



The Minnesota Multi Housing Association is a state-wide, non-profit trade organization that promotes the highest standards in the development, management and maintenance of rental housing. Our members strive to provide housing that gives their residents pride and dignity.

MHA was founded in 1967 to protect the interests of the industry, which houses nearly one-third of the state's population. MHA is one of the strongest and most emulated housing associations in the country.

Buyer's Right to Cancel

Tuition will be refunded or transferred at no extra charge upon receipt of written notice at least 5 days prior to the course start date. If the student gives written notice after the course has begun but not before the course is three-fourths over, he or she will be refunded the pro rata portion.

The **Certified Residential Manager (CRM)** program, offered by the Minnesota Multi Housing Association, is a comprehensive overview of property management theory, marketing, landlord/tenant law, budgeting, fair housing law, preventive maintenance and much more. The CRM program provides training in all aspects of market-rate residential property management; tailored for those building a career in the industry. Successful graduates earn a designation that is recognized and respected in the multi-housing industry, both in Minnesota and nationwide.

CRM students attend classroom instruction, monitor their municipalities, complete a management plan, earn 24 hours of elective credits by attending MHA-sponsored seminars (of which one must be on healthy building issues), and must score 76% or better on the final examination. All classes are held at the MHA office, unless noted otherwise. Students are asked to sign a release so that MHA may keep supervisors informed of their progress.

Continuing the pursuit of excellence is a benchmark for the quality of the CRM program. As such, designees are required to attend a minimum of 5 hours of MHA-sponsored continuing education per year in addition to an annual re-certification fee of \$25/members - \$50/non-members.

Enrollment is limited to property management professionals with at least one year of relevant experience. Applicants with less than one year of experience will be considered with a letter of recommendation from a current supervisor. Class size is restricted; registrants will be accepted on a first-come, first-served basis.

To register, please complete the application below and return to MHA via fax or mail. If you have any questions regarding the application process or the benefits to both you and your employer of receiving a CRM designation, please contact Carrie Larson at (952) 548-2215 or Carla Bush at (952) 548-2219.



APPLICATION – Spring 2010

- MHA Members and Employees: \$629
- MHA Member Second and Subsequent: \$589
- Non Members: \$739

- Module(s) Only: Circle all that apply
1 2 3 4 5 6
(See corresponding pricing information on reverse)

Save \$325 when you register for the full program versus each module individually. Save an additional \$40 for the second and each subsequent registration from the same company for the same program period. *Please note that the additional 24 elective credits required for designation are priced separately.*

Amount Enclosed: _____

Bill Company (MHA members only)

Name _____ Home Phone _____ Email _____

Home Address _____ City _____ Zip _____

Company/Site _____ Company/Site Phone _____ Fax _____

Company/Site Address _____ City _____ Zip _____

Preferred Mailing Address: Home Company

SPRING 2010 SCHEDULE

Earn your designation or register for any of the modules listed below individually to strengthen your skills

INTRODUCTION TO CRM (January 19)

January 19: CRM Management Plan (1:00 p.m. – 3:00 p.m.)

MODULE 1: LEGAL (January 19 & 20)

Module Price: \$159/Members & \$175/Non-Members

CRM and Continuing Real Estate Education Credits: 10

January 19: Landlord /Tenant Law (4:00 p.m. - 8:00 p.m.) *Carol Williams, Durand & Associates*

January 20: Discrimination/Fair Housing (1:00 p.m. - 3:00 p.m.) *Donna Hanbery, Hanbery & Carney, PA*
The Eviction Process (4:00 p.m. - 8:00 p.m.) *Carol Williams, Durand & Associates*

MODULE 2: BUDGETING AND FINANCIAL MANAGEMENT (February 4 & 5)

Module Price: \$159/Members & \$175/Non-Members

CRM and Continuing Real Estate Education Credits: 10

February 4: Budgeting (8:30 a.m. - 4:00 p.m.) *Elaine Swenson*

February 5: Budgeting (8:30 a.m. - 4:00 p.m.) *Elaine Swenson*

MODULE 3: MARKETING (March 4 & 5)

Module Price: \$99/Members & \$115/Non-Members

CRM Credits: 7

March 4: Market Analysis/Advertising and Leasing (9:00 a.m. - 5:00 p.m.) *Jim Baumgartner, Bigos Mgmt.*

March 5: Resident Retention and Ethics (8:30 a.m. – 4:30 p.m.) *Elaine Swenson*

MODULE 4: EMERGENCY MANAGEMENT (April 7 & 8)

Module Price: \$149/Members & \$169/Non-Members

CRM and Continuing Real Estate Education Credits: 12

April 7: Crime Free Multi Housing – Phase 1 (9:00 a.m. – 4:00 p.m.) *Jim Caauwe, Bloomington Police*

April 8: Fire Safety and First Aid (9:00 a.m. – 12:00 p.m.) *Melissa Shockey, Renovation Systems*
Disaster Preparedness (1:00 p.m. – 4:00 p.m.) *Melissa Shockey, Renovation Systems*

MODULE 5: MANAGEMENT & PERSONAL DEVELOPMENT (May 11 & 12)

Module Price: \$169/Members & \$185/Non-Members

CRM Credits: 12

May 11: Management (9:00 a.m. - 5:00 p.m.) *Jim Baumgartner, Bigos Investments*

May 12: Human Resources (8:30 a.m. – 12:00 p.m.) *Arlene Vernon, The Stanton Group*
Creativity (1:00 p.m. - 2:00 p.m.) *Tom Cassidy, MHA*
Management Plan Workshop (2:00 p.m. – 4:00 p.m.) *Carla Bush, MHA*

MODULE 6: PHYSICAL PLANT (June 23 & 24)

Module Price: \$149/Members & \$169/Non-Members

CRM and Continuing Real Estate Education Credits: 14

June 23: Maintenance for the Manager (9:00 a.m. – 12:00 p.m.) *Ed Dumas, ED Maintenance Consulting*
Preventive Maintenance (1:00 p.m. – 5:00 p.m.) *Ed Dumas, ED Maintenance Consulting*

June 24: Curb Appeal (9:00 a.m. – 12:00 p.m.) *Becky Yonts, Timberland Partners* Disaster Preparedness
Healthy Buildings (1:00 p.m. – 3:00 p.m.) *Mark Opdahl, Center for Energy & Environment*

ADDITIONAL CRM DESIGNATION REQUIREMENTS

June 24: CRM Exam Review (3:00 p.m. – 4:00 p.m.), *Carla Bush, MHA*

June 25: CRM Final Exam (9:00 a.m. – 11:00 a.m.), Management Plan Consult (11:00 a.m. – 12:00 p.m.)

July 14: Management Plan Due (12:00 p.m.)

MHA

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