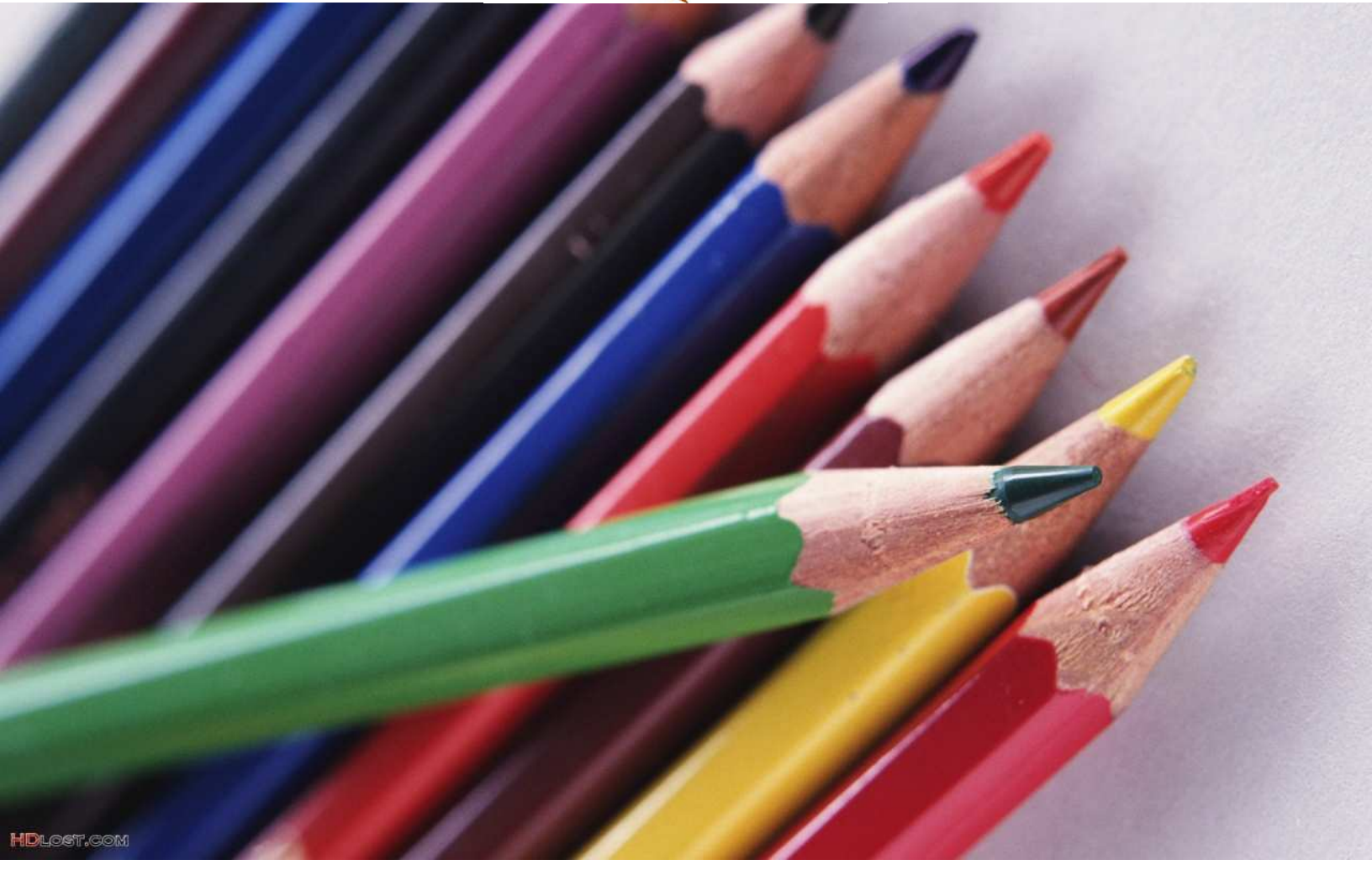


2012

Greater Dayton Apartment Association Educational Opportunity Catalogue



Welcome

Be A Professional

The Greater Dayton Apartment Association offers the most quintessential and comprehensive training for persons in the multi-family housing management field. Our goal is to make apartment team management members top professionals in their industry. We are pleased to work with the National Apartment Association to offer designations in the field of apartment management. And additionally provide specialized training for those who serve the renting public.

Affordable Education

GDAAs members receive affordable pricing for educational offerings. Most seminars and workshops are priced at a very economical \$35. Additionally management companies can customize an education program to fit their needs and hold training at their location for one low price beginning at \$175.

Targeted Audience

These educational offerings target all individuals in property management:

Managers

Service Technicians

Leasing

Owners

Regional Supervisors

Attendee Benefits Include:

- Strengthening the relationship with your employer
- Increasing your knowledge on industry related topics
- Earning CEC points
- Improving your professionalism
- Building a network of peers and acquiring invaluable industry resources.

Innovative Curriculum

The 2012 GDAAs Educational Calendar includes the most up-to-date industry topics, techniques, trends and issues facing the apartment industry today. Each class qualifies for Continuing Education Credit (CEC) from the National Apartment Association. Select courses have received approval from the State of Ohio Department of Commerce Division of Real Estate & Professional Licensing to provide CEUs for Real Estate Salesperson and Broker License renewal.

Qualified Instructors

The Greater Dayton Apartment Association is known for securing the most creative, experienced, and knowledgeable national speakers and local industry experts providing hours of insight, motivation, and education.

Company Benefits Include:

- Enhanced employee loyalty
- Simplified training budget
- Saving thousands of \$\$\$\$\$ in education expenses
- Creating leaders for your company
- Increasing your NOI through better trained employees
- Ability to customize your own training programs



Calendar of Events

2012 Educational Offerings

Management Education

January	19	Open Legal Forum	9—10:30 am
February	8	Playing It Safe In The Workplace	9—10:30am
	15	Advanced Fair Housing	9 am—Noon
	11, 12, 18, 19	Certified Apartment Manager course (CAM)	8am—6pm
	23	Excel Me Even More!	9—10:30 am
	29	Customer Service for Today's Markets featuring Lisa Trosien	2—5:30 pm
March	20	Computer Basics—The Wonderful World of Word	9—10:30 am
	21, 22, 23	National Apartment Leasing course (NALP)	Times Vary
April	17	Computer Basics—Wield the Power of Powerpoint	9—10:30 am
	25	Fair Housing in Apartments	1:30-4:30pm
September	12	I'm Locked Up in Excel & I Need Out Of This Cell	9—10:30am
	19	Advanced Fair Housing	9 am—Noon
October	11	Computer Basics—The Wonderful World of Word	9—10:30 am
	18	Social Network Marketing	9—10:30am
November	8	Fair Housing in Apartments	9am—Noon
	14	So How Secure Are Your Apartments?	9—10:30am

Maintenance Education

January	24	How to Keep Your Customers	9—10:30 am
February	16	Jump In The Water's Fine	9—10:30 am
	22	Turn On The Air You Hottie!	9am—Noon
March	8	Fair Housing for Service Technicians	9am—Noon
	14	Maintenance Mania	4:30—8 pm
	20	It's Electric!	9am—Noon
April	19	Mr. & Mrs. Apartment Need Counseling	9—10:30 am
	25	Visit the New Tool Crib	2:30—4:30 pm
August	15	A Budgeting Class for Service Techs	9—10:30 am
September	11	Certificate for Apartment Maintenance Technicians (CAMT) Begins	
	18	I'm Cold—Turn Up The Heat!	9am—Noon
October	17	Fair Housing for Service Technicians	9 am—Noon
	23	Troubleshooting Appliances	9am—Noon
November	7	If It Holds Water—You Need to Know About It	9am—Noon

Dates, Topics, and Times Subject To Change

All About Our Management Training

Open Legal Forum

1/19 9-10:30 am \$35

Have legal questions? Questions about leases, addendums or evictions? Come and ask our legal panel of experts in landlord/tenant issues.

Playing It Safe In The Workplace

2/8 9-10:30am \$35

As a Leasing Professional or Manager you meet all types of people in all types of situations. Your safety is number one. How to handle uncomfortable or dangerous situations is what this seminar is all about. Show safe—be safe.

Advanced Fair Housing

2/15 9 am — Noon \$55

Beyond the basics—review the latest fair housing court decisions, accessibility, and reasonableness requirements. Discuss your fair housing situations with experts. CEC's and CEU's awarded.

Excel Me Even More!

2/23 9—10:30 am \$35

Instructed by Steve Milano — A to Z Lawn & Landscaping
More formulas! More graphs! More spread sheets! More fun with Excel! Ideal for those who took the basic class in 2011.

Customer Service for Today's Markets featuring National Apartment Speaker—Lisa Trosien

2/29 2—5:30 pm \$45

Occupancy is up—now its time to take care of your residents. More and more in today's market—the customer expects and demands MORE SERVICE! Here's a seminar on how to keep today's demanding customers satisfied!

Computer Basics—The Wonderful World of Word

3/20 9-10:30am \$35

A basic computer crash course on using Word. Microsoft Word has been around for almost 30 years. How much do you know about the program? Are you using it to your full potential? Learn the basics and what features you may be missing out on to make your life easier.



Computer Basics—Wield the Power of Powerpoint

4/17 9-10:30am \$35

Ever at a loss for words during an apartment marketing presentation? How about showing your amenities and features using Powerpoint on your laptop! Learn the program basics and enhance any presentation and sales talk with the power of Powerpoint.

Fair Housing in Apartments

4/25 1:30-4:30pm \$55

The history of Fair Housing laws and the basic federal, state, and local requirements. Reduce the liability of your property management company by attending. Held just prior to the GDAA Trade Show at the Presidential Banquet Center. CEC's and CEU's awarded.

I'm Locked Up in Excel & I Need Out Of This Cell

9/12 9-10:30am \$35

Instructed by Steve Milano — A to Z Lawn & Landscaping
Anyone who does spreadsheets needs to know Excel. Steve will teach the basics and also answer your questions about formulas, shortcuts, and how to make the program work better for you.

Advanced Fair Housing

9/19 9 am — Noon \$55

Beyond the basics—review the latest fair housing court decisions, accessibility, and reasonableness requirements. Discuss your fair housing situations with experts. CEC's and CEU's awarded.

Computer Basics—The Wonderful World of Word

10/11 9-10:30am \$35

A basic computer crash course on using Word. Microsoft Word has been around for almost 30 years. How much do you know about the program? Are you using it to your full potential? Learn the basics and what features you may be missing out on to make your life easier.

Social Network Marketing

10/18 9-10:30am \$35

Maximize social networking avenues to sell your apartments—write ads, communicate with current residents and reach out to prospective residents through Facebook, Twitter, Craigslist, websites and more. And learn to do most of it for free !!!

Fair Housing in Apartments

11/8 9—Noon \$55

The history of Fair Housing laws and the basic federal, state, and local requirements. Reduce your liability and the liability of your property management company by attending. Get your Fair Housing questions answered by the expert. CEC's and CEU's awarded.

So How Secure Are Your Apartments?

11/14 9—10:30am \$35

From employees to community rooms to offices to residents to apartment homes to parking lots to open areas—just how secure is your property? Develop a security plan to lessen your liability and feel safe.

Certified Apartment Manager Course

Management of Residential Issues 2/11 8am-2:30pm
Legal Responsibilities 2/11 2:30-6pm
Human Resource Management 2/12 8am-2:30pm
Property Maintenance for Managers 2/12 2:30-6pm
Fair Housing 2/18 8am-Noon
Financial Management 2/18 Noon-5pm
Marketing 2/19 8am-1pm
Risk Management 2/19 1-5pm
Multi-Family Community Analysis 2/19 5-6pm
Cost For Entire Course \$675

National Apartment Leasing Professional

Keys to Success in Leasing 3/21 8:30-11am
Rental Policies and Procedures 3/21 11am-12:30pm
Leasing and the Internet 3/21 1-3:30pm
Leasing Demo & Resolving Objections 3/22 8:30am-1:30pm
Leasing Interview & Qualifying Residents 3/22 2-5pm
Legal Aspects and Fair Housing 3/23 8:30-11:30am
Telephone Presentation 3/23 Noon-3:30pm
How To Do The Market Presentation 3/23 2:30-3:30pm
Market Presentation 4/18 9:30 am
Cost For Entire Course \$325

Prices are for Greater Dayton Apartment Association members only. Non-member pricing is available by calling (937) 293-1170.

The majority of the classes are held at the GDAA Education Center located at 3131 South Dixie Drive in Suite 300-A in Dayton.

On all educational offerings, if you make a reservation and do not attend the event without canceling before the published deadline, you will be billed for attending.

To register for any educational offering call:
(937) 293-1170
or email: info@gdaa.org

All About Our Maintenance Training

How to Keep Your Customers

1/24 9—10:30am \$35

The part service technicians take in resident retention. How to treat residents, how to look, how to handle sticky situations, how to impress your customers. Service techs have more interaction with residents than office staff—make sure they're putting their best foot forward.

Jump In—The Water's Fine!

2/16 9-10:30am \$35

This seminar is to help you get ready for the pool and spa season. Featured speaker is a county pool inspector who will inform you of the requirements and laws concerning the operation of a public pool. Understand the chemicals, filtration system, and what happens when there's pooh in the pool.

Turn On The Air You Hottie!

2/22 9—Noon \$35

It's going to be a hot summer—be prepared to handle your apartment communities air conditioning systems. Learn about coolants and federal requirements, air conditioning system repairs for both central air conditioning systems and window air conditioners. How to maintain older systems and using the new coolants.

Fair Housing for Service Technicians

3/8 9—Noon \$55

All members of an apartment management team need training in the Fair Housing laws. This seminar is specifically targets to the service tech. Emphasis on diversity and accessibility issues is taught. Yearly training on this topic is recommended.

Maintenance Mania

3/14 4:30-8pm FREE

It's a national competition where service techs compete against each other in skill based games built around common maintenance activities. The competition includes a pinewood derby style car race where the cars are made out of maintenance supplies. Sponsored by the National Apartment Association and HD Supply.



It's Electric!

3/20 9am—Noon \$35

Learn about electrical systems. Repairing and replacing electrical outlets and switches; voltage, current and resistance; circuit breakers and fuses, boxes and connections; maintaining current circuits and mapping new circuits; installation and troubleshooting of required GFCI outlets. Plus ways to keep from getting zapped.

Mr. & Mrs. Apartment Needs Counseling

4/19 9—10:30am \$35

Is the relationship between the manager and maintenance staff a marriage ready for divorce court? This seminar will open the communications between maintenance staff and management staff.

Visit the New Tool Crib

4/25 2:30—4:30pm FREE

Check out the latest in tools to use on the job. GDAA members will demo their tools of the trade and let you try them out before you go to the Trade Show. Held at the Presidential Banquet Center.

A Budgeting Class for Service Techs

8/15 9—10:30am \$35

Learn the tools to participate in the apartment community budget. What role does the Service Tech play in the budgeting process? How your inventory and costs cuts affect the bottom line.

I'm Cold—Turn Up The Heat

9/18 9am—Noon \$35

Training on heating systems—electric, gas, and boilers. What everyone needs to know about heat pumps. Get information on wiring, control boards, relays, elements, pipe systems, filters and pump ups. Have your heating system maintenance questions answered and updates on latest technology.

Fair Housing for Service Technicians

10/17 9—Noon \$55

All members of an apartment management team need training in the Fair Housing laws. This seminar is specifically targets to the service tech. Emphasis on diversity and accessibility issues is taught. Yearly training on this topic is recommended.

Troubleshooting Appliances

10/23 9 am—Noon \$35

Tips and tricks on fixing water heaters, stoves, ovens, refrigerators, dishwashers and garbage disposals. Held at the Properties at Wright Field's maintenance training center. Featuring Keith Klier.

If It Holds Water—You Need To Know About It

11/7 9 am —Noon \$35

A plumbing workshop covering water systems. Included are faucets, water heaters, drainage pipes, tubs, showers, toilets, sinks—anything that holds water. Learn how to fix leaks, prevent water damage and about water conservation. How to keep money from going down the drain.

Certificate for Apartment Maintenance Technicians (CAMT)

Interior and Exterior Maintenance and Repair
9/11 8am-4:00pm

Heating Systems Maintenance and Repair
10/9 & 10/10 8am-5:00pm

Electrical Maintenance and Repair
11/13 & 11/14 8am-5:00pm

Plumbing Maintenance and Repair
12/4 & 12/5 8am-5:00pm

Air Conditioning Maintenance and Repair
1/8 & 1/9 8am-5:00pm

Appliance Maintenance and Repair
1/23 & 1/24 8am-5:00pm

Cost For Entire Course \$800

Prices are for Greater Dayton Apartment Association members only. Non-member pricing is available by calling (937) 293-1170.

The majority of the classes are held at the GDAA Education Center located at 3131 South Dixie Drive in Suite 300-A in Dayton.

The majority of the CAMT classes will be held in various facilities for "hands on" training experience. Exact locations will be listed on the brochure and at www.gdaa.org.

On all educational offerings, if you make a reservation and do not attend the event without canceling before the published deadline, you will be billed for attending.

*To register for any educational offering call:
(937) 293-1170*

Customized Training Available

Available in 2012 is an innovative way to hold a training program specifically for your management company. The Greater Dayton Apartment Association will bring the training to you!

You pick the topics!

You pick the dates!

You pick the place!

For one low price you can send as many of your employees as you wish. The cost to you is \$175* for three topics—management or maintenance. Whatever meets your needs for your apartment management team. We will provide the instructors and the expertise. To create your customized training program call the GDAА at (937) 293-1170 or e-mail info@gdaa.org.

*Locations outside GDAА membership area subject to higher cost.
Certification training available at increased pricing.

Act now to plan and book your 2012 customized training program!



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