



Introducing IREM® and the ARM® Certification in South Africa: A Strategic Leap Toward Global Excellence in Partnership with PPRA

Dear Real Estate Professional,

We are writing to inform you of the exciting news that **The Property Practitioners Regulatory Authority (PPRA)** has partnered with **the Institute of Real Estate Management (IREM®)** to bring the Accredited Residential Manager® (ARM®) certification to South Africa. This is an exciting step toward improving skills and raising professional standards in the property industry.

IREM® is a respected global organization that has been training property managers since 1933. With members in over 40 countries, IREM® is known for setting high standards in property management. **The ARM®** certification is designed for people who manage residential buildings. It covers key topics like **leasing, leading a team, maintenance, budgeting, and dealing with tenants** – giving professionals the tools they need to do their jobs better.

Now professionals holding the **Master Practitioner of Real Estate** from PPRA can waive most of the education requirements towards achieving the ARM® certification. Holders of the **Professional Practitioner in Real Estate** also have an opportunity to waive one required ARM® course. This gives professionals, already accredited through PPRA, the opportunity to add the **globally recognized** IREM certification to their professional resumes.

The partnership supports the PPRA's goal of building a **more professional, ethical, and skilled property sector**. Already, more than 2,000 South African practitioners have taken part in IREM's online training in partnership with PPRA. The ARM® certification now gives them a chance to **earn a respected international qualification**- helping them grow their careers and deliver better service to clients and communities.

If you are interested in participating in this program and you hold either a Master Practitioner in Real Estate or a Professional Practitioner in Real Estate approval from PPRA, please refer to the attached registration form for further requirements and costs, and the ARM application form for details on this certification and its benefits.

Thank you for your dedication to the profession!

Sincerely,

IREM South Africa Gauteng Chapter
For questions: international@irem.org

IREM Registration Form – PPRA Partnership

Name: _____ Email: _____

Address: _____

If you are a member of IREM, please provide your ID: _____

ID/Passport number: _____

PPRA seven-digit pin: _____

ARM Courses and Exams (please select one to register):

- I hold a Master Practitioner in Real Estate professional designation to waive ARM fundamental courses (MNT402, HRS402, MKL410, FIN402).

Courses and Exams to complete:

85 USD / 1500 ZAR - Ethics for the Real Estate Manager (ETH800)

40 USD/ 600 ZAR – Accredited Residential Manager certification exam (ARMXM)

100 USD/ 1740 ZAR – One time ARM application fee*

50 USD/ 1000 ZAR one time administration fee

Total payment due: 275 USD / 4840 ZAR

*Please make sure to complete the attached ARM application to apply for the IREM certification. Certification is confirmed after successful completion of the ARM certification Exam (ARMXM)

- I hold the Professional Practitioner in Real Estate professional designation to waive ARM marketing course (MKL410).

Courses and Exams to complete:

275 USD / 4800 ZAR: Managing Maintenance Operations and Property Risk (MNT402)

275 USD / 4800 ZAR: Leading a Winning Property Management Plan (HRS402)

275 USD / 4800 ZAR: Budgeting, Cash Flow, and Reporting for Investment Real Estate (FIN402)

85 USD / 1500 ZAR - Ethics for the Real Estate Manager (ETH800)

40 USD/ 600 ZAR – Accredited Residential Manager certification exam (ARMXM)

100 USD/ 1740 ZAR – One time ARM application fee*

50 USD/ 1000 ZAR one time administration fee

Total payment due: 1100 USD / 19240 ZAR

*Please make sure to complete the attached ARM application to apply for the IREM certification. Certification is confirmed after successful completion of the ARM certification Exam (ARMXM)

Your tuition includes:

- ✓ Account in IREM Learning
- ✓ PDF of course textbook and interactive self-directed courses
- ✓ Access to courses and certification exam online through IREM Learning, IREM's online portal

Payment Information:

Please return this completed form, along with your PPRA designation certificate, to international@irem.org. An invoice for your tuition will be sent to you. You have three options to pay the invoice:

1. Wire transfer in ZAR to Gauteng Chapter (within South Africa only)
2. International wire transfer in USD to IREM Headquarters
3. Credit card via IREM's website

1. Payments within South Africa in ZAR to Gauteng Chapter:

Account holder: **IREM SOUTH AFRICA NPC**
ID/Reg Number: **2018/375154/08**
Account type: **CURRENT**
Account number: **42 096 600 5**
Branch: **SANDTON CITY**
Branch code: **008105**
SWIFT code: **SBZAZAJJ**

2. Wire in USD to IREM HQ

JP Morgan Chase Bank, N.A.
Swift Code: CHASUS33 Telex: 420120
ABA# 021000021
For credit to: Institute of Real Estate Management Acct #756512

To ensure proper identification, the wire transfer must include a notation that gives your name and which courses you are registering for. Please send a copy of your wire confirmation and a copy of your completed IREM Africa Portal registration booklet to international@irem.org when sending your payment. Student is responsible for all fees associated with transfer.

3. Credit card payments via the IREM's website:

To pay via IREM's website, please submit your registration form and let IREM know you'd like to pay by credit card. IREM HQ will email you an order number and link **upon receipt of your registration form.**

Registration and Portal Access

Once payment is received, you will receive a login to the IREM Learning online portal. You will be able to login and see your registered courses. You may start and complete them at your own pace. Questions? Please email international@irem.org



ARM[®]

ACCREDITED
RESIDENTIAL
MANAGER[®]

International guidelines and application

For those who manage to make a difference.[™]



IREM[®]
INSTITUTE OF REAL ESTATE MANAGEMENT

Hi, we're IREM®

We're an international institute for property and asset managers, providing complete knowledge to solve real estate management challenges.

For over 85 years, our members have made us the world's strongest voice for all things real estate management. Today, almost 20,000 leaders in commercial and residential management call this home for learning, certifications, and networking.

We offer:

Industry-leading learning

For new and experienced managers, IREM offers courses, tools, publications, and news developed by the brightest real estate managers. Regardless of the topic, IREM offers the most complete real estate management knowledge.

Internationally recognized certifications

IREM's certifications are symbols of ethical leadership and a well-managed property worldwide. The IREM CPM® is the premier property management certification and our early-career certifications for residential and commercial managers help those starting out to develop command of the fundamentals. Property management firms may also pursue the prestigious AMO® (Accredited Management Organization) designation.

Powerful networking

IREM members make up an international community of residential, commercial, retail, and mixed-use managers. Connect with 80 U.S. Chapters and 17 International partners or network with IREM and industry leadership at the IREM Global Summit and other IREM events.

If you know real estate management, come get to know IREM.

Membership and education outside the U.S.

No matter where property managers are located, an IREM membership can help create opportunities, secure a professional advantage, and develop successful strategies in today's competitive real estate market.

Individuals from Brazil and Russia have the added option to apply for an ARM certification and take courses through one of IREM's international partnerships. Visit irem.org/international to locate an IREM representative in one of these countries.

Property managers from anywhere else have the option to apply for membership and complete the education for their chosen designation through IREM's on-demand education options.

Invest in your career

Become an ARM®

The Accredited Residential Manager® (ARM®) certification is awarded to those who meet the standards set by IREM® for residential real estate management professionals.

For those new to the field of residential real estate management, achieving the ARM certification provides you with access to educational opportunities to improve your professional knowledge. As an ARM, you are also connected to all the resources IREM offers for professional development, increased industry knowledge and career advancement.

As an entry- or mid-level residential real estate manager, the ARM certification can be the first step to increased responsibilities and improved compensation. Earning your ARM shows employers that you consider residential management a career, not just a job.

The ARM certification comes with credibility, respect, and industry recognition and carries with it a host of member benefits aimed at advancing your career:

- IREM resources – education, publications, conferences, and online forms and tools – make you the expert on industry trends and issues.
- Membership in IREM makes you a member of a community of professional real estate managers and enables you to establish new business contacts and build a support network of colleagues.

The ARM certification is granted by IREM to those real estate managers of residential properties who meet stringent requirements in the areas of:

- Education
- Examination
- Ethics
- Experience

ARM certification requirements

Checklist

Education – Select one of these four options:			
<input type="checkbox"/> Option 1 All of these courses: <ul style="list-style-type: none">• MNT402• HRS402• MKL410• FIN402	<input type="checkbox"/> Option 2 Take one of the following courses <ul style="list-style-type: none">• RES201• CID201 Or, register for the ARM track which includes RES201, ethics, and the ARM exam	<input type="checkbox"/> Option 3 Have and hold at the time of application a CPM, CAM, RAM, or CRM certification	<input type="checkbox"/> Option 4 Have an undergraduate or graduate degree in real estate or property management (major, minor, or concentration) or a two-year degree in a non-commercial property or real estate management program The PPRA Master Practitioner of Real Estate (MPRE) qualifies as Option 4 in South Africa
Examination Pass the ARM certification exam			
Experience One-year (12 months) property management experience as defined by IREM			
Ethics Complete RES201, CID201, ETH001 , or ETH800 Agree to uphold the IREM Code of Professional Ethics			
Application Submit complete application with: <ul style="list-style-type: none"><input type="checkbox"/> Any supporting documents<input type="checkbox"/> Application fee			
Ongoing Requirements <ul style="list-style-type: none"><input type="checkbox"/> Pay annual membership dues to IREM Headquarters<input type="checkbox"/> Adhere to the IREM Code of Professional Ethics			

Requirements to become an ARM

Education

The ARM education requirement can be completed through one of these four options:

Option 1. Complete a series of function-specific courses. These courses also earn credit toward the CPM designation. For those applicants interested in pursuing the CPM after the ARM certification, these courses – identified as the 400-series courses – are recommended:

1. "Property Maintenance and Risk Management" (MNT402)
2. "Human Resource Essentials for Real Estate Managers" (HRS402)
3. "Marketing and Leasing Strategies for Investment Properties" (MKL410)
4. "Investment Real Estate: Financial Tools" (FIN402)

Note: These courses can be taken in any combination and/or sequence.

Option 2. Complete one of these courses.

- "Successful Site Management" (RES201) or
- "Managing Condominium Association Properties" (CID201)

Each covers the management of the entire property in one course.

You can also register for the [ARM track](#), which bundles RES201, ETH001 (or ETH800), and the ARM exam in a single product and can be completed entirely online.

Option 3. Other designations.

Hold any of these certifications/designations:

- CPM (through IREM)
- CAM (through National Apartment Association)
- RAM (through National Association of Home Builders)
- CRM (through Minnesota Multi-Housing Association)

Verification from the sponsoring organization stating that you have earned the designation and are a member in good standing must be submitted with your ARM application.

Option 4. College degree.

Have an undergraduate or graduate degree in real estate or property management (major, minor, or concentration) or an associate's/two-year degree in a non-commercial property or real estate management program. Documentation confirming the degree from an accredited college or university is required. In South Africa, PPRA's MPRE qualifies as a degree under this option. Certificate programs do not qualify for this option.

ARM Certification Exam

The ARM certification exam (ARMEXM) measures the knowledge required to meet the standards set by IREM for a professional residential property manager. Passing the ARM certification exam with a score of at least 70% is required to earn the ARM certification. The exam covers these competency areas: ethics, financial operations, human resources management, legal and risk management, maintenance and operations, and marketing and leasing.

The ARM certification exam can be taken in any of the following ways:

- As part of the RES201 or CID201 course, only when taken as a classroom course.
- Individually through proctors arranged by IREM.

Ethics

ARMs stand apart from other real estate managers because of their commitment to professionalism. Completing the ethics requirements means agreeing to uphold the IREM Code of Professional Ethics.

In addition, an IREM ethics education requirement must be fulfilled in one of the following ways:

- Successful completion of the RES201 course, which includes a section on ethics.
- Successful completion of the CID201 course, which includes a section on ethics.

- Successful completion of "IREM Ethics Online" (ETH001)
- Attend and pass exam for "Ethics for the Real Estate Manager" (ETH800)

Tip: If you plan to pursue the CPM, we recommend that you complete "Ethics for the Real Estate Manager" (ETH800) as this will also count toward the CPM ethics requirement.

Experience

Experience is a requirement for the ARM certification and is met by:

- Having at least 12 months of residential real estate management experience,
- For each year of reported experience, managing a minimum size portfolio based on the number of housing units managed (see minimum portfolio in the chart below), and
- Performing at least 14 of the 29 functions IREM uses to define a residential property manager (these are listed on the ARM application).

Type of property	Minimum management portfolio*
Rental multifamily property (apartments, mobile homes, condominium and single-family homes offered for rent)	30 units
Mobile home parks	75 mobile home park pads
Homeowners and condominium associations	60 units
Single-room occupancy and dormitory/student housing properties	45 units

*Managing raw land, a new property under construction and parking garages do not count toward the portfolio requirement

Other Requirements

Additional requirements for the ARM certification are as follows:

- Application – You must submit a complete ARM application together with the application fee.
- Application fee – The application fee is \$100, payable in US dollars. This fee includes the first calendar year's membership dues.

Applying for the ARM

Being a member of IREM connects you with the organization and guarantees that you stay informed about your progress toward fulfilling the requirements for the ARM certification.

Here's all you need to do to apply for the ARM:

- Register for the required courses or submit verification of a certification or degree under options 3 and 4 (see pages 4 and 5)
- Register and successfully pass the required exams
- Complete the ARM application and send it to IREM Headquarters with the non-refundable application fee, which is \$100.
- Pledge to uphold the IREM Code of Professional Ethics.

You can apply for the ARM certification at any time – before you take any of the courses, in the middle of the process, or when you have completed all of the courses and exams.

When it is complete, mail or email the application to:

Institute of Real Estate Management
Attn: International ARM Application
430 North Michigan Avenue
Chicago, Illinois 60611-4090
USA

Tel: +1 (312) 329-6098

Fax: +1 (312) 410-7910

E-mail: international@irem.org

The ARM is a membership certification, and as an ARM, you are expected to pay annual fees ("membership dues") to maintain your membership and the right to use the ARM certification.

Vendors, suppliers, and service providers to the real estate management industry are not eligible for the ARM.

When IREM receives your ARM application:

- You will receive official notification of your status approval from IREM Headquarters.
- You become a member of IREM and will immediately begin to receive member benefits and services.
- You must continuously adhere to and abide by the IREM bylaws, policies, and IREM Code of Professional Ethics.
- As soon as the requirements for the ARM are met, you will receive your ARM certification.

Membership Benefits

Membership in IREM brings with it a broad range of benefits. Among them:

- Member discounts of up to 20% on IREM textbooks, research studies, and other publications purchased through IREM Headquarters.
- Regular electronic updates from IREM on IREM activities and events as well as industry news.
- Opportunities to network with other real estate management professionals – at IREM meetings or virtually through online forums.
- Your listing in the IREM online membership directory of professionals.
- Access to materials to promote yourself as an IREM Member and ARM.

IREM Code of Professional Ethics

Introduction

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among Certified Property Managers, CPM candidates, Accredited Residential Managers, Accredited Commercial Managers, Associate Members, and other Members, national and international professional real estate associations and organizations, and clients, employers, and the public. The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, Members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

IREM Member Pledge

I pledge myself to the advancement of professional real estate management through the mutual efforts of Members of the Institute of Real Estate Management and by any other proper means available to me. I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute. I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow Members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management. I pledge myself to place honesty, integrity, and industriousness above all else and to pursue my gainful efforts with diligent study and ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level. I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, Statement of Policies, and this Code of Professional Ethics. I pledge myself to acknowledge the ethical principles as set forth in the International Ethics Standards established by the International Ethics Standards Coalition of which the Institute is a member.

Article 1. Loyalty to Client, Firm, and/or Employer

A Certified Property Manager®, CPM® Candidate, Accredited Residential Manager®, Accredited Commercial Manager, or Associate Member (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated. A MEMBER shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A MEMBER shall not engage in any activity that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.

Article 2. Confidentiality

A MEMBER shall not disclose to a third party any confidential or proprietary information which would be injurious or damaging to a client concerning the client's business or personal affairs without the client's prior written consent, unless such disclosure is required or compelled by applicable laws and regulations.

Article 3. Accounting and Reporting

Pursuant to the terms of the management agreement, a MEMBER shall use reasonable efforts to provide accurate, auditable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A MEMBER shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A MEMBER shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

Article 4. Protection of Funds

A MEMBER shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client, but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A MEMBER shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

Article 5. Relations with Other Members of the Profession

A MEMBER shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of Members of the Institute of Real Estate Management. A MEMBER shall truthfully represent material facts in their professional activities. A MEMBER shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

Article 6. Contracts

Any written contract between a MEMBER and a client shall be in clear and understandable terms, and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the MEMBER.

Article 7. Conflict of Interest

A MEMBER shall not represent personal or business interests divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit,

monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

Article 8. Managing the Assets of the Client

A MEMBER shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect it against all reasonably foreseeable contingencies and losses.

Article 9. Duty to Former Clients and Former Firms or Employers

All obligations and duties of a MEMBER to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A MEMBER shall act in a professional manner when, for whatever reason, relationships are terminated between a MEMBER and a client and firm or employer. Nothing in this section, however, shall be construed to cause a MEMBER to breach obligations and duties to current clients and firm or employer.

Article 10. Compliance with Laws and Regulations

A MEMBER shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

Article 11. Equal Opportunity

A MEMBER shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, familial status, national origin, age, sexual orientation, gender identity, or handicap and shall comply with all applicable laws and regulations regarding equal opportunity.

Article 12. Duty to Tenants and Others

A MEMBER shall competently manage the property of the client with due regard for the rights, responsibilities, and benefits of the tenants or residents and others lawfully on the property. A MEMBER shall not engage in any conduct that is in conscious disregard for the safety and health of those persons lawfully on the premises of the client's property.

Article 13. Duty to Report Violations

Each MEMBER has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another MEMBER may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Institute of Real Estate Management's Bylaws and Statement of Policies.

Article 14. Enforcement

The interpretation of compliance with this Code is the responsibility of the ethics boards of the Institute of Real Estate Management. Any violation by a MEMBER of the obligations of this Code and any disciplinary action for violation of any portion of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and Statement of Policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected MEMBER and without recourse to the Institute, its officers, Governing Councillors, Members, employees, or agents.

Effective October 12, 2017

ARM application

Please type or print clearly in English

Last/ Family name	First/Given name	Middle name or initial	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Company name		Residence address	
Company address		Country/Postal code	
Country/Postal code		Residence telephone	
Daytime telephone		Preferred mailing address (check one): <input type="checkbox"/> Business <input type="checkbox"/> Residence	
Daytime fax number		Citizenship	Date of birth (Month/Day/Year)
Email address		Were you referred by an IREM member? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, who:	
Are you proficient in English? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is your level of proficiency: <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Fluent <input type="checkbox"/> Native		List any other languages you speak and proficiency.	
Have you ever taken an IREM course(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, what is your ID number? _____	
If yes, did you take any IREM course under another name? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, under what name? _____	
If yes, what IREM courses have you completed? _____			

Name and signature of immediate supervisor This verifies the accuracy of the information on this application as to the applicant's current responsibilities.	
Name	
Signature X	Date

If you hold the CPM, CAM, RAM, or CRM designation, you may meet the education requirement. To receive credit, attach verification from the sponsoring organization confirming that you hold the designation and are a member in good standing.

Check here the designations for which you are attaching verification: CPM CAM RAM CRM Not Applicable

When you become an ARM, you will receive your official ARM certificate and ARM pin.
Your name exactly as it should appear on your ARM certificate:

What prompted you to apply for the ARM? (Check one)

<input type="checkbox"/> Advertising	<input type="checkbox"/> Catalog/Brochure	<input type="checkbox"/> Colleague	<input type="checkbox"/> Customer relations	<input type="checkbox"/> Direct mail	<input type="checkbox"/> Email
<input type="checkbox"/> Employer	<input type="checkbox"/> IREM Chapter/ Partner	<input type="checkbox"/> IREM website	<input type="checkbox"/> Internet search	<input type="checkbox"/> Professor or Instructor	<input type="checkbox"/> Telemarketing
<input type="checkbox"/> Trade publication	<input type="checkbox"/> Other				

Experience report for current position.

For Period from (month/year) to (month/year) current		Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 14 is required.
Your title		<input type="checkbox"/> 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others. <input type="checkbox"/> 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans. <input type="checkbox"/> 3. Recommend or decide which items or services are to be purchased for the property, solicit, negotiate or approve contracts for services; monitor contractor performance; and approve payment of invoices. <input type="checkbox"/> 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures. <input type="checkbox"/> 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines. <input type="checkbox"/> 6. Establish, monitor and/or maintain the property's record-keeping system. <input type="checkbox"/> 7. Identify and/or oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee or monitor planning and construction of resident improvements, capital improvements, and/or amenity enhancements. <input type="checkbox"/> 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property. <input type="checkbox"/> 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property. <input type="checkbox"/> 10. Design, implement or approve resident retention, orientation, and property familiarization programs. <input type="checkbox"/> 11. Communicate routinely with residents of the property concerning level of service and other management matters and investigate and resolve resident complaints. <input type="checkbox"/> 12. Develop, implement, and monitor or assist in developing, implementing, and monitoring a marketing plan and/or leasing plan for the property. <input type="checkbox"/> 13. Administer the leasing and lease renewal process and/or negotiate, approve and/or execute leases, including assessing the financial impact of the lease. <input type="checkbox"/> 14. Prepare, market, and show leasable space. <input type="checkbox"/> 15. Analyze market conditions and recommend or approve the property's rental rates. <input type="checkbox"/> 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk. <input type="checkbox"/> 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property. <input type="checkbox"/> 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies. <input type="checkbox"/> 19. Recommend and/or initiate legal actions for violations of leases, contracts or governing documents, including but not limited to evictions and filing of liens. <input type="checkbox"/> 20. Process and/or monitor, or approve, property payables. <input type="checkbox"/> 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits. <input type="checkbox"/> 22. Prepare, implement, and monitor, annual property budgets. <input type="checkbox"/> 23. Determine goals and objectives of the property owner/association. <input type="checkbox"/> 24. Identify and recommend other sources of income for the property and implement programs accordingly. <input type="checkbox"/> 25. Prepare a management plan for the property. <input type="checkbox"/> 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports. <input type="checkbox"/> 27. Establish or maintain management controls and analyze the property's performance. <input type="checkbox"/> 28. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner. <input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.
Company name		
Number of employees reporting directly to you		
Titles of positions reporting directly to you		
Name of immediate supervisor		
Title of immediate supervisor		
Portfolio you manage	Total units	
Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc)		
Mobile home pads		
Homeowners/condominium associations		
Single room occupancies and dormitory/student housing		
Briefly describe your duties and responsibilities and the level of authority you hold over the properties managed. (Attach additional sheet only if necessary. Do not attach a resume/CV.)		
For IREM use only: Total number of functions performed		

Experience report for previous position.

For Period from (month/year) to (month/year)		Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 14 is required.
Your title		<input type="checkbox"/> 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others. <input type="checkbox"/> 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans. <input type="checkbox"/> 3. Recommend or decide which items or services are to be purchased for the property, solicit, negotiate or approve contracts for services; monitor contractor performance; and approve payment of invoices. <input type="checkbox"/> 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures. <input type="checkbox"/> 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines. <input type="checkbox"/> 6. Establish, monitor and/or maintain the property's record-keeping system. <input type="checkbox"/> 7. Identify and/or oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee or monitor planning and construction of resident improvements, capital improvements, and/or amenity enhancements. <input type="checkbox"/> 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property. <input type="checkbox"/> 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property. <input type="checkbox"/> 10. Design, implement or approve resident retention, orientation, and property familiarization programs. <input type="checkbox"/> 11. Communicate routinely with residents of the property concerning level of service and other management matters and investigate and resolve resident complaints. <input type="checkbox"/> 12. Develop, implement, and monitor or assist in developing, implementing, and monitoring a marketing plan and/or leasing plan for the property. <input type="checkbox"/> 13. Administer the leasing and lease renewal process and/or negotiate, approve and/or execute leases, including assessing the financial impact of the lease. <input type="checkbox"/> 14. Prepare, market, and show leasable space. <input type="checkbox"/> 15. Analyze market conditions and recommend or approve the property's rental rates. <input type="checkbox"/> 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk. <input type="checkbox"/> 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property. <input type="checkbox"/> 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies. <input type="checkbox"/> 19. Recommend and/or initiate legal actions for violations of leases, contracts or governing documents, including but not limited to evictions and filing of liens. <input type="checkbox"/> 20. Process and/or monitor, or approve, property payables. <input type="checkbox"/> 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits. <input type="checkbox"/> 22. Prepare, implement, and monitor, annual property budgets. <input type="checkbox"/> 23. Determine goals and objectives of the property owner/association. <input type="checkbox"/> 24. Identify and recommend other sources of income for the property and implement programs accordingly. <input type="checkbox"/> 25. Prepare a management plan for the property. <input type="checkbox"/> 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports. <input type="checkbox"/> 27. Establish or maintain management controls and analyze the property's performance. <input type="checkbox"/> 28. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner. <input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.
Company name		
Number of employees reporting directly to you		
Titles of positions reporting directly to you		
Name of immediate supervisor		
Title of immediate supervisor		
Portfolio you manage	Total units	
Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc)		
Mobile home pads		
Homeowners/condominium associations		
Single room occupancies and dormitory/student housing		
Briefly describe your duties and responsibilities and the level of authority you hold over the properties managed. (Attach additional sheet only if necessary. Do not attach a resume/CV.)		
For IREM use only: Total number of functions performed		

Please answer the questions below. If you answer "yes" to any of the questions, provide a detailed, written explanation on an attached sheet.

- Yes No Have you ever been involved in a reorganization for the benefit of creditors or in personal or business bankruptcy proceedings as a debtor?
- Yes No Have you ever been involved in either civil or criminal legal proceedings as a defendant in which there were allegations of fraud, misrepresentation, misappropriation of funds or property, etc.?
- Yes No Have you ever been refused bonding?
- Yes No Have you ever been subject to disciplinary action by the Institute of Real Estate Management, the National Association of Realtors®, or any other professional association?
- Yes No Have you ever had your real estate license suspended or revoked or otherwise been subject to disciplinary action by any real estate licensing agency?

Please read these rules and regulations before signing and submitting this ARM application.

In connection with the Institute of Real Estate Management, upon submission of application for the ARM designation, I agree that:

- A. All of the information provided by me is complete and correct to the best of my knowledge and belief. If I made or at any time make any statement with knowledge of its falsity, I understand that it shall be cause for denial of membership in the Institute. I further agree to submit to the jurisdiction of the IREM Ethics and Discipline Committee in the event that allegations of unethical or improper conduct arise during the pendency of this application.
- B. All additional information that may be needed by IREM shall be supplied by me upon request.
- C. I am of legal age in my state or province of residence.
- D. I shall conduct my real estate management activities in accordance with the IREM Code of Professional Ethics and shall also be bound by the bylaws and policies of the Institute as they are now or as they may be amended from time to time subsequent to this application and the decisions of any Institute committee and the Governing Council affecting my membership in the Institute.
- E. I agree that the Institute may censure, suspend, expel, or otherwise terminate this membership, if granted, in accordance with the Institute's bylaws, policies, and item A above, and that the Institute, its officers, members, employees, and agents may disclose its actions, in full or part, to the members of the Institute and the general public.
- F. I hereby authorize the Institute to obtain credit and other similar information on or about me, and the Institute, its officers, members, employees, and agents may use such information in evaluating this application.
- G. I shall pay annual dues and fees as set by the Institute in order to retain my rights to use the ARM certification.
- H. I, for and on behalf of myself, and my heirs, assigns, administrators, and each of them waive and forever release all claims and demands, or causes of action and each of them, that I or they may have now or may in the future have against the Institute, its members, its officers, councilors, employees, chapters, or others who may supply information or material to the Institute, and each of them, for any act or omission of the Institute, its members, its officers, councilors, employees, chapters, or any others and each of them including but not in any way limited to its or their acts or omissions in granting membership in the Institute, failing to grant membership, or in censuring, suspending, expelling, or terminating such membership.
- I. The Institute shall take necessary and appropriate steps to verify all information provided on my ARM application.
- J. I understand that my approval for the ARM certification, and thus approval as an ARM Member of the Institute, will come when I meet all requirements and when my application and the approval process is complete.

Your signature verifies the accuracy of the information on this application, acknowledges that you have read the rules and regulations stated above, and confirms that your application is complete.

Signature **X** _____ Date _____

ARM Application Fee

Non-refundable application fee: \$100

- Check enclosed (make payable to IREM) Money order (make payable to IREM) Visa Mastercard
 Wire transfer: American Express Discover

JP Morgan Chase Bank, N.A.
Swift Code: CHASUS33
Telex: 420120
ABA# 021000021
For credit to: Institute of Real Estate Management
Acct #756512

A copy of the wire transfer confirmation must accompany your application. To ensure proper identification, the wire transfer must include a notation that gives your name and "ARM Application Fee." Applicant is responsible for all fees associated with transfer.

Applicant name _____

Cardholder's name _____

Card number _____ Exp. Date _____

Signature _____

Cardholder's billing address (if different from applicant)

