

THE Driving Force

MARCH 2009



OFFICIAL PUBLICATION OF THE DETROIT METROPOLITAN APARTMENT ASSOCIATION

2009 DMAA Education Catalogue

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Looking
Forward in
2009

5



6

2009
Education
Overview and
Calendar



10

Course
Descriptions



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The M.J. White & Son, Inc. Difference

- We are one of the largest family owned and operated disaster restoration companies in Michigan.
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- In 2008 M.J. White & Son, Inc. was honored to receive the Crawford Contractors Connection Award for superior customer service and workmanship.
- M.J. White & Son, Inc. has been serving Michigan for 30 years.
- We at M.J. White & Son, Inc. pride ourselves in our community involvement. We work with many non-profit organizations and community programs through fund-raising and sponsored events.
- Our goal at M.J. White & Son, Inc. is to better our clients by education, support, and community involvement.
- We pride ourselves on our compassion, understanding, and empathy with our clients, making sure that we 'go the extra mile' to not just meet expectations but to exceed expectations of our clients.
- M.J. White & Son, Inc. is devoted to making the right decision with our clients, not just the most economical one.
- All of the staff at M.J. White & Son, Inc. are randomly drug and background tested.
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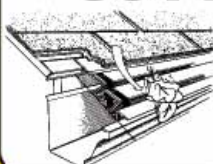
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THE Driving Force

CONTENTS



5 Looking Forward in 2009

By Anthony Barker, CPM, DMAA President

6 2009 Education Overview and Calendar

10 Course Descriptions

20 Upcoming Events

Committee Meetings

Bank on Your Business Partners	Meetings are held on the first Wednesday of each month at 8:30 a.m. @ DMAA offices
Membership	Meetings are held on the first Wednesday of each month at 9:30 a.m. @ DMAA Offices
Education	Meetings are held on the first Tuesday of each month at 9 a.m. @ DMAA Offices
Legislative	As Needed
Special Events	Meetings are held on the third Monday of each month at 3 p.m. @ DMAA offices
Sponsorship	As Needed
Program Committee	As Needed

http://www...

Visit us online!

www.dmaa.net

The Driving Force welcomes guest editorial from advertisers!

DMAA supports all advertisers by providing them first choice placement of editorial contributions. All articles should be submitted to the publisher at dani@newslettersink.net or to the DMAA at maria@dmaa.net.

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Editor's Corner

We apologize for any incorrect information within the content of these pages. Please notify us of any errors and we will make the corrections.

If you have any news to report from your business or community, drop us a line and we'll do our best to include it in the next edition of the newsletter. The deadline for submissions is the 20th of the month. We work two months in advance (e.g., December 20th we are working on the February issue).



Please tell your respective departments within your company to make a note of our new address:

Detroit Metropolitan Apartment Association
30700 Telegraph Road, STE 2665
Bingham Farms, MI 48025
(248) 594-9825
info@dmaa.net



PRESIDENT'S POINTS

Anthony Barker, CPM, DMAA President



Looking Forward in 2009

I am honored to be the new president of the DMAA. We have benefited from a terrific 2008, with continued growth, a great first annual Golf Outing and successful PRISM Awards and Holiday Gala.

There are many things to look forward to in the coming months. For 2009 we are committed to promoting and leading in the following areas:

Education – We must carry the torch to lead fellow members in expanding their knowledge and expertise. The Education Committee has done a terrific job creating our calendar of education classes this year. Our 2009 education calendar includes more than 60 offerings, the most in our history.

In addition to our designation classes, this comprehensive calendar boasts a large selection of specialty classes including: management, marketing, leasing, and maintenance and for the first time affordable housing programs.

Be sure to enjoy the benefits of the remarkable programming.

Legislation – We were successful, as part of the Property Management Association of Michigan (PMAM), in getting inspec-

tion legislation passed earlier this year. We now need to work to get municipalities to make changes in their ordinances as allowed by this new law.

In addition, on the state level, we have several other bills we are working with PMAM to get introduced in the legislature on property management issues. The National Apartment Association (NAA) also works on our behalf to influence national legislation for our industry.

A contingent of DMAA members lobbied our state legislators in February and another group will go to Washington, D.C. this month to work toward legislation that affects our profession.

Consider joining the Legislative Committee and help to bring positive changes for our industry.

Networking – Get Active, lead or help with one of the committees. Share your expertise and abilities with your peers and help to continue our growth. This is a great way to get to know your fellow property professionals and get additional resources to manage your communities.

Another benefit of networking is it also gives property professionals an opportunity to get to know our business partners and find resources to help effectively manage our communities. Active participation results in increased mutual benefits.

The future of the DMAA is very bright thanks to the hard work of many in the past. It is important to acknowledge all the leaders that played a part in getting us to where we are today. Specifically, I want to thank all the officers, directors, staff, committee chairs and members who stepped forward in 2008 to help the DMAA grow.

For the future we would love to get everyone involved. It is not just your precious time we need, it is also your great ideas and valuable input. Together we have the opportunity to advance much further.



The future of the DMAA
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the hard work of many
in the past.



National Apartment Association Designation Programs

Certified Apartment Manager, CAM

The on-site manager is a vital link between apartment residents and the community owners and investors. That's why an increasing number of owners and investors are seeking NAA-designated Certified Apartment Managers to fill their staffing needs.



Total Program Cost:

\$799 Member / \$1249 Non-Member

Modules may also be purchased individually.

CAM Module Schedule:

All Classes are from 9:00–5:00 at the DMAA Training Center.

Residential Issues

Instructor: Marianne Holman

Date: April 14

Legal Responsibilities & Government Relations

Instructor: Jim Gromer

Date: April 21

HR Management

Instructor: Marianne Holman

Date: April 29

Fair Housing

Instructor: Mirriam Livingstone

Date: May 7

Marketing

Instructor: Clio Hanks

Date: May 12

Property Maintenance

Instructor: Tony Barker

Date: May 15

Risk Management

Instructor: Gary Offenbacher

Date: May 22

Financial Management

Instructor: Cheryl Buol

Date: June 4

Community Analysis

Instructor: Jennifer Gullekson

Date: June 9

Certified Apartment Supplier, CAS

This 4-day program allows vendors, suppliers or contractors to confer with the industry professionals seeking CAM designations.



Total Program Cost:

\$425 Member / \$625 Non-Member

CAS Module Schedule:

All Classes are from 9:00–5:00 at the DMAA Training Center.

Residential Issues

Instructor: Marianne Holman

Date: April 14

Risk Management

Instructor: Gary Offenbacher

Date: May 22

Financial Management

Instructor: Cheryl Buol

Date: June 4

Choose one elective module from remaining CAM modules to complete CAS program.

National Apartment Leasing Professional, NALP

Whether you are a veteran or newcomer, everyone will benefit from an overview of the responsibilities of a leasing professional.



Total Program Cost:

\$449 Member / \$649 Non-Member

Modules may also be purchased individually.

NALP Module Schedule:

All Classes are from 9:00–5:00 at the DMAA Training Center.

Keys to Success in Leasing and Leasing & The Internet

Instructor: Kathy Banker

Date: March 25

Telephone Presentations and Leasing Interview & Qualifying

Instructor: Jennifer Gullekson

Date: April 9

Leasing Demonstrations & Resolving Objections and Rental Policies & Procedures

Instructor: Sharisse Myren

Date: April 16

Legal Aspects and Market Survey Presentation

Instructor: Jim Gromer

Date: April 21

Certified Apartment Maintenance Technician, CAMT

Develop the skills and expertise to effectively operate an apartment community.



Total Program Cost:

\$749 Member / \$1119 Non-Member

Modules may also be purchased individually.

CAMT Module Schedule:

All Classes are from 9:00–5:00 at the DMAA Training Center.

Appliance Maintenance & Repair

Instructor: Chris Peraino

Date: September 30

Interior & Exterior Maintenance

Instructor: Chris Peraino

Date: October 7

Electrical Maintenance & Repair

Instructor: Chris Peraino

Date: October 15

Plumbing Maintenance & Repair

Instructor: Chris Peraino

Date: October 21

Heating, Ventilation & Air Conditioning Maintenance and Repair

Instructor: Chris Peraino

Date: October 28

Students must also complete (2) on-line non-technical modules:

Inside the Apartment Business and People, Projects, and Profits

Trade Show – March 18

Join us for the DMAA/ IREM Trade Show on March 18th at Burton Manor in Livonia. Visit us at Booth #F9 (right inside the main doors).

Program Cost per Session \$25

Bed Bugs & Beyond

Instructor: Eradico

Date: March 18

45 minute Power Session

Time: 10:30–11:15

Acing a Shop—It's no Mystery

Instructor: Mary Johnston

Date: March 18

45 minute Power Session

Time 11:30–12:15

Generational Leasing

Instructor: Clio Hanks

Date: March 18

45 minute Power Session

Time: 12:30–1:15



Affordable Housing Series

Our newest course offering in partnership with the Midwest Affordable Housing Management Association (MAHMA) was developed to provide our membership educational opportunities specifically designed for the affordable housing industry.

Real Estate Assessment Center (REAC)

For HUD Affordable Housing or HUD financed communities

Cost: \$99 Member / \$139 Non-Member

Instructor: MAHMA Instructors

Date: February 27

1/2 day session

Tax Credit Certification

Specialist in Housing Credit Management

Cost: \$299 Member / \$359 Non-Member
plus \$150 Exam Fee

Instructor: MAHMA Instructors

Dates: March 11 and March 12

2-day session

TRACS/Enterprise Income Verification (EIV)

For HUD Project Based Section 8 Communities

Cost: \$89 Member / \$129 Non-Member

Instructor: MAHMA Instructors

Date: April 2

1 day session

Special Claims

Cost: \$89 Member / \$119 Non-Member

Instructor: Rhonda Dosh

Date: April 23

1 day session

MOR (Management Occupancy Review)

For HUD Affordable Housing or HUD financed communities

Cost: \$129 Member / \$159 Non-Member

Instructor: MAHMA Instructors

Date: October 22

1/2 day session

These sessions are scheduled to be held at the M.J. White & Sons Training Center in Novi.

Maintenance Academy

With broad coverage of essential topics, the Maintenance Technician Educational Program will equip both the long-time and brand new maintenance professional to improve every community they service.

Program Cost per session:

\$49 Member / \$79 Non-Member

Classes are from 9:00 am–noon at the DMAA Training Center.

Management Skills for Maintenance Supervisors

Instructor: Tony Barker

Date: January 22

Electrical Repairs

Instructor: Tim Breczko

Date: February 19

Pool Maintenance

Instructor: Todd Lyons

Date: April 15

Plumbing Repairs

Instructor: TBD

Date: May 21

Keys & Locks

Instructor: TBA

Date: June 18

Preventative Maintenance

Instructor: Howard Goraj

Date: July 23

Appliance Repair

Instructor: Arthur Aros

Date: August 26

Drywall Repair

Instructor: Belfor

Date: October 22

Furnace & Boiler Maintenance

Instructor: Dave Rudolph

Date: November 19

Property Management Series

From fact to fiction, learn how to effectively manage your apartment community.

Program Cost per Session

\$59 Member / \$89 Non-Member

All sessions held at the DMAA Training Center

Rent Collection

Instructor: Karole Torres

Date: January 20

Time: 9:00 am–1:00 pm

Successful Site Management

Instructor: Sharisse Myren

Date: February 17

Time: 9:00 am–1:00 pm

Team Building

Instructor: Debbie Oaks

Date: April 28

Time: 9:00 am–1:00 pm

Crime Prevention and Crisis Communication

Instructors: Karole Torres and Heidi Much

Date: May 19

Time: 9:00 am–1:00 pm

Customer Service

Instructor: Debbie Oaks

Date: September 22

Time: 9:00 am–1:00 pm

Affect the Bottom Line

Instructor: Mirriam Livingstone

Date: November 17

Time: 9:00 am–1:00 pm

Maintenance for Property Managers

Instructor: Dave Rudolph

Date: December 17

Time: 9:00 am–1:00 pm

Leasing Academy

Sharpener your skills and learn some new ways to lease in challenging economic times.

Program Cost per Session

\$49 Member / \$79 Non-Member

All sessions held at the DMAA Training Center

ABC's of Leasing

Instructor: Kathy Banker

Date: January 21

Time: 9:00 am–1:00 pm

First & Lasting Impressions

Instructor: Kelly Vandenbossche

Date: March 10

Time: 9:00 am–1:00 pm

Marketing on a Budget

Instructor: Clio Hanks

Date: May 20

Time: 9:00 am–1:00 pm

Score A Winning Mystery Shop

Instructor: Karole Torres

Date: September 17

Time: 9:00 am–1:00 pm

On-line Leasing Strategies

Instructor: Kristen Markos

Date: November 10

Time: 9:00 am–1:00 pm



Additional Programs & Events

Lead Paint Legislation Compliance

Instructor: M.J. White & Son
Date: February 13
Time: 8:00 am–noon

Trade Show

Location: Burton Manor – Livonia
This will be the last year at this location! Moving to Rock Financial in '10!
Date: March 18
Time: 10:00 am–5:00 pm

Mold Remediation 101

Instructor: US Restoration
Location: US Restoration
Date: April 7
Time: 9:00 am–5:00 pm
Cost: \$99 Member / \$149 Non-Member

Fair Housing & Beyond

Presented by IREM & the DMAA
Location: Glen Oaks Country Club
Date: April 7
Time: 1:00 pm–5:30 pm
Cost: \$79 Member / \$109 Non-Member

Refrigerant Recovery Certification (offering twice in 2009!)

Instructor: Chris Peraino
Date: May 14 and October 8
Time: 9:00 am–4:00 pm
Cost: \$159 Member / \$219 Non-Member

How to Build a GLAStar Board

Instructor: Kathy Vallie
Date: May 27
Cost: Free!

NAA Education Conference & Exposition

Location: Las Vegas, NV
Dates: June 25–27

Golf Outing

Location: Glen Oaks CC
Date: July 9

PRISM Awards and Banquet

Location: TBD
Date: August 21

Financial Boot Camp

Instructor: Cynthiann King
Date: September 23
Time: 9:00 am–4:00 pm

Mold Remediation 201

Instructor: US Restoration
Location: US Restoration
Date: September 24
Time: 9:00 am–5:00 pm
Cost: \$99 Member / \$149 Non-Member

Real Estate Continuing Education

Instructor: Rich George
Date: October 9
Time: 9:00 am–5:00 pm
Cost: \$59

GLAStar Education & Awards

Location: Lansing
Dates: November 5–6 *Thu & Fri this year!*

Bed Bugs

Instructor: Gary Offenbacher
Date: November 11
Cost: \$59 Member / \$89 Non-Member

Fair Housing

Instructor: Nadeen Green
Date: November 19
Time: 9:00 am–1:00 pm
Cost: \$59 Member / \$89 Non-Member

Holiday Gala

Location: TBD
Date: December 9

General Membership Meeting Dates

Location: Glen Oaks Country Club
January 14 *Annual Meeting*
February 11
March—no meeting
April 8
May 13
June 10
July—no meeting
August—no meeting
September 9
October 14
November 18 *Joint meeting w/IREM*
December—no meeting

Calendar 2009

January

- 20 Management Series: Rent Collection
- 21 Leasing Academy: ABC's of Leasing
- 22 Maintenance Academy:
Management for Maintenance Supervisors

February

- 13 Lead Paint Legislation Compliance
- 17 Management Series: Successful Site Management
- 19 Maintenance Academy: Basic Electrical Repairs
- 27 Affordable Housing Series: REAC

March

- 10 Leasing Academy: First & Lasting Impressions
- 11&12 Affordable Housing Series: Tax Credit Certification
- 18 Trade Show: Bed Bugs & Beyond
- Trade Show: Acing a Shop - It's No Mystery
- Trade Show: Generational Leasing
- 25 NALP: Keys to Success in Leasing /
Leasing & The Internet

April

- 2 Affordable Housing Series: TRACS/EIV
- 7 Fair Housing & Beyond
- 7 Mold Remediation 101
- 9 NALP: Telephone Presentations and
Leasing Interview & Qualifying
- 14 CAM/CAS: Management of Residential Issues
- 15 Maintenance Academy: Pool & Spa Certification

- 16 NALP: Leasing Demonstration
& Resolving Objections
- 21 CAM: Legal Responsibilities
& Government Relations
- 22 NALP: Legal Aspects & Market Survey Presentation
- 23 Affordable Housing Series: Special Claims
- 28 Management Series: Team Building
- 29 CAM: Human Resource Management

May

- 7 CAM: Fair Housing
- 12 CAM: Marketing
- 14 Refrigerant Recovery Certification
- 15 CAM: Property Maintenance for Managers
- 19 Management Series:
Crime Prevention & Crisis Management
- 20 Leasing Academy: Marketing on a Budget
- 21 Maintenance Academy:
Plumbing Repairs & Maintenance
- 22 CAM/CAS: Risk Management
- 27 How to make a GLAStar Board

June

- 4 CAM/CAS: Financial Management
- 9 CAM: Community Analysis
- 18 Maintenance Academy: Keys & Locks

July

- 23 Maintenance Academy: Preventive Maintenance

August

- 26 Maintenance Academy: Appliance Repair

September

- 17 Leasing Academy: Score a Winning Mystery Shop
- 22 Property Management Series: Customer Service
- 23 Financial Boot Camp
- 24 Mold Remediation 201
- 30 CAMT: Appliance Maintenance & Repair

October

- 7 CAMT: Interior & Exterior Maintenance
- 8 Refrigerant Recovery Certification
- 9 Real Estate Continuing Education
- 15 CAMT: Electrical Maintenance & Repair
- 21 CAMT: Plumbing Maintenance & Repair
- 22 Affordable Housing Series:
Management Occupancy Review (MOR)
- 22 Maintenance Academy: Drywall Repair
- 28 CAMT: Heating, Ventilation & Air Conditioning

November

- 10 Leasing Academy: Online Leasing Strategies
- 11 Bed Bugs
- 17 Management Series: Affect the Bottom Line
- 19 Maintenance Academy: Furnace & Boilers
- 19 Fair Housing

December

- 17 Management Series:
Maintenance for Property Managers



We're green!

Newsletters Ink has received its certifications in the SFI (Sustainable Forest Initiative) and FSC (Forest Stewardship Council) programs, which are based on the premise that responsible environmental behavior and sound business decisions can coexist to the benefit of landowners, manufacturers, shareholders, customers, the people they serve, the environment, and future generations.

Both programs integrate the perpetual growing and harvesting of trees with the protection of wildlife, plants, soil, water, and air quality.

All of our publications are printed on paper that has been certified in a Chain of Custody procedure that insures adherence to these organizations' guidelines. When you see FSC and SFI logos on our publications, not only are we green, so are you!



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Course Descriptions

JANUARY

MANAGEMENT SERIES: Rent Collection

1/20/09 9:00 am–1:00 pm

Instructor: Karole Torres, CPM

Collecting rent during difficult times, tracking delinquencies and legal action, vacancy vs. delinquency.

Karole Torres, CPM is an Asset/Regional Manager for Continental Management Company an NAA Education Institute Advanced Instructor, Vice President of the DMAA and co-Chair of the DMAA Education Committee.

LEASING ACADEMY: ABCs of Leasing

1/21/09 9:00 am–1:00 pm

Instructor: Kathy Banker, CAS, NALP

Learn how to go from Tour Guide to Professional Leasing Consultant. Learn tips on qualifying, closing and follow up. Salesmanship really is an attitude!

Kathy Banker, the founder of Lease UP! has been a property management professional specializing in marketing and sales training nationally for over 25 years. She is also an NAA Education Institute Advanced Instructor.

MAINTENANCE ACADEMY: Management Skills for Maintenance Supervisors

1/22/09 9:00 am–12:00 pm

Instructor: Anthony Barker, CPM

Learn how to go from maintenance technician to maintenance supervisor. Attendees will develop skills in interviewing and hiring, developing employees, communicating with residents, drug and alcohol awareness, sexual discrimination and more!

Anthony Barker is the Chief Executive Officer of Barker Associated Management and the current president of the DMAA. He is also an NAA Education Institute Advanced Instructor.

FEBRUARY

Lead Paint Legislation Compliance

2/13/09 8:00–noon at the M.J. White Training Center in Novi

Instructor: M.J. White & Son

Learn what the new EPA requirements are regarding lead dust. Protect ownership from liability claims and personal safety.

M.J. White & Son, Inc is one of the most respected general contractors in Michigan specializing in disaster restoration.

MANAGEMENT SERIES: Successful Site Management

2/17/09 9:00 am–1:00 pm

Instructor: Sharisse Myren

If you want to succeed in property management, this is the class for you! Discussions will cover determining your target and setting goals, developing and motivating your team, personal development and accountability, and effective communication with your supervisor.

Sharisse Myren is Senior Regional Manager for Paragon Properties Company. Sharisse was recognized as "Regional Manager of the Year" at the 2008 Prism Awards and is a member of the DMAA Education Committee.

MAINTENANCE ACADEMY: Basic Electrical Repairs

2/19/09 9:00 am–12:00 pm

Instructor: Tim Breczko

Impact your bottom line by learning how to complete basic electrical repairs in-house.

Tim Breczko is Maintenance Supervisor for Continental Management LLC. Tim was awarded "Maintenance Supervisor of the Year" at the 2008 GLASStar Awards. He is also EPA Certified Type I and II.

AFFORDABLE HOUSING SERIES: The Top 10 Mistakes Everyone Makes Concerning REAC

2/27/09 9:00 am–1:00 pm at M.J. White & Son Training Center in Novi

Instructor: Saul Himmelstein

REAC Inspection. Two words guaranteed to strike fear into even the most seasoned manager's heart. Attendees will learn what the inspectors are looking for and how to eliminate problems before the inspection begins.

Saul Himmelstein is Vice President/CEO of The Inspection Group, Inc. and worked as a REAC inspector.

MARCH

LEASING ACADEMY: First & Lasting Impressions

3/10/09 9:00 am–1:00 pm

Instructor: Kelly Vandenbossche

Never underestimate the impact your advertising, curb appeal, personal grooming and follow up have on the bottom line. Learn how to ensure you are putting your best foot forward all the time every time.

Kelly Vandenbossche is Marketing and Training Manager with Lombardo Companies and has over 17 years of experience in property management.

AFFORDABLE HOUSING SERIES: Tax Credit Certification

3/11/09 & 3/12/09 9:00 am–5:00 pm at the M.J. White Training Center in Novi

Instructor: Karen Graham, CPM, HCCP

This two-day LIHTC course is ideal for owners, managers, asset managers, developers and site staff who need to understand the basics and the critical workings of Low Income Housing Tax Credits. This class will also benefit those who are new to the industry and want a better understanding.

Karen Graham, a Midwest Affordable Housing Management Association (MAHMA) instructor is the President of Karen A. Graham Consulting and specializes in Section 42 compliance and property management services.

TRADE SHOW: Bed Bugs and Beyond

3/18/09 10:30 am–11:15 am

Instructor: Eradico

Bed Bug infestations are now affecting apartment communities in epidemic proportions in SE Michigan. Are you prepared to handle an infestation? Don't miss this training program on identification, management and prevention of bed bugs.

Eradico is a full-service exterminating company servicing thousands of residential and commercial clients throughout the state of Michigan and northern Ohio since 1931.

TRADE SHOW: Acing a Shop—It's no Mystery

3/18/09 11:30 am–12:15 pm

Instructor: Mary Johnston, CAM, TCS

See your presentation from a client's perspective and see your property through fresh eyes. Learn the secrets to acing your shop every time.

Mary Johnston is the Director of Management of Full House Marketing, Secretary for the DMAA Board of Directors and an NAA Education Institute Advanced Instructor.

TRADE SHOW: Generational Leasing

3/18/09 12:30 pm–1:15 pm

Instructor: Clio Hanks, NALP, CPM

Learn how to relate to the different generational styles and how to lease and market to each one.

Clio Hanks is Senior Vice President of The Associated Management Company, immediate past-president of the DMAA, current president of the PMAM and an NAA Education Institute Advanced Instructor.

NALP: Keys to Success in Leasing and Leasing & The Internet

3/25/09 9:00 am–5:00 pm

Instructor: Kathy Banker, CAS, NALP

Complete two courses in one day! In Keys to Success in Leasing attendees will work on effective goal setting, time management, teamwork, market and product knowledge. In Leasing & the Internet attendees will learn to maximize online advertising by understanding the internet and the online renter, and successfully responding to and evaluating leads.

Kathy Banker, the founder of Lease UP! has been a property management professional specializing in marketing and sales training nationally for over 25 years. She is also an NAA Education Institute Advanced Instructor.

APRIL

AFFORDABLE HOUSING SERIES: TRACS/Enterprise Income Verification (EIV)

4/2/09 9:00 am–5:00 pm at M.J. White & Son Training Center in Novi

Instructor: Bonnie Wilpon, MAHMA Instructor

This class is for HUD Project Based Section 8 communities only. Learn about the latest EIV security requirements & questionnaires. Instructor will cover new HUD policies on use of EIV data, how to use EIV reports including handling of income discrepancies. Understand MOR considerations and which EIV items will be covered.

Bonnie Wilpon was a founding partner of PAWA House of Florida, Inc. in 1993. She operated the PAWA House Service Bureau from 1994-2007, processing both HUD and Rural Development sites.

Mold Remediation 101

4/7/09 9:00 am–5:00 pm at the US Restoration Training Center in Plymouth

Instructor: U.S. Restoration

Earn your certification in this one day session. Learn how to prevent, troubleshoot, document and resolve mold issues. Reduce litigation and avoid unnecessary costs with mediation contractors. Must pass exam to become certified.

U.S. Restoration is a 24-hour service construction company, specializing in the repair of property that has been damaged by fire, wind, water, or natural disasters.

Fair Housing and Beyond

4/7/09 1:00–5:30 pm at Glen Oaks Country Club

Instructor: Rich George and Sheila Austin

The DMAA and IREM has partnered to set new standards in fair housing training using real-life situations that require critical thinking and prudent decision making. Understand the serious consequences of incorrect responses and receive coaching on how to avoid costly mistakes. Receive knowledge of fair housing essentials and practical explanations of how federal, state and local protected classes and barred discriminatory acts impact property operations.

Rich George, CAPS, ARM, CHPE is the President and Founder NOI Coach is a licensed real estate broker, past President of the DMAA, past Board Director of PMAM and an Advanced Instructor and Faculty Member of the NAA Education Institute.

Sheila Austin, CPM and is an IREM faculty member. She is founder, owner, and President of Wedgewood Property Management and Consulting, LLC. Sheila is past President of IREM and currently is Regional Vice President. She has served as an IREM Governing Councilor and chair of IREM Membership Committee Ethics and Discipline Committee.

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■ Course Descriptions – continued

NALP: Telephone Presentations and Leasing Interview & Qualifying

4/9/09 9:00 am–5:00 pm

Instructor: Jennifer Gullekson, ARM

Learn the key elements of a successful leasing presentation from start to finish.

Jennifer Gullekson is the Area Manager for Lockwood Management and an NAA Education Institute Advanced Instructor.

CAM/CAS: Management of Residential Issues

4/14/09 9:00 am–5:00 pm

Instructor: Marianne Holman, CAPS, CPM

This program covers: customer service, occupancy management, security, emergency management, operations technology and resident relations.

Marianne Holman, Founder and President of On-Site Focus is a faculty member of NAA Education Institute, past Vice-President of Home Properties, past President of the DMAA, and the co-chair of the DMAA Education Committee.

MAINTENANCE ACADEMY: Pool & Spa VGBA Safety Act Certification

4/15/09 9:00 am–3:00 pm

Instructor: Todd Lyons, Certified Pool Technician

Are you aware that the deadline for compliance with the most significant pool safety legislation in United States was January 1, 2009? Learn how to get your facility certified under the Virginia Gramem Baker Pools & Spa Safety Act (VGBA). Understand the MI DEQ process, identifying the proper replacement covers, installation and more.

Todd Lyons is a Certified Pool Technician and Marketing Administrator for Aquatic Source.

NALP: Leasing Demonstration & Resolving Objections

4/16/09 9:00 am–4:00 pm

Instructor: Sharisse Myren

A 6-hour program that covers: the leasing demonstration, product knowledge, preparing for a demonstration, feature-benefit-emotional appeal approach, Fair Housing implications in demonstrating, closing, resolving objections, leasing signals and more.

Sharisse Myren is Senior Regional Manager for Paragon Properties Company. Sharisse was recognized as "Regional Manager of the Year" at the 2008 Prism Awards and is a member of the DMAA Education Committee.

CAM: Legal Responsibilities and Government Relations

4/21/09 9:00 am–5:00 pm

Instructor: Jim Gromer, Esq.

This program covers Equal Employment Opportunity (EEO), OSHA and hazardous materials, lease, evictions and vendor contracts.

Jim Gromer is General Counsel for Continental Management LLC and a faculty member of NAA Education Institute.

NALP: Legal Aspects & Market Survey Presentation

4/22/09 9:00 am–5:00 pm

Instructor: Jim Gromer, Esq.

This module contains an overview of basic Fair Housing laws, filing a Fair Housing complaint, prohibited practices, the Americans with Disabilities Act (ADA), Fair Housing testers, Equal Credit Opportunity Act, criminal background checks, lead paint safe work practices, resident safety practices, emergency contact situations and more. It will also cover the Market Survey Presentation required to earn your designation.

Jim Gromer is General Counsel for Continental Management LLC and a faculty member of NAA Education Institute.

AFFORDABLE HOUSING SERIES: Special Claims

4/23/09 9:00 am–1:00 pm

Instructor: Rhonda Dosh, C7P, HCCP, COS, CAM

The Special Claims Class will cover the Section 8 guidelines regarding special claims, what types of claims can be made, common errors, processing, recommended administrative processes, and hands on calculation of claims. The class will focus on the most commonly submitted special claims—loss of income due to vacancy and loss of income due to unpaid rent and physical damages.

Rhonda Dosh is Senior Compliance Specialist for Lockwood Management Company. Ms. Dosh earned a Bachelor of Arts Degree in Sociology from the University of Michigan. In addition, Ms. Dosh is a Certified Credit Compliance Specialist (C7P), a Housing Credit Certified Professional (HCCP), and a Certified Occupancy Specialist (COS). She earned a Certified Apartment Manager (CAM) designation from the National Apartment Association (NAA) and is a licensed Real Estate Salesperson in the State of Michigan. She has previously served as a board member for the Property Management Association of Michigan. She has ten years experience in property management.

MANAGEMENT SERIES: Team Building

4/28/09 9:00 am–1:00 pm

Instructor: Deborah Oaks

This 4 hour program is to help the community manager build confidence, trust and teamwork while producing better communication, improved productivity and increased effectiveness. Learn how to set goals to make specific improvements, measure progress and lead your team towards success.

Deborah Oaks is the Director of Training and Associate Development for Village Green Companies overseeing the University of Village Green. She is also an Advanced Instructor and faculty member of the NAA Education Institute and DMAA Education Committee member.

CAM: Human Resource Management

4/29/09 9:00 am–5:00 pm

Instructor: Marianne Holman, CAPS, CPM

A 9.5 hour program that covers: executive summary, employment law, employment practices, payroll administration, training and supervision, and termination.

Marianne Holman, Founder and President of On-Site Focus is a faculty member of NAA Education Institute, past Vice-President of Home Properties, past President of the DMAA, and the co-chair of the DMAA Education Committee.

MAY

CAM: Fair Housing

5/7/09 9:00 am–3:00 pm

Instructor: Mirriam Livingstone, SHCM

A 5.5 hour program that covers: Fair Housing laws, families with children, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices, and government housing.

Mirriam Livingstone, SHCM is the Vice President of Internal Auditing, Operations and IT Services for the Village Green Companies. She is the current Treasurer of the DMAA, a PMAM State Board Member and Treasurer for the Fair Housing Center of Metropolitan Detroit as well as an Advanced Instructor for the NAA Education Institute.

CAM: Marketing

5/12/09 9:00 am–1:00 pm

Instructor: Clio Hanks, CPM, NALP

A 4.5 hour program that covers: Instruction to marketing, conducting marketing research, promotional marketing, on-site marketing, and the marketing plan.

Clio Hanks is Senior Vice President of The Associated Management Company, immediate past-president of the DMAA, current president of the PMAM and an NAA Education Institute Advanced Instructor.

Refrigerant and Recovery Certification

5/14/09 9:00 am–4:00 pm

Instructor: Chris Peraino

The Federal Clean Air Act, Section 608, requires that anyone who services, maintains, repairs or disposes of appliances and equipment that contain regulated refrigerants be certified in proper refrigerant handling techniques. The EPA has also placed a sales restriction on refrigerants, limiting the sale of regulated refrigerants to Certified Technicians only. Earn your certification during this one day class.

Chris Peraino is an EPA and ESCO Certified Instructor.

CAM: Property Maintenance for Managers

5/15/09 9:00 am–1:00 pm

Instructor: Anthony Barker, CPM

A 5.5 hour program that covers: team building, the on-site manager's role, interior and exterior maintenance, preventive maintenance and safety.

Anthony Barker is the Chief Executive Officer of Barker Associated Management and the current president of the DMAA. He is also an NAA Education Institute Advanced Instructor.

MANAGEMENT SERIES: Crime Prevention & Crisis Management

5/19/09 9:00 am–1:00 pm

Instructor: Karole Torres, CPM, & Heidi Much

Learn how to deal with emergency situations and take proactive steps to crime prevention. Learn about Crime Free Programs, how to establish a Neighborhood Watch Program, how to effectively speak with the media and control rumors.

Karole Torres: Asset/Regional Manager for Continental Management LLC, Vice President DMAA, Co-Chair Education Committee DMAA, Advanced Instructor and Faculty Member of NAA Education Institute.

Heidi Much: Director of Risk Management for Village Green Companies, Vice President Detroit Risk and Insurance Management Society.

LEASING ACADEMY: Marketing on a Budget

5/20/09 9:00 am–1:00 pm

Instructor: Clio Hanks, NALP, CPM

In tough times, the marketing budget is always the first to go! Learn some innovative strategies to use when there is no money for marketing.

Clio Hanks is Senior Vice President of The Associated Management Company, immediate past-president of the DMAA, current president of the PMAM and an NAA Education Institute Advanced Instructor.

MAINTENANCE ACADEMY: Plumbing Repairs and Maintenance

5/21/09 9:00 am–noon

Instructor: TBD

This half day training will include hands on plumbing repairs of kitchen and bathrooms as well as preventive maintenance of apartment community plumbing systems.

CAM/CAS: Risk Management

5/22/09 9:00 am–5:00 pm

Instructor: Gary Offenbacher, CPM

This designation module covers minimizing risks to staff, handling emergencies, liability and insurance.

Gary Offenbacher is the Executive Vice President of Continental Management and is an NAA Education Institute Advanced Instructor and the immediate past president of the Property Management Association of Michigan.



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How to Make a GLAStar Board

5/27/09 10:00 am–11:00 am

Instructor: Kathy Vallie

A fun and interactive workshop designed to help you create a dynamic presentation board for the annual GLAStar Awards. Improve your chances to capture this coveted industry recognition.

Kathy Vallie is the Association Executive for the Property Management Association of Michigan.

JUNE

CAM/CAS: Financial Management

6/4/09 9:00 am–5:00 pm

Instructor: Cheryl Buol, CPM

This module covers investments, adding value to investments, financial statements, budgets and property valuation.

Cheryl Buol is the Chief Operations Officer for The Hayman Company and is an NAA Education Institute Advanced Instructor. She is also an NAA Leadership Lyceum graduate.

CAM: Community Analysis

6/9/09 9:00 am–1:00 pm

Instructor: Jennifer Gullekson, ARM

This is the final module of the CAM program and is a review of the elements required to complete a comprehensive market and management analysis report.

Jennifer Gullekson is the Area Manager for Lockwood Management and an NAA Education Institute Advanced Instructor.

MAINTENANCE ACADEMY: Keys & Locks

6/18/09 9:00 am–noon

Instructor: TBA

Develop your technical skills! This course gives hands on training on when to use master keys, lock repairs, key management and re-keying locks.

JULY

MAINTENANCE ACADEMY: Preventive Maintenance

7/23/09 9:00 am–noon

Instructor: Howard Goraj, CAMT

Be proactive and keep your community in top shape! This course will help you design your own Preventive Maintenance Checklists for all your site needs, including capital improvements, mechanical, common areas and exterior/interior issues.

AUGUST

MAINTENANCE ACADEMY: Appliance Repair

8/26/09 9:00 am–noon

Instructor: Arthur Aros

Save money, time and increase your professional skills! Learn all the aspects of installing, repairing and ordering parts for dishwashers, refrigerators and both gas and electric ranges.

HD Supply is one of the largest and most diversified wholesale distributors in the U.S. and Canada, providing top quality products and value-added services to professional customers in the Infrastructure & Energy, Maintenance, Repair & Improvement and Specialty Construction markets.

SEPTEMBER

LEASING ACADEMY: "Score a Winning Mystery Shop"

9/17/09 9:00 am–1:00 pm

Instructor: Karole Torres, CPM

If you are a Leasing Consultant, you will no doubt be shopped! Be certain that you are ready with the skills necessary to ace the greeting, presentation, closing and follow-up.

Karole Torres, CPM is an Asset/Regional Manager for Continental Management Company an NAA Education Institute Advanced Instructor, Vice President of the DMAA and co-Chair of the DMAA Education Committee.

MANAGEMENT SERIES: Customer Service

9/22/09 9:00 am–1:00 pm

Instructor: Debbie Oaks

When it's all about price how do we compete? By providing exceptional service to our clients and residents. Learn some new and innovative techniques to draw in residents and keep those you have from leaving.

Debbie Oaks is the Director of Training and Development for Village Green Companies and an NAA Education Institute Advanced Instructor.

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Financial Boot Camp

9/23/09 9:00 am–4:00 pm

Instructor: Cynthiann King

Gain a working knowledge of property management finance, master basic finance terminology and formulas required to be an effective decision maker, discover how to effectively analyze fundamental financial components of a property, and uncover the tips to properly communicating financial elements to owners, supervisors, and on-site staff members.

Cynthiann King is known as both an inspirational educator and seminar leader. As President of C. King Unlimited, she lends her expertise in seminars and educational consulting services to management companies and associations located in diverse markets throughout the U. S. She is also an NAA Education Institute Advanced Instructor.

Mold Remediation 201

9/24/09 9:00 am–5:00 pm at the U.S. Restoration Training Center in Plymouth

Instructor: U.S. Restoration

This certification is built on the information learned in Mold Remediation 101. Learn how to prevent, troubleshoot, document and resolve mold issues. Reduce litigation and avoid unnecessary costs with mediation contractors. Must take Mold Remediation 101 prior to attending.

U.S. Restoration is a 24-hour service construction company, specializing in the repair of property that has been damaged by fire, wind, water, or natural disasters.

CAMT: Appliance Maintenance & Repair

9/30/09 9:00 am–5:00 pm

Instructor: Chris Peraino

Part of the designation program for Maintenance Technicians.

Chris Peraino is a certified ESCO instructor. He has taught the CAMT program for the DMAA for the past 5 years and has an engaging and effective hands-on teaching style.

OCTOBER

CAMT: Interior & Exterior Maintenance

10/7/09 9:00 am–5:00 pm

Instructor: Chris Peraino

Part of the designation program for Maintenance Technicians.

Chris Peraino is a certified ESCO instructor. He has taught the CAMT program for the DMAA for the past 5 years and has an engaging and effective hands-on teaching style.

Refrigerant Recovery

10/8/09 9:00 am–5:00 pm

Instructor: Chris Peraino

One day certification class. This class is a MUST for all Maintenance Technicians. We offer ESCO Instruction, Review and Testing—all in one day!

Real Estate Continuing Education

10/9/09 9:00 am–5:00 pm

Instructor: Rich George

This is the only con-ed course designed specifically for property managers.

Rich George, CAPS, ARM, CHPE is the President and Founder NOI Coach is a licensed real estate broker, past President of the DMAA, past Board Director of PMAM and an Advanced Instructor and Faculty Member of the NAA Education Institute.

CAMT: Electrical Maintenance & Repair

10/15/09 9:00 am–5:00 pm

Instructor: Chris Peraino

This program covers electrical systems for the apartment home, electrical safety, electrical circuits, electrical parts and basic wiring/repairs.

Chris Peraino is a certified ESCO instructor. He has taught the CAMT program for the DMAA for the past 5 years and has an engaging and effective hands-on teaching style.

CAMT: Plumbing Maintenance & Repair

10/21/09 9:00 am–5:00 pm

Instructor: Chris Peraino

In this session we will cover plumbing systems, safety, materials, lavatories, sinks, disposals, faucets, tubs, showers, toilets drain cleaning and preventive maintenance for water heaters.

AFFORDABLE HOUSING SERIES: MOR

(Management Occupancy Review)

10/22/09 9:00 am–1:00 pm at the M.J. White Training Center in Novi.

Instructor: Katherine Papp, MAHMA Instructor

Property compliance is your everyday focus. Join us to get tips on putting your processes in the best possible light during the management review. Get best practice tips to ensure that you receive the highest possible score on your next MOR. Receive tips about referencing various HUD manuals and websites and take advantage of sample checklists.

Katherine Papp is the Director of Training and Compliance for CGI's PBCA Contracts. She assists in developing policies compliant with HUD regulations.

■ Course Descriptions – continued on page 16

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■ Course Descriptions – continued

MAINTENANCE ACADEMY: Drywall Repair

10/22/09 9:00 am–noon

Instructor: Belfor

Learn the art of making drywall repairs. From dings to door knob holes, the experts at Belfor will show you how. Tackle those annoying imperfections and make your residents happier.

Belfor Property Restoration specializes in property repairs and maintenance.

CAMT: Heating, Ventilation & Air Conditioning Maintenance & Repair

10/28/09 9:00 am–5:00 pm

Instructor: Chris Peraino

This program covers baseboard and forced air heat, basic cooling systems, room air conditioners, split cooling systems, heat pumps, packaged outdoor and through-the-wall systems.

NOVEMBER

LEASING ACADEMY: Online Leasing Strategies

11/10/09 9:00 am–1:00 pm

Instructor: Kristen Markos, Director of For Rent Media Solutions

From blogging to podcasting learn what the most powerful trends for marketing to the next generation are. Explore new methods and technological innovations for leasing, marketing and resident retention. Learn about technology changes that your customers are demanding.

Bed Bugs

11/11/09 9:00 am–1:00 pm

Instructor: Gary Offenbacher, CPM and Panel of Pest Control Experts

Are you prepared to handle a bed bug infestation? Don't miss this informative program and learn how to identify, manage and prevent bed bugs at your community.

Gary Offenbacher, CPM is the Executive Vice President of Continental Management an NAA Education Institute Advanced Instructor, has a CPM designation with IREM, and is the immediate past president of the Property Management Association of Michigan.

MANAGEMENT SERIES: Affect the Bottom Line

11/17/09 9:00 am–1:00 pm

Instructor: Mirriam Livingstone, SHCM

Everything affects the bottom line when it comes to managing a property. Find out how you can effectively train your team to always be striving towards profitability and cost savings.

Mirriam Livingstone is the Vice President of Internal Auditing and Operations for Village Green Companies. She is a DMAA Board Director and its Treasurer.

Fair Housing

11/19/09

Instructor: Nadeen Green

Learn what's new and how to protect yourself and your property. Nadeen always brings the latest information and delivers it in a fun and entertaining way. Don't miss it!

Nadeen Green has been an attorney since 1979 and has taught Fair Housing law to the multi-family housing industry since the Fair Housing Act went into effect in 1989. Thanks to our sponsor: For Rent Media Solutions.

MAINTENANCE ACADEMY: Furnace & Boilers

11/19/09 9:00 am–1:00 pm

Instructor: Dave Rudolph

Educating your staff may cut down on your need to outsource and give your residents a faster response time. Send your maintenance team to this informative hands-on workshop.

Dave Rudolph has been an instructor and trainer for Midwest Management. His expertise is in maintenance and contract administration.

DECEMBER

MANAGEMENT SERIES: Maintenance for Property Managers

12/17/09 9:00 am–1:00 pm

Instructor: Dave Rudolph

Can your property manager really relate to what the maintenance team faces each day? This course will educate you and help you manage your community more effectively.

Dave Rudolph has been an instructor and trainer for Midwest Management. His expertise is in maintenance and contract administration.



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Wilmar Industries	800.345.3000

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\$ Asphalt Specialists, Inc. \$	248.334.4570
Orion Paving	586.739.8690

ATTORNEYS

Marc Landau, Attorney at Law	248.258.5959
Paul J. Raine, PLLC	248.680.9522
Postestivo & Associates	248.853.4400

Swistak & Levine, PC	248.851.8000
Taubman, Nadis & Neuman, P.C.	248.865.3700
Trowbridge Law Firm, P.C.	313.259.6900

BANK / FINANCIAL SERVICES

Apartment Capital Group	248.427.0800
Asset Acceptance, LLC	586.446.1830
Capmark Finance	248.208.0521
Centennial Mortgage	574.233.6773
CBCInnovis AmRent Residential Screening	999.573.3990
Grace Bray, Farmers Insurance	586.751.3166
SureDeposit	800.531.7873

BATHROOM TUB / TILE REGLAZING

Royal Finish, Inc.	888.737.1010
Surface Solutions, LLC	734.788.5838

\$ VIP Property Services \$	734.699.9871
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BLINDS / WINDOW COVERINGS

American Blind & Drapery	888.232.4832
Artic Window Replacement	734.595.1600
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CIC Industries	734.641.9617
Falcon Carpet Service	248.585.8780
SCI Floor Covering	248.359.3500
Sherwin Williams Floor Covering	248.547.2818
\$ Solar Contract Carpet \$	248.352.4400
Tri County Floor Covering	888.552.2773

CARPET & UPHOLSTERY CLEANING

Concraft, Inc.	248.276.9400
\$ Jarvis Construction \$	586.954.4700
\$ M.J. White & Son \$	888.992.4404



Midwest Property Maintenance	734.729.4198
Surface Solutions, LLC	734.788.5838
\$ VIP Property Services \$	734.699.9871

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\$ Resident Data, a ChoicePoint Service \$	313.657.9512
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Royal Finish, Inc.	888.737.1010

\$ VIP Property Services \$	734.669.9871
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Wilmar Industries	800.345.3000
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CREDIT REPORTING & CRIMINAL HISTORY

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First Advantage SafeRent	877.766.5764
RentGrow	800.736.8476

\$ Resident Data, a ChoicePoint Service \$	313.657.9512
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Screening Reports	630.694.1670
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\$ Premier Apartment Staffing \$	248.471.9599
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Success On Site, Inc.	734.665.3366
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The Leasing Workshop, Inc.	800.875.9847
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\$ Full House Marketing \$	248.474.3009
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\$ Premier Apartment Staffing \$	248.471.9599
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Smart Apartment Solutions	734.747.6278
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RentGrow	800.736.8476
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FAIR HOUSING CONSULTING

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FIRE PROTECTION SERVICES

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\$ Aaron Builders, Inc. \$	800.850.1440
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\$ MJ White and Son \$	888.992.4404
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Paul Davis Restoration	586.755.1700
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Professional Renovation Services	248.668.9446
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\$ U.S. Restoration \$	888.877.3786
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\$ VIP Property Services \$	734.699.9871
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FURNITURE RENTAL / PURCHASE

AFR Furniture Rental	248.733.0344
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\$ CORT a Berkshire Hathaway Company \$	248.449.7560
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Gorman's Corporate Housing Furniture	248.306.5620
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Bullz-i Marketing	248.395.9100
Creative Process	248.569.2054
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Wooden Graphics, LLC	313.319.9625
INSURANCE	
Alliant Insurance Services, Inc.	248.205.3999
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Grace Bray State Farm Insurance	586.751.3166
Griffin Smalley & Wilkerson	248.471.0970
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Kapnick Insurance Group	248.352.4455
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Paetec	248.530.2139
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Key Trak	260.438.2368
KITCHEN & BATH REMODELING / REFACING	
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KSI Kitchen & Bath	810.229.9554
Kurtis Kitchen & Bath	734.522.7600
Surface Solutions, LLC	734.788.5838
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B&L Landscaping	248.547.6439
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Wood's Lawncare & Snow Removal, LLC	586.979.1858
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\$ On-Site Focus \$	248.514.6618
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\$ U.S. Restoration \$	888.877.3786
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WASTE COMPACTOR SYSTEMS	
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WEBSITE DEVELOPMENT	
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UPCOMING EVENTS

March

Leasing Academy

Topic: First & Lasting Impression
Instructor: Kelly Vandenbosche, Lombardo Companies
Date: Tuesday, March 10, 2009
Time: 9:00 am to 1:00 pm
Cost: \$49 members / \$79 non-members
Location: DMAA Training Office*

Affordable Housing Series

Topic: Tax Credit
Date: Wednesday, March 11, 2009 and Thursday, March 12, 2009
Time: 9:00 am to 5:00 pm
Cost: \$299 Members / \$359 Non-Members plus \$150 SHCM Exam Fee

Maintenance Mania

Date: Wednesday, March 18, 2009
Location: IREM/DMAA Trade Show, Burton Manor
2777 Schoolcraft
Livonia, MI 48150

IREM/DMAA Trade Show

Date: Wednesday, March 18, 2009
Time: 10:00 am to 4:00 pm
Location: Burton Manor
2777 Schoolcraft
Livonia, MI 48150

IREM/DMAA Trade Show Education Sessions

Topic: Bed Bugs
Instructor: Eradico
Date: Wednesday, March 18, 2009
Time: 9:00 am to 10:00 am
Cost: \$25

Topic: Ace a Shop
Instructor: Mary Johnston
Date: Wednesday, March 18, 2009
Time: 10:00 am to 11:00 am
Cost: \$25

Topic: Generational Leasing
Instructor: Clio Hanks
Date: Wednesday, March 18, 2009
Time: 11:00 am to Noon
Cost: \$25

National Apartment Leasing Professional (NALP)

Date: March 25 and April 9, 16 and 22, 2009
Time: 9:00 am to 5:00 pm
Cost: \$449 Members / \$649 Non-Members
Location: DMAA Training Office*

April

Affordable Housing Series

Topic: TRACS/ EIV
Instructor: MAHMA
Date: Thursday, April 2, 2009
Time: TBA
Cost:
Location: M.J. White & Son

Mold Remediation 101

Date: Tuesday, April 7, 2009
Time: 9:00 am to 5:00 pm
Instructor: Dennis Zagata, US Restoration
Cost: \$99 Members / \$149 Non-Members
Location: U.S. Restoration
223 N. Main St.
Plymouth, MI 48170

General Membership Meeting

Date: Wednesday, April 8, 2009
Time: 8:00 am to 9:30 am
Cost: \$22 registered in advance / \$27 at the door
Location: Glen Oaks Country Club
30500 W 13 Mile Road
Farmington Hills, MI 48334

National Apartment Leasing Professional (NALP)

Date: March 25 and April 9, 16 and 22, 2009
Time: 9:00 am to 5:00 pm
Cost: \$449 Members / \$649 Non-Members
Location: DMAA Training Office*

Certified Apartment Manager (CAM)

Date: April 14, 21, 29 and May 7, 12, 15, 22, 26 and June 9, 2009
Time: 9:00 am to 5:00 pm
Cost: \$799 Members / \$1249 Non-Members
Location: DMAA Training Office*

Certified Apartment Supplier (CAS)

Date: April 14 and May 22 and 26, 2009
Elective Dates: April 21, 29 and May 7, 12, 15 and June 9, 2009
Time: 9:00 am to 5:00 pm
Cost: \$399 Members / \$599 Non-Members
Location: DMAA Training Office*

Maintenance Academy

Topic: Pool Maintenance
Instructor: Todd Lyons
Date: Wednesday, April 15, 2009
Time: 9:00 am to 3:00 pm
Cost: \$49 Members / \$79 Non-Members
Location: DMAA Training Office*

Processing Special Claims

Date: Thursday, April 23, 2009
Instructor: Rhonda Dosh
Time: TBD
Location: DMAA Training Office*

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