



# Certificate Program Candidate Handbook

National Apartment Association Education Institute



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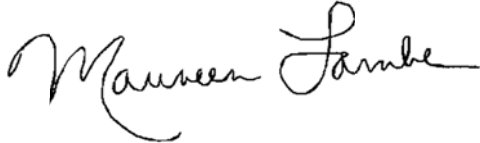
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## Letter from the Executive Vice President

Dear Certificate Candidate,

On behalf of the National Apartment Association Education Institute (NAAEI) Board, I congratulate you for taking the initiative in working to earn a nationally recognized certificate. This is an important step in demonstrating that you have the knowledge and skills shown to be important on the job in high-performance apartment management organizations.

I commend you for your commitment to the professionalism of the apartment industry and your professional commitment to life-long learning. I wish you much success throughout your apartment industry career.



Maureen Lambe, CAE, NAAEI Executive Vice President

### **About NAAEI**

The NAA Education Institute is the education arm of the National Apartment Association (NAA). The mission of the NAA Education Institute is to provide broad-based education, professional development experiences and training to attract and retain high-quality individuals in our profession. NAAEI's professional certificates have long been recognized as a respected mark of excellence throughout our industry. Each course and credentialing program has been tailored to meet the ever-changing needs of today's multifamily housing professionals.

### **Learning about Certificate Programs**

NAAEI plays a key role in providing continuing education for multifamily housing professionals. Programs include both specialized courses and structured curriculum designed to result in industry certificates of proficiency. NAAEI certificate holders earn a nationally recognized certificate that assures employers that they have mastered core competencies.

### **Diversity and Inclusion**

NAAEI embraces diversity and values the creation of opportunities for everyone. NAAEI does not discriminate among applicants on the basis of age, gender, race, ethnicity, religion, national origin, disability, sexual orientation, or marital status.

### **The Certificate Programs**

Certificate holder programs target proficiency in specific areas of apartment housing management. Each course undergoes annual review and CECs so the material remains accurate and timely. NAA's affiliated apartment associations affiliates are equipped to deliver these programs locally. Certificates are earned after completion of coursework and experience requirements are met. The following certificates are offered:

National Apartment Leasing Professional (NALP)  
Certified Apartment Manager (CAM)  
Certificate for Apartment Maintenance Technicians (CAMT)  
Certified Apartment Portfolio Supervisor (CAPS)  
Certified Apartment Supplier (CAS)

### Certificate Program Overviews

	<b>NALP</b>	<b>CAM</b>	<b>CAPS</b>	<b>CAS</b>	<b>CAMT</b>
<b>Candidacy Period</b>	12 months	12 months	12 months	12 months	12 months
<b>Industry Experience Requirement</b>	6 months	12 months	24 months as Multi-site Supervisor or CAM +24 months as Apartment Manager	Must be a Supplier	12 months
<b>Project Requirement</b>	Market Survey	None	None	None	None
<b>Number of Exam Items</b>	100	2 part exam; Part I: 115 Part II: 75	100	154	100
<b>Time Allotted for Exam</b>	1 hour 30 minutes	Part I: 2 hours Part II: 2 hours	2 hours	2 hours	2 hours 30 minutes
<b>Waiting Period to Retake Exam</b>	7 days	7 days	7 days	7 days	7 days
<b>Exam Retesting Fee</b>	\$30.00	One part: \$80 Both parts: \$100	\$30.00	\$30.00	\$30.00
<b>Certificate Term of Validity</b>	N/A	N/A	N/A	N/A	Lifetime
<b>Certificate Renewal Fee January 1 - March 31</b>	\$50.00	\$100.00	\$100.00	\$100.00	
<b>Continuing Education Credits</b>	3 CECs	6 CECs	6 CECs	3 CECs	
<b>Certificate Reinstatement Fee after March 31</b>	\$50.00	\$50.00	\$50.00	\$50.00	
<b>Maintenance of Professional Apartment Maintenance Institute Membership</b>					3 hours of approved NAAEI maintenance training. (waived for the first year)

### Certificate Course Requirements

NALP	CAM	CAMT	CAPS	CAS
Bringing in New Residents: Be Prepared (3 hours)	Management of Residential Issues (9 hours)	Electrical Maintenance and Repair (21 hours classroom; ½ hour online)	Property Performance Management	<b>Required</b> Management of Residential Issues (9 hours)
Marketing and Maintaining Your Community (2.5 hours)	Legal Responsibilities and Government Relations (6.5 hours)	Plumbing Maintenance and Repair (14 hours classroom; ½ hour online)	Financial Management	<b>Required</b> Risk Management (5.5 hours)
Why Your Competition Matters (2.5 hours)	Human Resource Management (9.5 hours)	Heating, Ventilation, and Air Conditioning Maintenance and Repair (Heating: 9 hours classroom ½ hour online; Air Conditioning: 16 hours classroom; 1 hour online)	Legal Responsibilities And Risk Management	<b>Required</b> Financial Management (6 hours)
Relevant Laws and How to Apply Them (3 hours, 45 mins)	Fair Housing (5.5 hours)	Appliance Maintenance and Repair (14 hours classroom; ½ hour online)	Property Evaluation and Due Diligence	<b>Required</b> Fair Housing (5.5 hours)
The Sales Process and Building Relationships (3 hours)	Marketing (4.5 hours)	Interior and Exterior Maintenance and Repair (7 hours classroom; ½ hour online)	Effective Leadership	<b>Pre-Requisite</b> Supplier Success (8 hours)
Effectively Meeting the Needs of Current Residents (3 hours)	Property Maintenance for Managers (5.5 hours)	Online CAMT Training: "A Day in the Life of a Maintenance Technician" 2.5 hours		
Market Survey (1.5 hours)	Risk Management (5.5 hours)			
	Financial Management (6 hours)			
	Research, Analysis and Evaluation (4 hours)			

### **Enrolling with NAAEI for a Certificate Course**

In addition to enrolling in a certificate course with your local apartment association, you must also enroll with NAAEI to receive a student ID. You can enroll through the NAA Web site through the following link:

<http://www.naahq.org/learn/education/enroll-in-a-course>

You must use your NAA User ID number and password throughout the certificate process including taking exams. When enrolling, please be sure to select your local apartment association from the drop down menu in order to confirm your enrollment with them. Once you do this, your local association will be sent confirmation of your enrollment. Upon enrollment, you will receive a confirmation page listing your ID, password and verification of enrollment in a certificate course. Please print the confirmation page for your record keeping.

### **Fees**

The initial comprehensive exam fee is included in your course fees. However, if you need to retake the exam, you may do so after 1 week (7 days).

**CAM EXAM:** Retesting fees are \$80 for I part and \$100 for both parts.

**All other designations:** Retesting fee of \$30.

### **Planning to take the Exam**

If you are planning to take the exam at your local apartment association or sponsoring organization's office, please contact them directly to schedule your exam. If you are not planning to take the exam at your local apartment association or sponsoring organization, you do not need to schedule the exam. The exams can be taken at any time through the following Web site: [www.Castleworldwide.com/naaei](http://www.Castleworldwide.com/naaei). Please keep in mind that you will not be able to access the online exam until you are eligible to sit for the exam. The eligibility codes will be distributed by your local apartment association after completion of the required coursework.

**CAM Candidates** will need to take a proctored exam at their local apartment association or at a Castle Worldwide site. To locate a Castle site, go to this website:

<http://www.Castleworldwide.com/Castleweb/clients/testing-services/ibt-testing-sites.aspx>

### **Requesting Accommodation**

NAAEI wishes to ensure that individuals with disabilities are not deprived of the opportunity to participate in the exams solely because of a disability. NAAEI complies with the Americans with Disabilities Act of 1990 (ADA) and Title VII of the Civil Rights Act, as amended, in accommodating candidates with documented disabilities who need special arrangements to take an exam.

Reasonable accommodations depend on the nature and severity of the documented disability. A particular accommodation will not be granted if it is not deemed reasonable and other suitable techniques are available.

To arrange for an exam accommodation, you must submit an acceptable request to the Executive Vice President of NAAEI within thirty (30) days before the exam appointment. Please use the Request for Accommodation Form at the back of this book.

The request must include your name, address, and NAA ID; the name of the exam, the approximate date on which you wish to take the exam, the location at which you wish to take the exam; and a description of the accommodations you request. The request also must include supporting documentation from a physician or other qualified professional reflecting a diagnosis of your disability and an explanation of the accommodation(s). The

supporting documentation must be on a physician or other professional's letterhead, specify the professional's credentials and be signed by the professional.

NAAEI will provide reasonable accommodations, auxiliary aids and services, except where such may fundamentally alter the exam or results, or results in undue burden. Exam accommodations typically include:

- Extended time to complete the exam (time and a half to double time);
- A reduced-distraction environment separate from other exam candidates;
- Permission to use the candidate's adapting equipment, such as a magnifier;
- A reader or scribe; and
- Another accommodation recommended by the professional documenting the disability the NAAEI considers reasonable.

Due to the unique nature of each accommodation request, NAAEI recommends that candidates request accommodations as early as possible. The exam will be scheduled after NAAEI has received and reviewed all required information.

### **Admission on Exam Day**

If you will take the exam at your local apartment association's office or a testing center, it is recommended that you arrive at least 30 minutes before your scheduled exam time. If you are late for your exam appointment, you may have to test later or reschedule.

You also may wish to bring:

- Layered clothing. It is a good idea to wear layers of clothing so you are prepared to adjust while taking the exam.

**CAM Candidates:** You must bring a valid photo ID with signature. You may bring one of the following:

#### Acceptable

- \* Valid driver's license
- \* Valid passport
- \* Government issued identification
- \* School identification

#### Not Acceptable

- \* Gym membership
- \* Warehouse membership
- \* Identification with signature only

If you are taking the exam at a local association's office, you will receive scratch paper and a pencil to use while you are taking the exam. Exam proctors will collect the scratch paper and pencil when you are finished taking the exam. No exam materials may be taken from the affiliates office or testing center.

### **Do NOT bring to the exam:**

- Books or other reference material
- Pencils and pens
- Calculators (A calculator is built into the exam)
- Food or drink
- Cell phones or pagers
- Other electronic devices
- Weapons/personal defense items

### **Candidate Agreement**

Before you begin all NAAEI exams, you will be asked to read and indicate your acceptance of an agreement similar to the following:

*I agree* that NAAEI may verify to others that I have earned one of the NAAEI certificates. I authorized NAAEI to make such verification, and I release NAAEI from any liability associated with such disclosure.

This exam and the questions contained in it are the exclusive property of NAAEI and are protected by copyright law. No part of this exam may be copied or reproduced in part by any means whatsoever. I understand that I may not discuss or disclose the contents of the exam orally, in writing, or by any other means.

I understand that during this exam, I may NOT communicate with other exam participants, refer to any materials other than those given to me by the proctor, or help or obtain help from anyone other than the proctor. Participating in any irregularity during the exam, such as giving or receiving unauthorized information or help, may cause my exam to be discontinued, invalidate my exam results, or lead to other appropriate action. In such event, I understand that the exam fee will not be refunded due to costs incurred by NAAEI.

All property rights to the NAAEI exams, including copyright, are held by the NAAEI. Such attempt may include, but not be limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; and distributing, receiving, or having unauthorized possession of any portion of the exam. Exam scores might become invalid in the event of this type of suspected breach.

By selecting "I agree" below, I acknowledge that I have read and understand this agreement. I understand that failure to comply with the requirements outlined in this agreement can cause my participation to be terminated, my exam results to be invalidated, or other appropriate action to be taken. I confirm that I have provided all accurate and up to date information.

### **Exam Results and Scoring**

Upon completion of your exam, you will receive your results immediately. All candidates receive diagnostic information on their performance in the major content areas of your particular exam. If you pass your exam, you will receive a passing notice followed by your certificate from NAAEI, which is sent to your local apartment association or sponsoring association. Please note that if you have any outstanding course requirements, your certificate will follow upon the completion of those requirements. If you do not pass the exam, you will receive your score report, in addition to a profile of your strengths and weaknesses based on the sections included in the exam. If you need to retake the exam, you may do so after 1 week (7 days).

**CAM EXAM:** Retesting fees are \$80 for 1 part and \$100 for both parts.

**All other designations:** Retesting fee of \$30.

Your scores **will be shared** with your local apartment association or sponsoring organization via a grade report sent from NAAEI. If you experience a technical difficulty while taking your exam and it results in a failing grade, this will be transmitted to your local apartment association or sponsoring organization. The failing grade can be removed and the retesting fee may be waived upon proof of the technical difficulty.



Your standing on the exam indicates only how well you respond to the types of questions on the exam and depends only on how well you answer the questions presented to you. It will NOT indicate how well you will do on the job. It will not indicate whether one person is better than another.

A passing score on all of the exams is 70%, which represents the minimum level of knowledge and skills a candidate must demonstrate to receive a passing score. The passing score was set through a process that included a study and recommendations by a panel of subject matter experts, test developers and NAAEI.

The subject matter experts and test developers are highly familiar with the work of the individuals who earn the NAAEI certificates and the requirement of high-performance on the job. These experts are a diverse group of professionals with a variety of work experience within the apartment industry. They have familiarity with the certificate holder's work functions through first-hand experience of direct, regular contact with individuals performing the work, or in work analysis and assessment.

### **Certificate Status**

Upon completion of all designation requirements, the designates name is added to an online designate directory on the NAA Web site ([www.naahq.org/designate-directory](http://www.naahq.org/designate-directory)). The certificate holder, and other invested parties, may access this directory to determine the validity of a certificate. Certificate holders may also log in to their account profile, or contact NAAEI staff via phone and e-mail to determine the period of validity for their certificate.

### **Challenging Exam Results**

Following completion of the exam, candidates may submit in writing comments on any question(s) they believe contain errors in content. NAAEI policy does not respond to complaints received more than 30 days following your test date. All comments must be sent in writing to NAAEI.

### **General Comments, Questions and Inquiries about Specific Questions**

If you have comments or questions concerning your exam, direct your comments in writing to the NAAEI office within 30 days of your test date. In your correspondence, include your contact information, test date, as well as the specific concerns about the questions. You are not allowed to copy the question directly from the exam and are not expected to recreate the entire question in your correspondence. NAAEI will review the question and you will be notified of the findings. Because of the need for test security, NAAEI will not release exam questions or answers to candidates.

### **Privacy Policy**

Certificate holder's personal information is kept confidential. If you need to speak with an NAA or NAAEI representative over the phone, please note that you will have to verify two pieces of information from your account. This information may be identified as one of the following: e-mail address, home address, work address, home phone number, or work phone number. NAA and NAAEI representatives will not issue User IDs, passwords or grades to anyone who cannot verify information on their account. NAAEI will use discretion when sharing information with sponsoring organizations.

### **Tips for Success**

Follow all instructions precisely. If you are taking the exam at a local association or testing center, listen carefully to the proctor and carefully read all written directions you receive.

- Read each question carefully. Review all of the possible answer choices. Picture what would be true or the proper thing to do *in a real-life setting*. Then make your answer choice.
- Don't try to second-guess what the question writers want by thinking, "What do they want me to do?" You will have more success if you think, "What is the best approach for this situation?"
- Pace yourself by checking the time and your progress periodically. The time allotted for the exams is meant to allow everyone ample time to finish. You still need to be sure that you are spending a reasonable amount of time on each question, to avoid wasting the time that is set aside for your exam.

### **Retaking an Exam**

If you do not pass the exam, you may retake it in 7 days or longer. You may retake the exam as many times as you wish, but you must wait at least 7 days between sittings.

**CAM EXAM:** Retesting fees are \$80 for 1 part and \$100 for both parts.

**All other designations** pay a retesting fee of \$30.00.

### **CAMT Professional Apartment Maintenance Institute**

As of the January, 2011 renewal season, NAAEI has changed procedures and no longer will require CAMT certificate holders to submit a yearly renewal fee of \$50 or report 3 Continuing Education Credits (CECs). Instead, all CAMT certificate holders will be granted a one-year membership in the Professional Apartment Maintenance Institute. As a member, you will be acknowledged as a leader in the field of Apartment Maintenance, and can prove that you are tuned in to the most up to date information available.

Retaining your membership in the Professional Apartment Maintenance Institute beyond the first year is both optional and simple. NAAEI will annually develop three hours of topical maintenance training that will keep your maintenance skills up-to-date and will demonstrate to your employer or future employer your commitment to Apartment Maintenance Excellence. You just have to complete the three hours of training every year that you choose to continue your membership.

### **NALP, CAM, CAPS and CAS Certificate Renewal Requirements**

All certificate holder invoices are mailed annually in October. As an NAAEI certificate holder, you are entitled to NAAEI membership. NAAEI membership renewal payments are due upon receipt. However, you may pay without penalty by March 31. Please pay the dues total amount indicated on your invoice. If NAAEI membership renewal fees are unpaid on April 1, a second invoice will be mailed and a \$50 reinstatement fee must be paid along with your certificate renewal fee. Please submit the total number of CECs indicated on your invoice.

All CECs required for the renewal period should be earned the previous year. For example, for the 2009 renewal period, you report CECs earned during 2008. Credits earned prior to 2008 can't be carried forward and reported in the 2009 renewal period.

One contact hour or 50 minutes of education programming or instruction (breaks and meals excluded) is equivalent to one CEC.

Individuals who hold multiple NAAEI certificates may use the same CECs for renewal of all certificates. The total number of CECs that you must report is indicated on your invoice.

Please keep a copy of your CEC reporting form with backup in case your forms are lost in the mail. You may find this form online at: [www.naahq.org/renew](http://www.naahq.org/renew).

### **CECs Earned from NAA, NAAEI and NAA Affiliate Programs and Activities**

One half of your required CECs per renewal period must be attained by participating in NAA, NAAEI or NAA affiliate courses, seminars, programs or activities.

- You may earn one CEC per contact hour (50 minutes of education programming) by attending NAA, NAAEI or NAA affiliate courses, seminars, workshops or conference sessions.
- You may earn one CEC per hour of instruction and a maximum of three CECs for volunteering to instruct NAA, NAAEI or NAA affiliate courses, seminars or programs without compensation. CAMT teaching assistants are considered volunteer instructors.
- You may earn one CEC per year and a maximum of three CECs for serving on or chairing NAA, NAAEI or NAA affiliate boards or committees.
- If there is no NAA affiliate in your area or your affiliate does not offer programming that will satisfy the required CECs, additional CECs may be earned from NAAEI online programs and activities, available at [www.naahq.org/online-learning](http://www.naahq.org/online-learning).

### **CECs from Non-NAA or Non-NAA Affiliate Programs and Activities**

The other half of your required CECs may be obtained by participating in the following programs or activities.

- You may earn one CEC per contact hour (50 minutes of education programming) by attending education programs sponsored by other housing organizations: IREM, NAHB, NAHMA, NAHRO or professional associations such as: American Management Association, Society for Human Resource Management, American Society for Training and Development, etc.
- You may earn one CEC per contact hour (50 minutes of education programming) by attending courses, seminars, self-study programs and workshops that have been approved for credit by your state real estate board or commission.
- You may earn one CEC per contact hour (50 minutes of education programming) by attending courses offered by accredited career and technical schools, community colleges and universities.

- You may earn one CEC per year and a maximum of three CECs by serving on local, state and national boards, commissions, task forces and committees related to the housing industry or which help to enhance the image of the apartment industry (e.g. fair housing commission, senior housing commission, Chamber of Commerce, Better Business Bureau, etc.)
- You may earn one CEC per hour of instruction and a maximum of three CECs for volunteering to instruct apartment industry related courses, seminars or programs without compensation.
- You may earn one CEC per two hours of research and writing and a maximum of three CECs for writing original articles without compensation that are published in apartment industry publications. Articles must be published during the renewal period.

### **Name and Address Changes**

You may update your contact information by visiting our Web site at: [www.naahq.org/renew](http://www.naahq.org/renew) and entering the NAA User ID and password. Your User ID and password can be found in the upper right corner of your invoice.

### **NAAEI Certificate Holder Logo Usage**

All NAAEI certificate holders, upon successful completion of all required coursework and a final examination, are permitted to use the appropriate certificate logo for their own professional use on stationery, business cards and letter head.

These certificate holders are also permitted to use the acronym that is associated with the completed program following their name on any document, presentation or Web site. This acronym or acronyms may be used to signify the professional certificate.

Please note the following for specific programs:

#### **CAMT**

The words “Certificate for Apartment Maintenance Technicians” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

The CAMT logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in Pantone 377c or in black and white. No other colors or shadings are acceptable.

#### **CAM**

The words “Certified Apartment Manager” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

The CAM logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in Pantone 7427c or in black and white. No other colors or shadings are acceptable.

**NALP**

The words “National Apartment Leasing Professional” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

The NALP logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in Pantone 295c or in black and white. No other colors or shadings are acceptable.

**CAPS**

The words “Certified Apartment Portfolio Supervisor” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

The CAPS logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in Pantone 103c or in black and white. No other colors or shadings are acceptable.

**CAS**

The words “Certified Apartment Supplier” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

The CAS logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in Pantone 322c or in black and white. No other colors or shadings are acceptable.

**Questions**

If you have any questions, please contact NAAEI:

4300 Wilson Blvd, Suite 400  
Arlington, VA 22203  
Phone: 703/518-6141  
Fax: 703/248-8370  
[www.naahq.org](http://www.naahq.org)

## **PRACTICE EXAM QUESTIONS**

### **CAM:**

1. List the benefits of a well-maintained property.
2. Define a lease.
3. What are the three keys to ensuring residents pay their rent on time?
4. What does the term “steering” refer to in terms of the federal Fair Housing laws?
5. List the three (3) factors that affect rental income.
6. List the types of employees who should have access to employee records.
7. What is included on an incident report?
8. What is loss prevention?
9. List the three (3) factors that a manager must take into consideration when prioritizing make-ready tasks.
10. Explain what should be done during a move-out inspection.

### **CAMT:**

1. Why is electricity a potential workplace hazard?
2. Explain how make-ready maintenance, preventive maintenance, and scheduled replacement relate to one another.
3. How should a maintenance service team member dress for safety?
4. Describe the four different materials that move through a plumbing system in an apartment building.
5. What information will the label on a chemical container give you?
6. Explain what service etiquette is and why it is important.
7. What is the proper way to lift, move, and carry appliances safely?
8. What safety messages are red and yellow used for?
9. How do fair housing laws apply to maintenance service team members?
10. Why is it important to report any modifications to an apartment home or common use area requested or performed by residents or guests with disabilities?

## **CAPS:**

1. A sole proprietorship and general partnerships have unlimited liability for a business's debt.  
True  
False
2. List at least four environmental hazards.
3. What are the five 'P's of marketing?
4. What is the purpose of advertising strategies?
5. What are the three categories that make up a balance sheet?
6. What is the purpose of a budget variance report?
7. The community manager can limit liability through:
  - a. Correcting potential hazards.
  - b. Handling lawsuits when they occur.
  - c. Providing ongoing training for staff.
  - d. A and C.
8. The Fair Labor Standards Act establishes minimum wage, overtime pay, record keeping and child labor standards.  
True  
False
9. Title VII of the Civil Rights Act of 1964, as amended, prohibits employment discrimination based on what five (5) characteristics?
10. What is a "grandfather clause as it relates to housing codes?

## **NALP:**

1. List the three major areas of product knowledge.
2. What is a leasing notebook and why is it important?
3. What are the two gold rules of Fair Housing?
4. What are some of the major terms of the lease?
5. List the responsibilities of a leasing professional.
6. What is a resident profile and why is it important?
7. What can you use Active Listening for when handling telephone calls?
8. What are some of the Fair Housing implications in leasing demonstration?

## **CAS:**

1. What are considered to be acceptable sources of documentation to use for income verification?
2. What are some examples of emergency service requests and how should they be requested.
3. What are the steps to evicting a resident?
4. What factors affect rental rates?
5. What does a delinquency report tell you?
6. What is debt service?
7. What are the two federal agencies that enforce and regulate environmental safety standards?
8. What are some effective practices a manager can employ in risk management?
9. What are the four (4) areas a manager needs to address in anticipating and planning for emergencies?
10. What are the three (3) conditions under which property insurance may be canceled?

## **ANSWER KEY**

## **CAM:**

1. List the benefits of a well-maintained property.  
A well-maintained property costs less because of:
  - increased maintenance efficiency
  - expense control or reduction, and
  - scheduled preventive maintenance that extends the life of equipment, fixtures, and structures.
  - assists in the recruitment and retention of skilled maintenance personnel.
2. Define a lease.
  - A lease is a legally enforceable contract that grants a resident the rights and responsibilities of possession and use of an apartment for a specified period of time. It is often referred to as a rental agreement.
3. What are the three keys to ensuring residents pay their rent on time?
  - Be persistent
  - Be consistent
  - Be firm



4. What does the term “steering” refer to in terms of the federal Fair Housing laws?
  - The custom of looking at applicants, making a one-sided determination of where the applicant ought to live and then guiding them toward one unit or the other.
  
5. List the three (3) factors that affect rental income.
  - Rate (or Competitive market rents)
  - Percent occupancy (or physical occupancy)
  - Collection percent
  
6. List the types of employees who should have access to employee records.
  - HR employees with a business need to know
  - The direct supervisor or departmental manager of an individual employee with a business need to know
  - Company executives with business need to know
  
7. What is included on an incident report?
  - a description of the demeanor of the complaining party and his/her comments and attitude, and
  - the names and information obtained from other witnesses
  
8. What is loss prevention?
  - Loss prevention is being proactive in preventing losses.
  
9. List the three (3) factors that a manager must take into consideration when prioritizing make-ready tasks.
  - The tasks and supplies required to “turn” a vacant unit.
  - Amount of time each task takes.
  - How many tasks can be done at the same time.
  
10. Explain what should be done during a move-out inspection.
  - Schedule an appointment with the resident, if possible and if required by State law. With a move-out check list, inspect the unit looking for the following:
  - Cleaning. The apartment should be cleaned prior to move-out, including all:
    - Floors
    - tubs
    - sinks
    - appliances and
    - fireplaces
  - Carpets should be vacuumed, and trash should be removed.
  - Damages. There should be no damages to the vinyl floor, carpet, sheetrock or wallpaper, other than items noted upon move-in as preexisting damages on the move-in checklist.
  - Equipment. Be sure all equipment provided in the unit is accounted for, including items such as:
 

<ul style="list-style-type: none"> <li>○ fireplace key</li> <li>○ fireplace grate</li> <li>○ fire extinguisher</li> <li>○ sink stopper</li> </ul>	<ul style="list-style-type: none"> <li>○ broiler pans, and</li> <li>○ shower rods.</li> <li>○ Document the damages.</li> </ul>
---	--

## **CAMT:**

1. Why is electricity a potential workplace hazard?
  - Electricity is a potentially hazardous material because the human body is a good conductor of electricity.
2. Explain how make-ready maintenance, preventive maintenance, and scheduled replacement relate to one another.
  - Make-ready maintenance includes the repair and replacement of parts, fixtures, and appliances that are broken, worn-out, or outdated. Make-ready maintenance also includes other types of maintenance, including preventive maintenance and scheduled replacement. Preventive maintenance is ongoing and scheduled replacement is as needed. All of these types of maintenance have a common goal in maintaining the integrity of the apartment home with service.
3. How should a maintenance service team member dress for safety?
  - Maintenance service team members, dressing for safety includes proper clothing to protect your arms, legs, and body without catching on an object or piece of equipment.
  - Little or no jewelry (including chains, earrings, and rings) to avoid getting caught on something or conducting electricity.
4. Describe the four different materials that move through a plumbing system in an apartment building.
  - Potable water - This is water that is fit to drink.
  - Waste - This is liquid that is disposed of because it's no longer fit for human use.
  - Sewage - This is waste liquid with animal or vegetable matter in it.
  - Air - Outside air moves through the vent lines in a plumbing system.
5. What information will the label on a chemical container give you?
  - The identity of the hazardous chemical.
  - The appropriate hazard warnings.
  - The name and address of the chemical manufacturer or distributor.
6. Explain what service etiquette is and why it is important.
  - Service etiquette refers to polite and respectful ways to act when we are working in an area used by someone else.
  - We work where other people live or spend much of their time. People feel their privacy and safety are threatened when they return to their area and items have been used or changed to suit someone else. They may be angry or frightened or both.
7. What is the proper way to lift, move, and carry appliances safely?

Prepare for the Lift::

- Be sure the weight is stable and won't shift
- Be sure there are no sharp points or objects sticking out

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- You can lift it yourself or have help
- You can see over it
- Know what route you will use and check it to be sure its clear
- Look for where you can stop and rest
- Be sure you have a clear unloading zone

#### Lift carefully

- Assume the safe lifting position by bending at the hips and knees with your feet shoulder-width apart and your feet turned out.
- Maintain your back's natural curves – don't bend it
- Let your legs do the lifting
- If you are lifting below the waist, stand close and keep a wide stance, lower yourself and pull the load close to your body, lift carefully with your legs.

#### Carry carefully

- While carrying, don't twist you body
- If you need to turn, turn with your feet, not your back
- Be sure you can see where you're going

#### Unload carefully

- bend your knees again to lower the load
- Face the spot that you are unloading onto
- keep your fingers away from the bottom of the load if you are placing it down on a surface

#### 8. What safety messages are red and yellow used for?

Red is used for:

- all fire protection equipment
- DANGER situations and signs
- safety cans or other portable (movable) containers of flammable liquid
- flashing lights on barricades
- emergency stop bars on equipment.

Yellow is used for caution situations and signs marking physical hazards.

#### 9. How do fair housing laws apply to maintenance service team members?

- Fair housing laws apply to what apartment community team members say, as well as what they do.
- Maintenance service team members need to know about applicable fair housing laws because the laws protect people before and after they move into an apartment community.

#### 10. Why is it important to report any modifications to an apartment home or common use area requested or performed by residents or guests with disabilities?

- Modifications frequently involve a change in the physical structure of an apartment building. Also, modifications like these often have technical requirements if they are to be safe. Special equipment or training may be needed to make the change.

## **CAPS:**

1. A sole proprietorship and general partnerships have unlimited liability for a business's debt.
  - True.
2. List at least four environmental hazards.
  - Asbestos, lead, radon, carbon monoxide, mercury, fuel or solvent contamination, PCB materials onsite, buried fuel storage tanks.
3. What are the five 'P's of marketing?
  - Product, Price, Promotion, Place, People
4. What is the purpose of advertising strategies?
  - The purpose is to assist a community in investing in advertising wisely.
5. What are the three categories that make up a balance sheet?
  - Assets, liabilities and owner's equity.
6. What is the purpose of a budget variance report?
  - To provide an explanation of the variance and the action plans to counter or take advantage of the variance.
7. The community manager can limit liability through:
  - a. Correcting potential hazards.
  - b. Handling lawsuits when they occur.
  - c. Providing ongoing training for staff.
  - d. A and C.
8. The Fair Labor Standards Act establishes minimum wage, overtime pay, record keeping and child labor standards.
  - True.
9. Title VII of the Civil Rights Act of 1964, as amended, prohibits employment discrimination based on what five (5) characteristics?
  - Race
  - Religion
  - Gender
  - Color
  - National Origin
10. What is a "grandfather clause" as it relates to housing codes?
  - A grandfather clause is an exception to current housing legislation so as to protect owners of older buildings from extreme financial risk.

## **NALP:**

1. List the three major areas of product knowledge.
  - Apartment homes
  - Apartment community
  - Neighborhood

2. What is a leasing notebook and why is it important?
  - The Leasing Notebook is a resource tool that helps the Leasing Professional avoid memorizing vast quantities of information. By having information about the community organized and readily available, it assists in answering the prospects questions on the spot, which assists in closing the lease.
3. What are the two gold rules of Fair Housing?
  - “Treat everyone the same” and “Be consistent.”
4. What are some of the major terms of the lease?
  - The address of the apartment to be leased
  - The apartment number
  - The amount of rent
  - How often the rent is to be paid
  - The term of the lease
5. List the responsibilities of a leasing professional.
  - Comply with regulatory laws and guidelines
  - Lease vacant apartments
  - Accept and process applications for leasing
  - Answer the telephone
  - Communicate with residents
  - Shop the competition
  - Conduct onsite tours to owners or investors
6. What is a resident profile and why is it important?
  - Resident Profile: Specific information that describes the apartment community’s typical resident and their needs, wants, and qualifying characteristics. It is important because it allows the leasing professional to lease the right apartment for the prospective resident.
7. What can you use Active Listening for when handling telephone calls?
  - By using active listening, you can:
  - Work to understand the other person
  - Pay close attention
  - Make it a habit to listen first and respond second
  - Be attentive
  - Listen carefully
  - Concentrate on the facts
  - Ask good questions
  - Don’t allow positive or negative reactions to the speaker change your behavior
  - Concentrate your energy on the speaker
  - Jot down more notes after your conversation
8. What are some of the Fair Housing implications in leasing demonstration?
  - Be consistent
  - Treat everyone the same
  - Do not deny housing when it is available
  - Use a defined tour route for everyone
  - Do not steer

- Do not overemphasize drawbacks
- Make reasonable modifications and reasonable accommodations

## **CAS:**

1. What are considered to be acceptable sources of documentation to use for income verification?
  - Most recent year's tax record
  - Three (3) most recent bank statements
  - Most recent pay stubs
2. What are some examples of emergency service requests and how should they be requested.
 

Examples of emergency service requests include:

  - no electricity
  - no plumbing or water throughout the apartment house
  - major water infiltration
  - no heat in temperatures below 55-60°F
  - no air conditioning in temperatures over 86-90°F
  - smoke alarms and/or Carbon Dioxide detectors sounding, and
  - apartment access problems such as broken
  - Emergency service requests should be made by calling the office
3. What are the steps to evicting a resident?
  - File a complaint with the court, listing the facts justifying the eviction.
  - Gather evidence in the form of photographs, letters and documents.
  - In some states, the resident then files an Answer document which will likely either dispute your claims or offer "good legal reasons" for the violations.
  - Many cases are resolved before going to trial. However, if the resident remains on the premises and you were unable to negotiate a settlement, the case would then go to a hearing or trial.
  - A judge typically decides the eviction lawsuit immediately after hearing a case.
4. What factors affect rental rates?
  - supply and demand
  - economic conditions
  - housing trends
  - competitor's offerings
  - property features
5. What does a delinquency report tell you?
 

Which residents are late with payments.
6. What is debt service?
 

The mortgage or loan payment.
7. What are the two federal agencies that enforce and regulate environmental safety standards?

- Environmental Protection Agency (EPA)
- Occupational Safety and Health Administration (OSHA)

8. What are some effective practices a manager can employ in risk management?

- Conducting, documenting and maintaining periodic inspections.
- Involving everyone in risk management – owners, onsite staff and residents.
- Staying current with changes in health and safety laws and regulations.
- Documenting and uCEcting safety records.
- Implementing preventive maintenance procedures.
- Making sure safety procedures are posted and communicated.
- Establishing and enforcing safety programs for the entire multifamily housing community. Reference: For further reference see the NAA video “Safety First” which is available in English and Spanish versions
- Educating site personnel and residents on their role and responsibility for their own safety.
- Understanding how insurance and contracts transfer risk.

9. What are the four (4) areas a manager needs to address in anticipating and planning for emergencies?

- Develop a clear plan with specific procedures to follow for various types of emergencies.
- Educate staff and residents about their roles in emergencies.
- Train staff to respond to emergencies in specific ways.
- Hold periodic drills.

10. What are the three (3) conditions under which property insurance may be canceled?

- failure to pay the premiums
- failure to remedy an identified hazard.
- new risk factors.



**REQUEST FOR ACCOMMODATION FORM**

This request must be received by NAAEI thirty (30) days before your requested exam date.

Name	
Street Address	
City, State, Zip	
E-mail Address	
Telephone	
Fax	
NAA ID	

Requested Test Date and Time: \_\_\_\_\_

Requested Test Location or Affiliate: \_\_\_\_\_

Please select the requested accommodation from the list below: Use additional paper to describe your requested accommodation, if necessary.

- |   |  |                                      |
|---|--|--------------------------------------|
| <input type="checkbox"/> Separate Room        | <input type="checkbox"/> Sign Language Interpreter | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Un-timed Breaks      | <input type="checkbox"/> Logistical Provisions     | _____                                |
| <input type="checkbox"/> Double Time          | <input type="checkbox"/> Reader Required           |                                      |
| <input type="checkbox"/> 50 % Additional Time | <input type="checkbox"/> Screen Magnifier          |                                      |

Please list the supporting documentation that is attached. This documentation must be from a physician or other qualified professional reflecting a diagnosis of the candidate's disability and an explanation of the accommodation(s). The supporting documentation must be on the physician's or other professional's letterhead, specify the professional's credentials and be signed by the professional.

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Please return completed forms to:

ATTN: Executive Vice President  
 NAAEI  
 4300 Wilson Blvd, Suite 400  
 Arlington, VA 22203  
 E-mail: [Shana@naahq.org](mailto:Shana@naahq.org)





## HOW TO TAKE THE TEST FROM HOME (NON CAM STUDENTS ONLY)

### Instructions for Logging into the Castle Worldwide Testing System:

1. Launch the Castle Worldwide testing system through the following link:  
[www.Castleworldwide.com/naaei](http://www.Castleworldwide.com/naaei)
2. To ensure that your computer is properly set to take the exam, **you must first click on the word “Requirements”** on the left-hand side of the screen. This will allow you to test your computer system and ensure that it will run the exam properly. We recommend that you test your system at least 1 week before you plan to take the exam. Failure to test your system early may cause a delay in your ability to take the exam.
3. After checking your computer system, click “Click Here to Test Now.” Follow the instructions given to correctly configure any system requirements that do not pass the test.
4. Click “Login” on the top left to return to the login page.
5. Once at the login page, enter your NAA user ID, password, and eligibility code.
6. *If you are retaking the exam or are otherwise required to purchase the exam, you will be required to enter your credit card information prior to taking the exam. Enter your credit card information on the “Purchase Test” page and click “Complete Purchase” on the bottom of the page.*
7. The Castle Worldwide testing system will launch a program called the Browser Lockdown. The Browser Lockdown will prevent you from accessing anything else on your computer while taking the exam.
8. If a pop-up window appears, click “Run” to finish installing Browser Lockdown.
9. You will then be taken to the online exam that you are eligible for.
10. Once in the exam, you will notice that you will have the ability to move throughout the exam by clicking the “<” or “>” button. Click on the “Help” button for more information about how to move through the exam.
11. Once you are satisfied with the exam, you can choose to “Submit.” If you select “Submit,” the testing system will display the number of any question that you have left unanswered. From here, you may return to the exam or confirm that you are ready to end the exam.
12. You will then have the option to provide any feedback at this time by filling out a short questionnaire.
13. Your exam results will then be displayed in the testing window. Print a copy of the results for your records.

To exit the exam and the Browser Lockdown, simply close the browser window.

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## FREQUENTLY ASKED QUESTIONS

### **Can I still take the modular tests?**

If a certificate course was started before July 1, 2007 and students only have to complete a few modules, you may complete those remaining modules using Scantron exams. Any students who started a certificate course on or after July 1, 2007 must take a comprehensive online exam. If a course was started before July 1, 2007 but students have only completed a few modules, you may choose to stop offering modular exams and have students take the online, comprehensive exam. If you have exceeded your candidacy period, you may still file an extension, but you must take the online, comprehensive exam.

### **Are the questions going to be random?**

Yes, all of the questions will be randomized.

### **Is there a running clock/timer on the screen?**

Yes.

### **How many questions are on each exam and how long are they timed?**

CAMT: 100 questions; timed for 2 hours and 30 minutes

CAM: Part I is 115 questions timed for 2 hours; Part II is 75 questions timed for 2 hours

CAS: 138 questions; timed for 2 hours

NALP: 100 questions; timed for 1 hour 30 minutes

CAPS: 100 questions; timed for 2 hours

### **Can students take the test at home?**

Non-CAM Students: You may take the test anywhere they have access to an Internet connection, including at home. Please remember that technical assistance is available during normal business hours through Castle Worldwide. If you are taking the test during off-business hours or on the weekend and you have technical difficulty, you may have to wait for your inquiry to be answered.

**CAM Students** are required to take the exam at either a Castle Worldwide site or at your local apartment association or sponsoring organization.

### **Are proctors required?**

**CAM Students:** All exams are proctored.

**All other designations:** Your local apartment association reserves the right to have exams proctored. Otherwise, students will take the exam at home or on a personal computer.

### **What is the fee for the Administrators Guide and Candidate Handbook?**

The Candidate Handbooks are available on the NAA Web site and can be downloaded for free.

### **Are the sample test real questions?**

Sample questions are available in the Candidate Handbook. NAAEI also has made "Skill Checks" from each curriculum available as a study guide for students. This material is free of charge and downloadable from the [NAAEI Certificate Programs Page](#) by clicking on the certificate that you are planning to earn; the skill checks are listed on the right-

hand menu, under Candidate Tools. *You must be logged in to the NAA Web site to access this information.*

**When will I get my results?**

You will get their results immediately after taking the exam.

**When will my local association be notified that I have passed an exam?**

Your local association will receive your pass/fail status on a report that is sent to them by NAAEI on a weekly basis.

**How many times can I take the test?**

Candidates may sit for the test as many times as they want until they pass the exam, however there is a seven day waiting period between testing times.

**What is the retesting fee?**

**CAM EXAM:** Retesting fees are \$80 for I part and \$100 for both parts.

**All other designations** pay a retesting fee of \$30.00.

**What if I require special accommodations when taking a certificate exam?**

Please contact Shana Treger at 703-518-6141, ext. 115 or [shana@naahq.org](mailto:shana@naahq.org).

**Who do I contact if I have technical questions related to the Castle Worldwide Testing System?**

For technical problems related to the Castle Worldwide testing platform, please contact Castle Worldwide directly at 919/572-6880 during their normal business hours, 8:30 a.m. - 5:30 p.m. ET, Monday – Friday.

**Who do I contact if I have questions related to the administration of the exam?**

You may contact Shana Treger at 703/518-6141, ext. 115 or [shana@naahq.org](mailto:shana@naahq.org) or Lesley Packel at 703/518-6141, ext. 132.

**Have more questions?** Contact the [NAAEI Staff](#) directly at 703/518-6141.