

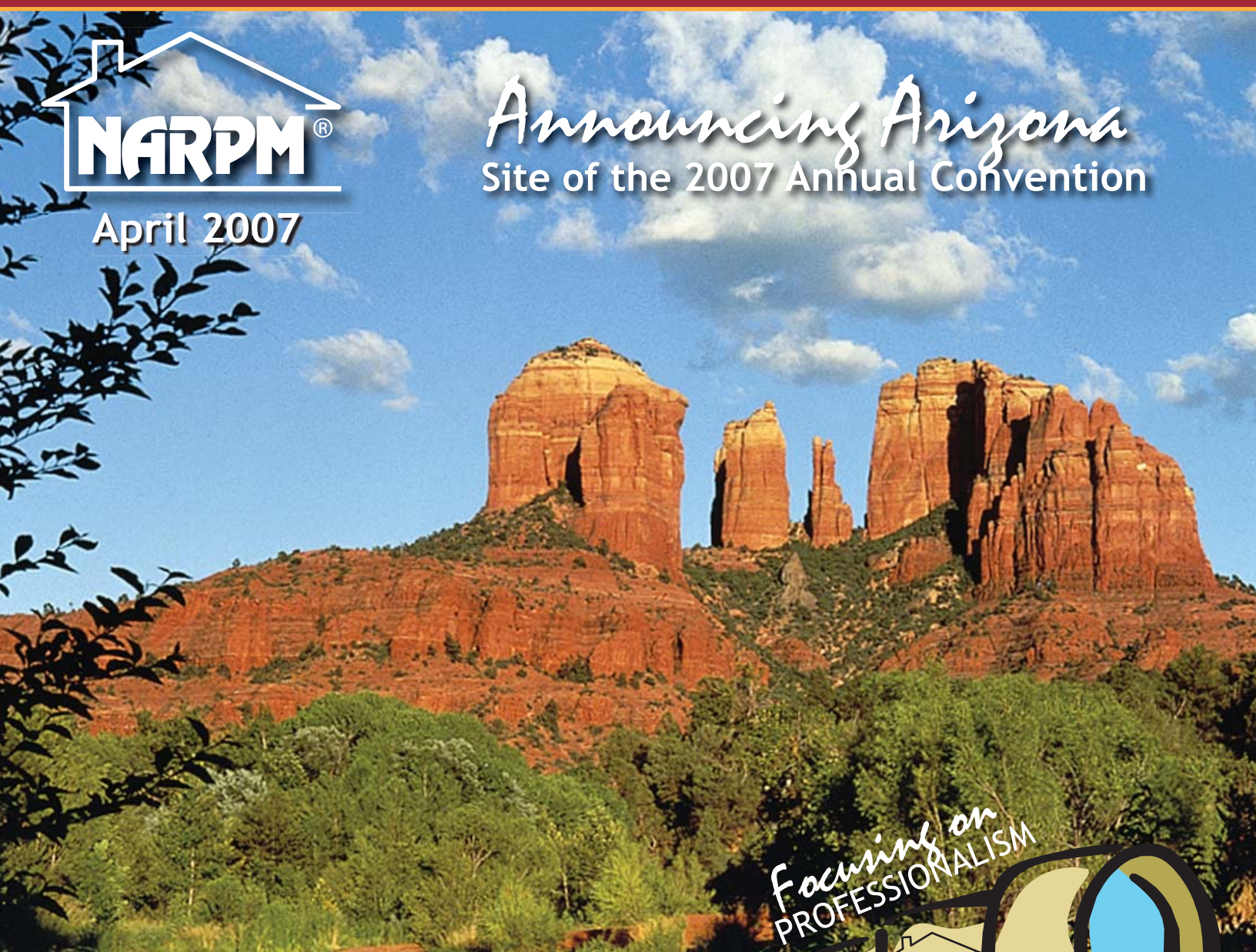
RESIDENTIALResource

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



April 2007

Announcing Arizona
Site of the 2007 Annual Convention



This issue features...

- Creating an Effortless Budget System
- Do You Want a Larger Company or Larger Profits?
- Military Personnel May Break Leases
- NARPM: Becoming the Local Rental Authority
- Tenants in Transition

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From the President

Professionalism – Mnemonic for Proactive, Reliable, Organized, Focused, Educated, Sincere, Selfless, Integrity, Overcomes, Nimble, Acts, Loyalty.

I reported on the first three characteristics of Professionalism in my March *From the President* message. This month I am focusing on being Educated.

From the time we are born we start learning. Our education begins with basic survival skills, continues with social skills, is enhanced with “book learning” and then we become an adult. As an adult, we are constantly bombarded with a changing world. When you decided to have a career in property management, you chose a profession that requires constant research into changing laws, technology and liability issues.

Whether you have a High School Diploma, Bachelor’s Degree or Graduate Degree, these only lay the groundwork for a lifetime of learning. Our mission statement includes education as one of the three focuses on supporting professional and ethical practices. The other two are networking and certification. In NARPM, education is not just taking the designation classes; it is also attending chapter meetings, reading the *Residential Resource*, actively participating in the list serves, and attending workshops at conventions and state/regional conferences. Ask around, you will find many property management company owners that give NARPM the credit for having made their businesses successful. The Communications Chair, Brenda F. Gerdes, CPM®, MPM®, is always looking for new articles for the *Residential Resource*. You can be one of the contributors! Do not just stop with the *Resource*; also send in that article to the local newspaper and other real estate publications.

Remember to include research on the internet. Articles concerning the rental market and conditions can be found at the Harvard University website for the Joint Center for Housing Studies. Fair market rents can be found for several years on the Housing and Urban Development (HUD) website. There are many websites that list the Landlord/Tenant Laws for each state. The web has truly put a world of information at your fingertips.

As you become an expert, use the information you gain from your experiences and networking to assist your clients and educate the public. Take the knowledge you have gained and teach a class in a local college, speak at the local REALTORS® association, or help your chapter put on a class for landlords who need help understanding their liability and why they need a professional property manager. Several of our members have already put these suggestions to work. Want to learn how? Ask your Regional Vice President for help or put the question on a NARPM list serve.

In this issue and on www.narpm.org, you will find a list of designation classes and conferences being held to help you become more professional. Our convention in Scottsdale, Arizona will provide you with the opportunity to participate in networking, education, and certification. It is not too late to apply for your RMP®, MPM®, or CRMC®. I would consider it an honor to present you with the designation that takes you to the next level in your profession.

Remember to Focus on Professionalism,

Sylvia L. Hill, MPM®
2007 NARPM President



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From the Desk of the Executive Director



April is finally here. After a cold winter I know we are all delighted to see some warmth finally arrive.

NARPM has concluded their split leadership training sessions for 2007. It was great to meet many of the new chapter leaders and see the excitement that is being generated. The training this year was based on getting leaders more prepared to lead their organization. I even held a mock board meeting where attendees enjoyed learning what not to do at their meetings.

NARPM's name is getting recognized in numerous publications. Kiplinger's magazine, the Florida REALTOR®, Lowe's for Pros On-line and the Wall Street Journal are just a few in the past month that have used NARPM as a reference to answering property management questions. Google NARPM see how many sites have information on NARPM, it really is amazing. I encourage each of you to put a link to www.narpm.org.

org on your websites so we can drive more traffic to your site and NARPM's. We now include all URL links free of charge on www.narpm.org so make sure NARPM has your latest company URL and e-mail address. If you are not sure just e-mail info@narpm.org.

Are you aware of the NARPM ambassador program? For every professional and affiliate member you sponsor you get one point. For every support staff member you receive 1/2 a point. Once you reach five new members you receive credit toward your membership dues or event registrations. Help NARPM grow! Be sure you put your name on the new member application and start receiving those points. For more information on this program go to <http://www.narpm.org/members/ambassador-program.html>.

The location for the 2009 NARPM Convention was approved by the Board of Directors. The convention will be held in October 2009 at the Buena Vista Palace in Or-

lando, Florida. Watch for details on the convention as they unfold at www.narpm.org/conferences. Everything you need for both national and regional conferences is located at this one site.

In closing, our Headquarters office has moved and we are now located in Chesapeake, Virginia. Our new mailing address is 638 Independence Parkway, Suite 100, Chesapeake, VA 23322. Our phone and fax numbers will remain the same. If you are in the area, stop by and see our new home.

If you have any questions or concerns about NARPM, please e-mail me at executivedirector@narpm.org and I will get right back to you.

Sincerely,

Gail S. Phillips, CAE
Executive Director

The *Residential Resource* has been announced as a **Gold Winner of the MarCom Creative Awards**. Gold Awards are presented to publications that exceed the high standards of the industry norm.



THE COMMUNICATOR AWARDS



National Association of Residential Property Managers

NARPM MEMBERS: BECOME A LEADER IN YOUR ASSOCIATION

One of the great benefits of NARPM membership is having a voice and helping to lead your professional association into the future. Serving on the National Board of Directors is a rewarding experience filled with endless opportunities!

Do you, or someone you know, have the following qualifications?

- A NARPM member in good standing.
- Served as an officer or director for a local, state, or regional chapter OR served as a chair or vice chair of a national committee or special task force OR served in an active capacity on a national committee for a minimum of two years.
- Attended a minimum of two of the last four national conventions or leadership conferences
- Currently holds a NARPM designation.
- Wants to experience the best of NARPM.

The 2007 Nominating Committee is seeking your application on or before April 25, 2007. There are five (5) board positions open for service on the 2008 National Board of Directors. The Nominating Committee would like 10-12 qualified applicants to consider.

Please watch for emails inviting you to visit the NARPM website (www.narpm.org) to review, complete, and submit the National Director application. Feel free to contact me directly with any questions, by phone (301) 694-6900 x1001 or by e-mail rose.thomas@pmpbiz.com.

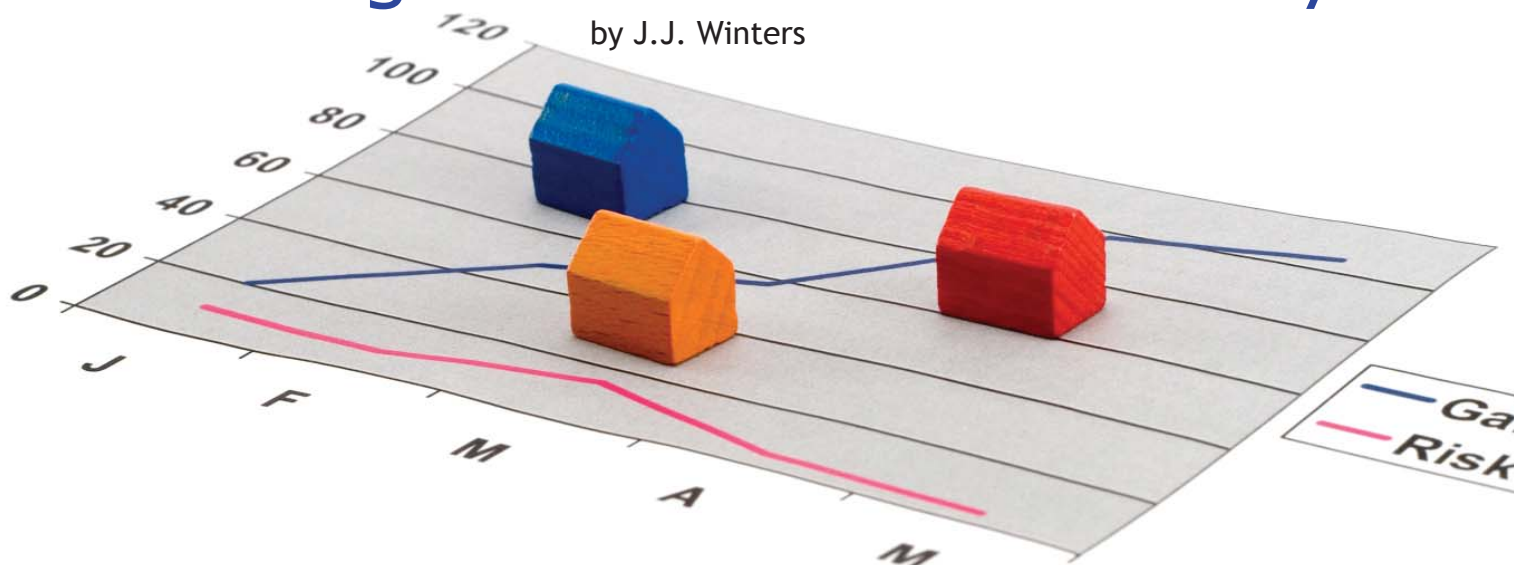
The future of NARPM depends on the quality of leadership at the national level. You have the knowledge, talent, and perspective that will benefit the membership. NARPM needs YOU!

Respectfully Submitted,

Rose Thomas, MPM®
2007 Nominating Committee Chair

NARPM: Becoming the Local Rental Authority

by J.J. Winters



In 2005, most of the nation went through a huge investment boom. In many areas, the agents selling these investment properties were quoting rents and vacancy rates that seemed far from reasonable. To be fair, some sales agents did contact local property managers asking, “What are market rents?” “What is the vacancy for 3 bedroom homes?” But even the property managers had no idea what the vacancy and average rents were. Most could relay their personal company’s experience, but how indicative was that to the market as a whole?

It has been said that necessity breeds invention. In Southwest Idaho, the demand for information from our clients created this necessity and the Vacancy Survey Chairperson position was born. Our vision as a chapter was to create a survey form that would be easy to understand and calculate. It was understood that we would only survey NARPM members in the area at first and considered that to be a representative sample of the entire population of property management companies and rentals. To encourage everyone to respond truthfully, we agreed that all companies’ individual vacancy results would be kept strictly confidential and results would be reported as a conglomerate. As a bonus, those who responded would be the first to get a copy of the results report before anyone else.

Additionally, the names of those who participated in the survey accompanied the press releases. Many of our chapter members have had their names and company names on the front page of the local paper as well as the business section. That is right, a full page article about NARPM on the front page of the newspaper. NARPM has become the rental authority in the Boise area. Anytime there is news to report regarding rentals or investment sales, NARPM members are now the local media’s source of information.

We also wanted to start slowly and try not to complicate the survey by asking for too much data. We created nine classes of units: 1, 2, 3, 4 and 5+ bedroom single-family units, and studio, 1, 2, and 3+ bedroom multi-family units. Single-family constitutes single-family homes, and multi-family consists of

dwelling that have 2-16 units. (There is an existing vacancy report for multi-family in Boise for multi-family dwellings over 16 units.) At first, we asked each manager to list how many of each class were managed and how many were vacant. The result was a very simple survey that was sent quarterly.

The challenge of gathering enough surveys to get meaningful data was met with enthusiasm. Our first survey received a 50% response rate—well beyond our expectations. It was well received by the local media and each quarter, the results are published as credible information and our local NARPM chapter gets the recognition for it.

The success of the vacancy survey has created interest in our chapter and our quarterly survey results. As we move forward, we hope to flesh out the survey by adding more data such as average rents and vacancy by area. As the report gains more credibility and value, we have also decided that it will eventually have a monetary value attached to it that makes it marketable to banks, real estate agents, mortgage lenders, investors and so on. 2006 was a great year for our survey and we hope to see even better results in 2007!

The Southwest Idaho Chapter encourages all chapters to form such a vacancy survey. This service is not only making NARPM the rental authority but it also creates value in becoming a member. Non-members see the publicity NARPM and our local members receive and want to be a part of it. As the chapter and members gain more and more credibility and recognition, more and more people are calling on a NARPM member for professional property management services. Grow your chapter. Make NARPM and your local members the rental authorities in your area. Educate your clients and use reliable data to set up realistic expectations in regards to rents and time on the market. Start a vacancy survey in your chapter today!

For more information, contact J.J. Winters, SW Idaho Vacancy Survey Chair, survey@apexidaho.com or Tony Drost, RMP®, Region 4 Vice President, at tony@frpmrentals.com.

Introduction

The purpose of this survey was to show vacancy rates among single family homes and multi-family units (2-15) in Ada County. The survey results show vacancy rates by type (Single family 1, 2, 3, 4 and 5+ bedroom; Multi Family studio, 1, 2, 3+ bedroom.) The properties surveyed were occupied or vacant as of September 22, 2006.

The survey was distributed to property management companies affiliated with the SW Idaho chapter of the National Association of Residential Property Managers (NARPM) and is considered to be a representative sample of the population of rental units less than 16 in Ada County. All information collected from individual property managers is totally confidential and the results are reported collectively.

Survey Respondents

Of 39 property managers surveyed, 9 responded. This equated to 1612 units, of which 685 are single family homes and 927 are multi-family from 2-15 units. The accuracy and reliability of this survey can be improved by increasing the size of sample returns. If you are an owner or manager of rental housing that fits the criteria, please contact the survey chair listed on this report.

Results

Unit Type	# of units Managed	# of units Vacant	Vacancy Rate
1 bdr. home	30	1	3.3%
2 bdr. home	87	3	3.4%
3 bdr. home	396	30	7.6%
4 bdr. home	149	9	6.0%
5+ bdr. home	23	1	4.3%
Single-family	685	44	6.4%
studio apt.	7	0	0%
1 bdr. apt.	174	6	3.4%
2 bdr. apt.	617	9	1.5%
3+ bdr. apt.	132	2	1.5%
Multi-family	927	17	1.8%
Total	1612	61	3.8%

Introduction

This report is the first and only of its kind in the Treasure Valley. The purpose of this survey was to show vacancy rates among single family homes and multi-family units (2-15) in Ada County during 2006. The survey results show vacancy rates by type (single or multi family) and by quarter. The properties surveyed were occupied or vacant in 2006.

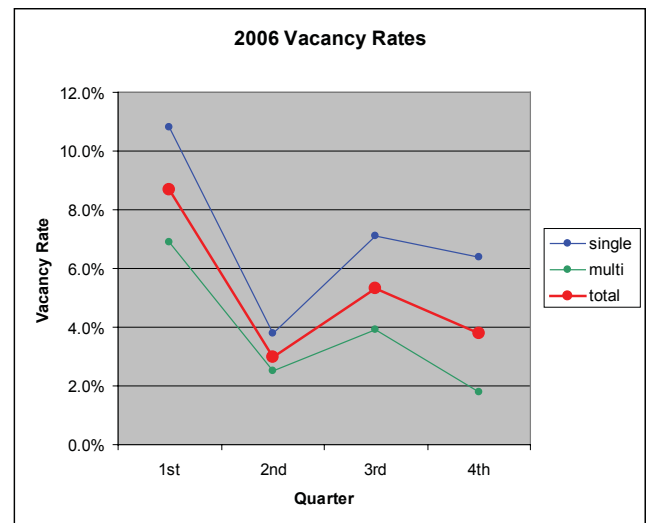
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Results

2006 was the first year vacancy rates were tracked and reported. This end of year report is a compilation of each quarter results. Overall, vacancy rates declined as demand increased with the economy and supply decreased with investment activity slowing. 2nd quarter of 2006 showed the most dramatic decrease with single family rentals dropping 7 percentage points from 10.8% to 3.8%. 4th quarter of 2006 showed a slight increase with single family rentals dropping 7 percentage points from 10.8% to 3.8%.

Quarter	Single-family	Multi-family	Overall Vacancy Rate
1st quarter 2006	10.8%	6.9%	8.7%
2nd quarter 2006	3.8%	2.5%	3.0%
3rd quarter 2006	7.1%	3.9%	5.3%
4th quarter 2006	6.4%	1.8%	3.8%



Southwest Idaho Chapter Vacancy Survey Results



J.J. Winters is Survey Chairperson of the Southwest Idaho Chapter and started Apex Property Management Solutions, LLC in 2005 as a property manager and licensed REALTOR®. J.J. has worked in commercial real estate as a Research Services Manager and as a Corporate Trainer where she traveled throughout the United States training on sales force, customer service and leadership courses. J.J. has a Bachelor's Degree in Marketing cum laude from Boise State University and loves to snowboard, golf and fly airplanes.



Starting a Successful New Chapter Down South

Here are a few snapshots of the second meeting of NARPM's newest chapter in Charlotte, North Carolina. This meeting took place on January 10, 2007.



Chuck Warren, RMP® and Tina Bradley showed them great organizational skills and answered many questions at this meeting.

Melissa Prandi, MPM® and Rob Massey, Jr., CPM® were responsible for helping the chapter set up and get off the ground at the chapter's organizational meeting on November 16, 2006.



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Creating an Effortless Budget System

by Ernest F. Oriente, The Coach

This time of year is when leading property management companies begin their budget process. Having a detailed and well-planned budget system is critical to the success of your company. This article will outline the key steps for creating a powerful and effective budget. In addition, this budget system provides an accurate method to measure revenue and expenses for the coming year, and it is a great tool to be used on a daily basis. Ready to play?

ESTABLISHING BUDGET GOALS

As a property management executive, begin each new budgeting year by outlining for your management team a clear set of expectations, goals and priorities. This outline should consider economic trends, the age of your portfolio, occupancy trends, pricing strategies, property expense percentages and a forecast for anticipated revenue. By establishing the budget goals upfront, you will benefit from greater accuracy. In addition, the detailed information you receive when your budgets are completed will be worth the pre-planning effort. Plus, your pre-planning step will send a clear message to your management team that you are very focused on the vision you have for your property management company.

Tip From The Coach: The best property management budgets are developed by companies who start early enough in the year to give themselves time to think about their business for the upcoming year and future years. By starting the budget process early, you will have time to review the budget steps from the previous year and make any necessary improvements for the next year. To streamline communications, build a detailed timeline outlining the exact dates when each part of the budget is due.

BUILDING EXPENSE/REVENUE PLANS

Begin the expense/revenue part of the budget process by making certain the people on your team closest to an expenditure are involved in the process. Then, have them review the expenses/revenue from the previous year looking for any trends, new expenses or surprises so these items can be included in the new budget. Next, property management budgets should be zero-based, meaning each expense item is built from the ground up and the expense/revenue item is carefully justified. Specifically, the amount of an item in this year's budget is not based on last year's budgeted or expended amount for that item. Lastly, compare the new budget to last year's budget, looking for major variances from the previous year. And by starting the budget process early, you will have the ability to request multiple bids for any major expenditures, based on your anticipated annual purchasing volume.

Tip From The Coach: It is important to have your team carefully detail and document any financial assumptions, calculations or formulas used during the budget process. This information will allow you to really dig behind the budgeted dollars, which

is critical when justifying the expenses/revenue for the upcoming year. Plus, if budget revisions are required, it is much easier to reduce a few specific items rather than requesting a flat percentage of reduction, covering all categories. As an added benefit to requiring this type of detail from your team, your budgets will be much easier to manage over the next 12 months because the budget notes will provide a clear outline of the exact expenses/revenue month-by-month.

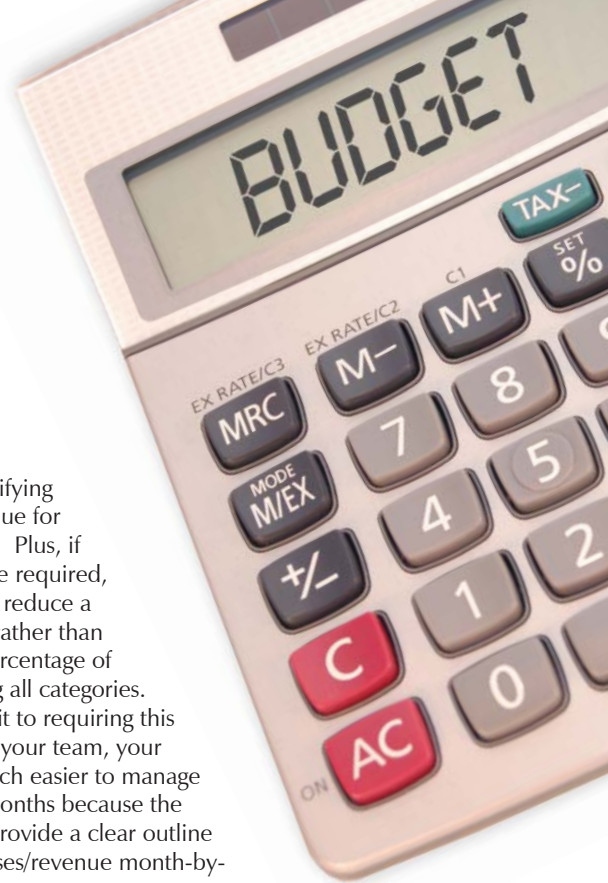
HAVING THE RIGHT TOOLS:

First, provide for your property management team the financial reports from the previous 12 months including the general ledgers. Second, have the best hardware and user-friendly software to accomplish this important task, as technology will minimize the time spent inputting the data and proofing it. Third, provide your team with a detailed list of any major contracts, leases or anticipated major expenditures. Lastly, provide your team with a summary of personnel including salaries, benefits and tax information, which should be linked by computer formula directly to the main budget. Remember, by giving your team these tools, they can spend more time analyzing the budget, not hunting for the numbers to build it.

Tip From The Coach: At the start of the budget process, give each person who will be building a budget a three-ring binder with a tab for each expense/revenue item. Behind each tab, include any historical information related to that particular expense/revenue so it is readily available throughout the budget process and include quarterly/year-to-date revenue/expense averages. When the budget is complete and it has received your approval, then provide for each person on your property management team a clean printed budget sheet to insert behind each tab. This will give them a working budget and a powerful tool to use throughout the year.



Ernest F. Oriente, The Coach, is the founder of PowerHour®, a professional business coaching/recruiting service and the author of SmartMatch Alliances™. Since 1988, he has spent over 19,100 hours delivering customized training by phone, in leadership, Internet marketing and sales for property management companies, apartment locator/corporate housing services, and multi-housing sales/service companies worldwide. Ernest can be reached by phone at 435-615-8486 or by e-mail at ernest@powerhour.com.

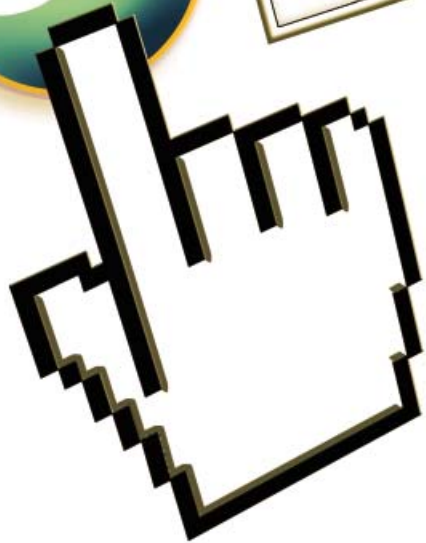




Website 411

by Kristi Lombardo, NARPM Communications & Graphics Designer

Installment 2



Last month, I went over the basic sections of the NARPM website. Now that you have a good foundation we can discuss the two different member sections: Internet Member Services and Members Only.

Each member section has its own username and password. These are not one and the same and cannot be used interchangeably. You cannot use your Internet Member Services (IMS) username and password to login to the Members Only section and vice versa. To better understand these sections and what they do, I will go over what is available in each section and how you can obtain the login information for that area.

INTERNET MEMBER SERVICES

IMS is an online tool that allows members to update their membership information, register for conferences and education classes, pay your dues, and purchase things from the NARPM store.

Have you changed your e-mail or any other information recently? You can log in to IMS and make the change in your member profile. This is a great opportunity to make sure Headquarters' records are accurate. However, you cannot change office information (such as office address or phone number); you must call Headquarters or e-mail info@narpm.org.

The NARPM store is also located under IMS. You can browse all the items for sale, with pictures of each item, and place an order immediately. If you would like to download an order form instead of going

through this system, there is an order form button on the NARPM home page.

At the NARPM store you may order specialized brochures and other publications to promote your company and NARPM, men and ladies apparel with the NARPM logo, convention-related items such as pins, and much more.

If you did not receive a letter in the mail introducing you to IMS, giving you your username and password, you may call Headquarters or e-mail info@narpm.org and we can give you your personalized information. Remember to tell our Member Support Specialist that you need your login information to the Internet Member Services section so we will be clear as to which member section you are trying to log into. This username and

password will not work for the Members Only section and there is a different process to go through to obtain them.

MEMBERS ONLY

The Members Only section is essentially a special gateway on the website. It is part of the website, whereas IMS is a separate program that is only linked to the website and directly connected to our database. The Members Only section lists information that only NARPM members can view after they have logged in.

To log in, if you do not already know your username and password (which is not the same as your Internet Member Services login), you must use the Retrieve Your Password feature located on the right-hand side of the Members Only login page. This service will send the information to your

The screenshot shows the NARPM Internet Member Services interface. On the right, there is a navigation menu with three items: 'Update Your Information', 'Register for Classes and Events', and 'Visit the NARPM Store'. Below this is a login form with fields for 'Logon ID' and 'Password'. A note states 'YOUR MEMBER NUMBER IS YOUR LOGON ID'. There is a 'Submit' button and a link for 'Forgot your password?'. A link for 'Click Here to Register as a Non-Member' is also present. At the bottom, it says 'Powered by Rapattoni Magic' and 'National Association Residential Property Managers Hosted by Organization Management Group'.

Login: IMS

This is the Login page for the Internet Member Services section. If you do not know your login information you call Headquarters or e-mail info@narpm.org.

e-mail address, so make sure that Headquarters has your correct e-mail in the database. If they do not, this will not work. The system should send your new login information to you within the hour. You can also use this feature if you do not remember your login information. However, for security purposes, the system will always send you a new username and password instead of the current login information.

MEMBERS ONLY AREAS

Members Only has a News & Updates section very similar to the one on the home page. Items are moved here from the main page after they are no longer current. Blast e-mails that do not go out to the entire membership (maybe only just certain regions, etc.) are also placed here. The other sections of Members Only are My Membership, Member Resources, Get Involved, and Professional Designations.

The My Membership area is also the My Account area listed at the very top, next to the NARPM logo, on the home page. These links will take you to a page that displays all the membership information Headquarters currently has listed for you. You can also manage your username and password for the Members Only section,

change blast e-mail preferences, and submit articles and feedback. To update or change the membership information, you must log into Internet Member Services.

The Member Resources area includes pages about the *Residential Resource* with a full archive of every issue ever published in a downloadable PDF format, various documents/forms, list serves, industry links, and more. In the Documents/Forms section you can find all the reports (in Microsoft Excel format for your convenience) listed in the Headquarters Report e-mail blast that is sent out each month, including at-large members, new members, and prospective members. You can also find several press release templates and NARPM position papers here.

Under the Get Involved section, you can find out just how to make a difference in your association: by joining a committee, applying to the Board of Directors, or becoming an education instructor.

The Professional Designations page is different from the Designations page in the public area of the website. This area explains the value of a designation to you, as a NARPM member. It also has designation logos available for download.

COMING NEXT ISSUE

In the May issue of the Residential Resource, Website 411 will go over Troubleshooting (complete with a special cut out cheat sheet card you can post on your bulletin board) and discuss the three different access levels for the Members Only section. That's right—three different levels! Tune in next month.

Also do you have a question about the NARPM website? Is there something you would like to see in this column? Send an e-mail to publications@narpm.org and your question or idea could be featured in an upcoming installment of Website 411!



Kristi Lombardo is the Communications and Graphics Designer at NARPM Headquarters, Organization Management Group, Inc. in Virginia Beach, Virginia.

She designs and lays out the Residential Resource each month, updates and maintains the website, lays out the Annual Membership Directory, and designs all NARPM event and marketing materials. Kristi can be contacted at 800-782-3452 or by e-mail at publications@narpm.org.



Login: Members Only

This is the Login page for the Members Only section. If you do not know your login information you can use the Retrieve Your Password feature located on the right.

Troubleshooting is located below the username and password fields.

The screenshot shows the NARPM website interface. At the top, there is a navigation bar with links for Home, About, Designations, Education, Conferences, Join, Internet Member Services, and Members Only. A search bar is located in the top right. Below the navigation bar, there is a large banner with the text "HELLO my name is" and a "Search" button. The main content area is titled "Login" and contains a login form with fields for Username and Password, a "Remember me" checkbox, and a "Sign In" button. To the right of the login form is a "Retrieve your Password" section with a "Retrieve/Reset Your Password" link. Below the login form, there is a "Having Trouble Logging In?" section with a link to "click here" for more information on enabling cookies.

The RVP Bulletin

REGIONAL VICE PRESIDENT

BY TONY DROST, RMP®

NARPM is here for you! We all have our own ways of communicating, learning, and networking. Over the past few years, NARPM has stepped up to offer its services to the members in many different ways. Additionally, there are committees working right now on creating even more ways to access NARPM, including the possibility of creating a virtual chapter, a national rental search using our members listings, and virtual education classes.

ACCESS NARPM AT HOME AND THE OFFICE

Ever wish you could ask a question to the membership for a quick answer to a problem? Now you can. Join the NARPM CEOs user group. Users e-mail questions and NARPM members throughout the nation can respond. It can be very helpful and insightful. It is like having all of our members together in one room to help you with your specific issue. To join, e-mail Executive Director Gail Phillips, CAE, at executivedirector@narpm.org.

Efforts are being made in studying the development of a virtual chapter. Having an internet connection would be the only requirement. Members across the country could log in and network with other members, receiving training from anywhere in the world.

LOCAL

Most NARPM members are associated with a local chapter. Most of these chapters offer regular meetings with guest speakers. Attendees have the opportunity to network with one another, meet affiliate members, and become educated on a particular subject. Many chapters offer additional workshops by bringing in one of the many national speakers. The national speakers generally inspire your chapter members and provide expert training and advice. Other chapters bring in designation classes, allowing their members to earn their designations much quicker and with less cost. If you have a local chapter, I encourage you to get involved. I also encourage chapter leaders to use the Chapter of Excellence Application as a guide to providing your chapter members with valuable benefits at the local level.

Helpful Links (Note: You must be a chapter leader to access the following areas of the NARPM website)

- **National Speakers Bureau:** http://www.narpm.org/docs/chapter-services/narpm_speakers_bureau.pdf.
- **Chapter Support Services:** <http://www.narpm.org/chapter-services/support-services.html>.
- **Chapter Excellence Award:** <http://www.narpm.org/chapter-services/recognition-awards.html>.

REGIONAL

In 2007, NARPM introduced six Regional Vice Presidents (RVPs). The role of the RVPs is to represent the needs of the members

within their assigned region to the NARPM Board. The RVPs will be attending all state, regional, and national events. Behind the scenes, these RVPs are contacting chapter leaders and offering advice and assistance in developing a stronger chapter to offer benefits at the local level. Many times, the RVP is simply introducing members with a specific question or need to another member who has the answer. Also in 2007, National created two Leadership Symposiums; one on the East coast and another on West coast. Additionally, I think in 2008 you will start seeing more regional conferences. This will make it easier and more cost effective for members to receive valuable training, which at one time was only available on the national level.

Upcoming Regional Conferences

- **Colorado State:** April 16-20, 2007.
- **California State:** April 25-26, 2007.

NATIONAL

The education and motivation received at a national convention is unmatched anywhere. The next two national events are in amazing destination locations and with beautiful accommodations. Reward yourself for working so hard and write-off the expense of your next vacation by attending a national conference. You will get a nice break and learn things that will make attending the next convention that much easier.







And let us not forget about the award winning *Residential Resource* that each member receives monthly. Read these articles and feel free to contact the authors for additional understanding and other helpful hints. The *Residential Resource* also reminds you of important events coming up and provides a list of contacts. If you have a question, contact someone at the national level and if they do not have the answer, they will find the person that does.

Helpful Links

- **2007 National Convention in Scottsdale, AZ:** <http://www.narpm.org/conferences/index.html>.
- **2007 National Events Calendar:** <http://www.narpm.org/about/calendar/index.html>.

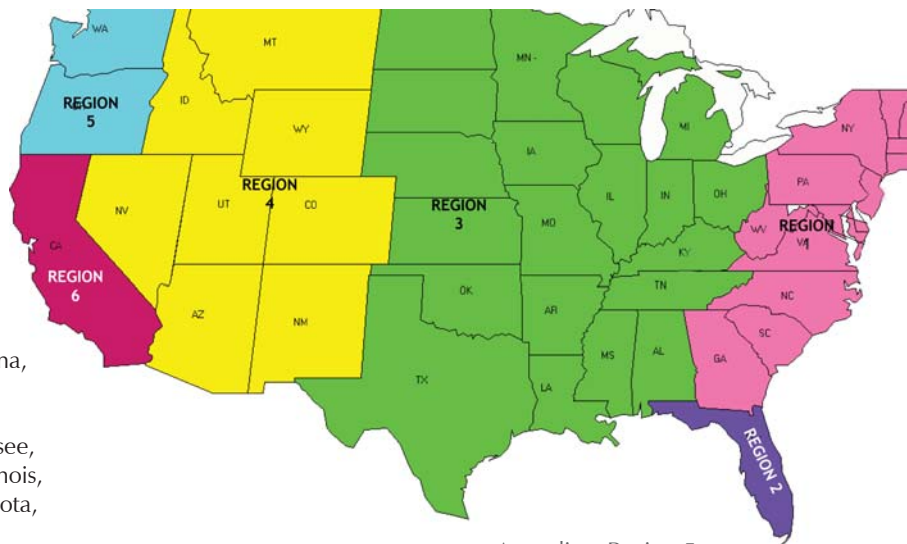


Tony Drost, RMP® is the founder and owner of First Rate Property Management, Inc., located in Boise, Idaho. Tony earned a BA degree in operations management, which he credits as giving him the tools to be an effective manager. Although licensing is not required in Idaho, Tony is a licensed agent to provide additional support and service to his clients. Tony can be reached by phone at 208-794-6424 or by e-mail at tony@frpmrentals.com.

-  **Region 1** – Vickie Gaskill, ARM®, CPM®, MPM®
1-800-755-5397, region1vp@narpm.org
-  **Region 2** – Elizabeth “Betsy” Morgan, MPM®
727-569-2312, region2vp@narpm.org
-  **Region 3** – Susan Albern, MPM®
970-669-0842, region3vp@narpm.org
-  **Region 4** – Tony Drost, RMP®
208-321-1900, region4vp@narpm.org
-  **Region 5** – Harold Kalles, MPM®
253-848-9393, region5vp@narpm.org
-  **Region 6** – James Emory Tungsvik, MPM®
253-852-3000, region6vp@narpm.org

- **Region 1** – Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, New Jersey, Delaware, Maryland, Washington D. C., West Virginia, Virginia, North Carolina, South Carolina, and Georgia
- **Region 2** – Florida
- **Region 3** – Michigan, Indiana, Ohio, Kentucky, Tennessee, Alabama, Mississippi, Louisiana, Arkansas, Missouri, Illinois, Iowa, Wisconsin, Minnesota, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma, and Texas
- **Region 4** – Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Arizona, and Nevada
- **Region 5** – Washington, Oregon, Alaska, and Hawaii
- **Region 6** – California

NARPM Regional Map



Additional Countries:

- Australia – Region 5
- Canada – Region 4
- South America – Region 1
- West Indies – Region 1



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Tenants in Transition

by Robert L. Cain

They were sold the dream of homeownership. And did the lenders and REALTORS® ever make it easy for them. You saw the ads: “Buy the home of your dreams with nothing down and an ‘introductory’ interest rate of only 1 percent,” “Bad credit? No problem. We can find a loan for you!”

Little did they realize that the 1 percent interest rate included negative amortization and that the payment adjusted monthly with no annual or lifetime cap. Little did they know that the value of the home they bought was about to take a precipitous drop. Their house payment jumped 52 percent and the value of their home dropped 9½ percent.

They could not make the payments and they could not sell the house for what they paid for it. They handed the keys back to the bank or the lender foreclosed. In the process they became part of a growing trend. Nationwide, almost 971,000 foreclosure filings were reported last year, 51 percent more than the 641,000 in 2005, reports Foreclosures.com.

Now they are our customers again, but their credit is shot and they have been beaten on, chewed up and spit out by the real estate machine. They are tenants in transition. Undoubtedly this is a disheartening time for them.

Tenants-in-transition is one of the four classes of tenants that we have always seen. The other three are tenants by choice, tenants new to the market and tenants who probably shouldn't rent in the first place. Tenants-in-transition is a group that we as rental owners and managers count on as customers and a group we need to be ready to serve.

How then, are we to handle this influx of returning tenants? Their credit is likely bad. They may not only have the foreclosure, or deed in lieu of foreclosure, on their credit report, but they may have other slow pays because they let other bills slide while they tried to keep up with their mortgage payments.

They were often some of our best customers before we lost them to homeownership. Now their credit might look just as bad as that of some of our worst applicants. But we want these customers back, unlike the bad applicants. The problem is, if you accept someone with a bad credit report who just went through a foreclosure, you may run into Fair Housing complaints if you reject someone with an equally bad credit report who has never owned a home and he or she is a member of a protected class.

Our job is to rent to the most qualified applicants we can attract. Poor credit often disqualifies an applicant. But a bad credit report that resulted from a foreclosure might be a mitigating factor, much as a bankruptcy due to medical bills is a mitigating factor to mortgage lenders. We need to rethink our credit policies so that we can welcome these tenants-in-transition back to the rental market.

Rethink them how? One way is to restructure our rental standards so that a poor credit report need not disqualify an applicant if it is the result of a foreclosure and other debts are current. That can eliminate the conflict of accepting a former homeowner and rejecting a bad tenant with a horrible credit report.

Another way is to be willing to look at an applicant's explanation of the mitigating circumstances of the bad credit report. Yet another way would be to accept a less-than-ideal credit report if the rental history and landlord references are satisfactory.

These were some of our best customers. They are likely to be again. We need to find ways to see to it that we are able to rent to them.



Robert L. Cain is a nationally-recognized speaker and writer on property management and real estate issues. For a free sample copy of the *Rental Property Reporter* or *Northwest Landlord* call 800-654-5456 or visit the website at www.rentalprop.com.





Legislative Scoop

by Jerry Bangerter, Governmental Affairs Committee Chair

Standing in support of legislation and governmental initiatives that genuinely promote fair treatment of both landlords and tenants is the 2,300 strong National Association of Residential Property Managers (NARPM). That's us!

NARPM is the only professional organization in the nation exclusively comprising managers of small single-unit to four-plex residential properties. On the other side of literally every issue are "hundreds" of well-funded lobbying interests that introduce bills, legislation and administrative initiatives that directly or indirectly impact NARPM members and our clients.

Considering the myriad associations which are known to propose legislation that impacts us, this is a formidable task. Nevertheless, we are not alone. There are other associations with which we can establish common cause. We simply need to aggressively reach out to these associations. But we have to be properly organized in order to do so.

Several weeks ago, the Department of Housing and Urban Development (HUD) awarded \$18.1 million in grants to groups across the nation to help educate Americans about their rights and responsibilities under the Fair Housing Act.

Nearly \$14 million will be used to investigate allegations of housing discrimination, while the remaining \$4.2 million will be devoted to educating the public and members of the housing industry about their obligations under federal, state, and local fair housing laws. This will have a huge impact on our industry. It will require us to be on our toes and watch out for what actually happens as opposed to what was supposed to happen.

Do not necessarily look for HUD to investigate the hundreds of thousands of "independent" property managers managing one or two of their own units, or units for their friends or neighbors. Instead, plan on them focusing on licensed managers with larger inventories of rental properties who are working hard to run "legitimate" businesses. Guess Who?

Then ask yourself, what will these "investigators" be looking for? Chances are, they will simply focus on new records and reports that we will now be required to maintain in our offices to facilitate the ease of their investigations.

Empowered by activist public interest groups and associations flush with large new grants of public money, we can expect that our

future potential tenants will aggressively confront members of our industry with both legal and administrative actions. Our "Focus on Professionalism" could not have been more timely.

These comments are not meant to disparage the government's effort for there are far too many instances wherein landlords and non-NARPM property managers treat their tenants unfairly. So, this is where we come in. It is our job to help our government implement properly balanced legislation, and to make our interests and concerns heard by our legislators and governments.

"...we are moving to find our voice, and...we will increasingly find ourselves positioned to more effectively influence the actions of our government."

Until now, NARPM has had little voice in shaping legislation or administrative actions such as this, but things are changing. We are a very young organization. But now, we are moving to find our voice, and as our numbers grow and as we focus more and more on professionalism, we will increasingly find ourselves positioned to more effectively influence the actions of our government. As we look to the future, and working with other like-minded professional associations, we will be a growing voice

of caution helping to minimize any unintended and undesirable consequences of governmental action.



Jerry Bangerter, the 2007 *Government Affairs Committee Chair*, can be reached by e-mail at jerry@rxkl.com or by telephone at 808-237-5333; toll free, 877-254-1586.

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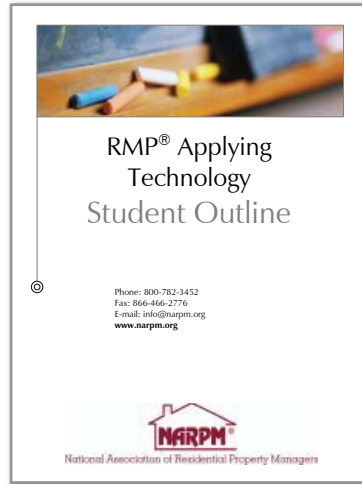
Education Course Booklet Advertising Contract

At each NARPM education class, a spiral-bound course materials booklet is given to each attendee. Attendees keep these books, even after the class is over, as they are a valuable source of information.

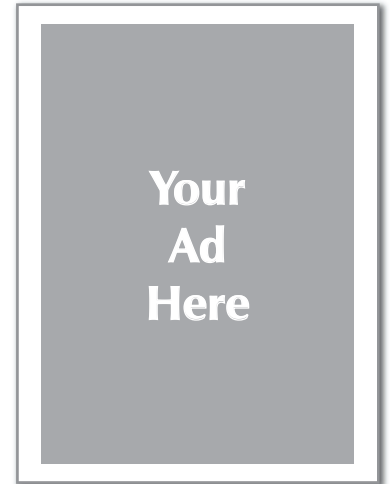
A new advertising opportunity is now available! The back cover of these books may be purchased as advertising space. Ads will be printed on white cardstock and will be protected by a clear presentation cover.

Several education classes are held throughout the year in different areas of the United States, so you can even target specific areas if you wish. Or, depending on your company's industry, you could select a class whose topic it would be relevant to.

Booklet advertisements sold on a first-come, first-serve basis. Please call to confirm that the advertising positions for the selected classes are still available. Classes are subject to cancellation due to low enrollment. If a class is cancelled for this or any other reason, there will not be a refund; instead, a credit will be applied to a future booklet advertisement.



Front Cover



Back Cover

Specifications:

Ads should be 7.5" W x 10" H, full-color, 300 dpi in EPS, PDF, or TIF format. Examples of education book and ad placement displayed at right.

Contract Total

Number of classes selected _____ x \$250 = \$ _____

Please check the classes for which you would like to advertise below.

Current Classes

Date	Location	Class
<input type="checkbox"/> 3/21/07	Seattle, WA	RMP® Applying Technology
<input type="checkbox"/> 3/21/07	Seattle, WA	MPM® Operating Maintenance
<input type="checkbox"/> 3/22/07	Seattle, WA	Ethics
<input type="checkbox"/> 3/27/07	Albuquerque, NM	Ethics
<input type="checkbox"/> 3/28/07	Albuquerque, NM	RMP® Tenancy
<input type="checkbox"/> 4/17/07	Lakewood, CO	RMP® Habitability Standards
<input type="checkbox"/> 4/17/07	Lakewood, CO	MPM® Personnel Procedures
<input type="checkbox"/> 4/18/07	Lakewood, CO	RMP® Applying Technology
<input type="checkbox"/> 4/23/07	Monterey, CA	MPM® Owner/Client Relations
<input type="checkbox"/> 4/24/07	Monterey, CA	RMP® Marketing
<input type="checkbox"/> 4/25/07	Monterey, CA	Ethics
<input type="checkbox"/> 4/27/07	Monterey, CA	RMP® Tenancy
<input type="checkbox"/> 5/17/07	Atlanta, GA	RMP® Applying Technology
<input type="checkbox"/> 5/19/07	Boise, ID	Ethics

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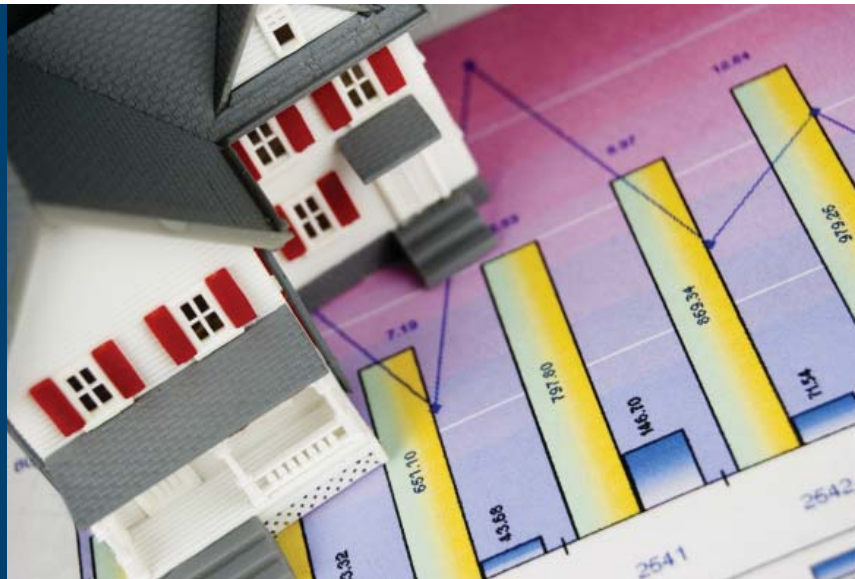
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Do You Want a **LARGER** Company or **LARGER** Profits?

by Rob Massey, Jr., CPM®



Most people would agree that there is a fundamental bias in business that bigger is always better. In fact, it is a natural process for a business to grow unless something is proactively done to prevent it from happening.

In the management of single-family homes and smaller apartment buildings, bigger is not always more profitable. When a management company grows to the point of having to hire a new staff person, it goes through a period of adjusting to the additional overhead. In fact, the additional costs of managing more property can result in a mere break-even situation. Make sure that as you grow your company you are also growing your bottom line. Help your vendors get more work, as this will add employment to your community and increase your exposure and responsibilities.

Unless fundamental profit centers are in place, mere growth will not result in appreciable increases in company net income. Examine the following areas for realizing benefits from growing your portfolio.

- **Review types of fees and amounts:** Many companies get stuck with only charging certain fees. With the host of activities performed by property managers, separate fees are justifiable with certain distinct services. How long has it been since you increased your fee schedule? Certainly your fuel costs have increased and very likely other costs have as well.
- **Limit accounts to certain geographic areas:** Limit your geographic coverage area by minutes from your office, not distance. Time is money and so is your staff's time.
- **Re-consider your current list of clients:** As much as we may not want to admit it, some clients are simply not worth the trouble. Give them notice that you will no longer renew their contract. It is okay to simply have two different management philosophies. Acknowledge it and move on to greener pastures.
- **Set minimum fees:** This was one of the greatest changes that I made in my company. Many management fees are based on percentages. Why would a property manager handle a property that pays less but causes more work? That is what I did for too many years. Once I set a minimum management fee I all but eliminated getting accounts with low end rents. Look at your fees as dollars per unit. The differences may shock you.

- **Bill owners for significant variable costs:** Advertising cost is at the top of the list. They benefit. Why not charge them for most special costs associated with work done on their behalf.
- **Offer maintenance at rates above cost (whether in-house or contracted):** This is a huge opportunity to earn fees. Overseeing more work for an owner? Then you should be compensated more. Work deals with contractors so that your billable rate to your clients is no more than what they would pay on their own. You can likely save your owners money and increase your bottom line.
- **Review office hours:** You can always schedule showings outside of your office hours. Quit trying to handle too many things all at once. Allow yourself and your staff some quiet time during normal business hours. Let voice mail take the messages, handle them on your schedule and stop letting everyone interrupt your productivity.
- **Review technology:** There are many tools out there. Review your phone system, voice mail, Internet advertising, work order system, property management/accounting software, cell phones, computer hardware, e-mail set up, daytimer/calendar book/software, on-call maintenance handling, etc.

Always remember that you may need to change your management agreement when making changes to services and fee amounts. If it is necessary, add some language to allow for greater flexibility in changing fee amounts and services to better accommodate future increases and changes.

Do not get stuck in the mindset that we simply need to add more properties. Build your infrastructure for more net dollars per account and then make more informed decisions about the need or desire to grow your portfolio.



Rob Massey Jr., CPM, has served as a local president for NARPM, the Institute of Real Estate Management, and the Apartment Association in his hometown of Louisville, KY. He has taught several property management classes and managed nearly 1,000 apartments and houses before scaling back his property management company to pursue the national Internet listing service he founded known as RentalHouses.com. He is now Vice-president of Industry Development for Rentals.com since Consumer Source, Inc. acquired RentalHouses.com in January of 2007.



Military Personnel May Break Leases

by Bruno Friia, MPM®, CPM®

As the country continues to mobilize into almost war time conditions, with no clear cut or specific time frame for its duration, apartment owners and managers are being reminded about a law that gives residents who are called to active duty the right to break their rental leases by following a prescribed procedure.

The US Soldiers and Sailors Civil Relief Act (SSCRA), first enacted in 1940, has been modified over the years to meet the needs of military personnel in more recent operations. The stated aim of the law is to “protect those who have been obliged to drop their own affairs to take up the burdens of the nation” by suspending any civil action against them – such as an eviction – that is already under way.

It also establishes the right of residents or their dependents who signed their leases before being called to active duty, to be able to break their lease when they are called up.

Some of the features of this act include but are not limited to:

- A resident called to active duty has the right under this provision to break a lease for a rental he or she occupies or that is occupied by his or her dependents.
- The tenant must provide the owner/manager with written notice, along with a copy of the call up orders.
- A monthly lease may be terminated 30 days after the first date on which the next payment is owed.

- Leases of a longer duration will be terminated on the last day of the month following the month in which notice is given.
- The resident is entitled to the return of any security deposit to which he or she is entitled, and a prorated refund of any advance rent. This does not mean that the whole security deposit has to be returned.
- The dependents of any person on active duty may not be evicted from an apartment for which the rent is less than \$1,200, except upon a court order.

You should consult the entire document for a complete determination of the tenants and owner/managers rights under this act. Try this web address: <http://usmilitary.about.com/library/milinfo/sscra/blsscra.html>.



Bruno Friia, MPM®, CPM®, is owner/CEO of Lambros Real Estate, the largest full-service real estate company in Montana. A licensed real estate broker and property manager, he has over twenty-five years of real estate and real estate management experience. Bruno's education and experience have earned him the distinguished Certified Property Manager (CPM®) and Master Property Manager (MPM®) designations. He has served as Chair of the National Association of REALTORS® Property Management Forum, as a member of NARPM, and as a National Board of Directors member.

Maintenance 101

Mold, Mildew, and Bacteria

Mold, mildew, and bacteria are all biological pollutants. Some of these elements are in every house. It is impossible to get rid of all of them. Your goal should be to recognize the causes and signs of these pollutants and to minimize or eliminate their entry or stay on your property.

All of us are exposed to these biological pollutants. However, their effects on our health depend upon the type and amount of the pollutants present. Some people do not experience any adverse health reactions from certain pollutants while others may react moderately or worse from the same exposure. Individuals at both ends of the age spectrum (the elderly and newborn) or with compromised immune systems or respiratory problems are more vulnerable.

Before we look into ways of controlling these biological pollutants, let us look at what we are dealing with. Mold and mildew are one-cell plant-like organisms that are of the Kingdom Fungi—microorganisms that lack chlorophyll and vascular tissue. This kingdom includes the yeasts, molds, mildew, and mushrooms. There are differences between mold and mildew, but the concerns are similar.

Mold grows from spores which are everywhere in our environment. Usually these spores are inactive, but will germinate when the relative humidity exceeds 70 percent. Mold attacks organic materials such as paper, books, cloth, photographs, and leather. Mildew is more a surface concern, growing on walls, siding, and other surfaces covered with a film of dirt containing organic matter that has been exposed to moisture. Temperatures above 65°F (18°C) increase the likelihood of mold or mildew. Signs of mold and mildew include growths, discolored surfaces and odors. Houses exposed to flooding, water penetration or leakage problems, and/or high humidity conditions are especially susceptible.

Bacteria, another microorganism, can contaminate an air conditioning system or other moisture-laden areas. Bacterial growths account for most of the slime that clogs air conditioner drain pans and drain lines. Bacteria create the initial tacky coating on heat transfer surfaces that catch and hold dust and fibers, which can eventually lead to clogged coil passages.

There are no simple, inexpensive methods of uncovering fungi or bacteria conditions. But once a biological pollution condition is discovered, there are means to identify its cause and to eliminate it. Certain catastrophic events, such as flooding or serious water intrusion, are certain to quickly lead to mold conditions unless prompt remedial action is initiated.

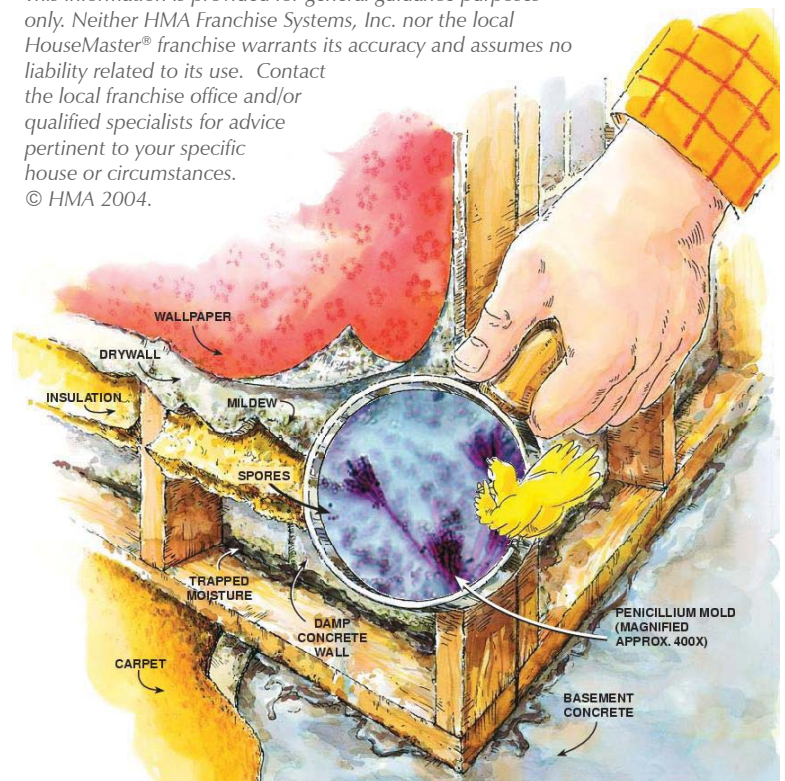
To minimize the chances of your property becoming a breeding ground for any fungus or bacterium, you must address conditions that contribute to water penetration and high humidity conditions. Here are some general recommendations:

» **Humidifiers** (particularly reservoir, non-misting types) can promote mold and mildew growth and help spread spores

throughout the house if not properly maintained. These units must be serviced regularly.

- » **Condensate collection pans** under the indoor coil for air conditioning units provide a perfect environment for bacteria. Check and, if accessible, thoroughly bleach-clean them as needed.
- » **Ground water** that is not directed away from your home may penetrate the foundation and/or the crawlspace walls and will provide mold and mildew spores with the moisture they require to thrive. Pipe downspouts away from the house, maintain a positive grade around your foundation, and address any water penetration conditions immediately.
- » **Faulty or missing flashings** allow rainwater to enter your home and settle in hidden areas such as attics and insulated roof or wall cavities. Check and maintain flashings annually.
- » **Bathrooms and laundry areas**, particularly if unventilated or poorly ventilated, encourage the growth of mold and mildew. Venting (including bathroom exhaust vents as well as dryer vents) should be piped to the outside and not to an interior area such as an attic or garage.
- » **Dehumidifiers and air conditioning** can be used, especially in hot, humid areas, to draw moisture out of the air. Be sure these appliances don't themselves become sources of biological pollutants.
- » **Major systems**, such as furnaces, heat pumps and central air conditioners, should be inspected and cleaned annually before seasonal use.

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at the 19th Annual Convention and Trade Show



September 26-29
Caleo Resort
Scottsdale, AZ

Next year NARPM is going to sunny Arizona. Start looking forward to and planning for an excellent lineup of speakers, education classes, and workshops. There will also be something for every NARPM member to enjoy with all of the great things to do while visiting, from playing a round of golf at one of the many nearby courses to relaxing at the local spa. Log onto www.scottsdalecvb.com and www.caleoresort.com to catch a glimpse of the breathtaking 2007 Convention location.

Don't forget to check www.narpm.org for the latest updates!

Welcome New NARPM Members!

Members that joined NARPM from February 1 to February 28, 2007

NEW MEMBERS

Robert Ainsworth
Silicon Bay Property Management
44380 S Grimmer Boulevard
Fremont, CA 94538
510-657-1000

Genevieve Brown
RE/MAX Associates
133 S Scott
Burleson, TX 76028
817-447-3700

Sue Deibert
1st Avenue Properties
9191 W Black Eagle Drive
Boise, ID 83709
208-947-4607

Betsy Fox
Mountain Manager & Associates
6689 Dockery Creek Road
Hiawassee, GA 30546
706-896-8907

Carolyn Gavrilloff
Westgate Real Estate
PO Box 2915
Petaluma, CA 94953
707-762-1565

Chira Gingerelli
Summit Property Management
PO Box 8975
Missoula, MT 59807
406-549-3929

Jodi Hodges
Capital First Management
1070 N Cole Road
Boise, ID 83704
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Tom Horner
Coldwell Banker
400 St. Armands Circle
Sarasota, FL 34236
941-388-6411

Elizabeth Jovanovski
RE/MAX 200 Realty
954 S Orlando Avenue
Winter Park, FL 32789
407-629-6330

Judy Karkhoff
RE/MAX Gulfstream Realty
401 Manatee Avenue W
Holmes Beach, FL 34217
941-778-7777

Patrick Manza
Option Management Services
PO Box 482144
Kansas City, MO 64148
866-251-5950

Victoria Martin
Martin's Property Management
4520 Stony Brook Lane
Stevensville, MT 59870
406-777-1366

Metra Martins
Martins & Martins Realty
56 Waianuenue Avenue, #211
Hilo, HI 96720
808-935-6671

Barbara McWhorter
Watson Property Management
435 South Young Street, #3
Ormond Beach, FL 32174
356-673-0677

Eugena Milliorn
Corner Post Co, LLC
PO Box 81586
Albu, NM 87198
505-265-1241

John Moore
John Moore Management
2207 W Parmer Lane
Austin, TX 78727
512-833-3583

Rene Mosback
Lambros Real Estate Management
3011 American Way
Missoula, MT 59808
406-532-9308

Stephanie Palmgren
Home Leasing & Management
9300 N May Avenue, #400
Oklahoma City, OK 73120
405-946-0766

Bonnie Peiffer
Abundance Property Management
355 S Teller Street, #200
Lakewood, CO 80226-7391
303-233-7552

Chris Pettit
SRQ Realty
6257 Lake Osprey Drive
Sarasota, FL 34240
941-388-0820

Darcy Porter
Ace Realty and Property Mgmt.
253 SW 4th Avenue
Ontario, OR 97914
541-889-1999

Robyn Powell
Koetje Agency, Inc.
775 NE Midway Boulevard
Oak Harbor, WA 98277
360-675-2271

Terence Price
Lambros Real Estate Management
PO Box 17426
Missoula, MT 59808
406-532-9305

Ronna Reeck
Windermere
4061 Eliza Avenue
Bellingham, WA 98226
360-733-7944

Chandrakant Shah
SRQ Realty
6257 Lake Osprey Drive
Sarasota, FL 34240
941-388-0820

Michael Sirk
Rossmoyn Property Management
1300 N Verdugo Road
Glendale, CA 91208
818-242-6825

Suzanne Teicher
RE/MAX Gulfstream Realty
4802 51st Street W, #403
Bradenton, FL 34210
941-360-7777

Kenneth Teruya
Kenneth Teruya
1308 Kika Street
Kailua, HI 96734
808-351-4137

William Ulsund
SJC Management Group
PO Box 829
Sumner, WA 98390
253-863-8117

Gerry Walsh
Tara Properties
PO Box 383
Freeland, WA 98249
360-331-0183



Laura Wenslaff
Home Realty
317 S Witchduck Road
Virginia Beach, VA 23462
757-671-8790

Diana Williamson
Williamsons' Management
3424 Bryson Way
Boise, ID 83713
208-376-5917

Kevict Yen
Davis & Davis
611 Veterans Boulevard, #207
Redwood City, CA 94063
650-361-1977

Erin Zatrine
Bayview Property Management
1633 Birchwood, #103
Bellingham, WA 98225
360-734-5420

NEW SUPPORT STAFF

Darlene Davis
Silicon Bay Property Management
44380 S Grimmer Boulevard
Fremont, CA 94538
510-657-1000

Muriel Sailor
Williamsons' Management
3424 Bryson Way
Boise, ID 83713
208-376-5917

Jerry Williams
Williams Properties
PO Box 708
New York City, NY 10008-0708
908-531-7777

NEW AFFILIATES

Angela Adams
Atlantic Publishing Company
1405 SW 6th Avenue
Ocala, FL 34474
352-622-1825

2007 Designation Candidates

RMP® CANDIDACY

Shawn Beard
Marc Cunningham
W. Sean Kerr
Dan Lopez
Tina Lopez
Adona Lowery
Kathleen Richards

MPM® CANDIDACY

Sylvia White, RMP®

Hear Ye! Hear Ye!

Ms. Tamara J. Welliver, MPM® with MacPherson's Property Management, has applied for the Certified Residential Management Company (CRMC®) designation. If anyone knows of any reason why this company should not be eligible please contact NARPM Headquarters or Darryl Kazen, MPM®.

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Affiliate Members

Listed by Service

BUSINESS PRODUCTS AND SERVICES

ACH Direct, Inc.
Alliance Property Services
American Blinds & Draperies
Appliance Warehouse of America
Atlantic Publishing Company
Black Ink Insurance Services, Inc.
Careerlook, Inc.
Centex House Leveling
Coastal Residential Corp.
Company Gear
Eli Research
FARPM
First Horizon Home Loans
HRA Solutions
Ian H. Graham Insurance
JGS Insurance
Kellogg & Anderson Accountancy
Kiley J. Brenneman Agency
Newsletter Exchange, Inc.
Northstar Moving Corporation
Paychex, Inc.
PayClix.com
Paylease, Inc.
Peachtree Business Products
Professional Office Services of ID
Rekey.com Locksmith Services
RE Manuals/Landlord Source
Residency Guide
Roper Lock Box, LLC
Runzheimer International, Ltd.
Signet Mortgage Corporation
Southwest Recovery Services
Starker Services, Inc.
Sylvan Electronics, Inc.
The Real Estate Board
Two Men and a Truck
Unibind
Western Pacific Claim Service

INTERNET TOOLS AND MARKETING

1SourceRents.com
All Property Management
AudioVu.com

ezLandlordForms
ForRentByOwner.com
HomeRentalAds.com
HomeRentals.net
HotPads.com
Info on the Web
Innercircuit, Inc.
IntelQuence
Investor's Choice Management
Move, the new RENTNET
My New Place
PointWide Solutions
Property Bridge, LLC
Red Door Christian Investments
Rent Marketer
Rent One Online
Rental Ventures
Rent.com
Rent2Buy America, LLC
RentBlurb.com
RentClicks
RentalHomesPlus
RentalHouses.com
RentalResource.com
RentalSource.com
Socrates Media, LLC
StudentRent

LEGAL SERVICES

Law Offices of Davis, Rothwell, Mullin, Earle &
Xóchihua, PC
Law Offices of Heist, Weisse & Lucrezi

MAINTENANCE

All Animal and Bat Control
American Mold Institute
Blusky Restoration Contractors
Christian Nissen Landscaping
Citrusolution Carpet Cleaning
Clements & Clements Services
Crime Clean of Texas, Inc.
Handyman Matters
Humidex Atlantic
J-Phase Electric, LLC
KMH Technologies, Inc.
Maintenance Made Simple

Mr. Electric of Tarrant and Park
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Tracker Systems, Inc.
Winning Edge Software, Inc.

TENANT SCREENING

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Contemporary Information Corp.
Credit Retriever
Hunter Warfield
Interstate Information Services
MOCO, Inc.
National Tenant Info. Services
National Tenant Network
Real Screening
Reliable Background Screening
RentGrow, Inc.
ScreeningOne
Tenant Plus Corp.
TVS Tenant Verification Service
United Screening Services Corp.
VeriQuest Screening Solutions

NARPM Ambassador Program

The Ambassador Program was first designed in 2000 to reward our current members for referring new members to our organization. Who better to spread the word of the benefits of NARPM than its members? To achieve Ambassador status, you must refer five new members in one year. Afterwards, you will receive an award certificate and a \$245 NARPM credit that can be used toward your annual dues, upcoming events, education classes, and more! You will also be listed in a special section here, in the *Residential Resource*, after achieving Ambassador status. You can earn multiple award certificates in a 12-month period, so be sure you continue referring new members even after you have achieved Ambassador status.

How Do You Start Referring?

- Call NARPM Headquarters at 800-782-3452 to request member application forms. Headquarters, upon request, will mail the application directly to the prospective member but will not fill in the "referred by" line.
- The 12-month period to obtain the five new members starts the day the first new membership application is processed by Headquarters.
- When Headquarters receives the fifth new membership application, an award certificate will be issued and dated.
- A recognition certificate will also be issued, and you, the "Ambassador," will be recognized in the *Residential Resource*.

February 2007 List

New Member

Kelly Beck
Angela Adams
Sue Deibert
Judy Karkhoff
Terrence Price
Rene Mosback
Jodi Hodges
Tom Horner
Suzanne Teicher
William Ulsund
Laura Wenslaff
Stephanie Palmgren
Robert Ainsworth
Kenneth Teruya
Metra Martins
Erin Zatrine
John Moore
Barbara McWhorter
Kevict Yen
Ronna Reeck
Eugena Milliorn
Elizabeth Jovanovski

Referring Member

Renee Quinn, DPM, GRI
Karen Ebert, MPM
Sandy Sturgis
Julie Bishop Royal
Bruno Friia, MPM®, CPM®
Bruno Friia, MPM®, CPM®
Dolores Bedard, RMP®
Bob Lohse
Judy Karkhoff
Jason Clifford
Chandler Scarborough, ABR
Lynda Thomas
Bruce Davis
William Ramsey
Betty Kirby
Marge Bendure
Leola Lamb
Jayci Grana
Bonnye Sirk
Sandi Jones
Tammy Golding
Fred Thompson, MPM®



2006-2007 Ambassadors

Wanda Franklin, RMP®
Geri Stephens, RMP®

What Would YOU Do... with \$245?

education classes

annual dues

convention

registration

NARPM store

RMP®/MPM® Certification Classes

Date	Location	Class	Instructor
Apr. 17, 2007	Lakewood, CO	RMP® Habitability Standards	Kit Garren, MPM®
Apr. 17, 2007	Lakewood, CO	MPM® Personnel Procedures	Sylvia Hill, MPM®
Apr. 18, 2007	Lakewood, CO	RMP® Applying Technology	Ray Scarabosio, MPM®
Apr. 23, 2007	Monterey, CA	MPM® Owner/Client Relations	Sylvia Hill, MPM®
Apr. 24, 2007	Monterey, CA	RMP® Marketing	Suzanne Cameron, MPM®
Apr. 25, 2007	Monterey, CA	Ethics	Suzanne Cameron, MPM®
Apr. 27, 2007	Monterey, CA	RMP® Tenancy	Ray Scarabosio, MPM®
May 17, 2007	Atlanta, GA	RMP® Applying Technology	Fred Thompson, MPM®
May 19, 2007	Boise, ID	Ethics	Marc Banner, MPM®
Jul. 19, 2007	Boise, ID	RMP® Marketing	Suzanne Cameron, MPM®
Jul. 20, 2007	Boise ID	MPM® Owner/Client Relations	Suzanne Cameron, MPM®

Interested in Sponsoring Certification Classes?

Opportunities are available to chapters that would like to further member education, promote certification, and increase their chapter funds by sponsoring a certification class. However, it takes time to plan a class so give your chapter five to six month's lead-time if you wish to sponsor one of these events.

Find out more by calling Headquarters, at 800/782-3452 or e-mailing info@narpm.org. We can provide you with the details you need to make your certification class a successful venture.

Class Registration Form

FEES	Early Registration*	Registration*
RMP® Classes		
Member	\$195	\$225
Nonmember	\$295	\$325
Retake	\$100	\$130
RMP®/MPM®	\$97.50	\$127.50
MPM® Classes		
Member	\$395	\$450
Nonmember	\$495	\$550
Retake	\$300	\$355
MPM®	\$197.50	\$252.50
Ethics Class		
Member	\$45	\$55
Nonmember	\$145	\$105

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

CLASS INFORMATION

- See individual class flyers for times and additional information. Flyers may be downloaded from www.narpm.org.
- RMP® classes qualify for 6 hours of NARPM certification.
- MPM® classes qualify for 12 hours of NARPM certification.
- All materials will be given to students on the day of the class.
- All attendees are required to make their individual hotel reservations.

CANCELLATION POLICY

Cancellations must be received in writing. If cancellation notice is received at least 30 days prior to the class, a full refund will be issued less a \$25 processing fee. If cancellation notice is received less than 30 days before the class, a 50% refund will be issued. No refunds will be made on the day of 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.

(Please print or type)

Name _____
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 City/State/Zip _____
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List Classes

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

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

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Three Easy Ways to Register

1. MAIL your form with payment 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 with Internet Member Services (IMS) at www.narpm.org.

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NARPM

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