



MAINTENANCE: Beyond the Basics

March 18, 2020 8:30-4:30 pm

Three Flames, 1547 Meridian Ave, San Jose, CA 95125

CANCELLATION POLICY

Cancellations must be received in writing. If received at **least 30 days before the class date**, registrant will receive a full refund less a \$25.00 processing fee. If received **within 30 days of the class date**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge. **If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, 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.

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.

Who Should Attend: Brokers, Property Managers, Maintenance Coordinators, Maintenance Assistants, Office Staff and anyone in the office that is affected by maintenance.

What You Will Learn: How to manage tenant/owner expectations, the components of maintenance policies/procedures, how to work with sub-contractors, how to schedule and track work orders.

How You Will Benefit: Having the knowledge to effectively systemize your maintenance will result in a happier owners and tenants, better maintained properties, fewer emergencies headaches and a less stressful office.

INSTRUCTOR: Dave Holt CPM, RMP MPM, Past National President, Founder and President of RP Management, Minneapolis, Minnesota. David is also one of NARPM's national instructors and has taught all over the country and Australia. He has also helped to write several of the NARPM certification courses and wrote a 12 hr on-line risk management course for America's Best. David is licensed Realtor and Broker, licensed general contractor and licensed Property/Casualty Producer and is President of SureVestor, Inc.



For more information on NARPM® classes, go to <http://www.narpm.org/education/course-descriptions/>

Course sponsored by the Santa Clara County Chapter of NARPM®

Contact: Andrea G Caldwell RMP MPM
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| Fees Per Course | 6-Hour Course | | Ethics |
|---------------------|------------------------|--------------------------|--------|
| | 30 or more days before | Less than 30 days before | |
| Member/IREM® Member | \$195 | \$250 | \$45 |
| Non-member | \$295 | \$350 | \$95 |
| Retake | \$75 | \$150 | |
| RMP®/MPM® Designee | \$100 | \$150 | |
| Designee Candidate | \$180 | \$250 | |

Register online at <https://www.narpm.org/education/course-schedule/>

Or return the completed PDF Registration Form by email to: educationinfo@narpm.org

Questions? 800-782-3452