

Certified Apartment Manager (CAM) Course Begins
Spring class begins, February 14, concludes on March 29
Fall class begins on September 12, concludes on October 26

Tuesday/Thursday (possibly a few Wednesday evenings) from 6:00 – 10:00 p.m., 7 week course

\$500.00 Members

\$750.00 Nonmembers (**Nonmembers must pay the \$750.00 course fee in full before class begins**)

To hold your seat, please call the SLAA office at 314-205-8844. A \$100.00, non-refundable deposit is due upon registering for this class.

You will learn about -

- **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**
- **Employment regulations and record keeping**
- **Analysis of the property's financial operations with corrective actions for underperformance**
- **Monitoring of property performance to achieve the owner's investment goals**
- **Accounting principles and practices**
- **Maximizing net operating income**
- **Reporting property performance**

Attendance Policy

No more than 2 absences will be allowed for any reason. If student misses more than 2 individual classes, the student will be required to take the module(s) during the next scheduled class offering. The student will also be required to pay, up-front, the pro-rata share (\$25.00/per module) for the class missed. If more than 2 classes are missed, the student will not be allowed to "test out" of these classes. No final exam may be taken by students not adhering to the attendance policy.

Please read carefully - Courses take place in the St. Louis Apartment Association Office, located in Creve Coeur, 12777 Olive, just 1.5 miles west on Olive from Hwy. 270. Each class is limited to the 1st 8 students that register. So, don't wait, register today. Please complete the bottom portion and fax to Karen Shymanski at 314-205-1410. If you have additional questions, Karen can be reached at 314-205-8844.