UPDATED CURRICULUM!

Invest in your career!

CAM
CERTIFIED APARTMENT MANAGER®

PMAMM
Property Management Association of Mid Michigan

April 17,18, 25th &
May 3, 8, 9, 16 &
17th*(If Needed)

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

Member Rate
$795
Non-Member Rate
$1145
No Cancellations after 3/31/18

CERTIFIED APARTMENT MANAGER

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

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

May 8th Class will be held at Delhi Stratford, 2385 Cedar Park Drive, Holt
All other classes will be held at KMG Prestige, 3390 Pinetree Road, Lansing

Available in person and online!

For more information, visit naahq.org/CAM

To locate an affiliate offering this course near you, visit **naahq.org/learn/education/find-course**.

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute