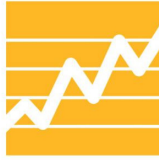


CAPS



CERTIFIED APARTMENT
PORTFOLIO SUPERVISOR®



2021 Online CAPS Course

Take your career to the next level in property management!

We're going virtual! This course will be offered completely online via ZOOM.

In this course, you'll learn about 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; and much more!

2021 Virtual CAPS Outline:

- MODULE 1 – Client Services and Stakeholder Relations
- MODULE 2 – Investment Management
- MODULE 3 – Improving Asset Performance
- MODULE 4 – Asset Evaluation and Preservation
- MODULE 5 – Talent Development
- MODULE 6 – Contemporary Issues in Multifamily Housing

COST:
\$1200 for Members
\$1500 for Non-members

COURSE DATES (9:30 AM - 1:30 PM):

- Thursday, Jan 21st
- Friday, Jan 22nd
- Thursday, Feb 4th
- Friday, Feb 5th
- Thursday, Feb 18th
- Friday, Feb 19th

**There will be a course review on March 5th from 9:30 am to 12:30pm*

INSTRUCTOR: ALEXANDRA JACKIW CPM®, CAPS, C3P

Hayes Gibson Property Services, LLC - Chief Operating Officer



Alexandra (Alex) is the Chief Operating Officer at HGPS and in that capacity, she manages and oversees all corporate and property operations. Additionally, she is part of the leadership team responsible for the long-term growth and strategic direction of the company. Prior to joining HGPS, Alex worked at an executive leadership level for several privately held regional companies as well as large publicly traded investment management firms.

She has experience managing LIHTC and HUD-regulated properties, purpose-built student housing, manufactured housing, conventional market-rate properties, full-service retirement communities and nursing homes. Her experience includes all aspects of property and asset management, marketing, training, consulting, troubled property turnarounds, receiverships, and new business development.

Active in professional organizations, Alex served as Chairman of the Board of the National Apartment Association (NAA) in 2013 and President of the NAA Education Institute in 2008/2009.

Register online at web.laaky.org/events or call us at (502) 426-6140