



"Arbor Management has been a big supporter of the RAM Program since 1986. Our Property Managers all work in the world of affordable housing and knowing the basics of good property management is key to their success. RAM training provides that needed education. The week-long RAM program can be personalized to better suit the needs of our employees and we look forward to continuing the relationship with National Associated Builders and Owners (NABO)!"

-Monica Morris, Associate Director
Arbor Management, LLC
Wilmington, DE

WHAT IS RAM?

The Registered in Apartment Management (RAM) program is a comprehensive education and professional designation program offered to property management professionals by 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. The RAM designation exists to recognize those individuals who are knowledgeable in all the essential aspects of property operations, including administrative and financial management, marketing, resident services, maintenance, fair housing, and security.

HOW TO EARN THE RAM DESIGNATION

Becoming Registered in Apartment Management means attaining the highest standards of education, experience, and ethics established by the RAM Board of Governors.

Requirements include:

- Two years of multifamily housing management experience
- Completion of the 32 hour RAM course
- Completion of a RAM Professional Profile with a minimum of 300 points
- Passing the national RAM Exam

If the student does not have the two full years of employment experience, they will still receive the RAM course completion certificate. The student is eligible to submit the complete profile within two years of completing the RAM course.

Each RAM designee is required to complete 75 points of continuing education, every three years and pay an annual NABO membership fee of \$95.00.

WHAT CAN RAM DO FOR YOUR COMPANY?

- Provide flexible training to new employees to achieve high standards in property management
- Employee training at reasonable fixed cost
- Answer employee questions regarding operations and management issues
- Achieve consistency of policies and procedures within the company
- Hold refresher courses and encourage continuing education for all employees
- Cater to your company's needs by focusing and expanding on particular topics
- Detailed updates on:
 - Compliance
 - Legal issues
 - Green Management

NABO provides classes and instructors at your location and your convenience. Classes are also offered through local homebuilders and apartment associations.

“Any company that focuses their resources on RAM training is bound to reap the benefits through employee productivity and residual value of employee competency. It’s a win-win!”

-Brenda Asbury,
Owner, BMA and RAM Dean
Sevierville, TN

“My company manages 60,000 apartments, and I encourage all of my managers to get RAM certification.”

- David Kuperberg,
Cooper Square Management,
New York City, NY

“Apartment management is more complicated than ever before. Between fair housing rules, green technology, lead paint, and bedbugs, employee training and certification is vital if you want to avoid liability.”

- Karen Koelemij, CBC055351, RAM, HCCP, NAHP-E, SHCM
President, Orange State Construction, Inc.

RAM

Registered in Apartment Management

www.registeredmanager.com



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<http://www.facebook.com/na.bo.583>



Contact Information

212-385-4949

Olga@RegisteredManager.com

National Associated Builders and Owners
369 Lexington Ave, Suite 215
New York, NY 10017



THE HIGHEST MARK OF EXCELLENCE FOR PROPERTY MANAGEMENT PROFESSIONALS



RAM

Nationally Recognized Management Training and Certification