

Course Dates:

Wednesday, Dec. 16 (Virtually)

Thursday, Dec. 17 (Virtually)

Wednesday, Jan. 20 (TBA)

Thursday, Jan. 21 (TBA)

CAM



CERTIFIED APARTMENT
MANAGER®

Register me for CAM!

Name: _____

Company: _____

Phone: _____

Email: _____



Instructor: Jill Herron
CAM, CAPS, HCCP

Invest in your career!

**UPDATED
CURRICULUM!**

CERTIFIED APARTMENT MANAGER

Earning your CAM allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals.

You'll learn about:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately

Cancellation Policy: If a student wishes to cancel their registration after course materials are ordered, there will be a cancellation charge of \$275 to cover the restocking and shipping charges.

**Minimum of 8 Students
Needed to Hold the Course!**

\$1,250 **Call for Special Billing Options, if needed**
Full course instruction, materials, & exam

Apartment Association of Fort Wayne-NEI
(260) 482-2916 | info@aafw.org

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute