
CREDENTIAL PROGRAMS 2020
DEAR NAA MEMBER:

As the 2020 president of the NAA Education Institute (NAAEI), I am pleased to share initiatives NAAEI has executed over the past year to improve access to its credentials and courses, to help credential holders spread the word about their professional accomplishments, and to improve the online learning experience with a re-launch of Visto, NAAEI’s online learning platform!

NAAEI offers every credential, except CAMT, through Visto at www.GoWithVisto.org. That means you can earn NALP, CAM, CAS, CAPS, and IROP at your own pace, any time of day. Once you earn your credential, you can share your achievement with your colleagues, friends, and family by claiming your digital badge, certificate and wallet card and displaying your digital badge on Facebook, LinkedIn, and your community website, as well as in your email signature and digital resume. By clicking on your digital badge, colleagues learn what your NAAEI credential represents.

CAM and CAMT are stackable credentials. We currently offer online, CAM Student Housing, a student housing micro-credential for CAM credential holders, CAMT+E, an energy efficiency micro-credential; and CAMT+L, a leadership micro-credential for CAMT credential holders in supervisory positions.

New this year! NAAEI recently launched two new online courses: Financial Bootcamp course helps CAM, CAS and CAPS candidates prepare for the coursework and exam as well as Emotional Support Animals which addresses the practical implementation of federal policies. Both of these courses offer three (3) Continuing Education Credits (CECs).

I encourage you to review these course offerings and then contact your local apartment association (listed in the back of this catalog) to learn more about courses offered locally. For online courses, visit: www.GoWithVisto.org.

Do you know someone who might be interested in a career in residential property management? Encourage that person to visit www.RPMcareers.org to watch career videos, join our talent network and check out our career center.

Thank you for your commitment to furthering your career!

Sincerely,

Ronda Puryear, CAM, CPM
President
NAA Education Institute

INTRODUCING the 2020 NAA Education Institute (NAAEI) Credential Programs Catalog

Follow NAA:
facebook.com/NAAhq
@NAAhq
www.linkedin.com/company/national-apartment-association
NA www.naahq.org

Follow RPM Careers:
facebook.com/RealCommunitiesRealCareers
www.linkedin.com/company/rpm-careers
www.RPMcareers.org
WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.
Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner’s 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 maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request management
- Apartment turnover
- Working with contractors and suppliers
- Recruiting high-caliber employees
- Employee orientation, training, and evaluation
- Employment regulations and record keeping
- Analyzing the property’s financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner’s investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately

Having worked as an apartment manager for over 35 years, many new faces come into our industry, but few seek out the knowledge they will need to succeed. The best investment anyone who chooses this career path can make, is getting the necessary education and achieving the CAM certification. Students graduate with the skills to monitor and accurately report property performance.

2019 CAM of the Year:
Linda Ross, CAM
West Rock Properties
Huntsville, AL

For more information, visit www.naahq.org/CAM.

See pages 16-19 to find a local affiliate offering this course, or visit www.naahq.org/courses.
WE RECOMMEND THIS COURSE for maintenance technicians, porters, housekeepers, and groundskeepers who are ready for advancement. Earning your CAMT boosts your knowledge, your reputation, and your confidence.

YOU’LL LEARN ABOUT:

- Processing work orders efficiently and to residents’ satisfaction
- Electrical, plumbing, HVAC, mechanical, appliance, construction, and lock and key services and repairs
- Painting services
- Customer service
- Following company policies and procedures
- Minimizing personal and property damage
- Maintenance safety
- Fair housing regulatory compliance
- Environmental responsibility and regulatory compliance
- Documenting and reporting maintenance activities in compliance with company policy
- Curb appeal, property inspection, and daily maintenance
- Maintaining recreational facilities and common areas
- Implementing a preventive maintenance schedule
- Product repair and replacement decisions
- Professional behavior, communication skills, and personal appearance

I take an extreme amount of pride having earned my CAMT credential and I believe that earning a credential is paramount in our industry.

2019 CAMT of the Year:
Angel Davila, CAMT
Monarch Investment and Management Group
Franktown, CO
NEW FROM NAAEI: Micro-Credentials

CAM and CAMT are stackable credentials, meaning you can earn micro-credentials that build upon the original credential earned. The following courses can be taken to earn a micro-credential or as a stand-alone course.

CAM Student Housing Micro-Credential

Student housing presents a distinct set of management concerns that differ from those of conventional multifamily housing. The new CAM Student Housing course focuses on these differences, giving CAMs the knowledge they need to successfully address them. By taking this course, you will be prepared to sit for the CAM Student Housing micro-credential exam.

CAMT+L Micro-Credential

The CAMT+L micro-credential is intended for those apartment maintenance technicians who are being promoted into a supervisory role as their technical proficiency increases. This course is designed to teach the soft skills associated with the managerial role. You will learn specific supervisory and leadership skills necessary for you to succeed in your job.

CAMT+E Micro-Credential

The CAMT+E micro-credential is designed for apartment maintenance technicians who are preparing to take a bigger role in improving and managing energy efficiency in the communities they serve.

See pages 16–19 to find a local affiliate offering this course, or visit www.naahq.org/courses.
National Apartment Leasing Professional

WE RECOMMEND THIS COURSE for leasing consultants, concierges, and career changers with hospitality, retail, or customer service experience. Earning the NALP credential, many people’s first industry credential, shows your employer that you’re committed to a career in residential property management.

YOU’LL LEARN ABOUT:

- Using technology to generate traffic
- Measuring and managing your community’s reputation
- Inspecting the leasing center, tour route, model units, and vacant apartments
- Researching the competition and building relationships with competitors
- Compiling a comprehensive community resource tool
- Creating effective marketing plans
- Relationship sales processes and evaluating your personal sales performance
- Evaluating a prospect’s commitment level and overcoming objections
- Preparing prospects for the next steps in the rental process
- Applying fair housing law and communicating rental criteria
- Qualifying prospective residents according to rental policy
- Preparing and reviewing leases with new residents
- Move-in processes
- Responding to resident issues and maintenance requests
- 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

Available in person and online
Online member price: $425
(includes computer-based exam)

Winning NALP of the Year gave me more self-confidence and opened doors in my career. I was recently promoted to property manager and I couldn’t be more thankful and excited.

2019 NALP of the Year:
Erika Martinez, NALP
Bohannon Development
El Paso, TX

For more information, visit www.naahq.org/NALP.
WE RECOMMEND THIS COURSE for multisite supervisors with 24 months of multisite supervision experience. Earning your CAPS credential will help you rise to the next level in property management. It will prepare you to advance your career and increase your earning potential.

YOU’LL LEARN ABOUT:

- Achieving ethical excellence
- Understanding the management agreement and creating an owner’s report
- Stakeholder relations with residents, communities, and municipalities
- Mortgage financing
- Overseeing the budget process across a portfolio
- Measuring portfolio performance and property valuation
- Investigating and troubleshooting an underperforming property
- Property acquisition and due diligence
- Market analysis and property inspections
- Operational and financial analysis inspections
- Property development feasibility analysis
- Investment strategies, including renovation, disposition, and refinancing
- Key content for the owner/company due diligence report
- Talent development and management throughout the employee cycle
- Managing staff during property sales or purchase
- Contemporary issues, including occupancy, emotional support animals, hoarding, criminal background checks, RUBS, cybersecurity, and music licensing

Completion of my CAPS was a necessity to advance my career to a higher level. The class gave me the tools I needed to profoundly impact my portfolio and a comprehensive understanding of my responsibilities expected in my new role as Director of Operations.

2019 CAPS of the Year:
Catina Rhinehart, CAM, CAPS
Morganton Management
Fayetteville, NC
WE RECOMMEND THIS COURSE for suppliers of apartment products or services.

Earning your CAS credential allows you to network with peers from other companies, learn about the benefits and activities your local apartment association offers, and participate in apartment association meetings and events. The course is a chance for suppliers to hear the everyday challenges apartment management customers face.

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 fair housing environment
- Minimizing risk through inspections, preventive maintenance, safety programs, and documentation
- Property hazards and crime
- Environmental hazards
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve the owner’s investment goals
- Maximizing net operating income

Supplier Success

Required as part of the CAS credential, the Supplier Success course provides an overview of the apartment industry. The course also highlights ways suppliers can maximize partnerships with apartment owners, apartment management companies, and apartment association members.

YOU’LL LEARN ABOUT:

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

Holding my CAS Credential has been an important part of my career. It demonstrates my commitment to understanding the needs of my customer, it differentiates me from other suppliers and I feel it was an important investment I made in my personal development.

2019 CAS of the Year:
Kristin McLaughlin CAPS, CAS
Mohawk, Spring TX

For more information, visit www.naahq.org/CAS.

For more information, visit www.naahq.org/suppliersuccess.

See pages 16-19 to find a local affiliate offering this course, or visit www.naahq.org/courses.
Specialist in Housing Credit Management Exam Preparation Course

WE RECOMMEND THIS COURSE for affordable housing managers of LIHTC communities.

There is a direct correlation between this credential program’s rigor and the benefit reported by SHCM credential holders. This program will help you prepare for the SHCM exam and demonstrate your understanding of the Low-Income Housing Tax Credit (LIHTC) program requirements.

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 inspections, mapping properties, 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
- Record keeping and file management
- Accommodating accessibility requests

Fair Housing and Beyond

NAAEI and the Institute of Real Estate Management present Fair Housing and Beyond, a seminar conveniently offered through your local apartment association or online. The seminar will prepare you for today’s issues in fair housing.

YOU’LL LEARN ABOUT:

- Classes protected under federal anti-discrimination law
- State or local government protections that may exceed federal protections
- Recognizing the difference between “differential treatment” and “disparate impact” as forms of discrimination
- Fair housing rights that extend to all residents and guests of lease signatories
- Defining “reasonability” in terms of reasonable accommodations and modifications
- The latest fair housing issues, including emotional support animals, hoarding, occupancy, accessibility, and criminal background checks

See pages 16–19 to find a local affiliate offering this course, or visit www.naahq.org/courses.
WE RECOMMEND THIS COURSE for independent rental owners. Whether you are a new or experienced independent rental owner, earning your IROP credential 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
- Improving your property’s energy efficiency to increase market value
- Screening, hiring, and training employees
- Scheduling unit inspections for preventive maintenance
- Qualifying residents and complying with fair housing laws
- Important elements of an enforceable lease
- Owner liability, rent collection, security deposits, and eviction
- Turnkey rental unit preparation and resident move-in processes
- Showing the rental unit and screening prospective residents
- Resident retention and terminating leases
- Establishing rental rates and using marketing to find residents

The IROP program has been instrumental in my success as an owner-operator, by teaching me the many aspects of property management such as budgeting and marketing, to resident retention, compliance with the law, unit inspection, preventative maintenance and so much more!

2019 IROP of the Year:
Supriya Sriraman, IROP
Redbrix Property Group, LLC
Allen, TX
NAAEI Corporate Training

HOW NAAEI CREDENTIALS BENEFIT YOUR COMPANY

NAAEI offers all of its credential programs as corporate training opportunities. Your company can use its own instructors while offering employees the distinction of NAAEI credential programs—plus, you can customize the programs to fit your company’s unique needs. Companies also get bulk discounts when purchasing online credentials.

FOUR WAYS EMPLOYEES WITH PROFESSIONAL CREDENTIALS CAN BENEFIT YOUR COMPANY:

1. Credentials lead to happier employees and employee retention. When you invest in employees by offering credentials, employees become more engaged and are more likely to seek advancement opportunities within your company.

2. Credentials help employees become more secure in their career choices. Credentialed employees learn the importance of adhering to professional standards and are more likely to meet industry benchmarks and deliver high-quality work.

3. Credentials give your clients and residents greater confidence in your company. Clients and residents feel secure knowing that credentialed employees have a demonstrated level of skill, experience, and expertise.

4. Credentials boost productivity. Credentials prepare employees for day-to-day challenges, increase knowledge and improve efficiency and team productivity.

Our CAM-credentialed managers 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.

Susan Passmore, CAM, CAPS
Executive Vice President
Blue Ridge Companies
Show Off Your Credentials

Claim your digital badge today!

NAAEI credentials show your commitment to professional development. Now you can share your credentials widely through social media, email, websites and your digital resume using digital badges.

1. After you complete a credential program or successfully renew your credential, NAAEI's partner will email you an invitation to claim your digital badge.

2. Employers and peers can verify or learn more about your credential by clicking on your badge.

3. Instructions for displaying and sharing your badges on LinkedIn, Facebook and other social media, as well as in email signatures and digital copies of resumes can be found at www.naahq.org/sharebadge.

Earn. Claim. Share!

For more information, visit www.naahq.org/badge.
Financial Bootcamp

WE RECOMMEND THIS COURSE for CAM, CAS and CAPS credential candidates who need to prepare for the coursework and exam. This course was designed to sharpen the math skills critical to many apartment industry positions. Whether you are starting out as a leasing consultant or managing a large property, the ability to make calculations quickly and accurately is vital.

YOU’LL LEARN ABOUT:
• Refreshing your knowledge of fundamental math functions, including fractions, decimals, rounding and percentages
• Solve for the unknown using basic algebra
• The difference between annualization and extrapolation
• How to calculate area and weighted averages
• Work with property management calculations used in CAM, CAPS and CAS credential programs

Emotional Support Animals

WE RECOMMEND THIS COURSE for anyone looking to increase their knowledge about the practical implementation of federal policies. Reasonable accommodation requests for assistance animals—including emotional support animals—creates challenges for many apartment owners. They affect an owner’s ability to assess pet deposits and fees and to apply rules and policies to the requesting resident’s animal. This course addresses these issues!

YOU’LL LEARN ABOUT:
• How the Fair Housing Act protects renters with disabilities
• What is required for reasonable accommodation requests
• The definition of an assistance animal
• The difference between support animal and service animal
• How federal laws and guidelines govern the way apartment management treats assistance animals for renters with disabilities

See pages 16–19 to find a local affiliate offering this course, or visit www.naahq.org/courses.
Welcome to Visto, your one-stop shop for professional development, brought to you by the NAA Education Institute (NAAEI) and Grace Hill. Visit the newly re-launched Visto today to earn your NAAEI credentials online and to purchase your continuing education courses.

### Credentials offered on Visto:

<table>
<thead>
<tr>
<th>Credential</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Apartment Manager (CAM)</td>
<td>$865*</td>
</tr>
<tr>
<td>Certified Apartment Portfolio Supervisor (CAPS)</td>
<td>$1,350*</td>
</tr>
<tr>
<td>Certified Apartment Supplier (CAS)</td>
<td>$629*</td>
</tr>
<tr>
<td>Independent Rental Owner Professional (IROP)</td>
<td>$375*</td>
</tr>
<tr>
<td>National Apartment Leasing Professional (NALP)</td>
<td>$425*</td>
</tr>
</tbody>
</table>

### Micro-credentials offered on Visto:

<table>
<thead>
<tr>
<th>Micro-credential</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMT+E</td>
<td>$219 for CAMT credential holders</td>
</tr>
<tr>
<td>CAMT+L</td>
<td>$269 for CAMT credential holders</td>
</tr>
<tr>
<td>CAM Student Housing</td>
<td>$319 for CAM credential holders in good standing</td>
</tr>
</tbody>
</table>

*Online member price

### Continuing education courses offered on Visto:

<table>
<thead>
<tr>
<th>Course Module</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Closing Techniques (1.5 CECs)</td>
<td></td>
</tr>
<tr>
<td>Advanced Telephone Techniques (2 CECs)</td>
<td></td>
</tr>
<tr>
<td>Air Conditioning Maintenance and Repair Suite (2 CECs)</td>
<td></td>
</tr>
<tr>
<td>Appliance Maintenance and Repair Suite (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Battling Bed Bugs (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Business Ethics (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Business Etiquette (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Creative Marketing Promotions (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Crisis Management (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Curb Appeal (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Dealing With Difficult People (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Defeating the Mold Monster (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Electrical Maintenance and Repair Suite (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Emotional Support Animals (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Employee Coaching (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Fair Housing and Beyond (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Financial Bootcamp (2 CECs)</td>
<td></td>
</tr>
<tr>
<td>Heating Maintenance and Repair Suite (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Hoarding (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Interviewing Skills (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Maintenance and the Resident Experience (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Maintenance for Office Staff (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>The Make Ready (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>NAA Apartmentalize REWIND Session Recordings (6 CECs)</td>
<td></td>
</tr>
<tr>
<td>NAA CampusConnex REWIND Session Recordings (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>NAA Click, Lease, and Learn (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>NAAEI and Orkin Integrated Pest Management (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>NAAEI’s Ensuring Accessible Housing (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Performance Management (1 CEC)</td>
<td></td>
</tr>
<tr>
<td>Plumbing Maintenance and Repair Suite (1.5 CECs)</td>
<td></td>
</tr>
<tr>
<td>Principles of Energy Efficiency for Maintenance (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Principles of Leadership for Maintenance (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Principles of Student Housing (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Supplier Success (3 CECs)</td>
<td></td>
</tr>
<tr>
<td>Traffic Generation (0.5 CEC)</td>
<td></td>
</tr>
<tr>
<td>Individual credential course modules can also be taken as stand-alone courses for continuing education credit.</td>
<td></td>
</tr>
</tbody>
</table>
**Property Management Fundamentals offered on Visto:**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Leasing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Asbestos Awareness</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Assistance Animals in Multifamily Housing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Basic Electrical</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Basic HVAC</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Basic Plumbing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Being a Team Player</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Building a Team Culture</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Business Writing: Grammar Works</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Conflict Resolution: Supervisor Version</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Crisis Management 1: Emergency Prevention</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Crisis Management 2: Emergency Preparation</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Crisis Management 3: Response</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Crisis Management 4: Crime Awareness and Prevention</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Curb Appeal &amp; General Exterior</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Customer Relationship Management</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Customer Service 1: Be Proactive</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Customer Service 2: Be Professional</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Customer Service 3: Be Prompt</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Customer Service 4: Be Personal</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Drug-Free Workplace</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Drug-Free Workplace (Supervisor Version)</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Emotional Intelligence 1: Understanding Emotions</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Emotional Intelligence 2: Managing Emotions</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Emotional Intelligence 3: Embracing Emotions</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Employee Motivation</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Essential Skills for the New Supervisor</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing (DPOR &amp; TDHCA approved)</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing for Maintenance</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing for Supplier Partners</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing II</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing and Limited English Proficiency</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing and Local Nuisance Ordinance</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing and Social Media</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fair Housing and Violence Against Women Act</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Follow-Up Techniques</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Fundamentals of Golf Cart Safety</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Generational Differences 1: The Multigenerational Workplace</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Generational Differences 2: Building a Bridge</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Industry Essentials</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Introduction to Social Media</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Ladder Safety 1: Best Practices</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Ladder Safety 2: Choosing a Ladder</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Lead Poisoning Awareness</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leadership Skills 1: Knowing Your Role</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leadership Skills 2: Talking the Talk</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leadership Skills 3: Walking the Walk</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leadership: Profiles in Multifamily Housing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leasing 101</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leasing Series 1: Planning and Preparation</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leasing Series 2: Inquiry to Appointment</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leasing Series 3: Touring the Community</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Leasing Series 4: Closing and Follow-Up</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Marketing for Affordable Communities</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Marketing Principles for Multifamily Housing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Office Politics 1: Managing Office Politics</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Office Politics 2: Office Politics &amp; Professional Development</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Preparing a Perfect Market Ready Apartment</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Preventative Maintenance</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Property Management Financials</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Curb Appeal</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Customer Service</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Internet Marketing</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Make Ready Process</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Onsite Sales</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Resident Retention</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Quick Start: Telephone Techniques</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Resident Retention</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Risk Management 1: Risk Assessment</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Risk Management 2: Protecting People</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Risk Management 3: Protecting Property</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Risk Management 4: OSHA Compliance</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Sexual Harassment</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Sexual Harassment for Supervisors</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Stress Management</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Time Management</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Understanding Demographic Trends That Influence Renter Decisions</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Workplace Diversity</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Workplace Diversity (Supervisor Version)</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Workplace Harassment</td>
<td>EN/SP</td>
</tr>
<tr>
<td>Workplace Harassment (Supervisor Version)</td>
<td>EN/SP</td>
</tr>
</tbody>
</table>

**www.GoWithVisto.org**

Use code “visto20” for a 10 percent discount off your entire purchase, valid through Dec. 31, 2020.
NAA Affiliates Near You

NAAEI’s credential programs are offered by many NAA affiliates located across the country.

**ALABAMA**
- Apartment Association of North Alabama
  Madison
  www.aanahq.org
- Greater Birmingham Apartment Association
  Birmingham
  www.gbaa.biz
- Mobile Bay Area Apartment Association
  Mobile
  www.mbaaa.org
- River Region Apartment Association
  Montgomery
  www.rraaonline.org

**ARKANSAS**
- Arkansas Apartment Association
  Jacksonville
  www.arapartments.com
- Northwest Arkansas Apartment Association
  Lowell
  www.nwaaa.org

**ARIZONA**
- Arizona Multihousing Association
  Phoenix
  www.azmultihousing.org

**CALIFORNIA**
- Apartment Association, California Southern Cities
  Long Beach
  www.apt-assoc.com
- Apartment Association of Greater Los Angeles
  Los Angeles
  www.aagla.org
- Apartment Association of Orange County
  Santa Ana
  www.aacoc.com
- Berkeley Property Owners Association
  Berkeley
  www.bpoa.org
- California Rental Housing Association
  Sacramento
  www.cal-rha.org
- East Bay Rental Housing Association
  Oakland
  www.ebrha.com
- Nor Cal Rental Property Association
  Stockton
  www.norcalrpa.org
- North Valley Property Owners Association Chico
  www.nvpoa.org
- Santa Barbara Rental Property Association
  Santa Barbara
  www.sbrpa.org
- Small Property Owners of San Francisco Institute
  San Francisco
  www.smallprop.org
- Southern California Rental Housing Association
  San Diego
  www.socalrha.org

**COLORADO**
- Apartment Association of Metro Denver
  Englewood
  www.aamdhq.org
- Northern Colorado Rental Housing Association
  Fort Collins
  www.nocorha.org
- The Apartment Association of Southern Colorado
  Colorado Springs
  www.aacshq.org
- Weld County Apartment Association
  Greeley
  www.weldcountyapartmentassociation.com

**DELWARE**
- Delaware Apartment Association
  New Castle
  www.daaonline.org

**DISTRICT OF COLUMBIA**
- Apartment & Office Building Association
  Washington
  www.aoba-metro.org

**FLORIDA**
- Apartment Association of Greater Orlando
  Maitland
  www.aago.org
- Bay Area Apartment Association
  Lutz
  www.baaahq.org
- Bay County Multi-Housing Association
  Panama City
  334-538-4706
- Capital City Apartment Association
  Tallahassee
  www.ccaafi.org
- Emerald Coast Apartment Association of NW Florida
  Pensacola
  www.ecaaofnwf.com
- First Coast Apartment Association
  Jacksonville
  www.fcaonline.com
- North Central Florida Apartment Association
  Gainesville
  www.ncfaa.net
- South East Florida Apartment Association
  West Palm Beach
  www.sefaa.org
- SouthWest Florida Apartment Association
  Fort Myers
  www.swfaa.org
- Space Coast Apartment Association
  Orlando
  www.scaafi.org

**CONNECTICUT**
- Connecticut Apartment Association
  Hartford
  www.ctaahq.org
To find an affiliate near you that offers NAAEI credential programs, visit www.naahq.org/member-services/join/find-affiliate.

<table>
<thead>
<tr>
<th>GEORGIA</th>
<th>KENTUCKY</th>
<th>MASSACHUSETTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta Apartment Association Atlanta <a href="http://www.atl-apt.org">www.atl-apt.org</a></td>
<td>Greater Lexington Apartment Association Lexington <a href="http://www.greatleraa.com">www.greatleraa.com</a></td>
<td><strong>IDAH0</strong></td>
</tr>
<tr>
<td>Coastal Georgia Apartment Association Savannah <a href="http://www.coastalga-apt.org">www.coastalga-apt.org</a></td>
<td><strong>ILLINOIS</strong></td>
<td>Chicagoland Apartment Association Chicago <a href="http://www.caapts.org">www.caapts.org</a></td>
</tr>
<tr>
<td>Mid Georgia Apartment Association Forsyth <a href="http://www.mgaonline.com">www.mgaonline.com</a></td>
<td><strong>INDIANA</strong></td>
<td>Indiana Apartment Association Indianapolis <a href="http://www.iaaonline.net">www.iaaonline.net</a></td>
</tr>
<tr>
<td><strong>KANSAS</strong></td>
<td><strong>KENTUCKY</strong></td>
<td><strong>MASSACHUSETTS</strong></td>
</tr>
<tr>
<td><strong>LOUISIANA</strong></td>
<td><strong>KENTUCKY</strong></td>
<td>Property Management Association of West Michigan Wyoming <a href="http://www.pmawm.com">www.pmawm.com</a></td>
</tr>
<tr>
<td></td>
<td>Shreveport-Bossier Apartment Association Shreveport <a href="http://www.thesbaa.com">www.thesbaa.com</a></td>
<td>Greater Gulf Coast Apartment Association Biloxi <a href="http://www.ggcaa.org">www.ggcaa.org</a></td>
</tr>
<tr>
<td><strong>MAINE</strong></td>
<td><strong>KENTUCKY</strong></td>
<td>Mississippi Apartment Association Brandon <a href="http://www.msaptassoc.org">www.msaptassoc.org</a></td>
</tr>
<tr>
<td>Maine Apartment Association Portland <a href="http://www.maineapartmentassociation.com">www.maineapartmentassociation.com</a></td>
<td><strong>MISSOURI</strong></td>
<td><strong>MISSOURI</strong></td>
</tr>
<tr>
<td><strong>MARYLAND</strong></td>
<td><strong>KENTUCKY</strong></td>
<td>Greater Springfield Apartment &amp; Housing Association Springfield <a href="http://www.springfieldhousing.net">www.springfieldhousing.net</a></td>
</tr>
<tr>
<td>Maryland Multi-Housing Association Baltimore <a href="http://www.mmhaonline.org">www.mmhaonline.org</a></td>
<td>Mid-Missouri Apartment Association Jefferson City <a href="http://www.midmoapt.com">www.midmoapt.com</a></td>
<td><strong>MISSOURI</strong></td>
</tr>
<tr>
<td><strong>MISSOURI</strong></td>
<td><strong>KENTUCKY</strong></td>
<td>Missouri Apartment Association Columbia <a href="http://www.missouriapartmentassociation.com">www.missouriapartmentassociation.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>St. Louis Apartment Association St. Louis <a href="http://www.slaa.org">www.slaa.org</a></td>
</tr>
</tbody>
</table>
# NAA Affiliates Near You

NAAEI’s credential programs are offered by many NAA affiliates located across the country.

## NORTH CAROLINA
- Apartment Association of North Carolina
  - Raleigh, NC
  - www.aanonline.org
- Cumberland County Apartment Association
  - Fayetteville
  - www.ccaa-nc.org
- Greater Charlotte Apartment Association
  - Charlotte
  - www.greatercaa.org
- Greater Fayetteville Apartment Association
  - Fayetteville
  - www.mygfaa.org
- Greenville Area Property Managers Association
  - Greenville
  - gapmanc.com
- Piedmont Triad Apartment Association
  - Greensboro
  - www.piedmonttaa.org
- Triangle Apartment Association
  - Raleigh
  - www.triangleaptassn.org
- Wilmington Apartment Association
  - Wilmington
  - www.wilmingtonapartmentassociation.com

## NEW HAMPSHIRE
- Apartment Association of New Hampshire
  - Manchester
  - www.theaanh.org

## NEW JERSEY
- New Jersey Apartment Association
  - Monroe Township
  - www.njaa.com

## NEW MEXICO
- Apartment Association of New Mexico
  - Albuquerque
  - www.aanm.org

## NEW YORK
- New York Capital Region Apartment Association
  - www.nycraa.com
- Associated Builders and Owners of Greater New York
  - www.abogny.com

## NEVADA
- Nevada State Apartment Association
  - Las Vegas
  - www.nvsaa.org

## NOVA SCOTIA
- Investment Property Owners Association of Nova Scotia
  - Halifax
  - www.ipoans.ns.ca

## NORTH DAKOTA
- Bismarck-Mandan Apartment Association
  - Bismarck
  - www.bismarckmandanapartments.com
- North Dakota Apartment Association
  - Bismarck
  - www.ndaa.net

## OREGON
- Multifamily NW
  - Tigard
  - www.multifamilynw.org

## PENNSYLVANIA
- Pennsylvania Apartment Association
  - Bala Cynwyd
  - www.paahq.com

## SOUTH CAROLINA
- Apartment Association of Greater Columbia
  - Columbia
  - www.aagcolumbia.org
- Charleston Apartment Association
  - Charleston
  - www.charlestonapartmentassociation.com
- Myrtle Beach Apartment Association
  - Myrtle Beach
  - www.scmbaa.com
- Upper State Apartment Association
  - Greenville
  - www.upperstate.org
- Low Country Apartment Association
  - Beaufort
  - www.lowcountryapartmentassociation.com

## SOUTH DAKOTA
- South Dakota Multi-Housing Association
  - Sioux Falls
  - www.sdmha.com
<table>
<thead>
<tr>
<th>State</th>
<th>Association Name</th>
<th>City</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>TENNESSEE</td>
<td>Apartment Association of Greater Knoxville</td>
<td>Knoxville</td>
<td><a href="http://www.aagk.org">www.aagk.org</a></td>
</tr>
<tr>
<td></td>
<td>Apartment Association of Greater Memphis</td>
<td>Memphis</td>
<td><a href="http://www.aagm.org">www.aagm.org</a></td>
</tr>
<tr>
<td></td>
<td>Chattanooga Apartment Association</td>
<td>Chattanooga</td>
<td><a href="http://www.caatn.org">www.caatn.org</a></td>
</tr>
<tr>
<td></td>
<td>Greater Nashville Apartment Association</td>
<td>Nashville</td>
<td><a href="http://www.nashvilleaptasn.org">www.nashvilleaptasn.org</a></td>
</tr>
<tr>
<td></td>
<td>Tri-City Apartment Association</td>
<td>Johnson City</td>
<td><a href="http://www.tcaatn.com">www.tcaatn.com</a></td>
</tr>
<tr>
<td>TEXAS</td>
<td>Apartment Association of Central Texas</td>
<td>Belton</td>
<td><a href="http://www.aactonline.org">www.aactonline.org</a></td>
</tr>
<tr>
<td></td>
<td>Apartment Association of Greater Dallas</td>
<td>Dallas</td>
<td><a href="http://www.aagdallas.com">www.aagdallas.com</a></td>
</tr>
<tr>
<td></td>
<td>Apartment Association of Southeast Texas</td>
<td>Beaumont</td>
<td><a href="http://www.setxaa.org">www.setxaa.org</a></td>
</tr>
<tr>
<td></td>
<td>Apartment Association of Tarrant County</td>
<td>Fort Worth</td>
<td><a href="http://www.aatcnet.org">www.aatcnet.org</a></td>
</tr>
<tr>
<td></td>
<td>Apartment Association of the Panhandle</td>
<td>Lubbock</td>
<td><a href="http://www.lubbockapartments.com">www.lubbockapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>North Texas Rental Properties Association</td>
<td>Dallas</td>
<td><a href="http://www.ntrpa.com">www.ntrpa.com</a></td>
</tr>
<tr>
<td></td>
<td>Abilene Rental Properties Association</td>
<td>Abilene</td>
<td><a href="http://www.abilenerental.com">www.abilenerental.com</a></td>
</tr>
<tr>
<td></td>
<td>Bryan College Station Apartment Association</td>
<td>Bryan</td>
<td><a href="http://www.bcsaa.com">www.bcsaa.com</a></td>
</tr>
<tr>
<td></td>
<td>Corpus Christ Apartment Association</td>
<td>Corpus Christ</td>
<td><a href="http://www.corpuschristaptassoc.org">www.corpuschristaptassoc.org</a></td>
</tr>
<tr>
<td></td>
<td>El Paso Apartment Association</td>
<td>El Paso</td>
<td><a href="http://www.epaa.org">www.epaa.org</a></td>
</tr>
<tr>
<td></td>
<td>Galveston County Apartment Association</td>
<td>Galveston</td>
<td>409-762-8339</td>
</tr>
<tr>
<td></td>
<td>Greater Longview Apartment Association</td>
<td>Longview</td>
<td><a href="http://www.longviewaptassoc.com">www.longviewaptassoc.com</a></td>
</tr>
<tr>
<td></td>
<td>Heart of Texas Apartment Association</td>
<td>Waco</td>
<td><a href="http://www.htaaonline.com">www.htaaonline.com</a></td>
</tr>
<tr>
<td></td>
<td>Houston Apartment Association</td>
<td>Houston</td>
<td><a href="http://www.haaonline.org">www.haaonline.org</a></td>
</tr>
<tr>
<td></td>
<td>Lubbock Apartment Association</td>
<td>Lubbock</td>
<td><a href="http://www.lubbockapartments.com">www.lubbockapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Midland Apartment Association</td>
<td>Midland</td>
<td><a href="http://www.midlandapartments.com">www.midlandapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Permian Basin Apartment Association</td>
<td>Midland</td>
<td><a href="http://www.pbaatx.org">www.pbaatx.org</a></td>
</tr>
<tr>
<td></td>
<td>Piney Woods Apartment Association</td>
<td>Nacogdoches</td>
<td><a href="http://www.pineywoodsapartments.com">www.pineywoodsapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Rio Grande Valley Apartment Association</td>
<td>Harlingen</td>
<td><a href="http://www.grandvalleyaptassoc.org">www.grandvalleyaptassoc.org</a></td>
</tr>
<tr>
<td></td>
<td>Galveston County Apartment Association</td>
<td>Galveston</td>
<td><a href="http://www.rgvaptassoc.org">www.rgvaptassoc.org</a></td>
</tr>
<tr>
<td></td>
<td>San Angelo Apartment Association</td>
<td>San Angelo</td>
<td><a href="http://www.sanangeloapts.com">www.sanangeloapts.com</a></td>
</tr>
<tr>
<td></td>
<td>San Antonio Apartment Association</td>
<td>San Antonio</td>
<td><a href="http://www.saaaonline.org">www.saaaonline.org</a></td>
</tr>
<tr>
<td></td>
<td>Tyler Apartment Association</td>
<td>Tyler</td>
<td><a href="http://www.tylerapartmentassoc.org">www.tylerapartmentassoc.org</a></td>
</tr>
<tr>
<td></td>
<td>Victoria Apartment Association</td>
<td>Victoria</td>
<td><a href="http://www.victoriaapartments.com">www.victoriaapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Utah Apartment Association</td>
<td>Salt Lake City</td>
<td><a href="http://www.utahaptassoc.org">www.utahaptassoc.org</a></td>
</tr>
<tr>
<td></td>
<td>Washington Multi-Family Housing Association</td>
<td>Renton</td>
<td><a href="http://www.wmha.org">www.wmha.org</a></td>
</tr>
<tr>
<td></td>
<td>West Virginia Apartment Association</td>
<td>West Virginia</td>
<td><a href="http://www.wvaa.org">www.wvaa.org</a></td>
</tr>
<tr>
<td></td>
<td>Central Wisconsin Apartment Association</td>
<td>Central Wisconsin</td>
<td><a href="http://www.cwaapartments.com">www.cwaapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Milwaukee apartment owners’ association</td>
<td>Milwaukee</td>
<td><a href="http://www.mbaa.org">www.mbaa.org</a></td>
</tr>
<tr>
<td></td>
<td>Madison apartment owners’ association</td>
<td>Madison</td>
<td><a href="http://www.mbaa.org">www.mbaa.org</a></td>
</tr>
<tr>
<td></td>
<td>Wisconsin Apartment Owners &amp; Managers Association</td>
<td>Wisconsin</td>
<td><a href="http://www.waoma.org">www.waoma.org</a></td>
</tr>
<tr>
<td></td>
<td>Renton Apartment Association</td>
<td>Renton</td>
<td><a href="http://www.rentonapartments.com">www.rentonapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Stevens Point Apartment Association</td>
<td>Stevens Point</td>
<td><a href="http://www.rentonapartments.com">www.rentonapartments.com</a></td>
</tr>
<tr>
<td></td>
<td>Central Wisconsin Apartment Association</td>
<td>Central Wisconsin</td>
<td><a href="http://www.cwaapartments.com">www.cwaapartments.com</a></td>
</tr>
</tbody>
</table>

To find an affiliate near you that offers NAAEI credential programs, visit [www.naahq.org/member-services/join/find-affiliate](http://www.naahq.org/member-services/join/find-affiliate).
Explore Visto, offering the rental housing industry's best online credential and continuing education courses, from NAAEI and Grace Hill.

GoWithVisto.org

Move Your Career Forward

Invest in your future by earning the credentials that will set you apart—all from the comfort of your home or office and on a schedule that works for you.

What are you waiting for? Get started today!

GoWithVisto.org

Get 10% Off

Use code “visto20” for a 10 percent discount off your entire purchase, valid through Dec. 31, 2020.