



**ARM Experience Update Form**  
**Experience Report for Residential Management Position**  
Form must be completed by all applicants

Please use a new page each time your title, employer, portfolio or job responsibilities changed.

**PART 1: Please Fill form completely**

Name:

For Period from (month/year) to (month/year)

Your Title:

Company Name:

Business Address

City/Province/ Postal Code

Business Telephone

Business Fax Number

Number of Employees Reporting Directly to You

Titles of Positions Reporting Directly to You

Name of Immediate Supervisor

Title of Immediate Supervisor

**Portfolio That You Manage (Number of units and sites):**

Units	Sites	Property Types
		Apartments
		Condominiums or Cooperatives
		Single-Room Occupancy (SRO) Units
		Rental Mobile Homes
		Single-Family Homes
		Mobile Home Park Pads
		Homeowners' or Condominiums Associations
		Dormitory Units

Briefly describe your duties and responsibilities and the level of authority you hold over the properties managed. (Attach additional sheet only if necessary. Do not attach a resumé.)

**PART 2: Check the boxes below for every function you perform in the capacity of a residential manager; a minimum of 14 is required.**

- ☐ 1. Recommend or hire, manage and evaluate on-site personnel, either directly or through others.
- ☐ 2. Participate in developing and/or monitoring staffing requirements, job descriptions and human resource policies and training and development plans, and diversity outreach initiatives.
- ☐ 3. Recommend or decide which items or services are to be purchased for the property, solicit, negotiate or approve contracts for services; monitor contractor performance; and approve payment of invoices.
- ☐ 4. Perform routine property inspections and take appropriate action in accordance with established policies and procedures or governing documents.
- ☐ 5. Establish or assist in maintaining, reviewing, updating, and enforcing the property's operating policies and procedures.
- ☐ 6. Establish, monitor and/or maintain the property's record-keeping system.
- ☐ 7. Identify and/or oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee or monitor planning and construction of resident improvements, capital improvements, and/or amenity enhancements.
- ☐ 8. Schedule and monitor, or approve, routine and preventive maintenance programs for the property.
- ☐ 9. Identify, implement, and monitor, or approve sustainable practices; including but not limited to energy use/conservation programs for the property.
- ☐ 10. Design, implement or approve resident retention, orientation and property familiarization programs.
- ☐ 11. Communicate routinely with residents/unit owners of the property concerning level of service and other management matters and investigate and resolve complaints.
- ☐ 12. Develop, implement, and monitor or assist in developing, implementing, and monitoring a marketing plan and/or leasing plan for the property.
- ☐ 13. Administer the leasing and lease renewal process and negotiate, approve and/or execute leases, including assessing the financial impact of the lease.
- ☐ 14. Prepare, market, and show leasable space.
- ☐ 15. Analyze market conditions and recommend or approve the property's rental rates.
- ☐ 16. Develop and/or implement a risk management program for the property to mitigate the property's insurable risk.
- ☐ 17. Participate in designing, implementing and/or monitoring life-safety and emergency preparedness programs for the property.
- ☐ 18. Ensure the compliance with government and environmental regulations and/or act as liaison with government or social agencies on issues.
- ☐ 19. Recommend and/or initiate legal actions for violations of leases, contracts or governing documents.
- ☐ 20. Process and/or monitor, or approve property payables.
- ☐ 21. Process and/or monitor, or supervise property collections, including the handling of property receipts and bank deposits.
- ☐ 22. Prepare, implement and monitor annual property budgets.
- ☐ 23. Determine goals and objectives of the property owner/association.
- ☐ 24. Identify and recommend other sources of income for the property and implement programs accordingly.
- ☐ 25. Prepare a management plan for the property.
- ☐ 26. Prepare, analyze, and/or approve, the property's financial and operating statements and variance reports.
- ☐ 27. Establish or maintain management controls and analyze the property's performance.
- ☐ 28. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner.
- ☐ 29. Fulfill the company's contractual obligations to clients and take direction from clients and appointed officers as assigned.

\_\_\_\_ Total #of Functions Checked (must have 14 of 29)

**Signature of candidate, verifying the accuracy of this information**

Date:

**Signature of CURRENT supervisor, verifying the accuracy of this information**

Date: