Colorado Springs Newsletter

January 2024

President's Note - Lorenys Perez

What a great way to start off our NARPM meetings in 2024! If you missed it Drew and Charles did a great job at our January meeting. Drew shared his story about how he has found a work-life balance and some things he does to keep it. Charles jumped right in, backing and expanding on what Drew talked about, and shared some wonderful time management tools. The meeting was followed by Rob teaching the annual commission update with other property managers joining in via Zoom from across the state.

The chapter is focused on pulling in and using local and other Colorado NARPM members for education this year. The best thing about NARPM and especially our chapter is our members are willing to share. Yes, we are competitors but we believe that by sharing we can make the property management industry better. We can learn from each other. There is plenty of business for everybody, especially with all the new legislation. Individual owners need our expertise and knowledge of all the new laws to keep out of trouble.

What I would love to see is more of you involved in our chapter. We have lots of committees some of which require little time to participate in, please consider joining a committee to see what leadership at the Colorado Springs Chapter of NARPM is all about. For us to continue to have one of the best Chapters in the country, we need to continue to get new people involved in leading our chapter. If you are interested in learning more drop me an email or talk to me or a member of the 2024 leadership team at the February meeting.

I look forward to seeing you at the February meeting where William Mutch the CLLC lobbyist will give us a short update on the 2024 legislative session and then Mitch Hammes from the City of Colorado Springs will talk to us about Code Enforcement issues.

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

February 20th — William Munch our CLLC lobbyist (Legislative Update) and Mitch Hammes, the Neighborhood Services Manager for Colorado Springs

March 19th — DORA update with Marsha Waters followed by a CE Meth class or similar topic

April 16th — Leveraging Tech and Affiliate Panel Q&A

May 21st — Legislative Updates with Ken Davidson

June 18th — Liz Cleyman

July — Summer Social

August 20th — Jim Roman

September — Symposium

October 15th — Communications Expert (UCCS?)

November 19th — Marc Cunningham

December — Holiday Party

***** Topics subject to revision**

Are you DORA compliant with your Accounting Controls, Policies and Procedures?

Check the following items to ensure your files are up-to-date:

- ☐ Are all funds belonging to others deposited into a Trust or Escrow account?
- ☐ Are your Trust or Escrow accounts in a "true" trust/fiduciary account? This can be verified by reviewing the bank's depository agreement or signature cards. Just labeling an account with trust or escrow in the name doesn't mean it is actually a trust or escrow account.
- ☐ Do you have a copy of the Notice of Escrow or Trust Account, with each of your escrow account numbers listed, signed by your bank?
- ☐ Is your monthly 3-Way Reconciliation complete?

As you complete this checklist, feel free to reference DORA's website for more specific details: https://dre.colorado.gov/separate-accounts-and-accounting

We are excited to be your NARPM banking resource. If you have questions or need clarification, please reach out. We are here to help whether or not you currently have accounts with FirstBank.

Kris Gregory
Branch Manager
Constitution & Powers Branch
719.638-4113
Kristina.Gregory@efirstbank.com

Elizabeth Smith
Treasury Management
Senior Specialist
719.272.6100
Elizabeth.Smith@efirstbank.com

Christy Lehmpuhl
Senior Vice President
Commercial & Residential Lender
719.533.2460
Christy.Lehmpuhl@efirstbank.com
NMLS ID 566050

January Luncheon Recap

Drew Barlett & Charles D'Alessio

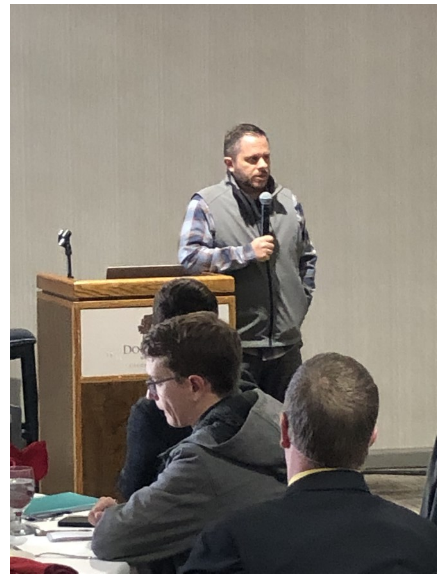
In January Drew Bartlett and Charles D'Alessio teamed up to give us a presentation about Time Management and Work Life Balance.

Drew talked about the "Three D's" - Differentiate, Delegate, and Disconnect. Differentiating involves splitting all your tasks between home and work life. Work while you're at work, don't work while you're at home. If you work from home, designate a specific room to work in. When you are in a different room do not work. Unless it is a true emergency, don't work after hours.

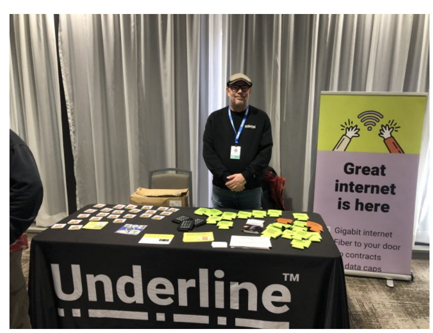
Delegating involves looking for ways to take the burden off you. One of the ways to do this is to embrace technology. Automation can make your life easier.

To Disconnect means when you leave work, leave it. Use out of office replies to let customers know not to expect a reply immediately. Do not check email on your phone after hours. And use all your vacation time!

Charles explained time management allows for greater productivity and efficiency. It produces less stress, a better reputation, increased opportunity, and more time to build quality relationships.




But...How?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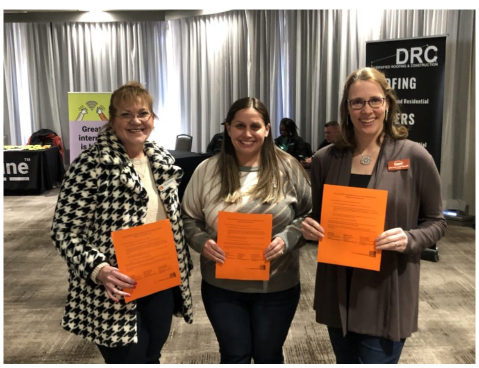
Work/Life Balance

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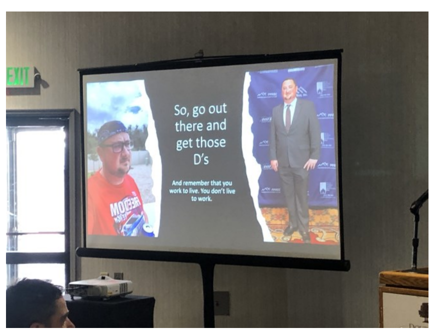
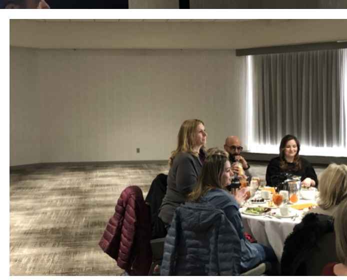

So, go out there and get those D's




Work/Life Balance


Time Management
What can you do for more time?
Charles D'Alessio
Charles@synergycolo.com


Work/Life Balance


Find the right Tool!
Outlook
Buildium
ZoHo-Multi channel communications tracking
App Folio
Sales Force-Large Property Teams
Google Calendar
Monday-PM Teams/Customizable
Fresh Sales-Personal Automation/AI


Time Management

Mastering the Art of Customer Service: 5 Wrong Ways to Handle Problem Customers

Paul Miller

STOP Restoration

Dealing with difficult customers is an art that requires finesse and creativity. In this article, we explore five unconventional and entirely wrong ways to handle those tricky customer interactions.

Brace yourself for a journey through the absurd as we present solutions that are guaranteed to make your customers scratch their heads in confusion.

1. The Reverse Psychology Redirect:
Tell your problem customer that their issue is so minor and unimportant that it's not worth addressing. Convince them that they should be grateful for the opportunity to experience such a minuscule inconvenience. Remember, the more dismissive, the better.

2. The Emoji Overload:
Respond to every customer complaint with an excessive amount of emojis. Flood their inbox with thumbs-down emojis, sad faces, and clapping hands. Who needs words when you can express your indifference through a sea of colorful symbols?

3. The Haiku Apology:
Craft poetic apologies using the traditional Japanese haiku format. Three lines, 17 syllables – no more, no less. Apologize for their inconvenience in the most cryptic and confusing way possible. Bonus points for including unrelated nature references.

4. The Virtual Escape Room:
Invite your problem customer to a virtual escape room as a distraction from their concerns. Create a maze of unrelated puzzles and riddles, leaving them more perplexed than ever. For every correct answer, respond with, "Sorry, that's not the solution to your problem."

5. The Mime Support:
Communicate exclusively through mime performances. Create invisible walls to represent their issue and mime your way through solving it. If they ask for clarification, respond with exaggerated gestures and facial expressions. Remember, silence is golden.

Mastering the Art of Customer Service - Continued

Paul Miller
STOP Restoration

Conclusion:

In the realm of customer service, the wrong answers can sometimes be as entertaining as the right ones. While these unconventional approaches may not solve any problems, they are sure to leave a lasting impression. Just remember, when facing a challenging customer, it's crucial to find the right balance between creativity and actual problem resolution. After all, not every problem can be mimed away or fixed with a haiku. Happy customer service adventures!

Disclaimer: The suggestions presented in this article are purely satirical and intended for humorous purposes only. Under no circumstances should any of these wrong answers be implemented in real-life customer service interactions. Using these approaches may lead to confusion, frustration, and potentially damage the reputation of your business.

Real customer service requires professionalism, empathy, and effective communication to address and resolve customer concerns. The ideas presented here are fictional and should be regarded as such. Always adhere to ethical and customer-centric practices when dealing with real-world customer service challenges. Remember, laughter is great, but genuine customer satisfaction is even better.

February Luncheon Preview

Willian Mutch

William Mutch, our CLLC lobbyist, joins us to discuss the new property management related bills that will be debated this session. Mutch has a strong track record managing associations, winning candidate campaign and legislative issues, building effective grassroots programs, managing political action committees, fundraising strategies, and building/managing broad legislative coalitions.

Mitch Hammes

Mitch Hammes is the Neighborhood Services Manager for Colorado Springs. Also known as, "That Code Enforcement Guy", Mitch started his code enforcement career in 2001 and has experience in all facets of code enforcement administration, ordinance development & implementation, community engagement, and effective communication. He especially LOVES working with individuals and municipalities to create effective and value-driven code enforcement that benefits their community and stakeholders.

Mitch will share his experiences with us and answer questions related to Code Enforcement.

Legislative Update

Samantha Santee

Legislative Chairperson

Major bills introduced:

HB24-1098 Cause Required for Eviction of Residential Tenant

Prohibits a landlord from evicting a residential tenant unless the landlord has cause for eviction, which only exists when a tenant has not paid rent, commits a substantial violation, a material violation of the lease, or a repeat violation. A no-fault eviction can occur when the property is being converted or demolished, if substantial repairs or renovations are taking place (existing tenant has to be given the chance to move back in, if they so choose), if the property owner or family member move back in, or when the property is being sold.

Builds in relocation assistance requirements for any landlord who fails to follow property notice and other requirements of a minimum of 2x the monthly rent, and up to 3x if an occupant is a minor, over the age of 60, or an individual with a disability.

May be used as an affirmative defense in an eviction proceeding. Prohibits retaliatory rent increases. Updates posting process to require personal service to each occupant over 18 be served, or, if personal service was attempted at least once on two different days, only then can the notice be posted to the property. Includes a safety clause, which means this bill would take effect immediately upon the governor signing it

SB24-094 Safe Housing for Residential Tenants

42 page update to the existing Warranty of Habitability.

Sets new timeframes for landlord action and communication following habitability breaches or claims.

Categorizes air conditioning (if existing) as a habitability issue

Legislative Update Continued...

HB24-1099 Defendant Filing Fees in Evictions

Waives the filing fees for defendants in an eviction case for motions, answers, or other documents.

HB24-1057 Prohibit Algorithmic Devices Used for Rent Setting

Prohibits use of an algorithmic device which uses private/proprietary information to set rent rates, and makes use of such devices an unfair or deceptive trade practice in Colorado.

Was heard in committee on 1/31/24, has been amended, but no real further clarity was added from the information available as of 1/31/24.

[Samantha Santee]

Legislative Chairperson

Affiliate Corner

Christy Lehmpuhl

Affiliate Chairperson

Thank you to our January Table Sponsors!

Underline	**Dependable Professional**	**DRC**	**FirstBank**
Niki Cicak Chatham Kitz	Dory Hornsby	Casey Hickok Phil King Ari Spearman	Christy Lehmpuhl Kris Gregory Elizabeth Smith
719-641-3661	719-531-7725	719-900-8647	719-533-2460

Affiliates, we are happy you decided to renew your membership for 2024. If you are looking for a way to highlight your business, sign up to have a table at one of the monthly luncheons.

Monthly luncheon sponsorships are available to the first 5 who register online each month. The cost is $60 and includes one lunch. Additional meals can be purchased for others in your company at the regular rate.

Set up: Arrive around 10:45 am to set up your marketing materials and business cards. A 6' table and table cloth are provided. You'll want to be ready to mingle with attendees at 11 am.

Giveaway: You should bring a basket/bowl to collect business cards at your table for a door prize drawing. This is a great way to collect business cards from those in attendance. Door prizes can be a gift card ($15-$25), a service you offer (any value), small gift, etc.

2 minute commercial: You will have 2 minutes at the microphone to introduce yourself and tell the group about your business during the luncheon.

Affiliate Corner Continued...

Christy Lehmpuhl

Affiliate Chairperson

RECOMMENDATIONS:

We recommend two people attend when hosting a table. This allows one person to stay at the table and the other can mingle.

We also request you don't sign up every month. We want to give all members an opportunity so we recommend signing up 2-3 times per year, plus the Landlord Symposium.

Vendor Appreciation Day is April 16th!

When registration is available, sign up to attend the luncheon. With the purchase of your regular lunch, you can have a free vendor table for this luncheon. Bring your marketing items and business cards and be ready to mingle. Networking time will be from 11:00 am – 11:30 am and there will not be commercials. You can bring up to 2 door prizes. Contact Christy with any questions.

NARPM™ Affiliate Member

COLORADO
Department of Regulatory Agencies
Division of Real Estate

Compliance Audits

By the Colorado Real Estate Commission

Compliance Audits - "Director's Corner" - Winter 2024

Throughout the year, the Division performs various types of compliance audits on behalf of the three boards housed within the Division. The license renewal season is directly related to a few of the audits that the Division performs. This article will describe the different compliance audits that we conduct to better assist our licensees in complying with the regulations. Conducting audits is one of the Division's ways of being proactive about ensuring compliance with the state laws that govern the licensed practice of real estate. It allows us to catch issues before a consumer complaint is filed.

Continuing Education ("CE") Audits

Real Estate Brokers ("Brokers"): Brokers who are in their initial license cycle, meaning that the license expires on December 31st of the year that it was issued, are not required to complete CE in order to renew their license. All other brokers are required to complete 24 hours of CE, 12 hours of which are required to be the Annual Commission Update Course and the remaining 12 hours are elective courses that have been approved by the Real Estate Commission ("Commission"). A broker cannot take the same version of the Annual Commission Update Course more than once for CE credit. There are alternatives to completing the 24 hours (see Commission Rule 4.2), but most brokers seek to just do the requisite hours to comply with the requirement. We perform broker CE audits on a quarterly basis and we audit the most recently completed license cycle. Brokers are selected for an audit based on a randomly selected sample. The number of brokers audited may vary based on the workloads of Division staff. If you are audited and you do not have enough hours of approved CE, or you do not qualify for one of the alternatives, you will be required to pay a compliance fee and complete any missing hours. The CE hours that you are required to take cannot be used as CE for your current license cycle.

We have a list of Commission-approved education that can be found here. To verify the status of a course, you may access the Division of Real Estate Approved Continuing Education Course List and use the Course Title to filter down to a specific course. Once on that filter, type the course title into the search bar and then check the applicable boxes. This will display all courses affiliated with the selected provider's name. This same process may be applied to any of the available filters to view the desired results. You are encouraged to verify that any CE courses you are considering taking have been approved by the Commission.

Errors and Omissions ("E&O") Insurance Audits

All three of our licensure programs have a mandatory E&O coverage requirement. As we move into renewal season, the state-approved insurance carrier starts sending notifications to all licensees about the E&O coverage requirement and the need to purchase a new policy for the upcoming calendar year. There are multiple notifications sent out starting at the end of September or beginning of October and continuing through the end of January. Since renewals may carry over into January, we start verifying E&O coverage with the different insurance carriers in February. The insurance providers supply us with a data feed of those licensees who have purchased a policy of E&O coverage. We match that data with what is in our licensing database. For the licensees who did not purchase a new policy of E&O insurance, we start the process of inactivating licensees. Each year, we inactivate numerous licensees because they do not have a current policy of E&O insurance.

Due to the insurance requirement, you are not allowed to maintain an active license or practice without a current E&O policy. If we inactivate your license for E&O, you will be notified by email of the change in your license status. It is really important that you update your email address with us because that is the primary form of communication that we use to communicate changes with you. We also receive several complaints throughout the year about licensees who are performing licensed duties when their licenses are inactive. Your respective Board or Commission can discipline your license for practicing without an active license.

Compliance Audits Continued...

Individual and Brokerage Business Account Audits

These audits are specific to brokers and brokerage firms because Colorado law places the duty on the Division Director, or the Director's designee, to conduct audits of the business accounts of the licensees regulated by the Real Estate Commission (See §12-10-207(2), C.R.S.). We also have the authority to audit the business accounts of the subdivisions registered with the Real Estate Commission. Generally, the brokers or brokerage firms are selected randomly, although an audit may stem from a complaint filed with the Commission or as the result of a disciplinary action.

If you are selected for an audit, we will send written notification of the audit, including an Affirmation and Questionnaire for you to complete. This document asks various questions about your licensed practice and information about any trust accounts you maintain. This allows us to determine the scope of the audit that we will conduct. After we receive your responses, we will request specific documents, such as transaction files and/or trust account records. These audits tend to be more engaging than the other types of audits we conduct because the financial examiner (or auditor") will have follow-up questions regarding the files and account information provided for review.

The auditors will ask about any potential changes you have made during the course of the audit, such as policy revisions or modifications made to any attorney-drafted forms that you use. We have limited authority to address potential deficiencies at the staff level. If there are concerns identified during the audit, it is not uncommon for the audit findings to be presented to the Commission, who can then determine what, if anything, needs to be done to correct the issues. You can find more information about the audit process and the forms the auditors use here. We also have information about what documents you should maintain in your transaction files and the applicable Commission regulations here. The transaction file checklist is to serve as a guide. Not everything listed on it will necessarily apply to the different transactions in which you are involved.

Finally, if you are selected for an audit, whether it be for CE or business accounts, remain calm and provide the documents requested. If you don't have the documents, don't manufacture them. This will just cause any potential issues to snowball. Make sure you are responsive to Division staff because ignoring an audit can just exacerbate the issue. Overall, the audit outcomes demonstrate that a majority of our licensees are compliant with their license requirements.

Membership Chair /
New Member Mentor

Charles D'Alessio
Berkshire Hathaway Synergy
Property Management

Membership Report

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

Niki Cicak	Underline	719-641-3661	Email
William McIntosh	Complete Protection Insurance	719-367-3404	Email
Amanda Knight	Bijou Property Mgt	719-216-4747	Email
Audra Ruffannach	Heritage Painting	719-310-3428	Email
Elizabeth Ziegler	Jeffries SERVPRO	719-985-6591	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.

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• $100/Month ($1,200 per year)

BRONZE MEMBER
• $50/Month ($600 per year)

MEMBER
• $10/Month or $120/year

Join us!

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.