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December 6, 2011
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TRADE SHOW								
8:15AM - 9:05AM	Advanced Landlord/ Tenant Law #1 -CLOCK HOURS- Chris Benis, Atty. Everyone may attend this session (additional fee charged to receive Clock Hours)	SOCK IT TO SPECIALS: Moving back to value when Leasing Agents sell a community Christopher Higgins aka The Apartment Guy	Resident Retention through Customer Service Tina Gordon, Perfect Surface	Hiring & Supervising Vendors & Contactors Zack Howell aka Mr. Maintenance	Tenant Screening and the Right to Access Public Records Julie Johnson, RHA	TRENDS Features a 200+ Booth Trade Show		
	Advanced Landlord/ Tenant Law #2 -CLOCK HOURS- Chris Benis, Atty. Everyone may attend this session (additional fee charged to receive Clock Hours)	SUPERSTARS: Grooming new Property Managers Phil Cresswell, Essex Mgt. Rob Kellum, Suhrco Mgt. Joe Manca, Graystar Mgt.	Getting Motivated and Enjoy your career. We Have it Good! Christopher Higgins aka The Apartment Guy	Technology: How you should be using technology Today and Tomorrow? Michelle Betchner, Pinnacle RE Mgt.	Customer Service for the Maintenance Department Zack Howell aka Mr. Maintenance	Seattle's NEW ordinance requirements for Multi-Family Properties: Energy Audits & Food Waste Carts Jayson Antonoff, City of Seattle Marcia Rutan, City of Seattle Bill Jackson, Protocol Property Mgt. (Moderator)	State & Local TAX issues for owners & managers: B&O & screening taxes, credit reports; dealing with audits Frank Dinces, Atty.	Increasing a properties value for ... CASH FLOW, REFINANCING & SALE Mike Jansen, Tecton Mgt. John Hatton, Tessera Group Charlie Spaeth, Yates, Wood, MacDonald
9:30AM - 10:20AM	Advanced Landlord/ Tenant Law #3 -CLOCK HOURS- Chris Benis, Atty. Everyone may attend this session (additional fee charged to receive Clock Hours)	Protecting property from Evictions & Avoiding Liens Rob Trickler, Atty	Selling Skills: Closing the lease transaction Christopher Higgins aka The Apartment Guy	Raising rents without losing residents Michelle Betchner, Pinnacle RE Mgt.	Managing Your Maintenance Costs Dean Hanks, Gilbert Bros. R E Services	New Laws impacting Rental Housing Mark Gjurasic, WAA Bill deWeber, WAA Eric M. Steven, Atty. WAA Julie Johnson, RHA	How the County Assessor determines the value of a property Lloyd Hara, King County Assessor	How to find the perfect Resident and other urban legends Tamara Simon, Koss Property Mgt.
	TRADE SHOW							
11:00AM - 11:50AM	CURRENT CONDITION of the NW Multifamily Housing Market Bruce Kahn, Foundation Group Barry Blanton, Blanton Turner Steve Yoon, Harbor Properties	Managing a Culturally Diversified Staff from Varying Generations Dr. John Gibson, Life Strategies By Design	Protecting yourself with proper documentation Kathryn King, KJK Properties	SELLING skills for On-Site managers Korah Young, Tenant Technologies	Preventative Maintenance Zack Howell aka Mr. Maintenance	How to Make a BIG DIFFERENCE in the industry—through your political involvement Darlene Pennock, WAA Charlie Spaeth, RHA Judith Violette, WAA Glenn Bachman, IREM	What's the value of property NOW? An industry perspective of the market Greg Wendelken, Marcus & Millichap Fred Reiningger, Wash. Federal Savings	Marketing Tools: FACEBOOK, TWITTER, BLOGGING and more—Nuts & bolts of social networking for property management Aimee Miller, Appfolio
	LUNCH AND TRADE SHOW							
1:30PM - 2:20PM	FORECASTING 2012 & BEYOND—the NW Multifamily Housing Market Joan Carro, BRE Properties Tom Daniels, Riverstone Res. Gp Shawn Hoban, Coast Mgt	Managing your Team for Real Results Elaine Kozloski, Fairfield Residential	The 7 Keys to Successful marketing Glenn Froehlich, Local Market Sense	Secret Shopping—Get excellent evaluations from Cyber to Walk Through Korah Young, Tenant Technologies	What every Landlord & Property Manager must know about Lead Based Paint & Asbestos Rules Eric Mewhinney, WAA	What owners & managers MUST know about Lease Agreements Eric M. Steven, Atty	Investors—Is this a good time to buy or sell property? Eric Smith, Paragon RE Advisors Bob McGrouther, Luther Burbank Savings	BED BUGS Prevention—saving time, money & hassle LeighAnn Coleman, Pioneer Alec Allshouse, PowerHeat Ron Wikstrom, Eden Pest Elmer Bensinger, Alpha Ecological (Moderator)
	TRADE SHOW							
3:10PM - 4:05PM	TRADE SHOW							

Closing Speaker: **Chip Hanauer—Team Work • 4:15PM**

\$1,500 Doorprize Drawings!