



ACCREDITED  
RESIDENTIAL  
MANAGER®

# International guidelines and application



For those who manage to make a difference.™



## Hi, we're IREM®

We're an international institute for property and asset managers, providing complete knowledge to solve real estate management challenges.

For over 90 years, our members have made us the world's strongest voice for all things real estate management. Today, almost 20,000 leaders in commercial and residential management call this home for learning, certifications, and networking.

### We offer:

#### Industry-leading learning

For new and experienced managers, IREM offers courses, tools, publications, and news developed by the brightest real estate managers. Regardless of the topic, IREM offers the most complete real estate management knowledge.

#### Internationally recognized certifications

IREM's certifications are symbols of ethical leadership and a well-managed property worldwide. The IREM CPM® is the premier property management certification and our early-career certifications for residential and commercial managers help those starting out to develop command of the fundamentals. Property management firms may also pursue the prestigious AMO® (Accredited Management Organization) accreditation.

#### Powerful networking

IREM members make up an international community of residential, commercial, retail, and mixed-use managers. Connect with 72 U.S. Chapters and 17 International partners or network with IREM and industry leadership at the IREM Global Summit and other IREM events.

If you know real estate management, come get to know IREM.

#### Membership and education outside the U.S.

No matter where property managers are located, an 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 an ARM certification and take courses through one of IREM's international partnerships. Visit [irem.org/international](http://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 on-demand education options.

## Invest in your career

### Become an ARM®

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. As an ARM, you are also connected to all the resources IREM offers for professional development, increased industry knowledge and career advancement.

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

The ARM certification comes with credibility, respect, and industry recognition and carries with it a host of member benefits aimed at advancing your career:

- IREM resources – education, publications, conferences, and online forms and tools – make you the expert on industry trends and issues.
- Membership in IREM makes you a member of a community of professional real estate managers 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

# ARM certification requirements

## Checklist

Education – Select one of these four options:			
<input type="checkbox"/> Option 1	<input type="checkbox"/> Option 2	<input type="checkbox"/> Option 3	<input type="checkbox"/> Option 4
All of these courses: <ul style="list-style-type: none"><li>• <a href="#">MNT402</a></li><li>• <a href="#">HRS402</a></li><li>• <a href="#">MKL410</a></li><li>• <a href="#">FIN402</a></li></ul>	Take one of the following courses <ul style="list-style-type: none"><li>• <a href="#">RES201</a></li><li>• <a href="#">CID201</a></li><li>• <a href="#">MAH201</a></li><li>• <a href="#">MXD201</a></li></ul> <p>Or, register for the <a href="#">ARM Track</a> which includes one of the ethics, and the ARM exam</p>	Have and hold at the time of application a CPM, CAM, RAM, or CRM certification	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
Examination			
Pass the <a href="#">ARM certification exam</a>			
Experience			
One-year (12 months) property management experience as defined by IREM			
Ethics			
Complete RES201, CID201, MAH201, MXD201, <a href="#">ETH001</a> , or <a href="#">ETH800</a>			
Agree to uphold the IREM Code of Professional Ethics			
Tip: If you plan to pursue the CPM, we recommend that you complete "Ethics for the Real Estate Manager" (ETH800) as this will also count toward the CPM ethics requirement.			
Application			
Submit complete application with:			
<input type="checkbox"/> Any supporting documents			
<input type="checkbox"/> Application fee			
Ongoing Requirements			
<input type="checkbox"/> Pay annual membership dues to IREM Headquarters			
<input type="checkbox"/> Adhere to the <a href="#">IREM Code of Professional Ethics</a>			

## Other Requirements to become an ARM

### 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

### Application

Additional requirements for the ARM certification are as follows:

- 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

## Applying for the ARM

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 ARM 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, 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.

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:

- Member discounts of up to 20% on IREM textbooks, research studies, and other publications purchased through IREM Headquarters.
- 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.

## ARM application

Please type or print clearly in English

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		Country/Postal code	
Country/Postal code		Residence telephone	
Daytime telephone		Preferred mailing address (check one): <input type="checkbox"/> Business <input type="checkbox"/> Residence	
Daytime fax number		Citizenship	Date of birth (Month/Day/Year)
Email 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? _____ _____			

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

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:		<input type="checkbox"/> CPM	<input type="checkbox"/> CAM	<input type="checkbox"/> RAM	<input type="checkbox"/> CRM
		<input type="checkbox"/> Not Applicable			

When you become an ARM, you will receive your official ARM certificate and ARM pin. Your name <u>exactly</u> as it should appear on your ARM certificate: _____ _____					
What prompted you to apply for the ARM? (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"/> Email
<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				

## Experience report for current 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		<input type="checkbox"/> 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others.
Company name		<input type="checkbox"/> 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans.
Number of employees reporting directly to you		<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.
Titles of positions reporting directly to you		<input type="checkbox"/> 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures.
Name of immediate supervisor		<input type="checkbox"/> 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines.
Title of immediate supervisor		<input type="checkbox"/> 6. Establish, monitor and/or maintain the property's record-keeping system.
Portfolio you manage	Total units	<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.
Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc)		<input type="checkbox"/> 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property.
Mobile home pads		<input type="checkbox"/> 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property.
Homeowners/condominium associations		<input type="checkbox"/> 10. Design, implement or approve resident retention, orientation, and property familiarization programs.
Single room occupancies and dormitory/student housing		<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.
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.)		
<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.		
<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.		
<input type="checkbox"/> 14. Prepare, market, and show leasable space.		
<input type="checkbox"/> 15. Analyze market conditions and recommend or approve the property's rental rates.		
<input type="checkbox"/> 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk.		
<input type="checkbox"/> 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property.		
<input type="checkbox"/> 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies.		
<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. Process and/or monitor, or approve, property payables.		
<input type="checkbox"/> 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits.		
<input type="checkbox"/> 22. Prepare, implement, and monitor, annual property budgets.		
<input type="checkbox"/> 23. Determine goals and objectives of the property owner/association.		
<input type="checkbox"/> 24. Identify and recommend other sources of income for the property and implement programs accordingly.		
<input type="checkbox"/> 25. Prepare a management plan for the property.		
<input type="checkbox"/> 26 Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports.		
<input type="checkbox"/> 27. Establish or maintain management controls and analyze the property's performance.		
<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.		
<input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.		
For IREM use only: Total number of functions performed		

## 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		<input type="checkbox"/> 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others. <input type="checkbox"/> 2. Participate in identifying, developing and/or monitoring staffing requirements, job descriptions, human resource policies, and training and development plans. <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. <input type="checkbox"/> 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures. <input type="checkbox"/> 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures and occupancy/usage guidelines. <input type="checkbox"/> 6. Establish, monitor and/or maintain the property's record-keeping system. <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. <input type="checkbox"/> 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property. <input type="checkbox"/> 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property. <input type="checkbox"/> 10. Design, implement or approve resident retention, orientation, and property familiarization programs. <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. <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. <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. <input type="checkbox"/> 14. Prepare, market, and show leasable space. <input type="checkbox"/> 15. Analyze market conditions and recommend or approve the property's rental rates. <input type="checkbox"/> 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk. <input type="checkbox"/> 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property. <input type="checkbox"/> 18. Ensure the property's compliance with government and environmental regulations and/or act as liaison with government or social agencies. <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. Process and/or monitor, or approve, property payables. <input type="checkbox"/> 21. Process and/or monitor, or supervise, property collections, including the handling of property receipts and bank deposits. <input type="checkbox"/> 22. Prepare, implement, and monitor, annual property budgets. <input type="checkbox"/> 23. Determine goals and objectives of the property owner/association. <input type="checkbox"/> 24. Identify and recommend other sources of income for the property and implement programs accordingly. <input type="checkbox"/> 25. Prepare a management plan for the property. <input type="checkbox"/> 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports. <input type="checkbox"/> 27. Establish or maintain management controls and analyze the property's performance. <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. <input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.
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 you manage	Total units	
Rental multifamily property (includes apartments, condominium rentals, single family home rentals, etc)		
Mobile home pads		
Homeowners/condominium associations		
Single room occupancies and dormitory/student housing		
<p>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.)</p>		
For IREM use only: Total number of functions performed		

**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. 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 

Date \_\_\_\_\_

## ARM Application Fee

Non-refundable application fee: \$100

Check enclosed (make payable to IREM)       Money order (make payable to IREM)       Visa       Mastercard  
 Wire transfer:       American Express       Discover

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 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)

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