

# CRMC® Application

Name of MPM® on staff: \_\_\_\_\_  
SSN: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Company Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_ Website: \_\_\_\_\_

MPM® Designee's Years with Company: \_\_\_\_\_  
*(If less than two years, include previous company name and address.)*

All of the information contained in this application is accurate and complete. I certify that I am appropriately licensed (if required) in my state to provide real estate leasing and/or management services offered by this firm.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

## Payment Method

Check enclosed in the amount of \$ \_\_\_\_\_ Check # \_\_\_\_\_ Date: \_\_\_\_\_

I authorize NARPM® to charge \$ \_\_\_\_\_ to my credit card.

Visa  MasterCard  Discover  AMEX

Card # \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Cardholder's Phone: \_\_\_\_\_

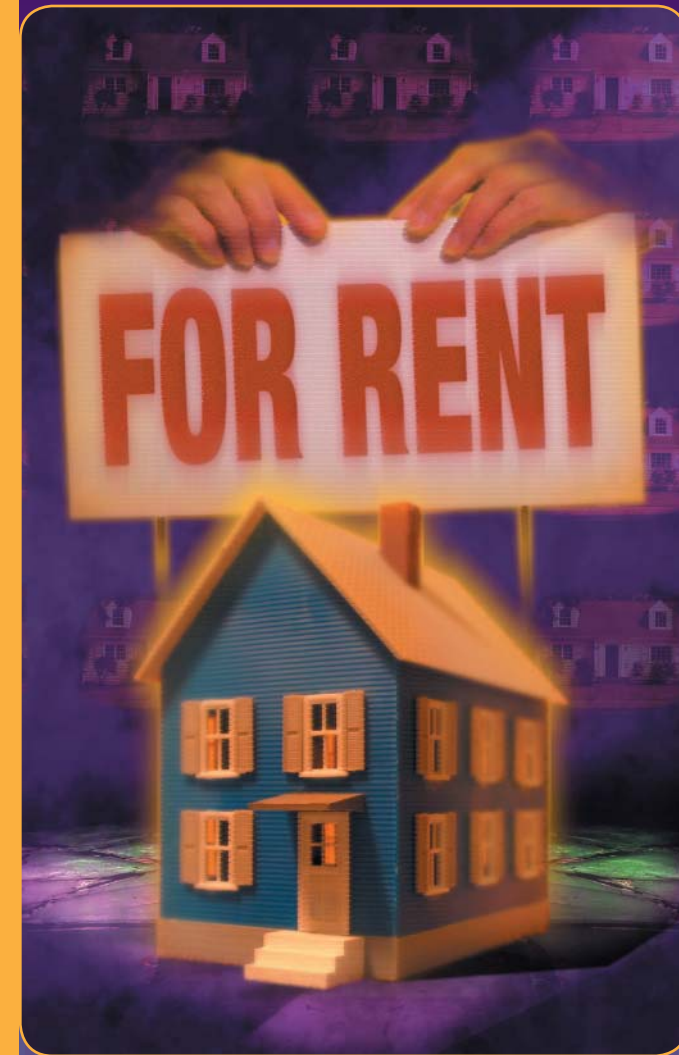
Cardholder's Signature: \_\_\_\_\_

*I authorize NARPM® to charge my credit card.*

Application fees are non-refundable. You will receive a checklist within 30 days of receipt of this application. Send completed application with fee to NARPM® National.



National Association of Residential Property Managers  
638 Independence Parkway, Suite 100, Chesapeake, VA 23320  
Phone: 800-782-3452 | Fax: 866-466-2776  
www.narpm.org



Add  
Professionalism  
to Your  
Company's  
Operation

Our Highest  
Designation Your Company  
Can Obtain: CRMC®

Certified Residential  
Management Company



National Association of Residential Property Managers



## Earn the Most Important Designation Your Company Can Obtain: CRMC®

The Certified Residential Management Company (CRMC®) Designation is the highest designation offered by NARPM®. This designation signifies that your company meets the professional standards of the industry.

### Become a "Great" Company and Make More Money

As you work more efficiently, your business will improve and you will find you have significantly heightened your potential for increasing revenue.

### The Benefits of Earning a CRMC® Designation

#### ■ A 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 Change

The CRMC® designation checklist is designed so that you can evaluate all areas of your business—hardware, software, peripherals, environment, management style, staffing, training and customer relations, among others. 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

Because you will be required to re-apply every three years, you will find the process will 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.

### Six Steps in the Process

- 1 Schedule some time away from your office to review the candidacy checklist and determine the work required to commit to earn the CRMC®.
- 2 Complete the enclosed application. Within 30 days of the application being received, a mentor will be assigned to help complete the checklist and guide you through the process.
- 3 Meet with your staff to develop a plan for obtaining the designation. Delegate the day-to-day work of completing the checklist. Consider completing the most difficult tasks first. This will give you a real sense of progress. Review the checklist once all of the requirements are ready for audit.
- 4 If your company has a small staff, you might consider hiring a temporary staff person to help complete the checklist.
- 5 Schedule the audit and celebrate your accomplishment!
- 6 When you go to the NARPM® Annual Convention and Trade Show to receive your award, try to include as many of your staff as possible.

For a list of current CRMC® designees, visit our website at [www.narpm.org](http://www.narpm.org).

### CRMC® Requirements

- 1 The company has an MPM® designee on staff and has 500 unit years of experience to apply.
- 2 The CRMC® candidacy application fee is \$500. A portion of this fee will be used to reimburse the CRMC® auditor for travel expenses to perform the on-site audit.
- 3 The company will receive the audit checklist, be assigned a mentor by the Professional Development Committee and have three years to complete the on-site audit.
- 4 Application for candidacy must be published in the *Residential Resource* a minimum of 30 days before approval with solicitation for comments from the general membership.
- 5 The on-site audit will be performed by one of three approval CRMC® auditors selected by the Professional Development Committee. The auditor cannot be in business within 50 miles of the applicant and the company may select their first and second choice. The auditor will be one of the two chosen by the applicant.
- 6 The audit score must be 90% or more. The CRMC® auditor shall determine whether the company meets the requirements of the professional criteria in the CRMC® audit checklist.
- 7 Should the company not be approved, the applicant shall have the opportunity to re-apply within one year. However, after one year, the member must reapply for candidacy and will be required to pay application fees in effect at that time.
- 8 Approved CRMC® companies must apply and be approved for re-certification every three years. This process is accomplished through a re-certification checklist. The re-certification fee is \$150.

