ONCORE

NAAEI online course resource

NATIONAL APARTMENT ASSOCIATION EDUCATION INSTITUTE

NAAEI Course Catalogue

Recommendation for: Community Managers | Maintenance Professionals | Leasing Professionals | Suppliers | Portfolio Supervisor | or ALL

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Description:
Are you a CAM candidate who has either not started the Community Analysis or started and just not gotten finished? This program is for you! Learn how to perform each of the tasks required to write a strong paper. From the very beginning, using your ideas for your property's success, to research, to documentation, to writing the kind of narrative that will prove your ideas!

Let this seasoned NAAEI grader show you how to manage the task in small pieces and produce a paper that is rated "Satisfactory" the very first time!

Target Audience:
CAM Candidates

Course Length:
The recorded Webinar is approximately one hour and includes a recorded question and answer session.

Cost:
FREE

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives:

- Participants will learn how to write effective narrative that analyzes data and offers insight and ideas as they apply to the CAM Candidate's subject property.
- Participants will review each of the five major sections of the paper, including what forms are mandatory and how to complete them.
- Participants will learn how to take ideas for suggested improvements, think them through to practical business solutions, introduce them in the Letter of Transmittal and refer to them throughout the paper to prove their value to the property.

Continuing Education:
No CECs are awarded for this Webinar

Description:
No one likes to think about an aggressor using physical or deadly force to handle their frustration with everyday life experiences. However, the truth is that these incidents happen in our industry on a much too frequent basis.

Participating in this one-hour webinar could be the most important thing you do this year. It can help you with your spouse, kids, co-workers and residents. You'll leave with some basic tools that can change the outcome from any escalated situation--or see clearly that you need to get to safety fast, as the perpetrator has already reached crisis levels.

Target Audience:
Corporate Executive, Regional/Multi-Site Manager, Independent Rental Owner, Leasing Consultants, Community Managers, and Maintenance Technicians and Supervisors.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Karen Brandell, VP of Educational Services, Concord Management Limited

Learning Objectives/Topics Include:

- Participants will be able to identify the escalating stages of aggression by observing body language.
- Participants will gain an understanding of how crucial what they do and say is to the outcome of interactions with people who are angry.
- Participants will understand that safety, not winning, is the crucial denominator when interacting with someone in an escalated state of anger.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Natural catastrophes and man-made disasters caused a worldwide economic loss of $218 billion in 2010. With so much of your property assets at stake, understanding and conveying your disaster plan is vital in being a successful apartment manager. Gary A. Pudles, President and CEO of AnswerNet, will navigate you through the development of a successful property disaster plan. This webinar will include the best processes to identifying risks and hazards, constructing and implementing a plan, how to effectively communicate that plan to your tenants and stakeholders.

Target Audience:
Corporate Executive, Regional/Multi-Site Manager, and Community Managers.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Gary A. Pudles, President & CEO, AnswerNet

Learning Objectives:

- Participants will be able to identify risk and hazards, as well as what tools are available for assessing those elements.
- Participants will be able to craft a thorough disaster plan for their rental property.
- Participants will learn the best ways to communicate their disaster plan to tenants, stakeholders and other parties involved in successfully recovering from a natural or man-made catastrophe.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
NAAEI, in partnership with Orkin, hosted a "Bed Bug-inar" on how to prevent and identify bed bug infestations, as well as what to do if bed bugs are found in an apartment.

Target Audience:
Property Management Professionals, including Onsite Property Managers, Leasing Consultants, Maintenance Professionals, Regional Managers, Corporate Executives, and Legal Professionals.

Course Length:
The course is approximately 45 minutes.

Cost:
$29.99 Members; $39.99 Non-members

Speaker:
Dr. Ron Harrison, Director of Technical Services for Orkin.

Learning Objectives:

- Introduction to Bed Bugs
- What to do in the event of a Bed Bug sighting
- Resident Responsibilities
- How to work with residents
- Prevention
- How to avoid litigation

Downloadable resources include a bilingual educational flyer to distribute to residents, a White Paper on Bed Bugs and a copy of the PowerPoint presentation.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
The terrible cost of natural disasters is principally counted in lost lives and devastated homes. A secondary toll is extracted from businesses affected by the disaster. The destruction of economic infrastructure and capability exacerbates an already massive burden and lengthens a community's recovery time.

Fortunately, asset and property management businesses can shield themselves from the most economically crippling effects of a disaster by backing up their databases to a secure an offsite location in advance. Having a robust recovery plan ready for activation following a disruptive event—localized building fires and floods as well as widespread disasters—will minimize downtime and allow a business to collect rent, execute leases and perform other essential functions.

Target Audience:
Corporate Executive and Regional/Multi-Site Manager.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
James Beane, ASP Relations Specialist, Yardi Systems

Learning Objectives/Topics Include:

- Be able to determine deliverables and applications critical to your organization during an emergency.
- Learn how to create and implement a disaster recovery plan for your organization from assessing the process through roll out.
- Participants will be able to leave with a better understanding regarding the advantages of virtualized computing.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Does a community Facebook page have Fair Housing implications for owners and managers? What about one created and maintained by a resident that the manager comments on periodically? Not sure? Then be sure to tune in and listen to experts Doug Chasick, The Apartment Doctor at CallSource; Nadeen Green, Senior Counsel with For Rent Media Solutions™; and Theresa L. Kitay, Attorney at Law, address these questions as the law starts to catch up to technology and online advertising practices.

Target Audience:
Multifamily Marketing, Training, Management and Leasing Professionals.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Doug Chasick, Senior VP, Multifamily Professional Services CallSource®.
Theresa Kittay, Attorney, Kittay Law,
Nadeen Green, Senior Counsel, For Rent Media Solutions.

Learning Objectives:

To identify and address potential FH issues that may arise through the use of social media.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Conflict and resistance at our offices can create toxic environments and low job productivity. Conflict and resistance with customers can increase client dissatisfaction and loss of business. Yet it is an area most employees avoid addressing, hoping it will go away or resolve itself.

Learn the value of understanding and using conflict for the value it brings to the business.
Embracing resistance, including complaining Charlie and whining Willie CAN be done!
This session provides answers to - Where does conflict come from? How can it be resolved?
How does it appear and what if it doesn't appear but stays undercover?

Target Audience:
All Audiences

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives/Topics Include:

- Participants will learn the seven sources for conflict and how knowing the source helps to define the solution.
- Participants will learn how to reframe the conflict into a constructive dialogue that actually enhances teamwork and allows an outlet for creativity.
- Conflict with customers is turned into opportunity with program techniques.
- Supervisors learn a unique set of tools to uncover and treat conflict on a team.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Today's property managers must understand financials! Math calculations and formulas are critical to evaluating your property performance. The better you know "the numbers," the better you can provide the leadership that means added income and operational expertise.

This program teaches the formulas and ratios that every manager must know! We will review decimals and percentages, how to calculate them, what they mean and how to respond to what they are telling you! Students will use case studies and his/her own financials to make these calculations real and then begin to formulate responses that will build property value and income.

Target Audience:
Regional/Multi-Site Manager, Independent Rental Owner, and Community Managers.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives/Topics Include:

- Participants will review the use of mathematical percentages, decimals and ratios to describe operational and financial activity on their properties.
- Participants will learn the specific formulas and ratios the industry uses to identify and rate property performance and apply these to their own community.
- Participants will use case studies and their own financials to calculate critical ratios to better understand variances and how property operations and income create value for their owners.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
A promotion is a fantastic compliment to your skills and expertise! Yet, in national surveys, only 24% of workers rate their organizations as good when it comes to transitioning new managers. What steps can you take to insure your own success?

This program will deliver a personal roadmap to a successful promotion by building relationship skills, learning to think and act strategically, establishing key alliances and building credibility with leadership.

Don't let the spectacular performance that got you the promotion stand in your way as a new supervisor. Top performers CAN become successful supervisors with these formulas and methods!

Target Audience:
Regional/Multi-Site Manager, Community Managers, Apartment Product & Service Suppliers, and Maintenance Technicians and Supervisors.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives/Topics Include:

- Participants will learn the five employee groups and five conversations to have with those groups to build new relationships.
- Participants will learn the potential pitfalls the newly-promoted supervisor can experience and how to turn them into strategies for success.
- As supervisor roles are changing, participants will learn how to align their new positions with today's business and economic environment.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Lock bumping provides easy and undetectable entry past pin tumbler locks - with just a tap on an ordinary looking key. No longer a locksmith trade secret, awareness has grown with online sales of bump keys and internet demonstration videos showing how easy it is to breach a lock's security. To make matters worse for your residents, this type of break in leaves no forensic evidence of forced entry. Without evidence, insurance claims can be denied.

Join speaker/expert Billy B. Edwards, Certified Master Locksmith, as he covers lock bumping and its rapid growth, issues for owners/managers, bump prevention options and ASTM International criteria for evaluating them, plus details on how to upgrade your facilities, with budget parameters.

Target Audience:
Apartment Management Professionals including Onsite Managers, Maintenance Staff, and Supervisors of Front-Line Staff.

Course Length:
The recorded Webinar is approximately one hour and includes a recorded question and answer session.

Cost:
$19.99 Members; $29.99 Non-members

Speaker/Presenter:
Billy B. Edwards, Certified Master Locksmith

Learning Objectives:

- Lock bumping: description of the problem, its history and growth
- Issues for property owners and management professionals, including tenant safety, insurance-claim denials, potential liability
- Bump prevention options
- ASTM Standard: description, test methods
- Testing locks using the Standard
- Results to look for when selecting bump-resistant locks
- How repairs/technology upgrades can be made
- Budget impact: approx. per-unit costs
- Implementation: sources
- Related & follow-up issues: emergency access, "high security" lock options, Lock Bumping vs. picking a lock

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Managers as Leaders

Description:
Successful professionals manage a lot of systems and processes, even people, but the exceptional professional finds a way to bring leadership into even the most mundane task! They ARE different, but management and leadership together are a dynamic duo! This program shows you how to blend both in your daily routine!

Learn the classic mistakes managers make, the traps that will swallow a manager whole and the nine personal leadership traits that will take your daily duties and your team to whole new levels. Your team is as successful as your leadership. These methods can work for you!

Target Audience:
Regional/Multi-Site Manager, Community Managers, Maintenance Supervisors & Service.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives/Topics Include:

- Participants will learn how the definition of management is changing today and what they can do to meet the changes head-on.
- Participants will learn the eight classic mistakes most managers make and how to avoid them.
- Participants will identify the nine leadership characteristics, apply them and write a personal commitment to develop each in their daily role as manager and supervisor.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
In this one-hour video-based course on Integrated Pest Management (IPM) presented by NAAEI and Orkin, property managers will gain an understanding of environmentally conscious ways to keep pests out of their properties.

Learn about the basics of IPM, common multifamily pests, key areas to prevent pests on apartment properties, green treatments available and tools for communicating with residents.

Target Audience:
Property Management Professionals, including Onsite Property Managers, Leasing Consultants, Maintenance Professionals, Regional Managers, Corporate Executives, and Legal Professionals.

Course Length:
The Webinar will last approximately one hour.

Cost:
$29.99 Members; $49.99 Non-members

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course. The course also translates into one credit towards NAAEI's Credential for Green Property Management.

Description:
Fair Housing Ain't Fair – It's EQUAL: Join Doug Chasick, from CallSource, as he reveals the truth about Fair Housing – what it really is and what it isn't! Next, we'll identify Fair Housing protected classes and how to manage our words and actions so that you and your team are "Fair Housing Friendly"; learn how to implement industry best practices to comply with the fair housing laws and review how to effectively interact with your customers to avoid the most common fair housing pitfalls.

Target Audience:
Apartment Management Professionals including Onsite Managers, Maintenance Staff and Supervisors of Front-Line Staff.

Course Length:
The recorded Webinar is approximately one hour with a recorded question and answer session.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Doug Chasick, CallSource

Learning Objectives:

- An overview of Fair Housing
- Managing the Fair Housing dialect
- Learn how to implement industry best practices
- How to avoid the most common Fair Housing pitfalls.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
The Mold Operations and Maintenance Training Program contains the latest information on mold prevention and remediation. It also covers the importance of documentation and good communication with residents. The course was designed to help apartment owners, managers and maintenance professional's deal with mold issues in a prompt and professional manner. The Mold Course was produced with funding from the NAA Education Institute and technical assistance from the National Multi Housing Council, NAA and NMHC.

Additional resources include the NAA/NMHC Operations and Maintenance Plan for Mold and Water Intrusion, which includes sample forms, letters and checklists.

Target Audience:
Property Management Professionals, including Onsite Property Managers, Leasing Consultants, Maintenance Professionals, Regional Managers, Corporate Executives, and Legal Professionals.

Course Length:
The course is approximately 45 minutes.

Cost:
$19.99 Members; $29.99 Non-members

Learning Objectives:

- What is mold?
- Ten things you should know about mold
- Key management decisions
- Mold prevention tips
- How to contain and treat the area

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
From 1991 through 1998, the Fair Housing Act guidelines were reviewed several times, causing confusion in the rental housing industry. The "Ensuring Accessible Housing" course has been designed to address this confusion. The course addresses the basic elements of the Fair Housing Act (FhA) and the American with Disabilities Act (ADA) and delineates the differences between the two. It is designed for rental housing front-line personnel to take at their desktops while working at their property.

Target Audience:
Property Managers, both Single Site and Multi-Site and Rental Housing Front-Line Personnel, including Leasing Agents, Assistant Property Managers and other Onsite Staff.

Course Length:
The course takes approximately three hours to complete.

Cost:
$24.99 Members; $49.99 Non-members

Learning Objectives:

- Which statutes apply to your property?
- Accessible Units
- Accessible Common Areas
- Publicly-Assisted Housing
- Discrimination, Modification and Accommodations.

Continuing Education:
NAAEI Designates will earn 2 CECs for taking this course.

Description:
Effective July 21, 2011 apartment firms that use a "credit score" to deny a rental application may have additional obligations to disclose that to applicants. The change is a result of last year's Dodd-Frank Wall Street Reform law (P.L. 111-209).

Webinar Length:
The Webinar will last approximately one hour.

Cost:
FREE

Speaker:
John L. Culhane, Partner, Ballard Spahr LLP
David Carner, President, Leasing Desk
Lisa Williams, Vice President of Management Systems, Bozzuto Management Company
Jay Harris, Vice President, Business Services, CoreLogic SafeRent

Learning Objectives:

- The difference between a "credit score" and a "proprietary score"
- What triggers the new disclosure obligations, and
- What must be included in the new notices to affected applicants

Continuing Education:
No CECs are awarded for this Webinar

Description:
Most people don't think of pest control being "green," but pest management in multifamily settings has come a long way from the chemical-intensive practices of the past. Greg Baumann, Director of Technical Services for Orkin, will show you how you can help keep pests out with a much greener pest management program (and far fewer chemicals), and stand out to increasingly eco-conscious consumers.

Target Audience:
Regional/Multi-Site Manager, Independent Rental Owner, Leasing Consultants and Community Managers.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Greg Baumann, Director, Technical Services, Orkin Commercial Services

Learning Objectives:

- Understand the benefits of using green pest management in the multifamily industry.
- Learn about environmentally friendly and effective pest management methods and how to implement those practices on their properties.
- Obtain a basic skill set needed to teach staff how to prevent pests with environmentally friendly methods.
- Discover how to communicate helpful pest prevention tips to residents, which can discourage pests and minimize the use of chemical treatments in their homes.
- Gain pest management knowledge, directly related to the LEED fulfillment of Operations & Maintenance IEQ Credit 3.6.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Did you know that you are losing THOUSANDS of dollars because of BAD Swimming Pool Chemistry. Learn the right questions to ask your pool operator.

Target Audience:
Maintenance Supervisors, Onsite Maintenance Personnel and Owners/Managers.

Course Length:
The recorded Webinar is approximately one hour and includes a recorded question and answer session.

Cost:
$9.99 Members; $19.99 Non-members

Speaker:
Benjamin Basch, Executive Vice President and President of American Pool Management New Jersey

Learning Objectives:

- Importance of Good Chemistry
- Swimming Pool Sanitizers
- Role of pH and Methods of Adjustment
- Calcium Hardness and Alkalinity
- Ozonators for Pools & Specialty Chemicals
- Financial Impacts of Bad Chemistry

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
The property management industry is being revolutionized by new trends in data collection and data reporting. An increasing number of property management companies are starting to contribute positive and derogatory rental payment data to credit bureaus, resulting in significant benefits to both property managers and residents. In this educational session, we will outline the overall impact on the industry, elaborate on the benefits to both property managers and residents, highlight the process of data sharing, and explain how the data is being used.

Target Audience:
Corporate Executive, Regional/Multi-Site Manager, Leasing Consultants, Community Managers, Industry Supplier/Partner.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Brannan Johnston, Managing Director, Experian RentBureau
Michael Johnson, Executive Vice President, Chief Administrative Officer, ALCO Management, Inc.

Learning Objectives:

- Participants will be able to identify techniques for reducing collections.
- Participants will be able to identify techniques for increasing 'good' residents.
- Participants will learn to differentiate their property by uniquely enabling their residents to build credit and qualify for credit products that they deserve.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Build your skills at the negotiating table! Learn the tips and techniques to present your position powerfully! Whether you are negotiating with a coworker, a boss, a product supplier or a spouse, there are ways to be heard! Critical techniques will allow you to be prepared when your co-negotiator tries to sway the tables to his or her advantage. How should you respond to silence? What happens if your co-negotiator stalls for time or says he isn't the decision-maker? There are real answers to these dilemmas!

Become more accomplished and successful at being heard, understood and getting what you want!

Target Audience:
Regional/Multi-site Managers, Independent Rental Owner, Leasing Consultants, and Community Managers

Course Length:
The recorded Webinar is approximately one hour and includes a recorded question and answer session.

Cost:
$9.99 Members; $19.99 Non-members

Speaker:
Sue Weston, Principal, The Susan Weston Company

Learning Objectives:

- Participants will learn the ten techniques they can use to improve their bargaining position at the negotiating table.
- Participants will learn how to respond when these same techniques are played against them.
- Participants will learn practical tips on framing their wants and needs in a convincing and compelling manner.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
NAAEI, in partnership with Wilmar, hosted Webinars on the HVAC industry's transition from Refrigerant R-22 to R-410A.

Target Audience:
Maintenance Supervisors, Onsite Maintenance Personnel and Owners/Managers.

Course Length:
The recorded Webinar is approximately one hour and includes a recorded question and answer session.

Cost:
$29.99 Members; $49.99 Non-members

Speaker:
Wilmar's National Trainer Tom Sadley

Learning Objectives:

- Overview of the changes and EPA Regulation
- How repairs can be made
- Operation of the new equipment and what it will mean for existing equipment
- Installation of new equipment
- Impact on your current budget
- Suggested implementation practices

Downloadable resources include a copy of the PowerPoint presentation and a flyer with helpful hints.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Description:
Your prospective new residents now live on the web, and you need a robust, holistic "web presence" in order to better attract and retain the type of residents your communities target. How can you now assure that your properties are found, engaged with, and have the positive reputation you need when prospective residents are researching living options online? How can you use new channels like social media and content marketing to build a community and provide a better living experience to your current (and hopefully long-term!) residents? This presentation will answer those questions and more!

Target Audience:
Corporate Executive, Regional/Multi-Site Manager, Independent Rental Owner, Leasing Consultants, and Community Managers.

Webinar Length:
The Webinar will last approximately one hour.

Cost:
$19.99 Members; $29.99 Non-members

Speaker:
Justin Mink, Director, National Brands – Multifamily, ReachLocal

Learning Objectives:

- Gain an understanding of how the web has changed and what these changes mean to property marketers.
- Learn what "web presence optimization" means and entails, and how this is different than the traditional SEO/SEM paradigm and marketing strategies/tactics around these constructs.
- Learn to think more holistically and creatively about online marketing efforts, resource allocation, and lead attribution.

Continuing Education:
NAAEI Designates will earn 1 CEC for taking this course.

Designations And Other Certificate Programs

Description:
If you are a busy professional who may not have the time or ability to travel to your training, CAM Online may meet your needs!

CAM Online Offers:

- Access to our 24/7 Technical Help Desk to assist you should you have technical difficulties with the CAM course.
- The ability to direct questions regarding the curriculum/course content to an instructor.
- A self-paced program that allows you to fit courses into your busy schedule. The CAM Online modules may now be purchased all at once or individually.

How to Enroll in the Course:
Visit the How to Enroll page to start the enrollment process, and be sure to select "YY-NAAEI Online Programs (CAM and NALP only)" as the Course Provider on the enrollment form.

How to Purchase the Course:
To pay for your course, please proceed to the NAA store (click on NAAEI Online Education at the bottom of the page). The member cost for the full course is $750 or $850 for non-members. If you would prefer to break up your payments, you can choose to pay for one module at a time. The member cost for each module is $187.50, or $212.50 for non-members and the Community Analysis module (to be completed last) is $50. You are required to complete all four (4) modules, the online exam, and the Community Analysis in order to obtain the CAM Designation.

College Student Discount
NAAEI offers 15% off to college students who enroll in CAM Online.
For more information please contact education@naahq.org.

Modules

- Cam 110: Overview of Property Management Legalities.
- Cam 112: Procedures for Property Managers.
- Cam 114: Overview of Property Risk Management.
- Cam 116: Overview of Property Valuation and Property Market Analysis.
- Cam 118: The Community Analysis

How to Access the Course:
Two (2) business days after we have received your payment, please go to the Rio Salado Account Verification page to activate your account. Once your account is active, you may log in to access your account at Rio Salado. You may log in to access the course, using your NAA ID and password. You may cancel your course and receive a refund within seven days, however please note that once you have accessed the course, we are not able to issue a refund.

Description:
The CGPM course provides management companies and owners a mechanism for meeting their training commitments to OAHP (Office of Affordable Preservation).

Recommended for:
If you are a building owner, developer, or property management professional, the CGPM shows you how to make "going green" work for you. Whether you have a moderate amount of capital to spend or are limited in your funds, there is so much you can do right now to decrease your operating costs, improve efficiency, and increase your profitability—all while lowering your building's carbon footprint.

In the CGPM Course, you'll learn how to:

- Save between 5%–20% on energy bills
- Reduce costs for operations and maintenance
- Reduce waste, pollution, and environmental degradation
- Extend equipment life
- Protect occupant health and employee productivity
- Improve indoor air quality
- Implement a green operation and maintenance plan
- Implement a tenant green education program
- …and increase cash flow and asset value

Webinar Length:
16 hours.

Cost:
$445.00

The 9-module course curriculum covers: Green building principles and practices overview

- Energy Efficiency
- Water Efficiency
- Integrated Pest Management
- Indoor Environmental Quality
- Green Operations And Maintenance
- Green Site Landscaping
- Green Building Systems
- Alternative Energy Sources
- Energy Star And Watersense Programs
- Recycling And Waste Reduction
- Tenant Green Education

Participants completing the course can earn the Credential for Green Property Management offered by the National Apartment Association Education Institute and the National Affordable Housing Management Association. The course fulfills the initial green training requirement of HUD's Office of Affordable Preservation (OAHP).

To register: https://greentraining.naahq.org/

Description:
Prepare to earn the Independent Rental Owner Professional (IROP) Designation entirely online. Webinar content is based on the Independent Rental Owner Professional Course which covers the following:

- Media relations
- Personal safety
- Emergency response and disaster planning
- Human resource management
- Physical versus economic occupancy
- Alternative income opportunities
- Scheduling move-ins/outs
- Lease terminations (military and domestic violence situations)
- Key control
- Resident and neighbor relations

When:
This is a Four-Part Recorded Webinar Series.

Cost:
$349 for members or $499 for non-members.
Module prices are $99 for members or $125 for non-members.

Instructor:
Dori Locke. Dori has a background in property management/real estate operations that began in 1984 in the Texas market. In 1995, she successfully arranged the merger/acquisition of $80,000,000 in real estate and a property management operation in Arizona. In 2007, she left her position as President/Managing Partner of a full-service management operation to pursue her dreams of launching her own company. Ms. Locke has been a real estate investor since 2003 owning and operating her own assets in Southern Arizona.

Attendees will receive course materials in a .pdf format.

Four-Part Recorded Webinar Series

Part 1:
- Introduction
- Chapter 1: Budgets & Financial Management
- Chapter 2: Taxes

Part 2:
- Chapter 3: Risk Management and Protecting the Asset
- Chapter 4: Employment Practices
- Chapter 5: Property Maintenance

Part 3:
- Chapter 6: Rental Rate Establishment & Marketing
- Chapter 7: Lease & Addenda
- Chapter 8: Rent Collection, Security Deposit Management, Eviction Procedures

Part 4:
- Chapter 9: Rental Unit & Common Area Preparation
- Chapter 10: Renting to Prospects
- Chapter 11: Resident Retention & Renewals

Candidates will have the ability to earn the IROP credential upon completion of this four-week series and after passing the online exam.

Description:
NAAEI is excited to offer its National Apartment Leasing Professional (NALP) course Online!

This course was developed to provide affordable, convenient, self-paced training for both new and experienced leasing consultants. This interactive NALP Online Course takes advantage of the online medium to create an engaging, effective learner experience.

NALP Online:

- Follows an interactive scenario-based approach that engages and challenges learners;
- Focuses on applied skills training rather than solely on facts and information, thus truly preparing enrolled students for the job of a leasing professional; and
- Enhances the current NALP classroom content by adding up-to-date social media and interactive content, including vendor Internet-based programs.

How to Enroll in the Course:
Visit the How to Enroll page to start the enrollment process, and be sure to select "YY-NAAEI Online Programs (CAM and NALP only)" as the Course Provider on the enrollment form.

How to Purchase the Course:
To pay for your course, please proceed to the NAA store (click on NAAEI Online Education at the bottom of the page). The cost for the full course is $299 for members and $399 for non-members. If you would prefer to break up your payments, you can choose to pay for one module at a time. The cost for each module is $39 for members and $50 for non-members. You are required to complete all eight (8) modules, the online exam, and the Market Survey in order to obtain the NALP Designation.

High School and College Student Discount
NAAEI offers 15% off to high school and college students who enroll in NALP Online.
For more information please contact education@naahq.org.

Modules

- Keys to Success in Leasing
- Telephone Presentations
- Leasing and the Internet
- Legal Aspects
- The Leasing Interview and Qualifying Residents
- Leasing Demonstration and Resolving Objections
- Rental Policies and Procedures
- Market Survey
- Plus, the NALP Online Reference.

How to Access the Course:
Two (2) business days after we have received your payment, you may log in to access the course, using your NAA ID and password. You may cancel your course and receive a refund within seven days, however please note that once you have accessed the course, we are not able to issue a refund.

Description:
You can quickly improve your knowledge on pool and spa operation and management with this interactive online program. As an employee at an apartment community where a pool or spa is located, you can take the lead in reducing risk around your pool or spa. By reducing risk and liability, and potentially saving lives, you can become the respected pool professional.

Topics covered include:

- How to effectively operate a pool/spa, including water disinfection, balance, testing, problem solving, equipment operation, maintenance and troubleshooting, facility management, and record keeping/retention
- Reducing risk to users and employees by preventing drowning, recreational water illness, suction entrapment, accidents, electrocutions, chemical exposure, and slips and falls.
- Regulatory guidelines including the Pool & Spa Safety Act, Americans with Disabilities Act, CDC Model Aquatic Health Code, and more.

Cost:
$150.00

Benefits include:

- The most widely accepted program by local and state authorities
- Knowledge in topics necessary for pool/spa operation
- Confidence that courses are taught by NSPF® certified instructors
- Comprehensive, annually updated materials
- Gives participants a better understanding of the operator's role in pool care, management and risk reduction
- Access to monthly updates and news from NSPF
- A leading certification for 5 years
- Eligibility for IACET Continuing Education Units (CEUs)

This online training program can be the first step to earning CPO® Certification or it can be an excellent stand-alone course in the fundamentals of pool and spa topics. The NSPF® Pool & Spa Operator™ Handbook is included with the course and can be used as a resource after course completion.

To register: http://nspfportal.vls01.com/NAA/

Description:
Prepare to earn the Specialist in Housing Credit Management (SHCM) Certification entirely online. Webinar content is based on the National Affordable Housing Management Association's (NAHMA) "Practical Guide to Tax Credit Housing Management" workbook. Attendees will receive course materials in .pdf format.

When:
This is a Four-Part Recorded Webinar Series.

Target Audience:
Are you an affordable housing management professional? Demonstrate that you have mastered the complex requirements of the LIHTC program! Take advantage of this convenient affordable way to prepare to earn the Specialist in Housing Credit Management (SHCM) Certification.

Cost:
$549 for NAAEI designates or $599 for the full course. Once you've purchased the first course, the other courses will be made available to you within two business days. To receive the designate discount, please contact education@naahq.org. The entire course cost now includes the price of the SHCM Certification Application

The schedule and topics for this series are as follows:

Part 1:
- Chapter 1: Program Regulations with Instructor Gianna Solari

Part 2:
- Chapter 2: Applicant Eligibility with Instructor Greg Proctor

Part 3:
- Chapter 3: Unit Eligibility with Instructor Sue Streck

Part 4:
- Chapter 4: Monitoring and Compliance with Instructor Sue Streck

Candidates will have the ability to earn the SHCM Certification upon completion of this four-week series and after passing the online exam.

Description:
The National Apartment Association Education Institute (NAAEI) and The Institute of Real Estate Management (IREM) join forces to enhance fair housing education among rental housing providers.

Fair housing violations continue to present day-to-day issues within the rental housing community. With this in mind, there is always a need for fair housing training, and the apartment industry has been addressing this need for over 40 years. "Fair Housing & Beyond" departs from other fair housing classes that primarily enforce memorization. This course employs scenario-based learning using video vignettes and requires students to think through situations encountered on-site, resolve these issues through critical thought and analyze the outcomes of their solutions.

Recommended for:
Onsite Managers, Leasing Consultants, Maintenance Technicians and both Regional and Corporate Apartment Executives.

Cost:
$79 Member
$109 Non-member

Highlights of the Online Course:

- Video scenarios that showcase real-life situations, requiring critical thinking and decision-making skills
- Examples of the serious consequences of incorrect responses
- Coaching on how to avoid costly mistakes
- Fair housing essentials – practical explanations of how federal, state and local protected classes and barred discriminatory acts impact property operations

Enroll today by visiting
https://www.kaleidolearning.com/fairhousingonline/

Candidates will have earned 2 CECs after taking this course.

Maintenance Courses

Prepare to earn the ANSI Accredited CAMT designation by taking the online maintenance courses. Each course is sold as a suite or by individual course.

Electrical Suite

- Electrical Maintenance and Repair: Introduction to Basic Electricity - 20 minutes
- Electrical Maintenance and Repair: Electrical Safety - 15 minutes
- Electrical Maintenance and Repair: Systems and Circuits - 30 minutes

Plumbing Suite

- Plumbing Maintenance and Repair: Introduction to Basic Plumbing - 20 minutes
- Plumbing Maintenance and Repair: Plumbing Safety - 15 minutes
- Plumbing Maintenance and Repair: System, Valves, Pipes and Faucets - 25 minutes
- Plumbing Maintenance and Repair: Garbage Disposals, Tubs, Toilets, Drains and Water Heaters - 25 minutes

Air-Conditioning Suite

- Air-Conditioning Maintenance and Repair: Introduction to Basic Air-Conditioning - 20 minutes
- Air-Conditioning Maintenance and Repair: Air-Conditioning Safety - 15 minutes
- Air-Conditioning Maintenance Repair: About Refrigerants - 20 minutes
- Air-Conditioning Maintenance Repair: Components of an Air-Conditioning System - 25 minutes
- Air-Conditioning Maintenance Repair: The Air-Conditioning Electrical System - 30 minutes

Heating Suite

- Heating Maintenance and Repair: Introduction to Basic Heating - 20 minutes
- Heating Maintenance and Repair: Heating Safety - 15 minutes
- Heating Maintenance Repair: Systems and Components - 30 minutes

Appliances Suite

- Appliance Maintenance and Repair: Introduction to Appliance Basics - 20 minutes
- Appliance Maintenance Repair: Dryers and Washers - 25 minutes
- Appliance Maintenance Repair: Ovens, Cook Tops, Dishwashers and Refrigerators - 30 minutes

Interior and Exterior Suite

- Interior-Exterior Maintenance and Repair: Curb Appeal and General Exterior- 20 minutes
- Interior-Exterior Maintenance and Repair: The Make-Ready Suite- 30 minute

COST PER SUITE:
$99.99 Member;
$139.99 Non-member

COST PER INDIVIDUAL COURSE:
$35.99 Member;
$49.99 Non-Member

National Apartment Association - Education Institute
4300 Wilson Blvd, Suite 400, Arlington, VA 22203 | **TEL:** 703/ 518-6141 | **FAX:** 703/ 248-9440