

Track: Leasing

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 12	Social Media 101	Virtual	10:00AM – 11:00AM EST	FREE
January 12	Social Media 201	Virtual	1:00PM – 1:00PM EST	FREE
February 2	Overcoming Leasing Objections	Virtual	10:00AM – 11:00AM EST	FREE
February 11-12	Certified Apartment Leasing Professional (formerly NALP) Program	Virtual	10:00AM – 2:00PM EST	\$400 + \$176 Exam Fee
February 26	Certified Apartment Leasing Professional (formerly NALP) Program	Virtual	10:00AM – 2:00PM EST	\$400 + \$176 Exam Fee
March 16	2021 Resilient Leasing Strategies	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
April 22	Basics of Customer Service	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 7	Basics of Sales	Virtual	10:00AM – 11:00AM EST	FREE
July 20	The Virtual Reality of Fair Housing in Social Media and Marketing	Virtual	10:00AM – 11:30AM EST	FREE
August 12	Pass a Shop with Flying Colors	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE

Track: Assistant Property Management

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
March 11	Summerizing Your Property	Virtual	10:00AM - 11:00AM EST	FREE
April 22	Basics of Customer Service	Virtual	10:00AM - 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM - 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM - 12:00PM EST	FREE
June 9	Fair Housing - Latest 5 Hot Topics	Virtual	10:00AM - 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM - 11:30AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM - 11:00AM EST	FREE
August 31	Step Out of the Ring, You're on the Same Team	Virtual	10:00AM - 11:30AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM - 11:00AM EST	FREE

Track: Property Management

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
March 4-5	Certified Apartment Manager (CAM) Program	Virtual	10:00AM – 2:00PM EST	\$1,250
March 11	Summerizing Your Property	Virtual	10:00AM – 11:00AM EST	FREE
March 18-19	CAM Days 3-4	Virtual	10:00AM – 2:00PM EST	\$1,250
April 8	Reputation Management is Not Enough	Virtual	10:00AM – 11:00AM EST	FREE
April 13	Panel: Curb Appeal	Virtual	10:00AM – 11:00AM EST	FREE
April 15-16	CAM Days 5-6	Virtual	10:00AM – 2:00PM EST	\$1,250
April 22	Basics of Customer Service	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 6	HR Interviewing Tactics	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 22	Train the Resident	Virtual	10:00AM – 11:00AM EST	FREE
August 10	Budget Bootcamp	Virtual	10:00AM – 1:30PM EST	FREE
August 12	Pass a Shop with Flying Colors	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
August 31	Step Out of the Ring, You're on the Same Team	Virtual	10:00AM – 11:30AM EST	FREE
October 12-22	CAM Slam	Virtual	10:00AM – 2:00PM EST	\$1,250
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE
November 17	Leader v. Boss	Virtual	10:00AM – 11:00AM EST	FREE

Track: Regional Supervisor

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
February 3	Overcoming Leasing Objections	Virtual	10:00AM – 11:00AM EST	FREE
February 18	SEO 101	Virtual	10:00AM – 11:00AM EST	FREE
February 18	SEO 201	Virtual	10:00AM – 11:00AM EST	FREE
March 11	Summerizing Your Property	Virtual	10:00AM – 11:00AM EST	FREE
April 8	Reputation Management is Not Enough	Virtual	10:00AM – 11:00AM EST	FREE
April 13	Panel: Curb Appeal	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 6	HR Interviewing Tactics	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 6-8	Certified Apartment Portfolio Supervisor (CAPS) Express Program	Virtual	10:00AM – 2:00PM EST	\$1,500
August 12	Pass a Shop with Flying Colors	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE
November 17	Leader v. Boss	Virtual	10:00AM – 11:00AM EST	FREE

Track: Service

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 15	Customer Service for Maintenance	Virtual	10:00AM – 11:30AM EST	FREE
January 27	EPA/CFC	Virtual	10:00AM – 1:00PM EST	\$170
February 24-25	Certified Pool Operator (CPO) Program	Virtual	9:00AM – 5:00PM EST	\$400
March 11	Summerizing Your Property	Virtual	10:00AM – 11:00AM EST	FREE
March 20	R-410A	Virtual	10:00AM – 2:00PM EST	\$185
March 24	REAC	Virtual	10:00AM – 3:00PM EST	FREE
April 13	Panel: Curb Appeal	Virtual	10:00AM – 11:00AM EST	FREE
April 22	Basics of Customer Service	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 4	Appliance/HVAC Troubleshooting	Virtual	10:00AM – 1:00PM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
May 26	REAC	Virtual	10:00AM – 3:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
June 29	Fair Housing for Maintenance	Virtual	10:00AM – 11:00AM EST	FREE
July 15	EPA/CFC	Virtual	10:00AM – 1:00PM EST	\$170
July 22	Train the Resident	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
August 31	Step Out of the Ring, You're on the Same Team	Virtual	10:00AM – 11:30AM EST	FREE
September 2	CAMT – Day 1	Virtual	10:00AM – 1:00PM EST	\$1,060
September 8	R-410A	Virtual	10:00AM – 2:00PM EST	\$185
September 29	CAMT – Days 2-3	Virtual	10:00AM – 1:00PM EST	\$1,060
October 1	CAMT – Day 4	Virtual	10:00AM – 1:00PM EST	\$1,060
October 27	CAMT – Day 5	Virtual	10:00AM – 1:00PM EST	\$1,060
November 9	EPA/CFC	Virtual	10:00AM – 1:00PM EST	\$170
November 10	CAMT – Day 6	Virtual	10:00AM – 1:00PM EST	\$1,060
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE
November 11-12	CAMT Hands-On Classes	Hybrid	10:00AM – 1:00PM EST	\$1,060

Track: Marketing

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 12	Social Media 101	Virtual	10:00AM – 11:00AM EST	FREE
January 12	Social Media 201	Virtual	1:00PM – 1:00PM EST	FREE
February 2	Overcoming Leasing Objections	Virtual	10:00AM – 11:00AM EST	FREE
February 18	SEO 101	Virtual	10:00AM – 11:00AM EST	\$59
February 18	SEO 201	Virtual	1:00PM – 2:00PM EST	\$59
March 16	2021 Resilient Leasing Strategies	Virtual	10:00AM – 11:00AM EST	FREE
April 8	Reputation Management is Not Enough	Virtual	10:00AM – 11:00AM EST	FREE
April 13	Panel: Curb Appeal	Virtual	10:00AM – 11:30AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 20	The Virtual Reality of Fair Housing in Social Media and Marketing	Virtual	10:00AM – 11:30AM EST	FREE
August 12	Pass a Shop with Flying Colors	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE

Track: Student Housing

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 12	Social Media 101	Virtual	10:00AM – 11:00AM EST	FREE
January 12	Social Media 201	Virtual	1:00PM – 1:00PM EST	FREE
February 18	SEO 101	Virtual	10:00AM – 11:00AM EST	FREE
February 18	SEO 201	Virtual	10:00AM – 11:00AM EST	FREE
March 11	Summerizing Your Property	Virtual	10:00AM – 11:00AM EST	FREE
April 8	Reputation Management is Not Enough	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
May 20	Student Housing: Power of Promo	Virtual	10:00AM – 11:00AM EST	\$59
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 22	Train the Resident	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE

Track: Affordable Housing

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 12	Social Media 101	Virtual	10:00AM – 11:00AM EST	FREE
January 12	Social Media 201	Virtual	1:00PM – 1:00PM EST	FREE
February 18	SEO 101	Virtual	10:00AM – 11:00AM EST	FREE
February 18	SEO 201	Virtual	10:00AM – 11:00AM EST	FREE
March 11	Summerizing Your Property	Virtual	10:00AM – 11:00AM EST	FREE
March 24	REAC	Virtual	10:00AM – 3:00PM EST	FREE
April 8	Reputation Management is Not Enough	Virtual	10:00AM – 11:00AM EST	FREE
April 27	Managing the Chaos	Virtual	10:00AM – 11:00AM EST	FREE
May 19	Train the Trainer	Virtual	9:00AM – 12:00PM EST	FREE
May 26	REAC	Virtual	10:00AM – 3:00PM EST	FREE
June 9	Fair Housing – Latest 5 Hot Topics	Virtual	10:00AM – 11:30AM EST	FREE
June 10	Advanced Fair Housing	Virtual	10:00AM – 11:30AM EST	FREE
July 13	Affordable Housing Basics	Virtual	10:00AM – 11:30AM EST	\$59
July 22	Train the Resident	Virtual	10:00AM – 11:00AM EST	FREE
August 17	Derail the Conflict	Virtual	10:00AM – 11:00AM EST	FREE
November 11	Residential Retention	Virtual	10:00AM – 11:00AM EST	FREE
December 8-9	LIHTC/HCCP	Virtual	9:00AM – 5:00PM EST	\$400



## Track: Suppliers

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
February 9	A Supplier's Guide to Fair Housing in Property Management	Virtual	10:00AM – 11:30AM	\$59
August 3	Successful Sales	Virtual	10:00AM – 11:00AM EST	\$59
August 11	Understanding Client Needs	Virtual	10:00AM – 11:00AM EST	\$59
October 18-22	Certified Apartment Supplier (CAS)	Virtual	10:00AM – 2:00PM EST	\$695
November 18	Building the Relationship	Virtual	10:00AM – 11:00AM EST	\$59