



Available virtually or in-person through your local affiliate, or online at gowithvisto.org. See page 14 for pricing info.

For more information, visit naahq.org/CAM.

WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.

Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's investment goals.

YOU'LL LEARN ABOUT:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service requests' management
- Apartment turnover
- Working with contractors and suppliers
- Recruiting high-caliber employees
- Employee orientation, training, and evaluation
- Employment regulations and record keeping
- Analyzing the property's financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately



For me, earning my credentials meant solidifying myself as a true player, here for a long-term career, not just a job. It helped me build confidence in my role as a regional manager. I learned more of the “why” behind things that we do daily. I built relationships with other students and phenomenal instructors. Achieving my CAM and CAPS credentials are two of the best things I have ever done for my professional development.

Shane Raby CAM, CAPS, Notary
Regional Property Manager
TRIBRIDGE RESIDENTIAL

