

ACCREDITED COMMUNITY MANAGER PROGRAM



COURSE INSTRUCTOR:
Dr. Christine "Chrissy" Jackson
St. Petersburg, FL

Chrissy Jackson has enjoyed a successful career in property and non-profit management with responsibility for leading operations for a MH community, 3 non-profits, as well as owning a consulting business. She has been a valuable member of the manufactured housing industry not only in helping community owners with her management handbooks but also her contribution to the Accredited Community Management (ACM[®]) program which she has been involved with since 1986. Chrissy was instrumental in updating 3 ACM[®] textbook updates and was involved in the major revision of the course curriculum.

She is the author of 3 textbooks, more than 30 handbooks on property management, hundreds of magazine articles, and is an internationally recognized speaker for state and national conventions and private company training.

With a successful career, retirement brought the opportunity to address higher education, which she always felt was lacking. She received her bachelor's degree from Eckerd College in 2016, Master of Science degree in management and leadership from Western Governor's Univ. in 2020 and a Doctorate in Business Administration from Capella University in 2024.

Living in St. Petersburg, FL, she loves not shoveling snow, feeling the gulf breezes, and having an endless supply of books. Chrissy's passion, in addition to learning, is her family consisting of four adult children, 14 grandchildren, and 11 great grandchildren.

Life, she says, is for living, learning, and loving.

IMPORTANT STUDENT INFORMATION

If you have never taken an ACM[®] course, you will start with Course 1, followed by Course 2. After you have successfully completed both courses and passed both tests, you may apply for the ACM[®] designation.

If you have previously taken an ACM[®] course(s), and want to receive the ACM[®] designation, then you will need to do the following:

- If you have successfully completed ACM[®] 101, you will need to take the Course 1 test online. If you pass the exam, you can take Course 2 and complete the required test and in-class project. Contact Kathy at 518-867-3242 or Kathy@nyhousing.org for information on how to arrange to take the Course 1 test online at no cost.
- If you have successfully completed both ACM[®] 101, 201 and 301, but have not completed your business plan, you will need to take Course 2, pass the test and complete the in-class project.
- If you have completed ACM[®] 101, 201 and 301, but have not completed your business plan, you can still submit your business plan to MHEI and then apply for the ACM[®] designation, if you prefer not to take an additional class.

**DISCOUNT OVERNIGHT
ACCOMMODATIONS**
Hampton Inn & Suites
10 Ulenski Dr., Albany 12205
Phone: 518-407-2021
\$199+ taxes/night for April 20-24, 2025
Booking Link: <https://www.hilton.com/en/book/reservation/deeplink/?ctyhocn=ALBULHX&groupCode=CHHNYH&arrivaldate=2025-04-20&departuredate=2025-04-24&cid=OM,WW,HILTONLINK,EN,DirectLink&fromlid=HILTONLINKDIRECT>

EDUCATIONAL OPPORTUNITY



DISTINGUISH YOURSELF AS A PROFESSIONAL!

If you own, manage or work in a land-lease community, the ACM[®] program & designation will give you everything you need to keep your residents satisfied and your business successful.

MHEI



ACCREDITED COMMUNITY MANAGER



*Sponsored by the
New York
Housing Association*

The ACM[®] certification was developed by the Manufactured Housing Educational Institute (MHEI[®]) to raise the standard of training for manufactured housing community managers. This program educates the land-lease community operators on issues unique to their career. The ACM[®] designation distinguishes community managers who have experience managing manufactured home communities, have successfully completed the ACM[®] program of education and have committed to upholding the ACM[®] code of ethics. The ACM[®] designation provides the opportunity for community managers to identify themselves as committed professionals.

The ACM[®] Program: Provides the opportunity for you to enhance your community management skills; deals with issues you face on the job every day; provides networking opportunities with other industry professionals; and helps you advance your career in community management.

ACM[®] Program Requirements:

Experience: Anyone currently working in the manufactured housing industry interested in learning more about professionally managing communities, or who is interested in how communities are professionally managed may participate in ACM[®] Course 1. Experience requirements for the ACM[®] Course 2 requires a minimum of two years of experience managing a manufactured home land-lease community.

REGISTRATION

Please complete a separate form for each person.

Name

Company

Address

Phone

Email

ACM[®] Course 1: April 15-18, 2025

Program Pricing:

\$450 per member* \$900 per non-member*

Total Due: \$ _____

*Member pricing is extended to non-NYHA members that are members of their home State Associations.

Method of Payment

- Visa MasterCard Discover
 American Express Check Enclosed

CC #

Expiration Date

CVV Code

Signature

No refunds for cancellations after 2 weeks prior to event. All refunds will be charged a \$25 handling fee.

Return applications to: NYHA
 634 Watervliet Shaker Rd, Latham NY 12110

COURSE 1	COURSE 2
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April 21-24, 2025

Registration begins at 7:30 am

Program is 8:00 am - 4:30 pm

COURSE LOCATION: NYHA Office

634 Watervliet Shaker Rd., Latham NY 12110

Topics covered:

- Overview of Property Management
- Setting Community Management Policies
- Understanding Market Issues
- Leasing Homes / Home Sites
- Resident Relations and Resident Policies
- Communications
- Rent: Payments, Collections, Increases
- Maintenance
- Personnel Procedures and Policies
- Federal Law

Course 1 consists of three days of instruction and an exam on the morning of the fourth day.

Registration includes continental breakfast all days and lunch on the first three days.

Dates TBD

Registration begins at 7:30 am

Program is 8:00 am - 4:30 pm

LOCATION TBD

Topics covered:

- The Budget Process
- Analyzing the Community Financially
- Insurance
- Taxes and Assessment
- Resident Relations
- The Physical Asset
- The Operations Manual
- From the Course to Real Life

Course 2 consists of two days of instruction and an exam on the morning of the third day.

Once the ACM[®] designation is earned, you will receive a final certificate and ACM[®] lapel pin. Space is limited, so early registration is recommended. Registration for program includes class materials, breakfast, lunch & breaks.