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It's time to eliminate petty tribulations and give thanks to our Veterans.

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The knowledge you gain from NARPM® can lead to a success story.

p23

Don't fall for the tricks of IRS scammers. Keep your information safe.

RESIDENTIALResource

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

Housing Homeless Veterans

Among Property Managers across the country, there are often concerns about housing homeless Veterans. Would you be willing to accept HUD housing vouchers to help homeless Veterans change their lives?

See page 7.

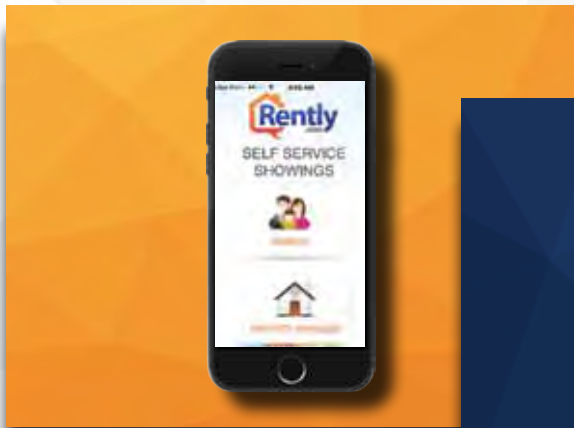


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NARPM® provides resources for residential property management professionals who desire to learn, grow, and build relationships.

FEATURE ARTICLES

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p10 The Most Basic Answer to the Question: Why Did They Do It?

As Veterans Day approaches, Dan Baldini, NARPM® Member, asks us to step back and reflect for a few moments on how we got to this point of continued freedom. Realize just how good we really have it.

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Dora Pinter, RMP® and MPM® Candidate, tells how she benefits from attending NARPM® Conventions and classes. Filling many legal pads with notes, she doesn't just file that information away, but puts the advice to work for a true success story.

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Amanda Frazier, RMP®, feels that earning her Designation was an important part of demonstrating her property management expertise to clients and others in the industry. The extra education has also helped to broaden her scope of knowledge.

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Richard Hart, EA, CAA, President of Hart & Associates, a NARPM® Affiliate Member, cautions you on taking calls from the supposed IRS. Don't fall for the tricks. There's no way to win with a scammer, so keep your personal information safe by remaining alert.



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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. 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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An award-winning publication, the *Residential Resource*, has won APEX Awards of Excellence, a Gold MarCom Creative Award, and a Communicator Award of Distinction for Print Media.

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SUBSCRIPTION

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 to sign up.

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

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National Association of Residential Property Managers

From the
DESK of the
Executive Director



Gail S. Phillips, CAE

Company membership will enable company owners to transfer memberships to other people in their company.

Before I go any further, have you read about the new Company membership? If not, you need to look closely at the offering as it will allow Company membership to any company that has four (4) Members which is a combination of Professional and Support Members, with two (2) out of the four (4) being Professional Members, and the base fee equaling \$735. After the Company membership base fee is paid for the initial four Members, the dues will be \$100 for each additional Professional Member/Support Staff and \$140 for each additional Associate Member.

Company membership will enable company owners to transfer memberships to other people in their company. In order to transfer, the company owner must provide real estate commission evidence (or proof of termination in states where licensing is not required) that the person has left the firm in order to transfer membership.

Are you interested in making this change? The Application can be found at: <https://www.narpm.org/join/professional-membership/>.

Through this program, the *Residential Resource* magazines will be received electronically. If the company wishes to receive print copies, they will be limited to four (4) hard copies per issue.

We are excited about the upcoming 2017 NARPM® National Convention in Orlando, Florida. The volunteers and staff have been working diligently to bring you an event that you will remember and leave you wanting more. We will have social media contests, enhanced presentations, and time set aside for networking with your peers.

The first thing you should do before you leave your office is download the mobile app that was built just for NARPM®. This app will allow you to track the events that are taking place, chat with other attendees, and find where your friends are headed during the event. If you go to narpmconvention.com, a pop up will direct you on how to obtain the app. You can also set up your own program schedule.

If you are arriving at the Convention on Monday, make sure that you are registered to participate in the

Past Presidents' Charity Golf Tournament that will be held on the hotel property. This year's event supports the PTSD Foundation of America and Camp Hope in Houston, Texas. You can find information on this event by visiting narpmconvention.com and clicking on "Schedule" and selecting the "9th Annual Past Presidents' Charity Golf Tournament."

When you arrive on Tuesday, make sure you go to the Epic Pool Party that President Steve Schultz, MPM® RPM®, is hosting for all full Convention registrants. The event is free to all full registrants, but you need to let the staff know you are attending! There will be games and food so you can enjoy your time as we start this great event!

Wednesday starts the educational events for the Convention. It kicks off with a Business Development session that is included in your registration fee. The session is "Empowering Teams and Individuals" with Scott Steinburg. After his presentation, Scott will assist you in developing a plan for your business. It sounds like an exciting event to kick off the Convention.

From there, you can visit the website or the app to know the plan of workshops and general sessions. The Trade Show is once again sold out and the grand opening is Wednesday evening. Join fellow Members as you stroll through the Trade Show and enjoy meeting those who support your industry with their products. There will also be finger food available, along with lots of time for networking.

Friday, NARPM® is closing the event with designation recognitions and a silent auction. A reception will be held Friday afternoon for all attendees to congratulate the new designees. You will also have an opportunity to bid on items during the NARPM® PAC Silent Auction and winners will be announced. After the close of this event, your evening will be free to enjoy time with fellow NARPM® Members. 🍷

A handwritten signature in black ink that reads "Gail S. Phillips".

Gail S. Phillips, CAE
NARPM® Executive Director



Invest in the NARPM® PAC

Because apathy is not a choice! Making a personal contribution to the NARPM® PAC is an investment in your future. By making a voluntary contribution, you take an ACTIVE role in supporting candidates that protect the property management industry and help keep more money in your pocket.

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www.narpm.org/legislative/issues/learn-narpm-pac/

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A simple \$30 donation to the PTSD Foundation provides the tools necessary to help one veteran and their family get the help they need.

Please donate online to help us show our service members how much we care.

TO DONATE ONLINE:

[www.narpm.org/about/officers-and-board/
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Veterans Deserve a Home

HUD-VA Partnership

Among Property Managers across the country, there are often concerns about housing homeless Veterans. Perhaps they don't have a steady income, or they have a criminal background. Or maybe they are just not accustomed to living around neighbors.

In early 2016, when The Villages at South Station near Seattle, Washington, started accepting Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) vouchers, we found many of our concerns were addressed. This is because HUD-VASH, which is a permanent supportive housing program for homeless Veterans offered through the U.S. Department of Housing and Urban Development and the U.S. Department of Veterans Affairs (VA), provides case management support to help Veteran residents adjust.

Working in partnership with VA Puget Sound Health Care System and the King County Housing Authority (KCHA) in Washington State, The Villages has already housed nearly thirty formerly homeless Veterans. Since we took the opportunity to help homeless Veterans, we have seen how HUD-VASH vouchers can change lives. One of our residents housed through HUD-VASH is now a student and is working to regain custody of his daughter. We have another resident who, with his own money from his own job, bought a car and pays his rent on time every month.

To help ease the transition for our Veteran residents, The Villages conducts a furniture donation program, where we collect items from residents who are moving out. It's a simple way to get Veterans what they need and help them feel more at home,

which in turn makes the whole process of housing a homeless Veteran go more smoothly.

Yes, there are times when some of our HUD-VASH residents have trouble adjusting to life after homelessness. They may find it hard learning to keep their noise levels down inside and accepting responsibility for how their actions may affect others as part of a community. But the great thing about the HUD-VASH program is that our residents are assigned a case manager who checks in with them every month – or more often if needed – and helps them tackle issues. For example, VA case managers may connect these Veterans with support services such as health care, mental health treatment, social

skill development, community integration, and employment.

Property Managers who accept HUD-VASH vouchers have the assurance that there's a safety net for them and the Veterans living in their community. Also, by accepting HUD-VASH vouchers, Property Managers can expect reliable monthly rental payments through the local public housing authority. They also have a say in setting their own security deposits based on local standards.

Housing homeless Veterans isn't always perfect, but neither is housing anyone else. Through

HUD-VASH, we at The Villages have had the opportunity to help homeless Veterans get back on their feet, and for that, we are grateful – because everyone deserves a home.

To join the effort to house homeless Veterans, please visit www.va.gov/homeless/docs/HCHV_Sites_bystate.pdf to locate and contact the VA Health Care for Homeless Veterans Coordinator in your area. 🏠



Terri Brown boasts 36 years of experience in the multi-family housing industry. Prior to joining Madrona Ridge Residential, she spent five years as a Property Manager for ConAm Management in the Seattle market, and gained extensive experience in managing garden style and mid-rise communities for Prometheus Real Estate Group and Waterton Property Management. Terri completed the Certified Apartment Manager (CAM) Certification through the Orange County Apartment Association, in California.

LEGISLATIVE Scoop

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



Kristi Malcom, RMP®, is the President/Broker of New Hope Realty and PMI NW Atlanta, located in the suburbs of Atlanta, Georgia. Kristi has been in the real estate/property management industry since 1990 and purchased an existing property management company in January 2015. She is active in her local Board of REALTORS®, the NARPM® Atlanta Chapter, and her church. Kristi was awarded her RMP® designation at the 2016 NARPM® National Convention, where she was also the first recipient of the Darryl Kazen Memorial Scholarship. Kristi and her husband of 25 years are from the Atlanta area, where they raised two children, and now have one grandson. Kristi is proud that her husband and daughter have joined in the property management business, making this truly a family business.

One of the most important things NARPM® Chapters can do is to build and cultivate vigorous government affairs programs at the state and local level.

“All politics is local.”

The former Speaker of the House, the late Tip O’Neill, is famous for stating that, “All politics is local.” In today’s environment, there are many who might challenge that notion, especially within the context of public policy. After all, it seems like with every passing day, the size and scope of the federal government continues to grow. Indeed, as Property Managers, now more than ever, it is important to be mindful of the many ways that federal laws and regulations affect the day-to-day conduct of your business. To that end, the NARPM® Board of Directors, Governmental Affairs Committee, and PAC Trustees, with the support of NARPM® Members from across the nation, have all done yeoman’s work to build a strong governmental affairs program at the national level.

As important as cognizance of the federal government is, it is equally important to not lose sight of the importance of vigilance with regard to state and local government. It cannot be stated enough that one of the most important things NARPM® Chapters can do is to build and cultivate vigorous governmental affairs programs at the state and local level. To follow are two important reasons why:

Many of the most important issues facing Property Managers and owners are handled at the state or local level.

Bank robber, Willie Sutton, was famously quoted as saying that he robbed banks, “because that’s where the money is.” While the authenticity of that quote is certainly questionable, its poignancy is not. We have to be involved at these levels because that is where our issues are being decided.

The most important state and local issue affecting NARPM® Members is landlord-tenant law and all of the potential rules and regulations that flow from that body of law. The day-to-day process Property Managers follow, and the rights and responsibilities for landlords and tenants, are all embodied in this part of the law, which is the domain of state and local policymakers. In addition to the overall flavor and balance embodied in landlord-tenant law and its importance to the work of NARPM® Members, there are more focused issues that are also very important. It is from landlord-tenant law that we get issues like rent control and no-fault evictions. Likewise, it is landlord-tenant law that serves as the vehicle for proposals that would regulate items like

application fees, late fees, institute rental inspection programs, or require rental registrations.

Landlord-tenant laws are not the only state and local issues that are important for Property Managers and owners. Property taxes, for example, which can entail a number of facets that affect NARPM® Members, are entirely a state and local function. Another example is the licensing laws, and other occupational and professional regulatory programs, that Property Managers encounter, usually in the form of required licensing as a real estate agent in the state(s) where they conduct business.

Activists who push against Property Managers and landlords are active at the state and local level.

Imagine a proposal for rent control at a local City Council meeting. What do you picture in your mind? It is most likely a large crowd of tenants assembled in mob-like fashion like the Parisians at the Bastille, angrily criticizing landlords and calling for regulations that control how much property owners can charge in rent. These types of crowds do not happen by accident. At all levels of government, but particularly at the state and local level, tenants’ rights special interest groups have been working overtime to organize activists in order to present an illusion of popular support for the policies they want. In fact, some observers think that over the next few years, even more focus will be placed on state and local organization, even perhaps, at the expense of activism at the federal level.

If NARPM® Members are not actively engaged in state and local government affairs, then who will be there to make sure that policy makers have accurate information to help ensure that the perspective of property owners and managers is fairly and accurately recognized and presented? The sad answer may very well be that no one is. It has been said that in politics, if you are not at the table, then you are on the menu. No truer words about state and local involvement could be said.

As state and local NARPM® Chapters build and grow their government affairs programs, please feel free to reach out to the NARPM® Governmental Affairs Committee (Kristi Malcom, RMP®, Chair at govtaffairschair@narpm.org) as well as the staff at NARPM® National (Tyler Craddock at tcraaddock@narpm.org) with questions you may have. 📧

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DISCUSSION BOARD Hot Topics

WHAT HOT TOPICS ARE PROPERTY MANAGERS CURRENTLY TALKING ABOUT?

NARPM® maintains Discussion Boards for several specialties within the organization. These Discussion Boards enable Members to stay in contact and to share questions and concerns as they arise. If you would like to participate in one of these groups, visit www.narpm.org/members/discussion-boards and follow the instructions. NARPM® National approves all Discussion Board Members and the Discussion Boards are only available to Property

Managers who are Professional Members of NARPM®.

Statements of fact and opinion are the responsibility of the authors alone and do not imply an opinion on the part of the officers, staff or Members of NARPM®. Any legal matters or advice mentioned herein should be discussed with an attorney, accountant, or other professional before use in a particular state or situation. All readers are responsible for their own investigation and use of the information.

Q Are tenants' pets considered personal property?

A Unless they are permanently affixed to the real property, I would classify them as personal property that the tenant would bring in with them and take away with them when they leave (hopefully anyway).

A My Mother and sister run a nonprofit cat rescue and they have been involved in legal cases where (in Colorado) pets are considered personal property. They can be stolen or damaged just like any other type of personal property.

A Yes. There are certain groups attempting to equate pets with family members and assign them rights, but that hasn't succeeded yet. As far as I know, they are classified as personal property in every state.

Remember – Everything you read on the Internet is not true and you should seek legal counsel on this issue.





Dan Baldini, NARPM® Member, is a leasing and property management coach, helping Landlords and Property Managers streamline their rental operations to maximize earnings, so they can achieve their financial freedom faster. He has taught these concepts at the collegiate level as an Adjunct Professor at Butler University, in Indianapolis, Indiana, and also at local and State conventions. Dan is a licensed CE instructor and owns the most advanced systems-based management firms in Indianapolis, Indiana. He can be contacted at www.DanBaldini.com

As we approach Veterans Day, let's take a break and reflect for a few moments on how we got to this point of continued freedom.

The Most Basic Answer to the Question **Why Did They Do It?**

The real estate market, including property management, is having a record-breaking year. Agents are selling their listings in literally hours on the market instead of weeks and months. Yet, when reading some of the comments on various social media posts like Twitter and Facebook, you'd think the world is falling apart, planets are about to collide, and millions are about to die.

- Agents are complaining about how other agents aren't changing their status in the Broker Listing Cooperative (BLC) fast enough to reflect accepted offers. The same happens to rental listings.
- Agents are complaining about how inspection responses from buyers are ridiculous and out of control. You know about those move-out inspections.
- Multiple offer scenarios and issues with paperwork are lamented.
- Buyers are complaining about the lack of homes to buy and renters are complaining about the costs.

I'm calling, "Time Out." Let's all take a deep breath and drop our shoulders a half an inch before we all get a migraine.

Perhaps it's time we reflect on just how damn good we have it. We live and work in a time of the greatest experiment in human history. We live in a constitutional republic, never before attempted. We enjoy property rights unseen by 99% of the rest of humanity. We enjoy a legal system where we get to protect our real and personal property. We can challenge and address government grievances. We have the ability and freedom to speak our minds, worship as we want, and bear arms to protect our families and property.

As we approach Veterans Day, let's take a break and reflect for a few moments on how we got to this point of continued freedom. Let's quit our collective bitching and complaining and revisit why some of our forefathers did what they had to do to keep what they had to keep.

Walter Borneman, author of *American Spring: Lexington, Concord, and the Road to Revolution*, put it best on why we have this freedom.

"As both sides struggled to determine what each had done {after the shots were fired on the Lexington Green}, on the rebel side the events of the day raised the broader question of why they had acted and why they were pursuing a determined, armed resistance

against the established government. There was no one answer, and whatever answers were given varied with the retelling of events and were influenced by the context of the times in which they were told. With that caveat, it is nonetheless instructive to recount the oft-told tale of Levi Preston of Danvers."

Preston was a young man of eighteen that spring, and his title of captain would come later. He was one of the Danvers militia who rushed headlong into the fight at Menotomy. Sixty-seven long years after that fight, when Preston was approaching ninety, Mellen Chamberlain, then a young man of about the same age as Preston had been in 1774, interviewed the old warrior.

"Captain Preston," Chamberlain asked, "what made you go to the Concord fight?"

The old man straightened in his chair and repeated the question. "What did I go for?"

"Yes," Chamberlain answered. "My histories all tell me you men of the Revolution took up arms against intolerable oppression. What was it?"

According to Chamberlain, Preston launched into disavowals that it hadn't been about stamps or tea or taxes or high-minded writings about the principles of liberty. "Well, then," queried Chamberlain again, "what was the matter?"

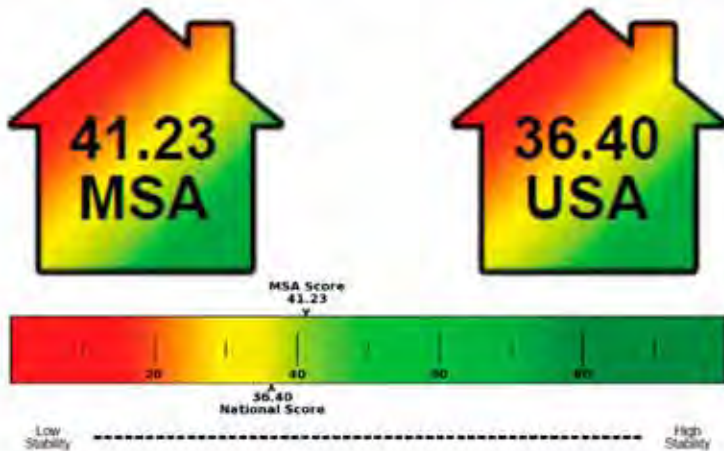
"Young man," bristled Captain Preston in reply, "what we meant in fighting the British was this: We always had been free and we meant to be free always!"

It makes a patriotic story. It may well have been tempered by Preston's age and Chamberlain's retelling, but in almost two and a half centuries since that day on Lexington Green and in the fields and hills from Concord to Menotomy, Preston's reply became the most basic and cherished answer to the question, why did they do it?

As we approach another Veterans Day, let's be thankful for the brave veterans from Captain Preston to the millions who came after him, and made the ultimate sacrifice to ensure that these United States, this Great Experiment, did not perish from the face of the Earth. The petty trials and tribulations of our real estate practices will be there when we get back to them. These fallen Veterans are never coming back, so it's our responsibility to never forget them. 🇺🇸

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~ Tony du Preez, CEO
Rese Property Management, LLC

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Tenant discrimination

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Contact your insurance professional to learn more about Markel's expanded tenant discrimination insurance policy offering and how it can help mitigate these exposures.



Thankful for Each NARPM® Convention Our Story of Success

The NARPM® National Conventions offer a number of benefits for attendees. I have certainly benefited from these events over the years. My entire experience with these Conventions began with a friend named John. Through his help, our property management team has enjoyed a track record of success. Each NARPM® Convention has further reminded me of everything for which we have to be thankful.

At last year's Convention in Hawaii, I went to the new class, Finance: Cash Flow Analysis, instructed by Mike Nelson, MPM® RMP®. It was full of great information. These educational classes were perfect to pick up new information. Sometimes, I have even attended the same class multiple times. While I never forgot the class material, I always want to go to the classes again to continue learning, and best of all, to share ideas with other attendees.

One time, I attended a class instructed by Vickie Gas-kill, MPM® RMP®, for the second time. When I showed up at her class, she turned to me in surprise. "Dora, are you still taking classes?" By that point, I had been a NARPM® Member for five years. I already had my RMP® and had taken all of the required classes. Smiling, I told her, "Yes, Vickie. I always pick up useful ideas for my business."

The most profitable idea from any class came from the Finance: Cash Flow Analysis class. In this class, I learned how to run a proper cash flow analysis and project a return on the client's investment. It combines topics like figuring tax benefits, cash flow, mortgage down payments, appreciation, and equity capture. As a result, we can give our investors a complete picture of what to expect from their investment in two, three, or five years from now.

I left the Convention filled with new ideas and excitement on how my business was going to benefit. When I arrived home from Hawaii, we incorporated all of these ideas into our monthly newsletters. We offered our investors an analysis of their existing properties to help them decide on their best course of action.

This new approach became so popular that we could barely handle the extra workload at first. With all of the analyses and meetings we had to do, we were constantly busy. As a result of this work, we gained a number of impressive results. We appeared more knowledgeable to our customers. The expert advice ensured increased customer loyalty. Additionally, we retained tens of thousands

of dollars more from current owners. Previously, they wanted to sell their homes. After seeing the analyses, they realized that waiting would be worth it. Despite the low cash flow, they would still make a return from their properties. We saved our investors from listing their homes and helped them earn money. In return, we profited from having more homes retained with our company. Our investors now viewed us as the experts, and they were more willing to stay with us. With only one piece of information from the Convention in Hawaii, we made tens of thousands of dollars.

Let's get back to John. John Prescott is a fellow Property Manager in Phoenix, Arizona. My partner, David, met John forty years ago. At the time, David was working as a real estate agent for Century 21 in Tempe, Arizona. John was the office's Property Manager. Thirty-five years later, when David decided to leave the resale side, we started our property management business together.

The first person to whom David reached out was John Prescott. We all met up together at a diner to pick John's brain on how to set up our property management business. We hoped he would give us good advice that would help us avoid any potential pitfalls along the way. His best and only piece of advice for us was to join NARPM® and go to the National Conventions.

We followed John's advice exactly. When the next Convention showed up in San Diego, California, we were there. Throughout that first Convention, I filled three legal pads with notes. As soon as I returned home, I started to break down the information. Over the next twelve months, we began putting that advice to work.

Five years later, I only need to take a few pages of notes at each Convention. We have never forgotten the amazing advice that John gave us. We are grateful for his help because it enabled us to make the best business decisions we have ever made. When we go to speaking events now, we are often referenced as a good example to follow. All of this success is not from our decisions though. I credit all of our profits to what I learned from NARPM®. Over the years, I have shared John's story again and again.

For anyone else working in property management, my advice is the same as John's earlier advice. Go to as many NARPM® National Conventions as you can. No matter what you spend on the trip, you will quickly earn it back in profits from everything that you have learned. 🏠



Dora Pinter, RMP®, MPM® Candidate, is Co-Owner of Service Star Realty in Phoenix, Arizona. Service Star Realty was founded five years ago and through exceptional growth, the company is proud to have 750 residential homes in their portfolio today. Dora oversees the Service Star Office with great dedication, maximizing efficiency and profitability.

His best and only piece of advice for us was to join NARPM® and go to the National Conventions.



Are you #NARPMSmart?

TEST YOUR #NARPM SMART INDUSTRY KNOWLEDGE BY ANSWERING THE FOLLOWING QUESTION.

Ingrid sends out a mailer only advertising her property management services to an area of the city in which most of the properties are managed by Sally, who is a fellow NARPM® Member. Would an ethics complaint filed by Sally against Ingrid be successful?

Find the correct answer highlighted in the next column.

The fact that a #NARPMSmart education leads to greater efficiency for an organization is not a new concept to Amanda Frazier, RMP®, of Cornerstone Properties. Based on the island of Oahu in Hawaii, her company maintains NARPM® Membership because they know that it increases performance ability and professionalism. For Amanda personally, earning an RMP® Designation was an important part of demonstrating her property management expertise to clients and others in the industry.



"It's important for me to show my experience and knowledge through my NARPM® Designation," Amanda explains. "It helps to differentiate me from other agents who do not have a certification. The extra education has also helped to broaden my scope of knowledge."

#NARPMSmart courses not only helped provide Amanda with excellent training, but

according to her, the networking opportunities and insight classes provide are a priceless investment in her professional

career. Attending NARPM® National Conventions has provided her additional opportunities to take her professional development to new heights. "The best practices we share on a national level," Amanda expounds, "And the insight of what's going on around the country, gives me an edge-up on others in my area that are not Members."

By constantly improving her skill set through NARPM® educational opportunities, Amanda has added valuable new ideas and perspectives that she can offer clients to go above and beyond the Aloha Spirit. Her advice to everyone reading this is, "Put yourself out there – get out to events and meet new people." Mahalo, Amanda! 🍷

Are you #NARPMSmart?

Correct answer: No

(Learn more information like this in our Ethics Course.)

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Join us on Facebook and Twitter @NARPM for fun and exciting #NARPMSmart contests during October where \$200 and \$50 NARPM® Gift Cards will be awarded to the winners. Make sure to send us a Tweet on Twitter to say, "Hello!"

ARE YOU ATTENDING THE CONVENTION?

Join your friends as NARPM® closes out the 29th Annual Convention on Friday, October 20 from 3:45 – 5:30 pm at the **Designation Reception**. During this event, we will celebrate the new designees and their accomplishments. Next year, it just could be YOU receiving your Designation at Convention!

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NARPM® designations are earned with a combination of property management experience, NARPM® and industry education, and service to the association through volunteer activities. You may have taken clock-hour courses to maintain your license. Imagine the gains when the courses are specifically focused on what you do as a Property Manager – and are being taught by a property management professional. Take it one step further and envision networking with other experienced Property Managers from across the country. Earning your NARPM® designation will bring a whole new dimension to your daily tasks.

Designees approved at the August 2017 Professional Development Committee meeting:

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Barbara J. Barrows, MPM® RMP®
Michael McVety, MPM® RMP®
Diane Tenison, MPM® RMP®

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Shannon Cornell, RMP®
Ralph R. Germano, RMP®
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Christine F. Lanno, RMP®
Christine Minor, RMP®
Francisco Nieves-Taranto, RMP®
Sheila L. Stokley, RMP®
Luke Street, RMP®

CRMB

Michael English, CRMB

The Professional Development Committee now approves Designation Packets monthly.

- Please submit your packet by the **15th of each month** to be approved.

***There is a new upload system available to submit your designation / certification documents. To upload your documents to the new upload system, please email designationinfo@narpm.org.

Hear Ye! Hear Ye!

In accordance with NARPM® guidelines for approval of the Certified Residential Management Company (CRMC®) Designation, notice is hereby posted that Eric Wetherington, MPM® RMP®, of Carolina One Property Management, has applied for the CRMC® designation.

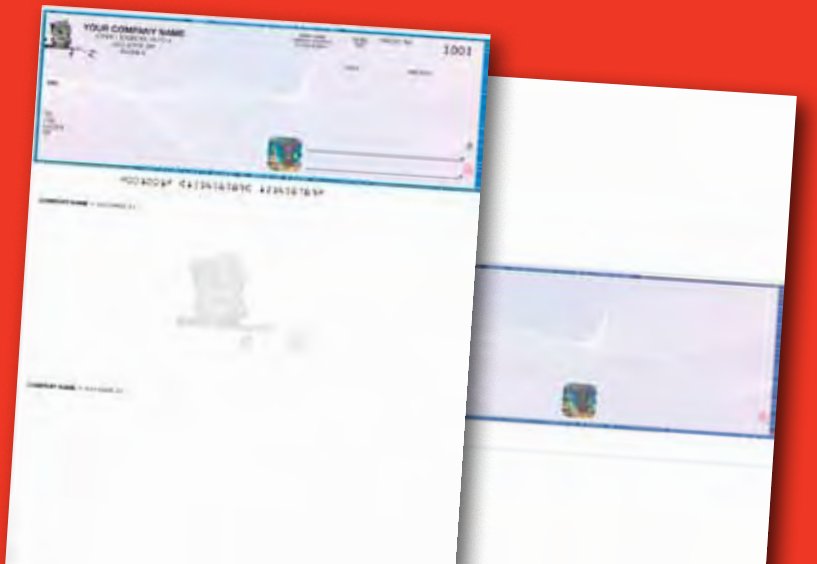
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Michael Mino is President and CEO of PropertyBoss Solutions, a provider of property management software. A serial entrepreneur, he has started a number of software technology firms and became a landlord in 1977 when he purchased his first rental units. PropertyBoss Solutions is a NARPM® Affiliate Member based in Greenville, South Carolina. For more information about Michael or PropertyBoss Solutions, visit www.propertyboss.com or call Michael at 864.297.7661 x26.

Untethered Online Connections – Part Four

In Part Three, we discussed selecting and locating your local area network (LAN) equipment. We started reviewing considerations in setting up the router. In this final part, we will conclude this series on networking, with the remaining suggestions on setting up your router and wireless radios focusing on security considerations.

VERIFY CONNECTIVITY WITH THE INTERNET

Before we proceed further with the setup process, let's verify that we have connectivity between devices on the LAN and the Internet. Use an Ethernet cable (8-pin connectors) as shown here to connect your computer to the router. Open up a web browser and check to see that you can access a website such as google.com. If you are not successful, try connecting directly to the modem (bypassing the router) if you can. Review the instructions from your Internet Service Provider (ISP) if needed. Troubleshooting a connectivity problem is beyond the scope of this discussion.



ENABLE WI-FI

The following checklist describes the configuration of a number of features, some of which you may not have. Skip those steps not applicable to your installation.

- Turn on the external Wi-Fi enable switch.
- Follow the instructions in the "Communicating with the box" section in Part Three. Locate the section associated with Wi-Fi.
- Select the ON state to enable Wi-Fi for both the 2.4GHz and 5GHz radios.
- Type in a **sophisticated SSID** (see Part Three) and select the ON state to broadcast the SSID.
- Select the ON state to enable the **guest network**. Disable LAN access for your guests. Guests typically only require Internet access. Select the OFF state to disable LAN access. If they need access to your LAN to perhaps print a document, have them send it to you for printing.
- Select **WPA2 security** (typically, an option in a drop-down box) for each Wi-Fi network. If you have older devices that do not support WPA2, you may have to enable WPA or WEP encryption, which is much less

secure. Do this on one of the guest networks if you can. Avoid enabling these weaker security protocols – the weakest link concept applies here.

- Create a **strong separate password** for each Wi-Fi network. Most modern Wi-Fi routers will allow you to configure four networks, a 2.4GHz and 5GHz standard network and a 2.4GHz and 5GHz guest network. Each should have a distinct SSID and password.
- Disable **WPS** (Wi-Fi Protected Setup). WPS is a feature to make the setup of a new Wi-Fi device easier by entering an eight-digit PIN rather than your (hopefully) more complex password. The problem is that it is a potential security hole for your network.
- Select the ON state to enable **WMM** (Wi-Fi MultiMedia). This protocol priorities network traffic in the following order: voice, video, best effort, and background. If a device does not support WMM, it is assigned to the third category, best effort.
- Select the ON state to enable **WMM-PS** (Wi-Fi MultiMedia Power Save). This is useful for battery powered devices such as tablets, smart phones, and IoT (Internet of Things) devices. Wi-Fi radios consume a lot of power. This protocol allows data to be sent in shorter time intervals (radio transmits for less time) and allows the device to sleep between exchanges.

PICKING A CHANNEL

There are eleven channels in the 2.4GHz band and 23 channels in the 5GHz band. During the setup process, you can select one of these channels for each band or use the "Auto" mode in which the router automatically selects the least congested channel. Leaving the decision to the router may seem like the best alternative since conditions are constantly changing; however, the router does not always do a good job of picking the best channel. It's common for the router to pick the most congested channel.

With that said, for the 2.4GHz band, you have three choices:

- Select "Auto" and hope the router gets it right most of the time.
- Select one of the non-overlapping channels (1, 6, or 11). If you experience throughput problems, switch to one of the other non-overlapping channels.
- Use a Wi-Fi diagnostic tool such as MetaGeek



Insider for Windows or Wi-Fi Analyzer for Android, both are free. These software products scan all of the channels and provide a graphical display of each Wi-Fi network, including its SSID and signal strength. Pick one the non-overlapping channels that will interfere the least with the other networks displayed by the analyzer. Repeat this process on a regular basis or when you suspect a congestion problem.

For the 5GHz band, you can also take one of the three approaches outlined above. The good news is that all of the 23 channels are non-overlapping channels. The higher channel numbers, being at a higher frequency, offer greater throughput. Unfortunately, these frequencies are also used by the military, radar, and weather stations, raising the chance of interference. The first four channels (36, 40, 44, 48) are least likely to get exterior interference since they are designated for domestic use. The problem with these channels is that most other Wi-Fi networks are using them also. "Auto" might be a good choice if using a Wi-Fi analyzer is not convenient.

ADVANCED SECURITY SETTINGS

The best way to improve security is to add multiple layers or barriers. Unfortunately, each additional layer provides an obstacle to both the bad guy and the good guy. The following suggestions increase security and complexity.

Change the Router IP Address – A hacker must know an IP address of the router to access it, and this address is widely known (and published) for various router products. Changing it to an obscure address puts another hurdle in their way. I suggest that you write this new address, in addition to the passwords and other setup information, on a label that is attached to the router. You are probably thinking that this last suggestion is not very smart – providing the "keys to the kingdom" to the bad guys. The reality is that, if they have physical access to your equipment, they can reset the router (by pushing the reset button, generally with an unfolded paper clip), which returns it to factory default settings. These factory settings are widely known (and published) for various router products.

Access Control Planning – This feature, sometimes labeled as Parental Controls, allows you to schedule when a specific device (or group of devices) can be allowed access to the LAN. The schedule generally repeats each week, allowing configuration of each day of the week in hour increments. For example, specific devices could be denied access to the LAN from 9pm

through 7am Monday through Friday and on weekends. Be careful not to deny access to an employee attempting to help a tenant in the middle of the night.

Site Blocking – Enter the web address (URL) for any website that will not be accessible from any LAN device. Remember that, unless your router allows site blocking by device, all devices on the LAN will be blocked from the websites in your blacklist. Some popular websites to block: Amazon, Craigslist, eBay, Facebook, Pinterest, Reddit, Twitter, YouTube, and Zillow.


Port Triggering – Some applications, like video conferencing and gaming, require non-standard ports which are blocked by default on your router. A feature called Port Forwarding is generally used to "open these ports" and direct network traffic to the device using this application. This means the port is always "open." Use Port Triggering instead, which is more secure since it only opens the port when the designated device is communicating and only for a limited time period.

MAC Address Filtering – There are generally three settings: Disabled, Allow Listed Devices (white list), and Block Listed Devices (black list). Each network device has a unique six-byte address represented in hexadecimal format (MM:MM:MM:SS:SS:SS). This feature adds more administrative time (determining and adding the MAC address to the white list for each new device), but tightens security.

Static IP Addressing – The Dynamic Host Configuration Protocol (DHCP) function in your router assigns a local IP address to every new device on the network. If you disable this function, only devices that have been configured with a static IP address in the designated range setup in the router can connect to the LAN. This is only effective if you also change the router IP address (described previously). This security tactic is similar to MAC address filtering that requires administrative time to setup the static IP address for each device on the network.

IN SUMMARY

There is one last thing for you to do after adjusting all of the setup parameters to your environment — save your configuration. Typically, in the Maintenance Section (often the same place that you found the software upgrade) there is a section to backup and restore all of the settings you have made to a local file.

That wraps up our discussion on wireless communications and setting up your own LAN. For our next discussion, we will revisit the impact of the cancellation by Congress of the FCC's rules on online privacy. 

The best way to improve security is to add multiple layers or barriers. Unfortunately, each additional layer provides an obstacle to both the bad guy and the good guy.



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How You React is Important **IRS Scams of 2017**

A reputable tax attorney had three messages on her voice mail. The first message was as follows: *The reason for this call is to inform you that IRS is filing a lawsuit against you. To get more information about this case file, please immediately call our department number 862-274-2489. I repeat 862-274-2489. Thank you.*

The second was a variation on that message, but with a different callback number (716-265-1636).

The third message was more stern, advising: *Hello, this call is officially a final notice from the IRS. The Internal Revenue Service is filing a lawsuit against you. To get more information about this case file, please call immediately our department number 260-216-1206. I repeat 260-216-1206. Thank you.*

It's important to understand how widespread and common these scams are.

- Call to demand immediate payment over the phone, nor will the agency call about taxes owed without first having mailed you a bill.
- Threaten to immediately bring in local police or other law-enforcement groups to have you arrested for not paying.
- Demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe.
- Require you to use a specific payment method for your taxes, such as a prepaid debit card, gift card or wire transfer.
- Ask for credit or debit card numbers over the phone. Don't engage or respond with scammers. Here's what to do if you receive a suspicious phone call or message:

There's no way to win with scammers, and there may even be unintended consequences.

Apparently, taxpayers are still questioning whether these calls are for real. They are not. On a few websites dedicated to helping people sort out potentially abusive calls, these specific phone numbers listed above have come up with comments like "seems fraudulent."

The Internal Revenue Service (IRS) issued a warning about these "robo-call" scams. IRS Commissioner John Koskinen said about the calls, "It used to be that most of these bogus calls would come from a live-person. Scammers are evolving and using more and more automated calls in an effort to reach the largest number of victims possible."

They don't discriminate when choosing potential victims. They'll call anyone, even a tax attorney, and even someone who has written about these scams pretty regularly.

How you react is important. **You should not answer these calls, and you should not return these calls** – even when you know that it's a scam. There's no way to win with scammers, and there may even be unintended consequences. Even when you call them on the scam, you lose: scammers are likely mining all kinds of data from these calls.

As a reminder, the IRS will never:

- If you receive a call from someone claiming to be from the IRS, and you do not owe tax, or if you are immediately aware that it's a scam, don't engage with the scammer and do not give out any information. Just hang up.
- If you receive a telephone message from someone claiming to be from the IRS, and you do not owe tax, or if you are immediately aware that it's a scam, don't call them back.
- If you receive a phone call from someone claiming to be with the IRS, and you owe tax or think you may owe tax, do not give out any information. Call the IRS back at 800-829-1040 to find out more information.
- You can also contact the Treasury Inspector General for Tax Administration (TIGTA) to report scam calls by calling 800-366-4484 or by using the "IRS Impersonation Scam Reporting" form on their website. You may also want to report the scam to the Federal Trade Commission (FTC) by using the "FTC Complaint Assistant" to report persons pretending to be from the government; please add "IRS Telephone Scam" in the notes.

Don't fall for the tricks. Keep your personal information safe by remaining alert. 🚫



Richard Hart, EA, CAA, earned a Degree in Accounting and has since acquired experience putting his knowledge to work in the construction, manufacturing, service, restaurant, banking, and real estate industries for more than 13 years. In 2006, Richard opened his own practice, Hart & Associates Tax Consulting and Preparation Services, to specialize in tax accounting and has earned the credentials of Enrolled Agent and Certified Acceptance Agent with the Internal Revenue Service. Hart & Associates now has offices in Las Vegas, Nevada, Manhattan, New York, and Beverly Hills, California. Richard has effectively helped hundreds of clients to successfully navigate US tax law and preserve their wealth. Hart & Associates is a NARPM® Affiliate Member and Richard can be reached at Richard@hartassociate.com

CHAPTER Spotlight

GET TO KNOW THE EXCELLENT NARPM® CHAPTERS ACROSS THE UNITED STATES



Sean McCarthy started Golden State Property Management in San Jose, California, out of a bedroom he was renting in February 2009. Golden State Property Management currently manages 500 units, ranging from single-family homes to multi-unit apartment complexes. They pride themselves on providing quality customer service to their tenants and landlords. As a result of their customer service-oriented approach, they are able to attain long-term tenancies for their clients. This helps to make them one of the fastest growing property management companies in San Jose.

Santa Clara Chapter

The Santa Clara Chapter has had quite a successful year, and my time as Chapter President has been an enormous personal benefit to me.

As Property Managers, I think philanthropy is an incredible opportunity for NARPM® Chapters to provide for the community in which we operate. Like most years, our Chapter has had an incredible focus on improving our local community and giving our Members the best experience possible.

I'd like to thank all of our vendors and Chapter Members who came out and participated in our summer fundraiser, graciously hosted by Andrea Caldwell, MPM® RMP®, and her husband, Pat Caldwell, to benefit our local Sunday Friends Community. The family-friendly event allowed for our Members and Affiliate Members to get to know each other on a more personal level that improved our business relationships, too! From swimming, ping pong, basketball, horseshoes, bean bag toss, horseback riding, and relaxing in the shade, there was truly something for all of our Members, and their children of all ages, to enjoy. Our Chapter is proud to donate the proceeds of this event to assist Sunday

different #NARPSmart Designation Classes. Our Education Chair and Past President, Andrea Caldwell, MPM® RMP®, did a fantastic job of coordinating the classes.

The first offering for our Members was Managing Single-Family Homes, taught by Kellie Tollifson, MPM® RMP®. We had twelve attendees, and we received fantastic feedback on the class and the teacher! Our Members appreciated the opportunity to learn.

Our Chapter held our second 6-hour designation class of the year, Developing Rewarding Owner/Client Relations on September 14th. Melissa Prandi, MPM® RMP® joined us for a wonderful day with another great showing from our membership.

The Santa Clara Chapter is in good hands moving forward. I'm excited to see what the remainder of the year and 2018 bring for our great Chapter.

I got into real estate when I was 24 years old and had zero sales skills. I was very shy and mumbled a lot. After four years of trying to make it big in sales, I ended up getting a job with a family friend's company. I was given a lot of responsibility immediately, and learned

**Get involved in NARPM® today.
Push yourself to learn and do more;
you won't regret it!**

Friends in their community work that helps children and parents work together to learn, earn, and serve the community. We were able to improve upon the donation we made last year by presenting them with a check of over \$1,300!

Additionally, our Chapter sponsored another local charity called Family Giving Tree. This is another organization we have worked with before, and we're proud to say that, through a Member and Affiliate Member fundraising drive, we were able to donate thirty backpacks to underprivileged children in our area. In addition, we made a donation of over \$500 to the group. I'm thankful that our Members and Affiliate Members have such a strong desire to participate in events like this.

Keeping in mind the goals of the NARPM® National Board of Directors, our Chapter has sponsored two

to really enjoy this business. Over the course of time, I learned not to mumble, and became more comfortable talking with people. I started my own company in February 2009 with zero clients. As soon as I started my company, I joined NARPM®. There was a time period where I didn't go to my local meetings or volunteer on my local board because "I was too busy." What a mistake! I could have avoided many mistakes, and saved myself a lot of money, if I had gotten involved when I first started my company. The Members are incredibly helpful. I have improved my property management knowledge and company by leaps and bounds since I took the opportunity to start attending more meetings. Since then, my company has grown to just over 500 units to date. My story isn't the exception, it's the norm. Get involved in NARPM® today. Push yourself to learn and do more; you won't regret it! 🏠



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29th Annual NARPM® Convention and Trade Show

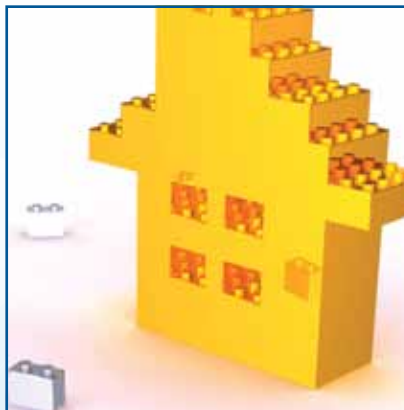
October 18–20, 2017
Rosen Shingle Creek
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Check our social media channels for details about your chance to win \$200 and \$50 NARPM Gift Cards. Connect on Facebook and Twitter @NARPM to follow all of the action. Show us your #NARPM2017 experience by following, tagging, and tweeting to our Facebook and Twitter.

Snap Pics and Post on Twitter. Follow and Tweet convention pictures to @NARPM using #NARPMSmart to be entered to win. One lucky entry will win a \$200 NARPM Gift Card and two will win \$50 NARPM Gift Cards.

Answer and Win on Facebook. Like our page and answer our #NARPMSmart trivia question to enter to win. One lucky entry will win a \$200 NARPM Gift Card and two will win \$50 NARPM Gift Cards.

Keep an eye out for our #NARPMSmart happy-dancing robot. Some participants will be able to take one home!



Let's see what we can successfully engineer together! Stop by the Engineered for Your Success station each day to lend your building skills to our convention project. Share pictures and track the progress on Facebook and Twitter.

Support our troops by getting your American flag pin that will be available at the Information Desk after registration for a \$5 cash donation that will benefit the PTSD Foundation of America.



Register: narpmconvention.com/register
(Onsite rates apply after October 2, 2017.)
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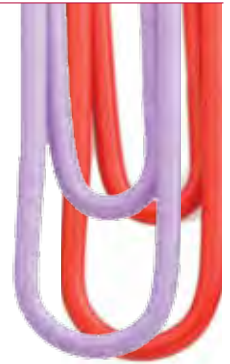
CONNECTING THE EXPANDING NARPM® MEMBERSHIP ONE REGION AT A TIME



Tim Wehner, MPM® RMP®, grew up in Dayton, Ohio and moved to the Greater Richmond area, Virginia, in 2004. He graduated from Randolph-Macon College in 2008. Tim has been with Dodson Property Management, CRMC®, since 2009, taking on various roles in the company. He was promoted to Vice President in 2015, while watching the company grow from 150 units to over 3,000. Tim has enjoyed serving at the Greater Richmond Chapter and Regional level in NARPM®. In his spare time, Tim enjoys coaching basketball at a local high school. Tim “outkicked his coverage” in marrying his very lovely and understanding wife, Megan. They currently live in the West End of Richmond with their son, August, and two dogs.

That's Regional
Vice President

The RVP Bulletin



Aloha and Hello from the Pacific and Pacific Islands regions of NARPM®! I'm Tim Wehner, MPM® RMP®, and I have the distinct privilege and honor of serving as the RVP for these two Regions.

As the year winds down, now is a great time for us to reflect (as opposed to running around with our hair on fire [yes, even those of us with minimal follicle growth still feel this]) on both our businesses and our Chapters. I've often caught myself referring to this time in NARPM® as our “lame duck” period as we are post-Chapter elections, but pre-new regime takeover. However, I've found that this is a lazy moniker for a great period of opportunity. As leaders, now is the perfect time to celebrate our wins, learn from our failures, and set ourselves up for an amazing 2018.

In addition to our regular Chapter meetings, to date, the Pacific and Pacific Islands Regions have hosted fourteen #NARPMSmart Designation Classes

Sacramento Chapter planned and hosted an awesome event in June called “Blues, Brews, and BBQ” – an event I missed this year – but based on its title, that was a huge mistake on my part. The Chapter hosted vendors, REALTORS®, and fellow Property Managers in the community, in part to recruit, and in part to eat delicious pork butts and have a few drinks together.

In Santa Clara, they hosted a Chapter event sponsored by Affiliate Members to raise money for a local charity. Hosted at the home of Past President Andrea Caldwell, MPM® RMP®, the group came together and raised nearly \$2,000 for Sunday Friends Community, a local group committed to helping families grow out of poverty. The event featured a lot of fun for the attendees, but had an even more powerful impact on their local community.

I bring these examples up not only to highlight our Regions, but also to assist all Chapter Members and

As leaders, now is the perfect time to celebrate our wins, learn from our failures, and set ourselves up for an amazing 2018.

at our respective Chapters, with three more slated for the month of November. That is an incredibly hefty number, as we only have fourteen Chapters in the two Regions. Our turnout has also been unheard of as our Regions' classes have reached well over two hundred attendees. Think about what that education does for improving our industry as a whole and the growth our Members will achieve, just by sitting in a classroom and learning from each other – that's powerful stuff.

Our Regions have hosted State Conferences in California and a unique Conference geared towards “mom and pop” firms in Hawaii.

While our Chapters providing educational and networking outlets to our Members is an important task, we often overlook the incredible impact we can have on our local communities. To that end, I'd like to highlight and congratulate the Sacramento and Santa Clara Chapters on their work this year. The

leaders reading our wonderful magazine. As we roll into a new year with new Chapter Leaders, I want our leaders to look upon January 1 and think, “I know what I want to do in 2018.” Not only are our new leaders working hard in November at our 3rd Annual “Leadership Training” to get a better idea of the tactics required for success in the coming year, but they SHOULD BE working hard planning the events, speakers, classes, and philanthropy for 2018. They should start thinking about big picture STRATEGY for improving their Chapters for the membership.

So – as we doze off in our tryptophan comas, keep in mind that we are in a period of great opportunity to move ourselves, our Chapters, and our Regions forward. I know the only “lame duck” I'll be thinking about this holiday season will be the duck stuffed in the Turducken that Central RVP Greg Doering, MPM® RMP®, has promised me for Thanksgiving. 🦃

Northwest: Kellie Tollifson, MPM® RMP®
Alaska, Washington, Oregon, Idaho, Montana, Wyoming.

Pacific: Tim Wehner, MPM® RMP®
California.

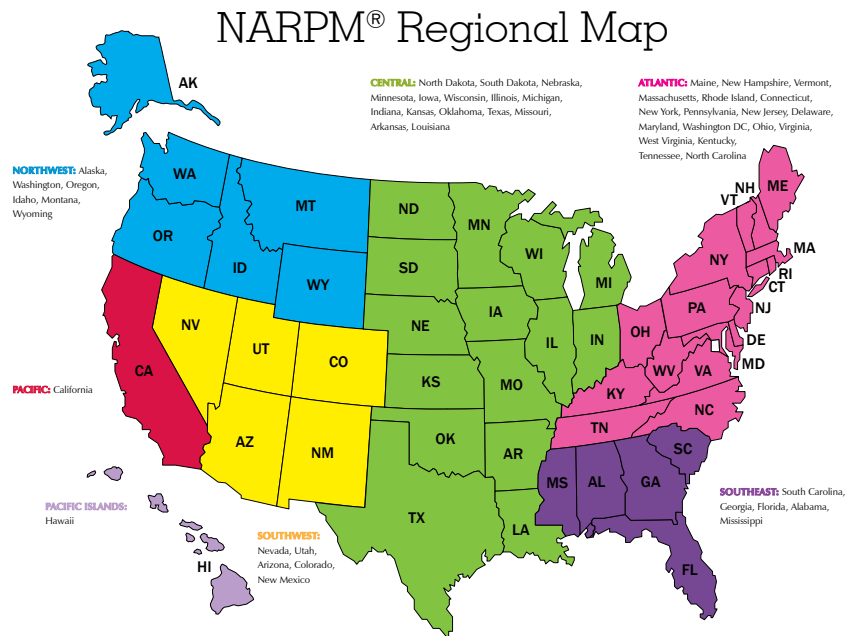
Pacific Islands: Tim Wehner, MPM® RMP®
Hawaii.

Southwest: Mike Mumford, MPM® RMP®
Nevada, Utah, Arizona, Colorado, New Mexico.

Central: Greg Doering, MPM® RMP®
North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois, Michigan, Indiana, Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana.

Atlantic: Scott Abernathy, 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: Joel Elliott, RMP®
South Carolina, Georgia, Florida, Alabama, Mississippi.



2017

NARPM® *Memories Become Treasures*

ROB FERRIER, MPM® RMP®



Rob Ferrier, MPM® RMP®, passed away in his home on August 21, 2017. Rob was an outstanding volunteer for NARPM® and a great husband to Trish. He was instrumental in bringing back the Houston Chapter of NARPM® where he served in many capacities. He also served as

the NARPM® Central Region Ambassador and assisted many Chapters in his Region. Rob still found time to serve on the NARPM® Member Services Committee and never missed a Convention or Broker/Owner Retreat.

Rob was a great supporter of NARPM® and the property management industry. We extend our sincerest sympathies to Trish and the Ferrier family for their loss.

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DESIGNATION Classes

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Is Your Chapter Interested in Sponsoring a Class?

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 month's lead time if you wish to sponsor.

Online Registration

Click on the MEMBERS tab at www.narpm.org and put in your Member ID or email and password. You will then have access to a dropdown, including **Register for Events / Pay Dues**. Click there, and follow the prompts to access the list of classes. It's faster and easier than filling out the registration form!

DATE	LOCATION	HRS	CLASS	INSTRUCTOR
10/16/2017	Orlando, FL	6	Developing Rewarding Owner Relationships	Betty Fletcher, MPM® RMP®
10/16/2017	Orlando, FL	6	Office Operations – Policies & Procedures	Vickie Gaskill, MPM® RMP®
10/17/2017	Orlando, FL	6	In-House Maintenance	Kit Garren, MPM® RMP®
10/17/2017	Orlando, FL	6	Advanced Owner Client Relations	Michael McCreary, MPM® RMP®
10/17/2017	Orlando, FL	6	Finance: Cash Flow Analysis	Mike Nelson, MPM® RMP®
10/18/2017	Orlando, FL	3	Ethics	Paul Arrington, MPM® RMP®
10/26/2017	Missoula, MT	3	Ethics	Bruno Friia, MPM® RMP®
11/08/2017	Tacoma, WA	8	Managing Single-Family Homes & Small Investment Properties SFH201	Dave Holt, MPM® RMP®
11/08/2017	Killeen, TX	6	Office Operations – Policies & Procedures	Betty Fletcher, MPM® RMP®
11/08/2017	Seaside, CA	6	Developing Rewarding Owner Relationships	Melissa Prandi, MPM® RMP®
11/08/2017	Washington, DC	6	Office Operations – Policies & Procedures	Michael McCreary, MPM® RMP®
11/08/2017	Chesapeake, VA	6	Essentials of Risk Management	Kit Garren, MPM® RMP®
11/09/2017	Killeen, TX	6	Finance: Cash Flow Analysis	Mike Mumford, MPM® RMP®
11/09/2017	Chesapeake, VA	3	Ethics	Traci Lewis VanCamp, MPM® RMP®
11/14/2017	Harrisburg, PA	6	Marketing for Property Managers	Bart Sturzl, MPM® RMP®
11/15/2017	San Diego, CA	6	Personnel Procedures Advanced	Melissa Prandi, MPM® RMP®
11/16/2017	Spokane Valley, WA	6	Finance: Cash Flow Analysis	Vickie Gaskill, MPM® RMP®
11/16/2017	Missoula, MT	6	Essentials of Risk Management	Tom Sedlack, MPM® RMP®
11/16/2017	Lakeland, FL	6	Finance: Cash Flow Analysis	Michael McCreary, MPM® RMP®
11/16/2017	Roswell, GA	6	Developing Rewarding Owner Relationships	Kit Garren, MPM® RMP®
11/16/2017	Santa Rosa, CA	6	Essentials of Risk Management	Michelle Horneff-Cohen, MPM® RMP®
11/16/2017	Olympia, WA	6	Essentials of Risk Management	Dave Holt, MPM® RMP®

NARPM® Full Course Schedule Listings can be found at www.narpm.org/education/course-schedule

NARPM® Full Course Descriptions can be found at www.narpm.org/education/course-descriptions

NARPM® Online Courses are now available through OMG Distance Learning. For information and/or to enroll, visit www.narpm.org/education/online-courses

State-Approved Continuing Education (CE) Online Courses are now available in partnership with Career Webschool OnCourse Learning. For information and/or to enroll, visit <https://www.narpm.org/education/career-webschool>

FEES PER COURSE

(subject to change)

8-Hour Course	Early Registration*	Registration
Member/IREM®	\$ 99	\$149
Non-member	\$149	\$199

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

3-Hour Ethics	Early Registration*	Registration
Member/IREM®	\$ 45	\$ 45
Non-member	\$ 95	\$ 95

*To receive the early registration price, payment must be made online 30 days prior to the class.

COURSE INFORMATION

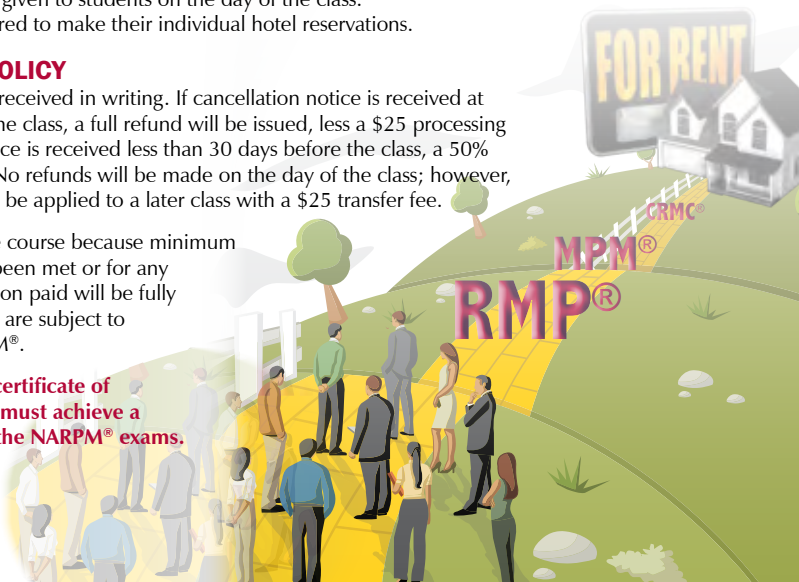
- Course flyers containing additional information may be downloaded from www.narpm.org/education/course-schedule
- All materials will be given to students on the day of the class.
- Attendees are required to make their individual hotel reservations.

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®.

In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.



MEMBERSHIP Growth

A WARM WELCOME TO ALL THE NEW MEMBERS WHO JOINED FROM AUGUST 1 – AUGUST 31, 2017

PROFESSIONAL & ASSOCIATE MEMBERS

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Melissa Hatef
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Tamar House
All Valley Leasing, Inc.
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Enrique Jevons
Pellego Property
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Jesse Schubert
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NEW MEMBER RECRUITMENT Program

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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.

CURRENT NEW MEMBER RECRUITERS

- **Laura Vogel** (Received 2/3/17)
- **Aaron Marshall** (Received 3/2/17)
- **Brian Birdy, MPM® RMP®** (Received 3/2/17)
- **Jo-Anne Oliveri** (Received 3/2/17)
- **David Pruitt** (Received 4/4/17)
- **Mary Barnhart** (Received 4/4/17)
- **Harry Heist** (Received 6/2/17)
- **Kim Meredith-Hampton, MPM® RMP®** (Received 7/7/17)
- **Brian Birdy, MPM® RMP®** (Received 8/7/17)
- **Erin Alterman Morgan** (Received 9/1/17)
- **Shelly Alterman, RMP®** (Received 9/1/17)
- **Shelly Alterman, RMP®** (Received 9/1/17)

AUGUST 1 – AUGUST 31, 2017

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Gregg Birdy, RMP®
 Brian Birdy, MPM® RMP®
 Todd Breen
 Debbie Buffelen
 Jennifer Clark
 Tony Cline, RMP®
 Nicholas Cook
 Shannon Cornell, RMP®
 Shannon Cornell, RMP®
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 Shannon Cornell, RMP®
 Shannon Cornell, RMP®
 Carolyn Crane
 Donna Doney
 David Drawdy
 Sue Flucke
 Matt Fonk
 Anne Greenhow
 Scott Hampton
 Harry Heist
 Thomas Hubba
 Garth Jones
 George Karnitis
 Lynda Kelly
 Gretchen Kornutik
 Glenn Lehman, MPM® RMP®
 Glenn Lehman, MPM® RMP®
 Leiloni Lenahan
 Leiloni Lenahan
 Melissa Marsden
 Peter Meer, MPM® RMP®
 Phyllis Mento
 Denny Miller, RMP®
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 Darlene Vamos
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 Christopher Lightner
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 Keith Williams
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 Erin Sgrignoli
 Lisette Lucas
 Julie Miles
 Maureen Wood
 Margaret Phillips
 Alexia McDonald
 Julie Parsons
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 Daniel Nelson
 Virginia Norman
 Virginia Norman
 Jo-Anne Oliveri
 Roger Perkins
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 Margy Roe
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 Steve Rozenberg
 Katy Scruton
 Linda Seeley
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 Michael Shaar
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 Tim Snelgrove
 Tim Snelgrove
 Tim Snelgrove
 Tim Snelgrove
 Pam Strickland
 Lisa Suarez
 Danielle Sullivan
 Danielle Sullivan
 Andrea Thurman
 Traci Van Camp, MPM® RMP®
 Ed Verdi
 Catrina Wakefield
 Alex Yoder

NEW MEMBER

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 Benjamin Nelson
 Patrick Norman
 Beatrice Palladino
 Beau-lea Miller
 Barbara Brittingham
 Diane Tamez
 Esther Goetz
 Sherry Tarr
 Dan Fangmeier
 Jessica Robinson
 Enrique Jevons
 Brandi Hunter
 Megan Wingfield
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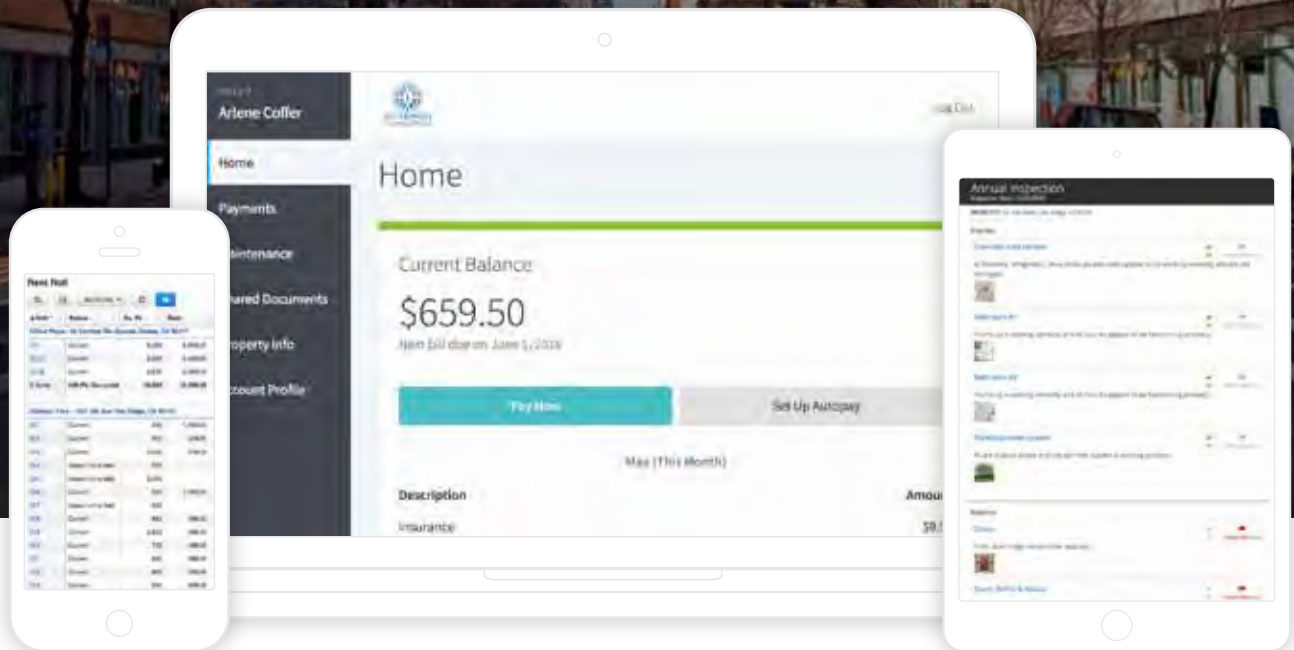


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