



National Association of Residential Property Managers

## Certified Residential Management Company (CRMC©) Handbook and Checklist

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### A Guide to Your NARPM® Designation

Revised June 2020

## Become a Certified Residential Management Company (CRMC®)

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This esteemed designation is awarded to 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.

### **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, = 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 that 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. The renewal process will help you understand the importance of planning, 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®

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Your firm must meet the following requirements:

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

The non-refundable application fee is \$350. The expenses of a virtual audit for the company are the responsibility of the company being audited.

Should it be determined that an additional onsite audit is deemed necessary, the company being audited will pay the expenses of the auditor. 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 with 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 extends to all 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 (1) 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 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. A virtual audit for the company branch offices are to be conducted and is the responsibility of the company being audited to ensure they are all audited.

### **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 and a CRMC® firm if there is reasonable cause to believe the CRMC® code and/or the NARPM® Code of Ethics and Professional Standards may have been violated. Ultimately, a firm's accreditation can be terminated, 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 (3) confidential letters of recommendation. (Forms can be completed on the online application.) Two (2) of the three (3) 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 three (3) years, and renew their CRMC® status annually. Recertification and renewal fees are \$150 each.

## Completing your CRMC® Application

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- Complete, gather, and submit the application to NARPM® National at: [www.narpm.org/members/professional-designations/apply/](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 (3) years to submit these documents. Failure to submit all 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 twelve (12) months prior to designation candidacy application.

## CRMC® Approval Process

- 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 to 48 hours.
- Designation candidacy for the CRMC® is three (3) years. A one (1) year extension may be granted for CRMC® candidacy. The following are required:
  - 1.) Submit 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.
- Upon receipt of the CRMC® candidacy application, National will submit a "Hear Ye, Hear Ye" in the upcoming *Residential Resource*. This is the notice give to the membership 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. Please contact your mentor
- Once you have uploaded and submitted all supporting documentation with your CRMC® Designation packet, NARPM® National will contact you within 24 to 48 hours to confirm receipt and schedule an auditor to perform the on-site audit.
- 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.)
- 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 designations monthly. All CRMC® plaques will be presented at the Annual National Convention and Trade Show.

## Maintaining the CRMC® Designation

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CRMC® companies will be invoiced for their renewal and/or recertification's in October of each year and will have until the dues deadline to comply. Companies who fail to comply with the deadlines will be suspended for 90 days. 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 name, ownership, or designated MPM®.
- If the name of the firm changes but the ownership of the firm does not change, then they are only required to 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 recertify 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 current three (3) year designation period to re-instate the CRMC® Designation. If the MPM® is replaced after the 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 (3) 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 that 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.

**Fees**

Recertification fees are \$150 every three (3) years. \*\*

Renewal fees are \$150 annually.

All fees 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<sup>®</sup> and Anti-Trust Statement

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### **NARPM Code of Ethics**

For a current copy of the NARPM<sup>®</sup> Code of Ethics go to: <https://www.narpm.org/code-of-ethics/>

### **NARPM<sup>®</sup> Antitrust Statement:**

It is the policy of the NARPM<sup>®</sup> 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<sup>®</sup>'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<sup>®</sup> 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<sup>®</sup> Designation Candidacy Checklist

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Firm Name: \_\_\_\_\_

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

Doing Business As (DBA's): \_\_\_\_\_

Designated MPM<sup>®</sup>: \_\_\_\_\_ 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<sup>®</sup> Members in Firm: \_\_\_\_\_

List each with NARPM<sup>®</sup> Designations after each name:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

### Auditor Requirements and General Instructions:

- The auditor shall determine 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 firm's organization.
  - Provide a list of the required insurance that is required by the state for property management firms. Please provide current certificates of insurance for each insurance coverage and the required minimum rates.
- 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 one (1) point for each line that meets the stated requirement and zero (0) for each item that does not pass.
- If an 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

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- I. Verification of 500 Unit Years of experience acquired over a minimum of five (5) consecutive years.
- II. Letters of Recommendation: Submit three (3) confidential letters of recommendation. (Forms can be completed on the online application.) Two (2) 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. (Provide 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 acceptance and rejection procedures. (Advertise Action protocol.)  
\*\* 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/owner's 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 follows 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? age#: \_\_\_\_\_

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 follows 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 a 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 follows 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

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## Branch Office Checklist

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):

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**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. Product name: \_\_\_\_\_
20.  Company financial software. Product name: \_\_\_\_\_
21.  Accounting software. Product name: \_\_\_\_\_
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.)