YOUR CAREER'S FUTURE

2016-2017 APARTMENT ASSOCIATION OF GREATER DALLAS TALENT DEVELOPMENT PROGRAMS

EDUCATION HELPS YOUR CAREER TAKE FLIGHT!
### AUGUST 2016

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<tr>
<td>8/24/2016</td>
<td>9:30AM - 12:30PM</td>
<td>IN PERSON SEMINAR</td>
<td>REPUTATION MANAGEMENT</td>
<td>RICK ELLIS, CPM</td>
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#### RESPONDING TO ONLINE APARTMENT RATINGS AND REVIEWS...AND HOW TO USE THEM TO ENHANCE YOUR PROPERTY’S REPUTATION!

Got a few negative online reviews? Got a lot of negative reviews? OUCH! You are not the only property getting these hits from residents and prospects. In fact, over 7% of renters have posted a negative review in 2015 according to the SatisFacts Online Renter Survey. Whether or not these reviews of your community are deserved or earned, this seminar will help! You will learn how to deal with the negative AND positive reviews and respond in a systematic manner that builds resident loyalty and enhances your apartment community’s overall online reputation. This fun and informative presentation will cover all the dos and don’ts for preserving your online reputation. Topics include:

- Review of the primary apartment online rating sites
- 5 Critical Steps to respond to online reviews of all kinds.
- Actual example responses for various types of resident reviews
- Checklist to get more positive reviews from your residents.

- Understanding how residents interpret online reviews and your response.
- Identifying types of resident and prospect reviews and the formulas for responding.
- How to generate more positive reviews for your apartment community

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<td>TELEPHONE SKILLS</td>
<td>SHERRE HELMER, NALP, CAM, CAPS, CPM</td>
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#### TELEPHONE SKILLS FOR SUCCESS

This webinar lays the foundation for driving traffic to your property and converting more calls to visits. In this session, we focus on telephone and follow-up techniques to increase traffic and enhance closing ratios. Despite the value of online advertising and social media, 47% of our prospects call before they come out and those that call are two times more likely to lease. Attendees will learn:

- Why the telephone adds value
- The 7 objectives of a telephone call
- How to convert calls to appointments

- Strengths and weaknesses through a self-evaluation
- How to handle the price objection
- Ways to follow up effectively and increase closing ratios

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### SEPTEMBER 2016

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<td>TRACY CHERRY</td>
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#### APARTMENT SWEET APARTMENT

Breathe life into your community and your career. From signing the lease to renewing and all the points in between, build an experience from the moment they walk in the door. During this course, you will: Transform the most painful tasks into an experience your residents will remember and enjoy. Remember the apartment is their home, now make them feel it.

- Learn to build a resident experience.
- How to start the renewal marketing at move-in.
- Understand the opportunities you have to WOW your residents.
- Discover how you can make the transition from prospect to resident smooth.
- Create meaningful resident surveys.
- Remind them why they chose you!

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#### FEEDBACK, COACHING, AND COUNSELING – MAXIMIZE YOUR LEADERSHIP SKILLS

Designed for Managers, Directors, and Supervisors, this course will raise your confidence by providing specific steps for working with direct reports. By providing direction, corrective feedback, encouragement, and progressive discipline, you will increase meaningful impact with employees. Often considered the most difficult part of management, this course will finally give you the tools for successful interactions that lead to positive results. During this course, you will:

- Learn a model for giving feedback
- Counsel and discipline
- Gain confidence in your ability to effectively lead your staff
- Develop skills for coaching and motivating employees
- Improve communications with associates
- Assist others to grow in their roles

#### SPONSOR: HD SUPPLY
### I'M STARTING WITH THE (WO) MAN IN THE MIRROR

This seminar will encourage you to look at your current habits, organizational skill, and professionalism and overall Emotional Quotient the EQ as opposed to focusing on the IQ. You will analyze where you have been and how to get where you want to go. This seminar will discuss the concepts of...

- Good and bad habits and how they are formed
- How your attitude can change your path
- How to find ways to create your own opportunities
- Self-awareness can be your best friend

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### TENANT BANKRUPTCIES – STEP-BY-STEP TO GET YOUR PROPERTY BACK AND STOP YOUR LOSSES

Your resident owes rent, but files bankruptcy before you get possession, and you don’t have any idea what to do. Welcome to a new world where you don’t have control over your lease and property.

- Stay out of trouble with the bankruptcy judge by understanding the automatic stay.
- See how you get bankruptcy court permission to evict and why you must get that permission to stay out of legal trouble.
- Learn why you may need to object to a Chapter 13 plan so you don’t get stuck with the resident paying past due rent over the next 5 years.
- Understand how bankruptcy stops you from pursuing collection of unpaid rent
- See examples of real case documents.
- Earn how to get information from the bankruptcy court about filings, events and hearings in your resident’s bankruptcy.

After this class, you will be more prepared to work with an attorney on your case to expedite getting possession and to minimize the financial losses. You will understand the process better, although you still may not like how it works.

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### DATE | TIME | FORMAT | LEARNING TOPIC | PRESENTER
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9/28/2016 | 9:30AM-10:30AM | LIVE WEBINAR | BANKRUPTCY LAWS | JERRY CARLTON, ATTORNEY

### SEPTEMBER/OCTOBER 2016
THE POWER OF RESOLVING CONFLICT

As long as there has been life on this planet there has been conflict; from the dinosaurs and cave men, cowboys and Indians, different religions, husbands and wives, employers and employees. However, today conflict seems to be more the usual than the occasional challenge. Modern day Americans have higher ‘deserve levels’, shorter fuses and are more outspoken. Add the increasing use of profanity, lack of respect for others and we often find ourselves in all out wars. The result? Loss of valuable time and productivity, stress caused physical symptoms, the emotional roller coaster, lost relationships, legal fees, and unhappy, complaining customers who just might stop doing business with us. We absolutely must learn to:

- Cut the cost of conflict
- Lose an adversarial attitude
- View conflict as an opportunity rather than a burden
- Manage ourselves and set good examples
- Get working relationships back in place
- Communicate and understand
- Be a successful mediator
- Use common sense to reach win/win solutions

MANAGING YOUR NON-EXEMPT STAFF- WHAT YOU NEED TO KNOW NOW!

As a manager you regularly supervise and direct your hourly staff. Without knowing it, you could be doing so illegally! Get up to speed on the new law slated to take effect December 1st of this year as well as de bunking some wage myths too.

- Extra pay for nights and weekends may not be required
- Vacation and holiday pay are optional??
- Double time may not be required for holiday work
- Changing a worker's schedule must be done carefully

As a special bonus, we will have a quick review of the importance of documentation and what NOT to include in it! You can’t miss this important hour!

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## Vision Quest - Unlocking the Secret to Effective Leadership

There is no one size fits all definition of leadership, but in general leaders are people who know how to achieve goals and inspire people along the way. Leaders have vision and not only share that vision with others, but ignite a fire within them to join in the vision and believe in the goal. In this informative session we will cover...

- Effective Goals are S.M.A.R.T. goals
- Learn how to ask, believe and receive
- Understand the laws of attraction that lead to leadership success
- Learn how and why to be a mentor to your teams

## We Don’t Speak the Same Language

Have you ever felt that your Manager or Maintenance Supervisor was on a different wavelength? Although we all share the same goals for our owners, our tasks and daily responsibilities are different. Sometimes it seems that we “don’t speak the same language.” In this session, you will:

- Learn how to improve your communication and working relationship between management and maintenance.
- Determine your primary behavioral style and learn how you can relate to others more effectively.
- Discover the differences in how men and women communicate.

Great for all management and maintenance team members!

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**NOVEMBER 2016**

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<td>COMMUNICATION SKILLS BETWEEN MANAGEMENT AND MAINTENANCE</td>
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NEIGHBORS: THE WILDCARD OF RESIDENT RETENTION (PART ONE)

When asked why residents weren’t “very likely” to renew their lease, “neighbors” is in the top 5 reasons why. On the flip side, “sense of community” is rated as a top reason to stay. Where do you place your bets? Join us for this two-part webinar series where we highlight the top best practices to turn that neighbor “wild card” into a “full house.” In these two sessions we will . . .

• Review statistics of this phenomenon
• Discuss ways to counter the neighbor issues
• And much more

SPONSOR: REALPAGE
**NEIGHBORS: THE WILDCARD OF RESIDENT RETENTION (PART TWO)**

When asked why residents weren’t “very likely” to renew their lease, “neighbors” is in the top 5 reasons why. On the flip side, “sense of community” is rated as a top reason to stay. Where do you place your bets? Join us for this two-part webinar series where we highlight the top best practices to turn that neighbor “wild card” into a “full house.” In these two sessions we will ...

- Review statistics of this phenomenon
- Discuss ways to counter the neighbor issues
- And much more

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**BACK TO BASICS- LEASING FOR SUCCESS**

For all leasing consultants, whether new to our industry or seasoned leasing professionals that need a “refresher”. This session will motivate, educate and guide leasing consultants through their everyday responsibilities. The course includes group exercises and classroom brainstorming. This full day program will allow attendees to bring their ideas and challenges to the table for discussion. In addition, taking back with them the industry’s best practices as well as skills to increase their occupancy and retain their residents. Get ready for this high energy, motivating session that will escalate your leasing team to the top as we build the future leaders of our industry. The topics we will cover in the session include:

- Preparing for your day
- Telephone techniques
- Touring the community
- Closing the deal
- Basics of Fair Housing
- Greeting, prospect interview and qualifying
- Overcoming objections

**SPONSOR:** THE LIBERTY GROUP
MARCH 2017

MOTIVATION: WHEN “GREAT JOB” JUST DOESN’T CUT IT ANYMORE

Working in property management when unplugging toilets and enduring screaming residents is common place, keeping our teams motivated to keep giving 110% is an on-going struggle. So what do you do when a good pat on the back and a ‘good job’ is not enough anymore? We will work through the key components to a stellar self-motivation plan as well as plans on how to successfully and continuously motivate all levels of your team.

The participants in this session will be able to:

- Understand the difference between external and intrinsic motivation and how to fully maximize both in your team.
- Understand the skills and ‘powerful’ words that will build a motivation cultural within your organization.
- Learn what each person’s motivators are and practice the skills discussed for immediate implementation.

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THE ASSISTANT MANAGER’S CLUB- THE ART OF COLLECTIONS (PART ONE)

In this club you will learn how to step out of your closed door office and build relationships with your late payers.

We will start with the initiation to the Assistant Managers club by identifying what attributes the perfect assistant manager should have and why. We will cover the importance of the role and how it can make or break a community’s performance.

We will collectively learn how to:

- Collect rents ethically and legally
- Effective proven collection practices
- How to say pay now with a smile

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### April 2017

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<td>EVICTIONS LAWS AND PROCESS</td>
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**ALL ABOUT EVICTIONS – FOR MANAGERS – WANNA WIN? STORIES, EXAMPLES AND TIPS – INFORMATION YOU WILL USE IMMEDIATELY**

From this course, you will be more confident that you can apply new practices all the way from taking the initial lease application to going to trial. You will also be able to save filing some evictions because your new knowledge and practices will discourage residents. After this course, you will save money for your company, and you will impress your company with your knowledge.

- Evictions seem simple, but there are landmines.
- Learn the tricks that tenants and their attorneys use to beat evictions.
- Tell about your surprising eviction case challenges.
- Don’t lose evictions because you don’t know the rules and don’t take easy but correct steps to comply with the technical requirements.

- Hear about real past cases.
- Learn what judges expect you to do to prove your case.
- Ask questions about the eviction process that have been nagging you.

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<td>ASSISTANT MANAGER TRAINING FINANCIALS-CLOSE OUT</td>
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**THE ASSISTANT MANAGER’S CLUB – THE ART OF CLOSING (PART TWO)**

Session two of the Assistant Manager’s Club is all about the financial understanding of the bookkeeping role. We start with the initiation to the club by identifying what attributes the perfect assistant manager should have and why. We will discuss the importance of the assistant role and how it can make or break community performance. Attendees will see why there is a month end close out, the importance of the fact finding and resolving in the proper months and how it all affects the budget process. We will collectively learn how to audit ourselves and others with breakout exercises on reporting and analysis. The class will cover...

- Understanding reporting
- Closeout audit techniques
- Predict future challenges and understand trends
- Preliminary introduction to the budget process

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### APRIL/MAY 2017

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#### A LEADERS LIFESTYLE- MOVING AWAY FROM WORK HARD PLAY HARD

How can we find balance in the middle of the chaos that we work in? How do we stay positive for the sake of our employees in stressful situations? Find out how to live a life of leadership that makes people follow you because they WANT to, not because they have to. Find out how to attract new talent to our industry and keep them, rather than having constant turnover. And most importantly, how to balance your personal and professional life because we only get one chance at life and it’s not all about work.

- Take a close look at your priorities
- Have you given your control away
- Lead with the employee in mind
- What is your purpose
- Retrain your mind to be in the present

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#### HOARDING RESIDENTS ARE A PROTECTED CLASS NOW- MAKE SURE YOU HAVE A PLAN FOR REASONABLE ACCOMMODATION

Hoarding is the excessive collection of items, along with the inability to discard them. Hoarding often creates such cramped living conditions that homes may be filled to capacity, with only narrow pathways winding through stacks of clutter. Some people also collect animals, keeping dozens or hundreds of pets often in unsanitary conditions. Hoarding, also called compulsive hoarding and compulsive hoarding syndrome, may be a symptom of obsessive-compulsive disorder (OCD). But many people who hoard don’t have other OCD-related symptoms. Many hoarders experience severe depression and or depression like symptoms. This class will provide….

- An overview of how to identify a resident that is hoarding
- How to handle the situation while keeping fair housing in mind
- The speakers will provide some outreach/support available locally for both property owners and the hoarding resident
- Understanding the health and safety issues possible
- What are reasonable accommodations in a hoarding situation

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MAY 2017

MIXING FOR DIVERSITY – WHAT’S YOUR COMPANY RECIPE?

When it comes to diversity customers as well as employees have gone from melting pot to tossed salad to stew - what’s your company’s “main course” of action when it comes to diversity?

This session which is designed for all levels of property management, will show you how to kick it up a notch by offering bite-sized appetizers on diversity and cultural issues. The ability to work successfully with anyone, regardless of background, job status, or other difference is key to your organization’s success and competitive edge. During this session you will:

- Learn how diversity effects a company and the need for diversity management
- How to overcome objections and barriers
- Discover the new Diversity Renter Profile
- Review legal considerations pertaining to diversity
- Explore tools to establish and demonstrate respect for individual differences
- Develop a Diversity Marketing Plan and a Diversity Commitment

DATE TIME FORMAT LEARNING TOPIC PRESENTER
5/24/2017 9:30AM-12:30PM IN PERSON SEMINAR DIVERSITY DONNA OLSON

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2016-2017 APARTMENT ACADEMY EXCLUSIVE SPONSORS

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REALPAGE

(17 Year Sponsor) REALPAGE provides a platform of on-demand software solutions that integrates and streamlines rental property management business functions. Our solutions enable owners and managers of single-family and a wide variety of multi-family rental property types, including conventional, affordable, privatized military, student and senior housing, to manage their marketing, pricing, screening, leasing, accounting, purchasing and other property operations. Our solutions enable property owners and managers to increase revenues and reduce operating costs through higher occupancy, improved pricing methodologies, new sources of revenue from ancillary services, improved collections and more integrated and centralized business processes.

HD SUPPLY

(17 Year Sponsor) At HD SUPPLY our goal is to provide you with the best products, support, and services in the maintenance supply industry. You can rely on HD Supply as your partner to help you increase resident satisfaction, net operating income, and the asset value of your property. Everything we do is tailored around helping you grow your business. We are continually making investments in our business to improve and expand our offering to you. Whether your property is modern, traditional, or has its own unique style, we offer a wide selection of products and services to keep both your property and its units current and relevant.

The Liberty Group

(10 Year Sponsor) Since 1977, THE LIBERTY GROUP (Personnel and Executive Search) has been dedicated to helping companies secure the talent they need to ensure success. As a full-service staffing firm, we help clients solve strategic business challenges as well as manage day-to-day operations. The professional services we provide our clients include executive searches, personnel placement, contract employment, temporary staffing, pay rolling / temp-to-hire. The Liberty Group is always looking for top talent so our recruiters want to hear from you!
**MEET YOUR PILOTS**

**DARCY BIXBY, CAPS, NAÆE FACULTY**, is a Regional Director at Westdale Asset Management. Darcy is responsible for 8 assets in the DFW area. She has been in the real estate and/or property management industry for 20 years. Darcy is active with the local apartment association and is the co-chair of the Education Committee at AAGD. She also volunteers at local homeless shelters, giving confidence and information to women that are re-gaining their independence. Darcy is embarking on a speaking career and recently was added to the NAA Education Institute. She enjoys sharing her comedy relief with others.

**JERRY L. CARLTON**, an experienced attorney, helps property owners and managers with all their legal needs dealing with residents, vendors and employees throughout Texas. He helps with solutions for evictions, tenant disputes, tenant bankruptcies, fair housing claims, vendor contracts, vendor disputes, employee issues and overall daily property management legal issues. He teaches and writes for TAA, AAGD and their members on these topics and has done so for many years. He has a long list of articles written for Rooflines and classes he has taught for AAGD. Jerry graduated from University of Texas - Austin and University of Houston Law Center. He works at Glast, Phillips & Murray, PC., a 50-year-old attorney Dallas firm.

**TRACY CHERRY**, is a Marketing Strategist with Sprout Marketing, a marketing agency exclusively for multi-family housing. She began her career in property management as a leasing consultant in 1997 and was a successful Marketing Director who bridged the marketing and social media needs of 22 communities. Tracy brings over 20 years of experience in sales and management. She loves marketing and feels you should keep your ideas fresh and forward thinking, while being fun and rewarding. On a personal note: Tracy lives in Frisco with her husband, Brandon and three children, Cate, Cole and Jake.

**BETH DOTY**, stumbled into the multifamily world shortly after moving from Long Island, NY to Dallas, TX to pursue a lifelong dream of becoming a teacher. She quickly realized the multifamily industry was her calling. Over the years she has held many positions on the management side and is currently the National Sales Director with Capture the Market and oversees a team of 5. Beth is a frequent speaker throughout Texas and the nation on topics such as leasing, marketing, and social media. She has made a mark for her dynamic training style and brings lots of energy to the classroom.

**STEPHANIE GRAVES, CAM, CAPS, NAÆE FACULTY**, is a dynamic speaker that has been entrenched in the multifamily industry for two decades. She tackles all levels of assets from new construction to properties that many of you would think twice about operating. She offers her expertise in property operations and marketing and presents a wide spectrum of insight into the multifamily world. She has a Bachelor’s in Communications and is the founder of Q10 Property Advisors, a group of industry professionals that advise and educate multifamily professionals throughout the country. Stephanie brings flair and excitement into her sessions and her attendees appreciate that she consistently provides real tools to take home and implement immediately.

**SHERRE HELMER, NALP, CAM, CAPS, CPM**, is a professional trainer who started her own training and consulting company, Dynamic Training for Results. Her seminars and workshops are filled with real life experiences, based on the knowledge obtained throughout her career as an onsite community manager, regional property manager in multiple states, Vice President of a real estate company and Director of Training for several large property management companies. Sherre has served as an Instructor at Ball State University in the Residential Property Management program. She was Lead Subject Matter Expert for the most recent NALP revision.

**VALENCIA HOOPER, LMSW**, is a licensed Master of Social Work for the State of Texas. She has worked as a professional social worker in Nebraska and Texas since 1979. Currently she works for the Dallas Police Department in the Crises Intervention division. In addition to her work for DPD she is an adjunct professor in Social Work at Eastfield College. She is the past chair of National Alliance on Mental Illness in Dallas, the Hoarding task force of greater Dallas and adult protective services community board on the local and state levels.

**HOLLIE LAWING**, has over 16 years’ experience in the multi-family industry. During her career she held multiple site and executive level positions, most recently as a district manager with a portfolio of 1800 units and currently a Pricing Advisor with YieldStar. Her operating experience includes dispositions, acquisitions, stabilized assets, value add, and REIT portfolios. In Hollie’s previous role she transitioned several portfolios into revenue management systems. In addition, she teaches Real Estate Courses at two local apartment associations and has been invited to speak at regional association conferences.

**RICK ELLIS, CPM,**
MEET YOUR PILOTS

DONNA OLSON, is recognized as a consultant, troubleshooter, workshop leader, dynamite trainer, awesome conference emcee and “special guest” crowd pleaser! She has designed, implemented, and presented training, sales/leasing, marketing and leadership programs. Donna has also been recognized as an expert on supervisory skills, communication, diversity, harassment and fair housing issues. As a consultant she has performed hundreds of troubleshooting assignments for management companies throughout the country. Trainer Donna may not tell you what you want to hear, but she’ll certainly tell you what you need to hear to improve performance and get results!

JENNIFER OWEN, ATTORNEY, a graduate of Washington University School of Law, has been practicing law since 1986 and has been active in The Apartment Association of Greater Dallas and the Legal Services Program. Ms. Owen is a frequent speaker at legal seminars and is an author of the Briefcase column in Rooflines. In addition to business litigation, Ms. Owen concentrates her practice in landlord/tenant and employment law. She has represented property owners and managers in eviction suits, security deposit claims, fair housing matters, property damage, personal injury and deceptive trade claims, construction warranty claims and employment matters.

LADY PASCUE-ROOT, CAM, CAPS, NAAEI FACULTY, is a regional manager for Capstone. She has 30+ years of experience specializing in training, marketing and property management. As a trainer, she has developed programs that not only improve performance, but also motivate winning teams. Laurie is a person of vision and passion who has proven that she knows what it takes to succeed in this industry. She continues to inspire others to be their best! Laurie was AAGD Education Committee co-chair for two years. She is also a recent TAA Leadership Lyceum graduate. She is also an AAGD Legend of Education.

BRADLEY ROSCHYK, CAM, CAPS, NAAEI FACULTY has over twenty years of coaching, training, and most importantly, real-life, in the trenches business experience, his view is different. He appreciates and shares that leadership is a choice and not about a title, tenure or position. Leadership is for everyone, every day. His fusion of real-life stories and connection with the audience will drive an intimate and intense learning experience for every individual. Bradley has served in a management role with several multi-family management companies. He holds both a Certified Apartment Manager and Certified Apartment Portfolio Supervisor designations with the National Apartment Association and is a member of the faculty for the National Apartment Association Education Institute.

BARBARA WHITTED, NAAEI FACULTY owns Barbara Whitted Consulting, which is a consulting, leadership development and marketing services firm that specializes in assessment, development, and delivery of leadership training programs. Barbara served as a National Training and Marketing Director with Olympus National Apartment Association Faculty Member and Faculty Instructor. A former National Education Director for Equity Residential, she'll certainly tell you what you need to hear to improve performance and get results!

ANNE SADOVSKY, CAM, CAPS, CSP is a member of the National Speakers Association and has earned the designation of Certified Speaking Professional. She has been active in many apartment associations at national and state levels for over 4 decades, and is based in Dallas. She has been honored with Legends Awards from Multifamily Pro and the Apartment Association of Greater Dallas and is a former V P for Lincoln Property Company. She began her speaking and consulting career in 1981. Anne is a popular guest on radio and TV talk shows, is an editor and writer for many publications and is often quoted in articles pertaining to the development of people skills. She is co-author of the book “Mission Possible” with Brian Tracy and Stephen Covey.

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We as in industry and an association understand just how vital a role maintenance is to the success of our bottom line. It is also an area that with new laws and regulations as well as turnover is in constant need of continuing education. With that in mind the 2016-2017 AAGD school year is excited to present our Maintenance Series again this year. The Series consists of eighteen total classes starting in July and ending in June. They will be focused purely on the facets of the art of how to perform great maintenance. Watch your Rooflines Magazine monthly issues for details about each class in the series.

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<tr>
<th>DATE</th>
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<td>August 9, 2016</td>
<td>EPA RRP Certification Refresher Course</td>
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<td>Troubleshooting &amp; Repair of Electric Heat</td>
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<tr>
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<td>Be Prepared- Total Property Winterization</td>
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<td>2017—February 14, 21, 28 March 14, 28, April 11, 18, 25 May 9, 16</td>
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CREDENTIAL SCHOLARSHIP OPPORTUNITIES

DONNA DERDEN SCHOLARSHIP APPLICATION

Members of the Apartment Association of Greater Dallas are eligible to apply for educational financial assistance from the AAGD Education Foundation’s Donna Derden scholarship fund which provides professionals in the property management industry with financial assistance toward professional growth and continuing education.

Scholarships are available for all the NAAEI credential programs. Competition for these scholarships is based on financial need and a commitment to earning a professional credential. The funds are given after all the course work is completed in the form of a reimbursement check to the student. The AAGD Education Foundation will agree to pay partial to full amount of the total cost of the certification program (CAPS, CAM, NALP, CAMT, CAS) based on the need of financial assistance, whose company is not able to help pay tuition, are serious about pursuing a career in the residential property management industry and provided that the following guidelines are met:

1. On-time submission of the scholarship application.
2. If applicant is currently employed it must be by an AAGD member in good standing.
3. The individual must successfully complete all of the course requirements before being considered.
4. The attached scholarship agreement must be signed and submitted by applicant.

GERRY HENIGSMAN U.S. MILITARY VETERAN SCHOLARSHIP

The Apartment Association of Greater Dallas Education Foundation has created a new scholarship program for apartment industry employees who are honorably discharged military veterans. This scholarship was named in honor of former AAGD Executive Vice President, Gerry Henigsman, who played a key role in shaping and growing education and careers during his more than 22 years in service to AAGD and the Apartment Industry.

The Gerry Henigsman U.S. Military Scholarship covers tuition for a National Apartment Association Educational Institute (NAAEI) Credential Course selected by the scholarship applicant.

APPLICATION PROCEDURES: *Applicants must be honorably discharged or retired U.S. Military Veterans currently employed by an AAGD multifamily or vendor member in good standing and meet NAAEI Credential Criteria for the elected certification program. Verification of Employment will be made with your supervisor listed on your application.

DEADLINE FOR BOTH SCHOLARSHIP SUBMISSIONS IS NOVEMBER 1ST EACH YEAR. For more information about these scholarship opportunities contact Shirley Aguilar, AAGD Director of Education and Career Development, at 972 385-9091 x212 or saguilar@aagdallas.com.
ENROLL IN THE APARTMENT ACADEMY TODAY!

You can send as many onsite team members to as many Apartment Academy seminars as possible through the year. Supplier Companies can sign up for the student sponsor program and send your clients to free classes! Apartment Academy members also enjoy member discounts on many AAGD classes including designation courses! Enroll at any time during the year.

APARTMENT ACADEMY ENROLLMENT FORM

Use this form to enroll your apartment communities or Supplier Company in the Apartment Academy. You may fax your enrollment to AAGD at 972-385-9412. Or E-mail to saguilar@aagdallas.com

☐ For property enrollment, Invoice ___ Property ___ Management Co. ___ Owner
☐ Over 199 units ___ $550 per year or ___ $50 per month
☐ Between 199-100 units ___ $350 per year or ___ $30 per month
☐ Under 100 units ___ $250 per year or ___ $25 per month
**Vendor as a student sponsor ___ $1050 per year or ___ $100 per month

Supplier/Owner/Management Co. ____________________________________________________________
Billing Address ___________________________________________________________________________
City/State/Zip ____________________________________________________________________________
Authorizing Representative (Please Print)/Phone Number/ E-mail ____________________________________________________________________________
Authorizing Representative Signature ____________________________________________________________________________________________

Properties listed below will be enrolled in the Apartment Academy. (Use additional sheet if necessary.)
______________________________________________________________________________________
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This agreement is binding. Cancellations, refunds or credits cannot be permitted. By signing, authorized representative agrees to payment terms and conditions. Failure to honor this agreement will result in suspension of member privileges including participation in academy programs.

All Cancellations must be given in writing & sent to Fax (972) 385-9412 or E-mail: saguilar@aagdallas.com

30 day cancellation notice required!
**Student sponsor program does not include discounts for other non Academy Classes.
EDUCATION CONFERENCE

JANUARY 12, 2017
The Embassy Suites Hotel and Conference Center
7600 John Q Hammons Drive  Frisco, TX 75034

EARLY BIRD REGISTRATION:
Open now through 11-30-15 $159

GROUP REGISTRATION: (10 or more) $139

REGULAR REGISTRATION:
12-1-15 through 1-5-16 $179

LIMITED VIP TABLES:
10 people per table $100 per table.

Keynote Dan Thurman

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AAGD EDUCATION HAS A LIVE CHAT FEATURE: Available on the AAGD website during normal business hours. Simply click “Live Chat with AAGD Education” under the Education & Careers tab and you will be instantly connected with a member of AAGD’s staff.

AAGDEDT-V: Available under Social Media at www.aagdallas.com under the Education & Careers tab.

AAGD CAN TEXT EDUCATION UPDATES, REGISTRATION INFORMATION AND REMINDERS TO YOUR PHONE NOW! Just text AAGDTEXT to 47464 to get signed up. (standard messaging and data rates apply)

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