



# *Designated Striver?*

Take the next step in your professional development and become a certified success by earning your **Certified Apartment Portfolio Supervisor (CAPS)** designation.

The National Apartment Association Education Institute (NAAEI) offers this nationally recognized designation for multi-site supervisors and experienced apartment managers with a CAM, ARM or RAM designation.

**CAPS training covers:**

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

Learn more about how you can earn your designation.

Visit [www.naahq.org](http://www.naahq.org) or [www.ApartmentCareerHQ.org](http://www.ApartmentCareerHQ.org)

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

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**CAPS** 

CERTIFIED APARTMENT  
PORTFOLIO SUPERVISOR





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## How to Obtain and Maintain the NAAEI Certified Apartment Portfolio Supervisor (CAPS) Designation

**To obtain a CAPS designation 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 complete the five courses listed below (which total 40 hours); and, meet all examination requirements, within 24 months of declaring your candidacy for CAPS.

**To maintain a CAPS 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.

### CAPS Courses

**Legal Responsibilities and Risk Management** – This course is a comprehensive survey of employment, rental and contract law affecting the multifamily housing industry, as well as a review of key environmental and safety regulations. This course also includes a brief section to help students establish and execute an effective risk management program for their apartment communities. *This course is 8 hours.*

**Financial Management** – This course helps students become fluent in the financial concepts, terminology, formulas, and ratios commonly used in the multifamily housing industry. The emphasis is on showing students how to maximize income and manage expenses at their properties. *This course is 8 hours.*

**Property Performance Management** – This course teaches students how to ensure that their properties are performing at or above the expectations set in the management agreement or business plan. It introduces learners to the key operational and service measures used in the industry and shows them how to write a clear and compelling owner's report. *This course is 8 hours.*

**Property Evaluation and Due Diligence** – This course covers the various processes—property inspections, financial and operational audits, and regional and neighborhood analyses—property supervisors will complete to help an owner or company acquire, sell or renovate a property. *This course is 8 hours.*

**Effective Leadership** – This course shows students how to go beyond day-to-day management and enter the world of team leadership. Topics covered include: leadership versus management, the emotionally intelligent leader, employee engagement, feedback and coaching, and teambuilding. *This course is 8 hours.*