



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:

_____	_____
_____	_____
_____	_____
_____	_____

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
- 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 for 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.

CRMC® ® Designation Candidacy Checklist

I. 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. How are communications regarding properties handled? (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#_____

II. 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 are in place for hiring. Page#_____
2. Description of procedures are 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?

III. 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#

IV. 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.

V. Firm

A. Insurance (Please upload Policies) Check all that apply:

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

CRMC® Companies located in different localities such as franchises and multi-branch office where the designated MPM® on staff has or does not have direct oversight of offices and where there is not at least NARPM member at the location.

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

- VI. 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 NARPM Member at this location.** (Provide picture of member plaque displayed)
26. Broker/manager reviews all documents and provides oversight. (Provide summary of policy)