



REGISTERED IN APARTMENT MANAGEMENT

Professional Profile & Application

Name: _____

Application Checklist:

- Complete, sign and date the RAM Professional Profile & Application
- Include a check for the \$150 Application Fee made out to The National Associated Builders and Owners (Non-refundable - includes first year's RAM fee of \$95)
- Three (3) sealed envelopes containing completed Letters of Recommendation
- Retain a copy of this profile and application for your files.



National Associated Builders and Owners
Attn: RAM Program Manager
5 Hanover Square Suite 1605
New York, NY 10004
(212) 385-4949

REGISTERED IN APARTMENT MANAGEMENT (RAM) PROGRAM

What is the RAM program?

The RAM program is a comprehensive education and professional designation program offered to property management professionals by the National Associated Builders and Owners (NABO). The longest running and most well respected program of its kind, RAM is the credential of distinction for managers of apartments (both market rate and affordable), condominiums and cooperative housing. In addition, the RAM program is a military approved property management designation program.

What are the requirements for designation?

Becoming a RAM means attaining the high standards of education, experience, and ethics established by the RAM Board of Governors. Requirements include:

- Two years of multifamily housing management experience
- Completion of a RAM Professional Profile with a minimum of 300 points
- Completion of the national RAM Exam with a minimum of 350 points (70%)

What is the Professional Profile and how is it scored?

The RAM Professional Profile & Application will be used to judge your eligibility for Registered in Apartment Management designation. Each section of the form has been assigned points by the RAM Board of Governors of the National Associated Builders and Owners according to the necessity and importance of the experience to professional housing management. The Profile is divided into six categories. They are:

Section I:	Education	(275 Point Maximum)
Section II:	Employment Experience	(275 Point Maximum)
Section III:	Professional Involvement	(100 Point Maximum)
Section IV:	Recommendations	(Required -- No Points)
Section V:	RAM Code of Ethics	(Required -- No Points)

The national RAM Program Coordinator will evaluate your Professional Profile and will notify you of your score within six weeks. Applicants with a total of 300 or more points will be eligible to take the RAM Exam, if they have not already done so, as the final step to attaining the designation.

What if I do not meet the minimum qualifications?

Applicants with fewer than 300 points or less than two years of multifamily housing management experience will be made RAM candidates. As a candidate, you will have up to two years to accrue additional points through seminars, workshops, and added employment experience.

How long is a RAM designation valid?

RAM designation is effective for three years, subject to the payment of an annual renewal fee. Continuing education is required after that time. For more information, contact the RAM Program Coordinator at 212-385-4949.

REGISTERED IN APARTMENT MANAGEMENT (RAM) PROGRAM

Instructions for completion:

1. Print or type the information requested.
2. Attach copies of proof of educational activities (certificates, transcripts, syllabi, and letters of attendance).
3. Use additional sheets, if necessary. Identify each sheet with your name and the section number.
4. Make a copy of your completed profile for your files.
5. Send your completed form along with a \$150 check payable to : National Associated Builders and Owners, RAM Program Coordinator, 5 Hanover Square, Suite 1605, New York, NY 10004

Tips for successfully completing RAM Profile/Application:

1. Do not skimp on details. Include all relevant information. Too much information is better than not enough.
2. Include proof of attendance for all educational activities you list.
3. Include all information in the space where it is most appropriate. Please do not repeat it elsewhere.

**REGISTERED IN APARTMENT MANAGEMENT
PROFESSIONAL PROFILE & APPLICATION**

CONTACT INFORMATION

Date: _____

Name _____

Company _____

Work Address _____

Work City/State/Zip _____

Work Telephone _____ Work Fax _____

Work Email Address _____

Home Address _____

Home City/State/Zip _____

Home Telephone _____ Home Fax _____

Home Email Address _____

Are you a member of your local Home Builders Association (HBA)? _____ Yes _____ No

If yes, please list the name of your local association _____

HBA # _____ Your NAHB membership number _____

All RAM correspondence will be sent to your home address. However, only your business address will be released. Please send all address changes to NABO 5 Hanover Sq. Suite 1605 New York, NY 10038

SECTION I: EDUCATION

A. High School: (copy of diploma not required) _____

City/state: _____

Date graduated: _____

B. Higher Education (community college, vocational training, university, post-graduate education - related or unrelated to multifamily management, attach proof of graduation, if applicable)

Name of institution: _____

Major/Degree: _____

Dates attended: _____ Graduated? _____

C. Certifications/Licenses

List any current certifications or licenses related to multifamily management. Include proof of current certification or licensure.

Type: _____ Date of certification: _____

Type: _____ Date of certification: _____

Type: _____ Date of certification: _____

D. RAM School (include your certificate/letter of completion)

Sponsored by: _____

Location: _____

Dates: _____ RAM Dean/Instructor: _____

Completed optional Shopper’s Report _____ Yes (please attach) _____ No

E. Continuing Education in Property Management

Include any seminars or workshops you have attended in the last five years that were directly related to multifamily property management, including trade show education. Attach a certificate/letter of completion (some type of proof of attendance) for each seminar. Required courses for certifications or licenses declared above cannot be declared in this section. Attach additional sheets if necessary.

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

F. Continuing education in related fields, such as maintenance, business management, etc. Include only education **from the last five years**. Attach a certificate/letter of completion (proof of attendance) for each seminar. Attach additional sheets if necessary.

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

G. Continuing education in unrelated fields, such as computer skills, public relations, etc. Include only education **from the last five years**. Attach a certificate/letter of completion (proof of attendance) for each seminar. Attach additional sheets if necessary.

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

Seminar topic/title: _____

Sponsored by: _____

Location: _____

Number of hours: _____ Dates: _____

SECTION II: WORK EXPERIENCE

Please begin with your present position and work backward, up to ten years. Because of varied use of job titles around the country, a detailed job description is required. Your detailed job description will determine how many points you receive for your work experience. Please attach additional sheets if necessary.

1. Present position title: _____

Dates of employment: from _____ to _____

Name of company or project: _____

Owner/immediate supervisor: _____

Address: _____

City/state/zip: _____

Number of units: _____ Number of employees supervised: _____

Job description: _____

2. Position title: _____

Dates of employment: from _____ to _____

Name of company or project: _____

Owner/immediate supervisor: _____

Address: _____

City/state/zip: _____

Number of units: _____ Number of employees supervised: _____

Job description: _____

SECTION III: PROFESSIONAL INVOLVEMENT

A. Involvement in professional associations related to multifamily management, such as local Home Builders Association or Multifamily Council.

Name of organization: _____

Office held (if any) and years held: _____

Dates of activity: _____

Name of organization: _____

Office held (if any) and years held: _____

Dates of activity: _____

B. Involvement in professional, civic, or social service associations NOT related to multifamily management

Name/type of organization: _____

Type of activity: _____

Office held (if any) and years held: _____

Dates of activity: _____

Name of organization: _____

Type of activity: _____

Office held (if any) and years held: _____

Dates of activity: _____

C. Property Management Speaker/Trainer Experience (attach additional sheets if necessary)

Your subject: _____

Length of your presentation: _____ Date: _____

Sponsor: _____ Place: _____

Your subject: _____

Length of your presentation: _____ Date: _____

Sponsor: _____ Place: _____

D. Published Articles/Books on Multifamily Management, include only those not required as part of work duties. (attach additional sheets if necessary)

Title/subject: _____

Type of publication: _____

Length of article: _____ Date of publication: _____

Title/subject: _____

Type of publication: _____

Length of article: _____ Date of publication: _____

E. Honors and Awards conferred by local, state, or national multifamily management or Home Builders organizations. List organization, reason for award, and date of award.

F. Community/Professional Contributions

Please indicate contributions made to community and social service organizations (beyond those mentioned in section B), including name/type of organization, dates of activity, and honors or awards. Also indicate what you think are the principal contributions you have made to the property management professions or to the firms that have employed you. Attach additional sheets if necessary.

SECTION IV: RECOMMENDATIONS

Ask three persons to fill out the Confidential Letter of Recommendation form on your behalf. The writer must put the recommendation in an envelope, seal it, and sign across the seal. Include the three letters with your profile. One letter is required from your supervisor. Letters from other RAMs, other supervisors (past and present), community leaders, staff at your Home Builders Association, and your RAM Dean are also acceptable. List below the names of those persons who have completed the letters.

SECTION V: REGISTERED IN APARTMENT MANAGER CODE OF ETHICS

The Registered in Apartment Management Code of Ethics promotes the highest standards of residential management and personal conduct. Adherence to this Code of Ethics is required for designation and continuing education. As a Registered in Apartment Management designee, I pledge to:

1. Maintain loyalty to the ownership of the properties I represent and pursue their goals and objectives. Accept no management assignments that would pose a conflict of interest on my part.
2. Obtain and maintain in force all licenses required by the state and local governments having jurisdiction over my activities.
3. Hold inviolate the confidential and fiduciary relationship with my employer and the confidential information entrusted to me by employees and residents.
4. Serve all employees and residents impartially and neither provide nor accept any special compensation, commissions, or payments without the prior knowledge and consent to such payments by my employer and the property owner.
5. Allow no exploitation of my position, industry, or profession.
6. Uphold all laws and regulations providing for fair access to housing opportunities, housing purchase, and accommodations. This includes but is not limited to all federal, state, and local Fair Housing laws, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1992, and related acts and regulations.
7. Exercise sound business principles in managing properties.
8. Use only legal and ethical means to influence legislation or regulation.
9. Issue no false or misleading statements to the public.
10. Refrain from disseminating any malicious information concerning any property or person.
11. Utilize every opportunity to improve public understanding of the Registered in Apartment Management program.

I hereby affirm that the information supplied in this Professional Profile is correct to the best of my knowledge and pledge myself to abide by the Registered in Apartment Management Code of Ethics.

Signature

Date

**Please return completed profile with your \$150 application fee to:
National Associated Builders and Owners
RAM Program Manager
5 Hanover Square
Suite 1605
New York, NY 10004**

**REGISTERED in APARTMENT MANAGEMENT (RAM) PROGRAM
Scoring Guide for the Professional Profile Form**

This scoring guide is provided to inform and assist you in preparing your RAM Professional Profile. The first column indicates the maximum number of points you can receive for each individual item. The second column indicates the maximum points allowed for each section. Points will be awarded at the discretion of the RAM Program Coordinator.

SECTION I: EDUCATION	Maximum Points (Per Item)	Maximum Points (Per Section)
A. High School	N/A	N/A
B. Higher Education		
Associate Degree (2 years)	20	20
Any major related to housing management	30	30
Bachelor's Degree (4 years)	40	40
Any major related to housing management	50	50
Master's Degree	30	30
Any major related to housing management	35	35
C. Licenses/Certifications	varies	100
Real estate salesperson's license or	30	
Real estate broker's license, not both	60	
D. RAM School	150	150
E. RAM Independent Study	100	100
F. Continuing education in property management		
Each 8-hour day of RAM-approved class work (or 3.5 points per hour for less than 8 hours)	25	275
G. Continuing education in related fields	10 per course	50
H. Continuing Education unrelated fields	10 per course	50
 SECTION II: EMPLOYMENT EXPERIENCE		
Resident manager, property manager, or project supervisor	50 per year	275
Assistant manager	35 per year	175
Other (subject to review)	varies	275
 SECTION III: ACHIEVEMENTS		
A. Organizations related to multifamily management		
Officer, board member, committee chairman	15 per year	75
Committee member	10 per year	50
Member	5 per year	30
B. Organizations not related to property management		
Officer, board member, committee chairman	10 per year	50
Committee member	5 per year	30
Member	2 per year	10
C. Speaker/Trainer (per program related to housing management)	10	100
D. Author (points based on length/type of publication)	varies	100
E. Honors and awards (subject to review)	varies	100
F. Community/Professional Contributions (subject to review)	varies	100
 Total Points Allowed for Section I	275	
Total Points Allowed for Section II	275	
Total Points Allowed for Section III	100	

NOTE: The RAM Program Coordinator will determine appropriate number of points for each item/activity.

Office Use Only

Section I points _____(Max 275)
 Section II points _____(Max 275)
 Section III points _____(Max 100)
 Total Points _____

**Letter of Recommendation
Registered in Apartment Management Program
National Associated Builders and Owners**

The Registered in Apartment Management (RAM) program is a professional designation program sponsored by the Associated Builders and Owners. The goal of the RAM program is to set professional competency standards and to service the needs of the multifamily management industry by offering quality professional training.

We appreciate the time you have taken to fill out this document for the applicant. When you are finished, please place the recommendation in a sealed envelope, with your signature across the seal, and return it to the applicant.

Applicant's name and company: _____

Name of person completing form: _____

Company: _____ Position: _____

Address: _____

City/State/Zip: _____

Relationship to applicant (employer, co-worker, fellow RAM, teacher, other): _____

How long have you known the applicant? _____ Years _____

What are the applicant's greatest professional strengths? _____

How would you describe the applicant's commitment to property management?

Would you recommend the applicant for Registered in Apartment Management designation? Yes ___ No ___

Additional Comments: _____

Signature: _____ Date: _____

After you have completed this form, place it in an envelope. Please seal the envelope and sign your name across the seal. Return the envelope to the applicant who will include it with his/her Professional Profile. The sealed envelope will be opened only by the RAM Program Coordinator.

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