



Fast-track your career!

CAPS

CERTIFIED APARTMENT
PORTFOLIO SUPERVISOR®

Presented by:



If you're a **multisite supervisor with 24 months of multisite supervision experience** or a **CAM** or an **ARM** in **good standing with 24 months of management experience** we recommend this course!

CERTIFIED APARTMENT PORTFOLIO SUPERVISOR

Enroll in the CAPS Certified Apartment Portfolio Supervisor *Pilot* course that takes you to the next level in property management. It fast-tracks your career advancement and your corresponding earning potential.

You'll learn about:

- Recruiting high-performing employees
- Employee performance, engagement, and retention
- Minimizing conflict through stakeholder communications
- Ethical behavior and conflicts of interest
- Annual operating budgets and owner performance objectives
- Property and portfolio results
- Due diligence process
- Property takeover process
- Capital improvement plans
- Managing risk through inspections, follow-up procedures, and incident reporting compliance
- Minimizing legal risk and liability
- Regulatory agency oversight of assisted housing
- Analyzing property performance data to inform action
- Management agreements
- Evaluating and reporting property performance using key performance indicators
- Contemporary issues affecting multifamily housing

This program will be a pilot of the NEW CAPS curriculum. **An introductory price of \$750 will be offered to attend this program (\$1250 value).**

For registration details contact Kim McCrossen at kmccrossen@naahq.org



Available as in-person course only Online course will be available in Fall 2017

For more information, visit naahq.org/CAPS

June 12-16, 2017 from 9am-5pm
NAA Headquarters: 4300 Wilson Blvd., Suite 400, Arlington, VA 22203



Registration Form

Certified Apartment Portfolio Supervisor (CAPS) Training

Sign me up for:

The CAPS Credential
June 12-16, 2017

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This program will be held from 9:00 am to 5 pm at NAA Headquarters located at 4300 Wilson Blvd., Suite 400, Arlington, VA 22203

Name: _____

Fax or email your completed form to Kim McCrossen at 703/248-8370 or kmccrossen@naahq.org

Company: _____

Address: _____

Make checks payable to NAAEI and mail to:

Kim McCrossen

NAAEI

4300 Wilson Blvd.

Suite 400

Arlington, VA 22203

Phone: _____

E-mail: _____

To pay over the phone by credit card, please contact Kim McCrossen at 703-797-0610.

NAAEI Refund Policy

Absolutely no refunds will be issued. If for any reason you cannot attend the course, you or your company may send someone in your place. If you choose to drop the class and cannot replace your seat, you may receive a credit towards another National Training course which must be used within one year of registration.



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