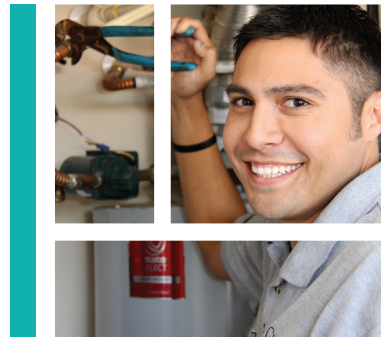




# Credential and Leadership Program

## Catalog

*NAAEI programs validate your knowledge, enhance your credibility, boost your confidence, and help fast-track your career.*



2016 NAAEI



Dear NAA Member,

Welcome to the 2016 NAA Education Institute (NAAEI) Credential and Leadership Program Catalog — your guide for advancing your career and providing professional development opportunities for your employees. These programs are offered by NAA-affiliated apartment associations, and some are available online.

As the president of NAAEI and an industry professional for over 20 years, I experienced firsthand the career benefits of earning my Certified Apartment Manager (CAM) and Certified Apartment Portfolio Supervisor (CAPS) credentials and completing The NAAEI Leadership Experience: Powered by Dale Carnegie and NAAEI Leadership NOW: Powered by Gallup.

This catalog details a series of programs that provide a variety of benefits for your team members and company leaders. They validate participants' knowledge, enhance their reputation and credibility, boost their confidence, and help them earn respect. They also can fast-track career advancement and its corresponding earning potential.

Companies that encourage participation in these programs immediately benefit when employees apply what they learn to their jobs — with a rapid positive impact on net operating income and employee engagement.

Since its inception, NAAEI's mission has been to encourage the apartment industry's adoption of best practices and the highest professional standards. We have continually updated the body of knowledge for the industry while credentialing over 25,000 qualified leasing consultants, maintenance technicians, community managers, portfolio supervisors, supplier partners, and independent rental property owners.

I encourage you and your employees to enroll in an NAAEI credential or leadership program to achieve real professional growth. These programs increase knowledge, skills, and leadership competence, preparing team members for promotion and improving your company's bottom line.

**Stephanie Puryear Helling, CAM, CAPS**

*President*

*NAA Education Institute*



# Table of Contents

<i>Certified Apartment Manager.....</i>	<b>4</b>
<i>Certificate for Apartment Maintenance Technicians.....</i>	<b>5</b>
<i>National Apartment Leasing Professional.....</i>	<b>6</b>
<i>Certified Apartment Portfolio Supervisor.....</i>	<b>7</b>
<i>Certified Apartment Supplier.....</i>	<b>8</b>
<i>Supplier Success.....</i>	<b>8</b>
<i>Specialist in Housing Credit Management Exam Preparation Course.....</i>	<b>9</b>
<i>Fair Housing and Beyond.....</i>	<b>9</b>
<i>Independent Rental Owner Professional.....</i>	<b>10</b>
<i>Career Path Solutions (Online Learning).....</i>	<b>11</b>
<i>The NAAEI Leadership Experience: Powered by Dale Carnegie.....</i>	<b>12</b>
<i>NAAEI Leadership NOW: Powered by Gallup.....</i>	<b>13</b>
<i>NAAEI Corporate Training.....</i>	<b>14</b>
<i>Multifamily Housing – The Essential Industry Text .....</i>	<b>15</b>
<b><i>NAA Affiliate Association Directory.....</i></b>	<b>16</b>



4300 Wilson Blvd., Suite 400  
Arlington, VA 22203

[education@naahq.org](mailto:education@naahq.org)

**Phone:** 703-518-6141

**Fax:** 703-248-8370

**[RPMcareers.org](http://RPMcareers.org)**

To learn more about NAAEI programs, please email NAAEI at [education@naahq.org](mailto:education@naahq.org) or contact your local affiliate.



# Certified Apartment Manager



Earning your CAM allows you to demonstrate your skills, knowledge, and ability to manage an apartment community and achieve owners' investment goals.

## CERTIFIED APARTMENT MANAGER®

Presented by:



If you're a **community manager** or **experienced assistant manager** we recommend this course!

### You'll learn about:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately



"After several years in the industry, I noticed that in almost every interview I was asked if I had credentials, and I didn't. That's when I realized how important it was to continue my education. I now hold a NALP, CAM, and CAPS! Taking NAAEI credential courses has expanded my knowledge of the industry and served as a foundation for my promotion to property manager and regional property manager."

— **Chad Christian, NALP, CAM, CAPS**  
*Certified Apartment Manager of the Year*  
*Winthrop Property Management*



**Available in person and online!**

**For more information, visit [naahq.org/CAM](http://naahq.org/CAM)**

See pages 16 through 19 to locate an affiliate offering this course near you, or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).



# Certificate for Apartment Maintenance Technicians

# CAMT



CERTIFICATE FOR APARTMENT  
MAINTENANCE TECHNICIANS



Presented by:



If you're a **maintenance technician** or a **porter, housekeeper, or groundskeeper** ready for advancement we recommend this course!

Earning your CAMT validates your knowledge, enhances your reputation and credibility, boosts your confidence, and earns you respect.

## You'll learn about:

- Processing work orders correctly, timely, and to residents' satisfaction
- Electrical services and repairs
- Plumbing services and repairs
- HVAC services and repairs
- Painting services
- Construction services and repairs
- Mechanical services and repairs
- Appliance services and repairs
- Lock and key services and repairs
- Customer service and performing maintenance tasks according to company policy and procedures
- Minimizing personal and property damage while safely performing maintenance activities
- Fair housing regulation compliance
- Environmental responsibility and regulatory compliance
- Reporting and documentation of maintenance activities in compliance with company policy and regulation
- Curb appeal, property inspection, and daily maintenance
- Established procedures for maintaining recreational facilities and common areas
- Implementation of a preventive maintenance schedule
- Product repair and replacement decisions
- Professional behavior patterns, communication skills, and appearance
- Clear and respectful communication with residents, team members, and contractors



"I was in the apartment industry for almost 20 years before I enrolled in the CAMT program. I was amazed at how much more I could learn — the program was enlightening. I strongly urge anyone on the maintenance career path to earn CAMT."

— **Jimmy Earl McClung, CAMT**

*Apartment Maintenance Technician of the Year  
LumaCorp Inc.*



Available as  
in-person course only

For more information, visit  
[naahq.org/CAMT](http://naahq.org/CAMT)

See pages 16 through 19 to locate an affiliate offering this course near you, or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).





# National Apartment Leasing Professional



NATIONAL APARTMENT  
LEASING PROFESSIONAL®

Presented by:



If you're a **leasing consultant, concierge,**  
or **career changer**  
**with hospitality, retail,**  
or **customer service**  
**experience** we  
recommend this course!

Earning NALP, your first industry credential, signals to your employer your commitment to a career in residential property management.

## You'll learn about:

- Using technology to generate traffic
- Monitoring and managing your community's reputation
- Inspecting the leasing center, tour route, model units, and vacant apartments
- Shopping the competition while building relationships with competitors
- Compiling a comprehensive community resource tool
- Effective marketing plans
- Relationship sales process and evaluating personal sales performance
- Evaluating a prospect's commitment level and overcoming objections
- Reviewing the next steps in the sales process with prospects
- Applying fair housing law and communicating rental criteria
- Qualifying prospective residents according to rental policy
- Preparing and reviewing leases with new residents
- Move-in process
- Responding to resident issues and maintenance requests with appropriate follow-up
- Building relationships with residents and creating a sense of community
- Reporting incidents, maintaining documentation, and taking corrective action
- Maximizing revenue and operational efficiency
- Securing and processing lease renewals
- Conducting a market survey



"NAAEI credential programs touch on pertinent subjects and topics for everyone in the apartment industry to stay up to date. Having the NALP credential helped a lot at my annual reviews, and the CAM assisted me in getting promoted to management."

— **Michael McHugh, NALP, CAM**

*National Apartment Leasing Professional of the Year  
Chestnut Hill Realty*



**Available in person  
and online!**

**For more information visit  
[naahq.org/NALP](http://naahq.org/NALP)**

See pages 16 through 19 to locate an affiliate offering this course near you,  
or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).



# Certified Apartment Portfolio Supervisor



CERTIFIED APARTMENT  
PORTFOLIO SUPERVISOR®

Presented by:



If you're a **multisite supervisor with 24 months of multisite supervision experience** or a **CAM** or an **ARM in good standing with 24 months of management experience** we recommend this course!

Earning your CAPS takes you to the next level in property management. It fast-tracks your career advancement and your corresponding earning potential.

## You'll learn about:

- Recruiting high-performing employees
- Employee performance, engagement, and retention
- Minimizing conflict through stakeholder communications
- Ethical behavior and conflicts of interest
- Annual operating budgets and owner performance objectives
- Property and portfolio results
- Due diligence process
- Property takeover process
- Capital improvement plans
- Managing risk through inspections, follow-up procedures, and incident reporting compliance
- Minimizing legal risk and liability
- Regulatory agency oversight of assisted housing
- Analyzing property performance data to inform action
- Management agreements
- Evaluating and reporting property performance using key performance indicators



"Everyone in our industry should think about pursuing credential courses through NAAEI. If you are new to the industry, these courses give you the knowledge and skills you need to be successful in the field. If you are a seasoned employee, these classes offer additional knowledge, ideas, and a great platform for networking."

— **Stephanie Anderson, CAM, CAPS**  
*Professional Designate of the Year*  
*Drucker and Falk*



Available as  
in-person course only

For more information, visit  
[naahq.org/CAPS](http://naahq.org/CAPS)

See pages 16 through 19 to locate an affiliate offering this course near you,  
or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).



# Certified Apartment Supplier

Earning CAS allows you to network with your peers from other companies, learn about the benefits and activities your local apartment association offers, and engage in apartment association meetings and events. The course is an opportunity for suppliers to hear the everyday challenges faced by apartment-manager customers.



## CERTIFIED APARTMENT SUPPLIER®

If you're a **supplier of apartment products or services** we recommend both CAS and Supplier Success

### You'll learn about:

- Applicant screening, leasing contracts, and move-ins
- Rent collection, lease renewal, the move-out process, lease termination, and eviction
- Property management systems and their functions
- How community managers create a positive fair housing environment
- Minimizing risk through inspections, preventative maintenance, safety programs, and documentation
- Addressing property and environmental hazards and crime
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve an owner's investment goals
- Maximizing net operating income



Available as  
in-person course only

For more information, visit  
[naahqorg/CAPS](http://naahqorg/CAPS)



# Supplier Success

As a prerequisite to earning the Certified Apartment Supplier (CAS) credential, the Supplier Success course is designed to offer an overview of the apartment industry, and it recommends ways for suppliers to maximize partnerships with apartment owners, apartment management companies, and apartment association members.

### 2016 webinar schedule:

- March 28 and 30
- June 6 and 8
- Sept. 29 and 21
- Dec. 12 and 14

### You'll learn about:

- Apartment associations and building lines of business
- Types of multifamily housing, apartment ownership, and property management
- Apartment community performance measurements
- Apartment management company structures
- Defining product or service value
- Using property performance measurements to demonstrate product value



Available in person  
and online!

For more information, visit  
[naahq.org/suppliersuccess](http://naahq.org/suppliersuccess)

See pages 16 through 19 to locate an affiliate offering this course near you, or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).





# Specialist in Housing Credit Management Exam Preparation Course



If you're an **affordable housing manager of an LIHTC community** we recommend this course!

There is a direct correlation between this credential program's level of rigor and the level of benefit reported by SHCM credential holders. This program will help you demonstrate your experience and expertise in mastering the complex requirements of the Low-Income Housing Tax Credit (LIHTC) program.

## You'll learn about:

- Communicating LIHTC regulations and processes to applicants, residents, owners, auditors, and agency representatives
- Unit eligibility and calculating fractions, maximum rent, and utility allowances
- Preparing for physical inspections, mapping a property, and maintaining compliance
- Documenting income limits, developing recertification schedules, and processing recertification
- Reviewing rent limit calculations, monitoring utility allowance revisions, and applying the 140 percent rule
- Resolving noncompliance and preparing for audits
- Creating and managing records and retaining files and documentation
- Accommodating accessibility requests



**Available online!**

**For more information, visit [naahq.org/SHCM](http://naahq.org/SHCM)**



If you're a **regional manager, community manager, leasing consultant, maintenance technician, or supplier partner** we recommend this course!

# Fair Housing and Beyond

NAAEI and the Institute of Real Estate Management (IREM) present Fair Housing and Beyond, a seminar conveniently offered through your local apartment association or online that will teach you how to deal with the latest issues in fair housing.

## You'll learn how to:

- Identify classes protected under federal anti-discrimination law
- Identify state or local government protections that may exceed federal protections
- Explain how fair housing rights extend to all residents and guests of lease signatories
- Recognize the difference in discrimination between "differential treatment" and "disparate impact"
- Define "reasonability" in terms of reasonable accommodations and modifications



**Available in person and online!**

**For more information, visit [naahq.org/fairhousing](http://naahq.org/fairhousing)**

See pages 16 through 19 to locate an affiliate offering this course near you, or visit [naahq.org/learn/education/find-course](http://naahq.org/learn/education/find-course).



# Independent Rental Owner Professional



## The Independent Rental Owner Professional Course

If you're an **independent rental owner** we recommend this course!

Whether you are a new or experienced independent rental owner, earning your IROP gives you an "insider's view" of professional property ownership and management practices.

### You'll learn about:

- Key elements of successful rental unit ownership
- Preparing and managing a budget
- Planning taxes strategically
- Establishing relationships with code department representatives
- Protecting and insuring your investment
- Increasing your property's energy efficiency to increase market value
- Screening, hiring, and training employees
- Scheduling unit inspections for preventive maintenance
- Establishing rental rates and marketing to find residents
- Qualifying residents and complying with fair housing laws
- Considering the important elements of an enforceable lease
- Owner liability, rent collection, security deposits, and eviction
- Developing turnkey rental unit preparation and resident move-in processes
- Showing the rental unit and qualifying and screening prospective residents
- Managing resident retention and terminating leases



**Available in person  
and online!**

**For more information, visit  
[naahq.org/IROP](https://naahq.org/IROP)**

See pages 16 through 19 to locate an affiliate offering this course near you,  
or visit [naahq.org/learn/education/find-course](https://naahq.org/learn/education/find-course).



# Career Path Solutions



**Career Path Solutions (CPS)** delivers a number of **ONLINE** learning options that meet the career development needs of leasing consultants, maintenance technicians, assistant and community managers, and regional employees. NAAEI offers one continuing education credit for every 50 minutes of online programming completed.

## CPS online programs include:

### Other online course topics:

- Bed Bugs
- Fair Housing
- Marketing
- Mold
- Pest Management
- Sexual Harassment Prevention
- Social Media
- Swimming Pool Chemistry
- Time Management

- **National Apartment Leasing Professional (NALP).** This program may be purchased as a complete credential program including the market survey and online exam, or you may purchase each of the six NALP modules as a stand-alone course.  
**Member price: \$319**
- **Fair Housing and Beyond.** Jointly produced by NAAEI and the Institute of Real Estate Management, this program uses video-delivered scenarios to demonstrate critical thinking and prudent decision-making in real-life situations. It is appropriate as an introduction to fair housing issues or as a refresher course.  
**Member price: \$89**
- **REWIND: NAA Education Conference & Exposition Video and Audio Recordings.** These recorded presentations by industry thought leaders in June 2015 offer best practices and innovative ways to address today's business challenges. You may purchase the entire set of recordings or individual sessions.  
**Member price: \$299 (2016 pre-sale pricings available)**
- **Click, Lease & Learn.** This program provides leasing consultants with knowledge and builds confidence to successfully navigate a lease signing, using the NAA Lease Agreement, from start to finish.  
**Member price: \$9.99**
- **Webinar Wednesday Training Series Recordings.** Brought to you by Apartment All Stars, Multifamily Insiders, and the NAAEI, these recorded webinars provide on-site employee access to industry thought leaders who bring innovative ideas, best practices, and emerging industry trends.  
**Member price: \$29.99 per webinar**
- **FranklinCovey: InSights On Demand.** This library of 63 short, video-rich training modules covers 15 core leadership competencies.  
**Member price: \$59**
- **NAAEI Apartment Maintenance Technician Courses.** Based on NAAEI's Certificate for Apartment Maintenance Technicians, these courses cover indoor and outdoor, electrical, plumbing, HVAC, and appliance maintenance and repair.  
**Member price: \$7-\$30 per course**



# The NAAEI Leadership Experience

Powered by Dale Carnegie



DALE CARNEGIE®  
TRAINING

## Learn how to:

- Create a personal vision as a leader and manager
- Build trust, credibility, and respect
- Actively listen and communicate
- Find time to work on future company goals
- Facilitate meetings
- Delegate tasks effectively
- Coach for performance improvement
- Disagree agreeably

In today's business world, you need to engage your team to help them reach their goals.

Successful leaders are willing to adapt and improve team performance by sharpening their own leadership skills. Through enrolling in this program — based on Dale Carnegie's world-class curricula and developed by apartment industry executives for mid-level managers and corporate department heads — you will become a leader who inspires and empowers but doesn't dictate, creating confident, enthusiastic teams that drive net operating income.

## 2016 schedule:

**Philadelphia**  
May 4-5

**Atlanta**  
May 11-12

**Austin, Texas**  
Sept. 21-22

As a stand-alone program or as **foundational** training to complement your company's leadership initiatives — such as 360-degree feedback and company-specific training — you and the rest of your company will benefit from the program's actionable learning approach and takeaway plan to drive immediate results.

## Pricing:

\$1,695 per person (\$1,595 for each additional registrant per company)

\$1,550 per person — "early bird" price — when registering three or more months in advance

\$1,500 for each additional "early bird" registrant per company

To register or for more information, please visit [naahq.org/daledcarnegie](http://naahq.org/daledcarnegie). You may also contact Kim McCrossen at 703-797-0610 or [kmccrossen@naahq.org](mailto:kmccrossen@naahq.org).



"The NAAEI Leadership Experience: Powered by Dale Carnegie exceeded my expectations and provided real-world techniques I was able to use to become a better leader. I would highly recommend this training to anyone seeking to develop solid leadership skills, delegate, mentor, and maximize their time at work. Not only did the course provide great knowledge, but it also inspired me to help develop a company vision and mission statement that each employee — from groundskeeper to the president of the company — got to participate in."

— **Angel Davila, CAMT**  
*Director of Maintenance*  
*Rainier Management*



# NAAEI Leadership NOW

## Powered by Gallup

# GALLUP®

April 20-21, 2016

Gallup World Headquarters

901 F St., NW

Washington, D.C. 20004

This program was developed by apartment industry leaders to address the needs of high-potential executives.

**What Do the World's Greatest Leaders Do Differently?** NAAEI Leadership NOW helps participants see where they fit in the overall scheme of organizational excellence and covers the following key topics:

- Identifying Strengths
- The Right Fit
- Great Leaders
- Engaged Employees
- Engaged Customers
- Sustainable Growth
- Real Profit Increase

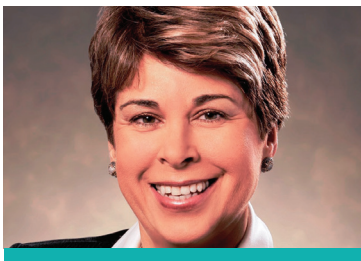
Participants learn concepts and strategies and are provided with tools to build their reputation as leaders who develop exceptional managers, maximize their strengths, and unleash the human potential within their organization. The **Clifton Strengths Finder** assessment helps participants gain insight into their greatest strengths. The **Four Keys Coaching Guide** helps leaders learn more about their direct reports and how to best manage them.

This program incorporates the findings of Gallup's extensive and ongoing research into two full days of interactive, energizing, and application-based learning. In addition, each participant will take part in three private, one-hour telephone coaching sessions with a Gallup consultant to formulate a personal management development plan and an action plan to enhance team performance.

### NAA Member Price:

\$5,000 (This \$7,500 NAAEI program has been discounted \$2,500, and it retails for \$15,000 when taken through Gallup directly.)

To register or for information, please visit [naahq.org/gallup](http://naahq.org/gallup). You may also contact Kim McCrossen at 703-797-0610 or [kmccrossen@naahq.org](mailto:kmccrossen@naahq.org).



"After launching a brand-new management company, with 14,000 units under management within the first seven months and adding on another 7,000 units since inception, I felt it was important for company leaders to take a few days off from our breakneck pace to focus on being proactive and intentional about increasing employee engagement, the key to sustainable business growth. The NAA Education Institute Gallup program allowed me and our CFO and EVP to learn how to help our employees to develop and thrive by optimizing strengths and managing barriers. This has positively impacted our business as it continues to grow."

— Pat Hutchison, CAPS, CPM  
President  
Mission Rock Residential, LLC





# NAAEI Corporate Training



## INSTRUCTOR SPOTLIGHT

**National Safety and Maintenance Instructor Paul Rhodes, CAMT**

Prior to joining the NAAEI staff, Paul spent six years as the supervisor and lead instructor of customer training at HD Supply. Paul has over 21 years of industry experience in positions ranging from pool remodeling technician to maintenance supervisor. His favorite part of instructing the NAAEI CAMT program is its focus on hands-on maintenance training.

**Hire Paul to instruct CAMT for your company.**

NAAEI offers all of its credential and leadership programs as corporate training opportunities. Your company can offer your employees the rigor and notoriety of NAAEI credential programs using your own instructors — plus you can customize the programs to fit your company's unique needs.

When you encourage your employees to earn and maintain NAAEI credentials or to participate in NAAEI leadership development programs, you demonstrate your company's commitment to their professional growth and make them feel more valued, engaged, and committed.

### Corporate training benefits include:

- Flexible scheduling and delivery in an optimal format for your employees
- Tailored program content to meet your company's business goals

### The credential and leadership programs available for corporate training are:

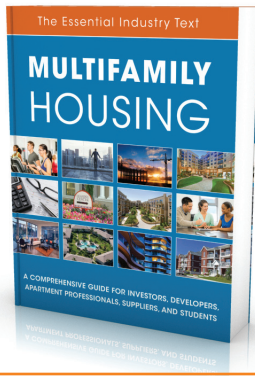
- Certified Apartment Manager (CAM)
- Certificate for Apartment Maintenance Technicians (CAMT)
- National Apartment Leasing Professional (NALP)
- Certified Apartment Portfolio Supervisor (CAPS)
- Certified Apartment Supplier (CAS)
- Supplier Success
- Specialist in Housing Credit Management Exam Preparation Course (SHCM)
- Fair Housing and Beyond
- Independent Rental Owner Professional (IROP)
- The NAAEI Leadership Experience: Powered by Dale Carnegie
- NAAEI Leadership NOW: Powered by Gallup
- Franklin Covey Insights on Demand



"After years of investing in our employees as they earned NAAEI's credentials, we analyzed the performance of our CAM-credentialed managers. They outperformed non-CAM managers across all measures and delivered an extra \$918,008 in net operating income. This convinced us to offer NALP, CAM, and CAMT to all our employees through corporate training. By purchasing the programs from NAAEI, we can provide the instruction for these high-quality programs and use Blue Ridge Companies' examples in the appropriate parts of the curriculum."

— Susan Passmore, CAM, CAPS

Executive Vice President  
Blue Ridge Companies



Order **Multifamily Housing – The Essential Industry Text**, a comprehensive guide for investors, developers, apartment professionals, apartment suppliers, and students.

# Multifamily Housing – The Essential Industry Text

Multifamily Housing – The Essential Industry Text was developed for industry professionals, leaders, and students to 1) present the 10 subject areas that frame multifamily housing; and 2) provide a comprehensive resource with best practices and guidelines that complement the on-the-job experience of property management professionals.

NAA, NMHC, and IREM have collaborated to develop this essential industry text, which contains case studies, a glossary, learning activities, and industry resources. This text can be used as:

- A handy desk reference for corporate, regional, and on-site employees
- A quick tool for suppliers, who are new to the industry, to get up to speed
- A professional development resource for property management employees
- A college text for property management, real estate, and business students

## Contents:

- The composition of the apartment industry: professionals, stakeholders, and residents
- The fundamentals of real estate marketing
- Investing in multifamily housing
- The legal and regulatory considerations of multifamily housing
- The basic principles of real estate financing
- The ways we lead: the workplace, business ethics, and professional affiliations
- Reaching decisions: buying land parcels, beginning a development, or adaptive use
- Skills to advance your career and engage your employees
- Management and on-site operations
- Resources to help you throughout your career

## Order today:

Online orders for up to six textbooks can be placed at [naahq.org/multifamilytext](http://naahq.org/multifamilytext)

To order more than six textbooks, please email [education@naahq.org](mailto:education@naahq.org) with the number of texts you are ordering and your shipping address. You will be emailed an invoice that includes shipping and handling.

### Quantity Discount\*:

1-49 books:.....**\$69**  
per book

50-99 books:.....**\$59**  
per book

100+ books:.....**\$49**  
per book

\* Discounts do not include shipping and handling

---

# Find an affiliate near you!

NAAEI's credential programs are offered at affiliated associations across the country. To find an affiliate near you, visit [naahq.org/findanaffiliate](http://naahq.org/findanaffiliate).

---

## ALABAMA

Alabama Apartment Association  
Birmingham  
[www.alabamaapartmentassociation.com](http://www.alabamaapartmentassociation.com)

Apartment Association of North Alabama  
Madison  
[www.aanahq.org](http://www.aanahq.org)

Greater Birmingham Apartment Association  
Birmingham  
[www.gbba.biz](http://www.gbba.biz)

Mobile Bay Area Apartment Association  
Mobile  
[www.mbaaa.org](http://www.mbaaa.org)

River Region Apartment Association  
Montgomery  
[www.rraaonline.org](http://www.rraaonline.org)

---

## ARKANSAS

Arkansas Apartment Association  
Jacksonville  
[www.arapartments.com](http://www.arapartments.com)

Northwest Arkansas Apartment Association  
Lowell  
[www.nwaaa.org](http://www.nwaaa.org)

---

## ARIZONA

Arizona Multihousing Association  
Phoenix  
[www.azmultihousing.org](http://www.azmultihousing.org)

---

## CALIFORNIA

Apartment Association, California Southern Cities  
Long Beach  
[www.apt-assoc.com](http://www.apt-assoc.com)

Apartment Association of Greater Los Angeles  
Los Angeles  
[www.aagla.org](http://www.aagla.org)

Apartment Association of Orange County  
Santa Ana  
[www.aaoc.com](http://www.aaoc.com)

East Bay Rental Housing Association  
Oakland  
[www.ebrha.com](http://www.ebrha.com)

Nor Cal Rental Property Association Inc.  
Stockton  
[www.norcalrpa.org](http://www.norcalrpa.org)

North Valley Property Owners Association  
Chico  
[www.nvpoa.org](http://www.nvpoa.org)

Rental Housing Coalition-Desert Cities  
San Diego  
[www.rhcsoriverside.org](http://www.rhcsoriverside.org)

Rental Housing Coalition-South Riverside County  
San Diego  
[www.rhcsoriverside.org](http://www.rhcsoriverside.org)

San Diego County Apartment Association  
San Diego  
[www.sdcaa.com](http://www.sdcaa.com)

Santa Barbara Rental Property Association, Inc.  
Santa Barbara  
[www.sbrpa.org](http://www.sbrpa.org)

---

## COLORADO

Apartment Association of Metro Denver  
Englewood  
[www.aamdqh.org](http://www.aamdqh.org)

Northern Colorado Rental Housing Association  
Fort Collins  
[www.nocorha.org](http://www.nocorha.org)

The Apartment Association of Southern Colorado  
Colorado Springs  
[www.aacshq.org](http://www.aacshq.org)

Weld County Apartment Association  
Greeley  
[weldcountyapartmentassociation.com](http://weldcountyapartmentassociation.com)

---

## CONNECTICUT

Connecticut Apartment Association  
Hartford  
[www.ctaahq.org](http://www.ctaahq.org)

---

## DELAWARE

Delaware Apartment Association  
New Castle  
[www.daaonline.org](http://www.daaonline.org)

---

## DISTRICT OF COLUMBIA

Apartment & Office Building Association  
Washington  
[www.aoba-metro.org](http://www.aoba-metro.org)

---

## FLORIDA

Apartment Association of Greater Orlando  
Maitland  
[www.aago.org](http://www.aago.org)

Bay Area Apartment Association  
Lutz  
[www.baaahq.org](http://www.baaahq.org)

Capital City Apartment Association  
Tallahassee  
[www.ccaaflo.org](http://www.ccaaflo.org)

Emerald Coast Apartment Association of NW Florida  
Pensacola  
[www.ecaaofnwf.com](http://www.ecaaofnwf.com)

First Coast Apartment Association  
Jacksonville  
[www.fcaaonline.com](http://www.fcaaonline.com)

North Central Florida Apartment Association  
Gainesville  
[www.ncfaa.net](http://www.ncfaa.net)

South East Florida Apartment Association  
West Palm Beach  
[www.sefaa.org](http://www.sefaa.org)

Southwest Florida Apartment Association  
Fort Myers  
[www.swfaa.org](http://www.swfaa.org)

Space Coast Apartment Association  
Orlando  
[www.scaafl.org](http://www.scaafl.org)

Tri-City Apartment Association  
Lutz  
[www.tcaaonline.org](http://www.tcaaonline.org)

---

## GEORGIA

Apartment Association of Greater Augusta  
Augusta  
[www.aagaonline.com](http://www.aagaonline.com)

Atlanta Apartment Association  
Atlanta  
[www.atl-apt.org](http://www.atl-apt.org)

Columbus Apartment Association  
Columbus  
[www.columbusapartmentassociation.org](http://www.columbusapartmentassociation.org)

Greater Savannah Apartment Association  
Savannah  
[www.greatersavaptassoc.org](http://www.greatersavaptassoc.org)

Mid Georgia Apartment Association  
Forsyth  
[www.mgaaonline.com](http://www.mgaaonline.com)

## IDAHO

Idaho Rental Owners & Managers Association  
Boise  
[www.idahorentalowners.org](http://www.idahorentalowners.org)

## ILLINOIS

Chicagoland Apartment Association  
Chicago  
[www.caapts.org](http://www.caapts.org)

## INDIANA

Indiana Apartment Association  
Indianapolis  
[www.iaaonline.net](http://www.iaaonline.net)

## IOWA

Greater Iowa Apartment Association  
West Des Moines  
[www.giaahq.org](http://www.giaahq.org)

## KANSAS

Apartment Association of Greater Wichita  
Wichita  
[www.myaagw.com](http://www.myaagw.com)

Apartment Association of Kansas City Mission  
[www.aakc.us](http://www.aakc.us)

Apartment Council of Topeka  
Topeka  
[www.actopeka.com](http://www.actopeka.com)

## KENTUCKY

Greater Cincinnati Northern Kentucky Apartment Association  
Cincinnati  
[www.gcnkaa.org](http://www.gcnkaa.org)

Greater Lexington Apartment Association  
Lexington  
[www.greaterlaa.com](http://www.greaterlaa.com)

Louisville Apartment Association  
Louisville  
[www.laaky.com](http://www.laaky.com)

## LOUISIANA

Acadiana Apartment Association  
Lafayette  
[www.acadianaapartmentassociation.org](http://www.acadianaapartmentassociation.org)

Apartment Association of Greater New Orleans  
Metairie  
[www.aagno.com](http://www.aagno.com)

Northeast Louisiana Apartment Association  
West Monroe  
[www.nlaa.net](http://www.nlaa.net)

Shreveport-Bossier Apartment Association  
Shreveport  
[www.thesbaa.com](http://www.thesbaa.com)

## MARYLAND

Maryland Multi-Housing Association, Inc.  
Baltimore  
[www.mmhaonline.org](http://www.mmhaonline.org)

## MASSACHUSETTS

Rental Housing Association of the Greater Boston Real Estate Board  
Boston  
[www.gbreb.com](http://www.gbreb.com)

## MICHIGAN

Detroit Metropolitan Apartment Association  
Bingham Farms  
[www.dmaa.net](http://www.dmaa.net)

Property Management Association of Michigan  
East Lansing  
[www.pmamhq.com](http://www.pmamhq.com)

Property Management Association of Mid-Michigan  
Grand Ledge  
[www.pmamm.com](http://www.pmamm.com)

Property Management Association of West Michigan  
Wyoming  
[www.pmawm.com](http://www.pmawm.com)

Washtenaw Area Apartment Association  
Ann Arbor  
[www.wa3hq.org](http://www.wa3hq.org)

## MISSISSIPPI

Greater Gulf Coast Apartment Association  
Biloxi  
[www.ggcaa.net](http://www.ggcaa.net)

## MISSOURI

Apartment Association of Kansas City Mission  
[www.aakc.us](http://www.aakc.us)

Columbia Apartment Association  
Columbia  
[www.columbiaaaa.com](http://www.columbiaaaa.com)

Greater Springfield Apartment & Housing Association  
Springfield  
[www.springfieldhousing.net](http://www.springfieldhousing.net)

Mid-Missouri Apartment Association  
Jefferson City  
[www.midmoapt.com](http://www.midmoapt.com)

St. Louis Apartment Association  
St. Louis  
[www.slaa.org](http://www.slaa.org)

Southwest Missouri Rental Housing Association  
Joplin  
[www.swmorental.com](http://www.swmorental.com)

## NORTH CAROLINA

Apartment Association of Western North Carolina  
Arden  
[www.aawnc.org](http://www.aawnc.org)

Cumberland County Apartment Association, Inc.  
Fayetteville  
[www.ccaa-nc.org](http://www.ccaa-nc.org)

Greater Charlotte Apartment Association  
Charlotte  
[www.greatercaa.org](http://www.greatercaa.org)

Greenville Area Property Managers Association  
Greenville  
[www.gapmanc.com](http://www.gapmanc.com)

---

Piedmont Triad Apartment Association  
Greensboro  
[www.piedmonttaa.org](http://www.piedmonttaa.org)

Triangle Apartment Association  
Raleigh  
[www.triangleaptassn.org](http://www.triangleaptassn.org)

Wilmington Apartment Association  
Wilmington  
[www.wilmingtonapartmentassociation.com](http://www.wilmingtonapartmentassociation.com)

#### **NORTH DAKOTA**

Bismarck-Mandan Apartment  
Association  
Bismarck  
[www.bismarckmandanapartments.com](http://www.bismarckmandanapartments.com)

Greater Red River Apartment  
Association  
Fargo  
[www.grraa.com](http://www.grraa.com)

North Dakota Apartment Association  
Bismarck  
[www.ndaa.net](http://www.ndaa.net)

#### **NEBRASKA**

Apartment Association of Nebraska  
Omaha  
[www.aagol.org](http://www.aagol.org)

#### **NEW HAMPSHIRE**

Apartment Association of New  
Hampshire  
Manchester  
[www.theaanh.org](http://www.theaanh.org)

#### **NEW JERSEY**

New Jersey Apartment Association  
Monroe Township  
[www.njaa.com](http://www.njaa.com)

#### **NEW MEXICO**

Apartment Association of New Mexico  
Albuquerque  
[www.aanm.org](http://www.aanm.org)

#### **NEVADA**

Nevada State Apartment Association  
Las Vegas  
[www.nvsaa.org](http://www.nvsaa.org)

#### **NOVA SCOTIA**

Investment Property Owners  
Association of Nova Scotia  
Halifax  
[www.ipoans.ns.ca](http://www.ipoans.ns.ca)

#### **OHIO**

Columbus Apartment Association  
Columbus  
[www.caahq.com](http://www.caahq.com)

Greater Cincinnati Northern Kentucky  
Apartment Association  
Cincinnati  
[www.gcnkaa.org](http://www.gcnkaa.org)

Greater Dayton Apartment Association  
Dayton  
[www.gdaa.org](http://www.gdaa.org)

#### **OKLAHOMA**

Apartment Association of Central  
Oklahoma  
Oklahoma City  
[www.aacoonline.org](http://www.aacoonline.org)

Tulsa Apartment Association  
Tulsa  
[www.taaonline.org](http://www.taaonline.org)

#### **OREGON**

Multifamily NW  
Tigard  
[www.multifamilynw.org](http://www.multifamilynw.org)

#### **PENNSYLVANIA**

PAA Central  
Middletown  
[www.aacpofpa.com](http://www.aacpofpa.com)

PAA East  
Bala Cynwyd  
[www.paa-east.com](http://www.paa-east.com)

PAA West  
Monroeville  
[www.thewpaa.com](http://www.thewpaa.com)

#### **SOUTH CAROLINA**

Apartment Association of Greater  
Columbia  
Columbia  
[www.aagcolumbia.org](http://www.aagcolumbia.org)

Charleston Apartment Association  
Charleston  
[www.charlestonapartmentassociation.com](http://www.charlestonapartmentassociation.com)

Myrtle Beach Apartment Association  
Myrtle Beach  
[www.scmbaa.com](http://www.scmbaa.com)

Upper State Apartment Association  
Greenville  
[www.upperstate.org](http://www.upperstate.org)

#### **SOUTH DAKOTA**

Black Hills Area Multi-Housing  
Association  
Rapid City  
[www.bhmultihousing.org](http://www.bhmultihousing.org)

South Dakota Multi-Housing  
Association  
Sioux Falls  
[www.sdmha.com](http://www.sdmha.com)

#### **TENNESSEE**

Apartment Association of Greater  
Knoxville  
Knoxville  
[www.aagk.org](http://www.aagk.org)

Apartment Association of Greater  
Memphis  
Memphis  
[www.aagm.org](http://www.aagm.org)

Chattanooga Apartment Association  
Chattanooga  
[www.caatn.org](http://www.caatn.org)

Greater Nashville Apartment  
Association  
Nashville  
[www.nashvilleaptasn.org](http://www.nashvilleaptasn.org)

Tri-City Apartment Association (TN)  
Johnson City  
[www.tcaatn.com](http://www.tcaatn.com)

#### **TEXAS**

Apartment Association of Central Texas  
Belton  
[www.aactonline.org](http://www.aactonline.org)

Apartment Association of Greater  
Dallas  
Dallas  
[www.aagdallas.com](http://www.aagdallas.com)

Apartment Association of Southeast  
Texas  
Beaumont  
[www.setxaa.org](http://www.setxaa.org)

Apartment Association of Tarrant  
County Inc.  
Fort Worth  
[www.aatcnet.org](http://www.aatcnet.org)

Apartment Association of the  
Panhandle  
Amarillo  
[www.aapanhandle.com](http://www.aapanhandle.com)

Austin Apartment Association  
Austin  
[www.austinaptassoc.com](http://www.austinaptassoc.com)



Big Country Apartment Association  
Abilene  
[affiliate.naahq.org/big-country-apartment-association](http://affiliate.naahq.org/big-country-apartment-association)

Bryan College Station Apartment Association  
Bryan  
[www.bcsaa.com](http://www.bcsaa.com)

Corpus Christi Apartment Association  
Corpus Christi  
[www.ccapartments.org](http://www.ccapartments.org)

Corsicana Apartment Association  
Corsicana  
[www.corsicanaapartments.org](http://www.corsicanaapartments.org)

El Paso Apartment Association  
El Paso  
[www.epaa.org](http://www.epaa.org)

Galveston County Apartment Association  
Galveston  
[www.gcaatx.com](http://www.gcaatx.com)

Heart of Texas Apartment Association  
Waco  
[www.htaaonline.com](http://www.htaaonline.com)

Houston Apartment Association  
Houston  
[www.haaonline.org](http://www.haaonline.org)

Lubbock Apartment Association  
Lubbock  
[www.lubbockapartments.com](http://www.lubbockapartments.com)

North Texas Rental Properties Association  
Wichita Falls  
[www.ntrpa.com](http://www.ntrpa.com)

Permian Basin Apartment Association  
Midland  
[www.pbaatx.org](http://www.pbaatx.org)

Piney Woods Apartment Association  
Nacogdoches  
[www.pwaa.net](http://www.pwaa.net)

Rio Grande Valley Apartment Association  
Harlingen  
[www.aavalley.org](http://www.aavalley.org)

San Angelo Apartment Association  
San Angelo  
[www.sanangeloadpts.com](http://www.sanangeloadpts.com)

San Antonio Apartment Association  
San Antonio  
[www.saaaonline.org](http://www.saaaonline.org)

Texarkana Apartment Association  
Texarkana  
[www.texarkanaaptassoc.org](http://www.texarkanaaptassoc.org)

Texas Apartment Association  
Austin  
[www.taa.org](http://www.taa.org)

Tyler Apartment Association  
Tyler  
[www.tylertaptassoc.org](http://www.tylertaptassoc.org)

Victoria Apartment Association  
Victoria  
361-572-4686

#### UTAH

Utah Apartment Association  
Salt Lake City  
[www.uaahq.org](http://www.uaahq.org)

#### VIRGINIA

Virginia Apartment Management Association  
Richmond  
[www.vamaonline.org](http://www.vamaonline.org)

#### WASHINGTON

Washington Multi-Family Housing Association  
Renton  
[www.wmfha.org](http://www.wmfha.org)

#### WISCONSIN

Apartment Owners & Managers Association of Wisconsin  
Milwaukee  
[www.boma-wi.org](http://www.boma-wi.org)

Central Wisconsin Apartment Association  
Stevens Point  
[www.rentcentralwisconsin.com](http://www.rentcentralwisconsin.com)



4300 Wilson Blvd., Suite 400  
Arlington, VA 22203

[education@naahq.org](mailto:education@naahq.org)

**Phone:** 703-518-6141

**Fax:** 703-248-8370

**RPMcareers.org**

# Spread the word and grow the industry!

**Visit [RPMcareers.org](http://RPMcareers.org)**

**Share RPM Careers videos**

**Follow RPM Careers on LinkedIn and Facebook**



To learn more, email us at  
[RPMcareers@naahq.org](mailto:RPMcareers@naahq.org)



**NAAEINOW**

TODAY'S INVESTMENT.  
TOMORROW'S WORKFORCE.

**REAL  
COMMUNITIES**

**REAL  
CAREERS**