



Designated Striver?

Enhance your professional growth in the apartment industry by becoming a **Certified Apartment Manager (CAM)** and take your career to the next level. CAM training helps you manage your apartment community and your team more effectively.

The National Apartment Association Education Institute (NAAEI) offers this nationally recognized designation to apartment industry professionals who want to advance their career in apartment management.

CAM training covers:

- Management of Residential Issues
- Legal Responsibilities
- Human Resource Management
- Fair Housing
- Marketing
- Property Maintenance for Managers
- Risk Management
- Financial Management
- Community Analysis

Learn more about how you can earn your designation.

Visit www.naahq.org or www.ApartmentCareerHQ.org

You're already a Success. Become a Certified Success.

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

CAM 
**CERTIFIED APARTMENT
MANAGER®**



How to Obtain and Maintain the NAAEI Certified Apartment Manager (CAM) Designation

To obtain a CAM designation you must: have worked in the apartment industry for at least 12 months (to be obtained during the candidacy period for CAM); successfully completed the nine courses listed below (which total 55 ½ hours) as well as a Community Analysis project; and meet all examination requirements within 24 months of declaring your candidacy for CAM.

To maintain a CAM designation you must: pay annual renewal dues of \$100.00 and, beginning at your second renewal, report six Continuing Education Credits (CECs) earned during the preceding year.

CAM Courses

Management of Residential Issues – This course covers: customer service, occupancy management, security, emergency management, operations technology and resident relations. *This course is 9 hours.*

Legal Responsibilities – This course covers: Equal Employment Opportunity (EEO), OSHA and hazardous materials, lease and evictions and vendor contracts. *This course is 6 ½ hours.*

Human Resource Management – This course covers: employment law, employment practices, payroll administration, training and supervision and termination. *This course is 9 ½ hours.*

Fair Housing – This course covers: Fair Housing laws, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices and government housing. *This course is 5 ½ hours.*

Marketing – This course covers: introduction to marketing, conducting market research, promotional marketing, onsite marketing and the marketing plan. *This course is 4 ½ hours.*

Property Maintenance for Managers – This course covers: team building, the onsite manager's role, exterior maintenance, interior maintenance, preventive maintenance and maintenance safety. *This course is 5 ½ hours.*

Risk Management – This course covers: minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance. *This course is 5 ½ hours.*

Financial Management – This course covers: investments, adding value to investments, financial statements, budgets and property valuation. *This course is 6 hours.*

Community Analysis – This course is a review of the elements required to complete a comprehensive market and management analysis report, the CAM Community Analysis. *This course is 3 ½ hours.*