

CERTIFIED APARTMENT  
PORTFOLIO SUPERVISOR

Presented by



Partnering  
With



## Why Become A Certified Apartment Property Supervisor?

Increased Knowledge

National Recognition

Leader in the Industry

Capability to Manage

Diverse Properties

Increased Professionalism

**REGISTER TODAY!**

## Certified Apartment Property Supervisor

CAPS is a comprehensive program tailored for multi-site managers, or those who desire to manage multiple sites. Individuals who successfully complete this program will have the credentials and the knowledge to achieve great results on multiple assets.

### News Flash!!!!

**COMPLETE THE ENTIRE CAPS PROGRAM IN 2 WEEKS!  
(Only time offered in 2012)**

IAA is offering a condensed version of the CAPS program. All six courses will be presented in just four days. Continuity, speed and streamlined learning are the goals for CAPS in 2012.

### Instructor:

**Pam Roberts, Director of Training and Employee Development;  
Gene B. Glick Company.**

### Topics Include:

#### Legal Responsibilities and Risk Management

This course is a comprehensive survey of employment, rental and contract law affecting the multifamily industry, as well as a review of key environmental and safety regulations. This course also includes a brief section to help students establish and execute an effective risk management program for their apartment communities.

#### Financial Management

This course helps students become fluent in the financial concepts, terminology, formulas and ratios commonly used in the multifamily housing industry. The emphasis is on showing students how to maximize income and manage expenses at their properties.

#### Property Performance Management

This course teaches students how to ensure that their properties are performing at or above the expectations set in the management agreement or business plan. It introduces learners to the key operational and service measures used in the industry and shows them how to write a clear and compelling owner's report.

#### Property Evaluation and Due Diligence

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

#### Effective Leadership

This course shows students how to go beyond day-to day management and enter the world of team leadership. Topics covered include: leadership versus management, the emotionally intelligent leader, employee engagement, feedback, coaching and teambuilding.

*(Registration information on back)*



**Class Location: Indiana Apartment Association**  
Barrett Education Center • 9100 Keystone Crossing, Suite 725  
Indianapolis, IN 46240 • 317-816-8900

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## 2012 Class Schedule

### CAPS I – Legal & Risk Management

Wednesday, May 9, 9am – 12pm

### CAPS II – Property Performance Management

Wednesday, May 9, 1pm – 4pm

### CAPS III – Financial Management

Thursday, May 10, 9am – 4pm

### CAPS IV – Property Management & Due Diligence

Wednesday, May 16, 9am – 4pm

### CAPS V – Effective Leadership

Thursday, May 17, 9am – 4pm

**CAPS Final Exam: Online Exam**

### Completion Requirements

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

### Full Program Fee:

**\$990 Member / \$1800 Non-member.**

### NAA Book Fee: (one time charge)

**\$500 to be paid at first class.**

## CAPS 2012 Registration Form

Please register me for the CAPS Program:

NAME \_\_\_\_\_

COMMUNITY \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

EMAIL \_\_\_\_\_

AUTHORIZED BY \_\_\_\_\_

(SIGNATURE)

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

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

Name on Card \_\_\_\_\_ Zip \_\_\_\_\_

Card# \_\_\_\_\_ Expires \_\_\_\_\_

#### TO REGISTER BY MAIL

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

#### TO REGISTER BY FAX

(317) 816-8911

#### TO REGISTER ON OUR WEBSITE

[www.iaaonline.net](http://www.iaaonline.net)

