
CRM[®]

CERTIFIED RESIDENT MANAGER CERTIFICATE COURSE



RESIDENT MANAGERS' TRAINING INSTITUTE

- British Columbia • Alberta • Saskatchewan • Manitoba • Ontario
- Quebec • New Brunswick • Newfoundland/Labrador • Yukon
- Northwest Territories • Prince Edward Island
- Nova Scotia • Nunavut

**TRAINING APARTMENT & CONDOMINIUM
MANAGERS ACROSS CANADA SINCE 1980**

**Toll Free - Across Canada
1-800-665-8339**

**Corporate Head Office
Suite 1500 - 701 West Georgia Street
Vancouver, BC V7Y 1C6**



A+ Accredited Member of the
Better Business Bureau

Website: www.rmti.ca

Email: info@rmti.ca

CRM[®] HOME-STUDY COURSE

INTRODUCTION

Welcome to the Resident Managers' Training Institute - RMTI; a federal government certified educational institute. RMTI has been training individuals to operate Apartment & Condominium projects for more than 40 years and now has hundreds of graduates working in the industry. This occupation has many titles. It is referred to as Apartment Manager, Resident Manager, Building Superintendent, Resident Caretaker, Building Manager and Caretaker depending on where you reside in Canada. The individuals doing these jobs all perform similar functions however, in some projects you may be required to perform duties that you are not required to perform in others. In Western Canada, it is more common to hear the term **Resident Manager/Caretaker** and in Eastern Canada it is more common to hear the term **Superintendent**. To this end, we offer both the **CRM - Certified Resident Manager** designation and certificate and the **CBS - Certified Building Superintendent** designation and certificate. The course content assumes you are totally responsible for all functions of operating a large project and therefore covers the full range of duties. If you are considering employment in Western Canada, we will issue you the **CRM certificate and designation**. If you wish to work in Eastern Canada, we will issue you the **CBS certificate and designation**. However, it's your choice!

TRAINED RMTI GRADUATES NEEDED THROUGHOUT CANADA

For more than 40 years RMTI has been offering their **training and job placement assistance program** for individuals wanting to enter the Property Management industry. Whether you are a man, woman, single, couple, middle aged, retired or semi-retired **there is an opportunity for you** in Property Management. By contacting us you have taken the first step to learn about an industry that has many job opportunities available! These jobs continue to increase as more and more new buildings are completed. RMTI graduates are filling these jobs. Even people with experience in the industry are taking the **RMTI** course in order to learn new skills, update their knowledge and move on to a better paying position or to secure a promotion within their company. Those already employed in the industry also know how widely recognized the **RMTI** certificates & designations are. **Don't ever worry again about being "laid off"** due to lack of work. As long as the building stands, it needs someone to operate it! A computer cannot do what an RMTI trained graduate can.

TIMES HAVE CHANGED - WAGES & BENEFITS ARE MUCH BETTER!

The old image of "**ma and pa**" running a building for free rent is in the past. Today owners, investors, condominium councils and management companies realize that millions of dollars are invested in their buildings, and therefore should have professionally trained individuals operating them. Wages are paid based on the number of suites in the building you are employed in. **On average, a single person can earn \$4,500+ per month and a couple \$7,500+ per month.** In addition to the wages, many RMTI graduates receive excellent rent reductions - free rent in some cases - medical, dental, insurance and pension benefits according to the employer who hires you; even free hydro, cable and parking in many cases. RMTI is providing employers with the trained individuals they now insist on having, and has done so for more than 40 years. Those who are unwilling to acquire the training and skills are being replaced with RMTI graduates. **This creates many opportunities for you.**

THE NEED FOR RMTI GRADUATES HAS NEVER BEEN GREATER

Thousands of buildings throughout Canada are in need of RMTI trained graduates. Combine the *existing buildings* with the hundreds of *new buildings* going up and you will realize the opportunities for you are endless and ongoing. **For more than 40 years**, RMTI has assisted hundreds of people, to start a new and very rewarding career. Some of our graduates have even been promoted to project and property managers. The RMTI certificates and designations are recognized by thousands of employers who need trained personnel. In fact, many employers will now only hire individuals who have their RMTI certificate & designation. We don't just train you - we assist you to find the right job. As you may or may not know, many schools offer different types of training, you pay your course fees, you graduate and then you're on your own. RMTI is very different - we work with you until you have found the right job. Here's How:

JOB LINK - JOB OPPORTUNITIES AVAILABLE ACROSS CANADA

Exclusively for RMTI graduates. Once you receive your certificate and designation you will be given a confidential username and password that will give you lifetime access to our unique and very successful JOB LINK. Employers place jobs here on a regular basis that are available to RMTI graduates. Through the JOB LINK service you will have access to job opportunities available across Canada. You choose which positions you wish to apply to. Many of our graduates have found jobs through this **free ongoing service**.

RESUME PREPARATION

Having seen thousands of resumes, we know what works. Don't short change yourself with a poor one. The number one reason people don't get the first and most important interview is because of a poor resume. We will provide you with unique information on preparing a professional resume and cover letter, designed specifically for this industry in order that you "get the interview". Hundreds of RMTI graduates have used these types of resumes over the years - **and they work**. This is a **free service**.

INDUSTRY RECOGNIZED - MORE THAN 40 YEARS OF SUCCESS

For more than 40 years many employers have come to rely on RMTI to provide them with trained individuals. This trend continues today and is growing rapidly. Many of these same employers have sent us letters thanking RMTI for providing them with trained personnel, and also letting us know how well our RMTI graduates are doing. Included in this brochure are just a few employer testimonials for your review. We have also received many letters from our graduates now happily working in the industry. A few graduate testimonials have also been included.

GOVERNMENT CERTIFIED & A+ ACCREDITED BBB MEMBER

As a government certified educational institute you are assured of qualified training from a recognized and reputable school. RMTI is certified by the Federal Government as an educational institution which allows us to offer an "official tax receipt", this in turn allows you to "**deduct your tuition fees**" from income tax. RMTI is also a long standing member of the BBB-Better Business Bureau and is now an A+ Accredited Member and also supports their guidelines on good business practices and ethics.

COURSE LENGTH

The program is completed through a **Distance Education** format also referred to as Home-Study. The course length is 120 hours; therefore with part time study, 4 hours of study a day, 5 days a week you can complete the course in 6 weeks. With full time study, 8 hours a day, you can complete the course in 3 weeks. You can finish sooner by committing more time each day, IT'S YOUR CHOICE. You do have up to 12 months in total to complete the course.

COURSE FORMAT/OUTLINE – OFFERED EXCLUSIVELY ONLINE

The program is offered exclusively online; allowing you the flexibility to work at your own pace and around your own schedule. The program consists of 9 modules of which each has an assignment and an exam that must be completed and submitted online. You access the online course through our website. A final exam will be available to you once all assignments and exams have been completed. A detailed course outline is included in this brochure.

COURSE FEES

Total Course Fee: \$1995.00 (Online Digital Textbook included)

Course fees are tax deductible and you receive a T2202 Canada Revenue Agency form upon registration.

A hard copy of the textbook is optional and may be purchased for \$175.00 and shipping within Canada is free.

HOW CAN YOU GET STARTED IN YOUR NEW CAREER?

Register Online - Credit Card (Visa/MasterCard) or Interac debit card - Go to our website at rmti.ca and click on Register for CRM/CBS Course and complete the online registration.

Register by phone - Credit Cards only (Visa/MasterCard) - Call Toll Free at 1-800-665-8339 or (Vancouver/Lower Mainland) at 604-681-5456.

**For further details, please contact us at 1-800-665-8339
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Email: info@rmti.ca

A FEW FREQUENTLY ASKED QUESTIONS

Question: When can I start the course?

Answer: You can start anytime you wish as the course is offered exclusively online through distance learning. Whatever date suits you!

Question: How much does the job pay?

Answer: Remuneration is paid based on the number of suites in the building you are employed in and the scope of work required. A single person can earn up to \$6,000+ per month and a couple up to \$9,500+ per month. In addition to these wages, many RMTI graduates receive excellent rent reductions; most commonly 50% off market rent is provided often including hydro, cable and a free parking stall - in some cases free rent is offered. Often a mobile phone is provided for work purposes as well as a mileage/gas allowance. Extended health insurance including medical, dental and vision care and pension benefits are also offered by some employers.

You can often earn extra income by providing additional services such as suite turnover, painting, cleaning suites as well as landscaping/gardening and additional maintenance and repairs above and beyond your daily scope of work.

Question: Is there an ongoing demand for this type of occupation?

Answer: Very much so! With all the new buildings going up nearly "everywhere you look", the demand is growing all the time. *Federal government figures confirm this fact in their job market statistics.*

Question: Are the jobs located in certain areas?

Answer: Jobs are available all across Canada - you choose where you wish to work.

Question: Does the job involve 24 hours a day, 7 days a week?

Answer: Certainly not! Labour standards and regulations require you to have time off and paid vacation just like any other profession.

Question: Do I have to live on site?

Answer: In many rental building positions you do, however, there are more opportunities in strata condominium buildings to live off site.



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CRM[®] - CERTIFIED RESIDENT MANAGER COURSE OUTLINE

DISTANCE EDUCATION COURSE

YOU, YOUR TENANTS & YOUR PROJECT

- Know your Project
- Apartment Checklist
- Apartment Leasing & Advertising
- Applications for Tenancy
- Security Deposits
- Tenant Relations
- Rent Collections
- Legal Notices

RESIDENTIAL TENANCY LEGISLATION

- Introduction: What is it & who it protects
- Starting a Tenancy
- During the Tenancy
- Ending the Tenancy
- After the Tenancy
- Solving Problems
- Forms

OFFICE SYSTEMS & PROCEDURES

- Tenancy Information Cards
- Receipts & Journals
- Revenue Reports
- Security Deposit Refunds
- Bank Deposits
- Petty Cash
- Inventory Control

MINOR REPAIRS & MAINTENANCE

- Plumbing
- Electrical
- Carpentry
- Dry Walling
- Painting
- Diagrams

JANITORIAL: SUPPLIES, EQUIPMENT & PROCEDURES

- Floor Maintenance
- Mops & Buckets
- Carpet Maintenance
- Mats & Matting
- Sanitation & Odour Control
- Window Cleaning

FIRE SAFETY: CODES & REGULATIONS

- Fire Doors
- Emergency Planning
- Evacuation Procedures
- Fire Codes
- Fire Alarm Systems
- Exit Doors & Exit Signs
- Fire Extinguishers & Sprinkler Systems
- Emergency Lighting

FIRE SAFETY & EQUIPMENT

- Understanding Fire
- Inspections & Maintenance
- Fire Detection
- Emergency Lighting
- Fire Hoses & Cabinets
- Sprinkler Systems
- Classification of Fires

GENERAL COMPLEX CARE

- Types of Ceilings & Walls
- Carpet: Cleaning & Stains
- Major Problems
- Exterior & Interior Maintenance
- Minor repairs
- Maintaining a Healthy Complex

WHMIS - AN INTRODUCTION

- Introduction—new regulations
- Symbols/Pictograms
- WHMIS 2015 Labels
- Hazardous Products
- Hazard Classes & Categories
- SDS: Safety Data Sheet

EMPLOYMENT ASSISTANCE

Provide feedback on your resume and cover letter as well as provide sample templates and ongoing job search support and tips.

SUPPLIED BY RMTI

- ⇒ Online Student Profile with Username & Password
- ⇒ Online Digital Textbook & Course Material
- ⇒ 9 Assignments, 9 Chapter Exams & Final Exam
- ⇒ Official Tax Receipt for tuition fee
- ⇒ Job Search Support & Job Search Tips

ON SUCCESSFUL COMPLETION

- ⇒ Official Designation & Certificate of Achievement
- ⇒ Upon graduation, free lifetime access to the RMTI Job Link page, with access available 24 hours a day.

COURSE DURATION (Distance Education)

- ⇒ Total course: 120 hours
- ⇒ Full time study: 3 weeks
- ⇒ Part time study: 6 weeks
- ⇒ 12 months to complete the course

EXPERIENCED INDIVIDUALS

If you have past experience, the RMTI course, certificate and designation will help you open some doors and some new opportunities.

RMTI has assisted hundreds of Graduates to find *just the right job* for more than 40 years! Here are just a few of their comments:

Before we finished the course we went to three interviews and were offered all three positions. The course gave us the confidence to wait for the right proposal and how to identify the right fit. The Strata Council & the Property Management company were so excited that we chose them. We are now living our dream by the ocean in Port Moody at a condominium building with 150 units. We have a beautiful 2 bedroom apartment with a huge patio, 5 appliances in a beautifully appointed Polygon building. We are steps from the ocean in an idyllic and interesting mix of urban and rural setting with tons of parks, lakes and trails. Our job allows us to stay out of the daily commute, we get lots of time to work on writing and painting as we are both artists and writers. The pay is excellent and we can finally afford to get married!

Peter Hilborne & Patricia (Vinoly) Webb

I got a great job within a week after I finished the course. Taking the CRM course at RMTI was the best decision I have made. Thanks Steve and to your staff.

Albert Langbid

Just shortly after graduating from RMTI, I was able to secure a fabulous position as a Resident Manager. I also was lucky that this included a 2 bedroom, 2 bath, suite which includes 5 appliances and is brand new. Here I am, a woman in her 50's beginning another career in her life! I'm excited and can't wait to start.

Nancy Nicholls

I have already found a good job from your JOB LINK website page. It was the 68 suite condominium project. It is a great building in a beautiful location. I only registered for the course just over 2 weeks ago to be exact and already I have a great job in the industry. As I mentioned to you when I first registered for the course, I had been to a number of interviews but had not been successful and the companies I interviewed with all told me, "you should take the RMTI course", so I did.

Radu Sima

My first job after graduating was for 2 apartment buildings. I have now moved up and I am the Manager of a 90 unit condo complex, have a great 3 bedroom townhouse with a fenced backyard for my 2 little dogs (they love it too). Thanks to RMTI; couldn't have done it without you. I think that's pretty good for just 5 months after graduating

Jan L.indstoom

Through your Job Hot Line we found employment, at a seniors residence with 114 suites, in Victoria.

Rodney W. LaLiberte and Elizabeth Bunka

We have finished both the CRM & CSPO courses and we already had six interviews for jobs from buildings ranging from 60 suites to 250 suites. The companies were very impressed with our qualifications and we got three job offers. Finally we choose a 194 suite building.

Alex Yuen

My current employer only wanted an RMTI graduate and I was lucky to be first in line. I would recommend the course to everyone who enjoys flexibility and working with a variety of people.

Roger Soley

Thank you Kelly, I could not have found a better fit and I am thrilled that the time has come for me to be hired on as a caretaker. I'm sure the RMTI course that I completed had a significant hand in me acquiring this employment.

Deborah, CRM Grad

**Hundreds of Employers hire RMTI Graduates on a regular basis.
Here are just a few of their comments:**

We have had several occasions where we hired RMTI graduates with great success. In one instance, after gaining experience with us for 2 and one half years, a new graduate from RMTI went on to manage a large housing project in Romania. A second employee went from managing 2 small apartments in Vancouver to managing 244 suites in Winnipeg. We are pleased with our experience with your graduates and look forward to working with more qualified graduates from RMTI.

Mauro Conzatti, President, Amethhyst Holdings Ltd.

Thank you for the follow up to our ad placement with you. The position has been filled and the successful candidate does hold your accreditation, it was one of our most important criteria. Thank you again for your service.

Marini Projects Management

Position filled. We found someone who was qualified through the advertisement on your website. Wow, we greatly appreciate your assistance.

Scott Stroshin, Property Manager

I recently hired a RMTI graduate for a resident manager position in Vancouver. This is his first entry into building management, yet he has easily adapted to his new career, and is working well with tenants, contractors and management. Good building staff are hard to find, but I believe my recent hire will be a valuable long-term employee.

David Pitts, Property Manager, Gateway Property Management Corporation

We offered the Manager's position to a recent graduate of RMTI. She accepted the position and we are very excited about having her join our team. This is the second Manager who we have hired through the Job Link. Thank you for your assistance and your RMTI program.

Tracy McEvoy, Property Manager

I prefer to hire RMTI graduates without previous experience for our buildings as they come to the industry with a fresh outlook. The ones I have hired in the past have worked out well.

Dave Brown, Property Manager

Our industry is inundated with people who think they can run buildings who only see the superficial duties and do not understand most of the underlying factors which make for a good, well-run building. The RMTI course brings these underlying factors to the surface so that new people in the field are aware of what is expected of them. When hiring new people the RMTI certificate is given a positive consideration in the final analysis.

Scott Reid, Property Manager

This letter will serve to confirm that I have hired a number of managers from the RMTI course. All of them have worked out very well and have obviously been well trained by RMTI.

Aldo Gazzola, Apartment Building Owner

This acknowledges our awareness and the necessity of the RMTI course you offer. As the owner of residential apartments, we are continually in need of personnel. In fact, we have people working for us who, when hired, were without experience but had taken your course.

Kathy McLeod, Property Manager

The most successful people I have employed have had your training. I recognize the RMTI course as a good tool for entering the industry and will definitely use RMTI to hire in the future.

Laura Yates, Apartment Building Owner