



# Register for CAM Today!

**CERTIFIED APARTMENT  
MANAGER**

Financial Management Skills • Increased Professionalism  
Promotions • Increased Value as an Employee  
Better Understanding of the Industry • National Recognition



How can you improve your financial management skills, reduce employee turnover and increase NOI? Take advantage of Certified Apartment Manager (CAM) training that improves these critical skills:

- Hiring, managing and coaching an effective onsite sales and maintenance team
- Developing and executing a comprehensive marketing plan
- Developing and managing the apartment community's budget
- Managing resident relations
- Managing preventive maintenance and the apartment turnover process
- Analyzing and reporting the community's financial performance

The CAM course was developed by the National Apartment Association Education Institute to provide the highest standard of training for the on-site manager and clear the path for growth and recognition. This course is ideal for leasing professionals, assistant managers preparing for a promotion, new on-site managers or managers who want a comprehensive refresher course.

**Advance your career path in the multifamily industry with this nationally recognized designation – get your CAM today!**

**Instructor:** Kim Hurd, Senior Director of Residential Services with Milhaus Management is an award winning property management professional, with 19 years of experience. Her knowledge as a NAAEI Faculty member, NAA Education Conference speaker, and active involvement in several apartment associations makes this one class you don't want to miss

The CAM course includes instruction in the following programs:

**CAM A - Management of Residential Issues**

This course covers: customer service, occupancy management, security, emergency management, operations technology and resident relations.

**CAM B - Legal Responsibilities**

This course covers: Equal Employment Opportunity (EEO), OSHA and hazardous materials, lease and evictions and vendor contracts.

**CAM C - Human Resource Management**

This course covers: employment law, employment practices, payroll administration, training and supervision and termination.

**CAM D - Fair Housing**

This course covers: Fair Housing laws, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices and government housing.

**CAM E - Marketing**

This course covers: introduction to marketing, conducting market research, promotional marketing, onsite marketing and marketing plans.

**CAM F - Property Maintenance for Managers**

This course covers: team building, the onsite manager's role, exterior maintenance, interior maintenance, preventive maintenance and maintenance safety.

**CAM G - Risk Management**

This course covers: minimizing risk to residents, minimizing risk to staff, handling emergencies, liability and insurance.

**CAM H - Financial Management**

This course covers: investments, adding value to investments, financial statements, budgets and property evaluation.

**CAM I - Research, Analysis and Evaluation**

This course covers: case studies and in-class activities to ensure that students have critical problem-solving skills and are able to draw conclusions and recommendations from present facts and conditions.

*(Registration information on back)*

Presented by:



Partnering  
with



# 2016 Class Schedule and Requirements

## The CAM course will be held in two locations

**VALPO Chamber of Commerce**  
162 W. Lincolnway  
Valparaiso, IN 46383

Wednesday, September 14, 9:00am – 3:30pm  
Thursday, September 15, 9:00am – 3:30pm  
Thursday, November 10, 9:00am – 3:30pm

**The Foundry Clubhouse**  
1233 N. Eddy Street Suite 106  
South Bend, IN 46617

Wednesday, October 12, 9:00am – 3:30pm  
Thursday, October 13, 9:00am – 3:30pm  
Wednesday, November 9, 9:00am – 3:30pm

*Multiple exam dates will be available and announced during the October classes.*

## **CAM Candidates must have:**

- One year of apartment industry experience;
- Successfully completed 5 courses listed
- Meet all examination requirements within 2 year declaring candidacy for CAM



**Full Program Fee: \$1209 Member/\$1810 Non-Member**

*Registration deadline September 7, 2016*

*\*Changes and/or cancellations may be subject to an additional fee\**

## **CAM Registration Form**

Please register me for the following:  Full Program

NAME \_\_\_\_\_

COMMUNITY \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

EMAIL \_\_\_\_\_

AUTHORIZED \_\_\_\_\_ BY \_\_\_\_\_  
(SIGNATURE)

(PRINT NAME) *Note that Management company is responsible for all unpaid charges*

Payment:  Check Enclosed  Bill Community  VISA/MasterCard/AMEX  Bill Mgmt. Co.

Name on Card \_\_\_\_\_ Zip \_\_\_\_\_

Card# \_\_\_\_\_ Expires \_\_\_\_\_

### **Register Via:**

**Fax:** 317-816-8911

**E-mail:** [iaa@iaaonline.net](mailto:iaa@iaaonline.net)

**Online:** [www.iaaonline.net](http://www.iaaonline.net)