

# 7:30AM TRADE SHOW OPENING • \$1,500 Drawing at 4:15

8:15AM - 9:05AM

## TRADE SHOW

<p><b>#1 Landlord/Tenant Law -CLOCK HOURS-</b></p> <p>Chris Benis, Atty. Everyone may attend (fee charged for R.E. Clock Hours)</p>	<p><b>Owners, Managers &amp; Maintenance Personal: Weather Preparedness Are You Ready for Mother Nature's Worst?</b></p> <p>Darcy Jacobsen, Buildium</p>	<p><b>Cash Flow Management for Owners of Smaller Properties</b></p> <p>Julie Johnson, Smart Choice Realty</p>	<p><b>Fair Housing for Maintenance Personnel — Concerning Residents, Guests, Co-Workers &amp; Service Animals</b></p> <p>Roxanne Vierra, KC Civil Rights Christina (Tina) McLeod, Fair Housing City Tacoma</p>	<p><b>Conflict Resolution — Negotiating Well in Difficult Situations with Residents</b></p> <p>Dispute Resolution Center of King County</p>	<h1>TRENDS Features a 215 Booth Trade Show</h1>	
---	--	---	--	---	---	--

9:30AM - 10:20AM

## TRADE SHOW

<p><b>#2 Landlord/Tenant Law -CLOCK HOURS-</b></p> <p>Chris Benis, Atty. Everyone may attend (fee charged for R.E. Clock Hours)</p>	<p><b>Resident 2.0 — Using Technology to Revolutionize the Resident Experience</b></p> <p>Laurel Zacker, Weidner Apt. Homes Jill Mc Niesh, Greystar</p>	<p><b>Working Your Way Up the Management Ladder — and the Steps to Get You There</b></p> <p>Melonie Shamley, Pinnacle LaDon Beck, ConAm Mike Teano, Greystar Allison Lambert, Indigo R.E.</p>	<p><b>Thinking Outside the Box. Customer Service for the 4 Elements of Rental Housing: Multifamily; Condos; Single Family &amp; Affordable Housing</b></p> <p>Phil Cresswell, Greystar Marie Pettie, Safe Harbor Rents Melissa Koenig, Allied Group Marcel Scheel, SUHRCO</p>	<p><b>Building Value: Using Your Customers Experience &amp; Data to Make Decisions about a Property</b></p> <p>Jennifer Staciokas, Pinnacle</p>	<p><b>The Legal Anatomy of an Eviction — aka — 50 Minutes of Law School</b></p> <p>Rob Trickler, Atty.</p>	<p><b>The 3 Principles of a Thriving Property: - Branding - A Defined Purpose - Creating On-Site Culture</b></p> <p>Tracy Atkinson, Goodman Real Estate</p>	<p><b>Small Property Owners — Taking the Trouble Out of Security Deposit Disputes</b></p> <p>Kellie Tollifson, T-Square RE</p>
---	---	---	---	---	--	---	--

11:00AM - 11:50AM

## TRADE SHOW

<p><b>#3 Landlord/Tenant Law -CLOCK HOURS-</b></p> <p>Chris Benis, Atty. Everyone may attend (fee charged for R.E. Clock Hours)</p>	<p><b>Current Conditions &amp; Trends of the Northwest Rental Market</b></p> <p>Shawn Hoban, Coast RE Mike Jansen, Tecton Jesse Miller, Phillips RE</p>	<p><b>Managing Mixed Use Buildings</b></p> <p>Pam McKenna, Greystar Moderator Jeff Bernard, Holland Jennifer Farmer, Holland Suzy Miller, UDR Diana Norbury, Pillar</p>	<p><b>Ask (Bring) Your Question to 'Small Property Experts'</b></p> <p>Nadja Tarrant, RHAWA William Shadbolt, Broad Reach Management Errin L Reynolds, The Landlord Law Group</p>	<p><b>Playgrounds — Safety vs. Curb Appeal</b></p> <p>Mary Lou Iverson &amp; Mary Sue Linville, Playground Risk Consultants</p>	<p><b>Sex, Drugs &amp; Rock n Roll; 'How to' Legally Handle Nuisance Activity &amp; Resident Problems</b></p> <p>Eric M. Steven, Atty</p>	<p><b>Intelligent Lead Management — How Analytics Can Be Used to Revolutionize Leasing Performance</b></p> <p>Craig Zeutzius, Rainmaker</p>	<p><b>Smaller Property — Maintenance Strategies</b></p> <p>Dean Hanks, TECTON</p>
---	---	---	---	---	---	---	---

1:30PM - 2:20PM

## LUNCH AND TRADE SHOW

<p><b>New State &amp; Local Laws Impacting the Rental Housing industry</b></p> <p>Eric M. Steven, Atty., WROA Rob Trickler, Atty., WROA Mark Gjurasic, Lobbyist Sean Martin, RHAWA Bill Hinkle, RHAWA</p>	<p><b>Forecasting Trends for 2017 and Beyond in the Northwest Rental Market</b></p> <p>Kari Anderson, THRIVE Barry Blanton, BlantonTurner, Tom Daniels, Greystar</p>	<p><b>Maintenance &amp; Leasing Staff Working Together to Create a Team Effort</b></p> <p>Donn Garrett, Allied Group Rachel Grimes, Allied Group Chad Sullivan, Essex Robin Poorman, Essex</p>	<p><b>Integrating Marketing and Revenue Management</b></p> <p>Nichole Kagarlitsky, AMC Jahna Overcash, Pacific Living Properties Annie Laurie McCulloh, Rainmaker</p>	<p><b>Does Section 8 Housing Make Sense in the Current Market?</b></p> <p>Colleen Carr, Allied Group Melissa Koenig, Allied Group</p>	<p><b>Generation Z, The New Renters Are Coming — and They're Not Millennials! Understanding the New Wave of Renters</b></p> <p>Stephanie Vernon, Appfolio</p>	<p><b>360-Degree Leadership — Get Ready to Take Your Management Career to the Next Level!</b></p> <p>Heather Mallette, Greystar</p>	<p><b>Owners &amp; Managers — 20 Tips to Avoid Legal Problems with Residents</b></p> <p>Evan Loeffler, Atty.</p>
---	--	--	---	---	---	---	--

3:10PM - 4:00PM

## TRADE SHOW

<p><b>New State &amp; Local Laws Impacting the Rental Housing industry</b></p> <p>Eric M. Steven, Atty., WROA Rob Trickler, Atty., WROA Mark Gjurasic, Lobbyist Sean Martin, RHAWA Bill Hinkle, RHAWA</p>	<p><b>Your Maintenance Career — Is it a Straight Line? Moving-up the Maintenance Department Career Ladder!</b></p> <p>Bruce Smith, Greystar Paul Brumm Nick Klein, Summerfield</p>	<p><b>Energy Efficiency for Your Every Need — Big &amp; Small Properties</b></p> <p>Will Morby, Green Property Solutions, Moderator John Forde, Puget Sound Energy Kevin Watier, Snoh. PUD Phoebe Warren, Seattle City Light John Gilmore, Hamilton Zanze</p>	<p><b>An Owner's Perspective: What We Expect from Our Fee Management Company after the RFP</b></p> <p>Walt Smith, Avenue 5, Moderator Lynn Owen, TruAmerica Jason Lewis, Capri Capital Tim Kelly, Investcorp Matt Flotta, Intercontinental RE Corp</p>	<p><b>What Direction Are Property Values Moving? Have Values Peaked and Lending Changed?</b></p> <p>Cliff Ridgway, Pacific Continental Bank Bob McGrouther, Luther Burbank Bank Travis Andrews, Paragon</p>	<p><b>On-Sites: The Importance of STAYING RELEVANT in the Age of Technology — Connecting with Your Customers</b></p> <p>Jason Loughridge, Weidner Apt. Homes</p>	<p><b>Closing Secrets of High-Grossing Leasers!</b></p> <p>Heather Mallette, Greystar</p>	<p><b>Tips on Managing Your Single-Family Properties</b></p> <p>Kellie Tollifson, T-Square</p>
---	--	---	--	---	--	---	--

## TRADE SHOW

Register Online: [WWW.TRENDSNW.COM](http://WWW.TRENDSNW.COM)

4:15 – Closing Speaker: Sunny Kobe Cook • Embracing Change

Plus the \$1,500 DRAWING