

The CPM[®] Designation Need It. Earn It. Keep It.

INVEST IN YOURSELF. INVEST IN YOUR FUTURE.

Lynn Disbrow, CAE
Interim CEO/Chief Operating Officer

IREM[®] Headquarters
Chicago, IL

Your Career**Partner**

 **IREM[®]** Institute of Real Estate Management

Let's talk about...

- IREM® Overview
- The CPM® program in detail
- Resources and tools
- Budgets and planning



IREM Institute of Real Estate Management

**Well-managed properties
improve the quality of life
for people who
live, work, and shop in them.**

We Believe...

That good
management
matters.

In professional **ethics.**

That well-managed properties pay dividends
in terms of **value** and in the **quality of life** for
residents, tenants and customers.

In the **power of knowledge** and the
importance of sharing it.



“Be a yardstick of quality. Some people aren’t used to an environment where excellence is expected.”

-Steve Jobs





20,000 Individual Members
560 Company Members
Worldwide

80 U.S. Chapters
13 International Chapters

Membership Types:
CPM®, ARM®, ACoM,
CPM® Candidate,
Associate, Student,
Academic

Since 1933

IREM is an affiliate of the NATIONAL ASSOCIATION OF REALTORS®



**"It isn't where you came from;
it's where you're going that counts."
– *Ella Fitzgerald***

Why the CPM® Designation? ***Need It. Earn It. Keep It.***

Your Career**Partner**



IREM Institute of Real Estate Management



Why the CPM® Designation?

Those who hold the CPM® are more than 2x as likely to hold higher management positions than those without the designation.

According to independent research, the CPM® designation is the most recognized credential in the real estate management industry.

Demonstrates professionalism, commitment, and a dedication to ethics – to be great at what you do.

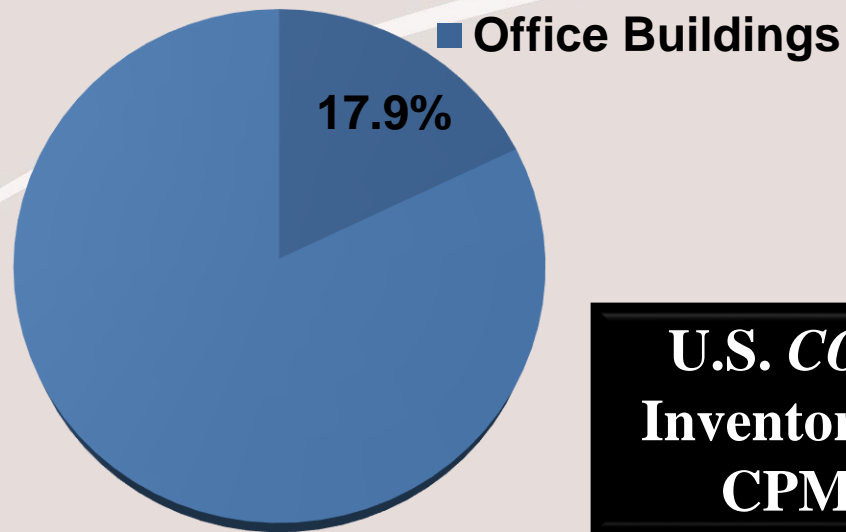
CPM[®] Influence



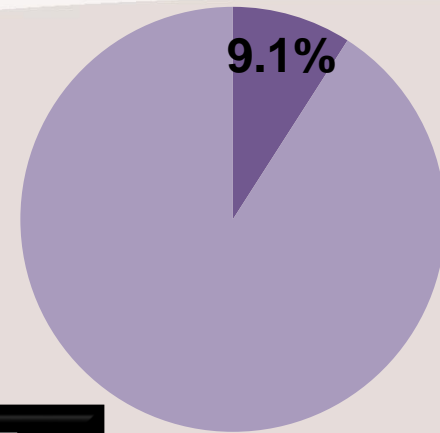
U.S. Assets Managed by CPM[®] Members

- **Nearly \$1.6 trillion**
- **11 million residential units**
- **12.7 billion sq. ft. of commercial space**

CPM[®] Influence

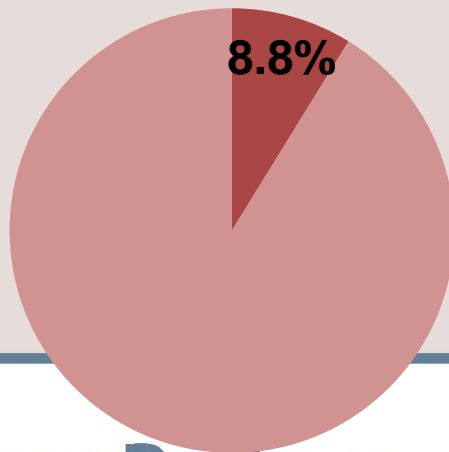


■ Shopping Centers/Retail

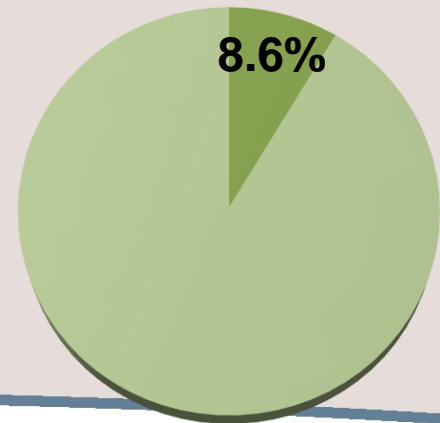


**U.S. *COMMERCIAL*
Inventory Managed by
CPM[®] Members**

■ Industrial



■ Medical Buildings



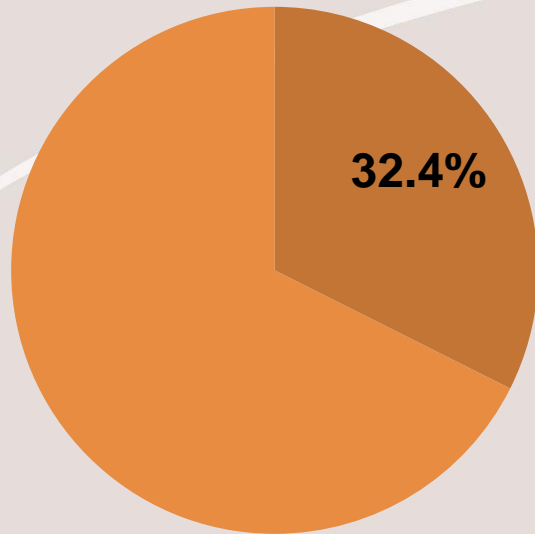
Your Career **Partner**



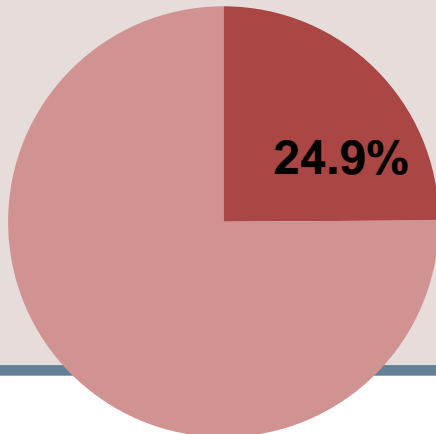
IREM Institute of Real Estate Management

CPM[®] Influence

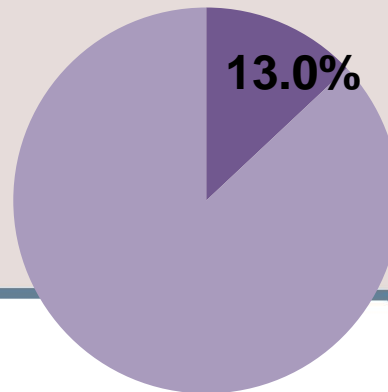
■ Conventional Apartments



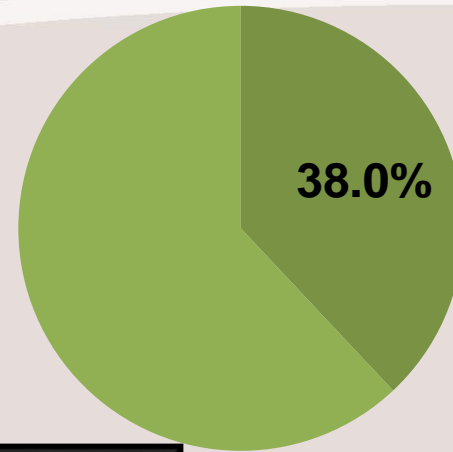
■ Public Housing



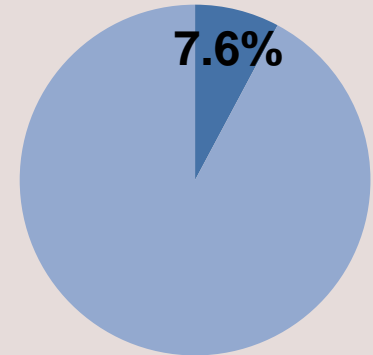
■ Condos/Co-ops/HOAs



■ Federally Assisted Housing



■ Senior Housing

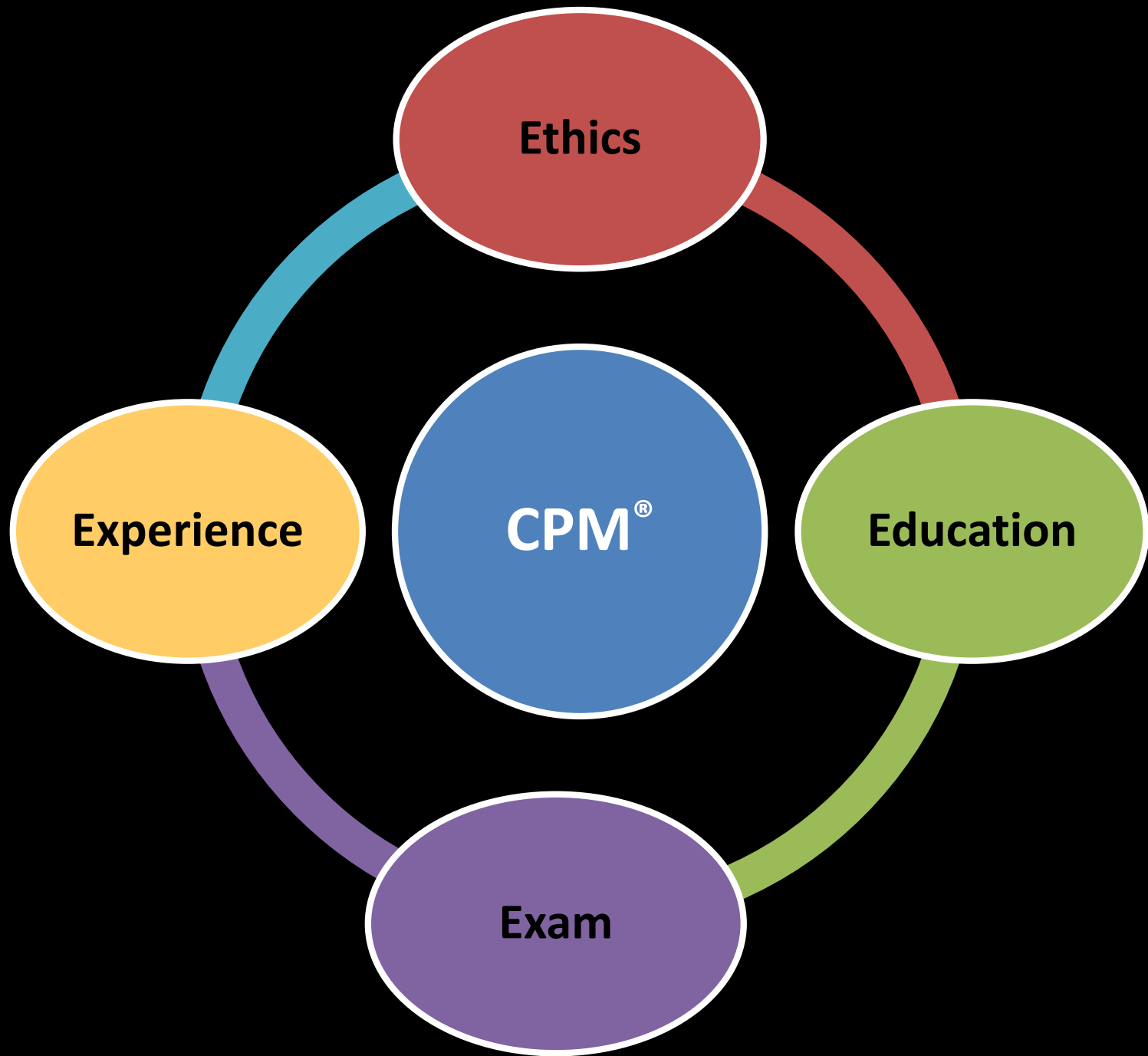


U.S. RESIDENTIAL
Inventory Managed by
CPM[®] Members

Your Career **Partner**



IREM Institute of Real Estate Management



Core Competencies: Body of Knowledge for the Profession



Top 10 Real Estate Manager Qualifications

| What Investors and Employers Want | CPM® Delivers |
|--|----------------------|
| Honesty and professional integrity | ✓ |
| Communication skills | ✓ |
| Reputation | ✓ |
| Property operation skills | ✓ |
| Analytical problem solving | ✓ |
| Leadership skills | ✓ |
| Management of personnel | ✓ |
| Budgeting and accounting | ✓ |
| Knows local market | ✓ |
| Level of experience | ✓ |

The background of the entire slide is a collage of US dollar bills, including \$100, \$20, and \$10 bills, scattered and overlapping. The bills are in various orientations, creating a textured, financial background.

Average Total Compensation

\$135,162 – CPM®

\$92,544 – Candidate

Median Total Compensation

\$108,200 – CPM®

\$77,000 – Candidate

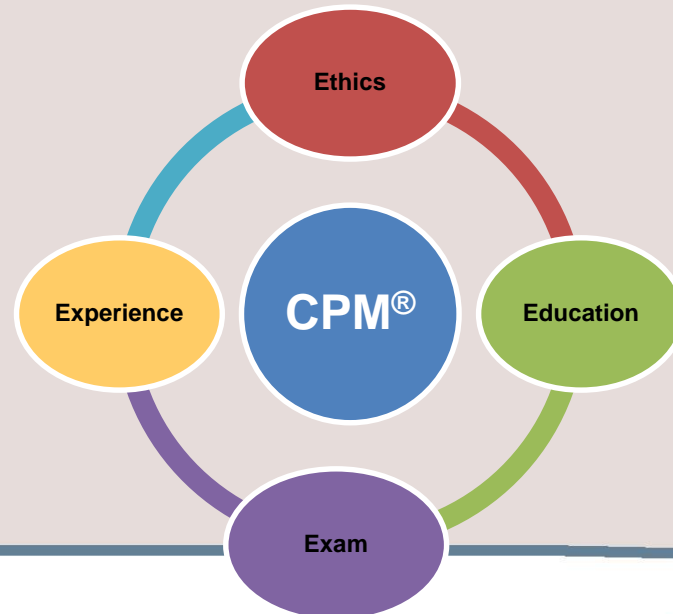
The CPM® Requirements
Need it. Earn It. Keep It.

Your Career**Partner**

 **IREM** Institute of Real Estate Management

CPM® Requirements

1. Education
2. CPM® Certification Exam
3. Management Plan
4. Ethics
5. Experience
6. Candidacy
7. Other



CPM® Requirements: Education

4 options

Recommended Order
Especially ASMs

Option 1: IREM® Courses

- Budgeting, Cash Flow, and Reporting for Investment Real Estate (FIN402)
- Marketing & Leasing Strategies (MKL404, MKL405, MKL406)
- Leading a Winning Property Management Team (HRS402)
- Managing Maintenance Operations and Property Risk (MNT402)
- Financing and Loan Analysis for Investment Real Estate (ASM603)
- Performance and Valuation of Investment Real Estate (ASM604)
- Asset Analysis of Investment Real Estate (ASM605)

Option 2: Designations Fast Track

Hold a CCIM, CFM, CSM, PCAM, RPA, or SIOR designation and submit fast track approval fee

www.irem.org/cpmfasttracks

Option 3: Real Estate Degree Fast Track

Have an undergraduate or graduate degree with a major, minor, or concentration in real estate or property management and submit fast track approval fee

www.irem.org/cpmfasttracks

Option 4: Professional Experience Fast Track

Have 20 years of qualifying real estate management experience (meeting portfolio and functions requirements) and submit fast track approval fee

www.irem.org/cpmfasttracks

Classroom vs. Online



■ Classroom Courses

- Face-to-face interaction
- Access to instructor
- Networking
- Peer idea exchange
- Pass online exam

■ Online Courses

- Set your own schedule
- Access anywhere with Internet connection
- Interactive
- 6 months to complete coursework & pass exam
- “Ask an instructor” feature



IREM® Courses

- Anyone can take IREM® courses
- But members save with discounted tuition
- Classroom courses have online exams
- Credit for courses doesn't expire



Members...
Save on tuition



CPM[®] Requirements: CPM[®] Cert Exam

Pass the CPM[®] Certification Exam

- 150-question multiple choice
- 4 hours
- Includes online tutorial upon registration
 - Classroom offering*or*
 - Independently with local proctor or virtual proctor

tip

Finish
courses first

CPM[®] Requirements: Management Plan

2 options

- **Option 1:**
Prepare and pass management plan on actual property (MPLIND)
- **Option 2:**
Attend and pass four-day Management Plan Skills Assessment (MPSAXM)

tip
tip

Finish
courses first
Webinars &
Tutorials

CPM® Requirements: Ethics

- Attend and pass ethics course (ETH800)
- Pledge to uphold the REM® Code of Professional Ethics

INSTITUTE OF REAL ESTATE MANAGEMENT
CODE OF PROFESSIONAL ETHICS

Introduction
The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among Current/Potential Members, CPM® Candidates, Accredited Commercial Managers, Associate Member (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated.

The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, Members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

IREM® Member Pledge
I pledge myself to the advancement of professional real estate management through the mutual efforts of Members of the Institute of Real Estate Management and by any other proper means available to me.

I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute.

I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow Members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management.

I pledge myself to place honesty, integrity, and indisputable above all else and to pursue my lawful efforts with diligent study and ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level.

I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, Statement of Policies, and this Code of Professional Ethics.

Article 1. Loyalty to Client, Firm, and/or Employer
A CURRENT/POTENTIAL MEMBER, CPM® Candidate, ACCREDITED COMMERCIAL MANAGER®, ASSOCIATE MEMBER (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated.

A MEMBER shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A MEMBER shall not engage in any activity that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.

Article 2. Confidentiality
A MEMBER shall not disclose to a third party any confidential or proprietary information which would be injurious or damaging to a client concerning the client's business or personal affairs without the client's prior written consent, unless such disclosure is required or compelled by applicable laws and regulations.

Article 3. Accounting and Reporting
Pursuant to the terms of the management agreement, a MEMBER shall use reasonable efforts to provide accurate, suitable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A MEMBER shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A MEMBER shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

Article 4. Protection of Funds
A MEMBER shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client, but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A MEMBER shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

Article 5. Relations with Other Members of the Profession
A MEMBER shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of Members of the Institute of Real Estate Management. A MEMBER shall truthfully represent material facts in their professional activities. A MEMBER shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

Article 6. Contracts
Any written contract between a MEMBER and a client shall be in clear and understandable terms, and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the MEMBER.

Article 7. Conflict of Interest
A MEMBER shall not represent personal or business interest divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

Article 8. Managing the Assets of the Client
A MEMBER shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect its interest against all reasonably foreseeable contingencies and losses.

Article 9. Duty to Former Clients and Former Firms or Employers
All obligations and duties of a MEMBER to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A MEMBER shall act in a professional manner when, for whatever reason, relationships are terminated between a MEMBER and a client and firm or employer. Nothing in this section, however, shall be construed to cause a MEMBER to breach obligations and duties to current clients and firm or employer.

Article 10. Compliance with Laws and Regulations
A MEMBER shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

Article 11. Equal Opportunity
A MEMBER shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, marital status, national origin, age, sexual orientation, or handicap and shall comply with all applicable laws and regulations regarding equal opportunity.

Article 12. Duty to Tenants and Others
A MEMBER shall competently manage the property of the client with due regard for the rights, responsibilities, and best interests of the tenants or residents and others lawfully on the property. A MEMBER shall not engage in any conduct that is in conscious disregard for the safety and health of these persons lawfully on the premises of the client's property.

Article 13. Duty to Report Violations
Each MEMBER has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another MEMBER may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Institute of Real Estate Management's Bylaws and Statement of Policies.

Article 14. Enforcement
The interpretation of compliance with this Code is the responsibility of the Ethics and Discipline Committee of the Institute of Real Estate Management. Any violation by a MEMBER of the obligations of this Code and any disciplinary action for violation of any provision of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and Statement of Policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected MEMBER and without recourse to the Institute, its officers, Governing Councils, Members, employees, or agents.

Effective January 1, 2007

Submitted to by: _____

Date: _____

IREM Institute of Real Estate Management

Take when it
is available

Your Career Partner

IREM Institute of Real Estate Management

CPM® Requirements: Experience

- 3 years *qualifying* experience
 - **Meet minimum portfolio size**
 - *Residential*
200 units at 1-4 sites
100 units at 5 or more sites
 - *Commercial*
120,000 square feet at 1 site
80,000 square feet at 2 or more sites
 - *Industrial*
200,000 square feet at 1 or more sites
 - **Perform minimum number of key management functions (19/36)**

CPM® Requirements: Experience

- Can come from any point in your career
- Does not have to be current
- Does not have to be consecutive months or years
- You do not have to have experience before applying for CPM® Candidate membership
- You can report it anytime during your candidacy – but earlier is better!



Experience Report for CURRENT Real Estate Management Position

| | |
|--|--------------------------------------|
| For Period from (month/year) _____ to (month/year) _____ | |
| Your Title _____ | |
| Firm Name _____ | |
| Business Address _____ | |
| City/State/Zip _____ | |
| Business Telephone _____ | Business Fax Number _____ |
| Number of Employees Reporting Directly to You _____ | |
| Titles of Positions Reporting Directly to You _____ | |
| Name of Immediate Supervisor _____ | |
| Title of Immediate Supervisor _____ | |
| Portfolio That You Manage | |
| Residential _____ | Number of Units or Square Feet _____ |
| Commercial _____ | Number of Sites _____ |
| Industrial _____ | _____ |
| Briefly describe your portfolio and position in a narrative form. This must be included for your application to be complete. (Attach additional sheet only if necessary) | |
| Signature of candidate, verifying the accuracy of this information | |
| Signature _____ | Date _____ |
| Signature of current supervisor, verifying the accuracy of this information | |
| Signature _____ | Date _____ |

Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 19 is required.

- ☐ 1. Hire, manage, and evaluate site personnel and/or off-site management staff or contracted management firms, directly or through others.
- ☐ 2. Identify staffing requirements and develop, or approve, job descriptions and/or develop and monitor, or approve, human resource policies, training and development plans, and diversity outreach initiatives.
- ☐ 3. Identify, implement, and monitor, or approve, sustainable practices; including but not limited to energy use/conservation programs for the property.
- ☐ 4. Determine which items or services are to be purchased for the property, prepare specifications, solicit and evaluate bids for contract services, negotiate or approve contracts, and monitor contracts.
- ☐ 5. Oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee planning and construction of tenant improvements and interior design.
- ☐ 6. Design, implement, and monitor or approve, routine and preventive maintenance programs for the property.
- ☐ 7. Establish or maintain and enforce the property's operating policies and procedures and occupancy/usage guidelines.
- ☐ 8. Establish, maintain, and monitor adherence to, or approve, the property's record keeping system.
- ☐ 9. Identify, analyze, and implement, or approve, capital improvement or replacement programs, including but not limited to maintenance or remodeling programs, resident/tenant improvements, and amenity enhancements.
- ☐ 10. Perform regular property inspections and take appropriate action in accordance with established policies and procedures.
- ☐ 11. Design and implement, or approve, resident/tenant retention, orientation, and property familiarization programs.
- ☐ 12. Communicate routinely with occupants of the property concerning level of service and other management matters and/or investigate and resolve resident/tenant complaints.
- ☐ 13. Administer the leasing and lease renewal process and/or negotiate or approve leases, including assessing the financial impact of the lease.
- ☐ 14. Prepare, market, and show leasable space.
- ☐ 15. Develop, implement, and monitor, a marketing plan and/or leasing plan for the property.
- ☐ 16. Analyze market conditions and recommend or approve the property's rental rates.
- ☐ 17. Design, implement, or approve life safety and emergency preparedness programs for the property.
- ☐ 18. Develop, implement, or approve a risk management program for the property to mitigate the property's insurable risk and/or identify the property's insurable risks and recommend, secure and monitor insurance coverages.
- ☐ 19. Recommend and/or initiate legal actions for violations of leases, contracts or governing documents, including but not limited to evictions and filing of liens.
- ☐ 20. Ensure the property's compliance with government and environmental regulations.
- ☐ 21. Process, and/or monitor, or approve property payables.
- ☐ 22. Supervise property collections, including the handling of property receipts, journal entries, records of account, bank deposits, and delinquent accounts.
- ☐ 23. Prepare, present, and implement annual property budgets, including capital expenditure budgets, or review, authorize, and monitor such budgets prepared by others.
- ☐ 24. Prepare, analyze, and/or approve the property's financial and operating statements and variance reports.
- ☐ 25. Approve major deviations from the budget, exclusive of emergencies.
- ☐ 26. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner.
- ☐ 27. Estimate and monitor the market value of the property and assess the implications that estimates of value have on the owner; determine the reasonableness of assessed value and insurable value.
- ☐ 28. Identify, analyze alternate uses of the property and implement or approve a plan to change the property's use (e.g., converting a residential building to commercial use).
- ☐ 29. Identify, analyze, and propose property improvements relative to the future value and return on investment.
- ☐ 30. Establish or maintain management controls and analyze the property's performance.
- ☐ 31. Determine the goals and objectives of the property owner.
- ☐ 32. Evaluate real estate tax assessments and recommend an appeal strategy to the owner when appropriate.
- ☐ 33. Prepare a management plan for the property.
- ☐ 34. Identify and recommend, or approve other sources of income for the property and implement programs accordingly.
- ☐ 35. Acquire new clients, and/or establish and maintain client relationship(s).
- ☐ 36. Fulfill the company's contractual obligations; including, recommending, implementing, and managing modifications for management.

Experience Report

tip

Candidates...
Submit ASAP



CPM[®] Requirements: Candidacy

- Minimum 1 year CPM[®] candidacy (no maximum) or an ARM[®] or ACoM for the immediate 12 months prior
- Apply online to become a CPM[®] Candidate at www.irem.org

**Not ready to be a CPM[®] Candidate Member?
Become an Associate Member.
www.irem.org/join**

CPM[®] Requirements: Other

- 3 Confidential Letters of Recommendation
 - 2 must be from current or former employers, current or former clients, or CPM[®] Members (in any combination)
 - 3rd can be from anyone
- Attend 2 chapter events in 12 months immediately prior to CPM[®] approval
- Keep current with annual national and chapter dues

CPM[®] Requirements

1. Education
2. CPM[®] Certification Exam
3. Management Plan
4. Ethics
5. Experience
6. Candidacy
7. Other:
References
Chapter events
Dues

Where do
I start?

Take courses (recommended order):

- Budgeting, Cash Flow, and Reporting for Investment Real Estate (FIN402)
- Marketing & Leasing Strategies (MKL404, MKL405, MKL406)
- Leading a Winning Property Management Team (HRS402)
- Managing Maintenance Operations and Property Risk (MNT402)
- Financing and Loan Analysis for Investment Real Estate (ASM603)
- Performance and Valuation of Investment Real Estate (ASM604)
- Asset Analysis of Investment Real Estate (ASM605)

tip

Discounts and
Connections as a
Member

Take Ethics for the Real Estate Manager (ETH800) when it is available

Now that I've completed . . .

- Education
- CPM[®] exam
- Management Plan/MPSA
- Ethics course
- One year candidacy (or I am an ARM[®] or an ACoM)

. . . what happens next?

**You are now ready for
the final steps of
CPM® approval and IREM
will send you . . .**

Your official CPM® application!

CPM[®] Requirements: Other

- Submit CPM[®] application with application fee (\$210), includes:
 - Experience reports, if not already submitted and approved
 - 3 references, if not already submitted
 - Current with national Candidate dues

CPM[®] Requirements: Other

- Cont'd...Submit CPM[®] application with application fee (\$210), includes:
 - Verification if real estate license is required by state law
 - Affiliation with the National Association of REALTORS[®] (NAR)
 - *REALTOR[®] (Pay local Realtor[®] Board)*
 - OR
 - *Institute Affiliate (Pro-rated amount due at time of CPM[®] application – full year is \$105)*

CPM® Requirements: Other

- Chapter recommendation for approval:
 - Verify current with chapter dues
 - Verify attendance at 2 chapter events in 12 months immediately prior to CPM® approval
 - Verify experience and license as needed



Approval from IREM®



Your Career**Partner**



Approval from IREM®

- Official approval letter and CPM® Member kit mailed
 - Begin using CPM® immediately
- Promote your new brand
www.irem.org/youinc
- Personalized CPM® certificate and CPM® pin sent to chapter
- Installation at upcoming chapter meeting

YOU_{INC.}



CPM® Requirements

1. Education
2. CPM® Certification Exam
3. Management Plan
4. Ethics
5. Experience
6. Candidacy
7. Other: Applications, references, dues, real estate license, NAR affiliation, chapter approval



2017 Budget

Managing People & Marketing Track

| Offerings | Members | Non Members | Time |
|---|----------------|----------------|------------------|
| Marketing & Leasing Strategies: Retail (MKL404); Multifamily (MKL405); Office (MKL406) | \$599 | \$745 | 2 days |
| Leading a Winning Property Management Team (HRS402) | \$599 | \$745 | 2 days |
| Managing Maintenance Operations and Property Risk (MNT402) | \$599 | \$745 | 2 days |
| Budgeting, Cash Flow, and Reporting for Investment Real Estate (FIN402) | \$599 | \$745 | 2 days |
| Financing and Loan Analysis for Investment Real Estate (ASM603) | \$599 | \$745 | 2 days |
| Performance and Valuation of Investment Real Estate (ASM604) | \$599 | \$745 | 2 days |
| Asset Analysis of Investment Real Estate (ASM605) | \$330 | \$410 | 1 day |
| Ethics for the Real Estate Manager (ETH800) | \$185 | \$230 | 1 day |
| Management Plan Skills Assessment (MPSAXM) | \$1,295 | \$1,620 | 4 days |
| CPM® Exam (CPMEXM) <i>Includes self-paced tutorial</i> | \$270 | | |
| TOTAL | \$5,674 | \$7,070 | 18.5 days |

Managing Maintenance & Budgeting Track

Asset Management Track

CPM® Capstone Track

2017 Budget

One-Time Fees:

- Candidate Application Fee: \$160
(\$80 if Associate, ARM[®], or ACoM Member)
- CPM[®] Application Fee: \$210

Annual Dues:

- National Candidate Dues: \$495
- Local Candidate Dues: *varies*

Scholarships

- IREM® Foundation Scholarships
www.irem.org/IREMFoundation
- Chapter Scholarships

CPM® Candidate

To do today - my action plan

- ☒ Review status report
- ☒ Submit experience reports
- ☒ Submit references
- ☒ Schedule courses

Not a CPM® Candidate

To do today - my action plan

- ☒ Join IREM - apply for Associate membership, or if ready, CPM® candidacy



IREM ID : |

Chapter

Name
Address

Phone
Fax
Email

Application Date
Candidacy Period

Certification : CPM

| Category | Requirements | Status | Options | Completion Date |
|-------------------------|----------------------------|-----------|---------|-----------------|
| CPM Certification Exam | | | | |
| | CPM Cert Exam | COMPLETED | CPMEXM | 09/18/2009 |
| Education | | | | |
| | ASM603 | COMPLETED | ASM603 | 09/16/2008 |
| | ASM604 | COMPLETED | ASM604 | 09/18/2008 |
| | ASM605 | COMPLETED | ASM605 | 09/19/2008 |
| | FIN402 | COMPLETED | FIN402 | 10/24/2007 |
| | HRS402 | COMPLETED | HRS402 | 02/15/2008 |
| | MKL404 or MKL405 or MKL406 | COMPLETED | MKL406 | 05/21/2009 |
| | MNT402 | COMPLETED | MNT402 | 10/26/2007 |
| Ethics Courses | | | | |
| | Ethics Course | COMPLETED | 800 | 01/16/2008 |
| Experience | | | | |
| | Experience | PENDING | | |
| Management Plan or MPSA | | | | |
| | Management Plan | COMPLETED | MPSAXM | 07/17/2012 |
| Reference Letters | | | | |
| | Reference Letters | PENDING | | |

View Your Candidate Status Report

tip

Keep track
24/7...

... log in to
www.irem.org/myIREM



IREM Institute of Real Estate Management



Experience Report for CURRENT Real Estate Management Position

| | |
|--|---|
| For Period from (month/year) _____ to (month/year) _____ | |
| Your Title _____ | |
| Firm Name _____ | |
| Business Address _____ | |
| City/State/Zip _____ | |
| Business Telephone _____ | Business Fax Number _____ |
| Number of Employees Reporting Directly to You _____ | |
| Titles of Positions Reporting Directly to You _____ | |
| Name of Immediate Supervisor _____ | |
| Title of Immediate Supervisor _____ | |
| Portfolio That You Manage | |
| | Number of Units or Square Feet Number of Sites |
| Residential _____ | _____ |
| Commercial _____ | _____ |
| Industrial _____ | _____ |
| Briefly describe your portfolio and position in a narrative form. This must be included for your application to be complete. (Attach additional sheet only if necessary) | |
| Signature of candidate, verifying the accuracy of this information | |
| Signature _____ | Date _____ |
| Signature of current supervisor, verifying the accuracy of this information | |
| Signature _____ | Date _____ |

Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 19 is required.

- ☐ 1. Hire, manage, and evaluate site personnel and/or off-site management staff or contracted management firms, directly or through others.
- ☐ 2. Identify staffing requirements and develop, or approve, job descriptions and/or develop and monitor, or approve, human resource policies, training and development plans, and diversity outreach initiatives.
- ☐ 3. Identify, implement, and monitor, or approve, sustainable practices; including but not limited to energy use/conservation programs for the property.
- ☐ 4. Determine which items or services are to be purchased for the property, prepare specifications, solicit and evaluate bids for contract services, negotiate or approve contracts, and monitor contracts.
- ☐ 5. Oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee planning and construction of tenant improvements and interior design.
- ☐ 6. Design, implement, and monitor or approve, routine and preventive maintenance programs for the property.
- ☐ 7. Establish or maintain and enforce the property's operating policies and procedures and occupancy/usage guidelines.
- ☐ 8. Establish, maintain, and monitor adherence to, or approve, the property's record keeping system.
- ☐ 9. Identify, analyze, and implement, or approve, capital improvement or replacement programs, including but not limited to maintenance or remodeling programs, resident/tenant improvements, and amenity enhancements.
- ☐ 10. Perform regular property inspections and take appropriate action in accordance with established policies and procedures.
- ☐ 11. Design and implement, or approve, resident/tenant retention, orientation, and property familiarization programs.
- ☐ 12. Communicate routinely with occupants of the property concerning level of service and other management matters and/or investigate and resolve resident/tenant complaints.
- ☐ 13. Administer the leasing and lease renewal process and/or negotiate or approve leases, including assessing the financial impact of the lease.
- ☐ 14. Prepare, market, and show leasable space.
- ☐ 15. Develop, implement, and monitor, a marketing plan and/or leasing plan for the property.
- ☐ 16. Analyze market conditions and recommend or approve the property's rental rates.
- ☐ 17. Design, implement, or approve life-safety and emergency preparedness programs for the property.
- ☐ 18. Develop, implement, or approve a risk management program for the property to mitigate the property's insurable risk and/or identify the property's insurable risks and recommend, secure and monitor insurance coverages.
- ☐ 19. Recommend and/or initiate legal actions for violations of leases, contracts or governing documents, including but not limited to evictions and filing of liens.
- ☐ 20. Ensure the property's compliance with government and environmental regulations.
- ☐ 21. Process, and/or monitor, or approve property payables.
- ☐ 22. Supervise property collections, including the handling of property receipts, journal entries, records of account, bank deposits, and delinquent accounts.
- ☐ 23. Prepare, present, and implement annual property budgets, including capital expenditure budgets, or review, authorize, and monitor such budgets prepared by others.
- ☐ 24. Prepare, analyze, and/or approve the property's financial and operating statements and variance reports.
- ☐ 25. Approve major deviations from the budget, exclusive of emergencies.
- ☐ 26. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner.
- ☐ 27. Estimate and monitor the market value of the property and assess the implications that estimates of value have on the owner; determine the reasonableness of assessed value and insurable value.
- ☐ 28. Identify, analyze alternate uses of the property and implement or approve a plan to change the property's use (e.g., converting a residential building to commercial use).
- ☐ 29. Identify, analyze, and propose property improvements relative to the future value and return on investment.
- ☐ 30. Establish or maintain management controls and analyze the property's performance.
- ☐ 31. Determine the goals and objectives of the property owner.
- ☐ 32. Evaluate real estate tax assessments and recommend an appeal strategy to the owner when appropriate.
- ☐ 33. Prepare a management plan for the property.
- ☐ 34. Identify and recommend, or approve other sources of income for the property and implement programs accordingly.
- ☐ 35. Acquire new clients, and/or establish and maintain client relationship(s).
- ☐ 36. Fulfill the company's contractual obligations; including, recommending, implementing, and managing modifications for management.

Submit Your Experience Reports

tip

Candidates...
Submit ASAP



Confidential Letter of Recommendation

CPM® Application

Institute of Real Estate Management

To the individual completing this form: Please read the information on the reverse side first.

| | |
|--|--------------------------|
| Applicant Name | |
| Address | |
| Name of Person Completing This Form | |
| Position/Title | Firm/Organization |
| Address | |
| Country/Postal Code | Daytime Telephone Number |
| Are you: <input type="checkbox"/> a CPM®? <input type="checkbox"/> a client or former client of the applicant? <input type="checkbox"/> an employer or former employer of the applicant? | |
| How long have you known the applicant? | |
| Under what circumstances have you known the applicant? | |
| How would you describe the applicant's moral character, integrity, and sincerity of commitment to real estate management as a profession? | |
| If you are a current or former employer, how do you rate the applicant's ability as a real estate manager? | |
| Additional comments: | |
| I <input type="checkbox"/> can <input type="checkbox"/> cannot recommend this applicant for the CPM® designation. | |
| Signature | Date |

Submit Your 3 Letters of Recommendation

*2 must be from current or former employers, current or former clients, or CPM® Members (in any combination)
3rd can be from anyone*

tip

Candidates...
Submit ASAP



IREM Institute of Real Estate Management



Schedule:

-Remaining courses and exams (www.irem.org/education)

-Upcoming chapter events

Not a member?
Join today for member discounts!
www.irem.org/join

[About IREM](#) [Membership](#) [Credentials](#) [Education](#) [Careers](#) [Resources](#) [Events](#) [Public Policy](#)Want to find out what an IREM credential can do for you?[Learn More >](#)

Education

[Home](#) / [Education](#) / [Learning Toolbox](#) / [Financial Analysis Tools](#)[Courses](#)[Learning Toolbox](#)[• Checklist, Guidelines,
& More](#)[• Tutorials](#)[• Financial Analysis
Tools](#)[• Videos](#)[Webinars](#)

Financial Analysis Tools

Financial Analysis Spreadsheet



Looking for a user-friendly tool to perform financial analyses for your properties? The IREM Financial Analysis Spreadsheet performs cash flow analyses based on property performance and owners' goals and objectives

Financial Analysis Spreadsheet Demonstration Webinar on Demand



This is for Individuals who would like an overview of the basic functions and calculations of the financial analysis spreadsheet or IREM students who will be taking an upcoming Asset Analysis course (ASM603, ASM604, ASM605), the "Management Plan Skills Assessment" or CPM examination and would like a review of the basic functions and calculations of the financial analysis spreadsheet

Comparison Grids app for iPhone and iPad



The IREM comps app is a tool that allows you to establish competitive rents for your residential, office, or retail property. You can enter data for three comparable properties and the app will calculate the adjusted effective rent for your subject property. You will also have the ability to e-mail the results in spreadsheet format to anyone

Comparison Grids Learning Module



This is for Individuals who would like an overview of the basic functions and calculations of the financial analysis spreadsheet or IREM students who will be taking an upcoming Asset Analysis course (ASM603, ASM604, ASM605)

Education

[Home](#) / [Education](#) / [Webinars](#)



[Courses](#)

[Learning Toolbox](#)

[Webinars](#)

• [Live Webinars](#)

• [Recorded Webinars](#)

Live Webinars

Webinars are always free for members – join today to access this benefit.

[02/14/2017 - 2017 Income Expense Program Review](#)

→ [Repeating - CPM Capstone Track Student Webinar: Preparing for the MPSA and CPM Exam](#)

→ [Repeating - Management Plan Webinar \(for students enrolled in the Independent Management Plan\)](#)

→ [Recorded - Financial Analysis Spreadsheet Webinar Recording](#)

[Recorded - HP10BII Calculator Webinar Recording](#)

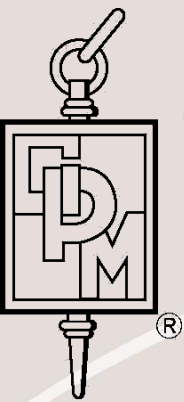
Required: You must install the [WebEx ARF Player](#) to view the webinar recordings.

Maintaining CPM® Membership

Need it. Earn It. Keep It.

Your Career**Partner**

 **IREM** Institute of Real Estate Management



Maintaining CPM® Membership

- Adhere to IREM's bylaws, regulations, and IREM® Code of Professional Ethics
- Hold a real estate license if required for your position in your state
- Affiliate with the NATIONAL ASSOCIATION OF REALTOR® (*REALTOR® or Institute Affiliate*)
- Pay local and national dues
- Promote your personal brand – use trademarks accurately & consistently

“There’s no problem in real estate management that an IREM® Member hasn’t come across. There’s a real network of people that you can go to and get straight information to do your job better.”

Jack Gallagher, CPM®, Chevy Chase, MD



**As a member...
your best
ROI
is when you get
involved!**



This is where the magic happens...open doors to...

...Future employers – I need a job!

...Future employees

**...New business opportunities,
referrals, leads**

...New friends

...And much more!

Be with people who get it!

Contact Us

IREM® Headquarters

Chicago, IL

800-837-0706 ext. 4650

getinfo@irem.org

www.irem.org

GOOD LUCK!