"/> Each Conference	\$100	\$125	\$150	\$125	\$150	\$200	\$150	\$200	\$250
<input type="checkbox"/> Central Offsite 3/26/15 - Billy Bob's	\$ 50	\$ 60	\$ 60	\$ 50	\$ 60	\$ 60	\$ 50	\$ 60	\$ 60

4 EDUCATION CLASSES Do you plan to take any education classes?  Yes  No

Have you submitted separate EDUCATION REGISTRATION FORM?  Yes  No

5 ARE YOU APPLYING FOR NARPM® MEMBERSHIP?  Yes  No  Already a Member

6 TOTAL FEES \$ \_\_\_\_\_

## 7 METHOD OF PAYMENT

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

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

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



National Association of Residential Property Managers

Are you a current NARPM® Member?

Yes  No

Is this your first NARPM® event?

Yes  No

## SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

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

\_\_\_\_\_

## REGISTRATION DEADLINES

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

## JOIN & REGISTER

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

## CANCELLATION POLICIES

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

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

## MONETARY POLICIES

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

## EASY WAYS TO REGISTER

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

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

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



**Duke Leffler** is a property manager for family owned and operated Liberty Property Management in the Central Valley of California. Liberty Property Management manages over 3,000 units in the Central Valley and Bay Area. Duke has been a member of NARPM® since 2010. When Duke isn't helping people with their property management needs, he loves spending time with his wife and son.

## Protecting by Inspecting (Part 1 of 3) **Move-in Inspection**

This three-part series of short essays outlines the importance and methods of completing different types of inspections for rental properties.

It is important to thoroughly inspect and note the condition of a rental property prior to a tenant taking possession. During the turnaround process, property managers must also ensure the homeowner has their utilities activated. This is often necessary to complete turnaround work, but is also important to make sure the utilities can be activated without an unknown problem delaying a tenant from taking possession of the property.

A move-in inspection should detail the condition of the property with written and photographic evidence. Property managers should have a standard form they fill out that allows them to quickly note the condition of every element of the property, from the paint and the carpets to the presence of important appliances, such as smoke and carbon monoxide detectors. This form should be tailored to meet the needs of your local and state civil code, as well as federal housing

these meetings can be time consuming. Providing the tenant a copy of an already completed inspection of the property and allowing them a short time period to make any amendments is an efficient way for the tenant to communicate their concerns in writing to the property manager. This process gives the tenant the opportunity to inspect the property at their own pace and report deficiencies they may have otherwise missed on a traditional walkthrough. If the tenant reports back with an inspection filled with conflicting information, another inspection may be necessary to ensure the condition was accurately recorded. Completing a move-in inspection a day or two prior to the tenant taking possession of a property also allows an agent to complete any necessary repairs missed during the turnaround process.

Recently, inspection applications on mobile devices have become a popular way to complete an inspection in both written and photographic form. Many of these apps come loaded with preset rooms and common amenities that make completing an inspection easy,

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**Property managers should have a standard form they fill out that allows them to quickly note the condition of every element of the property...**

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regulations. Photographic evidence is also helpful when completing an inspection. Photograph each room, then take more detailed photos of existing deficiencies and common wear areas. Common wear areas include hallways, sinks, walls behind doors, doorframes, light fixtures, entry carpets, most appliances, landscaping, shower and bath caulking and window coverings. All photos should be date stamped to indicate the condition prior to the tenant taking possession.

A copy of your inspection should be made available to your tenant, so they can sign it, acknowledging the condition of the property. Traditionally, move-in inspections are completed with the tenant and an agent. While this is the most effective way for the tenant to communicate their thoughts about the condition of the property directly to the agent,

and with a mobile device with a camera, photos can be attached directly to the inspection. Most of the time this allows for instant transmission of the condition of a property, instead of having to bring a camera and the paper inspection back to the office. While they can be an expensive initial investment, what is saved in time and effort can make these devices and applications more than worth it for a property manager with many rental properties. The importance of correctly noting the condition of a property before a tenant takes possession is paramount.

Property managers must prepare for the worst-case scenario for every home they manage. The ability to present a well-documented inspection with photographs and a tenant's acknowledgement of condition during a deposit dispute in court makes a property manager's job much easier. 🏠



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**Michael Mino** is President and CEO of PropertyBoss Solutions, a provider of property management software. A serial entrepreneur, he has started a number of software technology firms and became a landlord in 1977 when he purchased his first rental units. PropertyBoss Solutions is a NARPM® Affiliate Member. For more information about Michael or PropertyBoss Solutions, visit [propertyboss.com](http://propertyboss.com) or call Michael at 864.297.7661 x26.

## Cyber-Security (Part 2 of 4)

The first segment, published in the February 2015 *Residential Resource*, of this discussion of cyber-security has generated a number of comments on the first set of suggestions. We will revisit them before continuing with additional recommendations. Most of the remarks raised questions on the use and future direction of passwords.

### AUTHENTICATION VS AUTHORIZATION

Let's start by dissecting the security challenge into two parts, authentication and authorization. **Authentication** is the process by which you verify an entity's identity – prove they are who they claim they are. **Authorization** is the process of granting specific rights or abilities to an entity – to proceed where they want to go, or have information that they want to have. For example, you authenticate the identity of a prospective tenant when you ask for their driver's license and compare the photograph with their facial features. You may then authorize them to access a vacant rental by providing them a physical key.

Passwords are an authentication (not authorization) tool. A unique "secret code" is issued to an individual to be used later to validate they are the same person. This approach fails when the password is not unique or secret. You can better expand on the previous suggestions by viewing the objective through this perspective.

The next layer of security, authorization, has more dimensions. To continue the physical key analogy, we can design a number of perimeters (layers) by implementing a variety of key/lock combinations with individual, master, and sub-master keys. Electronic locks provide even more options, enabling choices such as time intervals and one-time use. Computer security functions in a similar way. At its simplest level, you are given access to everything (the single house key). The next step is to designate various "rights" (view, add, alter, delete, etc.), and an administrator assigns these rights on an individual basis. This becomes cumbersome if there are a large number of users leading to the concept of role-based security. Various usage scenarios are identified (reader, author, editor, etc.) and a set of rights are assigned to each role. Users are then assigned a role which confers them with the rights associated with this role.

The authorization rules are controlled by a special user, often called the administrator (or admin). The authentication process for an administrator must be much more comprehensive than a typical user to maintain good security.

### PASSWORD ALTERNATIVES AND SUPPLEMENTS

Passwords are the simplest and most commonly used authentication method. A person's identity has been verified through the use of a password or pass phrase, long before computers. They have been used by sentries and spies to guard their information or physical goods. Multi-factor authentication adds additional elements to the single-factor password. These can be grouped into three categories:

- Knowledge factors (known only by the individual) – a password or pass phrase
- Possession factors (physical item only held by the individual) – a driver's license or a key
- Inherence factors (inherent to the individual) – fingerprint or facial features

Security is enhanced by using multiple and independent factors. A classic example is the use of an automated teller machine (ATM) where a plastic ATM card (possession factor) is combined with a pass code (knowledge factor) to authenticate the user. Of course, once the individual is verified, an authorization algorithm determines what account(s) can be accessed, and monetary limits are applied before currency is dispensed. Verification accuracy is further increased by adding a factor from the third category (biometric techniques, such as a retinal scan or typing rhythm). As we all know too well, more factors also mean more hassle. Balancing ease of use with security is both an art and science (see the security triangle from part 1).

Another challenge is the increasing rate of the advance of technology. Carol Andree, a REALTOR® and a property manager in Austin, Texas, brought a recent example to my attention while editing this article (thank you Carol for your tireless attention to detail in making me appear literate in these articles). She saw a news report where high-quality images of the fingers of Germany's Federal Minister of Defense were taken during a public presentation. The



“researcher” then made copies of the prints, which were claimed to be of sufficient quality to pass a fingerprint scanner. The report suggested that gloves be used during public appearances.

### EXPLOIT KITS

Exploit kits are a collection of software tools used to take advantage of security holes in common software applications. These hacker toolkits are widely available and are credited with enabling the most malware attacks. The **Blackhole** exploit kit is one of the most prevalent examples, although many varieties have emerged since the creator was arrested by Russian authorities last fall.

How does an exploit kit attack you? Here are the typical steps:

- **Exposure** – you browse a site (that you may trust) that has been compromised
- **Redirection** – unbeknown to you, your click of a hyperlink quietly directs you to an exploit kit website
- **Detection** – the exploit kit scans your computer for application and system software with known security holes of which it knows how to take advantage
- **Payload** – using the detected vulnerabilities, selected malicious software is injected in your computer
- **Rip-off** – the exploit kit hacker takes control of the computer and has a heyday harvesting the fruits of their effort – hijack your webcam, steal financial and identity data, ransom your private pictures and videos, etc.

The best defense is to keep your computer up-to-date by downloading and installing the latest software patches. This should protect you from all but the **zero-day attack** that exploits a vulnerability for which the developers have not had time to distribute a patch. Since an exploit kit attacks through your web browser, consider browser add-ons that block common entry paths like Flash and scripts.

### MOBILE DEVICE APPS

Don't let your guard down on your mobile devices. We use them now for more functions that were previously performed on our main computer (for some this has become their primary device). Here are some security tips:

- Install apps from **known sites** – Google Play Store for Android O/S and the App Store for iOS
- Review **permissions** during the installation – do they make sense for the app
- **Use common sense** – it probably is too good to be true
- Activate the built-in **locking feature** – yes, it does impact ease of use
- Enable the **remote wipe** feature – backup your important data, contacts, and images frequently
- Avoid accessing secure websites when connected to a free **Wi-Fi hotspot**

### GENERAL IT ITEMS

A multitude of security items should be implemented by your IT professional. Have a conversation with them and ask them to review their activities. Here are a few of the items they should cover:

- Verify and apply the latest software updates
- Properly configure device and network firewalls
- Ensure sensitive data is encrypted
- User education and screening of various intrusion tactics such as email phishing and Trojan horses

### AUDIT THESE PRACTICES

Security is not a one-time event. Effective security includes continuous review and a formal monitoring and auditing process. Few systems function well without feedback included in the design. For each practice you put in place, identify a mechanism to ensure compliance. Incorporate some of these audit items while you Manage By Wandering About (MBWA). Here are a few items for the checklist (a sample is available with the resources for this article):

- Check for documents in the network printer bin
- Observe abandoned workstations with inactivated screen savers
- Scan desktops for sensitive documents

### IN SUMMARY

Thank you for the feedback. Security is one of those topics that require constant attention – you can never say that you are done. Our best defense is sharing experiences and solutions. Additional resources are available online at [www.narpm.propertyboss.com](http://www.narpm.propertyboss.com). Send us your comments, experiences and suggestions as this four-part series continues. 🏠

**Security is not a one-time event. Effective security includes continuous review and a formal monitoring and auditing process.**



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# LEGISLATIVE Scoop

KEEPING OUR MEMBERS CURRENT ON THE NEWEST INDUSTRY LAWS AND POLICIES NATIONWIDE



**Gordon N. Dixon,**  
NARPM® Governmental  
Affairs Director's biography  
is supplied within the article  
at right.

## Meet NARPM®'s new GAD

Gordon N. Dixon has joined NARPM® management staff as the new Governmental Affairs Director. He has more than 20 years of experience working in public policy, as well as regulatory and business-engagement issues that affect business and trade associations.

Most recently, Gordon was the agency Director of Virginia's Department of Professional and Occupational Regulation, an umbrella agency that oversees licensure, compliance, enforcement and regulatory matters for 300,000-plus individuals employed within 160 license types across the state. In that capacity, he oversaw 17 regulatory boards, including the Real Estate Board, Virginia's Fair Housing Office, the Board for Contractors, the Common Interest Community Board, and the Board for Professional Wrestling and Mixed Martial Arts.

His role was to serve as the chief administrator for a staff of 200. He designed and delivered on an organizational strategy to realign the agency on four key deliverables: greater efficiency, enhanced customer service, elevated risk mitigation, and modernizing the IT infrastructure. The efforts were designed to allow commerce to flow more freely, while adding greater consumer protections in Virginia from various regulated professions.

He also served as liaison to the Governor's Commission on Government Reform & Restructuring and was a member of the Governor's Foreclosure Task Force.

In previous association work, Gordon led the Virginia Chapter of the National Federation of Independent Business, which represented more than 9,000 independent business owners on state and federal issues relating to small and independent business owners. Much of his time was spent working with members on health insurance, dealing with regulations, and taxation issues. Gordon also worked with the local Home Builders Association and local governments on development planning and ordinance issues.

Gordon also spent some time working with corporations, leading various project management efforts. This work revolved around IT project management, community engagement strategy, and employee engagement efforts of newly acquired companies.

He is a graduate of Mary Washington College, the Regulatory Leadership Academy from the Council on Licensure, Enforcement and Regulation, and Virginia Commonwealth University's Virginia Executive Institute.

The background on his work ties in very well with NARPM®'s new governmental affairs program. The Governmental Affairs Committee (GAC) has been working over the past several years on efforts to coordinate and elevate governmental affairs for NARPM®.

Last month's article featured several new initiatives which include the development of the Political Action


Committee (PAC); conducting Day on the Hill (DOH) visit to members of Congress in Washington, DC, and using the Engage software tool. This software will search for articles and issues from across the country that are relevant to the rental housing industry. Go to the Members Only section of the NARPM® website under Legislative and check it out.

Earlier this past fall, NARPM®'s leadership convened for a strategic planning session with Mary Byers, author of *Road to Relevance*. During multiple discussions, it was decided to make efforts more actionable. A couple recent examples of this are NARPM® making a policy decision on installing carbon monoxide detectors to protect residents, staff and clients, and participating in an Amicus Brief before the U.S. Supreme Court on the issue of Disparate Impact on housing discrimination. The oral arguments were heard in January and a decision is expected later this year.

Scott Abernathy, MPM® RMP®, the GAC Chairman, has implemented a process to help the GAC Committee gather additional information from across the country to be of good use for you. Each region now has a GAC Liaison who attends the regional conference calls, reports on issues of importance, and hopefully, will get insight and reports of issues from NARPM®'s Leaders. These Liaisons will report back to the GAC Committee, who can better investigate and vet issues to determine how NARPM® can best be positioned. This spider web network is a continuum of information and data that is vital for your business. This is another way for us to have more boots on the ground and more importantly, to have the informed boots communicating with each other.

Steve Stein, Chair of the NARPM® PAC, has been participating on the Uniform Law Commission's efforts around the Residential Landlord and Tenant Act (RLTA). To be clear, not every state has a RLTA and for those that do, there are differences. The effort here is to strike a balance on non-partisan, good government which each state can then choose to follow. The idea is to try and make laws as similar as possible from state to state.

A new Congress came to Washington in 2015! We see new faces and hear new ideas from those faces. It appears this new Congress will want to address some issues with Dodd-Frank and may want to revise some of the tax laws. We will not only need to monitor issues, but take action. The best part is that much of what NARPM® needs you to do, you can do from your home office. Stay tuned and stay involved.

We will need your input and support. If you have questions or ideas, please contact our new Governmental Affairs Director at [legislativeinfo@narpm.org](mailto:legislativeinfo@narpm.org). 

**We will not only need to monitor issues, but take action. The best part is that much of what NARPM® needs you to do, you can do from your home office.**

# DESIGNATION Classes

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**Interested in Sponsoring?**  
 Opportunities are available to Chapters that would like to further educate their Members and increase their Chapter funds. However, it takes time to plan a class so give your Chapter five to six months of lead time if you wish

DATE	LOCATION	CLASS	INSTRUCTOR
03/18/2015	Frederick, MD	NARPM® 101	Michael McCreary, MPM® RMP®
03/24/2015	Napa, CA	Risk Management Essentials	Vickie Gaskill, MPM® RMP®
03/24/2015	Napa, CA	In-house Maintenance Company	Dave Holt, MPM® RMP®
03/25/2015	Napa, CA	Risk Management Advanced	Vickie Gaskill, MPM® RMP®
03/25/2015	Napa, CA	Habitability	Dave Holt, MPM® RMP®
03/25/2015	Napa, CA	Ethics	Keith Becker, MPM® RMP®
03/25/2015	Fort worth, TX	Owner/Client Realties Essentials	Betty Fletcher, MPM® RMP®
03/25/2015	Fort worth, TX	Habitability	Brian Birdy, MPM® RMP®
03/26/2015	Fort worth, TX	Ethics	Betty Fletcher, MPM® RMP®
03/26/2015	Orlando, FL	NARPM® 101	Gail Moncla, MPM® RMP®
04/08/2015	San Jose, CA	Property Management 101	Michelle Horneff-Cohen, MPM® RMP®
04/08/2015	Richmond, VA	Risk Management Essentials	Gail Moncla, MPM® RMP®
04/15/2015	Fort Collions, CO	Ethics	Beverly Perina, MPM® RMP®
04/22/2015	Atlantic Beach, FL	Risk Management Advanced	Fred Thompson, MPM® RMP®
04/22/2015	Atlantic Beach, FL	Tenancy	Betsy Morgan, MPM® RMP®
04/23/2015	Atlantic Beach, FL	Ethics	Fred Thompson, MPM® RMP®

Full listing of courses for 2015 can be found at <http://www.narpm.org/education/course-schedule/>

**Online Designation Courses** are now available through OMG Distance Learning. For information and/or to enroll visit [www.narpm.org/education](http://www.narpm.org/education).

- 1. Mail** form below to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.
- 2. Fax** your form with credit card payment to 866-466-2776. Please do not mail the original.
- 3. Online** registration is also available through Internet Member Services at [www.narpm.org](http://www.narpm.org).

## FEES (subject to change)

Course	Early Registration*	Registration
Member	\$195	\$250
Non-member	\$295	\$350
Retake	\$75	\$150
RMP®/MPM®	\$100	\$150
Candidate	\$180	\$250

Course	Early Registration*	Registration
Member	\$99	\$99
Non-member	\$99	\$99
Retake	\$99	\$99
RMP®/MPM®	\$99	\$99
Candidate	\$99	\$99

Course	Early Registration*	Registration
Member	\$45	\$45
Non-member	\$95	\$95

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

## COURSE INFORMATION

- Course flyers containing additional information may be downloaded from [www.narpm.org/education/schedules.html](http://www.narpm.org/education/schedules.html).
- All materials will be given to students on the day of the class.
- Attendees 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 the class; however, the registration fee can be applied to a later class with a \$25 transfer fee.

If NARPM® cancels the course because minimum registrations have not been met or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

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**Continued from page 6 “Executive Director”**

- Quality of training programs needs improvement
- Chapter Leaders give feedback on strengths and weaknesses
- Current Chapter structure is not successful
- More Members need to attend training and be involved in Chapter structure

**5. MEMBER ENGAGEMENT**

**Goals:** Revamp Convention and Broker/Owner Retreat; communicate value proposition to current and future Members; study revamping the referral network; establish other association affiliations

**Assumptions:**

- Broker/Owner is cannibalizing Convention
- Grow membership
- Locations of events are to be standardized to increase Member attendance
- Make other associations want to partner with us

- Members don't realize full value of membership
- Methods of communications are not working
- Need to determine avenues to assist in growth of membership
- Need to engage services of a PR firm
- Predictable, diluted, trying to meet many needs, less Members teaching Members
- Referral network needs revamping
- Support growth initiatives

It will be exciting to see the changes that come about because of the direction of the plan and the charge to the Leaders, Committees, and Management staff. I will keep you updated, and we hope you will support these initiatives. 🏠



**Gail S. Phillips, CAE**  
NARPM® Executive Director

Visit [www.narpm.org](http://www.narpm.org) under Conferences or use the form on page 11.

## 2015 NARPM® Regional Conferences

- **Central Regional**  
March 27, 2015\*  
Fort Worth, TX

- **Eastern Regional**  
April 24, 2015\*  
Atlantic Beach, FL

- **Northwest Regional**  
May 29, 2015\*  
Missoula, MT

\* The Vendor Reception/Trade Show opens the day before the Conference. Leadership Training held the day before.



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CORT  
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Dennick Inspections  
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East Coast Public Adjuster TX  
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First Key Lending  
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Flooring Resources, Inc.  
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Rooter  
Alarm Compliance USA, Inc.  
Alpha Pest Control, Inc.  
Bedbug Thermal Solutions  
BehrPro: Behr & Kilz Paint  
& Primers  
Belfor Property Restoration  
Cheyenne Corporation  
DBA: AAA Action Painting  
Citrusolution of  
Middle Tennessee  
Clean It Up Full Maintenance  
Service, Inc.  
Crime Clean of Texas, Inc.  
Custom Home &  
Commercial Accessories  
Detector Inspector  
Disaster One, Inc.  
Elite Restoration, LLC  
Empire Today, LLC  
Extreme Landscape &  
Management  
Heart's, LLC  
Impact Management &  
Consulting, LLC  
Inspection Experts, Inc. (IEI)  
KYS Construction, LLC  
Mainline 24-7, Inc.  
MFS Supply  
Mr. Appliance of  
East Central Florida  
Mr. Rekey Locksmith Services  
MSN Construction and  
Management Corporation  
NightTenders, Inc.  
Orkin, Inc.  
Propertyware, Inc.  
Property Pal  
PuroClean Property Restoration  
Quanex Building Products  
Corporation  
Queenaire Technologies, Inc.  
R.E.O. Flooring Solutions  
Roof Brokers, Inc.  
ServiceMaster Cleaning  
& Restauration  
SERVPRO North Arlington  
SERVPRO of Gilbert and  
Chandler South  
SERVPRO of Alexandria  
Sherwin-Williams Company  
Smoke Alarm Solutions  
Spartan Plumbing  
The Un-Stoppers Plumbing  
Universal Restoration Services  
US Aqua Vac, Inc.  
Valspar

### SOFTWARE

AppFolio, Inc.  
BoostPM, Inc.  
BuilderLogs  
BuildingLink.com, LLC  
Buildium  
Buyer Acquire  
ClubLocal  
eRent Payment  
Happy Inspector, Inc.  
HERO PM  
HOA Management.com, Inc.  
iDashboards  
In The Field Technologies  
Inspect and Cloud  
Mobile Property Management  
MYOWNREALESTATE.COM

National Real Estate  
Education, LLC  
Pendo Rent Software  
Planet Synergy, Inc.  
PM Toolbelt  
PROMAS Landlord  
Software Center  
Property Management, Inc.  
Property Manager Websites  
PropertyBoss Solutions, LLC  
Propertyware, Inc.  
Rent Manager  
Rental Property Acct. Services  
Rentec Direct, LLC  
RentJuice  
Simple Inspector  
Tiles in Style, LLC,  
DBA: Taza Supplies  
TRexGlobal.com  
Updater  
Yardi Systems  
zInspector

### TENANT SCREENING

AAA Screening Service  
ACRAnet  
ACUTRAQ  
ACUTRAQ Background  
Screening  
Alliance 2020  
Background Info USA  
Beacon Background  
Screening Services, LLC  
Birchwood Credit Services  
Certified Tenant Screening  
Choice Data, Inc.  
Clear Screening  
Contemporary Information Corp.  
CoreLogic SafeRent  
Credit Investigators, Inc.  
CSS Services, Inc.  
Data Verification Services, Inc.  
Experian North America  
Expert Screenings  
ezLandlordForms, LLC  
Frontline Commerce Solutions  
Houserie.com  
Investigative Screening  
Landlordstation.com  
LexisNexis Resident Screening  
Microbilt  
MOCO, Inc.  
National Tenant Network, Inc.  
National Tenant Screening  
Services, a division of Verification  
Consultants, Inc.  
On-Site  
Orca Information, Inc.  
RageRent  
Rapid Credit Reports  
Rate Tenants.com  
Reliable Background Screening  
Rental History Reports  
Resident Research  
Resolve Partners, LLC  
SARMA  
Scott Roberts & Associates, LLC  
StarPoint Screening  
Tenant Screening USA  
Trans Union Rental  
Screening Solutions  
TVS Tenant Verification  
Service, Inc.  
US Real Estate Investors Assoc.  
Western Reporting, Inc.

# REGIONAL Communications

CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



**Patrick "PJ" Chapman, MPM® RMP®,** has devoted the last 22 years to developing his expertise in the business of managing people and property. PJ is also an active member of the Institute of Real Estate Management (IREM®). He recently purchased Chapman Properties, the family business company. In 2007 at the NARPM® National Convention, PJ was honored with the prestigious Rocky Maxwell Award, which is given to only one new Member for recognition of accomplishments spanning the first year of NARPM® membership. Locally, he has served as Education Chair and was voted President-Elect for the 2008 year. PJ went on to serve as the Southwest Idaho Chapter President and Membership Chair, then moving on to a NARPM® National role as the 2012 Membership Chair.

**If you noticed, every person mentioned in this bulletin has an MPM® RMP® after their name.**

## The RVP Bulletin

Let me start by saying, "I love NARPM®!" I have been in property management for more than 20 years. I struggled throughout the years to find a source of help and inspiration until one day I ran into Tony Drost, MPM® RMP®. You may have heard of him, as he was the 2011 NARPM® President. In 2006, he invited me to a local Southwest Idaho Chapter meeting where he guaranteed I would meet new people, hear great ideas, and want to continue in the organization. After that first meeting, I was hooked and jumped right in. Why? Because the Southwest Idaho Chapter welcomed me with open arms, as a colleague. I immediately forged long-term friendships with many of my local property managers. I was encouraged to go to my first National Convention in 2006, which was in Vermont. I was so excited to experience things on a different level. I cannot express enough, that if you have not yet attended a National Convention, you should start planning for Atlanta!

Once in Vermont, I had the pleasure of meeting so many great Members from around the country, but two people stood out. As I was welcomed to a table with Melissa Prandi, MPM® RMP®, and Susan Alber, MPM® RMP®, they began discussing my goals and why I was there. It was then that they initiated a written contract for me to sign. Yes, it may have been on the bar napkin, but never the less, they made me sign it. They told me that they could tell my calling would eventually be to serve as the National Membership Chair. I laughed inside, thinking yeah right! They put it in writing and there I was, semi-contractually bound. To my surprise, I just completed three years at the National level – one as National Membership Vice Chair and two years as National Membership Chair. Thanks to all of the Mentors out there that saw something in me that I didn't see at that time. It has been a wild and amazing ride from that moment on.

I am so honored to have been selected to represent the Northwest Region as your Regional Vice President (RVP) for 2015. I have learned over the years that we gain so much more when we volunteer; and that is why I wanted to be an RVP, giving back just a fraction of what NARPM® has given me, both professionally and personally. I encourage anyone who reads this and who is not already volunteering in any capacity, to get involved and volunteer. Approach your Chapter Leaders and ask "What can I do to help in the future?"

In my humble opinion, it all starts at a Chapter level, just as it did for me. This is another reason I am so excited to tackle the Northwest RVP role this year. I am fortunate enough to venture out of Southwest Idaho and travel to several Chapters throughout the Northwest and meet new people, share our experiences, collaborate, network, and show us that we are all the same. We all share experiences with tenants, owners, disputes, and general problems in this industry. It is always nice to know we are not alone. I look forward to sharing my experiences with both new and seasoned Members around the Northwest. Let's face it, we are all constantly learning. Education never stops and it is amazing what other Members can teach you.

As a new RVP, it is imperative to have a support group to ensure the success of our Region. I want to introduce my RVP Ambassadors, who will make a huge difference in 2015 for the Northwest Region: Sean Kerr, MPM® RMP®, of Kerr Properties in Portland, OR, and Chrysztyna Rowek Perry, MPM® RMP®, of Lighthouse Cove Property Management in Bremerton, WA. I am privileged to know both of these wonderful people and I am proud to call them friends. In January, I traveled to Portland and met with my RVP Ambassadors. We all walked away with clear objectives and goals for 2015. Thank you both for volunteering on so many levels throughout the years and for taking the crucial role of Northwest RVP Ambassadors for 2015.

National President Andrew Propst, MPM® RMP®, has set goals for 2015. I am confident that we can accomplish these goals throughout the entire nation of excellent NARPM® Chapters. By now, I am sure you are aware that the two main goals for the year are 100% Chapter Excellence for every NARPM® Chapter and attendance of 1,000 Members at the National Convention in Atlanta. In order for a Chapter to apply for Chapter Excellence, they first have to be in Chapter Compliance. Thanks to the help of our amazing Past Northwest RVP Leeann Ghiglione, MPM® RMP®, and our National Staff at Organization Management Group (OMG), I am proud to say that the Northwest Region is in 100% compliance and set to meet our President's goal of 100% Chapter Excellence for 2015. I want to thank Leeann, who has been so amazing in her years of NARPM® service, and who I have had the honor of following now in several National positions. She makes my job more challenging because her shoes are



**Northwest: PJ Chapman, MPM® RMP®**

Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

**Pacific: Keith Becker, MPM® RMP®**

California.

**Pacific Islands: Keith Becker, MPM® RMP®**

Hawaii.

**Southwest: Steve Schultz, RMP®**

Nevada, Utah, Arizona, Colorado, New Mexico.

**Central: Tracey Norris, MPM® RMP®**

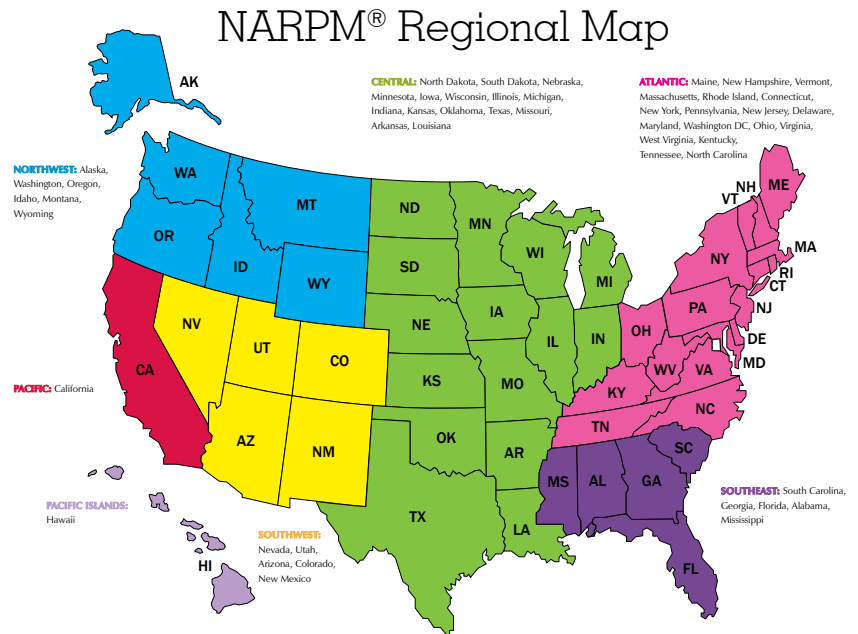
North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

**Atlantic: Traci Lewis VanCamp, MPM® RMP®**

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington DC, Virginia, North Carolina, Ohio, West Virginia, Kentucky, Tennessee.

**Southeast: Brian Birdy, MPM® RMP®**

South Carolina, Georgia, Florida, Alabama, Mississippi.



Regions are revised in 2015

so hard to fill. Thank you Leeann, for your friendship, mentorship, and for being an outstanding Leader.

This year, we are excited to bring the Northwest Regional Conference back to beautiful Missoula, MT. We are well underway in the preparation of this event, taking place on May 29, 2015. Missoula is an incredibly beautiful city and our regional hotel sits right on the bank of the river and is within walking distance of downtown Missoula. I encourage all of you to travel to this beautiful city and enjoy all that the Northwest and its amazing Members have to offer.

Lastly, I wanted to point out something. If you noticed, every person mentioned in this bulletin has an MPM® RMP® after their name. Education is one of the greatest tools that NARPM® has to offer. Take advantage of the classes and speakers, which are continually being updated and providing quality content for you, the Member. I encourage you to apply for a designation and use the tools NARPM® offers to further enhance your knowledge and professionalism in this industry.

Again, I thank you for the opportunity to serve as your Northwest RVP. Should you see me at an event or visiting your Chapter, please introduce yourself. I love meeting new people and making friends all over the nation. Northwest Region, I am here for you! 🇺🇸

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# CHAPTER Spotlight

SHEDDING SOME LIGHT ON THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES



**Kassandra Rose** has been in sales and management for 20 years. She started her career in leasing and property management in 2007 when she went to work for the #1 foreclosure company in the Northwest. In 2012, after leasing thousands of homes, she decided to take the plunge and open her own brokerage. Two years later, she and her team manage over 250 homes and she is thrilled to be the 2015 King County NARPM® President.

## King County Chapter

The King County Chapter of NARPM® kicked off the year by asking it's Board Members, "What do we want to stand for in 2015?" and "What message or theme can we carry through for the entire year?" It didn't take long for us to decide that we want to be known for Making a Difference in the Community.

Wow! That's a pretty powerful statement. And what we found is that the underlying tone of making a difference seems to be creating a community connection. Often in property management, amongst all the day-to-day busy work and chaos, we forget what a truly strong impact we are making on other people's lives, not only for one another, but for our vendors, residents, landlords, and future prospects, too. These people are our community and we are standing together to make a difference.

We ask our fellow NARPM® Members to take a moment to pause and reflect on all of your accomplishments. Start by noticing how much you have changed since becoming a NARPM® Member, how the sense of community and accessibility to Mentors, resources and encouragement is everywhere. All you have to do is start with you. Know that you are fully supported in all

thing is possible and positive change is inevitable.

2. Reach out to our community of vendors and other property managers that have not been to a NARPM® meeting. Call, email and visit people or businesses that would benefit from becoming King County Chapter Members. Outreach is critical to creating professional awareness and reaching our new Member goals.
3. Implement the New Member Mentor Program (NMMP) to increase new Member confidence and retention. Only those who are working from a place of stability can offer to give anything back. The fear of the unknown is counterproductive. With the NMMP in place, we hope to help ease new Members through the awkward first few months of membership and get them positioned to become future NARPM® Leaders.
4. Engage our Members through on-going online surveys. What is important to you? What organizations do you want to help? What can we do to provide you with a better NARPM® experience. Then, listen to the feedback, share it and implement wherever possible.

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**And what we found is that the underlying tone of making a difference seems to be creating a community connection.**

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of your property management endeavors and you don't have to go down this path alone. That is the essence of community. That is the NARPM® family. You can see the infectious social media posts, magazine articles, and public announcements; we have joined together to make this industry a better place. So, if NARPM® is making our lives better and it's making a difference in the way we run our businesses and interact with others, then shouldn't we pay it forward and give back to our own local communities outside of NARPM®? The King County Chapter votes yes! Here are just a few of the ways we intend to grow our outreach and make a difference in our Chapter and our community:

1. Get to know our Members by their first name. In 2015, we hope to connect with our Members on a personal level and encourage them to participate on a regular basis. Connection with our own Members builds confidence and strong bonds. With those strong bonds, we become a united front where any-

5. Finally, identify and create marketing opportunities to support other organizations, non-profits and community outreach programs that serve those less fortunate than us. We are asking for canned food, clothing, and blankets for charitable donations. We are creating a calendar of events to attend or participate in to give back to our community and make a difference.

At the end of the day, we have the power to create the life that we have always dreamed. Property management may be demanding at times and there is always a new learning curve on the horizon. If we stick together and create a plan; we can create a life of purpose that matters not only to our own book of business, but to many more that haven't even heard of us in the past. The King County Chapter of NARPM® invites all of you to consider Making a Difference in your Community. Thank you! Here's to an incredible 2015! 🏠

## Current Designation Candidates

### RMP® CANDIDACY

Rachel Acuff  
Melanie D. Adrian  
Raul Aleman  
Alana K. Alger  
Jaime Allen  
Shelley Alterman  
Christian Amacker  
Joseph A. Amatangelo  
Donald W. Atkinson  
Jennifer Bajema  
Vicki Baker Sims  
Kent Barr  
Tom Barron  
Evelyn R. Berge  
Devin Bewley  
Lindsey W. Blackburn  
Scott Bolin  
Jason Born  
Aaron Bosshardt  
John Bowen  
Kathy J. Boyes  
Kaye Bradford  
Ned Brandenberger  
Jason W. Bridgman  
Nicole Brown  
Theonis Brown  
Cassie Bruce  
Tammy Bryant  
Steve R. Burggraff  
Kathy Burman  
Richard Burton  
Melanie J. Butler  
Elias Camhi  
Teresa Clair  
Barbara Clark  
Marcia Clemendor  
Liz Cleymann  
Michael Collins  
Robert Collins  
Sanford C. Collins  
Shawn Collins  
Christopher Cossitor  
Michael D. Craig  
Daniel Craney  
Susan Creedon  
Joan Cullity  
Dorothy P. Davis  
Denise Day  
Kendra Dazey  
BJ Deal  
Deborah Deckard  
Joe Deulloa  
Ronald W. Dickerson  
Lisa Doud  
Chris Dougal  
Char Dufresne

John M. Durham  
Debrah Dyck  
Evey Edwards  
Richard Elias  
Jason Evans  
Jennifer Evans  
Lisa Fairlie  
Jackelyne Ferreira  
Curt Fluegel  
Michelle Fox  
Amanda Frazier  
Marie A. Gabriel  
Thad E. Gantt  
John J. Garcia  
Thomas Gaspari  
Ralph R. Germano  
Nathan Gesner  
Mike Giallanza  
Carol Ginoza, R  
Michael Gonzales  
Larry D. Gray  
Sherry Hallmark  
Colleen Harding  
John P. Hashem  
Desiree Hastey  
Tim Hendricks  
Lori Hendrix  
Marshall Henson  
Ron Herdt  
Olivia Huth  
Jerry Jennings  
Lindsay Jewell  
Gabe Kachuba  
Rob Kazen  
Ben Kincel  
Lindsey Kinzer  
Stephen M. Kittrell  
Sally Knight  
James P. Kopteros  
Gina L. Kowacz  
Cheryl Y. Kunimoto, R  
Leola Lamb  
Christine F. Lanno  
Joelle Larson  
Matthew Ledingham  
Melanie Ledingham  
Dandan Lee  
Glenn Lehman  
Chris Littleton  
Shelly L. Longoria  
Tina Lopez  
Shon Lorg  
Christopher M. Lundstrom  
Nola J. Lusk  
Kristi N. Malcom  
William R. Martin  
Dax Marutzky

Sherri A. Mayes  
Melissa McCall Owen  
Jason McGuire  
Stacey McKay  
Keeffe D. McSweeney  
Kristine Mendez  
Patricia Middleton  
Denny Miller  
Richard Millinder  
Cindy Minion  
Tatiana Montez, RA  
Andrew Moore  
Lois Moore  
Rael M. Narvell  
Thomas Neal  
Francisco Nieves-Taranto  
Christina Nelson  
Pete Neubig  
Jennifer Noland  
Michele Odems  
Eric Pack  
Dennis Pagonas  
Rebecca Panacci  
Kristy Paredes  
Benjamin Parham  
Luana Patterson  
Tino Peabody  
Nichole Peterman  
Jana Pickett  
Dora Pinter  
Mary L. Pinto  
Phyllis Portie-Ascott  
Angela E. Post  
Ellen Purdy  
Gaston Reboredo  
Maily Roberts-Jacobs  
Suzanne M. Rodoni-Silverberg  
Michele M. Rogers  
Tressa Rossi  
Kate Roth  
John B. Rudolph, Jr.  
Mindy Lee Russell  
Sherri Russell  
Debbie Sanderson  
Lisa Saunders  
Christine M. Savoie  
John Scheffert  
Hensley Scott  
Melissa Sharone  
Chad Shepard  
Steve Shugarts  
Alisha Sill  
Jay Silva  
Bonny L. Sirk  
Annette Slater  
Christy Smith  
Dianne Stanley

Kyle Stephenson  
Charlotte A. Stewart  
Carl Stratton  
David L. Swaim  
Cassandra R. Swanson  
Phyllis L. Sweazy  
Erlin Taylor  
Cynthia Thomas  
Jennifer L. Tolley  
Lola D. Traylor  
Chris Turner  
Russ VandenToom  
Timothy J. VandenToom  
Lourdes A. Vargas  
Gary Villani  
Kristi Villani  
Steve Welty  
Jennifer Whaley  
Jason Whitcanack  
William Wieland  
Jamie Williams  
Jamie Williams  
Trevor C. Wood  
Ann C. Yueh  
Joyce A. Zimdahl

### MPM® CANDIDACY

Barbara J. Barrows, RMP®  
Eric Bessett, RMP®  
Angela Brinkley-Morris, RMP®  
Sherrie Featherly  
Carl L. Frazier, RMP®  
Kathleen Gaspari, RMP®  
Robert Gilstrap, RMP®

Aaron Gingerelli, RMP®  
Bob Gunson, RMP®  
Deanna Hansen, RMP®  
Danny Harlow, RMP®  
Trudy M. Hoff, RMP®  
Colleen "Cookie" Hooper, RMP®  
Brad Larsen, RMP®  
Primrose K. Leong-Nakamoto, RMP®  
Kirk McGary, RMP®  
Jock McNeill, RMP®  
Michael McVety, RMP®  
Charlene R. Minor, RMP®  
Eric Pesek, RMP®  
Leesa H. Rispoli, RMP®  
Mary M. Sheffield, RMP®  
Megan Zellers, RMP®

### CSS® CANDIDACY

David Kane  
Jennifer Rhoads  
Dezaray Riley  
Deborah Thornton  
Marcie Turner  
Thomas Zimdahl

### CMC® CANDIDACY

Leah Benson  
Carl Richardson  
Kelley Robertson  
Brandi Walker  
Thomas Zimdahl

### CRMC® CANDIDATES

Hampton & Hampton Management & Leasing, Kim Meredith-Hampton, MPM® RMP®  
Local Dwelling Property Management, Worth Ross, MPM® RMP®  
Real-Time Leasing, LLC, Deborah Newell, MPM® RMP®  
Sulthar Properties, LLC, Mohamed Sulthar, MPM® RMP®  
Specialized Property Management, Inc., Tony Sims, MPM® RMP®



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# MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM JANUARY 1 - JANUARY 31, 2015

## PROFESSIONAL & ASSOCIATE MEMBERS

### ARIZONA

Joseph Adams  
Maricopa Home Rentals  
Maricopa, AZ  
602-418-8970

Jessie Collier  
West USA Property  
Management  
Peoria, AZ  
602-942-1410

Jennice Doty  
TCT Propety Management  
Services, LLC  
Mesa, AZ  
480-632-4222

Ken Golba  
The Golba Group  
Chandler, AZ  
480-503-0700

Barb Hildenbrand  
Foothills Properties  
Tucson, AZ  
520-299-2100

Laura Quick  
Foothills Properties  
Tucson, AZ  
520-299-2100

Alvah Smith  
Brewer & Stratton Property  
Management, LLC  
Gilbert, AZ  
480-219-2111

Matthew Smith  
Brewer & Stratton Property  
Management, LLC  
Gilbert, AZ  
480-219-2111

### CALIFORNIA

Lynnette Blakemore  
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and Property Management  
Granite Bay, CA  
916-791-0181

Natalia Butler  
NVPM Property  
Management Services  
Chico, CA  
530-566-9223

Paul Cooper  
NVPM Property  
Management Services  
Chico, CA  
530-566-9223

Heike Corbeil  
H&M Real Estate Services  
San Marcos, CA  
760-832-3374

Brian Flint  
Rincon Property  
Management  
Ventura, CA  
805-267-1158

Fulvia Garcia  
Carrington Property  
Services  
Ontario, CA  
949-705-7986

Jason Gire  
Noble Real Estate Services  
Chula Vista, CA  
619-575-6200

Diane Goebel  
Sacramento Delta Property  
Management, CRMC®  
Sacramento, CA  
916-395-7703

Christopher Marsh  
Advantage Property  
Management  
Moorpark, CA  
805-630-4925

Dennis Pagonos  
Harbor Bay Realty  
Property Management  
Alameda, CA  
510-523-1166

Erin Ralston  
Noble Real Estate Services  
Chula Vista, CA  
619-575-6200

Liz Tan  
Renaissance Property  
Management  
Tracy, CA  
209-658-3926

Alan Townsend  
Rancho Mesa Properties  
San Diego, CA  
858-531-1919

Scott Warren  
Carrington Property  
Services  
Santa Ana, CA  
949-517-6762

### COLORADO

Benjamin Parham  
Integrity Realty &  
Management, Inc.  
Highlands Ranch, CO  
303-847-0130

Cassie Wilkins  
Alpha Dimension  
Properties, LLC  
North Glenn, CO  
303-475-5500

### FLORIDA

Brendaliz Alvarado  
Brennan Real Estate  
Group, LLC  
Orlando, FL  
407-792-4846

Daniel Barber  
Real Estate Service  
Team, Inc.  
Merritt Island, FL  
321-459-9999

Rosy Baron  
Gibson Group  
Management, Inc.  
Wilton Manors, FL  
954-909-0195

Aaron Cooper  
Innovative Property  
Solutions  
Jacksonville, FL  
904-321-9020

Blakeley Costabile  
Sundance Management  
Co., LLC  
Fort Walton Beach, FL  
850-863-3292

Andrew Gifford  
Gifford Properties &  
Management  
Fleming Island, FL  
888-870-5070

Dana Hall-Bradley  
Celebration Rental Group  
Celebration, FL  
407-566-8009

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Miami, Inc.  
Miami Lakes, FL  
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John Michailidis  
Real Property Management  
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Sarasota, FL  
941-225-8183

Cristina Porretto  
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Management & Leasing,  
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Tampa, FL  
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### GEORGIA

Jason Barker  
Magnolia Coastal  
Properties, LLC  
Richmond Hill, GA  
912-756-6888

Jodi Bengigi  
Homemart Realty  
Group, Inc.  
Lawrenceville, GA  
770-682-9170

Matt Nelson  
Excalibur Home  
Management, LLC,  
CRMC®  
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678-825-0412

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770-635-7560

### HAWAII

Toni Rae Mello-Mendez, RA  
Properties of Oahu  
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808-674-1626

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Newmark Grubb CBI, Inc.  
Honolulu, HI  
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Kristen Pao  
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Eagle, ID  
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Rich Felix  
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208-939-0308

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### MINNESOTA

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CRMC®  
Woodbury, MN  
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Christine Minor  
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CRMC®  
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## MONTANA

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Take the  
time to  
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Become a  
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Recruiter.  
See page 30.

# THIS IS MY STORY

## THE 2015 GOLF TOURNAMENT BENEFITS THE AMERICAN BRAIN TUMOR ASSOCIATION



**Fred Thompson, MPM® RMP®, 2009 NARPM® Past President**

Start your 2015 NARPM® National Convention by participating in the Annual Past Presidents' Charity Golf Tournament on Tuesday, October 13, 2015. The Tournament is being held at The Golf Club at Bradshaw Farm in Woodstock, Georgia.



**Tony Drost, MPM® RMP®, 2011 NARPM® Past President**

Around Thanksgiving of 1991, I became sick with flu-like symptoms. After four months and two hospital stays I was diagnosed with an astrocytoma of the medulla (a brain tumor wrapped around my brain stem). The area of the brain stem that my tumor was located in controlled involuntary functions like breathing and balance.

Those four months were filled with frustrating misdiagnoses. At first the doctors thought I had an issue moving food through my stomach, but when that was not the case, they came to the conclusion that I was self-inducing the symptoms due to my high-stress job of being a property manager. Well, they were right – the problem was in my head, but not self-induced from stress.

Once the problem was correctly identified, surgery was next to remove as much of the tumor as they could without causing more damage. Following surgery, I had 72 radiation treatments, twice a day, at 9:15 am and at 3:15 pm for seven weeks and one day. This was a new protocol for radiation therapy to try to reduce the side effects from radiation. Unfortunately, we now know that smaller dosages of radiation do not reduce the long-term side effects. This treatment is no longer being offered.

In the waiting room at the hospital for my radiation treatments, I found a brochure from the local American Cancer Society (ACS). I called and found out that they had a support group meeting for brain tumor patients and caregivers once a month. They also referred me to the American Brain Tumor Association (ABTA). From the support group meetings and ABTA updates, I was able to learn about my tumor, treatment options, and what to expect from the long-term effects of radiation treatment.

The side effects of radiation started a year after treatment and included double vision, adult strabismus (eye misalignment), sharp headaches, facial paralysis, tongue swelling, tinnitus (ringing of the ears), hearing loss, bone erosion in the inner ear, and what I feared most – a new tumor.

My second tumor appeared about a month before our 2009 Regional Conference in Orlando. I had just visited Rose Thomas, MPM® RMP®, in Maryland and taught a course in property management when I developed, what I thought was, an ear infection. It turned out to be tinnitus and was caused by an acoustic schwannoma tumor (a benign primary intracranial tumor) growing behind my right ear. I've now been living with a slowly growing tumor, which is as yet too small for treatment, but large enough to generate symptoms, for the last six years.

As I look back over the past 23 years from my initial brain tumor, I feel a sense of gratitude towards the ABTA for illuminating what would otherwise have been a long and dark path. I'm not complaining about my life. In fact, I feel blessed. And for me, the ABTA is one of the many blessings I have experienced.

Over the years, I have attended hundreds of support group meetings. I had to stop about ten years ago as it was becoming too emotional for me seeing so many people become widows or having a child pass.

Every day, more than 500 people are diagnosed with a brain tumor and they join more than 700,000 who are currently living with the fear, frustration, and uncertainty a brain tumor diagnosis brings. Perhaps the only thing worse than finding out that you have a brain tumor is finding out that a child has been diagnosed with a brain tumor.

This year's Past Presidents' Golf Charity will benefit ABTA. I wish to thank all of you for allowing me to share my story and a special thank you to Tony Drost, MPM® RMP®, for selecting our charity this year and asking me to co-chair the event.


So let me take just another minute of your time to introduce you to this amazing charitable organization.

For over 40 years, the American Brain Tumor Association (ABTA) has been a leader in advancing the understanding and treatment of brain tumors. ABTA does this through their engagement with patients and their families, their collaborations with allied groups and organizations, and through their funding of brain tumor research.

The ABTA was founded in 1973 – the period prior to which was referred to by today's brain tumor researchers as "the dark ages." Back then, there was no coordinated funding of brain tumor research, no medical specialty dedicated to brain tumor treatment and care, no national tracking of brain tumor diagnoses, and no reliable resource for patients and families seeking to better understand and cope with a brain tumor diagnosis.

The ABTA has been a leader in moving the field forward in all of these areas. They were the first, and are now the only, national organization committed to both raising funds for brain tumor research and providing information, resources, and support to brain tumor patients and their families. Their stated goal is to improve, extend and, ultimately, save the lives of those impacted by a brain tumor diagnosis.

Unlike other diseases, where there is often a family history that serves as a warning and in some cases measures that one can take to mitigate risk, that is not the case with brain tumors. For all the advances made over the past 40 years, researchers still don't know who, don't know when, and, perhaps most frustrating of all, don't know why.

As the ABTA marks the 40th anniversary of its founding, we need your help to ensure that for as long as these questions remain, the 700,000 brain tumor patients and their families will know the American Brain Tumor Association is here for them, providing and pursuing answers. 



The Past Presidents of NARPM® invite you to join them at their annual Golf Tournament to benefit the charity of their choice. This year's event will take place on October 13, 2015. **Please check the appropriate level below if you are interested in Sponsoring.**

## SPONSORSHIPS

- Event Sponsors** **\$5,000**  
(Unlimited) Logo placement on all golf outing printing, email blasts and at Regional Conferences; logo will be placed on all golf outing advertisements in the Residential Resource and on Annual Convention web page; sponsor will be recognized at the event during meal function, along with signage at the event, banner at registration table; 4 golfers included.
- Driver Level** **\$2,000**  
(Unlimited) Recognized on promotional materials, event pages in brochure, and at tournament; logo/link on Convention special events webpage; logo/link on e-mails.
- Drink Cart Sponsors** **\$1,500**  
(Unlimited) Recognized at drink cart.
- Peachy-Keen Party Sponsors** **\$1,000**  
(Unlimited) Recognized on promotional materials, Convention special events webpage, event pages in brochure, and at lunch.
- Wood Level** **\$1,000**  
(Unlimited) Recognized on promotional materials, Convention special events webpage, event pages in brochure, and at tournament.
- Iron Level** **\$500**  
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- Chapter Hole Sponsors** **\$500**  
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- Sand Wedge Level** **\$250**  
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(Limited to 36 - 2 per hole) Recognized on promotional materials, Convention special events webpage, and at tournament.
- Ball Sponsor** **\$100**  
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- Tee Sponsor** **\$100**  
(Limited to 1) Provides a bag of tees to each golfer (can be customized with logo).

# NARPM® 27TH ANNUAL CONVENTION PAST PRESIDENTS' GOLF TOURNAMENT

## The Golf Club at Bradshaw Farm | 3030 Bradshaw Club Drive | Woodstock, GA 30188

Deadline is September 14, 2015

### SPONSOR/GOLFER CONTRACT

Company \_\_\_\_\_  
 Name \_\_\_\_\_  
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 Credit Card Billing Address \_\_\_\_\_  
 City/ST/Zip \_\_\_\_\_  
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#### NOT A GOLFER? \$75 per non-golfer

- Peachy-Keen Party & Lunch

#### SPONSOR/GOLFER LEVEL HANDICAP

- A) 0-10    B) 11-18    C) 19-28    D) 29+

#### SPONSOR COST

Select level at left (Note: Only Event Sponsor includes continental breakfast, round of golf, lunch, and Party for team of 4.)

- GOLFER COST** \$150 per golfer (Includes continental breakfast, round of golf, lunch, and Party.)

#### SPONSOR/GOLFER PAYMENT

- Club rentals available at \$40 per golfer. \_\_\_\_\_ sets needed.  
 Male -or-  Female    Right-handed -or-  Left-handed
- Check# \_\_\_\_\_ enclosed for \$ \_\_\_\_\_  
 for **Sponsorship/Donations** payable to **The Hampton Roads Foundation**  
 and for **Golfer/Party Attendance** registration payable to **NARPM®**.

- Please charge \$ \_\_\_\_\_ to my    VISA    MC    AMEX    Discover.

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

Signature \_\_\_\_\_

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

Card # \_\_\_\_\_

Exp Date \_\_\_\_\_ Security Code \_\_\_\_\_

#### PAYMENT/CANCELLATION CLAUSE

All Sponsorships/Donations paid by check or money order must be made payable to "The Hampton Roads Foundation." All Golfer Registrations/Party Attendance paid by check or money order must be made payable to "NARPM®." Payment is due by September 14, 2015 and is non-refundable. Send forms to NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320, or by fax to 866-466-2776 or by email to [info@narprm.org](mailto:info@narprm.org).



## THIS YEAR'S CHARITY



**American Brain Tumor Association®** Past Presidents **Tony Drost, MPM®** and **Fred Thompson, MPM®**, have chosen a worthy organization that benefits an affliction which has touched them both in different ways.

This year's charity is dedicated to those who have lost loved ones to brain tumors, like our friend Tim Gaskill, and to those who have survived brain tumors, like our Past President Fred Thompson, MPM® RMP®.

Founded in 1973, the American Brain Tumor Association (ABTA) was the first national nonprofit organization dedicated solely to brain tumors. For 40 years, the ABTA has been providing comprehensive resources that support the complex needs of brain tumor patients and caregivers, as well as the critical funding of research in the pursuit of breakthroughs in brain tumor diagnosis, treatment and care.

The mission of the American Brain Tumor Association is to advance the understanding and treatment of brain tumors with the goals of improving, extending and, ultimately, saving the lives of those impacted by a brain tumor diagnosis.

# NEW MEMBER RECRUITMENT Program

EARN REWARDS AND ACHIEVE AMBASSADOR STATUS FOR REFERRING NEW NARPM® MEMBERS

Who better to spread the word of the benefits of NARPM® than its Members? **To achieve New Member Recruiter status, you must refer five new Members within one year.** You will then receive an award certificate and a \$200 NARPM® credit that can be used toward your annual dues, upcoming events, education classes, and more! You can earn multiple award certificates in a 12-month period, so be sure you continue referring new Members, even after you have achieved New Member Recruiter status.

1. Contact NARPM® National for membership application brochures. Upon request, National can mail the application directly to the prospective Member.
2. The 12-month period to obtain five new Members starts the day the first application is processed.
3. When the fifth application is received, an award certificate will be issued and dated. A \$200 NARPM® credit will also be issued.

## 2015 NEW MEMBER RECRUITERS

Paul Arrington, MPM® RMP®  
Liz Cleyman  
Stephen Foster, MPM® RMP®

Lori Hendrix  
Alan Lam, R RMP®  
Glenn Lehman  
Maria Napolitano, RMP®

Dawn Ostovich, RMP®  
Dan Wilhelm, MPM® RMP®  
Dusty Woodstock, R RMP®

## JANUARY 1 - JANUARY 31, 2015

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Greg Babbitt  
Kent Barr  
Sherry Bates, RA  
Keith Becker, MPM® RMP®  
Theonis Brown  
Kathleen Burchfield  
Elias Camhi  
Russell Carroll  
Stephanie Clark  
Anna Covin  
Marc Cunningham  
Marlyn Dochenetz, MPM® RMP®  
Patricia Ferrier, RMP®  
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Stephen Foster, MPM® RMP®  
Lori Gill  
Aaron Gingerelli, RMP®  
Jason Gire  
Brenton Hayden  
Frances Heatherman  
Katherine Hernandez  
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Liz Ishimitsu, RA  
Liz Ishimitsu, RA

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Kassandra Rose  
Kevin Rose, RMP®  
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Matt Schall, MPM® RMP®  
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Lynn Sedlack, MPM® RMP®  
Damon Stratton  
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Mark Troy  
Tami Welliver, MPM® RMP®  
Ted White, MPM® RMP®  
Alex Yoder, MPM® RMP®

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Mike Ingles  
Matt Nelson  
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