



Certified Apartment Manager

Registration Deadline: September 30, 2017

CAM Courses start Tuesday, October 17, 2017 and continue each Tuesday until November 14, 2017.

Earning your CAM allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals. Invest in your career by expanding your expertise in the following areas:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Employment regulations and record keeping
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately

About Your Instructors

Tim Hentrup is the Director of Compliance and Training at Englert Management Corporation. He has over 28 years of experience in the Multifamily Housing Industry. Tim has taught CAM courses previously in Evansville with IAA/AASI. He has been actively involved with IAA/AASI for many years serving on the AASI Board of Directors and Golf Committee and the IAA Golf and Midwest Multifamily Conference Trade Show Committees.

Shelly Martin is a Multi-site Property Manager at Lakeshore Apartment Homes, Evansville, IN and Oak Grove Crossing Apartments, Newburgh, IN. She achieved her CAM designation through the Ball State University, Property Management Program, where she earned her undergraduate and graduate degrees in Property Management. She has over 17 years of experience in property management.

Kevin Biggs is the Maintenance Supervisor with The Timbers, an Edward Rose & Sons Property in Evansville, IN. Kevin began in the industry 12 years ago and worked his way up from a Prep Technician, to a Maintenance Technician, and now Maintenance Supervisor. His experience provides tremendous insight into the maintenance role for current and property managers

Amber Taylor, CAM, CAS, NALP has been involved in the multi-family industry since 2005, when she made a career change to become a Leasing Professional for Carney Management, Inc., in Louisville, KY. She quickly moved into Assistant Manager and then Community Director and New Construction consultant of their newest development.

CAM candidates must complete the coursework, and meet minimum experience requirement of 12 month experience, and exam within 12 months of declaring candidacy. This course is recommended for multifamily professionals with strong financial backgrounds and those ready to take the next step in their career.

Evansville CAM 2017 Registration Form

Registration Deadline: September 30, 2017

Time: 9:00am - 5:00pm

Location: Kennedy Tower; 315 SE Martin Luther King Jr. Blvd, Evansville, IN 47713

Cost: Members: \$899 for entire course or \$185 per class
Non-Members: \$1,450 entire course or \$300 per class

Dates:

- Entire Course
- October 17: Industry Essentials & Financial Management
- October 24: Marketing
- October 31: Resident Experience & Property Maintenance
- November 7: Risk and Legal Management
- November 14: Human Resources

To register, fax completed registration form to 317-816-8911, call the IAA office at 317-816-8900, or email form to iaa@iaaonline.net.

All registrations are final.

Registration Details

Name: _____ Position: _____

Management Company: _____ Property: _____

Email Address: _____

Cell Phone: _____ Authorized By: _____

Payment Method

Check Enclosed \$ _____ Credit Card (Visa, Mastercard, American Express accepted) \$ _____

Name on Card: _____ Signature: _____

Card Number: _____ Exp. Date: _____ Security Code: _____

Billing Address: _____

Phone # of card holder: _____ Email Address of card holder: _____

By completing this form, you authorize this transaction and are responsible for full payment at least two days in advance of the course