



### RES201 SUCCESSFUL SITE MANAGEMENT JUNE 10 & 11, 17 & 18, 24 & 25, 2010

*The fast track option for the ARM® designation!*

Immerse yourself in this week-long course covering residential site management from A to Z, including content to address the unique needs of affordable housing and student housing!

**What you'll learn:**

- Human resource and relationship management: Management styles, employee motivation, recruiting and hiring, employment laws, communication, performance evaluations, fostering productive relationships with owners
- Legal issues and risk management strategies: Insurance, security and emergency procedures, landlord-tenant laws, unique leases and addendums for affordable housing programs, strategies for addressing student housing leases
- Professional ethics: IREM® Code of Professional Ethics, adherence to the code, enforcement
- On-site maintenance management: Maintenance systems, working with contractors, inspections (including additional regulatory inspections required for affordable housing), work orders, energy and water conservation strategies, environmental hazard procedures, managing "The Turn" for student housing
- Property financial management: Accounting, budgeting, operating expenses, capital expenses, financial reports
- Marketing and leasing: Demographics, target markets, student housing campus analyses, comparison grid analysis, marketing strategies and campaigns, leasing tactics, affordable housing wait list procedures, Fair Housing and Americans with Disabilities Act (ADA) compliance, focusing on the value of resident retention

**How you'll benefit:**

- Improve your property's bottom line and receive recognition from your 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



Dates: **June 10 & 11, 17 & 18, 24 & 25, 2010**  
 Time: Registration 7:30 am on June 10  
 Course: 8:00 am - 5:00 pm  
 Exam: June 25, from 8:00am-Noon  
 Location: **Towers of Southfield (Rental Center)  
 20875 Lahser (N of 8 Mile, W of Lahser)  
 Southfield, MI 48034 (248) 356-3650**  
 Bring: A hand calculator, highlighters and Post-it Page Markers

**COST:**

**\$750.00 Premier Member** (CPM®, CPM® Candidate, ARM®, Accredited Commercial Manager)

**\$865.00 Classic Member** (Associate, Student, Academic)

**\$940.00 Non-Member**

**PAYMENT**

Send this form and your payment by **May 20, 2010** to:

**IREM Michigan Chapter 5**  
**24125 Drake Road ~ Farmington, MI 48335**  
 Or, fax to 248.615.3888 with credit card info:  
 VISA / MC / AX

Expiration Date \_\_\_\_\_

**Questions? Contact the IREM Michigan Chapter 5 office at 248.615.3885**

### REGISTRATION FORM

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

**Cancellation Policy**

Ten or more business days prior to start of course, full refund. Less than ten business days but a minimum of three business days, you may either receive a full refund (less a \$75 administrative fee) or may transfer to another course. Transfer is only valid for up to 12 months from date of cancellation. If you cancel within three business days of the course or you are a no-show, your registration fee cannot be refunded, nor can you transfer to another course. To cancel your registration, please notify the IREM course sponsor at 248.615.3885 or via email at irem5@aol.com.