

THE IMPORTANCE OF EDUCATION

Today's market is very competitive and there is a greater need for Accredited Property Managers.

As a response to this need, the Institute of Housing Management was established, with the following aims and objectives:

- to promote the science and art of property management, its standards and ideas and the education and training of individuals involved in the management and operations of publicly and privately owned residential and institutional buildings;
- to provide a forum for the acquisition and dissemination of information that would help those involved in managing operations; developing, designing and building; or to those providing equipment, products or services to the industry;
- to ensure that training programs, compatible with identified needs, are available to the industry;
- to accredit Property Management professionals; and
- to provide input for legislation being proposed by government that would impact on property managers.

The **Certificate in Property Management** offered by The Institute of Housing Management (IHM) in partnership with Humber is the first step towards a rewarding career in property management.

Through IHM, Property Managers have been recognized for the value they provide in managing properties. Once certified, you can continue to upgrade and advance your responsibilities through education and by working towards achieving the AIHM designation (Associate of the Institute of Housing Management). One of the objectives of the Program is to accredit property management professionals. To graduate with a Certificate, the student is required to complete six courses – four compulsory courses and two elective courses.

For further information regarding accreditation please contact IHM at (416) 493-7382, or ihm@taylorenterprises.com

CERTIFICATE CRITERIA

Property Management Certificate

(four compulsory courses plus two electives)

Compulsory Courses:

- Property and Building Administration (recommended as first course to be taken)
- Strategic and Financial Planning for Property Managers
- Human Relations for Property Managers
- Managing Maintenance Services and Building Systems

Please note: *Compulsory courses can NOT be used as Elective courses.*

ADVISORY BOARD

Deborah Filice, *FIHM, Institute of Housing Management*

Helen Gawryk, *Humber Institute of Technology & Advanced Learning*

Kathi Zarfes, *AIHM, Institute of Housing Management*

COURSE DESCRIPTIONS

COMPULSORY COURSES

Our faculty are senior industry members, AIHM's and FIHM's.

Property and Building Administration

(recommended as first course to be taken)

Fee: \$755.00 (Online \$ 855.00)

This course is designed to provide insight into the functions of management in the administration of large buildings and complexes. Topics will include the Residential Tenancies Act, lease negotiation, rent geared to income, breach of contract procedures, collection procedures, insurance and liability, management information systems, building start-up and take over and marketing/advertising of rental units.

Course No: NIHM 001 60
Jan 21 – Mar 17/12
Saturday, 9:00 am – 4:00 pm
(no class Feb 18th)

Course No: NIHM 001 99
Jan 18 – May 2/12
Online

Course No: NIHM 001 70
Apr 28 – Jun 23/12
Saturday, 9:00 am – 4:00 pm
(no class May 19th)

Strategic and Financial Planning for Property Managers

Fee: \$755.00

This course is designed to provide a complete review of the accounting process and principles, the managerial use of accounting and financial statements and their analysis, and budget preparation procedures for property managers.

In addition, the techniques and approaches for establishing and organizing objectives and implementing strategies will be discussed.

Course No: NIHM 003 50
Sep 24 – Nov 19/11
Saturday, 9:00 am – 4:00 pm
(no class Oct 8th)

Course No: NIHM 003 60
Jan 21 – Mar 17/12
Saturday, 9:00 am – 4:00 pm
(no class Feb 18th)

Human Relations for Property Managers

Fee: \$755.00

Property Managers must develop the analytical and behavioural skills related to supervision of employees. In addition, they must also interact with the tenants, owners, subcontractors and the general public. Topics will include decision-making, leadership, delegation, team building, motivation, counselling and coaching, evaluation, discipline, personnel procedures, recruitment, public relations, client/tenant services, owner/board liaison and business ethics.

Course No: NIHM 004 50
Sep 24 – Nov 19/11
Saturday, 9:00 am – 4:00 pm
(no class Oct 8th)

Course No: NIHM 004 70
Apr 30 – Jun 25/12
Mon & Wed, 6:30 pm – 9:30 pm
(no class May 21st)

Building Maintenance for Property Managers

Fee: \$785.00

The purpose of this course is to provide an understanding of maintenance management services, for those involved in the property management sector or a related field. It will give a general overview of the management systems, such as the principles of residential construction, building sciences, blueprint reading, specification writing, managements'

responsibility for the management of life safety systems, contract management, and the impact of the Construction Lien Act.

Course No: NIHM 005 50
Sep 20 – Nov 10/11
Tue & Thu, 6:30 pm – 9:30 pm

Course No: NIHM 005 70
Apr 21 – Jun 23/12
Saturday, 9:00 am – 4:00 pm
(no class May 19th)

ELECTIVE COURSES

Tenancy Law in Ontario

Fee: \$622.00

The intent of this course is to introduce the student to the law of residential tenancies governing landlords and tenants in Ontario. The course is designed to give the student a firm understanding of the basic legal principles articulated in the legislation. It will also focus on the practice and procedures at the Landlord and Tenant Board. The student will gain practical hands-on experience ranging from filing and serving legal documents to advocacy skills.

Course No: NIHM 100 60
Jan 21 – Mar 17/12
Saturday, 9:00 am – 4:00 pm
(no class Feb 18th)

Business Planning & Strategic Management

(material for this course will be distributed in class)

Fee: \$390.00

This course explores the concepts, principles, and practices associated with building organizational business plans. Business planning will be examined within the context of research, product and service development, human resources, operations, facilities planning and public relations. Strategic Management is a significant component of Business Planning. It is one thing to build a business, however creating sustainability

is often dependent on our ability to strategize and modify business plans to respond to market changes, consumer preferences, legislative requirements, new technology and our competitors.

Course NIHM 107 50
Sep 16 – Sep 18/11
Fri, Sat, Sun, 8:00 am – 6:00 pm
(Sep 18th, 9:00 am – 6:00 pm)

Quality Teams and Customer Service Excellence

(material for this course will be distributed in class)

Fee: \$390.00

The focus on this course is to provide the student with a working knowledge to develop a team environment and provide excellent customer service, to ensure the organization is meeting, or exceeding, the customer's expectations, in accordance with the expected service level agreements. The student will participate in case studies to build and deliver a presentation on "Customer Service Excellence".

Course No: NIHM 106 50
Dec 9 – Dec 11/11
Fri, Sat, Sun, 8:00 am – 6:00 pm
(Dec 9th, 9:00 am – 6:00 pm)

Communicating for Effectiveness

(material for this course will be distributed in class)

Fee: \$390.00

Communication is the exchange of information between two or more people. Effective communication will get the job done without misunderstanding, lost time or costly errors. This course will provide you with the tools to 'communicate effectively' with employees, tenants, owners, subcontractors, and the general public.

Course No: NIHM 102 60
Mar 30 – Apr 1/12
Fri, Sat, Sun, 8:00 am – 6:00 pm
(Mar 30th, 9:00 am – 6:00 pm)

Supervision: Techniques and Practices

(material for this course will be distributed in class)

Fee: \$390.00

A competent supervisor is more effective and better able to achieve his/her goals. The importance of this role stems from the influence the supervisor has on the employees. This course will provide the participant with an understanding of the five major functions needed to accomplish this role.

Course No: NIHM 103 70
Jul 6 – Jul 8/12
Fri, Sat, Sun, 8:00 am – 6:00 pm
(Jul 6th, 9:00 am – 6:00 pm)

Refund Policy

Note: Material fees are included. All material can be picked up at the Campus Bookstore (North Campus) except for NIHM 102, NIHM 103, NIHM 106 and NIHM 107. Students will need to produce their Admit to Class form in order to obtain the course material. Refunds will only be issued if the student withdraws or the course is cancelled. Once course material is picked up, refunds must be approved by the Bookstore.

Saturday Courses –
6 hours/session: Full tuition fee refund less \$25 if written request is received in the Registration office before the 2nd regularly scheduled session.

Evening Courses –
3 hours/session: Full tuition fee refund less \$25 if written request is received in the Registration office before the 3rd regularly scheduled session.