



ARM® Application

The IREM® ARM® (Accredited Residential Manager®) is the early-career certification for residential property managers. From this certification, you'll develop command of fundamentals in residential management.

To Apply:

Note: To complete this application, first be sure to save this document to your computer before filling in the details. If you fill the data in your browser; you may lose it

Before completing this application you must successfully complete the ARM Track which includes the ARM certification courses and the ARM certification exam, be a high school graduate or equivalent, and have 12 months of qualifying residential real estate management experience.

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Do you qualify for ARM Fast Track?

ARM certification seekers who meet any one of the conditions below can waive the ARM certification courses except the ethics course (ETH800 or ETH001).

- Hold a CPM, CAM, RAM, CRM designation
- Have a bachelors or graduate degree with major, minor or concentration in non-commercial real estate or property management

If one of these applies to you, please contact us at getinfo@irem.org or (800) 837-0706 for more information.

Part 1. Profile information

All fields required.

Check one: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms.	First name:	MI:	Last name:
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Note: Write your your name as it should appear in the public IREM Directory and on your official ARM certificate.

Company information

Company name:
Company address: <input type="checkbox"/> Make this my primary address
City/State/ZIP:
Email address:

Personal information

Date of birth (mm/dd/yy):
Home address: <input type="checkbox"/> Make this my primary address
City/State/ZIP:

Primary phone: <input type="checkbox"/> Mobile <input type="checkbox"/> Home <input type="checkbox"/> Office

Were you previously an IREM member?: <input type="checkbox"/> Yes <input type="checkbox"/> No	IREM ID# (if known):
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Chapter affiliation

As an ARM, you will be automatically affiliated with an IREM chapter based on your primary mailing address listed above.

Part 2. ARM® Experience

To earn the ARM, you must have at least 12 months of qualifying real estate management experience - managing a minimum size portfolio and performing at least 14 of 29 residential real estate management functions on that portfolio. Use the following pages to determine if your portfolio would qualify, and to log and submit your experience with your ARM application.

What types of residential real estate portfolios can qualify?

To demonstrate sufficient residential real estate management experience, your experience must fall into one of the categories below and meet minimum requirements in that category.

	Minimum requirement:	
	Type	Units
Residential rental properties 	Multifamily homes Single-family homes If mixed use	30 30 15 units + 10,000 sq. ft. of non-residential property
Mobile home parks 	Mobile home parks	75 pads
Homeowners and condo associations 	Residential only If mixed-use	60 30 units + 10,000 sq. ft. of non-residential property
SROs and dormitories 	Residential only If mixed-use	45 15 units + 10,000 sq. ft. of non-residential property

How do I log my experience?

Once you can demonstrate 12 months of qualifying experience, use this ARM Experience Form to log your experience and submit it with this application. You must complete one form for each residential real estate management position you have held if you want that position to be counted towards your 12 months of qualifying experience. Keep in mind you don't need to document your entire career — just enough to demonstrate that you have at least 12 months of qualifying residential real estate

management experience. Your experience can be from any point in your career and does not need to be consecutive months or years.

In addition to managing a minimum portfolio, you must perform at least 14 of the 29 functions outlined on page two in order for any period of real estate management experience to qualify.

One additional copy of the ARM Experience Form can be found at the end of this application on the last two pages.

ARM Experience Form — Part 1 of 2

Applicant name:		Title:	
Period of time in which you managed the portfolio below:		From (mm/yy):	To (mm/yy):
Company name:			
City:		State:	
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 or managed:			
Property type	Units + Square feet (if mixed-use)		
Multifamily / apartments	_____		
HOAs / condominiums or cooperatives	_____		
Single-family homes	_____		
Single-room occupancy / dormitories	_____		
Mobile home park pads	_____		
Commercial	_____		
In a few sentences, briefly describe your role in managing the portfolio listed above:			

Competency	Check all functions that you performed on the portfolio listed on page 1. A minimum of 14 is required.
Human resources management	<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, training and development plans, and diversity outreach initiatives.
Maintenance and operations	<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.
Marketing and leasing	<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.
Legal and risk management	<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.
Financial operations and asset management	<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.
Client services	<input type="checkbox"/> 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.

Part 3. Finalizing your application

Respond to the moral integrity questions below, review the IREM rules and regulations, and agree to uphold the IREM Code of Professional ethics. Then, complete the payment section on the next page and sign and date your application.

Moral integrity

To be approved, 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.

1. Have you ever been convicted of a felony? Yes No
2. Have you been convicted of a misdemeanor within the last 7 years? (Do not include minor traffic offenses – parking, speeding, signal violations, etc. – records that have been sealed or expunged, or arrests that did not lead to convictions.) Yes No
3. Are you currently a defendant in any pending misdemeanor or felony criminal proceeding? (Do not include minor traffic offenses – parking, speeding, signal violations, etc.) Yes No
4. Are you currently a respondent in or have you ever been found liable in a civil, regulatory, or administrative proceeding involving fraud, misrepresentation, or misappropriation of funds or property? Yes No
5. 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
6. 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 within the last 7 years? Yes No
7. 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? Yes No

Ethics

I have read and agree to uphold the [IREM Code of Professional Ethics](#)

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.

Typed signature:

Date:

Rules and regulations

Please read the following rules and regulations before signing and submitting this 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 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 Committee in the event that allegations of unethical or improper conduct arise during the pendency of this application.
- B. All additional information that may be needed by IREM shall be supplied by me upon request
- C. I shall conduct my real estate management activities in accordance with the IREM Code of Professional Ethics and shall also be bound by the bylaws and policies of the Institute as they are now or as they may be amended from time to time subsequent to this application and the decisions of any Institute committee and the Governing Council affecting my membership in the Institute.
- D. I agree that the Institute may censure, suspend, expel, or otherwise terminate this membership, if granted, in accordance with the Institute's bylaws, policies, and item A above, and that the Institute, its officers, members, employees, and agents may disclose its actions, in full or part, to the members of the Institute and the general public.
- E. I shall pay annual dues and fees as set by the Institute.
- F. 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 a membership.
- G. Upon acceptance as an IREM Member, portions of my annual dues (in the amount of the current subscription rates) will be allocated for a subscription to the *Journal of Property Management (JPM®)*.
- H. I hereby confirm that I am not a vendor, supplier, or service provider to the real estate industry.

Payment

ARM Application fee: \$160 (\$80 for current members)

Check enclosed, made payable to IREM. Charge my credit card (Visa, MasterCard, AmEx, Discover)

Card number: _____ Expiration (mm/yy) _____

Cardholder signature: _____ CVV: _____

Cardholder name _____

Submit this application and all supporting documentation as needed to:

Institute of Real Estate Management
Attn: Admissions
430 N. Michigan Ave.
Chicago, IL 60611

Email: admissions@irem.org Call: [800-837-0706](tel:800-837-0706)

Application approval process

You will receive a confirmation upon receipt of your application and then IREM will review it and provide a decision. The entire process will take approximately 30-45 days. If approved, you'll be notified and can then begin using the ARM certification with your name on professional profiles, email signatures, business cards, and more. You will also be presented with an official ARM certificate and pin. Once approved as an ARM, no additional ARM dues or fees are owed in the year of your approval. You are required to maintain your certification each year by paying annual ARM dues and IREM chapter dues, which also includes membership. This helps maintain the high standards that make your ARM so valuable.

Use this additional ARM Experience Form only if needed to report additional experience.

ARM Experience Form — Part 1 of 2

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City:	State:	
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Name of immediate supervisor:	Title of immediate supervisor:	
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Property type	Units + Square feet (if mixed-use)	
Multifamily / apartments	_____	
HOAs / condominiums or cooperatives	_____	
Single-family homes	_____	
Single-room occupancy / dormitories	_____	
Mobile home park pads	_____	
Commercial	_____	
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