



CERTIFIED APARTMENT PORTFOLIO SUPERVISOR

Why Become A Certified Apartment Portfolio Supervisor?

Increased Knowledge • National Recognition

Leader in the Industry • Capability to Manage • Diverse Properties

Increased Professionalism • **REGISTER TODAY!**



CERTIFIED APARTMENT PORTFOLIO SUPERVISOR

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 offers this nationally recognized designation for multi-site managers, or those who desire to manage multiple sites. Individuals who successfully complete this program will have the credentials and the knowledge to achieve great results on multiple assets.

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

Topics Include:

Legal Responsibilities and Risk Management

This course is a comprehensive survey of employment, rental and contract law affecting the multifamily 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.

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.

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.

Property Evaluation and Due Diligence

This course covers the various processes – property inspections, financial and operational audits, and regional and neighborhood analyses – items that property supervisors will complete to help an owner or company acquire, sell or renovate a property.

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, coaching and teambuilding.

(Registration information on back)

Class Location: Indiana Apartment Association

Barrett Education Center • 9100 Keystone Crossing, Suite 725 • Indianapolis, IN 46240 • 317-816-8900

Presented by



2014 Class Schedule

CAPS I – Legal Responsibilities & Risk Management

Tuesday, May 13, 9am – 12pm

CAPS II – Property Performance Management

Tuesday, May 13, 1pm – 4pm

CAPS III – Financial Management

Wednesday, May 14, 9am – 4pm

CAPS IV – Property Evaluation & Due Diligence

Tuesday, May 20, 9am – 4pm

CAPS V – Effective Leadership

Wednesday, May 21, 9am – 4pm

CAPS Final Exam: Online Exam

MANDY WILLIAMS
SHEEHAN PROPERTY MANAGEMENT

“Receiving my CAPS designation was very important to me. I felt accomplishing that goal for myself was a significant stepping stone in my career path. The classes were very informative and also great refreshers for me especially on the financial side. Because the instructor is currently working in our industry, she was able to give real life examples and made sure we all understood the curriculum. Working side by side in class with individuals who have been in the industry longer than me was priceless as I was able to gain knowledge and support in my current and possible future positions. Now that I have completed the required classes and received my designation I know I have a competitive edge in our industry.”

Completion Requirements

- Upon course completion, students must take an online comprehensive exam.
- Two years of multi-property management experience, OR CAM Designation plus two years management experience.

Full Program Fee: \$990 Member / \$1800 Non-member.

NAA Book Fee: (one time charge) \$500 to be paid at first class.

CAPS 2014 Registration Form

Please register me for the CAPS Program:

NAME _____

COMMUNITY _____

COMPANY _____

ADDRESS _____ CITY _____ ZIP _____

EMAIL _____

AUTHORIZED BY _____

(SIGNATURE)

(PRINT NAME) *Note that Management company is responsible for all unpaid charges*

Payment: Check Enclosed Bill Community VISA/MasterCard/AMEX Bill Mgmt. Co.

Name on Card _____ Zip _____

Card# _____ Expires _____

TO REGISTER BY MAIL

Indiana Apartment Association
9100 Keystone Crossing, Ste. 725
Indianapolis, IN 46240

TO REGISTER BY FAX

(317) 816-8911

TO REGISTER ON OUR WEBSITE

www.iaaonline.net

