



National Association of Residential Property Managers

Certified Residential Management Company (CRMC©) Handbook and Checklist

A Guide To Your NARPM® Designation

Revised January 2018

Become a Certified Residential Management Company (CRMC®)

This esteemed designation is awarded to those professional property management firms that demonstrate a high standard in both procedures and customer service. A detailed examination of the company and recommendations from clients and peers are required for this designation.

Benefits of CRMC® Designation

- More Efficient Company

The process of earning the CRMC® designation helps you to organize your business and make it more efficient, as you put your training into practice by creating a more disciplined operation.

- Evaluate and Analyze to Produce

The CRMC® designation checklist is designed so that you can evaluate all areas of your business – hardware, peripherals, environment, management style, staffing, and training and customer relations. You will not only change through the process but you will be rewarded with greater success.

- Structure Your Professional Improvement

While working toward the CRMC® designation, you will add systems and procedures and fine-tune those already in place, improving your company and putting you ahead of the competition.

- Long Lasting Results

You will be required to reapply every three years, you will find the process to help you understand the importance of planning and executing new strategies, and remaining organized.

- Use the CRMC® Logo in Your Company Brand to Create a Professional Image

Pursuit of the CRMC® designation will result in your firm producing a more professional image within the industry. You will have a professional brand and image to show prospective clients, residents and peers. Plus, CRMC® firms are dynamic and constantly changing. Finally, the CRMC® renewal process will motivate you to look for new and better ways to improve your business.

Requirements for the CRMC®

Your firm must meet the following requirements:

- Be currently engaged in property management.
 - Submit 3 Letters of Recommendation from Clients
 - Submit Verification of Units form completed by CPA verifying 500 units
- Have an MPM® designee on staff.
- Provide verification of 500 unit years of management experience. (One unit year equals management of 1 residential unit for 1 year.)
- Successfully complete an on-site visit from a NARPM® auditor selected by the Certification Committee.
- Complete the audit process within three years of making application.
- CRMC Checklist can be found on page 10
- [Apply for Designation](#)

The non-refundable application fee is \$350. The expenses of the onsite auditor are the responsibility of the company being audited. NARPM® will pay the auditor and the company will need to reimburse NARPM®.

The Designated MPM®

Your firm must have a designated MPM®, with whom NARPM© National will communicate regarding candidacy status, renewals, and recertifications.

Branch Offices

The designation of a firm as a CRMC® applies to the Firm's principle office (referred to as the CRMC® Headquarters) and also extends to any and all of the firm's branch offices. A branch office exists wherever these criteria are met:

- Property management is performed out of the office.
- The branch office is under the control or supervision of the designated MPM®.
- The work performed there benefits the management firm as a whole.
- There is at least one full-time employee of the company at the office who can be contacted for business.
- The phone is listed and answered in the company name.
- Branch office operates under the same designated CRMC® firm name.

On your application, you must list all of the firm's offices that meet the above criteria. Branch offices may be added or removed throughout the year, however please note that if you add a Branch office you must apply for recertification within 60 days of establishing the office.

Franchises holding CRMC®:

NARPM® shall require each Purchaser of a Franchise to apply for separate CRMC® designations.

Ethics

All CRMC® Firms must abide by the NARPM Code of Ethics and Professional Standards, which is stringently enforced by NARPM. The NARPM Code regulates such vital areas as duties and relationships with clients, the public, and others in the industry.

The Designated MPM is held responsible not only for his or her own ethical conduct but also for the conduct of the individuals employed by the firm in a real estate management capacity. The Designated MPM is also responsible for informing and training employees about the NARPM® Code of Ethics. Ideas include: displaying a framed copy of the NARPM Code of Ethics and Professional Standards prominently in the firm's management offices and/or including a copy of the NARPM Code of Ethics and Professional Standards and a summary of the CRMC® Membership Handbook in the firm's employee handbook. (An CRMC® Code and a Membership Handbook are provided upon approval as a CRMC® Firm.)

Complaints may be filed against a NARPM member in a CRMC® Firm if there is reasonable cause to believe the CRMC® Code and/or the NARPM® Code of Professional Ethics may have been violated. Ultimately, a firm's accreditation can be terminated or suspended, or a letter of censure could be issued for violating the Code.

Other Requirements

- Submit the CRMC application with the \$350 non-refundable application fee.
- Submit three confidential letters of recommendation. (Forms can be completed on the online application.) Two of the three letters must be from the following in any combination: a client of the firm; the firm's accountant; the firm's attorney; the firm's bank; a tenant or resident. The third letter should be from a business associate of the firm.
- CRMC firms will be required to recertify their designation every 3 years, and renew their CRMC status annually. Recertification and renewal fees are \$150.

Completing your CRMC Application

- Complete, gather, and submit the application to NARPM National at <http://www.narpm.org/members/professional-designations/apply/>. Once you have submitted your CRMC application, staff will send you a link to the online upload to submit your documents. You have three years to submit these documents. Failure to submit all of the forms will mean a delay in processing your application and your approval as a CRMC Firm.
- Contact your CRMC Mentor. Having a Mentor is a requirement of the designation. The Mentor will walk you through the process and answer any questions you have while you are preparing for the audit. The Mentor is required to send an email to the national office stating that you are ready for the audit.
- Letters of Recommendation can be completed directly through the online upload.

Important Note: Confidential Letters of Recommendation cannot be dated more than 12 months prior to designation candidacy application.

CRMC Approval Process	
	<ul style="list-style-type: none"> • When your firm’s application is received by NARPM National, it will be processed to determine that everything has been properly completed. You will be sent the link to upload your documentation within 24-48 hours.
	<ul style="list-style-type: none"> • Designation candidacy for the CRMC is 3 years. A one (1) year extension may be granted for CRMC candidacy. The following are required: <ul style="list-style-type: none"> ○ 1.) Submitted in writing prior to the expiration of the current application period. ○ 2.) A fee equal to 50% of the then current application fee is paid.
	<ul style="list-style-type: none"> • Upon receipt of the CRMC Candidacy application, National will submit a “Hear Ye, Hear Ye” to the upcoming Residential Resource. This is the notice give to the Association of the CRMC Candidate’s intention to be audited for the designation and allow them to come forth should they feel the candidate is not worthy of this prestigious designation. (I.e. pending ethics complaints or practices that may not be revealed in the audit process.) • You will be assigned a Mentor, contact your Mentor
	<ul style="list-style-type: none"> • Once you have uploaded and submitted all supporting documentation with your CRMC designation packet, NARPM National will contact you within 24-48 hours to confirm receipt and schedule an auditor to perform the on-site audit.
	<ul style="list-style-type: none"> • An auditor will contact the designated MPM® to schedule an on-site audit within 30 days. (Please note that the CRMC candidate is responsible for actual costs of Auditor travel, lodging, and meals during audit travel. Auditor will submit expenses to National to approve, and then NARPM National will send an invoice to the candidate to reimburse fees.)
	<ul style="list-style-type: none"> • Once the on-site audit has been completed, NARPM National will contact the Candidate within 14 days with the audit results, and the status of designation approval. The Professional Development Committee will approve all designations monthly. All CRMC plaques will be presented at the National Convention.

Maintaining the CRMC® Designation

CRMC® companies will be invoiced for their Renewal and/or Recertification's in October of each year, keeping in the same time line with the dues billing, and will have until the dues deadline to comply. Companies who fail to comply with the deadlines will be suspended for 90 days and if not completed by the deadline of the suspension a recommendation will go to the Board of Director to decertify the CRMC® from the company.

Recertification

Recertification of the CRMC Designation is required every three (3) years.

Recertification is required if your firm has had the following changes:

- A CRMC® firm must inform NARPM® promptly (within 30 days) of any change in its name, ownership, or its' designated MPM®.
- If the name of the firm changes but the ownership of the firm does not change, then they are required to only submit notification of this change to NARPM®. Confirmation of the change becomes effective upon Board approval.
- If the designated MPM® is changed, then the firm is required to re-certify without completing a new audit.
- If the designated MPM® leaves without a replacement, then the CRMC® is immediately suspended and the firm is required to replace the MPM® within the then current three (3) year designation period to re-instate the CRMC® designation. If the MPM® is replaced after the then current three (3) year designation period, the designation expires and the firm is required to complete a re-audit.
- If the CRMC firm has had a change in ownership of greater than 50%, the firm must be recertified, even if it has been less than three years requirement for recertification. If the designated MPM® is changed, then the firm is required to complete a new audit within a six (6) month grace period from the time which NARPM® becomes aware of the change. During this grace period, the CRMC® will continue to be recognized as holding the designation without penalty. If the grace period expires without the designation being conferred under the new ownership, the designation is suspended. The recertification documents are to be reviewed by an auditor who is appointed by Professional Development Committee.
- A new branch office has been added.

Renewal

CRMC Renewal is required annually.

Dues

Recertification dues – \$150 every three (3) years**

Renewal dues - \$150 annually

All dues should be received no later than the Membership Dues Billing deadline annually.

***If a recertification auditor should recommend an on-site re-audit, the firm will be responsible for auditor travel expenses.*

Code of Ethics and Standards of Professionalism for NARPM® and Anti-Trust Statement

INTRODUCTION: The National Association of Residential Property Managers (“NARPM®”) promotes a high standard of business ethics, professionalism, and fair housing practices. All property managers who are members of NARPM® must abide by the following Code of Ethics and Standards of Professionalism (the “Code”).

DEFINITIONS: Capitalized terms throughout the Code shall have the following meanings:

“**Client**” means any person with whom the Property Manager has a disclosed working relationship.

“**Firm**” refers to a Property Manager’s employer or broker.

“**Property Manager**” means a property manager who is a member of NARPM®.

“**Tenant**” means an individual or entity that rents and/or occupies property managed by the Property Manager.

“**Written**” or “**in writing**” means communication in the form of a record and includes both hard copy and electronic forms.

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

The Property Manager shall protect the public against fraud, misrepresentation, and unethical practices in property management.

STANDARDS OF PROFESSIONALISM

1-1 The Property Manager shall endeavor to eliminate, through the normal course of business, any practices which could be damaging to the public or bring discredit to the profession.

1-2 The Property Manager shall cooperate with the governmental agency charged with regulating the practices of Property Managers.

1-3 The Property Manager shall comply with all relevant local and state ordinances regarding real estate law, licensing, insurance, and banking.

1-4 The Property Manager shall comply with all federal and state antitrust laws and shall follow the NARPM® Antitrust Policy and any related procedures.

1-5 The Property Manager shall not reveal confidential information of Clients, Tenants or others except as required in the course of performing his or her duties or as otherwise required by law. The Property Manager shall take all reasonable precautions to protect confidential information.

1-6 The Property Manager shall use reasonable efforts to ensure that information on his or her website, or that of his or her Firm, is current and

accurate. If it becomes apparent that information on the website is not current or accurate, then the Property Manager shall promptly take corrective action.

1-7 Websites of the Property Manager shall not contain any deceptive metatags or other devices/methods to direct, drive, or divert Internet traffic in a deceptive manner or to otherwise mislead users. The websites shall also not manipulate listing content in any deceptive or misleading way.

1-8 The Property Manager shall disclose all details on the availability of rental properties to prospective parties on a regular and timely basis.

1-9 The Property Manager shall not exaggerate, misrepresent, misinform, or conceal pertinent facts in the advertising, leasing, and management of property.

1-10 The Property Manager shall make reasonable attempts to remove from the Internet listings for rentals that are no longer available.

Article 2: DISCRIMINATION

The Property Manager shall not discriminate in the management, rental, lease, or negotiation for real property, shall operate consistent with fair housing laws and regulations and shall comply with all federal, state, and local laws concerning discrimination.

STANDARDS OF PROFESSIONALISM

2-1 It is the duty of the Property Manager to educate those with whom the Property Manager is affiliated to comply with all fair housing laws and laws regarding discrimination.

2-2 The Property Manager shall not deny service to any person due to race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

Article 3: RESPONSIBILITY TO CLIENT

When working in a disclosed relationship with a client, the Property Manager shall protect the client’s best interest at all times.

STANDARDS OF PROFESSIONALISM

3-1 The Property Manager shall use written agreements, and written extensions, if required, outlining all responsibilities and fees, if any. The

Client will be provided a copy of all signed agreements and extensions, and the Property Manager will retain a copy.

3-2 The Property Manager shall communicate regularly with the Client, either orally or in writing. The Property Manager, shall provide the Client with written reports as needed on a regular basis and as agreed between all parties in writing. In the event of any dispute, the Property Manager shall provide a written accounting as soon as practical.

3-3 Should the Property Manager have a disclosed relationship with a property owner, the Property Manager shall review and verify all Tenant applications to determine the applicant's ability to pay rental fees and to assess the likelihood that the applicant will comply with all provisions of the rental agreement.

3-4 The Property Manager shall accept no commissions, rebates, profits, discounts, or any other benefit which has not been fully disclosed to and approved by the Client.

3-5 The Property Manager shall not mislead a potential Client about the rental market value of a property in an attempt to secure a rental listing.

3-6 The Property Manager shall disclose to his or her Client all pertinent facts relating to any transaction.

Article 4: OBLIGATIONS TO TENANTS

The Property Manager shall treat all Tenants honestly and professionally when they are applying for, living in, and/or vacating a managed residence, including through the deposit refund process.

STANDARDS OF PROFESSIONALISM

4-1 The Property Manager shall offer all prospective Tenants a written application.

4-2 The Property Manager shall provide all Tenants with a copy of the signed rental agreement and extensions with all addendums attached.

4-3 The Property Manager shall make all disclosures as required by state and local laws and provide the Tenant an opportunity to complete a written condition report within 7 days of moving in.

4-4 The Property Manager shall respond promptly to requests for repairs.

4-5 The Property Manager shall provide a written deposit refund determination to the Tenant within the time prescribed by law after the Tenant has vacated a property. The Property Manager shall not cause any undue delay in refunding or accounting for the security deposit.

Article 5: CARE OF MANAGED PROPERTIES

The Property Manager shall hold a high regard for the safety and health of those lawfully at a managed property and shall manage all properties in accordance with safety and habitability requirements of the local jurisdiction.

STANDARDS OF PROFESSIONALISM

5-1 The Property Manager shall not manage properties for Clients who refuse, or are unable, to maintain their property in accordance with safety and habitability requirements of the local jurisdiction.

5-2 The Property Manager shall terminate management of a property if the Client does not comply with habitability requirements.

Article 6: HANDLING OF FUNDS

The Property Manager shall hold all funds received on behalf of others in compliance with state law and shall not commingle the funds with personal or other business funds or use the funds for other than their intended purposes.

STANDARDS OF PROFESSIONALISM

6-1 The Property Manager shall keep appropriate records and shall prepare and furnish to the Client accurate and timely financial reports relating to the Client's rental and funds in accordance with the terms of the applicable management agreement.

Article 7: AREAS OF EXPERTISE

The Property Manager must provide competent service within his or her area of expertise, and refrain from the unauthorized practice of any other profession for which he or she is not licensed or qualified.

7-1 The Property Manager shall perform only such services in such locations for which he or she is qualified and can reasonably be expected to perform with professional competence.

7-2 The Property Manager shall not perform and shall not represent that he or she can or will perform services outside of his or her area of expertise, particularly services that require a separate license or qualification – such as law, accounting, financial planning, construction, and/or contracting – unless the Property Manager independently possesses such license or qualification.

Article 8: COMMITMENT TO FIRM

The Property Manager shall act in the best interests of his or her property management Firm.

STANDARDS OF PROFESSIONALISM

8-1 The Property Manager shall not have any undisclosed conflict of interest with his or her Firm. If a conflict or potential conflict should arise, the Property Manager shall notify his or her Firm immediately.

8-2 The Property Manager shall not receive any form of compensation, rebates, or any other benefits without full disclosure to his or her Firm.

8-3 The Property Manager may not take or use any proprietary documentation, including but not limited to Client/Tenant lists, during or after his or her relationship with a Firm without express written consent from the Firm.

Article 9: RELATIONS WITH OTHER PROPERTY MANAGERS

The Property Manager shall not knowingly or recklessly make false or misleading statements about other property managers or their business practices, or otherwise attempt to take business from other property managers by deceptive means.

STANDARDS OF PROFESSIONALISM

9-1 The Property Manager shall deal with other property managers in an honest and professional manner and shall not knowingly engage in any practice or take any action against a property manager in an un-businesslike manner.

9-2 The Property Manager shall not knowingly interfere with other property managers' contract rights, including by taking actions inconsistent with exclusive agreements that other property managers have with their clients. This does not preclude the Property Manager from otherwise soliciting potential Clients or making general announcements about his or her own services. For purposes of this Code, a general announcement may be defined as a general telephone canvass or a general mailing or distribution addressed to all prospects in a given geographical area or in a specific profession, business, club, organization, or other classification or group. This Code does not restrict fair and reasonable competition among property managers.

9-3 In the event of a controversy between Property Managers with different Firms, the Property Manager of the Firm shall use best efforts to resolve the dispute prior to litigation.

9-4 The Property Manager shall not obtain or use the proprietary materials or work of a competing

management Firm without the express written permission of that Firm.

9-5 The Property Manager shall cooperate with other property managers when it is in the best interests of the Client or Tenant to do so.

Note: The Federal Trade Commission (the "FTC") has conducted an investigation concerning certain provisions in the NARPM® Code of Ethics and Standards of Professionalism ("Code of Ethics"). The provisions of the Code of Ethics that were addressed by the FTC are those that stated: "NARPM® Professional Members shall refrain from criticizing other property managers or their business practices" and "The Property Manager shall not knowingly solicit competitor's clients." The FTC has alleged that these provisions in the Code of Ethics restrict members of NARPM® from competing for clients, thereby depriving clients of the benefits of competition among property managers, in violation of the Federal Trade Commission Act. Without admitting a violation of the law, NARPM® has agreed to the entry of a Consent Agreement and a Decision and Order by the FTC in this matter (the "Order"). The Order requires NARPM® to amend the Code of Ethics by deleting these two provisions; please note that such restrictions on solicitation or advertising by NARPM® members no longer apply.

Article 10: TRUTH IN ADVERTISING

The Property Manager shall ensure that all advertising is clear and forthright and includes only accurate and truthful statements about the property or services advertised.

STANDARDS OF PROFESSIONALISM

10-1 Regardless of the type of media used, advertising content shall be truthful and honest at all times.

10-2 No property shall be offered as "For Rent" without the actual permission of the Client. If an unlisted property is offered, permission must be obtained from the owner.

10-3 Disclosure must be made to all parties if information gathered through electronic advertising media may be sold to an outside party.

10-4 All marketing materials, whether printed or electronic, shall comply with state laws.

Article 11: RESPONSIBILITY TO NARPM® AND THE PROFESSION

The Property Manager shall comply with all policies and pronouncements of NARPM® and all relevant laws and rules of the jurisdiction in which he or she works, and shall strive to stay informed

of and to educate others about relevant matters affecting the property management field.

STANDARDS OF PROFESSIONALISM

11-1 The Property Manager shall strive to improve the property management profession and NARPM® by sharing with others his or her lessons of experience for the benefit of all.

11-2 The Property Manager shall strive to be informed about relevant matters affecting the property management field on a local, state, and national level.

11-3 The Property Manager shall maintain his or her real estate license, if a license is required in their state.

11-4 The Property Manager shall abide by NARPM®'s bylaws and any other policies and procedures of NARPM®, and shall do no harm to the organization.

11-5 The Property Manager shall ensure that all electronic communications and marketing he or she prepares is professional with respect given to the recipients.

Article 12: COMPLIANCE AND ENFORCEMENT

The Property Manager shall comply with this Code and shall participate in and/or cooperate with any investigation and/or hearing conducted by NARPM® pursuant to this Code.

STANDARDS OF PROFESSIONALISM

12-1 The Property Manager shall review and shall take all necessary action to understand and to comply with this Code.

12-2 The Property Manager shall not interfere with any NARPM® action to investigate a violation of or to enforce this Code.

12-3 The Property Manager shall promptly supply any information requested by NARPM® during any investigation or enforcement action pursuant to this Code.

12-4 The Property Manager must take and pass an ethics course, which shall include discussion of this Code, every four years as a condition of continued professional membership.

NARPM® Antitrust Statement:

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.



National Association of Residential Property Managers

CRMC[®] Designation Candidacy Checklist

Firm Name _____

Type of Ownership (check one): ___ Corporation ___ LLC ___ Partnership ___ Sole Proprietorship

Doing Business As (DBA's): _____

Designated MPM[®] _____ Phone: _____

Email: _____

Does this firm have multiple locations? ___ No ___ Yes. If yes, how many? _____

If yes, a Branch Office Checklist list must be completed for each branch location.

Number of accounts under management _____ Number of Property Managers in Firm _____

Number of NARPM[®] members in Firm _____ List each with NARPM[®] Designations after each name:

_____	_____
_____	_____
_____	_____
_____	_____

Auditor Requirements and General Instructions:

- The auditor shall determine personally that the applicant company meets specified minimums of professional criteria in each area of the audit.
- The firm must provide the auditor with state's license and Landlord/Tenant laws with portions highlighted pertaining to the management contract and rental/lease agreement requirements.
- If a line item references compliance with a state or federal law a letter from your attorney signifying compliance will be required.

- A letter from your CPA will be required to verify accounting requirements.
- The firm must provide the location of all offices that provide property management services under the name of the firm; the location of the bookkeeping department; and a copy of the pertinent documents for Insurance, Employee Manual, Policies and Procedures, and the firms Organization
 - Provide a list of required insurance required by the state for property management firms. Please provide current Certificates of Insurance for each insurance coverage and the required minimum rates.
- Chart. The auditor should verify both the written procedures and actual work practices of the company by conducting staff interviews and by inspection of the office(s).
 - The purpose of interviews is to verify that the policies and procedures have been put into practice in the office(s).
- Please highlight relevant policies and provide page numbers of items as they relate to your Policies and Procedures documentation provided for each verification requested.

Scoring:

- Items noted with an (**) must pass or the entire audit will fail.
- Auditor will rate each item and score (1) point for each line that meets the stated requirement and zero (0) for each item that does not pass.
- If a particular item does not apply to the subject firm due to state or local laws, size of the company, or some other acceptable reason the item can be marked "N/A" (Not Applicable) and that item can be omitted for the purposes of scoring.
- Within each category, add up the number of total items considered (excluding those marked "N/A"). The auditor will add up the number of items passed, and then divide the number passed by the total items considered to determine the percentage. Every category must have a pass rate of 90% of the items considered for the audit to pass.



National Association of Residential Property Managers

CRMC® ® Designation Candidacy Checklist

- I. Verification of 500 Unit Years of experience acquired over a minimum of five (5) consecutive years.
- II. Letters of Recommendation: Submit three confidential letters of recommendation. (Forms can be completed on the online application.) Two of the three letters must be from the following in any combination: a client of the firm; the firm's accountant; the firm's attorney; the firm's bank; a tenant or resident. The third letter should be from a business associate of the firm.

Name: _____

Name: _____

Name: _____

III. **Main Office:**

- A. Office Structure (Please upload outline of office structure) Check all that apply:
1. Adequate workstations for staff. (Provide pictures or summary description)
 2. Voicemail/messaging system. (Written description of how voice-mails and phone calls are handled.)
 3. Client/customer greeting area. (Provide picture)
 4. Meeting conference area for clients/customers. (Provide picture)
 5. Mail flow. (Provide description of mail flow)
 6. Filing system for company forms/contracts/support materials. (Provide written description of system.)
 7. Store of office supplies. (Provide picture)
 8. Documentation of all communications regarding properties. (Provide description)
Page# _____
 9. What is your documentation for all property expenses and maintenance.**
Page# _____
 10. Neat, clean, orderly, and organized office(s).
 11. Staff workstations that are separate from conference/client/customer meeting areas. (Supply picture)
 12. Employee/staff break area(s). (Provide Picture)

13. Fair Housing Opportunity Poster displayed prominently in greeting area.** (Supply Picture)
14. Database software. Name of software: _____
15. Company financial software. Name of software: _____
16. Accounting software. Name of software: _____
17. Computer security and regular back-up system. (Provide description of policy in place or highlight and provide page number in Policy and Procedure Manual.)
Page# _____

IV. Staff: Employee Policies (Upload Employee Policies and Procedures. Highlight corresponding sections and provide the page number in the manual.) Check all that apply:

A. Hiring

1. Description of procedures in place for hiring. Page# _____
2. Description of procedures in place for interviewing. Page# _____
3. Is criminal background check completed before hiring? ____ Yes ____ No Page# _____

B. Staffing

4. What is your staff to unit ratio? Staff ____ Units ____ = Ratio _____
5. Employees/Independent contractors provide documentation to support payroll/commissions. Page# _____
6. What is your company structure: portfolio, departmental, or hybrid? Page# _____

C. Employees

7. Job descriptions. ____ Page#
8. Employment policies. ____ Page#
9. Commission and/or wage and salary policies. ____ Page#
10. Employees' benefits. ____ Page#
11. Employee health and safety. ____ Page#
12. Standards of conduct and corrective action. ____ Page#
13. Sexual harassment policy. ____ Page#
14. Conflict of interest policy. ____ Page#
15. Fair housing policy. ____ Page#
16. Job review procedures. ____ Page#
17. Dress code. ____ Page#
18. Dispute resolution system. ____ Page#
19. Vacation and personal leave policies. ____ Page#
20. Commercial insurance policy for company vehicles and staff used vehicles.
____ Page#
21. Use of company vehicles and/or equipment. ____ Page#
22. Confidentiality statement. ____ Page#

D. Ongoing Training Program

23. Staff meetings are held on a regular basis. (Monthly)

24. Outline process by which changes in procedures, policies, and laws are clearly communicated with staff.
25. Staff is trained in Fair Housing at least annually**
26. Does staff receive Ethics training annually, if required by state law?

V. Office Manual(s) and Property Management Operations (Please upload Office Policies and Procedures, highlight and label corresponding items) Check all that apply:

A. Office Policy and Procedures

1. Mission statement(s) ____ Page#
2. Organizational chart ____ Page#
3. Fair Housing procedures ____ Page#
4. Lead base paint disclosures in compliance with federal and state guidelines. **
5. "Renovate Right" protocol in compliance with federal and state guidelines. **
6. EPA vendor protocol in compliance with federal and state guidelines. **
7. Adherence to State Landlord/Tenant Law ____ Page#
8. Advertising procedures ____ Page#
9. Telephone use ____ Page#
10. Office hours ____ Page#
11. Holidays ____ Page#
12. Emergencies ____ Page#
13. Injury reduction procedures if required by state law ____ Page#

B. Rental Policies (Please upload Rental Policies if not included in Policies and Procedures)

____ Check here if these items are included in the P&P Manual) Check all that apply:

14. Rental call handling/screening. ____ Page#
15. Property showing procedures. (Provide description of the process) ____ Page#
16. Safety during showings procedure. ____ Page#
17. Written tenant selection policy. ____ Page#
18. Application security and retention. ____ Page#
19. Disclosure of application screening criteria to applicants. ____ Page#
20. Application screening procedures. (Provide decision making process.) ____ Page#
21. Application acceptance and rejection procedures. (Adverse Action protocol)**
____ Page#
22. Written security deposit policies in compliance with state laws. ____ Page#
23. Lease signing procedure. ____ Page#
24. Provide an example of a lease document package. ____ Page#
25. Lead based paint documents and process for tenants in accordance with state and federal guidelines. ____ Page#
26. Smoke detector/Carbon Monoxide Detector compliance with state and local ordinance.
(Provide copy of local/state code)

- a. Describe your process to make sure smoke/CO detector in accordance with ordinances and local habitability code. ____ Page#

C. Key Systems and Policies

- 27. Secure key storage system.** (Provide picture and description of process) ____ Page#
- 28. Secure files for tenants/owners personal data. (Description of system.) ____ Page#
- 29. File cabinets should be locked if file cabinets are not in a secure storage room. ____ Page#
- 30. Desktop computers and laptops should have required login password for access. ____ Page#
- 31. Logging and tracking of keys. ____ Page#
- 32. Written policy regarding key control. ____ Page#

D. Files/Office/Device Security

- 33. Efficient and organizing filing system. Maybe paperless.** (Provide picture and description)
- 34. Personnel files in a secure location.** (Provide picture)
- 35. Passwords for lock screens for cell phones, iPad, etc.** (Provide copy of policy)
- 36. How are security codes tracked? Provide a copy. ____ Page#
- 37. Do computers/laptops have a sleep time/lock screen time? ____ Yes ____ No
_____ Time frame that lock screen will engage?

E. Accounting Policies

- 38. Procedure for handling of cash and other receipts. ____ Page#
- 39. Procedures for handling of payables and invoices. ____ Page#
- 40. Compliance with state requirement for regular reporting. ** ____ Page# (Provide copy of state requirement compliance.)
- 41. Statements sent to owners contain summary of all income, expenses, starting, and ending balances for each property. ____ Page#
- 42. Reports are reviewed for accuracy. Who reviews owner reports in your company? _____ Title of Reviewer ____ Page#
- 43. Owner, Tenant, and Company accounting files are maintained and stored per a required time in accordance with state and federal rules. _____ How long are you required to hold documents? ** ____ Page#
- 44. Reimbursement procedures for employee purchases on behalf of the firm and clients. ____ Page#
- 45. Monthly "three way" reconciliation of Trust/Owner/Security Deposit accounts. ____ Page#
- 46. Security deposit handling. ____ Page#
- 47. If online, owner statements are password protected.** ____ Page#
- 48. Company operating account, trust/rent payment and security deposit accounts are set up and labeled in compliance with state and regulatory body. ____ Page# (Provide a copy of state policy)

F. Maintenance and Repairs

- 49. Work requests tracking. ____ Page#
- 50. Emergency procedures. ____ Page#
- 51. Follow-up procedures. ____ Page#
- 52. Invoice receipt and approval procedures. ____ Page#
- 53. Verification of vendors licensing, bonds, liability, and workers compensation insurance is in compliance with state requirements. ____ Page#(Provide copy of state policy)

G. Property Managers that work out of their homes

- 54. Do they have a copy and/or access to Firm Policies and Procedures? ____ Yes ____ No
- 55. Are contacts/rental lease agreements reviewed by broker/manager on a routine timely basis? ____ Yes ____ No _____ Time Frame
- 56. Is all documentation stored in the main office? ____ Yes ____ No
- 57. Key handling process. ____ Page# (Provide summary of process)
- 58. Do supervision/system oversight forms exist? (Provide summary of policy) ____ Page#
- 59. Is there a policy requiring security outside the office for computer passwords, paper work at their homes, etc. ____ Yes ____ No ____ Page#

H. Other Company Policies and Procedures

- 60. Collection procedures. ____ Page#
- 61. Eviction procedures. ____ Page#
- 62. Move in/move out procedures. ____ Page#
- 63. New account procedures. ____ Page#
- 64. Customer dispute resolution system. ____ Page#
- 65. Property inspection procedures. ____ Page#
- 66. Habitability standards. ____ Page#
- 67. Death of tenant procedure. ____ Page#

VI. Client and Customer Contracts/Agreements (Please upload all forms and contracts) Check all that apply:

A. Management Agreement

- 1. Gives firm authority to act as agent** ____ Page#
- 2. Requires owner to maintain property and liability coverage or to acknowledge they are self-insured.** ____ Page#
- 3. Requests owner to add firm as an additional insured on the property liability policy. ____ Page#
- 4. Includes hold harmless clause in favor of firm. ____ Page#
- 5. Agreement is in compliance with state laws** ____ Page# (Provide letter from attorney)
- 6. Discloses that owner funds are separate from firm funds. ** ____ Page# Provide letter from CPA.
- 7. States how often accounting statements will be provided to the owner.** ____ Page#
- 8. Sets limit for maintenance expenses. ____ Page #
- 9. Lists all fees and how those fees are determined.** ____ Page#
- 10. Discloses interest in all other companies.** ____ Page#
- 11. Provides for cancellation of contract.

- B. Lease/Rental Agreement (Upload copy of lease agreement)
12. Shows firm/manager as agent for the owner. ____ Page#
 13. Owner is disclosed as landlord.** ____ Page#
 14. Describes conditions for return of the security deposit and where the deposit is held. ____ Page#
 15. Includes lead based paint disclosure, where applicable, and booklet given to tenant. ____ Page#
 16. Includes disclosure regarding liability of insurance. ____ Page#
 17. Includes responsibility division in regards to maintenance. ____ Page#
 18. Includes responsibility for checking smoke detectors. ____ Page#
 19. Agreement is in compliance with state laws. ____ Page# (Provide letter from attorney)
 20. States the term and rental rate. ____ Page#
 21. Includes pet policy when applicable. ____ Page#
 22. Includes names of all occupants. ____ Page#
 23. Copy of lease and all signed documents given to tenant by firm.** ____ Page#
 24. Copy of any legal ruling document provided to tenant.(HOA Rules) ____ Page#
 25. Copy of any property condition report given to tenant and maintained by firm.** ____Page#
 26. Security deposit refund determination and supporting documentation sent to tenant meet state requirements.

VII. Firm

A. Insurance (Please upload Policies) Check all that apply:
Provide a list of required insurance required by the state for property management firms. Please provide current Certificates of Insurance for each insurance coverage and the required minimum rates.

1. Company Liability Insurance.** ____ Page#
2. Auto Insurance for firm owned vehicles. ____ Page#
3. Non-owned auto coverage verification policy. ____ Page#
4. Workers compensation. ____ Page#
5. Maintenance policy. ____ Page#
6. Provide copy of contents policy. ____ Page#

B. Tax Compliance Check all that apply:

7. Firm/division financial statements. (Please provide a current company statement)
8. Filing system for company state and federal tax returns. ____ Page# (Please provide description of system)
9. Verification of 1099 reporting compliance on client's rental and other income.
10. Verification of providing tenant CRP's (certificate of Rents Paid) is provided to tenants. (MN/WI)

CRMC® ® Designation Audit Checklist

Branch Office

The designation of a firm as a CRMC® applies to the Firm's principal office (referred to as the CRMC® Headquarters) and also extends to any and all of the firm's branch offices.

How many branches does the Firm Operate? Please list location addresses: (One for each location)

VIII. Branch Office *(Complete only if applicable, upload one sheet for each location.)*

- A. Proper Office Organization/Documents/Computer
1. Adequate workstations for staff.
 2. Voicemail messaging system.
 3. Telephone/communication intercom system.
 4. Client/customer greeting area.
 5. Meeting/conference area for client/customers.
 6. Information/communication process with main office.
 7. Organized company forms/contracts/support materials.
 8. Organized office supplies.
 9. Office equipment adequate and organized.
 10. Secure key storage system. **
 11. Existence of secure complete and organized files for all properties.
 12. Documentation of all communications regarding properties.
 13. Efficient and organized filing system. May be paperless. **
 14. Neat, clean, orderly and organized offices with professional appearance.
 15. Staff workstations are separate from client/customer meeting areas.
 16. Storage and break areas.
 17. Fair Housing Opportunity Poster displayed. ** (Provide picture)
 18. Adequate equipment relative to staff.
 19. Database software _____ Provide name of software.
 20. Company financial software _____ Provide name of software.
 21. Accounting software _____ Provide name of software
 22. Computer security in compliance with company policy and procedures.
 23. Computer regular back-up system in compliance with company policy and procedures.
 24. Website provides accurate information including contacts and vacancies.

B. Staffing and Supervision

25. At least one full time employee at this location.

26. Broker/manager reviews all documents and provides oversight. (Provide summary of policy)

27. If the branch location is a franchisee or a multi-branch office where the designated MPM® does not have direct oversight of offices, there must have at least one NARPM® member at the location. (**Provide copy of the NARPM® member certificate)

Note: A branch office exists wherever these criteria are met:

- Property management is performed out of the office.
- The branch office is under the control or supervision of the designated MPM®.
- The work performed there benefits the management firm as a whole.
- There is at least one full-time employee of the company at the office who can be contacted for business.
- The phone is listed and answered in the company name.
- Branch office operates under the same designated CRMC® firm name.

CRMC® Companies who are located in different localities, such as franchises and multi-branch office where the designated MPM® does not have direct oversight of offices, must have at least one NARPM® member at the location.