Residential Property Management Certificate Program is designed for individuals interested in management of the townhouse and condominium complexes, Adult 55/Senior residences, and other residential planned communities. The program provides foundational knowledge in general operations and maintenance programs for residential properties and communities. Learn fundamental financial management skills, gaining an understanding of insurance, safety, security and risk management issues. Additionally, the ins-and-outs of managing special facilities such as community swimming pools and clubhouses are covered. Acquire effective customer service and communication skills to foster mutually beneficial relationships with Boards/Volunteer community leaders, tenants and/or community members.

Instructor: Raymond A. Lomax

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CD 027

Overview of Residential Property Management
This introductory session will touch on central issues in managing today’s residential properties by identifying types of residential properties, examining the role of the property management/manager in relation to property owners, residents, and staff, and addressing interaction with municipal government and officials.

Financial Foundations for Residential Property Managers
Learn basic budgeting and accounting practices necessary to manage residential properties, including a yearly operating budget, asset management, long-range planning, capital needs analysis of existing facilities, negotiating with contractors/suppliers/vendors for competitive pricing, and establishing contracts for service and supplies.

Building Operations and Maintenance
The property manager is the “go-to” person for many issues related to the management of the community. Buildings, grounds, and common areas within the community must be maintained, improved and protected at all times. Basic understanding of HVAC, plumbing and water management, energy management, waste/recycling issues, elevators, and roofing issues will prepare you to handle everyday challenges. A good manager must have the general knowledge or be able to choose service providers to correct problems and tackle planned improvements in a timely manner.

Safety, Security, and Risk Management Essentials
Learn to navigate the legal aspects of residential property management; identify insurance issues; examine compliance with federal, state, and local codes including OSHA, ADA, fire, and life safety; develop emergency and disaster preparedness responsibilities; explore community security options; and coordinate efforts with local municipal government and officials.

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Community Relations
Property management also involves people management. Sharpen your interpersonal communications skills with this course, and learn to affect optimal relations between community leaders, residents, municipal government officials and the management office. Discussions will involve the use of newsletters, websites, bulletin boards, community meetings, resident rules and by-laws outlining the specific responsibilities of residents and the management team to help all parties communicate effectively, and resolve disputes. Explore the unique needs of various residential communities.

Exterior and Grounds Maintenance
The general appearance and up-keep of the residential community is extremely important to the value of the community association. Responsibility for maintaining the building exteriors and grounds falls squarely in the domain of the property manager. Participants will be able to assess and develop plans for landscaping, storm water management and develop strategies for parking and general traffic issues. The association management is also responsible for the maintenance service vehicles owned by the association.

Managing Special Facilities
Residential properties often include community amenities like swimming pools, game rooms, exercise areas and clubhouses where special events are hosted. These recreational facilities bring unique management challenges requiring special attention. Completion of general rules of operation and usage, mandatory compliance of environmental codes, maintenance procedures and obtaining necessary inspections and licenses will be discussed. Some community facilities may also be rented to outside community residents/individuals/groups. Contracts, fees, and procedures need to be clearly developed. Class will help prepare the manager to deal with these special challenges and facility management in a variety of residential properties.

Managing People to Manage Communities
What role does the community manager play in managing personnel and working with community residents? Discuss staff selection and training, scheduling, developing staff manual and job descriptions, and performance review. Look at issues surrounding the training of community board and committee members.

The Complete Community Manager- Putting It All Together
Property management is a growing industry which involves all aspects of management and working with people. This session ties together all of previous units, finalizes the community into one unified concept and completes the budget process. The course also covers how to present materials and a final budget to the entire community.

To register, or for answers to your questions, contact Ria Bloss, Program Supervisor, at 201-447-7466, or email rbloss@bergen.edu.