



General Information

PROPERTY MANAGEMENT SERIES

Managing Rental Housing 9th Edition, ©2016 California Apartment Association

ADVANCE YOUR CAREER in the PROPERTY MANAGEMENT INDUSTRY NOW

In California, demand for qualified rental housing professionals has reached an all-time high. The industry's elite have obtained credentials as California Certified Residential Managers. Don't be left out. Available exclusively from the California Apartment Association, the CCRM program is the gold standard in property management education. Besides comprehensive property management training, the CCRM series instills best practices to run top-notch rental communities and teaches compliance with California's unique laws and regulations.

If you own or manage rental housing in California, you know it's complicated. Get help managing your investment by enrolling yourself or your employees in the CCRM series. Our courses cover a myriad of issues, including fair housing, maintenance, legal compliance, risk management, and the phases and issues of tenancy.

Recently rewritten, the CCRM Property Management Series has been improved by experts throughout the industry. The series provides comprehensive training specific to the laws and regulations of California. When you complete the CCRM certification program, you will have the skills necessary to efficiently and effectively manage rental property and be an asset to any employer.

CALIFORNIA CERTIFIED RESIDENTIAL MANAGER CERTIFICATION (CCRM)

CCRM Certification Requirements:

- Complete all nine required courses within 1 year (12 months) of the date of the first course attended.
- Successfully pass the CCRM exam with a score of 75% or better (within 1 year of the date of the first course attended).
- Have minimum one year of property management OR industry related experience.
- Submit a fully completed CCRM Certification Application & pay the \$75 application fee, online at www.caanet.org/CCRMcert.
- Sign and adhere to the CAA CCRM Code of Ethics.
- Students interested in obtaining the CCRM professional certification have two years from the date of the first course to fulfill the necessary requirements.

CCRM Recertification Policy:

- Twelve hours CAA Network Continuing Education Credit (CEC); a minimum of two hours must be in Fair Housing.
- CCRM Recertification Application must be completed prior to the expiration date, which is 2 years from the certification date and is noted on the bottom left on the certificate.
- Submit a fully completed CCRM Recertification Application (www.caanet.org/CCRMRecert), & pay the \$75 application fee.
- Provide verification that the required number of CECs were completed prior to the certificate expiration date.
- If the CCRM isn't re-certified within the two (2) year period:
 - ◊ 0-3 months expired - Student must be in the process of taking the required 12 hours of CEC and must complete the standard recertification requirements.
 - ◊ Over 3 months expired; the student must take the full CCRM series.



caanet.org events@caanet.org

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PROPERTY MANAGEMENT SERIES

Preparing the Property and Professional Leasing Skills (PMR100)

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 curbside 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)

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)

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)

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)

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)

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)

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)

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)

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."



California Certified Residential Manager

CCRM Registration

PROPERTY MANAGEMENT SERIES

2016 CCRM Series Schedule and Registration

PRICE

Course #	Course Name	Date	Time	Member	Non-Member	# of Attendees	Total
Series	Full CCRM Series (Value Savings)	<i>See schedule below</i>		\$699	\$999		
PMR100	Preparing the Property and Professional Leasing Skills	3/12/2016	8am—12pm	\$89	\$119		
PMR101	The Move-In-Process, Rent Collection & Notices	3/12/2016	1pm—4pm	\$89	\$119		
PMR102	Resident Issues and Ending the Tenancy	3/19/2016	8am—12pm	\$89	\$119		
PMR103	Professional Skills for Supervisors	3/12/2016	4:15—7:30pm	\$89	\$119		
PMR104	Maintenance Management: Maintaining a Property	3/19/2016	1pm—4pm	\$89	\$119		
PMR105	Liability & Risk Mgmt.: Protecting the Investment	3/26/2016	1pm—4pm	\$89	\$119		
PMR106	Budget Development and Implementation	3/19/2016	4:15—7:30pm	\$89	\$119		
PMR107	Fair Housing: It's the Law	3/26/2016	8am—12pm	\$89	\$119		
PMR108	Ethics & Property Management	3/26/2016	4:15—7:15pm	\$89	\$119		
EXAM	CCRM Final Exam	3/26/2016	7:30pm	FREE	FREE		

Total Due:

Class Location

CAA Tri-County Education Center
1530 The Alameda, Suite 100
San Jose, CA 95126

To Register

Online: www.caanet.org
Fax: (877) 999-7881
Email: events@caanet.org
Call: (800) 967-4222

(includes 9th Edition Managing Rental Housing textbook, CCRM binder and Welcome Packet; does not include the \$75 CCRM application fee)

Attendee Information:

Attendee Name: _____ Member Non Member

Title: _____ Company Name: _____

Address _____ City: _____ Zip: _____

Phone: _____ Fax: _____

E-Mail: _____ Local Association ID Number: _____

Payment Information: Credit Card Mailing Check Series Invoicing (members only benefit)

Credit card number: _____ Exp. Date _____

Signature: _____ Name printed: _____

Cancellation Policy: 5 business days in advance for Full CCRM Series tuition refund and, 72 hours in advance for individual course(s) refund. CAA does not provide refunds for No-Shows

CCRM Certification Renewal Policy: In order to keep the certification active, CCRMs must complete twelve hours of continuing education credits & submit a renewal application along with a renewal fee every other year (2 hours of these credits must be in Fair Housing)



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