



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/CAPS.

WE RECOMMEND THIS COURSE for multisite supervisors with 24 months of multisite supervision experience. Earning your **CAPS** credential will help you rise to the next level in property management. It will prepare you to advance your career and increase your earning potential.

YOU'LL LEARN ABOUT:

- Ethical behavior as applied to our industry
- Understanding the management agreement and creating an owner's report
- Stakeholder relations with residents, communities, and municipalities
- Mortgage financing
- Overseeing the budget process across a portfolio
- Measuring portfolio performance and property valuation
- Investigating and troubleshooting an underperforming property
- Property acquisition and due diligence
- Market analysis and property inspections
- Operational and financial analysis inspections
- Property development feasibility analysis
- Investment strategies, including renovation, disposition, and refinancing
- Key content for the owner/company due diligence report
- Talent development and management throughout the employee cycle
- Managing staff during property sales or purchase
- Developing and applying leadership skills and qualities



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Taking the CAPS course through NAAEI is an insightful choice. This course takes a deeper dive into making more educated decisions for my company and most importantly, my client. I cannot recommend the CAPS course enough and I know this credential will open many doors for my career.

Ashley Ward, CAM, CAPS
Senior Community Manager
GREYSTAR



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