



Certify your knowledge.
Enhance your credibility.
Boost your confidence.
Fast-track your career.



2019 CREDENTIAL PROGRAMS



INTRODUCING the 2019 NAA Education Institute (NAAEI) Credential Programs Catalog

DEAR NAA MEMBER:

As the 2019 president of the NAA Education Institute (NAAEI), I am pleased to share initiatives NAAEI executed over the past year to improve access to its credentials and courses, to help credential holders spread the word about their professional accomplishments, and to make CAM and CAMT stackable credentials.

NAAEI offers every credential, except CAMT, through Visto at www.GoWithVisto.org. That means you can earn NALP, CAM, CAS, CAPS, and IROP at your own pace, any time of day. Once you earn your credential, you can share your achievement with your colleagues, friends, and family by claiming your digital badge and displaying it on Facebook, LinkedIn, and your community website, as well as in your email signature and digital resume. By clicking on your digital badge, colleagues learn what your NAAEI credential represents.

CAM and CAMT are stackable credentials. We currently offer CAM Student Housing, a student housing micro-credential for CAM credential holders, CAMT + E, an energy efficiency micro-credential; and in early 2019, CAMT+L, a leadership micro-credential for CAMT credential holders in supervisory positions.

I encourage you to review these course offerings and then contact your local apartment association (listed in the back of this catalog) to learn more about courses offered locally. For online courses, visit Visto at www.GoWithVisto.org.

Do you know someone who might be interested in a career in residential property management? Encourage that person to visit www.RPMcareers.org to watch career videos, interact with career ambassadors, join our talent network and check out our career center.

Thank you for your commitment to furthering your career!

Sincerely,

Susan Sherfield, CPM

President

NAA Education Institute



Visto:

4300 Wilson Blvd., Suite 800
Arlington, VA 22203
education@naahq.org
703-518-6141
www.GoWithVisto.org

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www.RPMcareers.org



Available in person and online
Online member price: **\$825**
(includes computer-based exam)

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

WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.

Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's 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 maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request management
- Apartment turnover
- Working with contractors and suppliers
- Recruiting high-caliber employees
- Employee orientation, training, and evaluation
- Employment regulations and record keeping
- Analyzing the property's financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately



I AM PROUD to share that earning my CAM credential was the most rewarding and challenging accomplishment I have completed in my career. It taught me the fundamentals of each facet of management and that information has helped me succeed in countless obstacles and opportunities.

2018 CAM of the Year:
Angela Raupp, CAM, CAPS, NALP
Regency & Lakeshore Grande
Apartments, Apartment Dynamics
Fayetteville, NC



Certificate for Apartment Maintenance Technicians



Available in person only
(includes computer-based exam)

For more information,
visit www.naahq.org/CAMT.

WE RECOMMEND THIS COURSE for maintenance technicians, porters, housekeepers, and groundskeepers who are ready for advancement. Earning your CAMT boosts your knowledge, your reputation, and your confidence.

YOU'LL LEARN ABOUT:

- Processing work orders efficiently and to residents' satisfaction
- Electrical, plumbing, HVAC, mechanical, appliance, construction, and lock and key services and repairs
- Painting services
- Customer service
- Following company policies and procedures
- Minimizing personal and property damage
- Maintenance safety
- Fair housing regulatory compliance
- Environmental responsibility and regulatory compliance
- Documenting and reporting maintenance activities in compliance with company policy
- Curb appeal, property inspection, and daily maintenance
- Maintaining recreational facilities and common areas
- Implementing a preventive maintenance schedule
- Product repair and replacement decisions
- Professional behavior, communication skills, and personal appearance



THE CAMT COURSE has taught me a lot more than I would have learned out in the field. This certificate shows my colleagues and partners that I will expect and provide the best service possible.

**2018 CAMT of the Year:
Dienyson Assis, CAMT**

Hancock Estates at Chestnut Hill,
Chestnut Hill Realty
Chestnut Hill, MA



NEW FROM NAAEI: Micro-Credentials

CAM and CAMT are stackable credentials, meaning you can earn micro-credentials that build upon the original credential earned. The following courses can be taken to earn a micro-credential or as a stand-alone course.



CAM Student Housing Micro-Credential



Available online only

Price for CAM Student Housing Micro-Credential (CAM credential holders in good standing only): **\$319**

Member price for Principles of Student Housing course: **\$419**

Student housing presents a distinct set of management concerns that differ from those of conventional multifamily housing. The new CAM Student Housing course focuses on these differences, giving CAMs the knowledge they need to successfully address them. By taking this course, you will be prepared to sit for the CAM Student Housing micro-credential exam.

For more information, visit

www.naahq.org/student-housing-credential.



CAMT+L Micro-Credential



Available online only

Price for CAMT+L Micro-Credential (CAMT credential holders only): **\$269**

Price for Principles of Leadership for Maintenance Course: **\$299**

The CAMT+L micro-credential is intended for those apartment maintenance technicians who are being promoted into a supervisory role as their technical proficiency increases. This course is designed to teach the soft skills associated with the managerial role. You will learn specific supervisory and leadership skills necessary for you to succeed in your job.

Among other things, you will learn how to effectively implement changes and to secure buy-in from your staff; how to work with staff and residents and resolve any conflicts; and how to properly identify and utilize all available resources. By taking the course and studying the recommended reading material, you will be prepared to take the CAMT+L micro-credential exam and earn a new badge for your resume!

For more information, visit

www.naahq.org/camt.



CAMT + E Micro-Credential



Available online only

Price for CAMT + E Micro-Credential (CAMT credential holders only): **\$219**

Price for Principles of Energy Efficiency for Maintenance course: **\$249**

The CAMT + E micro-credential is designed for apartment maintenance technicians who are preparing to take a bigger role in improving and managing energy efficiency in the communities they serve.

This micro-credential will enable you to identify energy efficiency opportunities; to advocate for and communicate effectively with stakeholders about energy efficiency measures; to install and/or monitor the quality of installation of energy efficiency measures; and to evaluate the effectiveness of energy efficiency performance and upgrades over time. By taking this course and studying the recommended reading material, you will be prepared to sit for the CAMT + E micro-credential exam.

For more information, visit

www.naahq.org/camte.



Available in person and online
Online member price: **\$339**
(includes computer-based exam)

For more information,
visit www.naahq.org/NALP.

WE RECOMMEND THIS COURSE for leasing consultants, concierges, and career changers with **hospitality, retail, or customer service experience**. Earning the NALP credential, many people's first industry credential, shows your employer that you're committed to a career in residential property management.

YOU'LL LEARN ABOUT:

- Using technology to generate traffic
- Measuring and managing your community's reputation
- Inspecting the leasing center, tour route, model units, and vacant apartments
- Researching the competition and building relationships with competitors
- Compiling a comprehensive community resource tool
- Creating effective marketing plans
- Relationship sales processes and evaluating your personal sales performance
- Evaluating a prospect's commitment level and overcoming objections
- Preparing prospects for the next steps in the rental process
- Applying fair housing law and communicating rental criteria
- Qualifying prospective residents according to rental policy
- Preparing and reviewing leases with new residents
- Move-in processes
- Responding to resident issues and maintenance requests
- 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



EARNING MY NALP credential at the beginning of my career helped me build a solid foundation for success!

2018 NALP of the Year:
Dana Bales, NALP
Glade Creek Apartments,
Management Services Corporation
Roanoke, VA





Available in person and online
Online member price: **\$1,299**
(includes computer-based exam)

For more information,
visit www.naahq.org/CAPS.

WE RECOMMEND THIS COURSE for multisite supervisors with 24 months of multisite supervision experience. Earning your **CAPS** credential will help you rise to the next level in property management. It will prepare you to advance your career and increase your earning potential.

YOU'LL LEARN ABOUT:

- Achieving ethical excellence
- Understanding the management agreement and creating an owner's report
- Stakeholder relations with residents, communities, and municipalities
- Mortgage financing
- Overseeing the budget process across a portfolio
- Measuring portfolio performance and property valuation
- Investigating and troubleshooting an underperforming property
- Property acquisition and due diligence
- Market analysis and property inspections
- Operational and financial analysis inspections
- Property development feasibility analysis
- Investment strategies, including renovation, disposition, and refinancing
- Key content for the owner/company due diligence report
- Talent development and management throughout the employee cycle
- Managing staff during property sales or purchase
- Contemporary issues, including occupancy, emotional support animals, hoarding, criminal background checks, RUBS, cybersecurity, and music licensing



IF YOU'RE LOOKING to significantly enhance your apartment portfolio management repertoire, seize this grand opportunity immediately; second to none, NAAEI's CAPS experience yields one of the greatest educational investment returns and will provide you with a plethora of career opportunities you never even knew existed within our dynamic industry.

**2018 Credential Holder
of the Year (CAPS)**
**Jesse Miller, MBA, CAPS, ARM,
SHCM, CAM, NALP**
Greystar
Portland, OR





CERTIFIED APARTMENT
SUPPLIER®

Certified Apartment Supplier



Available in person and online
Online member price: **\$629**
(includes computer-based exam)

For more information,
visit www.naahq.org/CAS.

WE RECOMMEND THIS COURSE for suppliers of apartment products or services.

Earning your CAS credential allows you to network with peers from other companies, learn about the benefits and activities your local apartment association offers, and participate in apartment association meetings and events. The course is a chance for suppliers to hear the everyday challenges apartment management customers face.

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 fair housing environment
- Minimizing risk through inspections, preventive maintenance, safety programs, and documentation
- Property hazards and crime
- Environmental hazards
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve the owner's investment goals
- Maximizing net operating income



Supplier Success



Available in person and online
Online member price: **\$99**

For more information,
visit www.naahq.org/suppliersuccess.

Required as part of the CAS credential, the Supplier Success course provides an overview of the apartment industry. The course also highlights ways suppliers can maximize partnerships with apartment owners, apartment management companies, and apartment association members.

YOU'LL LEARN ABOUT:

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



Specialist in Housing Credit Management Exam Preparation Course



Available online only
Online member price: **\$549**

For more information,
visit www.naahq.org/SHCM.

WE RECOMMEND THIS COURSE for affordable housing managers of LIHTC communities.

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

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 inspections, mapping properties, 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
- Record keeping and file management
- Accommodating accessibility requests



Fair Housing and Beyond Now DPOR and TDHCA Approved!



Available in person and online
Online member price: **\$99**

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

NAAEI and the Institute of Real Estate Management present Fair Housing and Beyond, a seminar conveniently offered through your local apartment association or online. The seminar will prepare you for today’s issues in fair housing.

YOU’LL LEARN ABOUT:

- Classes protected under federal anti-discrimination law
- State or local government protections that may exceed federal protections
- Recognizing the difference between “differential treatment” and “disparate impact” as forms of discrimination
- Fair housing rights that extend to all residents and guests of lease signatories
- Defining “reasonability” in terms of reasonable accommodations and modifications
- The latest fair housing issues, including emotional support animals, hoarding, occupancy, accessibility, and criminal background checks

Independent Rental Owner Professional



Available in person and online
Online member price: **\$375**
(includes computer-based exam)

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

WE RECOMMEND THIS COURSE for independent rental owners. Whether you are a new or experienced independent rental owner, earning your IROP credential gives you an insider's view of professional property ownership and management practices.

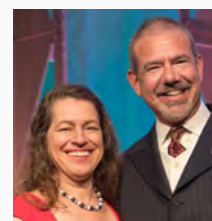
YOU'LL LEARN ABOUT:

- 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
- Improving your property's energy efficiency to increase market value
- Screening, hiring, and training employees
- Scheduling unit inspections for preventive maintenance
- Qualifying residents and complying with fair housing laws
- Important elements of an enforceable lease
- Owner liability, rent collection, security deposits, and eviction
- Turnkey rental unit preparation and resident move-in processes
- Showing the rental unit and screening prospective residents
- Resident retention and terminating leases
- Establishing rental rates and using marketing to find residents



AS A SMALL OWNER, the IROP credential showed the bank that we were serious about our business and had invested in our education to run it professionally.”

2018 IROP of the Year (Up to 250 Units):
Matthew Haines, IROP, CAM, CAPS,
CAMT+E, and Jennifer Holub, IROP,
CAM, CAPS, CAMT, GRI
The Tangent Group
Irving, TX





Corporate Online Quantity
Pricing (member/nonmember)

10 credentials: **5% discount**
20 credentials: **10% discount**
50 credentials: **20% discount**

HOW NAAEI CREDENTIALS BENEFIT YOUR COMPANY

NAAEI offers all of its credential programs as corporate training opportunities. Your company can use its own instructors while offering employees the distinction of NAAEI credential programs — plus, you can customize the programs to fit your company’s unique needs. Companies also get bulk discounts when purchasing online credentials.

FOUR WAYS EMPLOYEES WITH PROFESSIONAL CREDENTIALS CAN BENEFIT YOUR COMPANY:

- 1. Credentials lead to happier employees and employee retention.** When you invest in employees by offering credentials, employees become more engaged and are more likely to seek advancement opportunities within your company.
- 2. Credentials help employees become more secure in their career choices.** Credentialed employees learn the importance of adhering to professional standards and are more likely to meet industry benchmarks and deliver high-quality work.
- 3. Credentials give your clients and residents greater confidence in your company.** Clients and residents feel secure knowing that credentialed employees have a demonstrated level of skill, experience, and expertise.
- 4. Credentials boost productivity.** Credentials prepare employees for day-to-day challenges, increase knowledge and improve efficiency and team productivity.



OUR CAM-CREDENTIALLED MANAGERS 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.

Susan Passmore, CAM, CAPS

Executive Vice President
Blue Ridge Companies



Show Off Your Credentials



Claim your digital badge today!

NAAEI credentials show your commitment to professional development. Now you can share your credentials widely through social media, email, websites and your digital resume using digital badges.

1



After you complete a credential program or successfully renew your credential, NAAEI's partner will email you an invitation to claim your digital badge.

2



Employers and peers can verify or learn more about your credential by clicking on your badge.

3



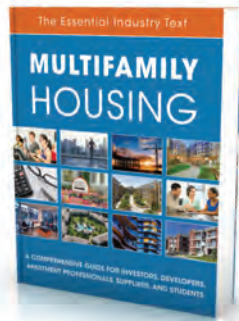
Instructions for displaying and sharing your badges on LinkedIn, Facebook and other social media, as well as in email signatures and digital copies of resumes can be found at www.naaHQ.org/sharebadge.



Earn. Claim. Share!

For more information, visit www.naaHQ.org/badge.





Multifamily Housing: The Essential Industry

MULTIFAMILY HOUSING: THE ESSENTIAL INDUSTRY TEXT*

Developed for industry professionals, leaders, and students, “Multifamily Housing: The Essential Industry Text” is a compendium of best practices and guidelines that complement the on-the-job experience of property management professionals.

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

- Handy desk reference for corporate, regional, and on-site employees
- Professional development resource for property management employees
- Quick guide for suppliers who are new to the industry
- College text for property management, real estate, and business students

CONTENTS:

- Composition of the apartment industry: professionals, stakeholders, and residents
- Investing in multifamily housing
- Basic principles of real estate financing
- Reaching decisions: buying land parcels, beginning a development, or adaptive use
- Management and on-site operations
- Fundamentals of real estate marketing
- Legal and regulatory considerations of multifamily housing
- How 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

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Welcome to Visto, your one-stop shop for professional development, brought to you by the NAA Education Institute (NAAEI) and Grace Hill. Visit today to earn your NAAEI credentials online and to purchase your continuing education courses.

Credentials offered on Visto:

Certified Apartment Manager (CAM)	\$825*
Certified Apartment Portfolio Supervisor (CAPS)	\$1,299*
Certified Apartment Supplier (CAS)	\$629*
Independent Rental Owner Professional (IROP)	\$375*
National Apartment Leasing Professional (NALP)	\$339*

Micro-credentials offered on Visto:

CAMT + E	\$219 for CAMT credential holders
CAMT + L	\$269 for CAMT credential holders
CAM Student Housing	\$319 for CAM credential holders in good standing

**Online member price*

Continuing education courses offered on Visto:

Advanced Closing Techniques (1.5 CECs)	Hoarding (1 CEC)
Advanced Leasing (2 CECs)	Interviewing Skills (1 CEC)
Advanced Telephone Techniques (2 CECs)	Maintenance and the Resident Experience (1 CEC)
Air Conditioning Maintenance and Repair Suite (2 CECs)	Maintenance for Office Staff (1 CEC)
Appliance Maintenance and Repair Suite (1 CEC)	The Make Ready (1 CEC)
Battling Bed Bugs (1 CEC)	NAA Apartmentalize REWIND Session Recordings (6 CECs)
Building a Team Culture (1 CEC)	NAA CampusConnex REWIND Session Recordings (3 CECs)
Business Ethics (1 CEC)	NAA Click, Lease, and Learn (1 CEC)
Business Etiquette (1 CEC)	NAAEI and Orkin Integrated Pest Management (1 CEC)
Creative Marketing Promotions (1 CEC)	NAAEI's Ensuring Accessible Housing (1 CEC)
Crisis Management (1 CEC)	Performance Management (1 CEC)
Curb Appeal (1 CEC)	Plumbing Maintenance and Repair Suite (1.5 CECs)
Curb Appeal and General Exterior (1 CEC)	Preventive Maintenance (1 CEC)
Dealing With Difficult People (1 CEC)	Principles of Energy Efficiency for Maintenance (3 CECs)
Defeating the Mold Monster (1 CEC)	Principles of Student Housing (3 CECs)
Electrical Maintenance and Repair Suite (1 CEC)	Traffic Generation (0.5 CEC)
Employee Coaching (1 CEC)	
Fair Housing and Beyond (3 CECs)	
Heating Maintenance and Repair Suite (1 CEC)	

Individual credential course modules can also be taken as stand-alone courses for continuing education credit.

KEY:

EN/SP: English/Spanish version available

DPOR: Department of Professional and Occupational Regulation

TDHCA: Texas Department of Housing and Community Affairs

Property Management Fundamentals offered on Visto:

Advanced Leasing		Leadership Skills 1: Knowing Your Role	
Asbestos Awareness	EN/SP	Leadership Skills 2: Talking the Talk	
Assistance Animals in Multifamily Housing		Leadership Skills 3: Walking the Walk	
Basic Electrical		Leadership: Profiles in Multifamily Housing	
Basic HVAC		Leasing 101	
Basic Plumbing		Leasing Series 1: Planning and Preparation	
Being a Team Player		Leasing Series 2: Inquiry to Appointment	
Business Writing: Grammar Works		Leasing Series 3: Touring the Community	
Conflict Resolution		Leasing Series 4: Closing and Follow-Up	
Conflict Resolution: Supervisor Version		Marketing for Affordable Communities	
Crisis Management 1: Emergency Prevention	EN/SP	Marketing Principles for Multifamily Housing	
Crisis Management 2: Emergency Preparation	EN/SP	Office Politics 1: Managing Office Politics	
Crisis Management 3: Response	EN/SP	Office Politics 2: Office Politics & Professional Development	
Crisis Management 4: Crime Awareness and Prevention		Preparing a Perfect Market Ready Apartment	
Customer Relationship Management		Property Management Financials	
Customer Service 1: Be Proactive		Quick Start: Curb Appeal	
Customer Service 2: Be Professional		Quick Start: Customer Service	
Customer Service 3: Be Prompt		Quick Start: Internet Marketing	
Customer Service 4: Be Personal		Quick Start: Make Ready Process	
Drug-Free Workplace	EN/SP	Quick Start: Onsite Sales	
Drug-Free Workplace (Supervisor Version)		Quick Start: Resident Retention	
Emotional Intelligence 1: Understanding Emotions		Quick Start: Telephone Techniques	
Emotional Intelligence 2: Managing Emotions		Reputation Management	
Emotional Intelligence 3: Embracing Emotions		Resident Retention	
Employee Engagement		Risk Management 1: Risk Assessment	EN/SP
Employee Motivation		Risk Management 2: Protecting People	EN/SP
Essential Skills for the New Supervisor		Risk Management 3: Protecting Property	EN/SP
Fair Housing (DPOR & TDHCA approved)	EN/SP	Risk Management 4: OSHA Compliance	EN/SP
Fair Housing for Maintenance	EN/SP	Sexual Harassment	EN/SP
Fair Housing II	EN/SP	Sexual Harassment for Supervisors	
Follow-Up Techniques		Stress Management	
Fundamentals of Golf Cart Safety		Supplier Success	
Generational Differences 1: The Multigenerational Workplace		Time Management	
Generational Differences 2: Building a Bridge		Workplace Diversity	EN/SP
Introduction to Social Media		Workplace Diversity (Supervisor Version)	EN/SP
Ladder Safety 1: Best Practices		Workplace Harassment	
Ladder Safety 2: Choosing a Ladder		Workplace Harassment (Supervisor Version)	
Lead Poisoning Awareness			


www.GoWithVisto.org

Use code "visto19" for a 10 percent discount off your entire purchase, valid through Dec. 31, 2019.

Find an NAA affiliate near you.

NAAEI's credential programs are offered by many NAA affiliates located across the country. To find an affiliate near you that offers NAAEI credential programs, visit www.naahq.org/member-services/join/find-affiliate.

ALABAMA

Alabama Apartment Association
Birmingham
www.alabamapartmentassociation.com

Apartment Association of North Alabama
Madison
www.aanahq.org

Greater Birmingham Apartment Association
Birmingham
www.gbba.biz

Mobile Bay Area Apartment Association
Mobile
www.mbbaa.org

River Region Apartment Association
Montgomery
www.rraonline.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
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
Santa Barbara
www.sbrpa.org

COLORADO

Apartment Association of Metro Denver
Englewood
www.aamdhq.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.ccaaf.org

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

First Coast Apartment Association
Jacksonville
www.fcaaonline.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.scaaf.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

Coastal Georgia Apartment Association
www.coastalga-apt.org

Columbus Apartment Association
Columbus
www.columbusapartmentassociation.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
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.org

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

Southwest Missouri Rental Housing
Association
Joplin
www.swmorental.com

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

NORTH CAROLINA

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

Cumberland County Apartment Association
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.triangleaptassn.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

Northern Ohio Apartment Association
Cleveland/Toledo
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.paa-central.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
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
409-762-8339

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
940-855-1100

Permian Basin Apartment Association
Midland
www.pbaatx.org

Piney Woods Apartment Association
Nacogdoches
www.pwaa.net

Rio Grande Valley Apartment Association
Harlingen
www.rgvaptassoc.org

San Angelo Apartment Association
San Angelo
www.sanangeloptos.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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 www.naahq.org

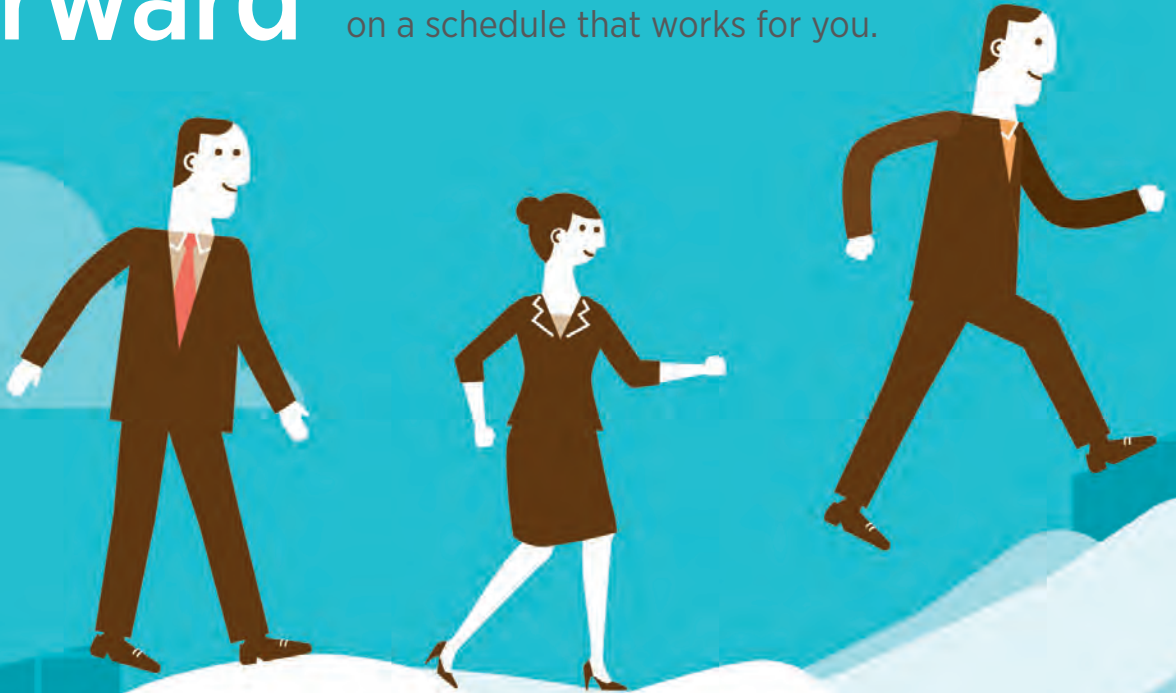
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