



# Certified Manager of Housing (CMH)

## New and Expanded!

From top to bottom, learn the fundamentals of operating an efficient and effective property

Certified Manager of Housing (CMH) teaches the key concepts and skills needed to operate multi-family housing at the site level. Featuring NCHM's Property Scoreboard<sup>®</sup>, a proven system for measuring and improving operating results. CMH is great for the new site-level manager and the seasoned vet. From decision-making to team leadership and inter-personal skills, CMH provides staff with all the insights they need to run a successful property for their organization and their residents.

CMH has been the gold standard of property-level management training for decades, but in 2020 it gets even better! Based on student feedback and at the request of some of the leading property management companies, we have expanded our focus on leadership and supervision, making CMH even more valuable.

**Please note: The certification exam for this class is completed online. Students have one week following completion of the class to take the online exam.**

## What you will learn:

### **The essential performance outcomes that determine property success**

- Refined over nearly forty years, NCHM's Property Scoreboard<sup>®</sup> outlines the key outcomes that determine the success of a rental community in four functional areas: occupancy management, community management, maintenance management and financial management. Participants are taught the meaning of important measures such as occupancy rates, vacancy loss, turnover rate, turnaround time, and maintenance work order performance and productivity.

### **How to identify and solve problems impeding property success**

- Participants learn how to diagnose the underlying cause of property performance issues and zero in on corrective measures utilizing NCHM's time-tested, systematic process. Our simple to use, yet profoundly effective, tools empower managers to take action that has a real impact on bottom-line objectives.

### **How to lead and supervise staff for maximum results**

- Successful property management requires a team effort and team work requires effective leadership. CMH shows participants how to build the commitment and cooperation that is essential. It teaches the fundamentals of effective supervision, how to confront difficult situations, and how to inspire others to greater levels of productivity.

## How you will learn:

- CMH is a classroom-based program led by an experienced instructor and practitioner. The program intermingles short lectures with individual and group exercises and a property-based case study. The exercises and case study work are designed to reinforce the lecture material and provide opportunities for participants to practice newly learned techniques and approaches. Many CMH graduates consider the program the most important job-related training of their careers.

## COURSE PROFILE

**Duration:** Three days

**Exam:** Includes online exam – one week to complete

**Format:** Roundtable with lectures, individual and group exercises, case study work and discussion

**Prerequisites:** None

**Audience:** Site-level managers and assistant managers; regional property managers; asset managers; regulators; and others with an interest in the details of property operations and driving bottom-line performance

**Provided:** Course Materials

**Bring:** Calculator (required); highlighter, sticky notes (recommended)

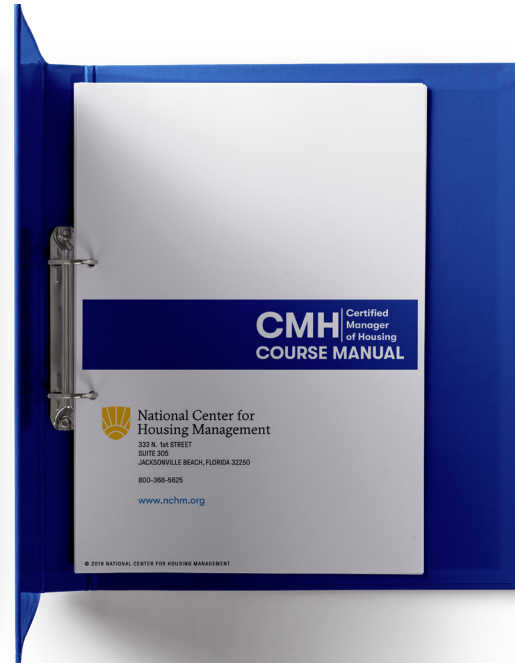
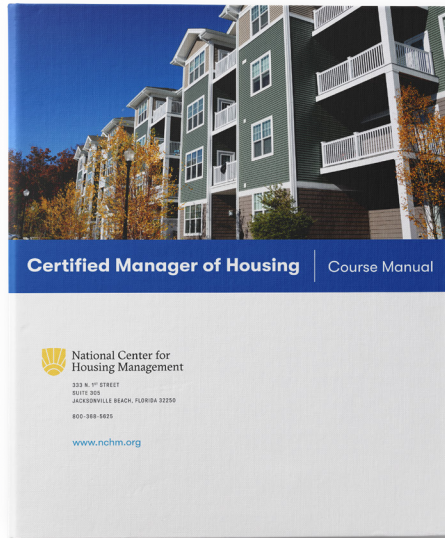


Program dates/registration  
visit [nchm.org](http://nchm.org) or call 800-368-5625



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## COURSE MATERIALS



- Course Manual (above)
- CMH Course Presentation
- Handouts
- Property Scoreboard/Performance Model

## COURSE AGENDA

DAY  
1

8:30am-4:30pm

- Introduction and Team Formation
- NCHM's Property Scoreboard
- Managing the Occupancy Function
- NCHM's Four-Quadrant Planning Model

DAY  
2

8:30am-4:30pm

- Managing the Maintenance Function
- Managing the Resident Community
- Improving Personal and Team Productivity
- Managing the Resident Community
- Addressing Difficult Resident Situations

DAY  
3

8:00am-3:00pm

- Supervision
- Time Management
- Leadership
- Improving Operations