

# Professional Property Management Training



Smart property management doesn't need to be difficult. Learn the management skills and techniques which can maximize your income and minimize your losses, increasing the value of your property and enhancing your professional career.

- All classes are taught by experienced property management professionals.
- Covers the complete cycle of property management, from marketing your vacancies to ending a tenancy.
- Take one class or all five. Training classes run throughout the year, and can be started anytime. Just check your requested class dates.
- Includes Fair Housing laws and other legal issues which impact managers in the rental industry.
- Provides owners/managers with step-by-step instruction on rental forms, addendums and legal notices.
- Packed with insights and tips on the best practices of residential property management.
- Register for all five classes at the same time and receive a special five-class binder with over 500 pages of information and proven marketing materials

“The most valuable thing about this series was learning to do it right! This will prevent costly mistakes I might have made, and also help me to find better renters.”  
-Art Jain, rental owner/manager

Sign up for all five classes beginning July 16 (check here for 5-class registration and 500-page binder)

or register for individual classes:

<input type="checkbox"/> Class 1: Marketing Your Vacant Rental	Friday, July 16	1 pm to 4 pm
<input type="checkbox"/> Class 2: Selecting Your New Resident	Friday, July 30	1 pm to 4 pm
<input type="checkbox"/> Class 3: Moving in Your New Resident	Friday, August 13	1 pm to 4 pm
<input type="checkbox"/> Class 4: Customer Service, Maintenance, Rent Collection and Notices	Friday, August 27	1 pm to 4 pm
<input type="checkbox"/> Class 5: Terminating the Tenancy	Friday, September 10	1 pm to 4 pm

## REGISTRATION FORM • RESIDENTIAL PROPERTY MANAGEMENT TRAINING • JULY 16 – SEPTEMBER 10

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Full Series  Class 1  Class 2  Class 3  Class 4  Class 5  Full Series  Class 1  Class 2  Class 3  Class 4  Class 5

Company \_\_\_\_\_ RHA member # \_\_\_\_\_

Apartment community \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ Suite/Apt. # \_\_\_\_\_ Fax \_\_\_\_\_

City \_\_\_\_\_ Zip code \_\_\_\_\_ E-mail \_\_\_\_\_

Individual Classes	All Five Classes – includes 500+ page management binder
\$39 per person for RHA members	\$195 per person RHA members
\$59 per person for non-members	\$295 per person for non-members (payable in advance of class)
<b>Total Due</b>	<b>\$</b>

Check enclosed (payable to RHA)  Bill to RHA account # \_\_\_\_\_ (RHA members only)

MasterCard  VISA  AMEX Card # \_\_\_\_\_ Exp \_\_\_\_\_ V-code \_\_\_\_\_  
(3 or 4 numbers on reverse)

Card holder name (print) \_\_\_\_\_ Signature \_\_\_\_\_

**Refund policy:** No refunds for no-shows or cancellations less than 48 hours in advance of seminar.

**Send application to:** RHA, 201 Lathrop Way, Suite C, Sacramento, CA 95815 or fax to (916) 929-0655

**For more information:** Call (916) 920-1120 or (800) 582-7822 or email to info@rha.org

## COURSE DESCRIPTIONS

These five training courses were developed by RHA to offer professional training to single-family and multifamily property managers, and to rental property owners who manage their own properties, including individual homes, duplexes and small to mid-sized apartment properties.

The five courses are based upon the standard rental forms published by the California Apartment Association, and the best practices of the rental housing industry.

---

### Course #1 – Marketing Your Vacant Rental

The first course explains important concepts of rental management, including the rights and responsibilities of the renter and the rental owner/manager. Topics include:

- How to assess your property management tools and capabilities
- How to create and evaluate effective business policies, procedures, rules and rental criteria
- How to prepare your rental unit for showing to prospective renters
- How to conduct personal tours or an open house, including basic showing skills and tips
- How to create an inviting information package for prospective renters
- How to convince prospective renters to submit an application

---

### Course #2 – Selecting Your New Resident

The second course describes the process of obtaining a qualified applicant. Topics include:

- How to use the Application to Rent to your best advantage
- How to comply with the fair housing laws during the screening process
- How to verify the information given to you by your applicant
- How to obtain information from prior rental owners
- How to obtain information from employers
- How to document your verification procedure
- How to accept and deny rental applicants within the law

---

### Course #3 – Moving In Your New Resident

The third course focuses on the important rental documents, the steps required to prepare a document to be signed by the rental applicant, and explores the move-in process. This course also covers:

- How to arrange for the signing of rental documents and collection of the security deposit
- How to manage the move-in meeting
- How to conduct the move-in inspection
- How to build a “welcome” package for your new renter
- How to initiate a positive relationship with your renter

---

### Course #4 – Customer Service, Maintenance, Rent Collection and Notices

The fourth course covers how to consistently apply procedures, rules and policies to your renters, including rent collection, rent increases, changing the terms of tenancy and correct service of notices. The course also includes:

- How to resolve conflicts
- How to retain your renters
- How to create an inspection and maintenance program for your rental units

---

### Course #5 – Terminating the Tenancy of Your Resident

The fifth course deals with lease expirations, renter and owner notices which terminate tenancy, and includes:

- How to perform a pre-move out inspection and final move-out inspection
- How to deal with abandoned rental units, abandoned personal property or resident death.
- How to navigate through the eviction process
- How to correctly process security deposit paperwork
- How to meet the challenge of community-oriented property management



Send application (on reverse) to: RHA, 201 Lathrop Way, Suite C, Sacramento, CA 95815 or fax to (916) 929-0655  
For more information: Call (916) 920-1120 or (800) 582-7822 or email to [info@rha.org](mailto:info@rha.org)