



Colorado Springs Newsletter

April 2024



President's Note - Lorenys Perez



Colorado Springs NARPM saw the biggest turnout since 2020! Thank you to our vendors, attending members, guests, and panel! Our meeting was packed full of useful information presented by Alex, Daniel, Matt, Chris, and Abigail. I saw a lot of notes being taken, and I hope that everyone was able to take back at least one piece of information that will help them facilitate a more efficient work flow and better access to leads.

We had an abundance of so much information that we actually ran overtime! We discussed datashare, video content, trip planning, maintenance management, process facilitation, social media, showing coordination, and fell too short to cover digital calendar and tasks. Feel free to grab Abigail the next time you see her if you want to geek out over calendars. Thanks again for an amazing turnout, and we hope to keep the attendance like this moving forward!

We would love to see more of you involved in our chapter. We have many committees, some which require a little more time to participate in; please consider joining a committee to see what leadership in our Colorado Springs NARPM Chapter is all about. If you are interested in learning more, feel free to ask one of the 2024 board members at our next lunch or email any of us.

We have committees that deal with Legislation, Designations, Education, Marketing, New Members, Social Activities, and the Affiliate Member Committee. Come to think of it I am sure Christy with First Bank would love some help working with the Affiliate Members.

I look forward to seeing all of you at the May meeting where attorney Ken Davidson will be our speaker giving us all the 411 on the legislative updates & changes.

See you Tuesday!

Lorenys

President: Lorenys Perez 719-285-7949 Email Lorenys	Past President: Betsy Gossage 719-213-9100 Email Betsy	President Elect: Abigail Rael 719-243-6400 Email Abigail	Secretary: Raegan Lopez 719-213-9100 Email Raegan	Treasurer: Lance Kohler 719-243-6400 Email Lance	Membership & Hospitality: Charles D'Alessio 719-660-5223 Email Charles	Education: Rob Lynde 719-260-6871 Email Rob
Affiliate: Christy Lehmpuhl 719-533-2460 Email Christy	Legislative: Samantha Santee 303-665-7366 Email Samantha	Designation: Misty Berger 719-313-7156 Email Misty	Marketing & Website: Drew Barlett 719-213-9100 Email Drew	Newsletter: Dave Kraszewski 719-425-0311 Email Dave	New Member Mentor: Vacant	Social: Angie Finch 719-639-8364 Email Angie



Colorado Springs NARPM Calendar 2024

May 21st — Legislative Updates with attorney Ken Davidson

June 18th — Liz Cleyman - Finding Happiness Daily

July 19th — Summer Social at Ivywild 4:30pm - 6:30pm

August 20th — Attorney Debra Fortenberry & Associate Jot Singh

September 20th — Symposium

October 15th — Jefferey Riester - Colorado Dept of Law
Director of Legislative Affairs
& Sr. Assistant Attorney General

November 19th — Marc Cunningham

December 6th — Holiday Party at Elks Lodge

COLORADO SPRINGS
NARPM

SUMMER SOCIAL

THURSDAY, JULY 19TH 2024

4:30-6:30PM

IVYWILD SCHOOL

BRISTOL BREWERY

1604 S CASCADE AVE.

**TICKETS \$10 PER PERSON
INCLUDES 1 FREE DRINK
AND LIGHT APPETIZERS
NO WALK-INS**

**OTHER FOOD & DRINK OPTIONS AVAILABLE
FOR PURCHASE FROM IVYWILD**

THANK YOU PLATINUM SPONSORS!

Service Team

OF PROFESSIONALS

PROPERTY RESTORATION SPECIALISTS



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by **second
nature**

banking for good
business

MUST RSVP BY JULY 11TH !



April Luncheon Recap

Leveraging Tech Panel Discussion



Alex Yoder - Dorman Property Management

Alex discussed the advantages of electronic signatures, Electronic Contracts, and Datashare platforms. In his office many processes are automated and this improves turnaround time and tenant satisfaction. Alex believes firmly that sound processes lead to improved efficiencies across the board. He shared with us some of the ways his company has implemented technology to reduce cost and duplication of effort.

Daniel Muldoon - Muldoon & Associates

Daniel covered PropertyMeld Maintenance Solutions for us. This system lets you assign and track work orders easily. It communicates among tenants, vendors, and your staff. In his office it's greatly improved communication for maintenance issues. In his opinion it's superior to Appfolio. You can also track your landlord approvals for maintenance so they can't come back to complain later.



When you make property visits consider using planner.myrouteonline.com. This site allows you to import your property list and will plan your most efficient driving route. You can also charge your owners mileage.



April Luncheon ***Continued...*** ***Recap***



Chris Freeman - Freeman Advantage Team

Chris covered Social Media marketing. His goal is to generate referrals from current owners. He encourages property managers to find supports on social media who can advocate for them (influencers). Use a systemized approach to guarantee growth. Get some listings to advertise online. Take care of your referral partners. Take the time to get to know them, talk to them, and promote their businesses. Send small online gifts to let them know you value the relationship. Text message Starbucks gift cards to say thank you. Create a unique referral program.

How to Dominate Social Media

Post all listings to Appfolio. Get a catchy phone number and website, example: www.999-rent.com. Create social media groups for renters. Example he created and runs a Facebook group for Banning Lewis Ranch neighborhoods to keep top of mind. Join every single property group you can find that has more than 1k members. Be sure to flag scammer comments in any pages you manage. Leave all properties on social media even if they are rented already. Do not waste time showing properties unless the residents quality.



April Luncheon ***Continued...***

Recap



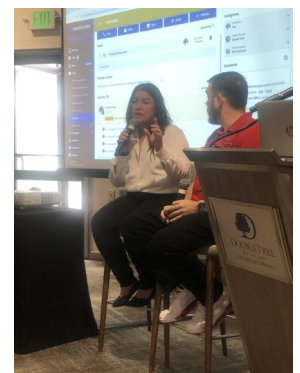
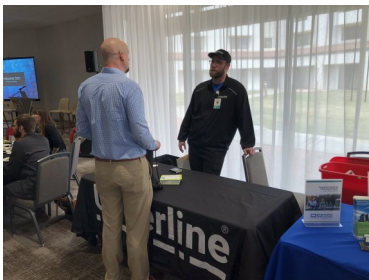
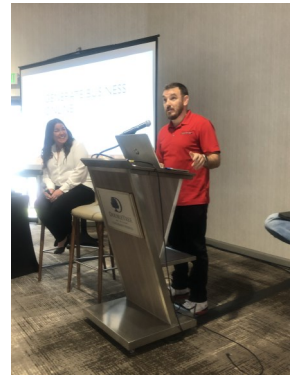
Abigail Rael - Cornerstone Real Estate

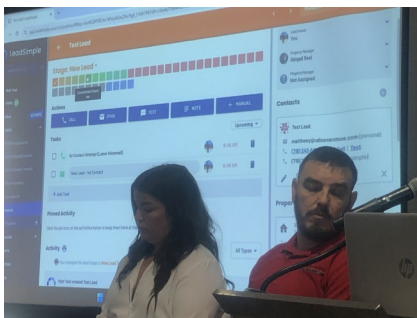
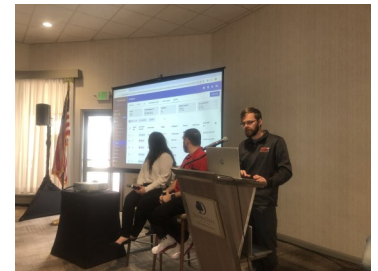
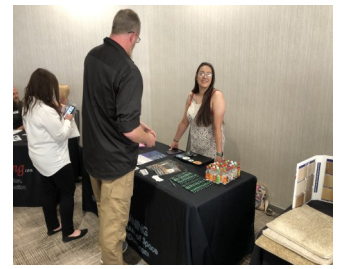
Abigail discussed Tenant Turner at our luncheon. Tenant Turner is a program that automates listing inquiries. It syncs to Google Calendar and you can add multiple showing agents or opt in for self-showings. It sends reminders and confirmations and generates reports for owners. It also has a feature that requests feedback for showings so you can improve.

Matt Yost - Cornerstone Real Estate

Matt talked to us about lead generation using “Lead Simple”. This application can track and sort dozens of conversations at once. He walked us through all the basics of the system for tracking a lead all the way through signing up a new property for management. It works like a CRM. Lead Simple offers online training for anyone who is interested.









Why Go?

Rob Lynde

Milestone Real Estate

This past month Robert, Spencer, Renee, and I joined Rosie, Misty, and Lance at the Broker Owner Conference which NARPM hosted on Amelia Island in Florida. Now, Renee and I went a few days early to see a lighthouse or two while Rosie and Misty went early in order to lounge by the pool and soak up some sun. Robert, Spencer, and Lance all traveled closer to the conference dates but they were there for the whole conference, a little sleep-deprived but awake.

The initial reason Renee and I decided to go and not just send Robert and Spencer was due to the fact I was selected to give a general session presentation. I spent lots of time practicing and putting my presentation together. What I realized is I need to take into consideration and act on the discussion points I brought up in my presentation. On top of that, there were many other points from other general session speakers as well as break-out sessions I attended. Rosie, Misty, and Lance were all busy taking notes. I would meet up with Renée, Robert, and Spencer after a session and during meals and the table discussion, all focused on the latest presentation.

In many cases, the presenter confirmed that the policies and procedures we use and follow are still valid and shall we say up to date. In others, the ideas presented were new and possibly a way to improve our team relationships, systems, and customer service. The challenge with going to a NARPM conference is deciphering what key points should be and can be integrated into your business. I know every time Renee has gone to a conference she has come back with pages of notes and things to do and consider. The experience has been the same for Robert and Spencer.

What was most beneficial for Renee and I was to get excited and fully engaged in the business. With all the personal activities in our daily lives and the daily emergencies property managers deal with, it is very easy to just do the same thing day after day. Attending Broker Owner this year made me realize that although the day-to-day management policies and procedures have not changed much in the past 20 years, there is a need to be fully engaged to make MileStone better.

The 2025 Broker Owner conference is being held in March at the Broadmoor Hotel, right here in Colorado Springs.

I am not sure it's the best time for visitors to see our great city as the grass is dead, there are no leaves on the trees or flowers blooming, it can be really cold, and we could end up with a great snowstorm. What I do know is I firmly believe it's a perfect time for all owners and decision-makers who have never attended a Broker Owner Conference or National Convention to attend. Find out for yourself why Lance told me at this year's Broker Owner that he went over his to-do list from the 2015 Broker Owner and he had accomplished all of the talking points he identified he should do. It's a great feeling to get an idea or process for improvement and then actually act on it!





May Luncheon Preview

**Ken Davidson
Real Estate Attorney**

Please join us on May 21, 2024 with Real Estate Attorney Ken Davidson as he comes to speak about the changes we can expect to make to our leases and property management agreements with the changes in legislation coming our way as the Legislative Session comes to a close.

Some of the bills to be discussed:

HB24-1007: Prohibit Residential Occupancy Limits

HB24-1098: Cause Required for Eviction of Residential Tenant

HB24-1318: Modify Rental Premises Person with Disability

SB24-094: Safe Housing for Residential Tenants

Don't miss Ken's informed perspective for these bills and more next week!

Legislative Update



[Samantha
Santee](#)

Legislative
Chairperson

Happy End of the Session, everyone! When you read this, our 2024 Regular Legislative Session will have ended, finally! Once again, I have to give a huge THANK YOU! to everyone who testified, participated in a Call to Action, or otherwise was active on our couple large bills this year. The fights were hard, and we didn't get everything we wanted, but the end product was, by and large, much better than where it started. Looking ahead, this is an election year, so if you didn't like how the legislative body worked this year, make sure you vote for a change!

Here is a brief summary of the bills that we were watching, and where they are now. This is just a summary, and not an all-inclusive breakdown of each bill. If you want more information on any single bill, please email me at samantha@coloradorpm.com and I'll be happy to discuss any of these with you. Otherwise, please don't forget to register for May's luncheon, starring our very favorite attorney, Ken Davidson! He's sure to have great information for us about where we go from here.

Samantha Santee
Legislative Chair

HB24-1007: Prohibit Residential Occupancy Limits - PASSED, SIGNED INTO LAW, effective 7/1/2024.

Prohibits local governments from limiting the number of people who may live in a single dwelling based on familial relationship. Local governments still retain the authority to set occupancy limits only on Demonstrated health and safety standards (building codes, fire codes, etc.) or Affordable housing program guidelines



HB24-1014: Deceptive Trade Practice
Significant Impact Standard - KILLED BY
SENATE JUDICIARY COMMITTEE

HB24-1051: Towing Carrier Regulation -
LIKELY TO PASS, NO OFFICIAL DECISION AS OF 5/6/2024

Legislative Update Continued...

Updates towing regulations to require:

Towing carrier must receive documented permission, within 24 hours of tow, (not automated or preapproved) for each individual tow, from either the owner or leaseholder of private property unless the owner or leaseholder would earn income, then the towing carrier may authorize another towing carrier to perform the tow. An employee of the owner, leaseholder, or property management company retained to collect rent and perform residential services.

If an employee who has a financial interest in or relationship with the towing carrier or a parking lot management company that earns income from managing or controlling parking or permission to park or that earns income from the tow shall not grant permission to authorize the tow.

In order for a towing carrier to conduct a nonconsensual tow, the property owner must have posted signage that is not less than two square feet in size, has lettering not less than one inch in height. It must have lettering that contrasts sharply in color with the background of the sign and contrasts sharply with the structure the signs are placed on contains the following information (in order):

- The restriction or prohibition on parking
- The times of the day and days that the restriction is applicable
- If 24/7, the sign must say "Authorized Parking Only"

The name and telephone number of the towing carrier authorized to perform tows from the private property.



- Is printed in English and Spanish
- Is permanently mounted both
- At the entrance to the private property facing outward toward the street
- Inside the private property facing the parking area
- Is not obstructed from view or placed in a manner that prevents direct visibility
- Is not placed higher than ten feet or lower than three feet from the surface closest to the sign's placement.

Legislative Update Continued...

HB24-1057: Prohibit Algorithmic Devices Used for Rent Setting - KILLED BY DISAGREEMENT BETWEEN HOUSE AND SENATE- two different versions of the bill were passed, and the Senate and House could not agree on a version to move forward on.

HB24-1091: Fire-Hardened Building Materials in Real Property - PASSED 3/12/2024, EFFECTIVE 3/12/2024

- Prohibits HOAs from prohibiting the installation, use, or maintenance of fire-hardened building materials on a unit owner's property
- Prohibits HOAs from adopting any provision in the declaration, bylaws, or rules and regulations that prohibit the installation, use, or maintenance of fire-hardened building materials on a unit owner's property
- Except that, an HOA may develop standards that impose reasonable restrictions on the design, dimensions, placement, or external appearance of fire-hardened building materials used for fencing

HB24-1098: Cause Required for Eviction of Residential Tenant - PASSED, SIGNED INTO LAW 4/19/2024, EFFECTIVE 4/19/2024

- Summary shared in previous newsletter, go read that!

HB24-1175: Local Government Rights to Property for Affordable Housing - FATE UNDETERMINED AS OF 5/6/2024

- Would give the right of first refusal or offer to local governments on any qualifying property
- Offer must be economically identical to any other offer a seller receives and is willing to accept on the qualifying property



Legislative Update Continued...

- If the local government provides notice to a seller that the government may exercise its right of first refusal, the residential seller shall not proceed with the sale of the property to any other party and the local government shall have a right to make an offer on the property.

HB24-1259: Price Gouging in Rent Declared Disaster - PASSED 4/19/2024, EFFECTIVE ONCE THE GOVERNOR SIGNS

Makes price gouging in rent an unfair and unconscionable act or practice when, during a disaster period and within the designated area if a disaster declaration specifically declares a material decrease in residential housing units, the person engages in price gouging in the provision of or offer to provide rent-based housing. A disaster declaration is:

- A national emergency by the President of the United States
- A disaster emergency by the Governor

Disaster period means the date a disaster declaration begins and continuing for one year after the date of the initial disaster.

Price gouging is defined as an increase in rent of more than 10%

HB24-1318: Modify Rental Premises Person with Disability - PASSED, EFFECTIVE 8/6/2024

- Removes the ability to require a tenant pay for a reasonable modification as a condition of approving the modification
- Removes the ability to require a tenant to restore the interior of the property as a condition of approving the modification
- Does not require that the property owner pay for the modification, or pay to restore the interior of the property

SB24-094: Safe Housing for Residential Tenants - PASSED 4/9/2024, EFFECTIVE LAW 5/3/2024 BY GOVERNOR'S SIGNATURE

Adds air conditioner, permanent cooling device, or portable cooling device to list of appliances. A landlord breaches the warranty of habitability if a residential premises is Uninhabitable as described in section 38-12-505 or in a condition that materially interferes with the tenant's life, health, or safety and the landlord has notice of the condition and has failed to commence remedial action after having notice 24 hours where the



Legislative Update Continued...

condition materially interferes with the tenant's life, health, or safety 72 hours where the residential premises are uninhabitable.

- Has commenced remedial action with the appropriate period, but failed to continue performing the remedial action as needed until the condition was remedied or repaired
- Has failed to completely remedy or repair the condition within a reasonable time.

A tenant has the burden of proof to establish a breach of the warranty of habitability. If the condition materially interferes with the tenant's life health, or safety, remedial action must include a landlord providing the tenant, at the request of the tenant and within twenty-four hours after the request.

A comparable dwelling unit, as selected by the landlord, at no cost to the tenant or A hotel room, as selected by the landlord, at no cost to the tenant. It must include at least the same number of beds as there are used in the tenant's dwelling unit. If a tenant requires the comparable unit or hotel room for more than forty-eight hours, the unit or hotel must include a fridge with a freezer and a range stove or oven or the landlord must provide a per diem for daily meals and incidentals for each tenant in an amount that is at least equal to the CO state employee per diem for intrastate travel as established by the Department of Personnel.

There are distance requirements and guidelines for the hotel or comparable unit. The Landlord is responsible for reasonable costs that are incurred due to the tenants' relocation, including storage and transportation.

The landlord is required to provide the hotel for up to sixty consecutive days. The landlord is relieved of the obligation if:

- The landlord determines that the condition at the property cannot be remedied or repaired within 60 days due to circumstances outside the landlord's reasonable control
- The landlord provides the tenant, at the earliest opportunity, written notice that specifies the condition cannot be remedied or repaired within 60 days
- The date the landlord will no longer pay for the hotel
- That the tenant may terminate their lease with no liability or penalty
- The landlord returns the tenant's full security deposit on or before the date required by the lease



- A landlord must contact the tenant not more than 24 hours after receiving a notice
- Must indicate the landlord's intentions to remedy or repair the condition, including an estimate of when the action will start and finish
- Inform the tenant of the landlord's responsibilities and obligations, including the obligation to provide a hotel or comparable unit
- Provide at least 24 hours' notice of entry, except in an event where the condition threatens an individual's life, health, or safety, or threatens to cause substantial and material damage to the premises.

Legislative Update Continued...

Adds cooling devices to list of habitability issues.

On and after 1/1/2025:

Every rental agreement between a landlord and tenant must include a statement in at least 12-point, bold-face type that states that every tenant is entitled to safe and healthy housing under Colorado's warranty of habitability and that a landlord is prohibited by law from retaliating against a tenant in any manner for reporting unsafe conditions in the tenant's residential premises, requesting repairs, or seeking to enjoy the tenant's right to safe and healthy housing.

Every rental agreement between a landlord and tenant must include a statement in English and Spanish in at least 12-point, bold-faced type that states an address where a tenant can mail or personally deliver written notice of an uninhabitable condition and an email address or accessible online tenant portal or platform where a tenant can deliver written notice of an uninhabitable condition.

If a landlord provides a tenant with an online portal or platform, the landlord must post in a conspicuous place in the portal or platform a statement in English and Spanish that states an address where a tenant can mail or deliver written notice and an email or accessible online portal or platform where a tenant can deliver notice.

Adds an inoperable elevator when the tenant has a disability that prevents the tenant from being able to use the stairs to access the dwelling unit and there are no other operable elevators.

A tenant must still pay rent, even while staying in a hotel or other comparable unit.



Affiliate Corner



[Christy
Lehmpuhl](#)

Affiliate
Chairperson

Vendor Appreciation Day was April 16th!

If you missed the April Luncheon, you missed out! We had a record number of affiliates sign up to be part of the annual vendor appreciation day event.

Our Chapter sends out a big
THANK YOU
to all of our affiliate members!

Sponsorship Opportunities...

Join \$TOP Restoration and FirstBank as
Platinum \$ponsors!

This newsletter and website includes details on sponsorship opportunities for 2024 including the Summer Social, the Landlord Symposium and the Christmas Party. We hope you will consider registering for one of the options as they are all great events. If you are new and want more information on these events, please reach out to Christy. Registration is available online.

Sponsorship Opportunities...

Direct any questions to your NARPM Affiliate Chair and banking expert:

Christy Lehmpuhl / 719-533-2460 (work) / 719-930-1399 (cell: call or text) / Christy.Lehmpuhl@efirstbank.com

2024 NARPM – Colorado Springs Chapter Membership Opportunities

Summer Social - Happy Hour at Ivywild: Date July 19th

Landlord Symposium - Friday, Sept. 20th from 7:30am - 5pm at the Double Tree Hotel

Holiday Party – Friday, Dec. 6th, more details to follow

Bundled Packages

1	2	3
Platinum Membership • \$1,100 • Summer Social • Landlord Symposium Plus • Holiday Party	Gold Membership • \$850 • Landlord Symposium Plus • Holiday Party	Silver Membership • \$500 • Landlord Symposium • Holiday Party

Individual Sponsorships

 \$700 Landlord Symposium Plus	 \$300 Landlord Symposium Basic	 \$300 Holiday Party or Summer Social
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2024 NARPM – Colorado Springs Chapter Membership Opportunities

	Landlord Symposium Plus	Landlord Symposium
Property Manager Testimonial	X	
Priority table placement	X	
Lunch with the attendees, up to 2 vendor meals	X	
Lunch with the attendees, 1 vendor meal		X
Skirted 6' table, with networking opportunities before and during planned breaks throughout the program.	X	X
Door prize drawing (max 2 prizes)	X	X
Company name displayed on chapter website banner	X	X
Ads and articles for the newsletter any time during the year *	X	X

*Reach out for submission details regarding newsletter ads and articles.

Holiday Party & Summer Social Participation Details

- Your participation helps cover the cost of the party, including casino night, live band and food.
- Recognition during the party thanking our event sponsors
- Have fun, mingle with fellow Chapter members
- No formal networking time and no need to bring marketing materials



Membership Chair / New Member Mentor

[Charles D'Alessio](#)

Berkshire Hathaway Synergy
Property Management

Membership Report

Please extend a warm welcome to our new members & affiliates!

B&L Plumbing	Chelsea Boggess	719-491-1808	Email
Patch Doctors	George Cruz	719-200-7167	Email
Farmers	Robin Armstrong	970-946-2189	Email
Restoration King	Shane Hollis	719-722-1053	Email
Payroll City	Diana Thate	719-600-9411	Email
Eagle Leadership Advisors	John Cook	208-699-7133	Email
Pikes Peak Dream Home Realty	Kelly Miller	719-284-1900	Email

Our Mission is to empower landlords and property managers from all over Colorado to become a part of the legislative process by offering a means to collaborate and negotiate with legislators while educating policymakers about the rental housing industry.

The Colorado Landlord Legislative Coalition aspires to create positive legislative change for those that provide housing for other and in turn the renters of Colorado.



Now more than ever, landlords need to be vigilant in protecting our rights. We cannot afford to stand by and allow lawmakers to make decisions regarding our livelihoods. We must unite and create political change.

PLATINUM MEMBER:

- \$500/Month (\$6,000 per year)

GOLD MEMBER

- \$250/Month (\$3,000 per year)

SILVER MEMBER

- \$100/Month (\$1,200 per year)

BRONZE MEMBER

- \$50/Month (\$600 per year)

MEMBER

- \$10/Month or \$120/year

Membership levels are designated for acknowledgment purposes and will be displayed as determined by Board.

Dues are not limited to the above amounts but dues paid between membership levels will be "awarded" the lower membership level until the next annual designated level is reached.

The CLLC is a non-profit organization supported and funded by donations, which are considered Membership Dues. Membership Dues are used to fund lobbying efforts and administrative costs. The more members that join the Coalition and contribute Membership Dues the larger our voice and our impact at the Capital. Please consider establishing a higher level of Membership to be recognized for your contributions and to help fund the CLLC for years to come.

Join us!