



# General Information

## PROPERTY MANAGEMENT SERIES

Managing Rental Housing 9th Edition, ©2015 California Apartment Association

### California Certified Residential Manager Series

Available now as individual courses or as the complete CCRM Certification Series

There is great demand for qualified rental housing professionals in California. The California Certified Residential Manager series is the only rental housing certification program providing comprehensive property management training specifically written to instill best practices in property management and to comply with California's unique laws and regulations.

#### Save Time and Money - Convenient Webinar Presentations

Each of the nine CCRM courses is presented in two 90-minute sessions which you can take from the convenience of your home or office computer.

#### Property Owners and Management Company Executives

- » Increase Staff Competencies
- » Reduce Risk
- » Protect Your Investments
- » Improve Your Bottom Line

#### Career-Path Property Management Professionals

- » Improve Your Skills
- » Increase Your Value to Your Employer
- » Advance Your Career
- » Reduce Personal Liability

Series Cost: \$599 CAA member or \$799 Non-Member\*  
Individual Class Cost: \$79 CAA member or \$99 Non-Member  
Register Online: [www.caanet.org/webinar](http://www.caanet.org/webinar)

\*Full series includes a copy of 9th Edition "Managing Rental Housing."  
Each course includes a downloadable student guide. Does not include \$75 CCRM Certificate fee.

**Cancellation Policy:** Cancellations must be made 72 hours in advance for a refund.  
CAA does not refund the registration fee if you do not participate or cancel 72 hours in advance.



## PROPERTY MANAGEMENT SERIES

### **Preparing the Property and Professional Leasing Skills (PMR100)**

*Tuesday, April 14 & Thursday, April 16, 2015; 1:30p.m. — 3:00 p.m.*

Rental property must be prepared for leasing before the first applicant arrives. Learn how to prepare a property for market, including understanding the responsibilities of the property manager, setting competitive rents and advertising, perfecting curb appeal, fair housing as it relates to marketing, setting market rate rents, calculating revenue formulas and more.

### **The Move-In Process, Rent Collections and Notices (PMR101)**

*Tuesday, April 28 & Thursday, April 30, 2015; 1:30p.m. — 3:00 p.m.*

Understand the ins and outs of rental agreements, how to prepare the move-in packet, write policies and procedures, create a resident handbook and the proper way to collect rent, handle bad checks and file legal notices. Included: delinquency notices, criteria for managing resident turnover and successfully adjusting rents and renewing leases.

### **Resident Issues and Ending the Tenancy (PMR102)**

*Tuesday, May 12 & Thursday, May 14, 2015; 1:30p.m. — 3:00 p.m.*

Successfully interact with people and learn how to handle residents' requests and special issues for the disabled on-site. Terminating tenancy, identifying normal wear and tear as opposed to damages, and dealing with security deposits will be reviewed in addition to recognizing how an agreement can be terminated and understanding the eviction process.

### **Professional Skills for Supervisors (PMR103)**

*Tuesday, May 19 & Thursday, May 21, 2015; 1:30p.m. — 3:00 p.m.*

Building a team, setting goals and maximizing employee performance. Learn about employment practices such as screening and hiring, the interview process and selecting vendors and contractors. Understand the importance of documentation and organizing operational, fiscal and historical records. Also, recognize the potential for theft and fraud.

### **Maintenance Management: Maintaining a Property (PMR104)**

*Tuesday, May 26 & Thursday, May 28, 2015; 1:30p.m. — 3:00 p.m.*

Maintain property value and retain residents by efficiently: turning a unit, inspecting property, completing repairs and identifying and avoiding potential liability. OSHA policies, identifying and avoiding potential liabilities, handling emergencies and record keeping will be covered. Tips on ordering supplies, inventory control, bidding for products and services and quality customer service are included.

### **Liability and Risk Management: Protecting the Investment (PMR105)**

*Tuesday, June 9 & Thursday, June 11, 2015; 1:30p.m. — 3:00 p.m.*

Protect the investment in property and be savvy regarding issues of liability and risk management in California's often litigious business environment. The course covers: preventative maintenance, keeping records, inspections, habitability, environmental issues, safety, avoiding negligence, insurance coverage and when and how to choose an attorney.

### **Budget Development and Implementation (PMR106)**

*Tuesday, June 16 & Thursday, June 18, 2015; 1:30p.m. — 3:00 p.m.*

Learn about the benefits of a budget and how to develop one including resources needed, types of budgets and software and templates. You will also learn the difference between operating and capital expenses, how to evaluate a general ledger, how to calculate vacancy and rent losses, read a profit and loss statement, create ancillary income and more.

### **Fair Housing: It's the Law (PMR107)** *(Approved for 3 hours of CalBRE CEC in the category of Fair Housing)*

*Tuesday, April 21 & Thursday, April 23, 2015; 1:30p.m. — 3:00 p.m.*

With discrimination complaints, undercover investigations, and penalties on the rise, it is imperative to abide by federal, state and local laws regarding fair housing. Learn about the Property Manager's role in fair housing, the law as it applies to children and families, accommodating the disabled, policies and procedures, and proper leasing and rental procedures.

### **Ethics in Property Management (PMR108)** *(Approved for 3 hours of CalBRE CEC in the category of Ethics)*

*Tuesday, June 23 & Thursday, June 25, 2015; 1:30p.m. — 3:00 p.m.*

CAA promotes ethics and develops standards of good practice for rental property owners and managers in California. Included: defining ethics, how ethics affect our industry, ethics in day-to-day management and how to handle ethical challenges. You'll review CAA's "Code of Ethics," "Code for Equal Housing Opportunity" and a "Residents' Bill of Rights."