

2024 NARPM[®] ANNUAL CONVENTION AND TRADE SHOW

October 21-24, 2024

EVENT PROGRAM



DALLAS, TEXAS



NARPM[™]

WWW.NARPMCONVENTION.COM



Rounding Up Our Latest Innovations

Mosey on over to **booth #411** to see our latest round-up of industry-leading innovations — including game-changing automation and effortless experiences with Realm-X and FolioSpace.



Want to meet with a product expert?
Scan the QR code.

appfolio

Table of Contents

5	President's Welcome
7	Past Presidents 2024 Board Officers
9	2024 Directors / RVPs 2024 Committee Chairs
10	Convention Committee
11	Hotel Floorplan
13	Convention Information
14	Monday Schedule
16	Tuesday Schedule
20	Wednesday Schedule
23	Thursday Schedule
24	Friday Schedule
25	NARPM® Antitrust Statement
26	NARPM® Antitrust Guidelines
27	Sponsors
29	Exhibit Hall Floorplan
30	Additional Exhibit Floorplan
31	Exhibitors
44	Save the Date Broker/Owner 2025
45	Save the Date Convention 2025
46	Save the Date Capitol Summit 2025
48	Support Our 2024 Charity The Pat Tillman Foundation

Stop Losing Doors & Grow

The First Complete
Digital Solution to
Grow & Retain Owners



See Blanket for yourself
BOOTH #403





On behalf of NARPM, it is my absolute pleasure to welcome you home to the 36th NARPM National Convention here in Dallas Texas. Whether this is your first convention with us, or you are a returning attendee, we are thrilled to have you as part of this year's event!

This convention promises to be an unforgettable experience filled with engaging sessions, expert speakers, and plenty networking opportunities. The planning committee has worked hard to bring you an agenda that will showcase the latest trends, innovations, and best practices in the property management industry.

Take time to get familiar with the schedule as the next few days will shape up to be filled with so many opportunities to help you and your business. We encourage you to explore all that the convention has to offer, be engaged, attend everything that you can, take part in discussions, don't forget about the vendors and be sure to make lasting connections with other professionals.

I want to take a minute to give a big shout out the convention planning committee led by chair Michelle Baker and NARPM event planner Savannah Acevado. Their remarkable dedication, hard work, and collaboration in making this convention a resounding success.

Thank you for being a part of this incredible NARPM Family. We look forward to an amazing week shared with the best of the best in the property management world. WELCOME HOME!

A handwritten signature in cursive script that reads "Melissa Sharone".

Melissa Sharone, MPM® RMP®
2024 NARPM® President



2024 OFFICIAL PARTNER



Refreshingly simple
property management
software & stellar support

For just \$1 unit/month*



VISIT **BOOTH 402** FOR A DEMO
& CHANCE TO WIN \$2,500!

*MINIMUMS & TERMS APPLY

Past Presidents

Ralph Tutor	1987-88	Sylvia L. Hill, MPM® RMP®	2007
Susan Gordon, MPM® RMP®	1988-90	Betty Fletcher, MPM® RMP®	2008
Steve Urie, MPM® RMP®	1990-91	Fred Thompson, MPM® RMP®	2009
Peggy Rapp, MPM® RMP®	1991-92	Vickie Gaskill, MPM® RMP®	2010
*Ivan "Rocky" Maxwell, MPM® RMP®	1992-93	Tony A. Drost, MPM® RMP®	2011
Dave Holt, MPM® RMP®	1993-94	Jayci Holton, MPM® RMP®	2012
Kittredge Garren, MPM® RMP®	1994-95	James Emory Tungsvik, MPM® RMP®	2013
Donna Brandsey, MPM® RMP®	1995-96	Stephen D. Foster, MPM® RMP®	2014
Robert A. Machado, MPM® RMP®	1996-97	Andrew L. Propst, MPM® RMP®	2015
Mark Kreditor, MPM® RMP®	1997-98	Bart Sturzl, MPM® RMP®	2016
Denny Snowdon, MPM® RMP®	1998-99	Steve Schultz, MPM® RMP®	2017
Raymond Scarabosio, MPM® RMP®	1999-00	Brian Birdy, MPM® RMP®	2018
Melissa Prandi, MPM® RMP®	2000-01	Eric Wetherington, MPM® RMP®	2019
Mike Mengden, MPM® RMP®	2002	Kellie Tollifson, MPM® RMP®	2020
Chris Hermanski, MPM® RMP®	2003	Scott Abernathy, MPM® RMP®	2021
Andrea Caldwell, MPM® RMP®	2004	Liz Cleyman, MPM® RMP®	2022
Marc Banner, MPM® RMP®	2005	Tim Wehner, MPM® RMP®	2023
Rose G. Thomas, MPM® RMP®	2006	<i>*Deceased</i>	

2024 Board Officers

President

Melissa Sharone, MPM® RMP®
president@narpm.org

Past President

Tim Wehner, MPM® RMP®
pastpresident@narpm.org

President-Elect

Amy Hanson, MPM® RMP®
presidentelect@narpm.org

Treasurer

DD Lee, MPM® RMP®
treasurer@narpm.org

Secretary/CEO

Gail S. Phillips, CAE
CEO@narpm.org



TAILORED SOLUTIONS FOR YOUR PROPERTY MANAGEMENT COMPANY

Learn the benefits of banking with property management experts and how we can add savings to your company while keeping your trust accounts in compliance by visiting enterprisebank.com/pm.

MEMBER FDIC

2024 Directors/RVPs

Atlantic Region

Steve Pardon, MPM® RMP®
atlanticrvp@narpm.org

Central Region

Angela Holman, MPM® RMP®
centralrvp@narpm.org

Pacific & Pacific Islands Regions

Jerrold Jay Jenson, RMP®
pacificrvp@narpm.org
pacificislandsrvp@narpm.org

Southwest Region

Benjamin Parham, RMP®
southwestrvp@narpm.org

Southeast Region

Katie McNeeley, RMP®
southeastrvp@narpm.org

Northwest Region

Cyndi D. Monroe, MPM® RMP®
northwestrvp@narpm.org

2024 Committee Chairs

Communications

Miranda Garrett, MPM® RMP®
communicationschair@narpm.org

Finance

DD Lee, MPM® RMP®
treasurer@narpm.org

Member Services

Jessica Barnes Watts, RMP®
memberserviceschair@narpm.org

Professional Development

Pamela Greene, MPM® RMP®
profdevelopmentchair@narpm.org

Governmental Affairs

Lacy Hendricks, RMP®
govtaffairschair@narpm.org

Nominating

Tim Wehner, MPM® RMP®
nominatingchair@narpm.org

Annual Convention & Trade Show Chair

Michelle Baker, RMP®
conventionchair@narpm.org

Broker/Owner Conference & Expo Chair

Tracy Streich, RMP®
brokerownerchair@narpm.org

Technology Chair

Zeeshan Bhimji
technologychair@narpm.org

Affiliate Advisory Chair

Mark Ennis
vendoracchair@narpm.org

Women's Council Chair

Ashley Andreoni-Romo
womenscouncilchair@narpm.org

2024 Convention Committee

Thank you to these dedicated NARPM® Members, who have engineered a great 2024 Convention.

Convention Committee Chair:
Michelle Baker, RMP®

Committee Members:

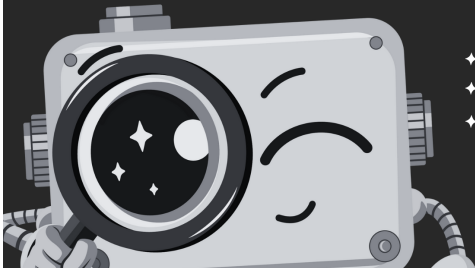
- Ryan Yost, RMP®
- Tyler Allumbaugh, RMP®
- Krishna Upadhyaya, RMP®
- Colleen McDade
- Megan Zellers, MPM® RMP®
- Clint Setser
- Mark Ennis
- Karen King

Savannah Acevedo, NARPM® Conferences & Convention Coordinator

SAY GOODBYE TO TIME CONSUMING INSPECTIONS WITH ZASSISTANT

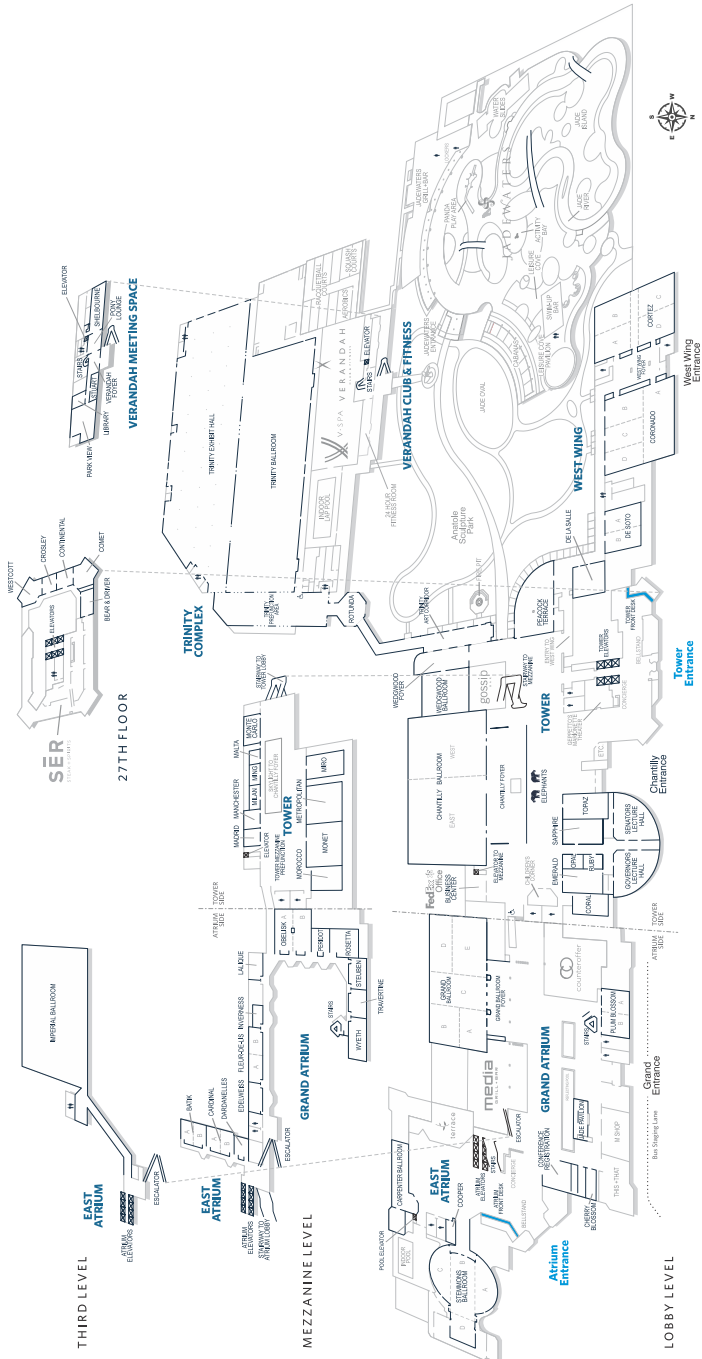
Slash inspection time from 2 hours to 20 minutes with zAssistant. Your new AI-Powered Inspection Assistant.

- ✦ AI-Powered, Effortless Reporting
- ✦ High-Quality Detail Extraction
- ✦ Multi-Language Support



zAssistant.ai

Hotel Floorplan



NOW IS THE TIME



Bookkeeping

Appfolio • Buildium • Rentvine • Quickbooks Online

800-319-0743

www.ojobookkeeping.com

Convention Information

Location

Welcome to our 2024 NARPM® Annual Convention and Trade Show. We are happy that you are here, and hope that this Convention and your attendance at the Hilton Anatole is enjoyable, rewarding, educational and fulfilling. The address of the property is 2201 Stemmons Freeway, Dallas, TX 75207.

Convention Dress

Appropriate dress for all parts of the NARPM® Convention in Dallas, Texas, is business casual. Remember, hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good.

Endorsement

Inclusion in the Convention program of advertisements and other material, including workshop presentations, does not reflect the endorsement of NARPM®.

Exhibits/Prizes

Many exhibitors will be donating door prizes. Door prizes will be given away on Thursday following the Installation of the 2025 NARPM® Board of Directors and Introduction of the 2025 NARPM® President.

Registration Desk

Please note that the Registration Desk will be closed for lunch 12:30 - 1:30 pm on Tuesday, Wednesday and Thursday.

Please help make a comfortable convention experience for all

Smoking is prohibited at all Convention events. Please turn off all cell phones and pagers or put them on vibrate mode during sessions. Thank you.



Schedule of Events - Monday

All times are for the current **Eastern time zone**.
All sessions will be recorded and will be available on-demand.

MONDAY, OCTOBER 21, 2024

7:30 – 11:30 am	Women’s Council Retreat <i>(Separate Registration Required)</i>	Obelisk
Noon – 6:00 pm	Registration Opens	Atrium
Noon – 3:00 pm	Past President’s Charity Fundraiser* – to Support The Pat Tillman Foundation <i>(Off-Site. Separate registration and additional fee to attend.)</i>	BowlGames Dallas
5:30 – 9:30 pm	Welcome Reception* <i>(Included in full Convention registration fee.)</i> *Name Badges Required for Event Entrance	Event Lawn



The Place Where **Property** **Managers Go** To Work

Centralize & Automate Sales,
Operations, and Communications.



CRM | Workflow Automation | Shared Inbox



Schedule of Events - Tuesday

TUESDAY, OCTOBER 22, 2024

7:30 am – 5:00 pm	Registration Open	Atrium
8:00 – 9:00 am	First-Time Attendee Welcome/Breakfast <i>(Closed Session, by invitation only)</i>	Stemmons BD
8:00 – 9:15 am	Coffee Break	Imperial Ballroom
9:15 – 9:25 am	Opening Remarks	Imperial Ballroom
9:25 – 10:25 am	Opening Keynote Session: How to Lead Your Clients & Customers Through Challenges & Changes <i>Speaker: Dr. Mary Kelly</i>	Imperial Ballroom
10:25 – 10:40 am	Coffee Break	Imperial Ballroom
10:45 am – 11:35 am	Workshop Sessions 1 – 4	
1.	Empowering Leadership: Unleashing a Resilient Culture of Ownership and Accountability By creating a culture where individuals want to help others succeed, your team will better understand that when the team wins, they win. Learn how to lead with inclusion to inspire, motivate, engage and attract new employees. Join us and learn how to get everyone working together while taking personal responsibility for their actions. Speakers: David Suson	Imperial Ballroom
2.	Let's Make Magic... AI Tools and Property Management Attendees will be given an overview of how AI can be used to enhance decision-making, minimize risk, and optimize time in the property management industry. We will also delve into real-life use cases to provide practical insights into how to integrate AI into day-to-day property management operations. Speaker: Dr. Shenetta Malkia-Sapp, Ph.D	Carpenter Ballroom
3.	Fair Housing and Denying Applicants for Criminal Records "Disparate Impact, HUD Guidelines" is a big deal in the world of denying a rental applicant. These guidelines are treated as law. Many lawsuits have been filed against property management companies due to improper use of criminal records listed on a tenant screening background check. Many landlords have rented to hard core criminals believing they could no longer deny them tenancy. In this class attendees will receive coveted documents created by two leading (and expensive) attorneys in WA State and one HUD Manager, Auditor and Consultant. You will be able to go back to your office and immediately and easily make use of these forms to comply with this complicated law – Fair Housing rule. Speaker: Rebekah Near	Stemmons BD

Schedule of Events - Tuesday

- 4. Are you Ready to be Involved in NARPM®?** **Plum Blossom A**
 Are you ready to get involved with NARPM at either a local, state, or National level? Hear from leaders about their journey and the rewards they received by being involved. This session will help you to move forward with your leadership ride and demonstrate on how you too can be a leader in the industry and become instrumental in NARPM.
Speaker: Gail Phillips, Tim Wehner, MPM® RMP®, NARPM® Past President, Megan Zellers, MPM® RMP® Angela Holman, MPM® RMP®, Travis Bohling

11:35 am – 1:00 pm **Lunch with Designation Recognition Program, CRMC® & Darryl Kazen Scholarship Award** **Imperial Ballroom**

1:15 – 2:15 pm **Vendor Advisory Council Meeting** **Plum Blossom B**

1:15 – 2:15 pm **NARPM® Regional Meetings with RVPs**
 Northwest Regional Meeting **Plum Blossom A**
 Pacific/Pacific Islands Regional Meeting **Stemmons BD**
 Central Regional Meeting **Stemmons C**
 Atlantic Regional Meeting **Stemmons A**

2:00 – 2:30 pm **Refreshment Break** **Imperial Ballroom**

2:30 – 3:20 pm **Workshop Sessions 5 – 7**

- 5. Hyper Local Marketing In Today’s Video Age** **Imperial Ballroom**
 In an era where video content reigns supreme, property managers must adapt to stay ahead. Master the art of social media video marketing to drive significant growth in your real estate portfolio. Join this session to learn how to effectively use video marketing to grow your real estate portfolio. We’ll cover content creation tips, platform-specific best practices, and case studies of successful campaigns that turned views into signed contracts. **Speaker: Andrea Proeber**

- 6. Should you add Airbnb Management to your Company** **Carpenter Ballroom**
 If you want to double or triple your business, it’s time to come listen to Tiffany Rosenbaum. Unlock the secrets she used to transform her companies and others she has mentored into unstoppable forces! Join us for an inspiring and action-packed session where Tiffany will share the heartfelt journey and strategies that empowered her teams to achieve explosive business results. Discover how she cultivated a culture of excellence, harnessed the power of collaboration, and implemented innovative techniques that propelled her team to new heights. Whether you’re a seasoned professional or just starting, Tiffany will provide you with the tools and insights needed to lead with confidence and drive unparalleled success. Don’t miss this opportunity to elevate your business and ignite your team’s potential with Tiffany’s invaluable experience and wisdom! **Speaker: Robert Gilstrap and Tiffany Rosenbaum**

Continued next page.



Buildium[®]
A RedPage Company



NARPM[™]

PRESENTS:

THE **10TH**
ANNUAL

Property Management Industry Report

See what 3,578 property managers, renters,
and rental owners predict.



DOWNLOAD
YOUR FREE COPY
OF THE FULL
REPORT NOW:



Schedule of Events - Tuesday

7. Identify & Stop Rental Application Fraud

Stemmons BD

Join us to learn the intricacies of rental fraud tactics and how to stay steps ahead. From counterfeit identities and forged documents to false employment references, and fabricated Emotional Assistance Animal documents, we'll unveil the strategies scammers employ to deceive property managers. In this session, attendees will leave examples of real-world fraud tactics and how to safeguard their properties with processes to stop them.

Speakers: Sina Shekou & John Bradford

3:35 – 4:35 pm

**General Session: Psychological Hacks to
Pick Up New Clients**

Imperial Ballroom

4:35 – 7:30 pm

Exhibit Hall Grand Opening Reception*
(badges required)

Grand Ballroom



Schedule of Events - Wednesday

WEDNESDAY, OCTOBER 23, 2024

7:30 am – 5:00 pm	Registration Open	Atrium
7:30 – 9:00 am	Breakfast	Imperial Ballroom
8:00 am – 9:00 am	Designation Drop In	Batik A
8:00 am – 6:00 pm	Exhibit Hall Opens	Grand Ballroom
8:00 – 9:00 am	Southeast Regional Meeting	Fleur De Lis A
8:00 – 9:00 am	HOA Mastermind Group	Carpenter Ballroom
8:00 – 9:00 am	Short-Term Rentals Mastermind Group	Stemmons BD
9:00 – 9:15 am	Welcome	Imperial Ballroom
9:15 – 10:15 am	General Session: Asset Management for Single-Family Rentals <i>Speakers: Ron Phillips</i>	Imperial Ballroom
10:15 – 11:00 am	Coffee Break in Exhibit Hall	Grand Ballroom
11:00 am – 12:15 pm	Keynote Session: Because I Said I Would <i>Speaker: Alex Sheen</i>	Imperial Ballroom



Schedule of Events - Wednesday

12:15 – 1:45 pm	Lunch with NARPM® Annual Business Meeting and Chapter Awards	Imperial Ballroom
1:45 – 2:35 pm	Workshop Sessions 8 – 10	
8. The State of the Property Management Industry: How It Has Changed in 10 Years and What’s Coming	Imperial Ballroom	
<p>Over the last decade, Buildium and NARPM’s annual State of the Property Management Industry Report has become an indispensable resource for property management companies, illuminating the challenges and opportunities that they’ll face in the year ahead. In this panel, industry experts will discuss findings from the 10th Annual Industry Report, from how property management companies plan to grow to how they’re grappling with issues related to staffing, resident retention, and more.</p>		
<p>Speakers: Tony Maiella, Robin Young, Peter Lohmann, Jeannie Connors, & Gail Phillips</p>		
9. Seven Deadly Sins of Property Management	Carpenter Ballroom	
<p>During nearly a decade with PMI, one of the largest property management franchise groups, I saw patterns emerge among the 400+ companies that I worked with; both in the success of some aspiring pm businesses, and in the failure of others. Come and find out if you are making one of the six deadly sins of SFR management.</p>		
<p>Speaker: Randall Henderson</p>		
10. Supercharging Your Team’s Productivity With AI	Stemmons BD	
<p>Discover innovative strategies to boost their team’s efficiency using AI tools, designed specifically for property management entrepreneurs. This session will dive into transformative AI applications that enhance team performance, illustrated through compelling real-world examples and effective tools. Participants will gain the knowledge needed to effectively implement AI, aiming to create a self-managing team that excels in both efficiency and productivity.</p>		
<p>Speakers: Jay Berube</p>		
2:35 – 3:00 pm	Volunteer Appreciation Event <i>(by invitation only)</i>	Dardanelles
2:35 – 4:00 pm	Refreshment Break in Exhibit Hall	
3:00 – 4:00 pm	Committee Meetings Communications Governmental Affairs Member Services Professional Development Technology	Carpenter Ballroom Stemmons BD Batik A Imperial Ballroom Batik B

Schedule of Events - Wednesday

- 4:00 – 5:15 pm** **Past-Presidents’ Reception** **Cardinal A**
(by invite only)
- 4:15 – 5:05 pm** **Workshop Sessions 11 – 13**
- 11. Beyond Satisfaction: Reducing Churn with Stellar Owner and Resident Experiences** **Imperial Ballroom**
Join us for an engaging workshop designed to elevate your skills and reduce churn through exceptional service. Led by industry expert Kelli Segretto, this interactive session will equip you with fresh, innovative ideas that go beyond the usual tactics, fostering lasting loyalty among property owners and residents.
Speaker: Kelli Segretto
- 12. Managing Conflict in Property Management: Essential Mediation Skills** **Carpenter Ballroom**
Property Management can be highly conflictive. Knowing basic soft skills, a product of Emotional Intelligence can help you handle conflict when it arises. From the Broker to the support staff and everyone in between. Knowing how to handle conflict, negotiate agreement when in conflict, and learning to deal with various personalities is one of the greatest ways to succeed in all relationships. Attendees will leave with valuable skills to Mediate and Resolve conflict. Better yet, effectively learning to eliminate relational conflict before it starts.
Speakers: Stacey L. McKay
- 13. Leveraging The Recent Industry Class Action Lawsuit for Optional Brokerage Compensation** **Stemmons BD**
How do NARPM® property managers “pivot” when the compensation to buyer/tenant agents becomes an optional fee for our property owners to pay? How do we frame this conversation and what other services can we now provide for fee to the renter? This new realignment of fee compensation was the result of a nearly \$500 million judgement against the National Association of Realtors and will affect our industry. This presentation hopes to create a menu of new ideas and compensation considerations for our members to consider.
Speaker: Mark Kreditor, MPM® RMP®, Past President
- 5:30 – 6:45 pm** **President’s Reception** **Plum Blossom**
(by invite only)

Schedule of Events - Thursday

THURSDAY, OCTOBER 24, 2024

7:15 am – 2:00 pm	Registration Open	Atrium
7:45 – 9:00 am	Breakfast	Imperial Ballroom
8:00 am – 1:00 pm	Exhibit Hall Opens	Grand Ballroom
8:00 – 9:00 am	CRMC Mastermind Group	Carpenter Ballroom
8:00 – 9:00 am	Southwest Regional Meeting	Stemmons BD
9:00 – 9:15 am	Welcome	Imperial Ballroom
9:15 – 10:15 am	General Session: Combatting Fraud in the Property Management World Speaker: Monica K. Gilroy, Esquire	Imperial Ballroom
10:15 am – 10:55 am	Coffee Break in Exhibit Hall	Grand Ballroom
11:00 – 11:50 am	Workshop Sessions 14 – 16	

14. Creating Raving Fans- Creating Raving Fans: Mastering the Art of 5-Star Reviews

Imperial Ballroom

This presentation will guide you in creating duplicatable and consistent touchpoints in your processes to genuinely earn glowing reviews from your clients. Learn how to foster a culture of praise and constructive feedback, ensuring every customer interaction is a moment of delight. Discover the key elements that make asking for a 5-star review easy, but being worthy of one even more critical. Join us and become a brand that clients can't help but rave about. Elevate your standards, exceed expectations, and make 5-star service your norm. **Speakers: Kristen Lopez and Kandise Varvil**



Schedule of Events - Thursday

15. Why Build a “SWAT” Team?

Carpenter Ballroom

If you want to double or triple your business, it's time to come listen to Tiffany Rosenbaum. Unlock the secrets she used to transform her companies and others she has mentored into unstoppable forces! Join us for an inspiring and action-packed session where Tiffany will share the heartfelt journey and strategies that empowered her teams to achieve explosive business results. Discover how she cultivated a culture of excellence, harnessed the power of collaboration, and implemented innovative techniques that propelled her team to new heights. Whether you're a seasoned professional or just starting, Tiffany will provide you with the tools and insights needed to lead with confidence and drive unparalleled success. Don't miss this opportunity to elevate your business and ignite your team's potential with Tiffany's invaluable experience and wisdom!

Speaker: Tiffany Rosenbaum

16. Mastering Maintenance to Maximize Resident and Owner Retention

Stemmons BD

In the current rental market landscape, it's crucial to establish solid plans that optimize resident and investor retention. This session will clearly explain how maintenance impacts retention and the primary key performance indicators to watch to prevent churn before it happens. Attendees will leave the session with the insight to tackle pertinent challenges of retaining residents and investors and gain valuable insights into effective maintenance strategies to position you ahead of the competition.

Speaker: Ray Hespen, Michael Krause, and Deb Newell, PHD, MPM® RMP®

11:55 am – 1:30 pm	Lunch with Membership, Awards, Longevity Recognition	Imperial Ballroom
1:00 pm	Trade Show Closes	Grand Ballroom
1:30 – 2:30 pm	Installation of the 2025 NARPM® Board of Directors Introduction of the 2025 NARPM® President	Imperial Ballroom
2:40 – 3:40 pm	Closing Keynote Session: Mentally Fit, Powerfully Resilient, Competitively Strong Speaker: Meredith Elliot Powell	Imperial Ballroom
3:30 – 6:00 pm	Leadership Meet-Up	Obelisk

FRIDAY, OCTOBER 25, 2024

10:00 am – 5:00 pm	Board of Directors Meeting	Dardenelles
--------------------	----------------------------	-------------

NARPM®

Antitrust Statement

NARPM® ANTITRUST STATEMENT It is the policy of the 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.



NARPM®

Antitrust Guidelines

Association Meetings – To minimize the possibility of antitrust problems at association gatherings, the following guidelines should be followed at all meetings of the Board of Directors and committees, as well as all association-sponsored conventions, trade shows, training seminars, conferences, and task force and working group sessions.

- **DO NOT** discuss your prices or competitors' prices with a competitor (except when buying from or selling to that competitor) or anything which might affect prices such as costs, discounts, terms of sale, or profit margins.
- **DO NOT** agree with competitors to uniform terms of sale, warranties, or contract provisions.
- **DO NOT** agree with competitors to divide customers or territories.
- **DO NOT** act jointly with one or more competitors to put another competitor at a disadvantage.
- **DO NOT** try to prevent your supplier from selling to your competitor.
- **DO NOT** discuss your future pricing, marketing, or policy plans with competitors.
- **DO NOT** discuss your customers with your competitors.
- **DO NOT** make statements about your future plans regarding pricing, expansion, or other policies with anti-competitive overtones. Do not participate in discussions where other members do.
- **DO NOT** propose or agree to any standardization, the purpose of which is anti-competitive, e.g., to injure your competitor.
- **DO NOT** attend or stay at any informal association meeting where there is no agenda, no minutes are taken, and no association staff member is present.
- **DO NOT** do anything before or after association meetings, or at social events, which would be improper at a formal association meeting.
- **DO NOT** interpret or enforce the association's Code of Ethics without direction from the leadership.
- **DO NOT** regard compliance with the association's Code of Ethics as justification for anti-competitive communications or actions.
- **DO NOT** represent that the association prohibits or limits advertising, marketing or solicitation other than as the law authorizes prohibitions or limitations.
- **DO NOT** issue any document or communication on behalf of the association unless with proper authorization.
- **DO** send copies to an association staff member of any communications or documents sent, received, or developed by you when acting for the association.
- **DO** alert every employee in your company who deals with the association to these guidelines.
- **DO** alert association staff and legal counsel to anything improper.
- **DO** be conservative. If you feel an activity might be improper, ask for guidance from association staff or legal counsel in advance.

Thank You to Our Sponsors

NARPM® would like to thank all of the sponsors for their support and interest in our Convention. Please provide them with your patronage!

PARTNERS



GOLD SPONSORS



SILVER SPONSORS



BRONZE SPONSORS



WIFI SPONSOR



FIRST TIMER COFFEE SPONSOR HOTEL KEY CARD SPONSOR



COFFEE BREAK SPONSORS



WELCOME RECEPTION SPONSOR



Do YOU HIRESMART?



 Proven Recruiting Process with Guaranteed Results

 Save up to 67% on Payroll Costs

 Hire in less than 28 Days



HIRESMART
Virtual Employees



www.MeetHireSmart.com

Swidget 116	CINQ, LLC 117	Assurance America 115	PM Path- Builders 215	VPM Solutions 314	Property Meld 315	Abodea 414	Blacksheep- Global LLC 415	RealVue 515	Footprint 614	Expertian 617
Vendoroo Inc 114	Managed Property Management Software 214	Live Oak Bank 212	OutPatPolicy 113	Fourandhalf 312	TransUnion 313	Findigs, Inc 412	Flex 413	Rental Beast 513	RentSmart 612	Specify Landlord Insurance 613
Property Boss 112	Condo Control 111	Global Strategic 211	Promas 213	Codebox 310	Planet Synergy, Inc. 311	Property Manager Assistant 410	Appollo 411	AvidXchange 511	SigmMore 610	The Appliance Repair Professionals 611
True Work Logistics 110	Super 109	Utility Profit 209	Icon Insurance Programs, LLC 308	ProfitCoach 207	Upkeep Media 309	Anequim 408	Rentfinderal 409	Tenant Reports.com 509	Boom 608	Apartment .com 609
Hawk Operations, Inc. 104	Extenteam 107	OnSight Pros 206	zInspector 205	Tenant Turner 304	Obliqo 307	FilterTime 406	LCS 407	PetScreening 507	BetterWho 606	National tenant Network 607
Property Manager Websites 102	Profitable Property Management Podcast 105	zInspector Employees 204	ShowMojo 203	Second Nature 302	Propertyware 305	Planomatic 404	Rent Manager 405	Steady 505	TheGuarantors 604	RentCheck 603
Rentvine 100	LeadSimple 103	Enterprise Bank & Trust 202	Buildium 303	Buildium 303	Blanket 403	PayProp 502	PayProp 502	Pest Share 503	Surevestor 602	Uda Smarter Property Maintenance, Inc. 601

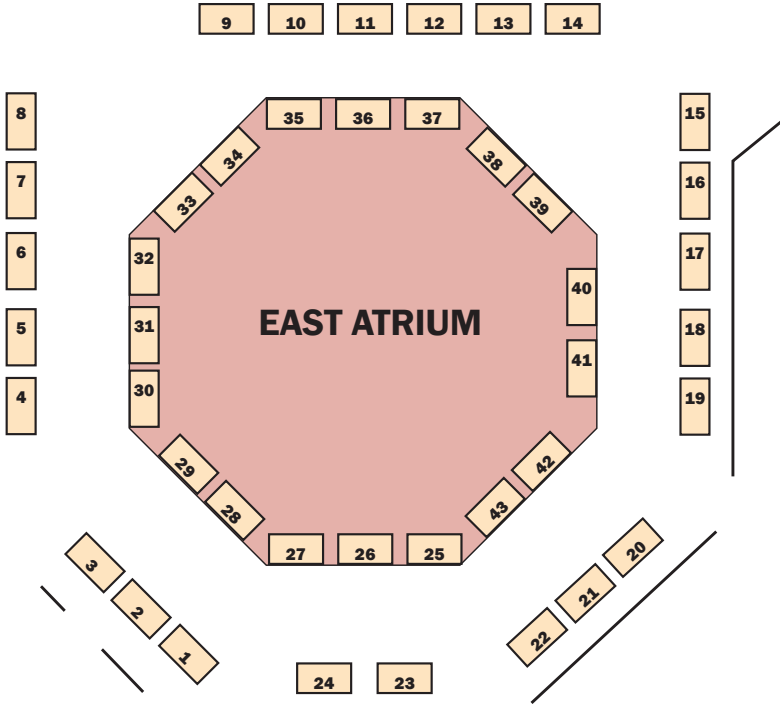
**MAIN
ENTRANCE**

Partner = Patron = Exhibitor = Sponsor



ADDITIONAL EXHIBIT FLOORPLAN

36th Annual Convention & Trade Show



BOOTH #: EXHIBITOR:

- | | | |
|-----------------------------------|----------------------------------|--------------------------------|
| 1 Nutliti | 15 EZ Evict USA | 29 Rently |
| 2 PropertyZar LLC | 16 PaintCare | 30 APM Help |
| 3 Shield Property Assessments | 17 Ownwell | 31 Renters Insurance Solutions |
| 4 CsS Services | 18 Liveable | 32 RLT |
| 5 Piñata | 19 TenantCloud | 33 Inspection Express |
| 6 Streamlined Systems & Solutions | 20 Proof | 34 ReMendIt Inc. |
| 7 MagicDoor, Inc | 21 Manifestly | 35 MyPMH |
| 8 OJO Bookkeeping | 22 Conserve | 36 EliseAI |
| 9 Balanced Asset Solutions | 23 Chubb | 37 Scale Virtually |
| 10 Lineage | 24 Lessen | 38 Rescue Cooling Rentals |
| 11 Liveswitch | 25 Lighthouse | 39 RentScale |
| 12 Home Tax Shield | 26 Axos Bank | 40 Ezlo |
| 13 End to End Solutions | 27 Absolute Property Maintenance | 41 Optio Solutions |
| 14 Citizen home solutions | 28 Obie | 42 Leavitt Group |
| | | 43 CredHub |

Exhibitors

■ Convention Sponsor ▲ Partner

AssuranceAmerica
Booth #115
(770) 952-0200
assuranceamerica.com

AvidXchange
Booth #511
(800) 560-9305
avidxchange.com

Axos Bank
Booth #26
(401) 215-7083
axosbank.com

1-800 WATER DAMAGE
Booth #506
(410) 709-10088
1800waterdamage.com

Abodea
Booth #414
(844) 836-3248
1800waterdamage.com/narpm

Absolute Property Maintenance
Booth #27
(702) 708-5382
absolutepropertymaintenance.com

ACRANET
Booth #306
(509) 324-1350
acranet.com

Anequim
Booth #408
(402) 519-5763
anequim.net

Apartments.com
Booth #609
(888) 383-8253
apartments.com/grow

APM Help
Booth #30
(805) 453-4465
apmhelp.com

▲ AppFolio
Booth #411
(281) 949-8755
appfolio.com

Aptly
Booth #512
(510) 269-6599
getaptly.com

Balanced Asset Solutions
Booth #9
(805) 284-1950
balancedassetsolutions.com

BetterWho
Booth #606
(704) 517-3906
betterwho.com

BlackSheepGlobal LLC
Booth #415
(512) 882-0688
blacksheepglobal.net

▲ Blanket
Booth #403
(786) 789-4850
blankethomes.com

Blue Kangaroo Packoutz
Booth #510
(734) 800-0026
bluekangaroopackoutz.com

Boom
Booth #608
(440) 724-1414
boompay.app

Don't let guesswork dictate your success



The graphic shows three overlapping 'KPI Cheat Sheet' documents. The top document is a cover page with the title 'KPI Cheat Sheet' and a blue staircase graphic. Below it are two open pages showing various KPI metrics and formulas. To the right of the documents is a large QR code. Below the QR code, the text 'Download KPI Cheat Sheet' is displayed with a right-pointing arrow.



The advertisement features a black background with orange wavy lines in the top-left and bottom-right corners. At the top, the 'planOmatic' logo is written in a white, cursive font. Below it, the text 'LISTING MEDIA WILL NEVER BE THE SAME...' is displayed in large, bold, white, sans-serif capital letters. At the bottom center, there is a QR code with a red 'p' logo in the middle. Below the QR code, the date '10.21.2024' is written in white.

Exhibitors

■ Convention Sponsor ▲ Partner

▲ Buildium
Booth #303
(508) 523-1097
buildium.com

Chubb
Booth #253

CINQ, LLC
Booth #117
(844) 246-7782
cinqsvc.com

Citizen Home Solutions
Booth #14
(612) 532-0708
citizenhomesolutions.com

Codebox
Booth #310
(888) 507-8885
codeboxinc.com

Condo Control
Booth #111
(888) 762-6636
condocontrol.com

Conservice
Booth #22
(866) 947-7379
conservice.com/

CredHub
Booth #43
(833) 888-2733
credhub.com

CsS Services
Booth #4
(770) 609-1069
cssservicesinc.com

End to End Solutions, LLC
Booth #13
(619) 988-6708
e2eusa.com

▲ Enterprise Bank & Trust
Booth #202
(619) 988-6708
enterprisebank.com

Experian
Booth #617
(714) 830-7000
experian.com/rental

Extenteam
Booth #107
(310) 405-0891
extenteam.com

EZ Evict USA
Booth #15
ezevictusa.com

FilterTime
Booth #406
(704) 251-8300
filtertime.com

Findigs, Inc
Booth #412
(203) 644-6052
findigs.com

■ Flex
Booth #413
(650) 515-0141
getflex.com/partners

Footprint
Booth #614
(617) 684-6336
onefootprint.com

SOFTWARE SOLUTIONS FOR SINGLE-FAMILY



Comprehensive software created for *your* unique needs.

With Rent Manager's customizable solutions, single-family management is easier than ever before. Take advantage of:

- Complete Mobile Access
- Intuitive Maintenance Scheduling
- Open API/Top PropTech Integrations
- In-Depth, Insightful Reporting
- Process-Enhancing Task Automation
- Associations & Short-Term Rental Resources



Be sure to visit us at **Booth 405** and **ENTER TO WIN** a \$300 Amazon Gift Card!

EXPLORE IT ALL AT
RentManager.com/Residential



Exhibitors

■ Convention Sponsor ▲ Partner

Fourandhalf
Booth #312
(510) 889-9921
fourandhalf.com

Global Strategic
Booth #211
(336) 675-9506
globalstrategic.com

Hawk Operations, Inc.
Booth #104
(619) 540-9423
hawkoperations.com

▲ HireSmart Virtual Employees
Booth #204
(470) 924-9124
hiresmartvirtualemployees.com

Home Tax Shield
Booth #12
(210) 570-2590
hometaxshield.com

Icon Insurance Programs, LLC
Booth #308
(480) 267-9550
iconinsprograms.com

Inspection Express
Booth #33
(628) 292-6256
ipropertyexpress.com

K Segretto Consulting
Booth #504
(385) 355-4664
ksegretto.com

Our Pet Policy
Booth #113
(208) 906-8886
ourpetpolicy.com

LCS
Booth #407
(800) 669-0871
lcs.com

Leavitt Group
Booth #42
(614) 545-1523
leavitt.com/midwest

■ LendingOne
Booth #216
(866) 699-2471
lp.lendingone.com/grow

Lessen
Booth #24
(480) 576-7200
lessen.com

Lighthouse
Booth #225
617-517-4966
mylighthouse.co

Lineage
Booth #10

Livable
Booth #18
(954) 789-8683
livable.com

Live Oak Bank
Booth #212
(910) 685-7446
liveoakbank.com/business-loans/prop-
erty-management

LiveSwitch
Booth #11
(610) 812-9121
liveswitch.com

Optimize the entire leasing cycle

From vacancy, through residency, to unit turnover, Rently's smart leasing platform helps you every step of the way.



**SCHEDULE A
DEMO TODAY**

use.rently.com | sales@rently.com | (888) 340-6340



Self-Guided Touring
Smart Home Technology

Exhibitors

■ Convention Sponsor ▲ Partner

Lula Smarter Property Maintenance,
Inc.
Booth #601
(877) 523-6936
lula.life

MagicDoor, Inc.
Booth #7
(888) 887-8780
magicdoor.com

ManageCasa Property Management
Software
Booth #214
(650) 888-0710
managecasa.com

Manifestly
Booth #21
(414) 915-3833
manifest.ly/use-cases/property-manage-
ment

MyPMH
Booth #35
(469) 585-8125
mypmh.com

National Tenant Network
Booth #607
(800) 800-5602
ntnonline.com

Nutiliti
Booth #1
(704) 562-2415
www.nutiliti.com

■ Obie
Booth #28
(773) 820-7132
obieinsurance.com

Obligo
Booth #307
myobligo.com

OJO Bookkeeping
Booth #8
obieinsurance.com
OnSight Pros
Booth #206
(210) 610-0132
onsightpros.com

Optio Solutions
Booth #41
(800) 360-2827
optiosolutions.com

Ownwell
Booth #17
(512) 886-2282
ownwell.com/investors

PaintCare
Booth #16
(855) 724-6809
paintcare.org

▲ PayProp
Booth #502
(786) 347-7187
payprop.com

▲ Pest Share
Booth #503
(208) 428-1535
pestshare.com

PetScreening
Booth #507
(864) 641-7387
petscreening.com

Increase Revenue Without Adding Doors!

With a fully managed resident benefits package by Second Nature, you can increase revenue per door by an average of \$17 every month.

Calculate your ROI at:
secondnature.com/pricing

second nature[®]



Exhibitors

■ Convention Sponsor ▲ Partner

Piñata, Inc.
Booth #5
(630) 414-5245
pinata.ai

Planet Synergy, Inc.
Booth #311
(770) 374-6317
planetsynergy.com

▲ PlanOmatic
Booth #404
(703) 255-1400
planomatic.com

PM PathBuilders
Booth #215
(210) 792-6286
pmpathbuilders.com

Profitable Property Management Podcast
Booth #105
(608) 290-9598

ProfitCoach
Booth #207
(641) 831-4765
pmprofitcoach.com

Promas
Booth #213
(703) 255-1400
promas.com

Proof
Booth #20
(720) 306-1252
proofserve.com

Property Boss
Booth #112
(864) 297-7661
propertyboss.com

Property Manager Assistant
Booth #410
(715) 350-2619
propertymanagerassistant.com

Property Manager Websites
Booth #102
(800) 282-0538
mypmw.com

▲ Property Meld
Booth #315
(605) 431-0265
propertymeld.com

▲ Propertyware
Booth #305
(855) 976-9502
www.propertyware.com

PropertyZar, LLC
Booth #2
(423) 453-4004
propertyzar.com

Redbox+ Dumpsters
Booth #508
(866) 827-9237
belforfranchisegroup.com

ReMendit, Inc.
Booth #34
(416) 829-2528
remendit.com

▲ Rent Manager
Booth #405
(513) 583-1482
rentmanager.com

Rental Beast
Booth #513
(617) 623-5700
rentalbeast.com



ONE PLATFORM TO **AUTOMATE** THE ENTIRE RESIDENTIAL LEASING PROCESS

We get it. Leasing is hard work. We can help with that. Seriously.

Get **25% off** for the first 6 months.

For all **NARPM** members who sign up for a new account on a unit-based plan in **October**.

Get an **AMAZING DEAL** at the **NARPM Annual Conference & Trade Show 2024**

at the Hilton Anatole, Dallas, TX from 10/21/2024 to 10/24/2024.

Schedule a demo, attend the demo after the show —

Get a free MojoBox.

Sign up for an annual plan, pay the first month within three days —

Get 25% off on your first year.



Schedule a demo now!

Then meet us at booth #203

[NARPM-Annual.ShowMojoDemo.com](https://www.NARPM-Annual.ShowMojoDemo.com)

Additional details and restrictions may apply.

Exhibitors

■ Convention Sponsor ▲ Partner

RentCheck
Booth #603
(504) 215-7208
getrentcheck.com

Renters Insurance Solutions
Booth #31
(512) 384-1724
yourris.com

Rentfinder.ai
Booth #409
(972) 703-5491
home.rentfinder.ai
■ Rently
Booth #29
(888) 340-6340
use.rently.com

RentSmart
Booth #612
(706) 373-9691
rentsmart.net

Rentvine
Booth #100
(888) 455-9953
rentvine.com

Rescue Cooling Rentals
Booth #38
(833) 484-2665
rescuecoolingrentals.com

RLT
Booth #32
(702) 350-6296
rltmed.com

Scale Virtually
Booth #37
(630) 901-0264
scalevirtually.com

▲ Second Nature
Booth #302
(740) 501-2987
secondnature.com

Shield Property Assessments
Booth #3
(210) 409-0111
shield-assessments.com

Showdigs
Booth #208
(206) 457-2485
showdigs.com
SignMore
Booth #610
(800) 924-9679
signmore.com

Steadily Landlord Insurance
Booth #613
(888) 966-1611
steadily.com

Steady
Booth #505
(877) 778-3239
steadyrent.com

Stop Loss
Booth #515
(804) 837-0099
stoplossusa.com

Streamlined Systems & Solutions
Booth #6
(843) 580-6840
streamlinedsystems.biz

Super
Booth #109
(505) 600-1103
hiresuper.com



Tenant Turner

*Minimize Leasing Complexity
Maximize Your Efficiency
Texas Sized Results*

Tenant Turner's premier leasing operations platform works for you 24/7 answering calls, responding to emails, and coordinating showings. Backed by world class customer support that's only a click away.



Track metrics and reduce days on market.



Free your time to work on your business, not in your business.



Offer secure self showings with less risk of rental scams.

tenantturner.com

Surevestor
Booth #602
(800) 975-0562
surevestor.com

Swidget
Booth #116
(855) 202-1144
swidget.com

Tackl
Booth #210
(682) 235-8894
tacklnow.com
▲ Tenant Turner
Booth #304
(804) 203-7972
tenantturner.com

TenantCloud
Booth #19
(737) 300-9331
tenantcloud.com

TenantReports.com
Booth #509
(855) 244-2400
tenantreports.com/expo

The Appliance Repair Professionals
Booth #611
(805) 395-9393
theapplianceprofessionals.com

■ The Home Depot PRO
Booth #Reg Desk
(951) 710-7560

TheGuarantors
Booth #604
(212) 266-0020
theguarentors.com

TransUnion
Booth #313
(800) 916-8800
transunion.com/business

True Work Logistics
Booth #110
(346) 803-4722
trueworklogistics.com

Upkeep Media
Booth #309
(800) 418-9430
upkeepmedia.com

■ Utility Profit
Booth #209
(630) 209-9880
utilityprofit.com

Vendoroo Inc
Booth #114
(650) 740-9965
venderoo.ai

VPM Solutions
Booth #314
(832) 656-3740
vpmsolutions.com

▲ Yardi
Booth #402
(800) 866-1144
yardibreeze.com

yes Virtual
Booth #514
(480) 351-1049
yesvirtual.com

■ zInspector
Booth #205
(530) 746-8178
zinspector.com

**Thanks to all of our Exhibitors for their support
and interest in our Convention.**

Please take the time to visit with them.

Save *the* Date!



BROKER/OWNER *Conference & Expo*

**Monday-Wednesday,
March 24-26, 2025**



The Broadmoor, Colorado Springs, CO

WWW.NARPMBROKEROWNER.ORG



SAVE THE DATE!

2025 NARPM[®]
ANNUAL CONVENTION
AND TRADE SHOW

October 21-23, 2025 | ORLANDO, FL

WWW.NARPMCONVENTION.COM

Save the Date!

2025

NARPM® CAPITOL SUMMIT

Feb. 4-6, 2025 | The Royal Sonesta Hotel, Washington, D.C.

NARPM®'s Capitol Summit gives you legislative knowledge on how to navigate and advocate for property management at the federal, state and local levels of government. We will have expert industry-relevant keynotes, lively mastermind sessions, and networking with other property managers and exhibitors. The Capitol Summit also preps you for a day on Capitol Hill, where you'll meet with your state legislators and advocate for your business and clients.



Learn more at: www.narpm.org/legislative/narpm-capitol-summit-2



A BELFOR  COMPANY

Property Restoration Partners You Can Count On

As a property manager, you have a lot on your plate. That's why it's important to find a property restoration partner you can count on.

With 24/7 emergency response and locations all over the country, you can count on **1-800 WATER DAMAGE** owners to be there whenever and wherever you need us.

Count on our dedicated team to help when property damage strikes!

Visit 1800waterdamage.com/NARPM
or call us anytime at **1-800-928-3732**

Water | Fire | Mold | Sewage



Support Our 2024 Charity – the Pat Tillman Foundation



**PAT TILLMAN
FOUNDATION**

The Pat Tillman Foundation identifies remarkable military service members, veterans and spouses, empowering them with academic scholarships, lifelong leadership development opportunities and a diverse, global community of high-performing mentors and peers. These scholars are making an impact as they lead through action in the fields of healthcare, business, public service, STEM, education and the humanities.

Thank You to Our Charity Sponsors

EVENT SPONSORS



LUNCH SPONSORS



Tenant Turner



BAR SPONSORS



**SCAN THE QR CODE
TO DONATE**





Utility Profit

Move-In concierge

Easy Utility Set-Ups



Key Benefits of Utility Profit



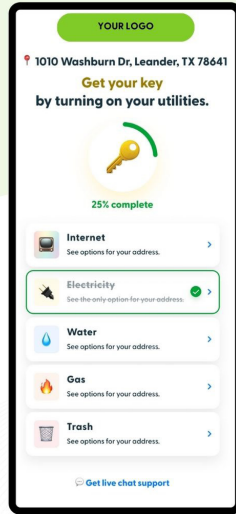
Get paid for move-ins



Increase tenant satisfaction



Save time by streamlining your process



www.utilityprofit.com

LendingOne

Elevate Your Client Relationships

White Label Marketing

Client Referral Bonus

Investor Resource Hub

Join the **LendingOne Growth Program** for Property Managers



flex.

Zero cost, zero hassle,
100% on-time rent.



Automate rent payments



Ensure on-time rent every month



Reduce manual work to save time



Create a superior resident experience

getflex.com/properties

