

**\$15 off ticket price if registered  
by 4/17 - SCAOR Member only**



# Dealing with Difficult Tenants

*Part Two: Methods of dealing with tenants*

*How many times have you heard a landlord say "The tenant has all the rights!". This class will empower landlords and dispel that belief.*

**Instructor: Rick Greenberg, CPM**  
with special guest speaker  
Attorney Todd Rothbard

**Topics Covered:**

- ✓ Types of Communication with tenants and attorneys
- ✓ Notices
- ✓ Serving your tenant
- ✓ Eviction Process
- ✓ Case Studies
- ✓ Problem solving break out sessions
- ✓ AND SO MUCH MORE!!!

**Wednesday  
April 29th  
9:00am to 12:30pm**  
being held at SCAOR  
2525 Main Street in Soquel  
\$25 SCAOR Members  
(register by 4/17/09)  
\$40 SCAOR Member  
(after 4/17/09)  
\$50 Non-member anytime

**About the Instructor:** Rick Greenberg, CPM®: Broker/Owner of Greenberg Associates since 1993 specializing in residential property management including Section 8, Section 236, Low Income Tax Credit, and Market Rate Units; Certifications include CPM (Certified Property Manager-IREM), Managing Agent for HUD and CHFA, NAHP-E (National Assisted Housing Professional Executive from NAHMA), as well as a GRI graduate. Rick has also received an MFA and BA.

**How to register: Call 831-464-2000 or Fax completed form along w/payment to 831-464-2881**

- \$25 SCAOR Member (bef. 4/17/09)     \$40 SCAOR Member (aft. 4/17/09)     \$50 Non SCAOR member anytime

**NAME:** \_\_\_\_\_ **COMPANY:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

CASH     VISA     MASTERCARD     AMEX     CHECK NO.: \_\_\_\_\_  
(Make check payable to "SCAOR")

**NAME ON CARD:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_

**ACCOUNT #:** \_\_\_\_\_ **EXP. DATE:** \_\_\_\_\_ **ZIP CODE:** \_\_\_\_\_

**\*\*SCAOR Cancellation Policy:** Reservations for courses requiring payment will not be processed until payment is received. If you must cancel or reschedule your reservation, a full refund will be issued if notification is received, by email or in writing (not by telephone), 3 business days prior to class. SCAOR reserves the right to cancel or reschedule any course. If cancellation occurs, SCAOR will issue a full refund. In the event of rescheduling, SCAOR will send immediate notification and transfer all reservations (including payments) to the new date. To cancel/reschedule send email to karen@scaor.org.

**I HAVE READ AND UNDERSTOOD THE SCAOR REFUND/CANCELLATION POLICY** (Please check)