

CAA University: Property Management Series



The California Apartment Association (CAA) strongly believes that education is at the heart of its mission as a trade association. Education helps individual members to better manage their properties and to increase the return on their investments. In addition, education of the industry as a whole leads to less regulation and intrusion by government agencies that establish stringent laws designed to regulate uneducated and unethical property owners and managers, but that apply to all.

In addition to comprehensive property management training, the property management series instills best practices to run top-notch rental communities and teaches compliance with California's unique laws and regulations.

If you own or manage rental housing in California, you know it's complicated. Get help managing your investment by enrolling yourself or your employees in the property management series.

The Property Management Series is necessary to complete the California Certified Residential Manager (CCRM) exam, and then receive your California Certified Residential Manager (CCRM) certificate. The series provides comprehensive training specific to the laws and regulations of California. When you complete the CCRM professional certification program, you will have the skills necessary to efficiently and effectively manage rental property and be an asset to any employer.

PREPARING THE PROPERTY AND PROFESSIONAL LEASING SKILLS

Rental properties must be prepared for leasing before the first applicant arrives. Learn how to prepare a property for market, including understanding the responsibilities of the property manager, setting competitive rents and advertising, perfecting curb appeal, fair housing as it relates to marketing, setting market rate rents, calculating revenue formulas and more.

THE MOVE-IN PROCESS, RENT COLLECTIONS, AND NOTICES

Understand the ins and outs of rental agreements, how to prepare the move-in packet, write policies and procedures, create a resident handbook and the proper way to collect

rent, handle bad checks and file legal notices. Included: delinquency notices, criteria for managing resident turnover and successfully adjusting rents and renewing leases.

RESIDENT ISSUES AND ENDING THE TENANCY

Successfully interact with people and learn how to handle residents' requests and special issues for the disabled on-site. Terminating tenancy, identifying normal wear and tear as opposed to damages, and dealing with security deposits will be reviewed in addition to recognizing how an agreement can be terminated and understanding the eviction process.

PROFESSIONAL SKILLS FOR SUPERVISORS

Building a team, setting goals and maximizing employee performance are all professional skills that supervisors must possess. Learn about employment practices such as screening and hiring, the interview process and selecting vendors and contractors. This course will allow you to understand the importance of documentation and organizing operational, fiscal and historical records, as well as being able to recognize the potential for theft and fraud.

MAINTENANCE MANAGEMENT: MAINTAINING A PROPERTY

Maintain property value and retain residents by efficiently turning a unit, inspecting the property, completing repairs and identifying and avoiding potential liability. OSHA policies, identifying and avoiding potential liabilities, handling emergencies and record keeping will be covered. Tips on ordering supplies, inventory control, bidding for products and services and quality customer service are included.

LIABILITY AND RISK MANAGEMENT: PROTECTING THE INVESTMENT

Protect the investment in property and be savvy regarding issues of liability and risk management in California's often litigious business environment. The course covers preventative maintenance, keeping records, inspections, habitability, environmental issues, safety, avoiding negligence, insurance coverage and when and how to choose an attorney.

BUDGET DEVELOPMENT AND IMPLEMENTATION

Learn about the benefits of a budget and development including resources needed, types of budgets, software and templates. You will also learn the difference between operating and capital expenses, how to evaluate a general ledger, how to calculate vacancy and rent losses, read a profit and loss statement, create ancillary income and more.

FAIR HOUSING: IT'S THE LAW

With discrimination complaints, undercover investigations, and penalties on the rise, it is imperative to abide by federal, state and local laws regarding fair housing. Learn about the Property Manager's role in fair housing, the law as it applies to children and families, accommodating the disabled, policies and proper leasing procedures.

ETHICS IN PROPERTY MANAGEMENT

CAA promotes ethics and develops standards of good practice for rental property owners and managers in California. Included: defining ethics, how ethics affect our industry, ethics in day-to-day management and how to handle ethical challenges. You'll review CAA's "Code of Ethics," "Code for Equal Housing Opportunity" and the "Residents Bill of Rights."

Current CCRM Certified Individuals >>

CCRM Certification Requirements:

- Complete all nine required courses within 1 year (12 months) of the date of the first course attended.
- Successfully pass the CCRM exam with a score of 75% or better (within 1 year of the date of the first course attended).
- Have minimum one year of property management OR industry related experience.
- Submit a fully completed CCRM Certification Application & pay the \$75 application fee, online at www.caanet.org/CCRM Cert.
- Sign and adhere to the CAA CCRM Code of Ethics.
- Students interested in obtaining the CCRM professional certification have two years from the date of the first course to fulfill the necessary requirements.

CCRM Re-Certification Requirements:

- Twelve hours/units CAA Network Continuing Education Credit (CEC); a minimum of two hours must be in Fair Housing.
- CCRM Recertification Application must be completed prior to the expiration date, which is 2 years from the certification date and is noted on the bottom left on the certificate.
- Submit a fully completed CCRM Recertification Application (www.caanet.org/CCRM Recert), & pay the \$75 application fee.
- Provide verification that the required number of CECs were completed prior to the certificate expiration date.
- Over 3 months expired; the student must take the full CCRM series.