



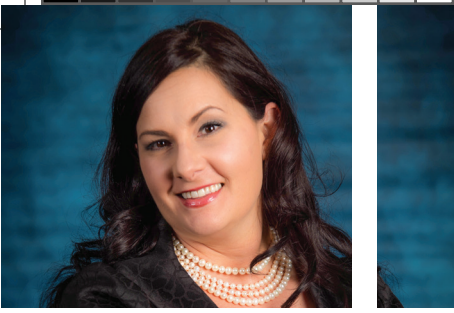
2017 NAAEI

Credential and Leadership Program

Catalog

NAAEI programs validate your knowledge, enhance your credibility, boost your confidence, and help fast-track your career.





Dear NAA member and affiliates,

Welcome to the 2017 NAA Education Institute (NAAEI) Credential and Leadership Program Catalog! I am excited to announce NAAEI's new era of online learning! We have partnered with Grace Hill to create Visto (GoWithVisto.org) — an online hub with all the credential programs and continuing education that you and your employees will need to take your careers to the next level.

Since NAAEI's inception in 2006, its mission has been to encourage the apartment industry's adoption of best practices and the highest professional standards. NAAEI continually updates the body of knowledge for the industry and has credentialed more than 30,000 qualified professionals in a wide variety of roles.

Now with Visto, our industry has even more opportunities to expand our education, professional development, and leadership skills. The benefits of Visto are many:

- More online programs than ever before, including for NALP, CAM, CAS, and (in Q3) CAPS.
- A streamlined platform, making it easy to find the right course and get started.
- Personalized course recommendations for advancing in specific career paths.
- Automatic reporting to NAAEI of any continuing education credits earned, keeping credentials records current.
- Easy-to-use tools that local apartment associations can use to design their own custom courses and record live webinars.

Ultimately, Visto can help fast-track career advancement — increasing your earning potential, your company's net operating income, and employee engagement.

As the president of NAAEI and an industry professional for more than 20 years, I've experienced firsthand the career benefits of earning new credentials. I encourage you and your employees to visit Visto and enroll in a program that will boost your own industry knowledge, on-the-job skills, and leadership potential. NAAEI is proud to be your team's partner in improving the company bottom line and helping you stand out.

Ignite your career with Visto!

Sincerely,

Stephanie Puryear Helling, CAM, CAPS

President

NAA Education Institute



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GoWithVisto.org

4300 Wilson Blvd., Suite 400
Arlington, VA 22203

education@naahq.org

Phone: 703-518-6141

Fax: 703-248-8370

Follow NAA on

[facebook.com/NAAhq](https://www.facebook.com/NAAhq)

[@NAAhq](https://twitter.com/NAAhq)

www.linkedin.com/company/national-apartment-association

Follow RPM Careers on

[facebook.com/RealCommunitiesRealCareers/](https://www.facebook.com/RealCommunitiesRealCareers/)

www.linkedin.com/company/rpm-careers

To learn more about NAAEI programs, please email NAAEI at education@naahq.org or contact your local affiliate.



Certified Apartment Manager

CAM



**CERTIFIED APARTMENT
MANAGER®**

Presented by:



If you're a **community manager** or **experienced assistant manager** we recommend this course!

Earning your CAM allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals.

You'll learn about:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately



"Achieving my CAM and CAPS credential has given me the knowledge, the tools and the hands-on training I needed to continue to advance my career. I was a three times, local, state and national CAM Award Winner this past year, and I honestly could not have achieved these awards without pursuing my education with NAAEI. I encourage anyone who wants to continue to grow in our industry to get involved and achieve their own NAAEI credential."

— **Michael Garcia, CAM, CAPS**
Certified Apartment Manager of the Year
Capstone Real Estate Services, Inc.



**Available in person
and online!**

**For more information, visit
naahq.org/CAM**

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



Certificate for Apartment Maintenance Technicians



CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS



Presented by:



If you're a **maintenance technician** or a **porter, housekeeper, or groundskeeper ready for advancement** we recommend this course!

Earning your CAMT validates your knowledge, enhances your reputation and credibility, boosts your confidence, and earns you respect.

You'll learn about:

- Processing timely work orders correctly and to residents' satisfaction
- Electrical services and repairs
- Plumbing services and repairs
- HVAC services and repairs
- Painting services
- Construction services and repairs
- Mechanical services and repairs
- Appliance services and repairs
- Lock and key services and repairs
- Customer service and performing maintenance tasks according to company policy and procedures
- Minimizing personal and property damage while safely performing maintenance activities
- Fair housing regulation compliance
- Environmental responsibility and regulatory compliance
- Reporting and documentation of maintenance activities in compliance with company policy and regulation
- Curb appeal, property inspection, and daily maintenance
- Established procedures for maintaining recreational facilities and common areas
- Implementation of a preventive maintenance schedule
- Product repair and replacement decisions
- Professional behavior patterns, communication skills, and appearance
- Clear and respectful communication with residents, team members, and contractors



"After working for NAAEI credential holders for several years and seeing their careers enhanced, I realized how important it is to have credentials. I became highly involved in industry education and achieved not only my CAMT but also my CAM so that I could work more effectively with my team and owners. I have been fortunate to see substantial growth both personally and professionally, since I attained my credentials."

— **Thomas Baird, CAMT, CAM**

*Apartment Maintenance Technician of the Year
Zocalo Community Development*



Available as
in-person course only

For more information, visit
naahq.org/CAMT

See pages 16 through 19 to locate an affiliate offering this course near you, or visit **naahq.org/learn/education/find-course**.



National Apartment Leasing Professional



Earning NALP, your first industry credential, signals to your employer your commitment to a career in residential property management.

NATIONAL APARTMENT LEASING PROFESSIONAL®

Presented by:



If you're a **leasing consultant, concierge,** or **career changer** with **hospitality, retail,** or **customer service experience** we recommend this course!

You'll learn about:

- Using technology to generate traffic
- Monitoring and managing your community's reputation
- Inspecting the leasing center, tour route, model units, and vacant apartments
- Shopping the competition while building relationships with competitors
- Compiling a comprehensive community resource tool
- Effective marketing plans
- Relationship sales process and evaluating personal sales performance
- Evaluating a prospect's commitment level and overcoming objections
- Reviewing the next steps in the sales process with prospects
- Applying fair housing law and communicating rental criteria
- Qualifying prospective residents according to rental policy
- Preparing and reviewing leases with new residents
- Move-in process
- Responding to resident issues and maintenance requests with appropriate follow-up
- Building relationships with residents and creating a sense of community
- Reporting incidents, maintaining documentation, and taking corrective action
- Maximizing revenue and operational efficiency
- Securing and processing lease renewals
- Conducting a market survey



"Receiving the NALP credential enhanced my leadership skills, allowing me to get promoted after just two years in the industry. The NAAEI provides the necessary tools for anyone to become an industry leader and innovator."

— **Carla Katigbak, NALP**

*National Apartment Leasing Professional of the Year
Chestnut Hill Realty*



Available in person and online!

For more information visit naahq.org/NALP

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



Certified Apartment Portfolio Supervisor



Earning your CAPS takes you to the next level in property management. It fast-tracks your career advancement and your corresponding earning potential.

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!

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



"After several years in the industry, I noticed that in almost every interview I was asked if I had credentials, and I didn't. That's when I realized how important it was to continue my education. I now hold a NALP, CAM, and CAPS! Taking NAAEI credential courses has expanded my knowledge of the industry and served as a foundation for my promotion to property manager and regional property manager."

— **Chad Christian, NALP, CAM, CAPS**
Professional Designate of the Year
Pinnacle



Available as in-person course only

For more information, visit naahq.org/CAPS

Available soon: CAPS Online

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



Certified Apartment Supplier



Earning CAS allows you to network with your peers from other companies, learn about the benefits and activities your local apartment association offers, and engage in apartment association meetings and events. The course is an opportunity for suppliers to hear the everyday challenges faced by apartment management customers.

CERTIFIED APARTMENT SUPPLIER®

If you're a **supplier of apartment products or services** we recommend both CAS and Supplier Success!

You'll learn about:

- Applicant screening, leasing contracts, and move-ins
- Rent collection, lease renewal, the move-out process, lease termination, and eviction
- Property management systems and their functions
- How community managers create a positive fair housing environment
- Minimizing risk through inspections, preventative maintenance, safety programs, and documentation
- Addressing property and environmental hazards and crime
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve an owner's investment goals
- Maximizing net operating income



Available as in-person course only

For more information, visit naahq.org/CAS

Available soon: CAS Online



Supplier Success

As a requirement to earning the Certified Apartment Supplier (CAS) credential, the Supplier Success course is designed to offer an overview of the apartment industry, and it recommends ways for suppliers to maximize partnerships with apartment owners, apartment management companies, and apartment association members.

2017 webinar schedule:

- Feb. 27 and March 1
- June 12 and 14
- Sept. 18 and 20
- Dec. 12 and 14

Member price: \$149

You'll learn about:

- Apartment associations and building lines of business
- Types of multifamily housing, apartment ownership, and property management
- Apartment community performance measurements
- Apartment management company structures
- Defining product or service value
- Using property performance measurements to demonstrate product value



Available in person and online!

For more information, visit naahq.org/suppliersuccess

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



Specialist in Housing Credit Management Exam Preparation Course



There is a direct correlation between this credential program's level of rigor and the level of benefit reported by SHCM credential holders. This program will help you prepare for the SHCM exam and demonstrate your experience and expertise in mastering the complex requirements of the Low-Income Housing Tax Credit (LIHTC) program.

If you're an **affordable housing manager of an LIHTC community** we recommend this course!

Member price: \$549

You'll learn about:

- Communicating LIHTC regulations and processes to applicants, residents, owners, auditors, and agency representatives
- Unit eligibility and calculating fractions, maximum rent, and utility allowances
- Preparing for physical inspections, mapping a property, and maintaining compliance
- Documenting income limits, developing recertification schedules, and processing recertification
- Reviewing rent limit calculations, monitoring utility allowance revisions, and applying the 140 percent rule
- Resolving noncompliance and preparing for audits
- Creating and managing records and retaining files and documentation
- Accommodating accessibility requests



Available online!

For more information, visit naahq.org/SHCM



Member price: \$89

Fair Housing and Beyond

NAAEI and the Institute of Real Estate Management (IREM) present Fair Housing and Beyond, a seminar conveniently offered through your local apartment association or online that will teach you how to deal with the latest issues in fair housing.

You'll learn about:

- Identify classes protected under federal anti-discrimination law
- Identify state or local government protections that may exceed federal protections
- Explain how fair housing rights extend to all residents and guests of lease signatories
- Recognize the difference in discrimination between "differential treatment" and "disparate impact"
- Define "reasonability" in terms of reasonable accommodations and modifications



Available in person and online!

For more information, visit naahq.org/fair-housing

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



visto[^]



Welcome to your new one-stop shop for professional development, brought to you by the NAA Education Institute and Grace Hill. Visit today to get your NAAEI credentials and to enroll in NAAEI and Grace Hill continuing education courses.

What's new?

- An intuitive storefront, making it easier than ever to find the right course for you.
- Personalized recommendations, helping you advance in your specific career path.
- A streamlined platform, granting you instant access to course material the moment you complete your purchase.
- Automatic reporting to NAAEI of any continuing education credits earned, keeping your credentials current.

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.

Visto offers you a number of online education options to help you move up in your career — all at your own pace, on your own schedule, and from the comfort of your home or office.

With credential programs and courses designed to meet the needs of many professionals — leasing consultants, maintenance technicians, community managers, assistant community managers, and regional employees — you know you'll find the best training for you!

For a complete list of online learning options, visit GoWithVisto.org.

Credential programs now available on Visto:

- **NALP:** Available either as seven individual modules or as a complete program with an online exam. *Member price: \$46 per module | \$319 for complete program*
- **CAM:** Available either as eight individual modules or as a complete program with an online exam. *Member price: \$105 per module | \$815 for complete program*
- **CAS:** A complete program that includes a Supplier Success “Live” Webinar and an online exam. *Member price: \$599*

Coming to Visto later this year:

- **CAPS:** Available either as five individual modules or as a complete program with an online exam. *Member price: \$265 per module | \$1,299 for complete program*
- **Student Housing:** A complete microcredential program with an online exam. *Member price: \$299*

Introducing: The NAAEI Credential Badge | How It Works

1. NAAEI awards you a virtual “badge” when you earn a credential.
2. You share your badge online, affirming your credibility and communicating the value of your credential. [in](#) [f](#) [t](#) [G+](#)
3. Employers and colleagues click on your badge to learn more.

See pages 16 through 19 to locate an affiliate offering this course near you, or visit naahq.org/learn/education/find-course.



Independent Rental Owner Professional



The Independent Rental Owner Professional Course

If you're an **independent rental owner** we recommend this course!

Member price: \$349

Whether you are a new or experienced independent rental owner, earning your IROP gives you an "insider's view" of professional property ownership and management practices.

You'll learn about:

- Key elements of successful rental unit ownership
- Preparing and managing a budget
- Planning taxes strategically
- Establishing relationships with code department representatives
- Protecting and insuring your investment
- Increasing your property's energy efficiency to increase market value
- Screening, hiring, and training employees
- Scheduling unit inspections for preventive maintenance
- Establishing rental rates and marketing to find residents
- Qualifying residents and complying with fair housing laws
- Considering the important elements of an enforceable lease
- Owner liability, rent collection, security deposits, and eviction
- Developing turnkey rental unit preparation and resident move-in processes
- Showing the rental unit and qualifying and screening prospective residents
- Managing resident retention and terminating leases



**Available in person
and online!**

**For more information, visit
naahq.org/IROP**



The NAAEI Leadership Experience

Powered by Dale Carnegie



"After offering The NAAEI Leadership Experience to our management team, attendees sharpened their time management and delegation skills and Pinnacle saw a breakthrough in internal and external communication!"

— **Jennifer Staciokas**
*Senior Vice President,
Marketing & Training
Pinnacle*

Member price: \$799

New for 2017! Successful leaders are those willing to adapt and sharpen their own skills to improve team performance. By completing these full-day seminars — based on Dale Carnegie’s world-class curricula and developed by apartment industry executives — you’ll learn what it takes to be a leader who inspires and empowers but doesn’t dictate, creating confident and enthusiastic teams that grow your net operating income.

If you’re in charge of a team — whether as a corporate department head, midlevel manager, or other team leader — these seminars are for you. Enroll today!

2017 schedule:

How to Win Cooperation & Influence People

March 5 | Washington, D.C.

Learn how to:

- Project confidence without being aggressive.
- Build a collaborative and trusting work environment.
- Demonstrate and sell your ideas.
- Influence outcomes and people.
- Get results without decision-making authority.

Deep Dive: No Time to Lead! Leading Your Organization Through Urgency & Change

June 21 | Atlanta, GA

Learn how to:

- Identify and understand where your team’s time is spent.
- Overcome your team’s time-management obstacles and work more efficiently.
- Remain in leadership mode.
- Use tools to plan, organize, and manage your team’s time.
- Delegate effectively to realign time spent with your goals.

Energize, Motivate, and Create Accountability for Team Results

November 6 | Fort Worth, TX

Learn how to:

- Identify and embrace your personal leadership style.
- Develop a trust-based culture at work.
- Motivate and energize your team through better communication.
- Coach others to improve performance.
- Disagree agreeably.
- Delegate effectively.



Available as
in-person course only

For more information, visit
naahq.org/DaleCarnegie



NAAEI Corporate Training



INSTRUCTOR SPOTLIGHT

National Safety and Maintenance Instructor
Paul Rhodes, CAMT

Prior to joining the NAAEI staff, Paul spent six years as the supervisor and lead instructor of customer training at HD Supply. Paul has over 21 years of industry experience in positions ranging from pool remodeling technician to maintenance supervisor. His favorite part of instructing the NAAEI CAMT program is its focus on hands-on maintenance training.

Hire Paul to instruct CAMT for your company.



NAAEI offers all of its credential and leadership programs as corporate training opportunities. Your company can offer your employees the rigor and notoriety of NAAEI credential programs using your own instructors — plus you can customize the programs to fit your company’s unique needs.

When you encourage your employees to earn and maintain NAAEI credentials or to participate in NAAEI leadership development programs, you demonstrate your company’s commitment to their professional growth and make them feel more valued, engaged, and committed.

Corporate training benefits include:

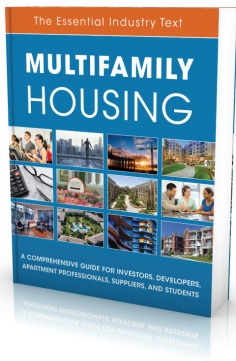
- Flexible scheduling and delivery in an optimal format for your employees
- Tailored program content to meet your company’s business goals

The credential and leadership programs available for corporate training are:

- Certified Apartment Manager (CAM)
- Certificate for Apartment Maintenance Technicians (CAMT)
- National Apartment Leasing Professional (NALP)
- Certified Apartment Portfolio Supervisor (CAPS)
- Certified Apartment Supplier (CAS)
- Supplier Success
- Specialist in Housing Credit Management Exam Preparation Course (SHCM)
- Fair Housing and Beyond
- Independent Rental Owner Professional (IROP)
- The NAAEI Leadership Experience: Powered by Dale Carnegie
- NAAEI Leadership NOW: Powered by Gallup
- Franklin Covey Insights on Demand

“After years of investing in our employees as they earned NAAEI’s credentials, we analyzed the performance of our CAM-credentialed managers. They outperformed non-CAM managers across all measures and delivered an extra \$918,008 in net operating income. This convinced us to offer NALP, CAM, and CAMT to all our employees through corporate training. By purchasing the programs from NAAEI, we can provide the instruction for these high-quality programs and use Blue Ridge Companies’ examples in the appropriate parts of the curriculum.”

— Susan Passmore, CAM, CAPS
Executive Vice President
Blue Ridge Companies



Order **Multifamily Housing – The Essential Industry Text**, a comprehensive guide for investors, developers, apartment professionals, apartment suppliers, and students.

Now available as an e-book!

Multifamily Housing – The Essential Industry Text

Multifamily Housing – The Essential Industry Text was developed for industry professionals, leaders, and students to 1) present the 10 subject areas that frame multifamily housing; and 2) provide a comprehensive resource with best practices and guidelines that complement the on-the-job experience of property management professionals.

NAA, NMHC, and IREM have collaborated to develop this essential industry text, which contains case studies, a glossary, learning activities, and industry resources. This text can be used as:

- A handy desk reference for corporate, regional, and on-site employees
- A professional development resource for property management employees
- A quick tool for suppliers, who are new to the industry, to get up to speed
- A college text for property management, real estate, and business students

Contents:

- The composition of the apartment industry: professionals, stakeholders, and residents
- Investing in multifamily housing
- The basic principles of real estate financing
- Reaching decisions: buying land parcels, beginning a development, or adaptive use
- Management and on-site operations
- The fundamentals of real estate marketing
- The legal and regulatory considerations of multifamily housing
- The ways we lead: the workplace, business ethics, and professional affiliations
- Skills to advance your career and engage your employees
- Resources to help you throughout your career

Order today:

naahq.org/multifamilytext

Quantity Discount*:

- 1-49 books:..... **\$69**
per book
- 50-99 books:..... **\$59**
per book
- 100+ books:..... **\$49**
per book
- e-book: **\$99.99**

* Discounts do not include shipping and handling

Find an affiliate near you!

NAAEI's credential programs are offered at many affiliated associations, located across the country. To find an affiliate offering NAAEI education near you, visit naahq.org/findanaffiliate.

ALABAMA

Alabama Apartment Association
Birmingham
www.alabamaapartmentassociation.com

Apartment Association of North Alabama
Madison
www.aanahq.org

Greater Birmingham Apartment Association
Birmingham
www.gbaa.biz

Mobile Bay Area Apartment Association
Mobile
www.mbaaa.org

River Region Apartment Association
Montgomery
www.rraaonline.org

ARKANSAS

Arkansas Apartment Association
Jacksonville
www.arapartments.com

Northwest Arkansas Apartment Association
Lowell
www.nwaaa.org

ARIZONA

Arizona Multihousing Association
Phoenix
www.azmultihousing.org

CALIFORNIA

Apartment Association, California Southern Cities
Long Beach
www.apt-assoc.com

Apartment Association of Greater Los Angeles
Los Angeles
www.aagla.org

Apartment Association of Orange County
Santa Ana
www.aaoc.com

East Bay Rental Housing Association
Oakland
www.ebrha.com

Nor Cal Rental Property Association Inc.
Stockton
www.norcalrpa.org

North Valley Property Owners Association
Chico
www.nvpoa.org

Rental Housing Coalition-Southside
San Diego
www.rhcsoriverside.org

San Diego County Apartment Association
San Diego
www.sdcaa.com

Santa Barbara Rental Property Association, Inc.
Santa Barbara
www.sbrpa.org

COLORADO

Apartment Association of Metro Denver
Englewood
www.aamdqh.org

The Apartment Association of Southern Colorado
Colorado Springs
www.aacshq.org

Weld County Apartment Association
Greeley
www.weldcountyapartmentassociation.com

CONNECTICUT

Connecticut Apartment Association
Hartford
www.ctaahq.org

DELAWARE

Delaware Apartment Association
New Castle
www.daaonline.org

DISTRICT OF COLUMBIA

Apartment & Office Building Association
Washington
www.aoba-metro.org

FLORIDA

Apartment Association of Greater Orlando
Maitland
www.aago.org

Bay Area Apartment Association
Lutz
www.baaahq.org

Capital City Apartment Association
Tallahassee
www.ccaaf1.org

Emerald Coast Apartment Association of NW Florida
Pensacola
www.ecaaofnwf.com

First Coast Apartment Association
Jacksonville
www.fcaonline.com

North Central Florida Apartment Association
Gainesville
www.ncfaa.net

South East Florida Apartment Association
West Palm Beach
www.sefaa.org

Southwest Florida Apartment Association
Fort Myers
www.swfaa.org

Space Coast Apartment Association
Orlando
www.scaaf1.org

Tri-City Apartment Association
Lutz
www.tcaonline.org

GEORGIA

Apartment Association of Greater Augusta
Augusta
www.aagaonline.com

Atlanta Apartment Association
Atlanta
www.atl-apt.org

Columbus Apartment Association
Columbus
www.columbusapartmentassociation.org

Greater Savannah Apartment Association
Savannah
www.greatersavaptassoc.org

Mid Georgia Apartment Association
Forsyth
www.mgaaonline.com

IDAHO

Idaho Rental Owners & Managers Association
Boise
www.idahorentalowners.org

ILLINOIS

Chicagoland Apartment Association
Chicago
www.caapts.org

INDIANA

Indiana Apartment Association
Indianapolis
www.iaaonline.net

IOWA

Greater Iowa Apartment Association
West Des Moines
www.giaahq.org

KANSAS

Apartment Association of Greater Wichita
Wichita
www.myaagw.com

Apartment Association of Kansas City Mission
www.aakc.us

KENTUCKY

Greater Cincinnati Northern Kentucky Apartment Association
Cincinnati
www.gcnkaa.org

Greater Lexington Apartment Association
Lexington
www.greaterlaa.com

Louisville Apartment Association
Louisville
www.laaky.org

LOUISIANA

Acadiana Apartment Association
Lafayette
www.acadianaapartmentassociation.org

Apartment Association of Greater New Orleans
Metairie
www.aagno.com

Baton Rouge Apartment Association
Baton Rouge
www.braa.com

Northeast Louisiana Apartment Association
West Monroe
www.nlaa.net

Shreveport-Bossier Apartment Association
Shreveport
www.thesbaa.com

MARYLAND

Maryland Multi-Housing Association, Inc.
Baltimore
www.mmhaonline.org

MASSACHUSETTS

Rental Housing Association of the Greater Boston Real Estate Board
Boston
www.gbreb.com

MICHIGAN

Detroit Metropolitan Apartment Association
Bingham Farms
www.dmaa.net

Property Management Association of Michigan
East Lansing
www.pmamhq.com

Property Management Association of Mid-Michigan
Grand Ledge
www.pmamm.com

Property Management Association of West Michigan
Wyoming
www.pmawm.com

Washtenaw Area Apartment Association
Ann Arbor
www.wa3hq.org

MISSISSIPPI

Greater Gulf Coast Apartment Association
Biloxi
www.ggcaa.net

Mississippi Apartment Association
Brandon
www.msaptassoc.org

MISSOURI

Apartment Association of Kansas City Mission
www.aakc.us

Columbia Apartment Association
Columbia
www.columbiaaaa.com

Greater Springfield Apartment & Housing Association
Springfield
www.springfieldhousing.net

Mid-Missouri Apartment Association
Jefferson City
www.midmoapt.com

St. Louis Apartment Association
St. Louis
www.slaa.org

Southwest Missouri Rental Housing Association
Joplin
www.swmorental.com

NORTH CAROLINA

Apartment Association of Western North Carolina
Arden
www.aawnc.org

Cumberland County Apartment Association, Inc.
Fayetteville
www.ccaa-nc.org

Greater Charlotte Apartment Association
Charlotte
www.greatercaa.org

Greenville Area Property Managers Association
Greenville
gapmanc.com

Piedmont Triad Apartment Association
Greensboro
www.piedmonttaa.org

Triangle Apartment Association
Raleigh
www.triangleaptasn.org

Wilmington Apartment Association
Wilmington
www.wilmingtonapartmentassociation.com

NORTH DAKOTA

Bismarck-Mandan Apartment Association
Bismarck
www.bismarckmandanapartments.com

North Dakota Apartment Association
Bismarck
www.ndaa.net

NEBRASKA

Apartment Association of Nebraska
Omaha
www.aaneb.org

NEW HAMPSHIRE

Apartment Association of New Hampshire
Manchester
www.theaanh.org

NEW JERSEY

New Jersey Apartment Association
Monroe Township
www.njaa.com

NEW MEXICO

Apartment Association of New Mexico
Albuquerque
www.aanm.org

NEVADA

Nevada State Apartment Association
Las Vegas
www.nvsaa.org

NOVA SCOTIA

Investment Property Owners Association of Nova Scotia
Halifax
www.ipoans.ns.ca

OHIO

Columbus Apartment Association
Columbus
www.caahq.com

Greater Cincinnati Northern Kentucky Apartment Association
Cincinnati
www.gcnkaa.org

Greater Dayton Apartment Association
Dayton
www.gdaa.org

Northeast Ohio Apartment Association
Cleveland
www.noaamembers.com

OKLAHOMA

Apartment Association of Central Oklahoma
Oklahoma City
www.aaconline.org

Tulsa Apartment Association
Tulsa
www.taaonline.org

OREGON

Multifamily NW
Tigard
www.multifamilynw.org

PENNSYLVANIA

PAA Central
Middletown
www.aacpofpa.com

PAA East
Bala Cynwyd
www.paa-east.com

PAA West
Monroeville
www.thewpaa.com

SOUTH CAROLINA

Apartment Association of Greater Columbia
Columbia
www.aagcolumbia.org

Charleston Apartment Association
Charleston
www.charlestonapartmentassociation.com

Myrtle Beach Apartment Association
Myrtle Beach
www.scmbaa.com

Upper State Apartment Association
Greenville
www.upperstate.org

SOUTH DAKOTA

South Dakota Multi-Housing Association
Sioux Falls
www.sdmha.com

TENNESSEE

Apartment Association of Greater Knoxville
Knoxville
www.aagk.org

Apartment Association of Greater Memphis
Memphis
www.aagm.org

Chattanooga Apartment Association
Chattanooga
www.caatn.org

Greater Nashville Apartment Association
Nashville
www.nashvilleaptasn.org

Tri-City Apartment Association (TN)
Johnson City
www.tcaatn.com

TEXAS

Apartment Association of Central Texas
Belton
www.aactonline.org

Apartment Association of Greater Dallas
Dallas
www.aagdallas.com

Apartment Association of Southeast Texas
Beaumont
www.setxaa.org

Apartment Association of Tarrant County Inc.
Fort Worth
www.aatcnet.org

Apartment Association of the Panhandle
Amarillo
www.aapanhandle.com

Austin Apartment Association
Austin
www.austinaptassoc.com

Big Country Apartment Association
Abilene
affiliate.naahq.org/big-country-apartment-association



Bryan College Station Apartment Association
Bryan
www.bcsaa.com

Corpus Christi Apartment Association
Corpus Christi
www.ccapartments.org

El Paso Apartment Association
El Paso
www.epaa.org

Galveston County Apartment Association
Galveston
www.gcaatx.com

Heart of Texas Apartment Association
Waco
www.htaaonline.com

Houston Apartment Association
Houston
www.haaonline.org

Lubbock Apartment Association
Lubbock
www.lubbockapartments.com

North Texas Rental Properties Association
Wichita Falls
www.ntrpa.com

Permian Basin Apartment Association
Midland
www.pbaatx.org

Piney Woods Apartment Association
Nacogdoches
www.pwaa.net

Rio Grande Valley Apartment Association
Harlingen
www.aavalley.org

San Angelo Apartment Association
San Angelo
www.sanangeloapts.com

San Antonio Apartment Association
San Antonio
www.saaaonline.org

Texas Apartment Association
Austin
www.taa.org

Tyler Apartment Association
Tyler
www.tyleraptassoc.org

Victoria Apartment Association
Victoria
361-572-4686

UTAH

Utah Apartment Association
Salt Lake City
www.uaahq.org

VIRGINIA

Virginia Apartment Management Association
Richmond
www.vamaonline.org

WASHINGTON

Washington Multi-Family Housing Association
Renton
www.wmfha.org

WISCONSIN

Apartment Owners & Managers Association of Wisconsin
Milwaukee
www.boma-wi.org

Central Wisconsin Apartment Association
Stevens Point
www.rentcentralwisconsin.com



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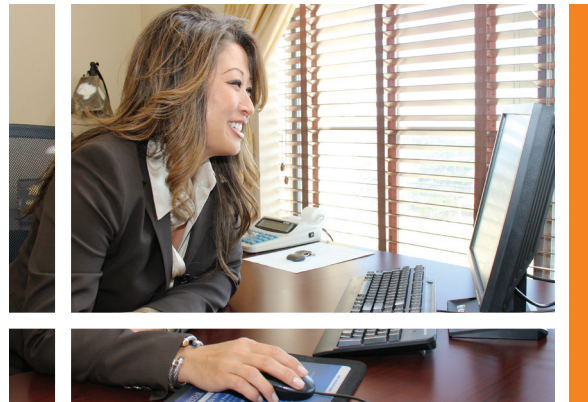
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