



The Detroit Metropolitan Apartment Association Presents...
2009 Property Management Series



Crime Prevention & Crisis Communication

Crisis Communication is critical should a crime or disaster occur—learn the basics on how to deal with situations, and proactive steps to prevention

Topics covered in this session are:

- ♦ Learn about Crime Free Multi-Housing programs
- ♦ Neighborhood Watch Programs
- ♦ Speaking with the media, controlling rumors, talking with residents
- ♦ Empowering Property Managers
- ♦ Dealing with repeated crime and the fear of retaliation

Instructor: Karole Torres
Continental Management, LLC

Date: Tuesday, May 19, 2009

Time: 9:00 am to 12:00 pm (Noon)

Location: Lockwood of Waterford
1407 Skipper Drive
Waterford, MI 48327

Cost: \$59 Members/ \$89 Non-Members



Karole Torres, CPM
Continental Management, LLC

Karole Torres is a Regional/ Asset Manager for Continental Management Company. She is currently the Vice President of the DMAA and also serves as Co-chair to the Education Committee. She holds a designation as a CPM with IREM and is a Faculty Member and Instructor for the NAA Education Institute and instructor for the NAA designation classes. She holds a Bachelors of Science Degree in Business Administration from Walsh College in Troy, Michigan. Ms. Torres holds a Real Estate Salesperson license in Michigan. In addition she holds certifications in both Fair Housing and Tax Credit

Karole's property management experience includes 17 years of experience in property management. Prior to joining Continental Management, Ms. Torres was Regional Manager with both Lockwood Management and PM Group/Midwest Management. Prior to Michigan, Karole started her property management experience in Southern California.



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E-mail to info@dmaa.net or fax to 248-594-9804 or register online at www.dmaa.net

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Make checks payable to "DMAA" 30700 Telegraph Road, Suite 2665, Bingham Farms, MI 48025
Reference "Crime Prevention"

