



**Certified Property Manager<sup>®</sup>  
Guidelines and Application  
– International Version –**



## About the Institute of Real Estate Management

The Institute of Real Estate Management (IREM®) is an international community of real estate managers dedicated to ethical business practices, maximizing the value of investment real estate, and promoting superior management through education and information sharing.

An affiliate of the National Association of REALTORS®, IREM is the home for all industry professionals connected to real estate management – and the only organization serving both the multi-family and commercial sectors.

We believe:

- That good management matters
- That well-managed properties pay dividends in terms of value and in the quality of life for residents, tenants and customers
- In professional ethics
- In the power of knowledge and the importance of sharing it

IREM offers a variety of membership types for professionals of every experience level, from on-site managers to high-level executives. Our credentials, earned by meeting high standards of education, experience, and ethical business practices, include:

- CERTIFIED PROPERTY MANAGER (CPM®)
- ACCREDITED RESIDENTIAL MANAGER (ARM®)
- ACCREDITED COMMERCIAL MANAGER (ACoM)
- ACCREDITED MANAGEMENT ORGANIZATION (AMO®)

For 85 years, IREM has set the standard for best practices in real estate management. Today, IREM membership includes 20,000 individuals and 550 corporate members.

## Membership and Education Outside the U.S.

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

Individuals from Brazil, Bulgaria, Canada, China, Japan, Poland, Russia, Korea, or Ukraine, have the added option to apply for membership and take courses through one of IREM's international partnerships. Visit

**[www.irem.org/about-irem/international-programs](http://www.irem.org/about-irem/international-programs)** to locate an IREM representative in one of these countries.

Property managers from anywhere in the world who do not wish to travel to a classroom location have the option to apply for membership and complete the education for their chosen designation through IREM's Self-Paced Online distance learning program.

## *Invest in Your Career*

### Become a CERTIFIED PROPERTY MANAGER

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The CERTIFIED PROPERTY MANAGER® (CPM®) designation is the most recognized credential for real estate managers of larger portfolios, including those who manage multi-family, office, retail, and industrial properties. or managers who want to be recognized as the ultimate asset performance experts. The designation is known and trusted throughout the industry, and earned through education and experience.

CPM Members say earning the designation is essential for:

- Recognition within the industry as a trusted professional
- Access to timely information, ongoing learning and professional development
- Respect of peers, colleagues, and owners
- Commitment to advancing the real estate management profession

### *Become a CPM Candidate Member to...*

#### **Make more money.**

- With IREM CPM Candidate Membership comes credibility, respect, and higher earnings. Employers making hiring decisions consider the CPM the most important real estate management designation.
- CPM Members are twice as likely to hold the highest management positions.
- Total compensation packages for CPM Members can exceed the packages of managers without the designation of the same age, with the same amount of experience and education, and with similar portfolio sizes by as much as 57%.
- IREM aggressively promotes the CPM designation to potential clients and employers – and you reap the reward.

#### **Be a more effective, efficient professional.**

- Get solutions to the challenges you face in your job everyday with IREM education, publications and research, all with significant member discounts.
- Access the tools you need, when you need them, with online solutions like webinars, white papers, and shared interest communities.
- Receive the personal care and support you need from IREM – locally, nationally, and globally.

#### **Connect.**

- Join a community of professionals just like you.
- Expand your network and establish new contacts: make deals, exchange tips, identify future employers and employees, and learn new industry trends and best practices.
- Attend national events for superior professional education and to share ideas with fellow IREM Members face to face.

## CPM Designation Requirements

<b>Education</b>		
<i>Select one of these three options:</i>		
<b>Option 1</b> <ul style="list-style-type: none"> <li>• MNT402</li> <li>• HRS402</li> <li>• MKL404, MKL405 or MKL406</li> <li>• FIN402</li> <li>• ASM603</li> <li>• ASM604</li> <li>• ASM605</li> </ul>	<b>Option 2</b> Have and hold at the time of application an RPA, CCIM, CFM, CSM, PCAM, or SIOR  *This option requires a \$300 fast track fee	<b>Option 3</b> Have an undergraduate or graduate degree (e.g., major, minor, or concentration) in real estate or property management  *This option requires a \$300 fast track fee
<b>Management Plan</b>		
<i>Select one of these two options:</i>		
<b>Option 1</b> Write a management plan on an actual property and receive a passing score (MPIND)	<b>Option 2</b> Attend the MPSAXM classroom offering and pass the management plan skills assessment	
<b>Examination</b>		
Pass CPM certification exam		
<b>Experience</b>		
3 years (36 months) property management experience as defined by IREM		
<b>Ethics</b>		
Take ETH800 and pass exam Agree to uphold the IREM Code of Ethics		
<b>Application</b>		
Submit complete application with:		
<input type="checkbox"/> Three letters of recommendation <input type="checkbox"/> Real estate license if applicable <input type="checkbox"/> Any other supplementary documents <input type="checkbox"/> Application fee		
<b>Ongoing Requirements</b>		
<input type="checkbox"/> Pay annual membership dues to IREM Headquarters <input type="checkbox"/> Adhere to the IREM Code of Professional Ethics		

## Requirements to Become a CPM

### Education

Meet one of three education options.

**Option 1.** IREM Courses. Most applicants complete the education requirement by taking these courses covering the full property management curriculum:

1. "Property Maintenance and Risk Management" (MNT402)
2. "Human Resource Essentials for Real Estate Managers" (HRS402)
3. "Marketing and Leasing: Retail Properties" (MKL404) or "Marketing and Leasing: Multifamily Properties" (MKL405) or "Marketing and Leasing: Office Buildings" (MKL406)
4. "Investment Real Estate: Financial Tools" (FIN402)
5. "Investment Real Estate Financing and Valuation – Part One" (ASM603)
6. "Investment Real Estate Financing and Valuation – Part Two" (ASM604)
7. "Investment Real Estate Financing and Valuation – Part Three" (ASM605)

*Note: The courses listed as 1 through 4 can be taken in any combination and/or sequence.*

**Option 2.** Other designations fast track.

Hold one of the following designations: CCIM (through the CCIM Institute), CFM (through the International Facility Management Association), CSM (through International Council of Shopping Centers), PCAM (through Community Associations Institute), RPA (through Building Owners and Managers Institute), SIOR (through the Society of industrial and Office Realtors)

**Option 3. College degree fast track**

Have an undergraduate or graduate degree in real estate or property management (e.g., major, minor, or concentration) from an accredited college or university. Documentation confirming the degree from a college or university is required. Certificate programs do not qualify for this option.

*Note: Options 2 and 3 include a \$300 fast track fee.*

## Management Plan

Pass the management plan requirement by fulfilling one of these two options.

- Option 1.** Prepare and receive a passing evaluation on a management plan on an actual property of your choice following detailed guidelines provided by IREM (MPIND).
- Option 2.** Complete and receive a passing score on a management plan skills assessment (MPSA®). The MPSA is available in a four-day classroom offering as part of a CPM Capstone Track.

## CPM Certification Exam

Pass the CPM certification exam, which covers these competency areas: financial operations and asset management, human resource management, legal and risk management, maintenance and operations, and marketing and leasing.

## Ethics

Take and pass “Ethics for the Real Estate Manager” (ETH800) and continue to commit to uphold the IREM Code of Professional Ethics. A copy of the Code is included in this application.

## Experience

Experience is a requirement for the CPM designation and is met by:

- Having at least three years (36 months) of property management experience.
- For each year of reported experience, managing a minimum size portfolio (see minimum portfolio in the chart below), and
- Performing at least 19 of the 36 functions IREM uses to define a real estate manager (these functions are listed on the CPM application).

Type of Property	Minimum Management Portfolio*
<i>Residential:</i> apartments, condominiums, homeowner’s associations, mobile homes, mobile home parks, single-family homes, hotels, and motels	If 1-4 sites, at least 200 units If 5+ sites, at least 100 units
<i>Commercial:</i> office buildings, retail buildings, shopping centers, multi-tenant industrial property, research and development properties, and self-storage centers	If 1 site, at least 120,000 square feet/11,000 square meters If at 2+ sites, at least 80,000 square feet/7,500 square meters
<i>Industrial:</i> single-tenant industrial space	At least 200,000 square feet/18,500 square meters
<i>Mixed Portfolio</i>	A combination of residential, commercial, and/or industrial that together equals the minimum For example, this mixed portfolio would qualify for credit: Residential: 150 units at 1 site = 50% of residential minimum Commercial: 4,000 square meets at 2 sites = 53% of commercial minimum Mixed portfolio exceeds 100% of minimum

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

## Other Requirements

Additional requirements for the CPM designation are as follows:

- **Real estate license** – If you are required by law to hold a real estate license to perform your job in your country or jurisdiction, then you must submit a copy of a valid real estate license to show that you are in compliance with all licensing laws and regulations. If you are not required by law or regulation to hold a real estate license, then no license is required and you should report this on your CPM application.
- **References** – You must submit three letters of recommendation in sealed envelopes. The form is included as part of the application. At least two of these letters must be from this group: CPM Members *or* current or former clients *or* current or former employers. The third letter of reference may come from anyone who has knowledge of your business reputation. Each letter should be put in an envelope, sealed, and signed on the back and submitted unopened with your application. Alternatively, the reference may email the letter of recommendation directly to [international@irem.org](mailto:international@irem.org).
- **Application** – You must submit a complete CPM application together with the application fee.
- **Application fee** – The application fee is \$260, payable in US dollars. This fee includes the first calendar year’s membership dues.

## Course Delivery Options

Course Options	Delivery Formats
"Property Maintenance and Risk Management" (MNT402) "Human Resource Essentials for Real Estate Managers" (HRS402) "Marketing and Leasing: Retail Properties" (MKL404) or "Marketing and Leasing: Multifamily Properties" (MKL405) or "Marketing and Leasing: Office Buildings" (MKL406) "Investment Real Estate: Financial Tools" (FIN402) (requires HP10BII calculator) "Investment Real Estate Financing and Valuation – Part One" (ASM603) "Investment Real Estate Financing and Valuation – Part Two" (ASM604) "Investment Real Estate Financing and Valuation – Part Three" (ASM605)	<ul style="list-style-type: none"> <li>• Classroom* – all are 2 days except ASM605, which is 1 day</li> <li>• Self-paced online** - student has up to 6 months from date of registration to complete the end-of-course exam for credit</li> </ul>
"Management Plan Skills Assessment" (MPSAXM)	<ul style="list-style-type: none"> <li>• Classroom – 4 days</li> </ul>
"Independent Management Plan" (MPIND)	<ul style="list-style-type: none"> <li>• Self-paced online</li> </ul>
"CPM Certification Exam" (CPMEXM)	<ul style="list-style-type: none"> <li>• Classroom – ½ day</li> <li>• Proctored online</li> <li>• Proctored in person through IREM-authorized proctor</li> </ul>
"Ethics for the Real Estate Manager" (ETH800) (includes examination)	<ul style="list-style-type: none"> <li>• Classroom – 1 day – includes examination</li> <li>• Self-paced online (this option is exclusively available for at-large international applicants; exam will be proctored)</li> </ul>

\*Classroom courses are available in the U.S., Canada, Brazil, Bulgaria, China, Japan, Korea, Poland, Russia, and Ukraine

\*\*Self-paced online courses are available in English only

# CPM Candidacy Option

*For those who are beginning the program and haven't completed the requirements*

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Many of those who aspire to the CPM decide to become a CPM Candidate Member of IREM as the first step in their program. The major advantage of CPM Candidacy is that it provides a 20% discount on course tuition as one of the many benefits of being a member of IREM. In addition, being a CPM Candidate and a member of IREM connects you with the organization and guarantees that you stay informed about your progress toward fulfilling the requirements for the CPM designation.

Here's all you need to do to become a CPM Candidate:

- Complete the CPM Candidate application and send it to IREM Headquarters with the non-refundable application fee, which is \$260.
- Either hold a real estate license or validate that you are not required to have one.
- Pledge to uphold the IREM Code of Professional Ethics.

You can apply for the CPM designation 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 CPM 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](mailto:international@irem.org)

The CPM is a membership designation, and as a CPM Candidate or Member, you are expected to pay annual fees ("membership dues") to maintain your membership and the right to use the CPM designation.

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

## When IREM receives your CPM 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 can keep up-to-date on your candidacy status and membership record anytime by logging into [www.irem.org/myIREM](http://www.irem.org/myIREM) and reviewing your Candidate Status Report.
- 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 CPM are met, you will receive your CPM designation.

## Membership Benefits

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

- Access to the IREM website, [www.irem.org](http://www.irem.org), and its massive online library of members-only resource material.
- Member discounts of up to 20% on IREM textbooks, research studies, and other publications purchased through IREM Headquarters.
- The bi-monthly *Journal of Property Management* in digital or hard-copy format.
- 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.
- For CPM Members, one complimentary copy of the IREM Income/Expense Analysis<sup>®</sup> report of your choice, to be received annually. IREM publishes income and expense data on five property types: conventional apartments, office buildings, federally assisted apartments, shopping centers, and condominiums.
- Access to materials to promote yourself as an IREM Member and CPM.



# Institute of Real Estate Management 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 Manager® Members, CPM® Candidates, Accredited Residential Manager® Members, Accredited Commercial Manager Members, 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.

## 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 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, 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 and Discipline Committee 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. The pressures of today's competitive market make it difficult to get ahead. You're looking to sharpen your skills and reputation, study the most recent issues and best practices affecting your business, and meet colleagues with whom to share experiences, swap ideas, and discover solutions. You value the great benefits and the distinction that comes with associating with a proven industry leader.

# CPM Application

Please type or print clearly in English

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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			City/Country/Postal Code		
City/Country/Postal Code			Residence Telephone		
Daytime Telephone		Mailing Address (check one): <input type="checkbox"/> Business <input type="checkbox"/> Residence		Directory Address (check one): <input type="checkbox"/> Business <input type="checkbox"/> Residence	
Daytime Fax Number		Citizenship		Date of Birth (Month/Day/Year)	
E-mail 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? _____	

<b>Real Estate License</b>	<input type="checkbox"/> I am required by law to have a real estate license and a copy is enclosed.
Check one:	<input type="checkbox"/> I am not required by law to have a real estate license.

<b>Name and Signature of Immediate Supervisor</b>	
This verifies the accuracy of the information on this application as to the applicant's current responsibilities.	
Name	
Signature	Date
X	

If you hold the CCIM, RPA, CSM, or PCAM 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.					
<b>Check here the designations for which you are attaching verification:</b>	<input type="checkbox"/> CCIM	<input type="checkbox"/> RPA	<input type="checkbox"/> CFM	<input type="checkbox"/> CSM	<input type="checkbox"/> PCAM
	<input type="checkbox"/> SIOR				<input type="checkbox"/> Not Applicable

If you have a Bachelor's/undergraduate or Master's/graduate degree in real estate or property management (major, minor, or concentration) from an accredited college or university, you may meet the education requirement. Certificate programs do not qualify.	
To receive credit, attach a copy of an official transcript indicating the degree earned. Further documentation may be requested.	
<b>Check here the degree credit for which you are attaching a transcript(s):</b>	<input type="checkbox"/> Bachelor's/undergraduate degree in: _____
	<input type="checkbox"/> Master's/graduate degree in: _____
	<input type="checkbox"/> Not Applicable

When you become a CPM Member, you will receive your official CPM certificate and gold key.
Your name <u>exactly</u> as it should appear on your CPM certificate: _____

What prompted you to apply for CPM membership? (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"/> E-mail
<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 _____				

# CPM Application

Please type or print clearly in English

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**Experience Report for CURRENT Position. If you have no relevant property management experience, leave blank.**

For Period from (month/year) _____ to (month/year) _____ <b>current</b>	Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 19 is required.												
Your Title	<input type="checkbox"/> 1. Hire, manage, and evaluate site personnel and/or off-site management staff or contracted management firms, directly or through others.												
Company Name	<input type="checkbox"/> 2. Identify staffing requirements and develop, or approve, job descriptions and/or develop and monitor, or approve, human resource policies, and training and development plans.												
Number of Employees Reporting Directly to You	<input type="checkbox"/> 3. Identify, implement, and monitor, or approve, sustainable practices; including but not limited to energy use/conservation programs for the property.												
Titles of Positions Reporting Directly to You	<input type="checkbox"/> 4. Determine which items or services are to be purchased for the property, prepare specifications, solicit and evaluate bids for contract services, negotiate or approve contracts, and monitor contracts.												
Name of Immediate Supervisor	<input type="checkbox"/> 5. Oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee planning and construction of tenant improvements and interior design.												
Title of Immediate Supervisor	<input type="checkbox"/> 6. Design, implement, and monitor or approve, routine and preventive maintenance programs for the property.												
<b>Portfolio That You Manage</b> <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;"><i>Total Number of Units or Square Meters</i></td> <td style="text-align: center;"><i>Total Number of Sites or Bldgs</i></td> </tr> <tr> <td>Residential: (Units)</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Commercial: (Square Meters)</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Industrial: (Square Meters)</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> </table>		<i>Total Number of Units or Square Meters</i>	<i>Total Number of Sites or Bldgs</i>	Residential: (Units)	_____	_____	Commercial: (Square Meters)	_____	_____	Industrial: (Square Meters)	_____	_____	<input type="checkbox"/> 7. Establish or maintain and enforce the property's operating policies and procedures and occupancy/usage guidelines. <input type="checkbox"/> 8. Establish, maintain, and monitor adherence to, or approve, the property's record keeping system. <input type="checkbox"/> 9. Identify, analyze, and implement, or approve, capital improvement or replacement programs, including but not limited to maintenance or remodeling programs, resident/tenant improvements, and amenity enhancements. <input type="checkbox"/> 10. Perform regular property inspections and take appropriate action in accordance with established policies and procedures. <input type="checkbox"/> 11. Design and implement, or approve, resident/tenant retention, orientation, and property familiarization programs. <input type="checkbox"/> 12. Communicate routinely with occupants of the property concerning level of service and other management matters and/or investigate and resolve resident/tenant complaints. <input type="checkbox"/> 13. Administer the leasing and lease renewal process and/or negotiate or approve leases, including assessing the financial impact of the lease. <input type="checkbox"/> 14. Prepare, market, and show leasable space.
	<i>Total Number of Units or Square Meters</i>	<i>Total Number of Sites or Bldgs</i>											
Residential: (Units)	_____	_____											
Commercial: (Square Meters)	_____	_____											
Industrial: (Square Meters)	_____	_____											
Briefly describe your portfolio and position in a narrative form. This must be included for your application to be complete. (Attach additional sheet only if necessary)	<input type="checkbox"/> 15. Develop, implement, and monitor, a marketing plan and/or leasing plan for the property. <input type="checkbox"/> 16. Analyze market conditions and recommend or approve the property's rental rates. <input type="checkbox"/> 17. Design, implement, or approve life-safety and emergency preparedness programs for the property. <input type="checkbox"/> 18. Develop, implement, or approve a risk management program for the property to mitigate the property's insurable risk and/or identify the property's insurable risks and recommend, secure and monitor insurance coverage. <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. Ensure the property's compliance with government and environmental regulations. <input type="checkbox"/> 21. Process, and/or monitor, or approve property payables. <input type="checkbox"/> 22. Supervise property collections, including the handling of property receipts, journal entries, records of account, bank deposits, and delinquent accounts. <input type="checkbox"/> 23. Prepare, present, and implement annual property budgets, including capital expenditure budgets, or review, authorize, and monitor such budgets prepared by others. <input type="checkbox"/> 24. Prepare, analyze, and/or approve the property's financial and operating statements and variance reports. <input type="checkbox"/> 25. Approve major deviations from the budget, exclusive of emergencies. <input type="checkbox"/> 26. 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"/> 27. Estimate and monitor the market value of the property and assess the implications that estimates of value have on the owner; determine the reasonableness of assessed value and insurable value. <input type="checkbox"/> 28. Identify, analyze alternate uses of the property and implement or approve a plan to change the property's use (e.g., converting a residential building to commercial use). <input type="checkbox"/> 29. Identify, analyze, and propose property improvements relative to the future value and return on investment. <input type="checkbox"/> 30. Establish or maintain management controls and analyze the property's performance. <input type="checkbox"/> 31. Determine the goals and objectives of the property owner. <input type="checkbox"/> 32. Evaluate real estate tax assessments and recommend an appeal strategy to the owner when appropriate. <input type="checkbox"/> 33. Prepare a management plan for the property. <input type="checkbox"/> 34. Identify and recommend, or approve other sources of income for the property and implement programs accordingly. <input type="checkbox"/> 35. Acquire new clients, and/or establish and maintain client relationship(s). <input type="checkbox"/> 36. Fulfill the company's contractual obligations; including, recommending, implementing, and managing modifications for management contracts and/or governing documents.												
	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">For IREM use only: Total Functions Performed</td> </tr> </table>	For IREM use only: Total Functions Performed											
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# CPM Application

Please type or print clearly

(Page 3 of 4)

**Experience Report for PREVIOUS Position. If you have no previous relevant property management experience, leave blank.**

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 19 is required.												
Your Title _____	<input type="checkbox"/> 1. Hire, manage, and evaluate site personnel and/or off-site management staff or contracted management firms, directly or through others.												
Company Name _____	<input type="checkbox"/> 2. Identify staffing requirements and develop, or approve, job descriptions and/or develop and monitor, or approve, human resource policies, and training and development plans.												
Number of Employees Reporting Directly to You _____	<input type="checkbox"/> 3. Identify, implement, and monitor, or approve, sustainable practices; including but not limited to energy use/conservation programs for the property.												
Titles of Positions Reporting Directly to You _____	<input type="checkbox"/> 4. Determine which items or services are to be purchased for the property, prepare specifications, solicit and evaluate bids for contract services, negotiate or approve contracts, and monitor contracts.												
Name of Immediate Supervisor _____	<input type="checkbox"/> 5. Oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee planning and construction of tenant improvements and interior design.												
Title of Immediate Supervisor _____	<input type="checkbox"/> 6. Design, implement, and monitor or approve, routine and preventive maintenance programs for the property.												
Portfolio That You Manage	<input type="checkbox"/> 7. Establish or maintain and enforce the property's operating policies and procedures and occupancy/usage guidelines.												
<table border="0"> <tr> <td></td> <td style="text-align: center;"><i>Total Number of Units or Square Meters</i></td> <td style="text-align: center;"><i>Total Number of Sites or Bldgs</i></td> </tr> <tr> <td>Residential: (Units)</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Commercial: (Square Meters)</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Industrial: (Square Meters)</td> <td>_____</td> <td>_____</td> </tr> </table>		<i>Total Number of Units or Square Meters</i>	<i>Total Number of Sites or Bldgs</i>	Residential: (Units)	_____	_____	Commercial: (Square Meters)	_____	_____	Industrial: (Square Meters)	_____	_____	<input type="checkbox"/> 8. Establish, maintain, and monitor adherence to, or approve, the property's record keeping system.
	<i>Total Number of Units or Square Meters</i>	<i>Total Number of Sites or Bldgs</i>											
Residential: (Units)	_____	_____											
Commercial: (Square Meters)	_____	_____											
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Briefly describe your portfolio and position in a narrative form. This must be included for your application to be complete. (Attach additional sheet only if necessary)	<input type="checkbox"/> 9. Identify, analyze, and implement, or approve, capital improvement or replacement programs, including but not limited to maintenance or remodeling programs, resident/tenant improvements, and amenity enhancements.												
	<input type="checkbox"/> 10. Perform regular property inspections and take appropriate action in accordance with established policies and procedures.												
	<input type="checkbox"/> 11. Design and implement, or approve, resident/tenant retention, orientation, and property familiarization programs.												
	<input type="checkbox"/> 12. Communicate routinely with occupants of the property concerning level of service and other management matters and/or investigate and resolve resident/tenant complaints.												
	<input type="checkbox"/> 13. Administer the leasing and lease renewal process and/or negotiate or approve leases, including assessing the financial impact of the lease.												
	<input type="checkbox"/> 14. Prepare, market, and show leasable space.												
	<input type="checkbox"/> 15. Develop, implement, and monitor, a marketing plan and/or leasing plan for the property.												
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# CPM Application

Please type or print clearly

(Page 4 of 4)

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 CPM Application.

In connection with the Institute of Real Estate Management, upon submission of application for the CPM 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 CPM or CPM Candidate status and 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 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.
- D. 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.
- E. 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.
- F. I shall pay annual dues and fees as set by the Institute in order to retain my rights to use the CPM designation.
- G. 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 candidacy or CPM membership in the Institute, failing to grant candidacy or CPM membership, or in censuring, suspending, expelling, or terminating such a candidacy or CPM membership.
- H. The Institute shall take necessary and appropriate steps to verify all information provided on my CPM application.
- I. Upon acceptance as a CPM or Candidate Member, a portion of my annual CPM or Candidate dues (in the amount of the current subscription rates) will be allocated for a subscription to the *Journal of Property Management (JPM®)*.
- J. I hereby confirm that I am not a vendor, supplier, or service provider to the real estate industry.

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 \_\_\_\_\_

## CPM Application Fee

Non-refundable application fee: \$260

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

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 "CPM 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)

\_\_\_\_\_  
\_\_\_\_\_

# Confidential Letter of Recommendation

CPM® Application

Institute of Real Estate Management

Please read the instructions.

## To the individual completing this Confidential Letter of Recommendation:

Thank you for agreeing to provide a reference for the person whose name appears on this letter. This individual has applied to become a CERTIFIED PROPERTY MANAGER® (CPM®) with the Institute of Real Estate Management.

Please answer the questions in as specific and candid a manner as possible. When the form is complete, place the recommendation in an envelope addressed to the applicant, write your name across the seal, and return it to the applicant. Your signature across the seal of the envelope ensures that the letter will be kept confidential. You may also email this letter directly to [international@irem.org](mailto:international@irem.org).

You can be assured that the applicant will not have access to this letter unless your permission is granted or unless the Institute is compelled to provide the letter by subpoena or court order. Completing this recommendation is a qualified privilege which attaches and absolves you and the Institute of liability, provided your communication is made in good faith and is limited to the issue at hand.

Applicant Name	
Name of Person Completing This Form	
Position/Title	Firm/Organization
Address	
E-mail Address	Daytime Telephone Number
Are you: <input type="checkbox"/> A CPM®? <input type="checkbox"/> A current or former client of the applicant? <input type="checkbox"/> A current or former supervisor of the applicant?	
How long have you known the applicant?	
Under what circumstances have you known the applicant?	
How would you describe the applicant's moral character, integrity, and sincerity of commitment to real estate management as a profession?	
If you are a current or former employer, how do you rate the applicant's ability as a real estate manager?	
Additional comments:	
I <input type="checkbox"/> can <input type="checkbox"/> cannot recommend this applicant for the CPM® designation.	
Signature <b>X</b>	Date

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