

UNITED STATES OF AMERICA
BEFORE THE FEDERAL TRADE COMMISSION

COMMISSIONERS: **Edith Ramirez, Chairwoman**
 Julie Brill
 Maureen K. Ohlhausen
 Joshua D. Wright
 Terrell McSweeney

In the Matter of

National Association of Residential Property
Managers, Inc.,
 a corporation.

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) **Docket No. C-4490**
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1. Respondent National Association of Residential Property Managers, Inc., is a non-profit corporation organized, existing, and doing business under, and by virtue of, the laws of the State of Tennessee, with its office and principal place of business located at 638 Independence Parkway, Suite 100, Chesapeake, Virginia 23320.
2. The Federal Trade Commission has jurisdiction of the subject matter of this proceeding and of the Respondent, and the proceeding is in the public interest.

ORDER

I.

IT IS HEREBY ORDERED that, as used in this Order, the following definitions shall apply:

- A. “Respondent” or “NARPM”

or guideline; (2) taking or threatening to take formal or informal disciplinary action; or (3) conducting formal or informal investigations or inquiries.

II.

IT IS FURTHER ORDERED that Respondent, directly or indirectly, or through any corporate or other device, in or in connection with Respondent's activities as a professional association in or affecting commerce, as "commerce" is defined in Section 4 of the Federal Trade Commission Act, 15 U.S.C. § 44, do forthwith cease and desist from Regulating, restricting, restraining, impeding, declaring unethical or unprofessional, interfering with or advising against:

A. Solicitation of property management work, through any

- B. No later than sixty (60) days from the date this Order is issued Respondent shall:
1. Remove from NARPM's Organization Documents and NARPM's website any statement that does not comply with Paragraph II. of this Order; and
 2. Publish on NARPM's website any revisions of NARPM's Organization Documents.
- C. Respondent shall publish:
1. In the font that is customarily used for feature articles:
 - (a) Any revisions of NARPM's Organization Documents, the press release issued by the Commission in this matter, and the FTC Settlement Statement in the next available edition of the "Residential Resource" publication; and
 - (b) The FTC Settlement Statement, on or as close as possible to the first and second anniversary dates of the first publication of the FTC Settlement Statement, in the "Residential Resource" publication, or any successor publication.
 2. No later than thirty (30) days from the date this Order is issued and continuing for a period of three (3) years, a statement in all ethics courses designed or offered by NARPM, or in any other education materials offered by NARPM, that currently discuss or explain Article 9 or Standard of Professionalism 9-2 of the NARPM Code of Ethics, or give examples related to these provisions, that restrictions on solicitation or advertising no longer apply.
- D. For a period of five (5) years after this Order is issued, distribute electronically or by other means, a copy of the FTC Settlement Statement to each:
1. New Member no later than thirty (30) days after the date of commencement of the membership; and
 2. Member who receives a membership renewal notice, at the time the Member receives such notice.
- E. Respondent shall maintain and make available to Commission staff for inspection and copying upon reasonable notice records adequate to describe in detail any:
1. Action against any Member taken in connection with the activities covered by Paragraph II. of this Order, including but not limited to enforcement, advisory opinions, advice or interpretations rendered; and

2. Complaint received from any person relating to Respondent's compliance with this Order.

IV.

V.

IT IS FURTHER ORDERED that Respondent shall file a verified written report with the Commission setting forth in detail the manner and form in which it intends to comply, is complying, and has complied with this Order:

- A. No later than (i) ninety (90) days after the date this Order is issued, (ii) one hundred eighty (180)

VIII.

IT IS FURTHER ORDERED that this Order shall terminate on October 1, 2034.

By the Commission.

Donald S. Clark
Secretary

SEAL:
ISSUED: October 1, 2014

