



# National Church Residences UNIVERSITY

## 2017 HOUSING EDUCATION REQUIREMENTS LEASING & MANAGEMENT

What courses should I take and how long do I have to complete them? These are common questions our students have and it is our hope this document can answer these questions. If you need further assistance please contact your supervisor for guidance.

<b>Pre-Requisite Program</b>	
Timeline: Within first 30 days of employment	
	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Privacy Act &amp; Security Awareness</li> <li>• Cyber Awareness Training</li> <li>• HR Compliance Program (Management/Supervisors Only)</li> </ul>
<b>Management Essentials: Quick Steps</b>	
Timeline: Within first 30 days of employment	
	<ul style="list-style-type: none"> <li>• ePay</li> <li>• Processing Reserves</li> <li>• Remote Deposit Capture</li> </ul>
<b>Risk Awareness</b>	
Timeline: Within first 90 days of employment	
	<ul style="list-style-type: none"> <li>• OSHA</li> <li>• Driving Safely</li> <li>• Fire Safety</li> <li>• House Rules</li> <li>• Insurance 101</li> <li>• Ladder Safety</li> <li>• Safety Self-Inspections</li> <li>• Slip and Fall Prevention</li> </ul>
<b>Yardi Voyager Training</b>	
Timeline: Within first 90 days of employment	
	<ul style="list-style-type: none"> <li>• Yardi Certification</li> </ul>
<b>REAC</b>	
Timeline: Within first 90 days of employment	
	<ul style="list-style-type: none"> <li>• Units and Common Areas</li> <li>• Building Systems</li> <li>• Health &amp; Safety</li> <li>• Exterior</li> <li>• Site</li> </ul>

<b>Property Management Basics</b>	
Timeline: Within first 12 months of employment	
	<ul style="list-style-type: none"> <li>• Fair Housing</li> <li>• Marketing Your Community</li> <li>• Developing Telephone Techniques</li> <li>• Tailoring the Tour and Close</li> <li>• Affordable Housing Overview</li> <li>• Applicant and Qualification Procedures</li> <li>• Move-In Procedures</li> <li>• Building a Strong Resident File</li> <li>• Developing a Resident Retention Plan</li> <li>• The Recertification Process</li> <li>• Retaining Your Resident and Move Out</li> </ul>
<b>Service Coordination Fundamentals</b>	
Timeline: Within first 90 days of employment	
	<ul style="list-style-type: none"> <li>• From Day 1: An Introduction</li> <li>• Documentation 101</li> <li>• Tracking Data</li> <li>• Property Manager and Service Coordinator: A Winning Team</li> <li>• Adult Protective Services: What You Need To Know</li> <li>• Building Professional Relationships</li> <li>• Ethics</li> </ul>
<b>Management Essentials</b>	
Timeline: Within first 12 months of employment	
	<ul style="list-style-type: none"> <li>• Developing a HUD Budget</li> <li>• Financial Performance</li> <li>• Audit Readiness</li> </ul>
<b>Service Coordination Enrichments</b>	
Timeline: Within 180 days of enrollment	
	<ul style="list-style-type: none"> <li>• Transformational Interviewing</li> </ul>

### **Career Development Electives**

Additional online modules or further education as part of an ongoing career development plan

### **Housing Certifications or Designations**

(Such as: CPO, SHCM, COS, FHC, CPM, NAHP, etc.)

Timeline: As scheduled during your annual review