

Single most important thing...

EDUCATION



## How can you improve your leadership, financial management, property valuation and due diligence skills?

Take advantage of Certified Apartment Portfolio Supervisor (CAPS) training and learn ways to:

- Lead effective onsite teams
- Meet owners' financial objectives
- Manage due diligence process, property takeovers and capital improvement plans
- Minimize legal risk and liability
- Insure regulatory compliance
- Analyze and report property performance



Affiliate's Logo

### COURSE INFORMATION

Cost of Class: \$000.00  
2/2/2222 at 2:00pm  
4/4/4444 at 4:00pm

### CONTACT INFORMATION

Instructor: Mr. Jonathan Doe  
1234 Street Suite #123  
City, State Zip

555.555.5555  
affiliate@email.com  
www.website.com



CERTIFIED APARTMENT  
PORTFOLIO SUPERVISOR®



## CAPS MODULES

- Legal Responsibilities and Risk Management
- Financial Management
- Property Performance Management
- Property Evaluation and Due Diligence
- Effective Leadership

## CAPS RESULTS

According to a survey conducted in 2011 among supervisors of CAPS designates:

- 57% - Improved financial management skills
- 57% - Improved risk management skills
- 57% - Improved management portfolio
- 43% - Enhanced leadership ability

## EMPLOYER BENEFITS

What do supervisors who enroll their employees in CAPS have to say?

- 87% of supervisors noticed an improvement in employee's work performance
- The CAPS course helped an employee with an MBA become quickly immersed in our industry
- I noticed improved confidence, employer retention and financial performance

*"It is through this alignment of services and management disciplines that the community's full value can be maintained and dynamic growth can occur."*

*"As a company, we want to equip all of our employees to be the best in their field. Obtaining NAAEI designations shows our commitment to the employee and their commitment to our industry."*

## NAAEI Certified Apartment Portfolio Supervisor (CAPS) Requirements

To receive a CAPS certificate you must have: worked as a multi-site supervisor for 24 months or be a CAM, ARM or RAM designate in good standing with 24 months of management experience; successfully completed the five courses (which total 40 hours); and, met all examination requirements, within 24 months of declaring your candidacy for CAPS.



NAA Education Institute  
4300 Wilson Blvd., Suite 400  
Arlington, VA 22203  
703/518-6141  
703/248-8370 FAX  
education@naahq.org

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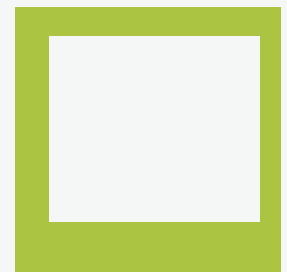
### How can you better understand your customer's risk management, leasing, resident retention and fair housing challenges?

Take advantage of Certified Apartment Supplier (CAS) training that improves your understanding of how your customers:

- Develop and manage the apartment community's budget
- Retain residents
- Comply with Fair Housing laws
- Reduce liability and risk
- Improve occupancy



**CERTIFIED APARTMENT  
SUPPLIER**



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CERTIFIED APARTMENT  
SUPPLIER

### SUPPLIER SUCCESS COURSE

- Apartment/Multifamily Housing
- Industry Associations
- Association Marketing Resources, Relationship Building Opportunities, Ethics and Etiquette
- Industry Terms and Acronyms
- Apartment Company Organizational Structures
- Apartment Community and Management Company Operations
- Defining and Demonstrating Value

### CAS MODULES

- Management of Residential Issues
- Risk Management
- Financial Management
- Fair Housing

## NAAEI Certificate Apartment Supplier (CAS) Requirements

To receive a CAS certificate you must have: completed the Supplier Success course, worked in the apartment industry for at least 12 months in a supplier role; successfully completed the four required courses (which total 26 hours); and met all the examination requirements within 24 months of declaring your candidacy for CAS.



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## How can you improve your budgeting, leasing, risk management, maintenance, human resource and resident retention skills?

Take advantage of Independent Rental Owner Professional (IROP) training and benefit by:

- Improving the efficiency of your operation
- Gaining knowledge of industry best practices that have been developed over time by regional and national apartment management companies
- Becoming aware of federal laws and regulations that you must comply with to avoid fines and penalties
- Learning ways to increase income and reduce costs



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### **IROP Modules**

- Budget & Financial Management
- Taxes
- Risk Management & Protecting the Asset
- Employment Practices
- Property Maintenance
- Rental Rate Establishment & Marketing
- Lease & Addenda
- Rent Collection, Security Deposit Management, Eviction Procedures
- Rental Unit & Common Area Preparation
- Renting to Prospects
- Resident Retention & Renewals

### **Learning Objectives**

As a result of completing each module in this course, you will be able to:

- Prepare and manage a budget
- Understand the tax benefits and consequences when purchasing and selling real estate
- Assess your property for risk exposure
- Follow proven rental unit turnkey processes
- Establish rental rate based on market conditions
- Identify products and services to assist you with the day to day management of your assets
- Utilize a standard Lease Agreement and Addenda
- Market, screen and rent to prospective residents
- Retain current residents
- Comply with Fair Housing laws

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## **NAAEI Independent Rental Owner Professional (IROP) Requirements**

**To receive an IROP certificate you must have:** successfully completed the IROP course (which totals 18 hours); and met all examination requirements within 24 months of declaring your candidacy for IROP.



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