



**CERTIFIED APARTMENT  
MANAGER®**

**Take your career to the next level by earning a nationally recognized designation!**

**Instructed by Terry Ragland CAM, CAPS, CPM & Regional Manager with Blue Ridge Companies.**

**When:**

April 11-13, 2017 &  
May 9-10, 2017  
8:00-5:00 Each Day

**Where:**

MAA Office  
228 Avalon Circle | Brandon

**Cost:**

Members: \$750  
Non-Members \$900  
Due by 3/27/17

**Requirements:**

Required industry experience of 1 year. Must attend all classes and pass exam within 12 months.

**Registration:**

Attendees must pre-register by 3/27/17 in order for materials to be ordered.

**CAM Key Performance Indicators**

Occupancy Rates

Closing Ratios

Resident Satisfaction and Retention

Apartment Turnover Management

Service Request Fulfillment

Energy Efficiencies

Preventive Maintenance Management

Development of Team Members

Employee Retention

Contractor and Vendor Management

Revenue Management

Income and Expense Control and Management of Cash Flow

Budgeting and Monitoring Financial Performance to Achieve Owner's Investment Goals

Net Operating Income

**\*Email registration form to [Meghan@msaptassoc.org](mailto:Meghan@msaptassoc.org) or Fax to 601-861-4933\***

**Please Circle One:**

**Member: \$750**

**Non- Member \$900**

Name: \_\_\_\_\_ Property/Mgm.t Co: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Property Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Payment Options: All Payments Due by 3/27/17**

\_\_\_\_\_ Please Invoice Me For The Full Amount (Members Only)

\_\_\_\_\_ Please Invoice Me In 3 Monthly Installments

\_\_\_\_\_ Charge My Credit Card (A 3.5% convenience fee will be charged)

Card Number: \_\_\_\_\_ Exp: \_\_\_\_\_ Security Code: \_\_\_\_\_

**Cancellation Policy:**

Cancellations must be made in writing by March 27, 2017 in order to receive a complete refund. Failure to cancel by March 27th or any no shows will be charged full amount plus a \$75 restocking fee.