



Designated Striver?



Did you take a job but discover an exciting career in the apartment industry? Are you ready to take the next step in your professional development and become a certified success by earning your designation?

By becoming a **Certified Apartment Manager (CAM)**, you can take your career to the next level.

CAM isn't just a title. CAM training helps you manage your apartment community and team better. 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

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

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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; successfully completed the nine courses listed below (which total 55.5 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 completion of six Continuing Education Credits (CECs) for the preceding year. (Each January, NAAEI mails each designate an invoice, a CEC reporting form and complete information about CEC requirements.)

- **Management of Residential Issues**® - A 9-hour program that covers: customer service, occupancy management, security, emergency management, operations technology and resident relations.
- **Legal Responsibilities**® - A 6.5-hour program that covers: Equal Employment Opportunity (EEO), OSHA and hazardous materials, lease and evictions and vendor contracts.
- **Human Resource Management**® - A 9.5-hour program that covers: employment law, employment practices, payroll administration, training and supervision and termination.
- **Fair Housing**® - A 5.5-hour program that covers: Fair Housing laws, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices and government housing.
- **Marketing**® - A 4.5-hour program that covers: introduction to marketing, conducting market research, promotional marketing, on-site marketing and the marketing plan.
- **Property Maintenance for Managers**® - A 5.5-hour program that covers: team building, the on-site manager's role, exterior maintenance, interior maintenance, preventive maintenance and maintenance safety.
- **Risk Management**® - A 5.5-hour program that covers: minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance.
- **Financial Management**® - A 6-hour program that covers: investments, adding value to investments, financial statements, budgets and property valuation.
- **Community Analysis**® - A 3.5-hour review of the elements required to complete a comprehensive market and management analysis report, the CAM Community Analysis.