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January 2009



# Keynotes



## 1st Meeting of 2009!

*Take Our Future to Lunch!*  
Our annual invitation and  
celebration for the Real Estate  
Students at Ball State and  
Indiana University

Featuring a panel discussion:  
**Market Forces Keeping Us Up  
at Night. What we can do to  
Get Some Sleep?**

*The Mansion at Oak Hill*

**Friday, January 23**

**Job Fair 10:15-2:00**

**Luncheon 11:30**

**RSVP by January 19th**

**\$35.00**

**Phone: 317-815-0163**

**Go to [www.iremindy.org](http://www.iremindy.org) to  
register online and pay with  
Visa/MasterCard**

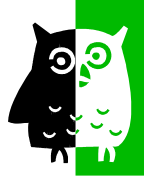
## Back by Popular Demand!

*Take Our Future to Lunch, January 23rd, 2009*

Featuring a panel discussion:

**Market Forces Keeping Us Up at Night...**

**What Can We do To Get Some Sleep?**



Start your professional new year off right by attending one of our most popular luncheons of the year! Attend Take Our Future to Lunch, Friday, January 23rd at the Mansion at Oak Hill at 11:30, where IREM Chapter 24 welcomes the students from the Ball State Residential Property Management Program and the IU Center for Real Estate Studies. This luncheon hails the return of our successful "Take our Future to Lunch" student mentoring program and will conclude with a panel discussion on "Market Forces Keeping Us Up at Night...and What Can We Do to Get Some Sleep?". Our esteemed panel featuring asset management representatives from Retail, Residential and Commercial Property Management firms will address the challenging market forces in the property management profession

and provide some solutions so property management professionals get some sleep! Take time to visit our Job Fair from 10:15 until 2:00 where you can visit with and share your resume with representatives such as, CCIM, Colliers Turley Martin Tucker, Edward Rose Companies, Herman & Kittle, and Pedcor Companies. We will also welcome Ron Goss, 2009 IREM National Secretary/Treasurer, 2011 President. You will also have the opportunity to meet and mentor our future property management professionals. These students represent our future leaders and workforce and we will introduce IREM as an important part of their professional career. Students will be paired with a current IREM Chapter 24 member who will pay for their lunch (\$35.00), act as a mentor

for the student at the luncheon and help them network. We have several mentors committed, however, we need more. Special rates are available for a table of eight. Call the IREM Office if you are interested in positively affecting a young persons professional career, and taking an active role in your local IREM Chapter. You also won't want to miss getting the best information on meeting the challenges of our challenging economy at our luncheon, Friday, January 23rd, 11:30 at the Mansion at Oak Hill, 5801 E. 116<sup>th</sup> St. Call Julie Dowrey, IAE, at 317-815-0163 or e-mail her at [office@iremindy.org](mailto:office@iremindy.org) to make your reservation for this special IREM luncheon event or register and pay for the luncheon and a student at [www.iremindy.org](http://www.iremindy.org).

### Inside this issue:

Take Our Future To Lunch	1
Breakfast Break Programs to Begin	1
Income & Expense Reporting to Begin	2
Webinars	2
2009 Chapter 24 Education Calendar	2
Chapter 24 Calendar of Events	3
50% Discount on Course Retakes	3
World Needs Good Managers	3
Newsflash Updates	4
Championship Celebration	5
Championship Sponsor Thanks	6
Special Inserts: Diamonds to Diamond-head, New Members	

## Breakfast Break Programs to Begin in 2009 A Fast Track IREM Meeting to Jump Start Your Day

IREM Chapter 24 and our Friends of IREM are teaming up in 2009 to bring you a series of morning meetings that address timely topics that pertain specifically to executing your property manage-

ment goals. Enjoy a great breakfast while being educated on the latest innovations and trends in a wide variety of subjects, ranging from eco-cleaning, remediation, to roofing and more...all at

no charge to members! Watch your e-mail or go to [www.iremindy.org](http://www.iremindy.org) to find out more about our first Breakfast Break program scheduled for February 26th.

## 2009 Officers

### President

Dee Headley, CPM

### President-elect

John Perine, CPM

### Vice President

Gordon Dowrey, CPM

### Treasurer

Sally Royal, CPM

### Secretary

Gretchen Mensch, CPM

### Past President

Kris Moore, CPM

## Income and Expense Reporting ! Your Chance to Win!

*Its easy! Go to <http://ie.irem.org/irem/cwb> and submit your form online!*

Its time to participate in the 2008 edition of the IREM Income and Expense report. Your individual submission is important to make the report statistically representative of our area and a usable comprehensive tool. For your efforts and if you file your report prior to March 1, 2009, you get a free \$100 gift card from IREM

Chapter 24. Enter 3 build-ings, and you get three chances to win! You may submit your data online at <http://ie.irem.org/irem/cwb>, or call or e-mail the chapter office for a form. If you need any assistance in submitting your data, please contact Cheri Shepherd, Income & Expense Chair, at 317-285-2042. We also ask that you please encourage peers and business associates to participate in this important

study. All information is held in strict confidence. Reports must be filed with IREM's Chicago office by March 1, 2009 (April 1 for shopping centers and enclosed malls), in order for you to be eligible to win the \$100 gift card. Please list IREM Chapter 24 as the Chapter to receive credit for your submission. Thanks for your participation!

## Upcoming IREM Webinars—Free to IREM Members

Facilitated by IREM Members or industry experts, IREM webinars provide the convenience of learning via the Web plus all the benefits of peer-to-peer interaction. The webinars run 45-60 minutes in duration, with topics covering a variety of timely industry issues as well as live demos of useful real es-

tate management re-sources.

### Upcoming Webinars:

Financial Analysis Spreadsheet Demonstration, Wednesday January 14, 2009, 3:00 ET, 60 minutes

Strategic Planning Fundamentals Thursday, January 15, 2:00 ET, 60 minutes

Navigating Through Turbulent Times:Seasoned CPM Members See the Silver Lining in a Stressed Economy Tuesday, January 27, 2:00 ET, 60 Minutes

Go to [www.irem.org](http://www.irem.org) and click on the Education tab and then on Webinars to sign up for these Free education sessions.

## Get Educated!

### IREM Chapter 24 2009 Course Offerings

ASM Asset Analysis Track—  
January 26—30, 2009

Capstone Track, MPSA & CPM  
EXM— March 9-13, 2009

RES201 Successful Site Man-  
agement—May 18—23, 2009

Contact IREM National for more  
information:

Phone: 800.837.0706

Web site: [www.irem.org](http://www.irem.org)

Or Contact us locally:

Go to: [www.iremindy.org](http://www.iremindy.org)

Julie Dowrey

IREM Association Executive

317.815.0163

[office@iremindy.org](mailto:office@iremindy.org)

## 2009 Education Calendar

You should have received your 2009 IREM Course Offering Catalogue in the mail or you can go to [www.irem.org](http://www.irem.org) for scheduled courses. Indianapolis' 2009 course offerings are:

**ASM Asset Analysis Track  
ASM 603, 604 & 605, In-  
vestment and Real Estate  
Financing**—January 26—  
30 Learn methods and  
models of financial analy-

sis used to evaluate real  
estate performance

**Capstone Track, MPSA &  
CPMEXM March 9-13**

- **MPSA01 & MPSAEXM  
March 9-12** Writing  
and the IREM model  
plan & Management  
plan skills assess-  
ment
- **CPM001 & CPM EXM  
March 13** CPM Certifi-

cation Exam prep and  
CPM Certification  
Exam.

**RES201 Successful Site  
Management—May 18—23**

This course teaches basic  
site management skills  
and is designed for the  
ARM designation. The  
ARM certification exam is  
given at the end.



## IREM Happenings—2009 Event Calendar

### Its Back by Popular Demand! Take Our Future to Lunch

Friday January 23rd, 11:30,  
Mansion at Oak Hill, 5801  
E. 116th Street

Our fifth year offering this popular program where we invite students from the Ball State RPM program and students from the IU Fishers School of Real Estate. Job Fair starts at 10:15. Start

your 2009 professional career out right! Network, meet our future and find out how to meet the challenges of our challenging times! Go to [www.iremindy.org](http://www.iremindy.org) to register or e-mail [office@iremindy.org](mailto:office@iremindy.org).

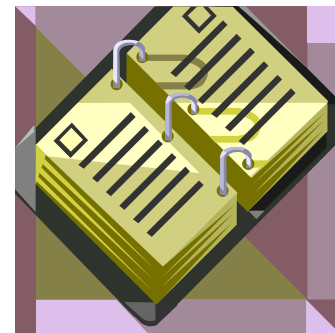
### Our First Breakfast Break Program, February 26th

Watch your e-mail or go to [www.iremindy.org](http://www.iremindy.org) to find out how you can attend our very

first Breakfast Break Program.

**3rd Annual Run for  
Ronald, June 20th, 2009  
Benefiting The Ronald  
McDonald House of Indi-  
ana, Along the Downtown  
Canal**

**11th Annual IREM Golf  
Outing Benefiting Learning  
Centers for Children  
Wednesday, September  
9th, The Fort Golf Course**



## 50% Discount on Course Retakes for IREM® Members

Need to brush up on job-related skills? Want to assess how IREM's enhanced curriculum can benefit your staff's training? Take advantage of a 50% discount today. All IREM members are eligible to retake a course of the equivalent of a prior course taken (per the CPM®, ARM® and ACCREDITED COM-

MERCIAL MANAGER course equivalency tables) in any delivery format - regardless of pass or fail status, or the format in which it was originally taken - for half-price (of current tuition fees).

Please contact IREM Headquarters Customer Rela-

tions at (800) 837-0706, Ext. 4650, to register for and receive the discount. Note: Discount does not apply to the ARM® Exam, CPM® Exam, and the ACCREDITED COMMERCIAL MANAGER Exam.

## "Owners Around the World Need Good Managers More Than Ever," IREM Past President Tells GlobeSt.com

In a recent article in GlobeSt.com that focused on IREM's global expansion, IREM Past President Bob Toothaker, CPM, noted that "as properties lose value around the world, IREM is reminding owners that professional care of buildings will make a strong difference in what sells and what doesn't in today's down economy." The article goes on to point out that IREM has been enjoying success-

ful growth internationally - with IREM members now in nearly 30 countries - as companies in emerging countries and elsewhere realize the need for effective, professional property management.

The article reports that more than 20 percent of new CPMs are from outside the U.S. It cites strong IREM member growth in Russia, in Eastern European nations including

Poland, in Korea, and elsewhere. Also noted is that IREM recently introduced course offerings in China, "where there is a tremendous amount of real estate."

The article quotes Toothaker as saying that "in countries such as Dubai, where many buildings are new, the buildings will take care of themselves for a while. But," he concludes,

"after seven to 10 years, things and going to start to need repair, and then they'll realize the need for good management."



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# Keynotes Special Insert

## NewsFlash Updates! IREM Chapter 24 News Updates

**Announcing our 2009 IREM Indianapolis Chapter Officers:** Voting is complete and our 2009 slate of Chapter Officers was unanimously elected. Thank you for all who participated and congratulations to our 2009 Chapter Officers: President, Dee Headley CPM, President-Elect, John Perine CPM, Vice-President, Gordon Dowrey CPM, Treasurer, Sally Royal CPM and Secretary, Gretchen Mensch CPM.

**2009 IREM National Dues invoices and 2009 IREM Indianapolis Chapter dues Have Arrived:** Please note that your local 2009 IREM Chapter 24 Dues Invoices have arrived. You receive two separate invoices, one for IREM National Dues and one for local Chapter dues and they are to be paid separately. You can pay your local chapter dues online at [www.iremindy.org](http://www.iremindy.org) with your Visa or Mastercard.

**Breakfast Break Programs to Begin:** IREM Chapter 24 and our Friends of IREM are teaming up to bring you up-to-date education programs on a wide range of subjects at a fast track breakfast meeting throughout 2009. Learn how to do your property management job better, while enjoying a great breakfast...all at no charge to our members! Watch your e-mails or go to [www.iremindy.org](http://www.iremindy.org) for more details on our first Breakfast Break program scheduled for Thursday, February 26th.

**List Your Jobs on [www.iremindy.org](http://www.iremindy.org):** Good help is not hard to find these days if you list your companies job opportunities on the job bank on [www.iremindy.org](http://www.iremindy.org)! Just e-mail your job listing to [office@iremindy.org](mailto:office@iremindy.org) or e-mail Viki Hamblen, our IREM Chapter 24 Website chair at [vhamblen@ctmt.com](mailto:vhamblen@ctmt.com) and we will list your job availability as a no charge service to our members.

**From Diamonds to Diamondhead:** Our Diamond Anniversary is at a close, but that doesn't mean the celebrating has stopped. The IREM National Success Series Conference, the premier IREM National Conference is scheduled for October 16-17th in beautiful Honolulu, Hawaii, and we want to give our members every opportunity to be a part of this great event. Go to our special Diamonds to Diamondhead insert in this newsletter, to find out how bringing new Friends of IREM members to our Chapter, can help you pay for registration and travel. See you in Hawaii!

**Announcing our 2008 Award Winners:** IREM Indianapolis Chapter 24 is pleased to announce the following 2008 Award Winners. We are proud to honor them for their hard work and dedication that makes our Chapter a 5 Star Winner! **CPM of the Year:** Margie Williamson, CPM Pedcor, **ARM of the Year:** Brandon Buckman, ARM Pedcor, **CPM Candidate of the Year:** Barbara Wells, CPM Edward Rose Companies, **Associate of the Year:** Viki Hamblen, Associate Colliers Turley Martin Tucker **ACoM of the Year:** Stephanie Isaacs, ACoM Colliers Turley Martin Tucker **Rising Star Award:** Ann Kesmodel, CPM Herman & Kittle Properties **Over & Above Award:** Gretchen Mensch, CPM Colliers Turley Martin Tucker **Friend of the Year:** First Class Lawn & Landscape **AMO of the Year:** Pedcor Companies and finally **Emeritus Status:** granted to Howard Campbell, CPM past President and past CPM of the Year. Congratulations to all for a job well done and thank you for your service and devotion to IREM Indianapolis Chapter 24!

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# Keynotes Special Insert

## IREM Chapter 24's Championship Celebration

IREM Chapter 24 scored big at their Annual Championship Celebration on November 19th, 2009 at the beautiful First Class Quarterback Suite in Lucas Oil Stadium. Thanks to all our event sponsors and members for making the evening an extra special event. Congratulations to Wayne Harless, CPM and John Pfleeger, CPM, John Anderson ARM and Heather Stanley ARM and Nicole Blanton, ACoM in achieving their designation goals. Accolades and honors to our IREM Chapter 24 2009 Award Winners. These members gave their time, effort and expertise to make our Chapter a winner. Congratulations Gretchen Mensch, CPM our Program Committee Chair for making the evening a huge success and thanks to all members of IREM Indianapolis Chapter 24!



RVP Sheila Austin, installs Wayne Harless & John Pfleeger as our newest CPM's.



2009 Chapter Officers: Sally Royal Treasurer, Dee Headley President, John Perine President-Elect, Kris Moore Past-President, Gretchen Mensch Treasurer, Gordon Dowrey Vice-President.



Congratulations to our CPM of the year, Margie Williamson, CPM, Pedcor Companies



ARM of the Year, Brandon Buckman



CPM Candidate of the Year, Barbara Wells



AMO of the Year, Pedcor Companies



Friend of the Year, First Class Lawn & Landscape



Associate of the Year, Viki Hamblen



ACoM of the Year, Stephanie Isaacs



Thanks to Kris Moore, our Past-President. Your dedication, support and leadership earned our Chapter 5 Star Status



Congratulations to Howard Campbell, CPM on your IREM Emeritus Status!



Our IREM RVP, Sheila Austin celebrates with our newest ARM's, Heather Stanley & John Anderson

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# Keynotes Special Insert

*Thanks to our IREM Championship Celebration Sponsors  
We couldn't have done it without you!*

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## **Goal Line Gift Bag Sponsor**



## **Cocktail Kick-off Sponsor**



## **Hit 'em Hard Hors d'oeuvres Sponsor**



## **Through the Uprights Dessert Sponsor**



## **Post Game Wrap-up Sponsor**



## **Lucky Horseshoe Necklace Give-away**



## **1st Down Doorprize Sponsor**



## **Colts Fan Gear Fest Sponsor**



## **Parking Sponsor**



## **Lucas Oil Stadium Tour Sponsors**



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# Keynotes Special Insert



## ***From Diamonds ...to Diamondhead***

A way for IREM Indianapolis Chapter 24 voting members to attend the IREM 2009 Success Series Conference in beautiful Hawaii.



IREM Indianapolis Chapter 24 wants to give its voting members the opportunity to attend the premier IREM National Conference, the Success Series, scheduled for October 16 - 17, 2009 in beautiful Hawaii. This conference is a proven career building experience with the added benefit of being held in the exotic and beautiful Honolulu. As a chapter, we believe that it is important that our members experience the most of their membership and the Success Series Conferences offer just that. To that end, IREM Chapter 24 is offering this incentive program to help offset some of the costs associated with attending this 2009 conference. Here is how it works:

*Any voting member that produces four (4) new Friend of IREM signed applications with payment, starting January 1, 2009 through August 31, 2009, will receive **one** of the following two incentives:*

Paid registration to the 2009 Success Series conference and two (2) nights at the base room rate at the conference hotel

***-OR-***

Round trip flight for one (1) (up to \$1,000 value)

*If a member brings eight new Friends of IREM, they will have the opportunity to take advantage of both incentives! All other expenses associated with attending the conference to include but not limited to: travel, additional nights at the hotel, meals, miscellaneous expenses will be at the cost of the member.*

### **Participation Requirements**

1. Program runs from January 1, 2009 through August 31, 2009
2. This is a one-time incentive offer for only the 2009 IREM Success Series Conference to be held in Honolulu, Hawaii.
3. A "new" Friend of IREM will be any vendor that is not listed on the official Friend of IREM Roster as of January 1, 2009. The list will be posted on the [www.iremindy.org](http://www.iremindy.org) website as of January 1, 2009.
4. For the voting member to be credited for the new Friend of IREM, a signed completed Friend of IREM application included with Friend of IREM membership fee of \$350.00 must be received at the IREM Office by August 31, 2009. There will be a "referred by" line on the application, and the participating member's name needs to appear on that line to receive credit for the Friend's membership.
5. Registration for the conference needs to occur by September 1, 2009 to take advantage of early registration pricing.
6. The two (2) nights paid hotel room must be at the listed conference Success Series hotel at the lowest base room rate (non ocean view).
7. IREM Indianapolis Chapter 24 will reimburse the round-trip flight cost for one (1) person up to \$1,000.
8. If a voting member brings eight (8) new Friends of IREM members by August 31, 2009, the member can take advantage of both incentives: paid registration to the conference, two (2) nights base room rate at conference hotel, round-trip flight (value up to \$1,000).
9. ***All other expenses associated with attending the conference to include but not limited to: travel, additional nights at the hotel, meals, miscellaneous expenses will be at the cost of the member.***

If you have any questions concerning the incentive program or the 2009 Success Series conference, call Julie Dowrey, IAE at 317-815-0163.

January 2009  
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# Keynotes Special Insert

***Congratulations!***  
***To our Newest CPM's, ARM's & ACoM's***  
***Welcome !***  
***To our Newest IREM Chapter 24 Members***

## **Associate Members**

***Rollin Jackson—Turtle Creek Management Co.***  
***Tim Chastain—Indiana Wesleyan***

## **ARM's**

***Leanne Grant, ARM —Transfer***

## **ACoM's**

***Nicole Blanton, ACoM —Colliers Turley Martin  
Tucker***

## **CPM Candidates**

***Heather Gaff—Buckingham Cos.***  
***Mary Jane Trujillo—Barrett & Stokely***  
***Glen James—Barrington Mgt. Co.***  
***Angela Atkins—Buckingham Cos.***

## **CPM's**

***Barbara Wells, CPM—Edward Rose Companies***

***Welcome to our NEW Friends of IREM***  
***Doing Business with a Member is Good Business!***



Contact: Brian Crowley  
Securitas Security Services USA, Inc.  
2511 E 46th St., Suite 0-1  
Indianapolis, IN 46205  
Phone: 317-568-1790  
E-mail:  
[brian.crowley@securitasinc.com](mailto:brian.crowley@securitasinc.com)



Contact: Bill Holt  
Holt Construction Group  
8846 E. 33rd St.  
Indianapolis, IN 46226  
Phone: 317-898-9002  
E-mail:  
[billholt@holtconstruction.com](mailto:billholt@holtconstruction.com)



Contact: Michael Tindel  
Select Commercial Services  
1000 E. Main St. WP 999  
Plainfield, IN 46168  
Phone: 317-489-1088  
E-mail: [mtindel@selectservice.us](mailto:mtindel@selectservice.us)



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In principle and practice, the Institute of Real Estate Management values and seeks a diverse membership. There are no barriers to full participation in the organization on the basis of gender, race, creed, age, sexual orientation, national origin, or disability. Moreover, the Institute of Real Estate Management encourages equal opportunity practices among its membership.

*Go to: [www.iremindy.org](http://www.iremindy.org) for all  
your Chapter 24 Information*

**2009 Chapter Officers**

**President**

Dee Headley, CPM  
Colliers Turley Martin Tucker

**President-Elect**

John Perine, CPM

**Vice President**

Gordon Dowrey, CPM  
FEA PC

**Secretary**

Gretchen Mensch, CPM  
Colliers Turley Martin Tucker

**Treasurer**

Sally Royal, CPM  
Woods of Britton

**Past President**

Kris Moore, CPM  
Colliers Turley Martin Tucker

*Doing Business with a  
Member is Good Business*

**Friends of IREM**

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AMBIUS

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AMS MECHANICAL SERVICES

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BIGELOW COMMERCIAL CARPET

BOLD CORE RESPONSE

BOSE MCKINNEY & EVANS LLP

BRICKMAN

CHARLES C. BRANDT  
CONSTRUCTION COMPANY

CAPITOL CONSTRUCTION SERVICES, INC.

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CARSON DESIGN ASSOCIATES

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MIDWEST REMEDIATION

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