



The New Certified Apartment Managers Course

The definition of apartment professionalism

### **Management of Residential Issues**

A program encompassing: Customer service, occupancy management, security, emergency management, and resident relations.

### **Human Resource Management**

A program encompassing: Executive summary, employment law, employment practices, payroll administration, training and supervision, termination.

### **Marketing**

A program encompassing: Introduction to marketing, conducting marketing research, promotional marketing, on-site marketing, and the marketing plan.

### **Property Maintenance for Managers**

A program encompassing: Building a team approach, the on-site manager's role, exterior maintenance, interior maintenance, preventive maintenance, maintenance safety.

### **Legal Responsibilities**

A program encompassing: Equal employment, OSHA and hazardous materials, lease and evictions, vendor contracts.

### **Risk Management**

A program encompassing: Minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance.

### **Fair Housing**

A program encompassing: Fair Housing laws, families with children, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices, government housing.

### **Financial Management**

A program encompassing: Investments, adding value to the investments, mathematics review, financial statements, budgets, and property valuation.

### **Multi Family Community Analysis**

A review of the elements required to complete a comprehensive market and management analysis report, which is required in order to complete the designation requirements.

To get your designation you must take all nine separate required modules. (Individual modules are available to be taken as refresher courses. Call the GDAA office for pricing.) Designation requires one year of apartment management experience, successful submission of a multi family community analysis and a passing grade on the module exams.