

# ARM<sup>®</sup> APPLICATION

## About IREM®

IREM® is an international force of 20,000 individuals united to advance the profession of real estate management. Through training, professional development, and collaboration, IREM supports our members and others in the industry through every stage of their career.

We believe in our people, and we provide the tools they need to succeed. We open doors, we forge connections, and we help show the way forward. Backed by the power that comes with being an affiliate of the NATIONAL ASSOCIATION OF REALTORS®, we add value to our members, who in turn add value to their teams, their workplaces, and the properties in their commercial and residential portfolios.

Our memberships empower college students, young professionals, and industry veterans who are committed to career advancement. Earning our credentials, including the CPM®, ARM®, ACoM, and AMO®, demonstrates a commitment to, and passion for, good management. These credentials, along with our courses and array of resources, all exist with one goal in mind – to make a difference in the careers of those who manage.

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

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

When you earn your ARM certification, you will also become a member of IREM and will be entitled to benefits that empower you to create your own opportunities. Some of the most valuable benefits include:

### **Professional Development**

Develop leadership, analytical and management skills while learning about the latest industry changes and trends that affect your business. IREM courses, webinars, conferences, and chapter programs are designed specifically for industry professionals such as yourself who wish to improve their professional knowledge. IREM Members receive priority notice on all of these offerings as well as significant member discounts.

### **Networking**

Engage with other real estate professionals at many networking venues, including chapter meetings, national conferences, and our virtual platforms. Access peers in your area and around the world through IREM's online membership directory.

### **Industry Resources and Information**

Take advantage of the convenient resources designed to help you find information fast. Find a wealth of resources online at [www.irem.org](http://www.irem.org), your one-stop resource for real estate management information and resources. And bimonthly, you'll receive the *Journal of Property Management (JPM®)* which offers coverage of critical property management issues and expert commentary.

### **Affiliation with the Industry Leader**

IREM leads the way in establishing professional and ethical standards that define the real estate management industry. IREM's members are recognized as leaders, and their knowledge and expertise are sought by owners and investors of real estate worldwide. Join IREM and count yourself among the best.



For residential property managers newer to the profession and aspiring to take the next step in their careers, and gain control over their future.

Earning the ARM shows employers and clients that you're passionate about residential management, and have the credibility and expertise to back up that passion. You'll demonstrate the difference between you and your competition, and underline the bigger-picture skills that set you apart. Secure your future by becoming more marketable and bypassing common career roadblocks.

***Earning the ARM certification, allows you to officially become a member of IREM.***

Membership allows you a wealth of benefits, including those below.

To view our full menu of member benefits, visit [www.irem.org/memberbenefits](http://www.irem.org/memberbenefits).

- Discounts on IREM Courses (including credentialing courses)
- Free digital downloads of tools and resources related to best practices
- Free webinars focused on timely industry information and versatile topics
- Half off the income/expense analysis tools
- Networking opportunities – easy access to local professionals through your chapter

## Completing Your ARM Application

If you can check all of the items below, you are eligible for the ARM certification and should apply today:

- I am a high school graduate or the equivalent
- I meet the ARM experience requirement
- I have met the ARM education requirement
- I have met the ethics education requirement and agree to uphold the IREM Code of Professional Ethics
- I have passed the ARM certification exam

Make a copy for your records and send the original application to:

ARM Application  
Institute of Real Estate Management  
430 North Michigan Avenue  
Chicago, IL 60611-4090  
[admissions@irem.org](mailto:admissions@irem.org)

**Special Note:** If you do not yet meet all of the requirements for the ARM certification, but would like to join IREM, consider Associate membership. Associate membership will provide you a connection to IREM while you complete the ARM requirements and you can take IREM courses at a discounted tuition. You can apply for Associate membership at [www.irem.org/JoinIREM](http://www.irem.org/JoinIREM).

# Becoming an ARM

## Experience

Earn 12 months of real estate management experience meeting the established minimum portfolios listed below and performing at least 14 of the 29 real estate management functions IREM uses to define a residential property manager. (Functions are listed on page 3 of the ARM application.) Experience does not need to be in sequential months.

- Rental multifamily property (apartments, mobile homes, condominium units, single-family homes, and units contained within townhouses, duplexes and four-plexes): 30 units
- Mobile home parks: 75 pads
- Homeowners and condominium associations: 60 units
- SROs and dormitories: 45 units

## Education

Meet one of five education options.

**Option 1.** Complete “Managing Residential Properties” (RES201) — available in classroom and online formats.

**Option 2.** Complete four IREM courses — available in classroom and online formats.

1. “Leading a Winning Property Management Team” (HRS402)
2. “Managing Maintenance Operations and Property Risk” (MNT402)
3. “Budgeting, Cash Flow, and Reporting for Investment Real Estate” (FIN402)
4. “Marketing and Leasing Strategies for Multifamily Properties” (MKL405)

If you have already taken IREM courses, view the ARM Course Equivalency Chart at [www.irem.org/Equivalency](http://www.irem.org/Equivalency) to determine how your completed coursework corresponds to the current education requirement. For a complete schedule of IREM courses, visit [www.irem.org/Education](http://www.irem.org/Education).

**Option 3.** Other Designations Fast Track

Hold any of these certifications/designations:

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

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

**Option 4.** College Degree Fast Track

Have an undergraduate or graduate degree with a major, minor, or concentration specifically in real estate or property management, or an associate’s degree in a non-commercial property management or real estate program, from a regionally accredited college or university. A copy of your official transcript confirming the degree earned must be submitted with your ARM application.

**Option 5.** Complete “Common Interest Developments: Managing Condominium Association Properties” (CID201)— available in classroom and self-paced online formats.

# Becoming an ARM

## ARM Certification Examination

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

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

- As part of the ARM Track when offered in the classroom format
- Individually through local IREM proctors
- At the conclusion of Course 103, “Housing Management Training for Non-Profits,” offered exclusively through Neighborhood Reinvestment
- At the conclusion of any of these IREM courses that were offered prior to 1998: Course 101, Course 102, or Course 104

## Ethics

1. Complete IREM ethics education in one of four ways:

1. Attend “Ethics for the Real Estate Manager” (ETH800) and pass exam\*
2. Successfully complete “Real Estate Management Ethics Online” (ETH001)
3. Successfully complete RES201 (*if completed prior to May 1, 2014*)
4. Successfully complete CID201 (*if completed prior to May 1, 2014*)

2. Pledge to uphold the IREM Code of Professional Ethics and agree to submit to its jurisdiction. A copy of the code appears on page 6.

\*Tip: if you plan to pursue the CPM® designation, we recommend that you complete “Ethics for the Real Estate Manager” (ETH800) as this will also fulfill the CPM ethics requirement.

## Other Requirements:

- Submit an ARM application with the \$80 application fee. (if you are a current IREM Member, the fee is \$40.)
- Submit three (3) Professional References. (Forms are included with this application.)  
Two of the recommendation letters must be from, in any combination: CPM Members, ARM Members, ACoM Members, current/former clients, or current/former employers. There is no restriction on the third letter. The references should be completed, sealed and signed by your references. References cannot be dated more than 12 months prior to IREM’s receipt. You may submit your application prior to receiving all of your references. However, missing pieces from the application will cause delay in processing.
- Be interviewed and recommended for approval by your IREM Chapter.

## ARM Approval Process

Upon receipt, a thorough review of your application is conducted. Once it has been determined you have met all requirements, you will be notified. **Incomplete portions of your application will delay processing.**

Once your application is complete, it will be sent to the local IREM Chapter. IREM has chapters throughout the country. If you live or work within the jurisdiction of an IREM Chapter, you will be assigned to the chapter based on your preferred mailing address or you may choose your chapter affiliation as indicated in this application. A chapter representative will contact you to discuss your application and answer any questions. The chapter will then submit its recommendation to IREM Headquarters.

Upon receipt of the chapter's recommendation and provided your application is in order, you will be approved as an ARM Member. This entire process from application receipt to approval can take 30 to 45 days.

Upon Approval:

- You will receive official notice welcoming you as an IREM member, allowing you immediate access to the benefits and services.
- You will be acknowledged on the IREM website as an ARM Member. ([www.IREM.org](http://www.IREM.org))
- Your personalized ARM certificate, IREM Code of Professional Ethics and ARM pin will be sent to your chapter for presentation before your peers within one to two weeks of approval. If you do not reside within a chapter's jurisdiction, these materials will be sent directly to you.

*Part of the obligation of the ARM credential is to maintain your IREM membership at a national and chapter level. You will receive an invoice at a prorated amount for the current year.*

*In addition it is expected that members adhere and abide by the IREM bylaws, policies and IREM Code of Professional Ethics*

# IREM® CODE OF PROFESSIONAL ETHICS

## Introduction

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among CERTIFIED PROPERTY 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.

I pledge myself to acknowledge the ethical principles as set forth in the International Ethics Standards established by the International Ethics Standards Coalition of which the Institute is a member.

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

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

## Article 2. Confidentiality

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

## Article 3. Accounting and Reporting

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

## Article 4. Protection of Funds

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

## Article 5. Relations with Other Members of the Profession

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

## Article 6. Contracts

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

## Article 7. Conflict of Interest

A MEMBER shall not represent personal or business interests divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

## Article 8. Managing the Assets of the Client

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

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

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

## Article 10. Compliance with Laws and Regulations

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

## Article 11. Equal Opportunity

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

## Article 12. Duty to Tenants and Others

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

## Article 13. Duty to Report Violations

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

## Article 14. Enforcement

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

Effective October 12, 2017



INSTITUTE OF REAL ESTATE MANAGEMENT

**IREM® Headquarters**

430 North Michigan Avenue, Chicago, IL 60611  
(800) 837-0706 | www.irem.org | getinfo@irem.org

**Use this form to submit as an invoice to pay the application fee.**

**ARM Application Fee Invoice**

**IREM Federal ID Number: 36-6214767**

APPLICANT NAME

DATE

DAYTIME TELEPHONE(        )

NON-REFUNDABLE

APPLICATION FEE                      \$80.00      (If you are a current IREM Member, the application fee is \$40.00)

Make check payable to IREM and send with ARM application to:

**ARM Application**

Institute of Real Estate Management  
430 North Michigan Avenue  
Chicago, IL 60611  
admissions@irem.org

If you wish to pay by credit card, please call (800) 837-0706.

# ARM Application

Mr.	Ms.	First Name	M.I.	Last Name
Business Name			Date of Birth (Month/Date/Year)	
Business Address			Residence Address	
City/State/ZIP			City/State/ZIP	
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 Phone Number		Evening Phone Number		Mobile Phone Number
E-mail Address			Fax Number	

Were you referred by an IREM Member? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, who?
Were you previously an IREM Member? <input type="checkbox"/> Yes <input type="checkbox"/> No	IREM ID# (if known)
Do you plan on pursuing the CPM Credential? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Have you ever taken an IREM course(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, did you take any IREM course under another name? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what name?

**IREM Chapter Affiliation:** As an ARM, you will be required to affiliate with an IREM Chapter, provided that you work or reside within a chapter's jurisdiction. If you have a preference as to a chapter with which you would like to affiliate, please indicate the chapter name and/or number below. If no preference is given, you will be assigned to a chapter based on your mailing address.

\_\_\_\_\_

<b>Signature of Applicant</b>	
Your signature verifies the accuracy of the information on this application, acknowledges that you have read the rules and regulations stated on Confidential Page 1, and confirms that your application is complete.	
Signature _____	Date _____

When you are approved as an ARM, you will receive an ARM pin, a personally inscribed ARM certificate and an IREM Code of Professional Ethics. These will be presented to you by your IREM Chapter, if applicable.

Your name exactly as it should appear on your ARM certificate: \_\_\_\_\_

What prompted you to apply for ARM 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"/> Supervisor	<input type="checkbox"/> IREM Chapter	<input type="checkbox"/> IREM Website	<input type="checkbox"/> Internet Search	<input type="checkbox"/> Professor or Instructor	<input type="checkbox"/> Phone Call	
<input type="checkbox"/> Trade Publication	<input type="checkbox"/> Other _____					





# ARM Application

Applicant Name

Confidential Page 1 of 1

## Please answer the questions below.

- Yes  No Have you earned a high school diploma or a GED certificate?
- Yes  No Do you hold any of these certifications?  CPM  CAM  RAM  CRM  
*If yes, please submit verification from the sponsoring organization that you are a member in good standing. (Not necessary if you are a CPM)*
- Yes  No Have you earned a Bachelor's or a Master's degree with a major, minor, or concentration specifically in real estate or property management or an associate's degree in a non-commercial property or real estate management program?  
*If yes, submit a copy of an official transcript that reflects the degree earned.*

To be approved as an ARM Member, you must be of good moral character and unquestionable integrity, and demonstrate sincerity of purpose. **If you answer "Yes" to any of the questions below, attach a separate, written explanation that includes the following information:** The date of the incident/issue with all relevant facts; date of resolution including any legal action, discipline, and/or settlement, or, if not resolved, an explanation of the status; any mitigating factors; any additional relevant information that helps in understanding the totality of the situation.

- Yes  No Have you been convicted of a crime?
- Yes  No Are you currently a defendant in any pending criminal proceeding?
- Yes  No Are you currently a respondent in or have you ever been found guilty of a civil, regulatory, or administrative proceeding involving fraud, misrepresentation, or misappropriation of funds or property?
- Yes  No Have you ever been subject to disciplinary action by IREM, a member board of NAR, any other professional organization, or a licensing body?
- Yes  No Have you as a real estate professional, or any real estate property management firm you are or were a principal in, been involved in a business bankruptcy?
- Yes  No Have you, or a firm you were a principal in, to your knowledge, ever been involved as defendant or respondent in an action involving alleged fraud, misrepresentation, or misappropriation of funds or property?

## Application Checklist

Your completed application should include:

- The completed original of pages 1 through 4 of the application plus one copy. Keep an extra copy for yourself as well.
- Three Professional References in sealed envelopes. (Letters may be submitted at a later time if not fully completed and ready to accompany application. See page 4 of this booklet.)
- The non-refundable application fee, which is \$80. (\$40 for current IREM Members)

*If applicable:*

- A copy of an official transcript that reflects a Bachelor's or Master's degree with a major, minor or concentration in real estate or property management or an associate's degree in a non-commercial property or real estate management program.
- Verification from the sponsoring organization that you are a CAM, RAM, or CRM member in good standing.
- A written explanation if you answered yes to any of the questions 1 through 6 above.

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

In connection with the Institute of Real Estate Management considering this application, 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 make or at anytime make any statement with knowledge of its falsity, I understand that it shall be cause for denial of membership in the Institute. I further agree to submit to the jurisdiction of the IREM Ethics Committee in the event that allegations of unethical or improper conduct arise during the pendency of this application.

B. All additional information that may be needed by IREM shall be supplied by me upon request.

C. I am of legal age in my state or province of residence.

D. I shall conduct my real estate management activities in accordance with the IREM Code of Professional Ethics and shall also be bound by the bylaws and policies of the Institute as they are now or as they may be amended from time to time subsequent to this application and the decisions of any Institute committee and the Governing Council affecting my membership in the Institute.

E. I agree that the Institute may censure, suspend, expel, or otherwise terminate this membership, if granted, in accordance with the Institute's bylaws, policies, and item A above, and that the Institute, its officers, members, employees, and agents may disclose its actions, in full or part, to the members of the Institute and the general public.

F. I shall pay annual dues and fees as set by the Institute and the appropriate chapter.

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 anyway limited to its or their acts or omissions in granting membership in the Institute, failing to grant membership, or in censuring, suspending, expelling, or terminating such membership.

H. The local IREM Chapter (or, if there is none, the regional vice president or other designated representative) shall be requested to verify all information herein provided.

I. Upon acceptance as an ARM Member, a portion of my annual ARM dues (in the amount of the current subscription rates) will be allocated for a subscription to the *Journal of Property Management*.

J. I understand that my approval for the ARM certification, and thus approval as an ARM Member of the Institute, will come when I meet all the requirements as outlined in this application, which I have read and fully understand, and when my application and the approval process is complete.

### Signature of Applicant

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 \_\_\_\_\_

Date \_\_\_\_\_

### Send your application to: ARM Application

Institute of Real Estate Management  
430 North Michigan Avenue  
Chicago, Illinois 60611-4090  
admissions@irem.org



INSTITUTE OF REAL ESTATE MANAGEMENT

**IREM® Headquarters**

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**PROFESSIONAL REFERENCES FOR ARM® CERTIFICATION**

To become a ARM®, you must submit three Professional References. It is highly recommended that you obtain your reference letters today so that you can get this requirement completed and it will not delay your approval as a ARM® at a later date.

The reference letter form is attached. Two of the recommendation letters must be from, in any combination: CPM® Members, ARM® Members, ACoM Members, current/former clients, or current/former employers. The remaining one should be from someone who can attest to your integrity and business reputation.

Complete the top part on each Professional Reference. The letters should be enclosed in a sealed and signed envelope when completed by your references and returned to you – as a courtesy, you might want to stamp the envelopes. Submit the returned, sealed envelopes to Membership Admissions at IREM® Headquarters.

**Note:** *References cannot be dated more than 12 months prior to receipt at IREM® Headquarters*

**To the individual completing this  
Professional Reference:**

Thank you for agreeing to provide a reference for the person whose name appears on the front of this form. This individual has applied to become an ACCREDITED RESIDENTIAL MANAGER® (ARM®) Member of 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 letter in an envelope addressed to the applicant.
- Sign your name across the seal.
- Return the sealed envelope to the applicant. Your signature across the seal of the envelope ensures that the letter will be kept confidential.

You can be assured that the applicant will not have access to this form unless your permission is granted or unless the Institute is compelled to provide the letter by subpoena or court order. Completing this reference form 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.

**Reference's Signature**

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## Professional Reference

ARM® Application • Institute of Real Estate Management

Applicant's Name		Daytime Telephone Number (        )	
Address			
<b>To the individual completing this form:</b> Please read the information on the reverse side first.			
Name of Person Completing This Form		Daytime Telephone Number (        )	
Firm/Organization		Position/Job Title	
Address			
City/State/Zip			
I am: (check all that apply)			
<input type="checkbox"/> A CPM®		<input type="checkbox"/> A current or former client of the applicant <i>(Or someone hired to provide a service, i.e. a vendor)</i>	
<input type="checkbox"/> An ARM®		<input type="checkbox"/> A current or former employer of the applicant	
<input type="checkbox"/> An ACoM		<input type="checkbox"/> Other (please specify) _____	
How long have you known the applicant?			
Under what circumstances have you known the applicant?			
How would you describe the applicant's moral character and integrity, 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 ARM® certification.			
Signature			Date



INSTITUTE OF REAL ESTATE MANAGEMENT

**IREM® Headquarters**

430 North Michigan Avenue, Chicago, IL 60611  
(800) 837-0706 | [www.irem.org](http://www.irem.org) | [getinfo@irem.org](mailto:getinfo@irem.org)

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IREM® practices diversity. We are an inclusive organization that embraces and values differences and welcomes individuals of all races, genders, creeds, ages, sexual orientations, gender identities, and national origins, and individuals with disabilities, providing an equal opportunity environment among its members, vendors, and staff.