



ACCREDITED  
RESIDENTIAL  
MANAGER<sup>®</sup>

**ARM<sup>®</sup> Guidelines and Application  
– International Version –**

## *Invest in Your Career*

### Become an ACCREDITED RESIDENTIAL MANAGER

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The ACCREDITED RESIDENTIAL MANAGER® (ARM®) certification is awarded to those who meet the standards set by IREM for residential real estate management professionals.

*For those new to the field of residential real estate management*, achieving the ARM certification provides you with access to educational opportunities to improve your professional knowledge. Through your IREM membership as an ARM, you are also connected to all of the resources IREM offers for professional development, increased industry knowledge and career advancement.

*As a mid-level or experienced residential real estate manager*, the ARM certification can be your stepping stone to increased responsibilities and improved compensation. Earning your ARM certification shows employers that you consider residential management a career, not just a job.

The ARM certification carries with it a host of member benefits aimed at advancing your career.

- The ARM comes with credibility, respect, and industry recognition and will help fast-track your career.
- IREM resources – education, publications, conferences, online forms and tools, the *Journal of Property Management* (JPM®) – make you the expert on industry trends and issues.
- Membership in IREM makes you a member of a community of industry professionals and enables you to establish new business contacts and build a support network of colleagues.

The ARM certification is granted by IREM to those real estate managers of residential properties who meet stringent requirements in the areas of:

- ✓ Education
- ✓ Examination
- ✓ Ethics
- ✓ Experience

## 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 and Russia have the added option to apply for ARM membership and take courses through one of IREM's international partnerships. Visit [www.irem.org/international](http://www.irem.org/international) to locate an IREM representative in one of these countries.

Property managers from anywhere else have the option to apply for membership and complete the education for their chosen designation through IREM's Self-Paced Online distance learning program.

## *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, and that well-managed properties pay dividends in terms of value and in the quality of life for residents, tenants and customers. We believe in professional ethics. We believe 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), or Accredited Management Organization® (AMO®).

Since 1933, IREM has set the standard for best practices in real estate management. Today, IREM membership includes nearly 18,000 individuals and 550 corporate members. To learn more about IREM, call (800) 837-0706, ext. 4650 (outside the U.S. call (312) 329-6000) or visit [www.irem.org](http://www.irem.org).

# Requirements to Become an ARM

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## Education

The ARM education requirement can be completed through one of these four options:

*Option 1.* Complete a series of function-specific courses. These courses also earn credit toward the CERTIFIED PROPERTY MANAGER® (CPM®) designation. For those applicants interested in pursuing the CPM after the ARM certification, these courses – identified as the 400-series courses – are recommended:

1. “Property Maintenance and Risk Management” (MNT402)
2. “Human Resource Essentials for Real Estate Managers” (HRS402)
3. “Marketing and Leasing: Multifamily Properties” (MKL405)
4. “Investment Real Estate: Financial Tools” (FIN402)

*Note: These courses can be taken in any combination and/or sequence.*

*Option 2.* Complete *one* of these courses:

- “Successful Site Management” (RES201) **or**
- “Managing Condominium Association Properties” (CID201)

Each covers the management of the entire property in one course.

*Option 3.* Other designations.

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 designation and are a member in good standing must be submitted with your ARM application.

*Option 4.* College degree.

Have an undergraduate or graduate degree in real estate or property management (major, minor, or concentration) or an associate’s/two-year degree in a non-commercial property or real estate management program. Documentation confirming the degree from an accredited college or university is required. Certificate programs do not qualify for this option.

## ARM Certification Exam

The ARM certification exam (ARMEXM) measures the knowledge required to meet the standards set by IREM for a professional residential property manager. Passing the ARM certification exam with a score of at least 70% is required to earn the ARM certification. The exam covers these competency areas: ethics, financial operations, human resources management, legal and risk management, maintenance and operations, and marketing and leasing.

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

- As part of the RES201 or CID201 course, only when taken as a classroom course.
- Individually through proctors arranged by IREM.

If you need assistance in preparing for this exam, IREM offers the ARM Certification Exam Preparation Course (ARM001) in a self-paced (home study) format.

## Ethics

ARM Members stand apart from other real estate managers because of their commitment to professionalism. Completing the ethics requirements means agreeing to uphold the IREM Code of Professional Ethics.

In addition, an IREM ethics education requirement must be fulfilled in one of the following ways:

- Successful completion of the RES201 course, which includes a section on ethics.
- Successful completion of the CID201 course, which includes a section on ethics.
- Successful completion of “IREM Ethics Online” (ETH001)
- Attend and pass exam for “Ethics for the Real Estate Manager” (ETH800)

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 count toward the CPM ethics requirement.

## Experience

Experience is a requirement for the ARM certification and is met by:

- Having at least 12 months of residential real estate management experience,
- For each year of reported experience, managing a minimum size portfolio based on the number of housing units managed (see minimum portfolio in the chart below), and
- Performing at least 14 of the 29 functions IREM uses to define a residential property manager (these are listed on the ARM application).

| Type of Property   | Minimum Management Portfolio* |
|--|-------------------------------|
| Rental multifamily property (apartments, mobile homes, condominium and single-family homes offered for rent) | 30 units                      |
| Mobile home parks  | 75 mobile home park pads      |
| Homeowners and condominium associations  | 60 units                      |
| Single-room occupancy and dormitory/student housing properties   | 45 units                      |

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

## Other Requirements

Additional requirements for the ARM certification are as follows:

- **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, ARM Members, ACoM Members, current or former clients, or from 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.
- **Application** – You must submit a complete ARM application together with the application fee.
- **Application fee** – The application fee is \$100, payable in US dollars. This fee includes the first calendar year’s membership dues.

## ARM Certification Checklist

| <b>Education</b>   |  |  |  |
|--|--|--|--|
| <i>Select one of these four options:</i>   |  |  |  |
| <b>Option 1</b><br>All of these courses:<br><ul style="list-style-type: none"> <li>• MNT402</li> <li>• HRS402</li> <li>• MKL405</li> <li>• FIN402</li> </ul>                                   | <b>Option 2</b><br><ul style="list-style-type: none"> <li>• RES201<br/>or</li> <li>• CID201</li> </ul> | <b>Option 3</b><br>Have and hold at the time of application a CPM, CAM, RAM, or CRM credential | <b>Option 4</b><br>Have an undergraduate or graduate degree in real estate or property management (major, minor, or concentration) or a two-year degree in a non-commercial property or real estate management program |
| <b>Examination</b>   |  |  |  |
| Pass ARM certification exam<br><i>Although not required, an ARM Certification Exam Preparation Seminar (ARM001) is available and is recommended prior to taking the exam</i>                   |  |  |  |
| <b>Experience</b>  |  |  |  |
| 1 year (12 months) property management experience as defined by IREM   |  |  |  |
| <b>Ethics</b>  |  |  |  |
| Complete RES201, CID201, ETH001, or ETH800<br>Agree to uphold the IREM Code of Professional Ethics   |  |  |  |
| <b>Application</b>   |  |  |  |
| Submit complete application with:<br><input type="checkbox"/> Three letters of recommendation<br><input type="checkbox"/> Any supporting documents<br><input type="checkbox"/> Application fee |  |  |  |
| <b>Ongoing Requirements</b>  |  |  |  |
| <input type="checkbox"/> Pay annual membership dues to IREM Headquarters<br><input type="checkbox"/> Adhere to the IREM Code of Professional Ethics  |  |  |  |

## Course Delivery Options

| Course Options  | Delivery Formats  |
|---|---|
| "Successful Site Management" (RES201)   | <ul style="list-style-type: none"> <li>• Classroom – 5.5 days (includes ARM exam)</li> <li>• Self-paced online</li> </ul>   |
| "Common Interest Developments: Managing Condominium Association Properties" (CID201)  |   |
| "Property Maintenance and Risk Management" (MNT402)<br>"Human Resource Essentials for Real Estate Managers" (HRS402)<br>"Marketing and Leasing: Multifamily Properties" (MKL405)<br>"Investment Real Estate: Financial Tools" (FIN402)<br>(requires HP10BII calculator) | <ul style="list-style-type: none"> <li>• Classroom – 2 days</li> <li>• Self-paced online</li> </ul>   |
| "IREM Ethics Online" (ETH001)   | <ul style="list-style-type: none"> <li>• Self-paced online</li> </ul>   |
| "Ethics for the Real Estate Manager" (ETH800)<br>(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>                              |
| "ARM Certification Exam" (ARMEXM)   | <ul style="list-style-type: none"> <li>• If not taken with RES201 or CID201, arrangements are made for proctored exam administered online or in person</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 <ul style="list-style-type: none"> <li>• Can be taken at any time</li> <li>• Course credit requires passing a self-administered exam</li> <li>• Students have 6 months to complete the course</li> </ul> |

## Applying for the ARM Certification

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Many of those who aspire to the ARM decide to apply for pending ARM status as the first step in their program. The major advantage of applying for the ARM 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 member of IREM connects you with the organization and guarantees that you stay informed about your progress toward fulfilling the requirements for the ARM certification.

Here's all you need to do to apply for the ARM:

- Complete the ARM application and send it to IREM Headquarters with the non-refundable application fee, which is \$100.
- Pledge to uphold the IREM Code of Professional Ethics.

You can apply for the ARM certification 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 ARM is a membership certification, and as an ARM Member, you are expected to pay annual fees (“membership dues”) to maintain your membership and the right to use the ARM certification.

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

### When IREM receives your ARM 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 must continuously adhere to and abide by the IREM bylaws, policies, and IREM Code of Professional Ethics.
- As soon as the requirements for the ARM are met, you will receive your ARM certification.

## Membership Benefits

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

- Access to the IREM website, [www.iremfirst.org](http://www.iremfirst.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.
- Access to materials to promote yourself as an IREM Member and ARM.

# 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.

Effective January 1, 2007



# ARM Application

Please type or print clearly

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|  |                  |  |  |
|--|------------------|--|--|
| Last/ Family Name  | First/Given Name | Middle Name or Initial   | Gender<br><input type="checkbox"/> Male<br><input type="checkbox"/> Female |
| Company Name   |                  | Residence Address  |  |
| Company Address  |                  | Country/Postal Code  |  |
| Country/Postal Code  |                  | Residence Telephone  |  |
| Daytime Telephone  |                  | Preferred Mailing Address (check one):<br><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<br>If yes, who:  |  |
| Are you proficient in English? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>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>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<br><b>X</b>   | Date |

If you hold the CPM, CAM, RAM, or CRM 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.

**Check here the designations for which you are attaching verification:**       CPM       CAM       RAM       CRM       Not Applicable

If you have an undergraduate or graduate degree in real estate or property management (major, minor, or concentration) or a two-year degree in a non-commercial property or real estate management program, you may meet the education requirement. Degrees must be from an accredited university. To receive credit, attach a copy of an official transcript indicating the degree earned. Further documentation may be requested.

**Check here the degree credit for which you are attaching a transcript(s):**

Bachelor's/undergraduate degree in: \_\_\_\_\_

Master's/graduate degree in: \_\_\_\_\_

Associate's/two-year degree in: \_\_\_\_\_

Not Applicable

When you become an ARM Member, you will receive your official ARM certificate and ARM pin.

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"/> 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 _____           |                                       |   |  |  |



# ARM Application

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## Experience Report for CURRENT Position

|  |                             |   |  |
|--|-----------------------------|---|--|
| For Period from (month/year)   | to (month/year)             |   |  |
|  |                             | <b>current</b>  |  |
| Your Title   |                             | <p>Check the boxes below for every function you perform in the capacity of a real estate manager; a minimum of 14 is required.</p> <p><input type="checkbox"/> 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others.</p> <p><input type="checkbox"/> 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans.</p> <p><input type="checkbox"/> 3. Recommend or decide which items or services are to be purchased for the property, solicit, negotiate or approve contracts for services; monitor contractor performance; and approve payment of invoices.</p> <p><input type="checkbox"/> 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures.</p> <p><input type="checkbox"/> 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines.</p> <p><input type="checkbox"/> 6. Establish, monitor and/or maintain the property's record-keeping system.</p> <p><input type="checkbox"/> 7. Identify and/or oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee or monitor planning and construction of resident improvements, capital improvements, and/or amenity enhancements.</p> <p><input type="checkbox"/> 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property.</p> <p><input type="checkbox"/> 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property.</p> <p><input type="checkbox"/> 10. Design, implement or approve resident retention, orientation, and property familiarization programs.</p> <p><input type="checkbox"/> 11. Communicate routinely with residents of the property concerning level of service and other management matters and investigate and resolve resident complaints.</p> <p><input type="checkbox"/> 12. Develop, implement, and monitor or assist in developing, implementing, and monitoring a marketing plan and/or leasing plan for the property.</p> <p><input type="checkbox"/> 13. Administer the leasing and lease renewal process and/or negotiate, approve and/or execute leases, including assessing the financial impact of the lease.</p> <p><input type="checkbox"/> 14. Prepare, market, and show leasable space.</p> <p><input type="checkbox"/> 15. Analyze market conditions and recommend or approve the property's rental rates.</p> <p><input type="checkbox"/> 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk.</p> <p><input type="checkbox"/> 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property.</p> <p><input type="checkbox"/> 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies.</p> <p><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.</p> <p><input type="checkbox"/> 20. Process and/or monitor, or approve, property payables.</p> <p><input type="checkbox"/> 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits.</p> <p><input type="checkbox"/> 22. Prepare, implement, and monitor, annual property budgets.</p> <p><input type="checkbox"/> 23. Determine goals and objectives of the property owner/association.</p> <p><input type="checkbox"/> 24. Identify and recommend other sources of income for the property and implement programs accordingly.</p> <p><input type="checkbox"/> 25. Prepare a management plan for the property.</p> <p><input type="checkbox"/> 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports.</p> <p><input type="checkbox"/> 27. Establish or maintain management controls and analyze the property's performance.</p> <p><input type="checkbox"/> 28. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner.</p> <p><input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.</p> |  |
| Company Name   |                             |   |  |
| Number of Employees Reporting Directly to You  |                             |   |  |
| Titles of Positions Reporting Directly to You  |                             |   |  |
| Name of Immediate Supervisor   |                             |   |  |
| Title of Immediate Supervisor  |                             |   |  |
| Portfolio That You Manage  |                             |   |  |
| Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc.)   | <i>Total Units</i><br>_____ |   |  |
| Mobile home pads   | _____                       |   |  |
| Homeowners/condominium associations  | _____                       |   |  |
| Single-room occupancies and dormitory/student housing  | _____                       |   |  |
| Briefly describe your duties and responsibilities and the level of authority you hold over the properties managed. (Attach additional sheet only if necessary. Do not attach a resume/CV.) |                             |   |  |
| <div style="border: 1px solid black; padding: 5px; display: inline-block;">For IREM use only: Total Functions Performed</div>  |                             |   |  |

# ARM Application

Please type or print clearly

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## Experience Report for PREVIOUS Position

|   |   |
|---|---|
| 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 14 is required. |
| Your Title _____  |   |
| Company Name _____  |   |
| Number of Employees Reporting Directly to You _____   |   |
| Titles of Positions Reporting Directly to You _____   |   |
| Name of Immediate Supervisor _____  |   |
| Title of Immediate Supervisor _____   |   |
| Portfolio That You Manage <span style="float: right;"><i>Total Units</i></span><br>Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc.) _____<br>Mobile home pads _____<br>Homeowners/condominium associations _____<br>Single-room occupancies and dormitory/student housing _____ |   |
| Briefly describe your duties and responsibilities and the level of authority you hold over the properties managed. <i>(Attach additional sheet only if necessary. Do not attach a resume/CV.)</i>   |   |
| <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto;">                     For IREM use only: Total Functions Performed                 </div>   |   |

- 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others.
- 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans.
- 3. Recommend or decide which items or services are to be purchased for the property, solicit, negotiate or approve contracts for services; monitor contractor performance; and approve payment of invoices.
- 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures.
- 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines.
- 6. Establish, monitor and/or maintain the property's record-keeping system.
- 7. Identify and/or oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee or monitor planning and construction of resident improvements, capital improvements, and/or amenity enhancements.
- 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property.
- 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property.
- 10. Design, implement or approve resident retention, orientation, and property familiarization programs.
- 11. Communicate routinely with residents of the property concerning level of service and other management matters and investigate and resolve resident complaints.
- 12. Develop, implement, and monitor or assist in developing, implementing, and monitoring a marketing plan and/or leasing plan for the property.
- 13. Administer the leasing and lease renewal process and/or negotiate, approve and/or execute leases, including assessing the financial impact of the lease.
- 14. Prepare, market, and show leasable space.
- 15. Analyze market conditions and recommend or approve the property's rental rates.
- 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk.
- 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property.
- 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies.
- 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.
- 20. Process and/or monitor, or approve, property payables.
- 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits.
- 22. Prepare, implement, and monitor, annual property budgets.
- 23. Determine goals and objectives of the property owner/association.
- 24. Identify and recommend other sources of income for the property and implement programs accordingly.
- 25. Prepare a management plan for the property.
- 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports.
- 27. Establish or maintain management controls and analyze the property's performance.
- 28. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner.
- 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.

# ARM 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 ARM Application.

In connection with the Institute of Real Estate Management, upon submission of application for the ARM 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 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 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 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.
- G. I shall pay annual dues and fees as set by the Institute in order to retain my rights to use the ARM certification.
- H. 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 membership in the Institute, failing to grant membership, or in censuring, suspending, expelling, or terminating such membership.
- I. The Institute shall take necessary and appropriate steps to verify all information provided on my ARM application.
- J. 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 (JPM®)*.
- K. 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 requirements and when my application and the approval process is complete.

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 \_\_\_\_\_

## ARM Application Fee

Non-refundable application fee: \$100

- 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 "ARM Application Fee."*

Applicant Name \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

Cardholder's Billing Address (if different from applicant)  
\_\_\_\_\_  
\_\_\_\_\_

# Confidential Letter of Recommendation

ARM® 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 an ACCREDITED RESIDENTIAL MANAGER® (ARM®) 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 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  |                          |
| Address   |                          |
| Name of Person Completing This Form   |                          |
| Position/Title  | Firm/Organization        |
| Address   |                          |
| E-mail Address  | Daytime Telephone Number |
| Are you: (check all that apply)<br><input type="checkbox"/> A CPM®?<br><input type="checkbox"/> An ARM®?<br><input type="checkbox"/> An ACoM?<br><input type="checkbox"/> A current or former client of the applicant?<br><input type="checkbox"/> A current or former supervisor of the applicant?<br><input type="checkbox"/> A resident of the applicant's property? |                          |
| 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 ARM® certification.   |                          |
| Signature<br><b>X</b>   | Date                     |

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|   |                          |
|---|--------------------------|
| Applicant Name  |                          |
| Address   |                          |
| Name of Person Completing This Form   |                          |
| Position/Title  | Firm/Organization        |
| Address   |                          |
| E-mail Address  | Daytime Telephone Number |
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| Signature<br><b>X</b>   | Date                     |