

RAM Program – Registered in Apartment Management

The Registered in Apartment Management (RAM) Program is a comprehensive 40-hour training program specifically designed to train property managers of multifamily rental, condominium, and cooperative housing, both market rate and subsidized. Curriculum includes office/financial management, marketing, and all aspects of tenant processing as well as maintenance and security issues. Upon successful completion of the examination, participants can complete an experience profile and application for certification. If all of the criteria have been successfully met, the candidate is awarded the RAM certification. This certification is the standard in our industry, widely accepted and endorsed outside of our organization by other related trade associations and by Navy and Air Force housing specialists. The Department of Housing and Urban Development (HUD) designated NAHB Multifamily and the RAM Certification Program as an approved certifying organization of managers and assistant managers who work in private, federally assisted, or public housing.

RAM schools are available through local HBA offerings, on a private company basis, and at the NAHB International Builders' Show. Fees for the RAM school vary by region. Application for RAM candidacy is made by submitting a completed RAM Professional Profile and an application fee of \$150. A passing score on the RAM certification examination and 300 points scored on the RAM profile are the key components of the RAM Certification Program. Once a certification is granted, there is a \$95 annual renewal fee and continuing education requirement in the form of a recertification form that must be submitted every three years.

Advanced RAM Program

The Advanced RAM Program provides a higher credential in the field of apartment management for the levels of asset managers, property supervisors, and management company owners. Curriculum includes modules encompassing operations, legal issues, personnel management, fair housing, and much more.

To be eligible for Advanced RAM, a candidate must be a RAM in good standing and submit a \$100 application fee along with an Advanced RAM professional profile for review. Completion of six curriculum modules is required, or comparable (pre-approved by the RAM office) courses if the core modules are not available in your area. Once certified, there is a \$145 annual renewal fee and a continuing education requirement in the form of a recertification form that must be submitted every three years.

CLP Program – Certified Leasing Professional

The Certified Leasing Professional (CLP) Program curriculum includes an overview of multifamily leasing and sales skills. Sales, communication skills, merchandising, customer satisfaction, fair housing, and ethics are all topics that a skilled leasing professional should be well versed in. The CLP course reviews and tests for competency in these and other key issues are vital to quality property leasing. The CLP course is the prerequisite to taking the CLP certification examination.

CLP Schools are sponsored by the local HBAs and through corporate sponsorships. Course fees vary by region and event sponsor. There is a \$25 annual renewal fee required and a continuing education component required every two years.

Benefits of Certification

- Recognition of a high degree of professional competence
- Affiliation with NAHB, the largest and strongest trade association in the building industry
- *Professional Management*, the RAM newsletter
- Washington Hotline
- Market Outline
- Certificate identifying you as a professional in residential management
- Lapel pin

Objectives of Our Family of Programs

- To raise the professional standards and improve the practice of housing management by giving special recognition to those professionals who have demonstrated a high level of competence.
- To identify persons with acceptable knowledge of the principles and practices of housing management, related disciplines, and laws governing and affecting the industry.
- To encourage housing professionals to pursue continuing education programs for their professional development.

Advantages of Certification

- Professional Credibility
- Skills and Knowledge
- Higher Earning Potential
- Networking
- Career Enhancement
- Personal Satisfaction



Registered in Apartment Management (RAM)



Sponsoring Group: NAHB Multifamily

Oversight Board: RAM Board of Governors

Audience: Property managers of multifamily rental, condominium, and cooperative housing, both market rate and subsidized

Curriculum and other Requirements:

- Pass the RAM test
- Have an approved Certification Profile on file at NAHB.

The Certification Profile details the educational and professional experience of all applying to the RAM Program. An approved Certification Profile also provides NAHB with the required three professional references for the applicant. The Certification Profile application is made complete when the applicant signs the RAM Code of Ethics.

RAM training is presented as a forty (40) hour training program. The curriculum entails Development Management, Marketing and Rental, Customer Service, Management of the Development Office, Financial Management, Maintenance, Risk Management and Government Assisted and Insured Housing Programs. This training is not required to take the RAM exam.

Associated Fees: Course fees are determined by the HBA,
Examination Fee: \$50
Application/Profile Fee: \$150

Renewal Fee: Annual renewal fee of \$95.00, and

Continuing Education Requirements:

24 hours of continuing education required every three years.

What are the benefits of having this designation?

- Professional Recognition
- Subscription to Professional Management; Market Outlook; Washington Hotline
- Annual Certification Directory Listing
- Eligibility to participate on RAM Board of Governors
- Enhanced Professional Image
- Increased Marketability in the Industry
- Networking

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 : *Where do I obtain more*
 : *information?*
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