



Certified Manager of Housing [CMH]

Performance training and the art of effective community management

Certified Manager of Housing® (CMH) teaches the key concepts and skills needed to effectively manage multifamily housing. The training is appropriate for site-level managers; property management personnel who oversee multiple sites; and asset managers, regulators, and others who want to expand their understanding of the essential factors in managing all forms of rental housing.

Overview:

The program is based on NCHM's *Housing Management Performance Model*, a proven system for measuring and improving operating results in the key areas of property management. In addition to covering the nuts and bolts of site-level management, the program addresses the decision-making, team leadership, and interpersonal skills needed to guide staff and interact with residents in a productive and positive manner.

What you'll learn:

Key measures of success in housing management

How to measure and impact performance in such areas as occupancy, turnover, rent collections, maintenance work order completion, vacant unit turnaround time, maintenance costs, resident satisfaction, and other essential site-level functions.

Effective problem-solving and decision-making

How to identify critical problems, drill down to root causes, set achievable goals, and take action to achieve those goals.

Leadership and productivity

How to use your unique leadership style to maximize staff productivity and teamwork.

Effective interactions with residents

How to confront difficult situations and resolve issues as effectively as possible.

CMH uses a case-study approach to teach important concepts and provide opportunities for participants to practice new approaches and skills.



Program dates/registration:

Visit nchm.org or call 800-368-5625

CLASSROOM-BASED CERTIFICATION CLASS

Pillar course: Meets Community Management requirement

Duration/delivery: Two-day classroom-based program

Prerequisites: Suitable for all levels

Offered: Regularly scheduled and private group

Exam: Includes online certification exam

Provided: CMH course book

Bring: Calculator, highlighter, pen, #2 pencil (required)

Course agenda:

Day 1

- Registration, introductions, and group formation
- NCHM's Housing Management Performance Model
- Managing the occupancy function
- NCHM's Four-Quadrant Model
- Leadership values

Day 2

- Managing the resident community: turnover and resident satisfaction
- Constructive and non-constructive behavior
- Managing the resident community: lease compliance
- Managing the maintenance function: priorities and work-flow; preventative and capital planning
- Group simulation: addressing difficult resident situations

National Center for Housing Management

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