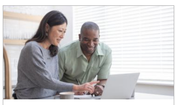
Join the Lawsuit!

NAA filed a lawsuit against the federal government for damages suffered under the CDC eviction moratorium and to prevent future legislation.

LEARN MORE

Highlights

- Visto 3-Day FLASH Sale, use code DECEMBER20 for 20% off credentials, ends 12/22
- Prepare for Enforcement of OSHA's COVID-19 Mandate
- NAA Represents Rental Housing Industry in Operation Allies Welcome Discussions



Bundle & Save on Visto

Choose from two of our Maintenance Bundles: Safety First and Fair Housing on Visto, our educational platform. These bundles allow you to grow and refresh your knowledge while also providing savings by accessing multiple courses at once.

LEARN MORE

Get the 2021 NAA Income & Expenses Survey TODAY!

Let NAA help you forecast clear skies in 2022 with the industry's most comprehensive budgeting and forecasting tool. Get the 2021 NAA Income & Expenses Survey for economic analyses that help benchmark your performance against your peers.

ORDER TODAY

2022 NAA Excellence Awards

Nominate yourself, your company, your association, a credential holder, your favorite supplier or anyone else you feel embodies a unique brilliance in rental housing at the 2022 NAA Excellence Awards. All applications are due by February 11.

APPLY TODAY

June 7, 2021

We Can Improve Rental Assistance Distribution. Here's How.

Over a year into the pandemic, housing providers and residents continue to grapple with the devastating financial effects of COVID-19, with an...

read more

June 7, 2021

The Impacts of Rental Housing Insurance Premium Increases

Newly released survey data outlines the magnitude, rationale and effects of insurance premium increases for the rental housing industry.Across...

read more

Strategic Partners

YARDI

Industry Intelligence by AppFolio

Do you agree with the majority?

More than 50% of property managers selected HR, staffing, and recruitment as their top challenge today in a recent survey by NAA sponsored by AppFolio Property Manager, while 74% overall selected it as one of their top three challenges. Read on to learn what specific tasks within this area are the most difficult today.

READ MORE

Multifamily Debt Collections: Best Practices

The number of lost collections in the industry continues to increase, but it doesn't have to stay that way. This white paper will help to guide the review of your company's collection policy. Find out about standards, best practices and how to increase overall recovery.

LEARN MORE

Synthetic Fraud: How to Identify, Respond To & Prevent It

This white paper outlines the issue of synthetic fraud within the rental housing industry including prevention methods, the financial impact it has on owners and operators and additional resources to reduce victimization, eviction costs and community liability.

LEARN MORE

Barriers to Apartment Construction Index

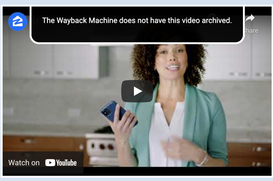
Affordability is a complex issue and can be driven by diverse factors including income levels, land and natural resource availability, population growth and housing supply-demand balances, among other issues. The National Apartment Association conducted a national survey to better understand factors that impact new supply of apartments.

LEARN MORE

Zillow Rent Connect™

Choose from three marketing packages to connect with high-intent renters and meet your occupancy goals.

LEARN MORE



Income and Expenses Survey

An Essential Budgeting Tool

Order the industry's most valuable financial and budgeting benchmark tool, the 2021 NAA Income & Expenses Survey.

ORDER TODAY

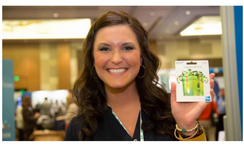
Become a Member

Join NAA Today

NAA can provide you with many membership benefits, such as education courses, informational newsletters and/or magazines, and opportunities for networking at conferences. NAA offers a unique blend of membership services that can include opportunities for career enhancement, volunteer leadership and community involvement.

LEARN MORE

NAA Member Savings



Experience the Savings

A benefit of membership, save time and money on products you use every day!

Earn up to 2% cash back with The Home Depot

Instant access to discounts for online purchases at Lowes.com

LEARN MORE

Top Tier Partners

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Lowe's PRO SUPPLY

YARDI

Premier

ProXtra

Champion

Zillow Rentals

Industry

Property Management

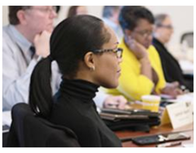
Education & Careers

Whatever your career goals, the NAA Education Institute (NAAEI) has the information you need to learn, to lead and to succeed. With NAAEI learning resources, you'll stay on top of the latest industry trends, pick up compliance strategies and expand your knowledge base—through online and classroom training.

Candidate Resources

NAAEI Program Candidates Use this page to find your reference materials like Skill Checks and Course Handouts. To create an NAA account an...

CANDIDATE RESOURCES



Earn a Credential

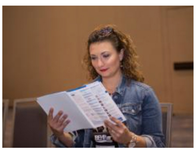
NAAEI offers industry-recognized credentials for all career paths, from leasing professionals to supplier partners, from apartment managers to maintenance technicians and more. Whether you're earning a new credential or renewing one, NAAEI can help.

VIEW CREDENTIALS

Learn Online

NAAEI offers online credential programs, online courses and even PowerPoint-synched recordings of sessions from NAA's popular education conferences. NAAEI's live webinars feature knowledgeable industry experts who cover the topics that matter to apartment industry professionals.

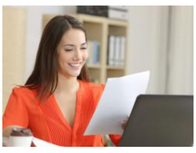
VIEW COURSES



Residential Property Management (RPM) Careers

Are you looking for a career in RPM or exploring your RPM career path options? NAAEI has career information, job listings and career ambassadors to help you find your RPM career niche.

EXPLORE CAREERS



Supplier Education

An important initiative of the National Suppliers Council and NAA Education Institute is to ensure that those companies who service, supply, or otherwise interact with rental housing and other businesses or institutions have access to training and continued education.

VIEW COURSES

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NAA Members save 15% on any product on Visto, our online learning platform. One time use only.

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National Apartment Association

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NAAEI Credentials

Earning a credential demonstrates your commitment to your career and gives you valuable insights and real-world skills you can use on the job. Credentials also validate your knowledge and skills, enhance your credibility, boost your confidence and earn you respect among clients and peers.

Browse the credentials available below to find the one you want to earn.

RENEW YOUR CREDENTIAL

DOWNLOAD CURRENT COURSE CATALOG

CREDENTIAL HOLDER DIRECTORY

CANDIDATE HANDBOOK

CAMT CANDIDATE HANDBOOK

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NAA Members save 15% on any product on Visto, our online learning platform. One time use only.

Learn More

Credentials:

Certified Apartment Manager (CAM)

Whether you are a property manager or new to property management, this course provides in-depth training and expertise just for you! Earning CAM credentials gives you the skills to increase your community's net operating income; the knowledge to effectively manage an apartment community; and most importantly, the ability to achieve your property owners' investment goals. This CAM credential is available both in-person or online.

NAAEI also provides CAM Student Housing micro-credential online for CAM credential holders to learn about the distinct set of skills needed to manage student housing communities.

Certificate for Apartment Maintenance Technician (CAMT)

Maintenance expenses are the single largest controllable element in any operating budget. This course acts as an introduction for new maintenance professionals or as a refresher for the veteran employee, teaching what it takes to run a cost-effective maintenance program.

CAMT credential holders can further develop their maintenance knowledge online with two micro-credentials, CAMT+E that focuses on building energy efficiency and CAMT+L that concentrates on developing supervisory and leadership skills.

Certified Apartment Leasing Professional (CALP)

Leasing professionals are the first people prospective residents meet and are responsible for generating traffic, conducting leasing demonstrations, overcoming objections and qualifying prospective residents. This program teaches all these skills and more.

Certified Apartment Portfolio Supervisor (CAPS)

This program's curriculum emphasizes recruiting, retaining and engaging high-performing employees. You'll also learn how to analyze and report property and portfolio financial results, conduct due diligence and community takeovers and oversee management agreements.

Certified Apartment Supplier (CAS)

A valued supplier partner has a deep understanding of the apartment industry. This course helps you gain that insight so you can better position your products and services to meet industry needs. This course is ideal for new salespeople and helps industry veterans gain further knowledge of apartment community operations.

Independent Rental Owner Professional (IROP)

The Independent Rental Owner Professional (IROP) credential program is for rental owners who personally hold and manage an apartment property or properties. Independent owners can benefit from training in budget management, tax planning, preventative maintenance, energy efficiency and rental unit preparation as well as qualifying and retaining residents.

Credential for Green Property Management (CGPM)

The Credential for Green Property Management (CGPM) provides management companies and owners a mechanism for meeting initial and ongoing HUD Office of Affordable Preservation (OAHP) training commitments after opting for a green Mark-to-Market restructuring. It also benefits anyone employing Green Operations and Maintenance Practices. Credential holders learn the latest techniques and technologies to make cost-saving green improvements at properties.

Credential Holder Benefits

Gaining a credential through NAA not only gives you know-how, but many other perks as well:

- Claim your digital badge! NAAEI credentials show your commitment to professional development. Before, you could only share your accomplishment with a small audience. Now, you can share if widely through social media, email, websites, and your digital resume using professional digital badges. You should have received and email from ProExam Vault (you may have to check your spam filter) to claim your badge. If you did not receive the email from ProExam Vault and need support, contact NAAEI for assistance.

Download the digital badge flyer

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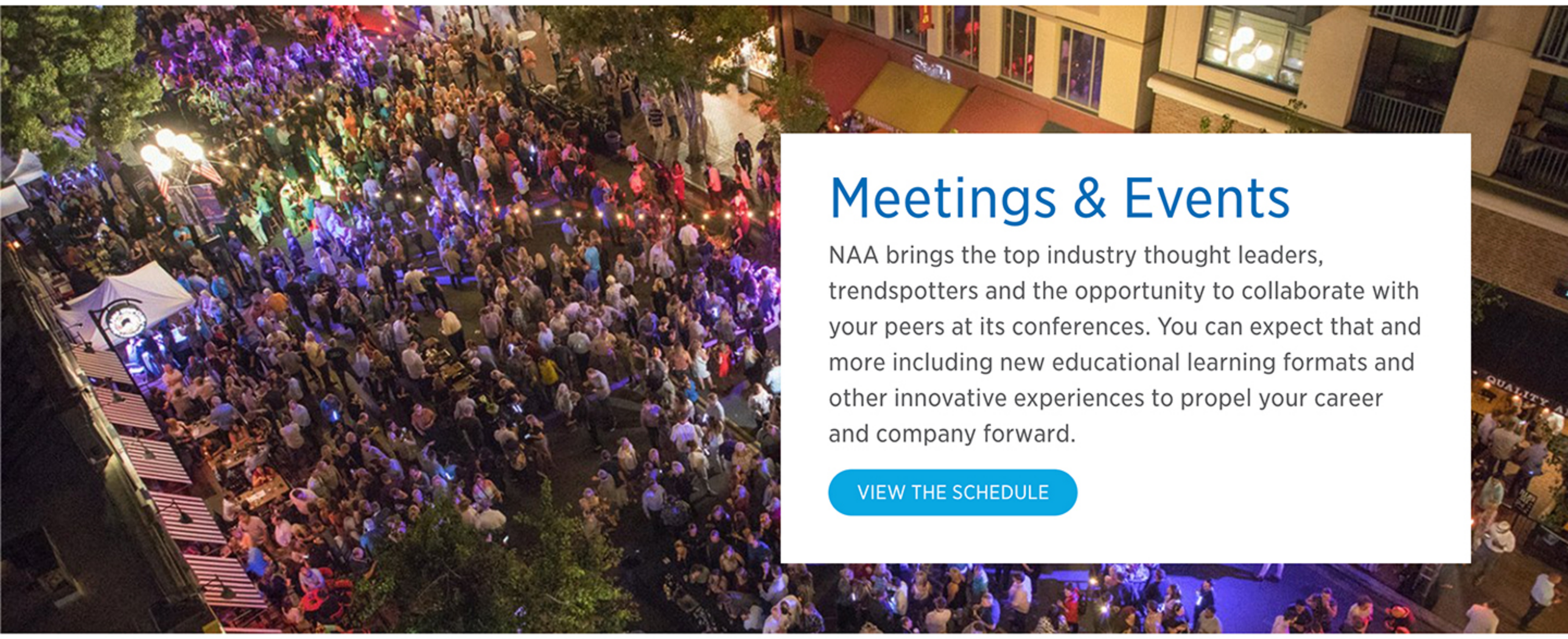
- You will be included in the online NAAEI Credential Directory. Companies are increasingly checking credential/certificate status with NAAEI before promoting or hiring. In order to stay current with NAAEI, make sure that your contact information is correct.
- Use of your credential logo for professional use on stationary, business cards, and letterhead. Use of the credential acronym after your name. For access to the logo file please contact NAAEI.
- Save $50 on Specialist in Housing Credit Management (SHCM) Webinar Series. View upcoming courses and more information.
- Substantial savings on products and services that you use every day through NAA Member Savings Program.
- Free subscription to units magazine and the weekly apartment industry newsletter, and the Industry Insider.
- Free resources to help you recruit and hire skilled talent, including: Apartment industry skill standards for *Leasing Consultants*, *Maintenance Technicians*, *Community Managers*, and *Portfolio Supervisors* and The National Network Common Employability Skills and Work and Learn.
- NAAEI Dell Computer discount. This discount offers significant savings on many Dell products.
- Discounts on Craftsman products. Known for performance and vale, Craftsman Tools and Equipment are offered and delivered to you by Sears Commercial.

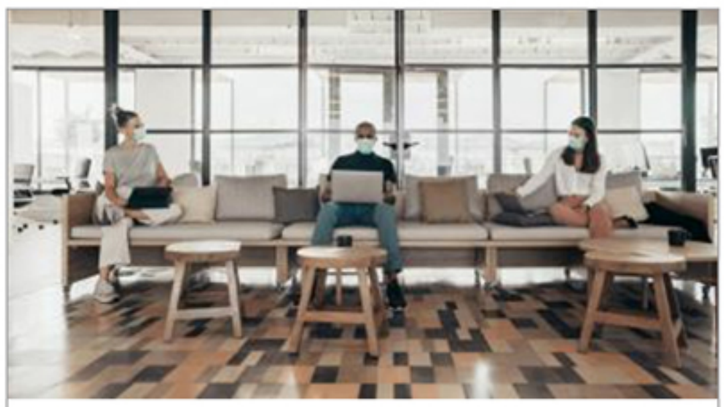
Contact NAAEI to take advantage of any or all of these benefits.



Meetings & Events

NAA brings the top industry thought leaders, trendspotters and the opportunity to collaborate with your peers at its conferences. You can expect that and more including new educational learning formats and other innovative experiences to propel your career and company forward.

VIEW THE SCHEDULE



Upcoming Webinars

Check out the newest webinars hosted by NAA.

LEARN MORE

REWIND 2021

Order REWIND from Apartmentalize 2021 today!

MORE INFORMATION

Assembly of Delegates

Head to the Hilton Cincinnati Netherlands Plaza Hotel from November 2-4 for NAA's largest business meeting of the year, where all NAA and NAAEI Boards, Committees and Task Forces meet and the new incoming volunteer leadership is installed.

REGISTER NOW