



Professional Development



Certified Apartment Portfolio Supervisor

Registration Deadline: April 28, 2017



Earning your CAPS takes you to the next level in property management. It fast tracks your career advancement and your corresponding earning potential. Capitalize on your career by expanding your knowledge in the following areas:

- Recruiting high-performing employees
- Employee performance, engagement, and retention
- Minimizing conflict through stakeholder communications
- Ethical behavior and conflicts of interest
- Annual operating budgets and owner performance objectives
- Property and portfolio results
- Due diligence process
- Property takeover process
- Capital improvement plans
- Managing risk through inspections, follow-up procedures, and incident reporting compliance
- Minimizing legal risk and liability
- Regulatory agency oversight of assisted housing
- Analyzing property performance data to inform action
- Management agreements
- Evaluating and reporting property performance using key performance indicators



Instructor: Jill Herron, Senior Vice President, Property & Asset Management, Flaherty & Collins Properties. Jill has been involved in every aspect of professional property management over the past 25 years, including lease-up and stabilization. She initiated a comprehensive safety program, implemented innovative operational procedures, and revitalized the compliance department. She leads training classes and programs, and is deeply involved with IREM and various apartment associations. Jill has extensive experience with a variety of federal programs, including Section 42 Tax Credit Bond programs, Section 9, Section 8, and Farmers' Home (515 – Rural Rental Housing).

CAPS candidates must pass the exam, complete the coursework, and meet minimum experience requirement of 24 months of multi-site property management or be a CAM, ARM, RAM credential holder in good standing with 24 months of management experience within 12 months of declaring candidacy.

Indianapolis CAPS 2017 Registration Form

Registration Deadline: April 28, 2017

Time: 9:00am - 4:00pm
Location: Indiana Apartment Association
(9100 Keystone Xing, Suite 725, Indianapolis, IN 46250)
Cost: Members: \$1,400
Non-Members: \$1,810
Dates: May 10: Legal Responsibility and Risk Management
May 11: Financial Management
June 28: Property Performance Management
June 29: Property Evaluations and Due Diligence; Effective Leadership

We encourage you to register online at www.iaaonline.net. Call 317-816-8900 for your login credentials.
Fax completed registration form to 317-816-8911 or email it to iaa@iaaonline.net.
No cancellations or refunds accepted after registration deadline.

Registration Details

Name: _____ Position: _____

Management Company _____

Property _____ Cell Phone _____

Email _____

Payment Method

Check Enclosed \$ _____ Credit Card (Visa, Mastercard, American Express accepted) \$ _____

Name on Card: _____ Signature: _____

Card Number: _____ Exp. Date : _____ Security Code: _____

Billing Address: _____

Phone # of card holder: _____ Email Address of card holder: _____

By completing this form, you authorize this transaction and are responsible for full payment by registration deadline.

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