IREM Chapter 88
Education 2015

Managing Residential Properties (RES 201)

Ethics (ETH 800)

IREM Chapter 88 is offering in March 2015 the Institute of Real Estate Management’s Managing Residential Properties and Ethics courses for Property Managers.

Managing Residential Properties (RES 201) is a four day course with a half day exam and will be held March 20, 21, 27, & 28 and the exam on March 30th. The Instructor is Chris Mellen, CPM®, ARM®. This course is required for the ARM® credential.

Ethics (ETH 800) is a one day course with exam and will be held on March 26, 2015. The Instructor is Robert Cuttle, CPM®. The Ethics course and exam is now a requirement for the ARM credential. It remains a requirement for all CPM® candidates as well.

We have provided a course description below. Registration will be through IREM. Remember Scholarships are available for both these courses to IREM members.

Both classes will be offered at Harris House in Cranston.

If you need assistance or have any questions please contact us at irem88ri@gmail.com
Managing Residential Properties - RES201

Immerse yourself in this comprehensive course covering residential site management from A to Z.

Who will benefit:

- Property Managers of Residential Properties
- Those seeking the Accredited Property Manager (ARM) Credential
- Associate Members looking to further enhance their knowledge and skills as Property Managers
- ARM members who have previously taken the course and are looking to refresh and update their knowledge and skills

What you will learn:

- **Human resource and relationship management**: Management styles, intergenerational dynamics, employee motivation, recruiting and hiring, employment laws, communication, performance evaluations, fostering productive relationships with owners
- **Property financial management**: Accounting, budgeting, measuring cash flow, operating expenses, financial reports, capital expenses
- **Maintenance and risk management**: Creating a maintenance and risk management plan, types of maintenance, property inspections, risk management, emergency and disaster planning, insurance, inventory and suppliers, working with contractors, maintenance systems, conservation and recycling, environmental issues
- **Marketing and leasing**: Demographics, target markets, comparison grid analysis, marketing strategies and social media, leasing tactics, affordable housing wait list procedures, Fair Housing and Americans with Disabilities Act (ADA) compliance, landlord-tenant laws, lease-term provisions, resident retention strategies

How you will benefit:

- Improve your property’s bottom line and receive recognition from your employer’s clients
- Increase productivity and collaboration among your site management staff
- Secure a reputation as a manager who knows what it takes to achieve the owners’ objectives

**Standard Calculator Required**: Note that a standard calculator is required for this course.
Ethics for the Real Estate Manager - ETH800

Addressing ethical dilemmas commonly faced by today’s real estate managers, this media-based course teaches strategies for resolving ethical dilemmas and adherence to the IREM Code of Professional Ethics, culminating in an exam to earn IREM credentialing credit for the ARM and the CPM.

The Ethics 800 Course and Exam is a requirement for the ARM and the CPM Credential.

Who will benefit:

- Property Managers of both Commercial and Residential Properties
- Those seeking the Accredited Property Manager (ARM) Credential
- Those seeking the Certified Property Manager (CRM) Credential
- ARM and CPM members who have previously taken the Ethics course over 5 years ago and are looking to refresh and update.

What you will learn:

- **IREM Code of Professional Ethics**: Applications to real world situations, ethical duties to clients, tenants/residents, employers, and colleagues
- **Ethical decision making**: Ethical vs. unethical business practices, tactics for resolving ethical dilemmas, scenarios with ethical implications
- **Conflict of interest**: Fiduciary relationships, conflict of interest scenarios
- **Detailed case study**: Enforcement of the IREM Code of Professional Ethics, the role of the IREM Ethics Committee, review of actual ethics cases and their implications

How you will benefit:

- Conduct business using the highest standards of integrity and professionalism
- Resolve conflicts efficiently and ethically