



# PROFESSIONAL DEVELOPMENT

First Quarter Calendar



## The Path to Success Awaits

Atlanta Apartment Association

8601 Dunwoody Place

Suite 318

Atlanta, Georgia 30350

(770) 518-4248



# 2019 Programs

## Management

- Certified Apartment Manager
- Certified Apartment Portfolio Supervisor
- HCCP Tax Credit Compliance Certification
- Social Media
- Reputation Management
- Premises Liability
- Apartment Market Outlook
- Leadership Development

## Leasing

- AMP- Atlanta Multifamily Professional
- Advanced Leasing
- Telephone/Closing Skills
- Resident Retention
- Customer Service
- Marketing

## Legal

- Fair Housing Issues
- Landlord Tenant Law
- Risk Management
- Premises Liability
- Navigating the GAA Lease
- Code Enforcement

## Maintenance

- Heating Systems Repair & Maintenance
- Basic Air Conditioning Level 1
- Basic Air Conditioning Level 2
- HVAC Troubleshooting
- EPA Section 608 Certification
- R410 Certification
- Certified Pool Operator

**“Knowledge is the life water to our Industry. We all flourish and grow stronger with continued education.”**

*Education Chairman  
Debbie Millwood,  
Wilkinson Real Estate Advisors*

**Featured Seminar**

**Bringing Humanity to Your Insanity**

**February 21**

**Presented By: Steve Wunch**  
National Trainer, Motivation Multi-Family Guru, Sales Trainer Extraordinaire & Entertaining Beyond Your Expectations

Sponsored By:

grace hill

9:00 am – 12:00

Cost: \$120 / Send 5 or More for \$100

Steve is excited to share intel on **building effective relationships, and how communication has a powerful impact.** When building relationships with people, there are **“Emotional Intelligence”** factors that we need to keep in mind. We will explore these factors, along with **self-assessing exercises** to help participants understand the impact their own communication style has on customer and employee interactions.

**Seating is Limited Register Today!**  
[www.atl-apt.org](http://www.atl-apt.org)

*All education offerings carry continuing education credit for NAAEI Credentials, CAPS, CAM, CAS, NALP.*

*Apartment Market Outlook carries 3 hours Real Estate credit.*

## FEBRUARY

### AAA/GAA Apartment Market Outlook

February 8

8:00 am – 11:00 am

Cost: \$110 Individual / \$1000 Table of 10

This is an event you don't want to miss! **Shea Campbell, Senior Vice President, CBRE**, will update us on transactions and capital markets. **Ben Braley, Senior Market Analyst with CoStar Group**, will brief us on Atlanta macro trends in demand, supply, occupancy, and rents. **Chris Hall, Vice President, Haddow & Company** will focus on the extensive development activity taking place over the next 12 months and how this compares to past trends in the Atlanta in-town markets. Additionally, **Tom Wilkes, Walton Communities**, will host an "Industry Movers" panel featuring rising talent within the development, acquisitions and management community. Tom will also facilitate a conversation with Industry Legend, **Thomas D. Bell Jr., Chair, Mesa Capital**. Since 2010, Mesa has acquired 32 assets totaling more than \$610 million in asset value, establishing themselves as credible buyers in a challenging transaction market.

### Service vs Emotional Support Animals

February 14

9:00am –12:00 pm

Cost: \$99/ Send 5 or more for \$79

**What is the difference between service animal and emotional support animal?** Are they handled in different ways? We will also discuss how to properly handle reasonable accommodations and modifications, including whether a pit bull can be considered an assistance animal. Bring your questions and be prepared to receive valuable information that will help you address these issues and ensure that your company and staff reduce your liability from fair housing claims.

### Atlanta Multifamily Professional

February 19, 20 & 21

9:00 am - 5:00 pm

Cost: \$149

The AMP program is a comprehensive workshop designed specifically for leasing professionals working in the industry for six months or less, as well as individuals wanting a career in the multifamily industry. This three-day course includes classroom instruction, onsite property tour demonstrations, plus online training as homework.

### Supplier Success & Service Skills Webinar

February 28

10:00 am -11:30 am

Cost: \$29/ Register 3 or more for \$25

Relationships are what this Industry is ALL about. Attend this webinar and discover ways to maximize your partnership with apartment owners, management companies and the on-site staff.

## March

### Certified Apartment Manager

NAAEI Credential

March 12, 13, 14, 15, 19 & 20

9:00 am- 5:30 pm

Cost: \$1350

The CAM program is a comprehensive series of classes designed to equip professionals in the industry with the knowledge and training to meet the diverse challenges of management. The certification is awarded through the National Apartment Association and is recognized across the country.

### Certified Apartment Supplier

NAAEI Credential

March 13,14 & 15

9:00 am- 5:00 pm

Cost: \$650

Suppliers are important liaisons to the multifamily housing industry. This program is designed as an opportunity for suppliers to hear the everyday challenges faced by the apartment manager customer.

## April

### LIHTC Tax Credit Compliance

### HCCP Certification

April 17 & 18

9:00 am -5:00 pm

Cost: \$685

HCCP is a professional certification program that sets professional competency standards for housing credit professionals involved in developing, investing, allocation and managing housing credit properties.

### Apartment All Stars

April 24

9:00 am – 1:00 pm

Cost: \$125/ Send 5 or More \$100

The Apartment All-Star Experience is like no other event you will attend this year. The unique blend of three national speakers on our stage at one time creates an energy force that will be the most exciting time you will spend at a seminar. The Apartment All Stars is not your basic seminar, it is an action-packed event.

*Who should attend?*

*Management, Marketing & Leasing Associates*

# April

## Emergency Preparedness

Featuring: Kate Good

April 25

9:00 am -12:00 pm

Cost: \$99/ Send 5 or more \$79

Learn the best techniques for managing a crisis with social media. While many people know Kate Good for her upbeat leasing and marketing seminars, she used her voice to inform, lead and guide hundreds of our apartment managers through the biggest weather disaster in US history, Hurricane Harvey. Flooding, cable/electric/water outages, search and rescues, loss of fire protection systems, store closures, fuel shortages and team members unable to get to work, were just some of the challenges Kate faced during these 5 days of havoc. In this program, you will discover lessons that apply to many aspects of the way we manage our apartment communities.

*"Kate Good's Emergency Training course was the most informative training I have attended in some time. She not only had very useful information but her personal experiences made it very interesting as well."*

Steve Coggins  
Wilkinson Real Estate Advisors

Mark Your Calendar  
May 15th  
Trade Show & Seminar

For Information On  
Professional Development  
Programs

Contact us at:

(770) 518-4248 ext. 228

[www.atl-apt.org](http://www.atl-apt.org)



Hands-on Maintenance Training



AMP Graduating Class- December 2018



Show Me the Money- Advanced Leasing Panel

[www.atl-apt.org/events/education](http://www.atl-apt.org/events/education)