

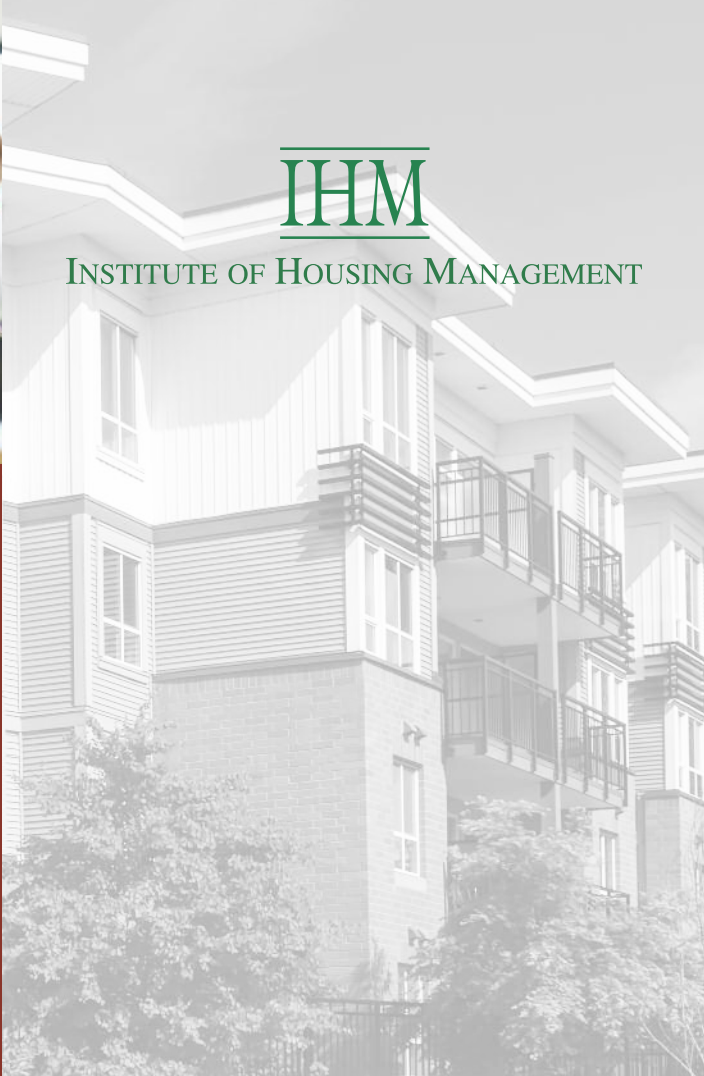


IHM is pleased to offer each of the five core courses within the Institute's Certificate In Property Management program in a rigorous five-day format at the IHM office in Markham, Ontario or in conjunction with the annual conference.

The final exam will be written onsite at the end of the course and students will be notified of their final mark within two weeks of completion.

IHM students are encouraged to take advantage of this opportunity for an in-class learning environment outside of a community college.

Please note that you must be employed in housing management at the time you enroll in a course. Students who are not seeking accreditation may take individual courses for skills updating/improvement; there is no requirement that they take all five courses.



INSTITUTE OF HOUSING MANAGEMENT



# Professional Property Management Education



### IHM Mission Statement

The Institute of Housing Management is committed to providing education and a recognized designation to individuals interested in achieving professionalism in the property management field.

For further information, contact:

**Institute of Housing Management**  
**416-493-7382 / 1-866-212-4377**  
[www.lhmcanda.net](http://www.lhmcanda.net)

**5-DAY  
 IN-CLASS PROGRAM**

# An Exciting Career in Property Management Awaits You!

The Institute's certificate program leading to accreditation consists of five compulsory courses, and one elective. For each course, students are expected to pass a final exam at the end of each course. For dates on when each course will be presented, go to <https://ihm-canada.net/EDUCATION/inclasslearning.php>

The compulsory courses are:

## 1. Property and Building Administration

*(Prerequisite for other core courses)*

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.

## 2. Building Maintenance for Property Managers

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 management systems, such as the principles of residential construction, building science(s), specification writing, management's responsibility for the management of life safety systems, contract management, and the impact of the Construction Lien Act.

## 3. Strategic and Financial Planning for Property Managers

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.

\* IHM encourages students with little to no accounting knowledge to take a basic financial accounting course prior to taking the IHM Strategic and Financial Planning course. This accounting course would be considered as an elective!

## 4. Human Relations for Property Managers

Property Managers must develop the analytical and behavioural skills related to supervision of employees. In addition, they must also interact with tenants, owners, sub-contractors 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.

## 5. Tenancy Law in Ontario

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.

### Electives:

To request consideration or an exemption for an elective, please provide details with your request. Items required: a course outline, proof of completion, proof of mark or transcript (if applicable) and information as to the length of time that the course runs. Courses to be considered must be a minimum of 30 hours in duration. Two or more courses may be combined to count as one elective.

### Sample Elective Courses:

- Business Planning & Strategic Management
- Managing Change
- Leading Responsibly
- Creative & Critical Thinking
- Basic Financial Accounting
- Business Planning and Strategic Management
- Communicating for Effectiveness
- Project Management
- Quality Teams and Customer Service Excellence
- Supervision: Techniques and Practices

### Course Fees:

Members - \$650.00 (plus HST)  
Non-Members - \$750.00 (plus HST)

Fees Include: Assigned instructor, course manual, handouts, breakfast, lunch and coffee breaks

### Non-Members:

Register for the course today and receive 12 months membership complimentary through to December of that year. Sign-up online or contact Tara Dwomoh, at 416-493-7382 ext 144 for further details.

### Nearby Hotel Accommodations

**Homewood Suites by Hilton Toronto/Markham**  
50 Bodrington Course, Markham, ON L6G 0A9  
For reservations call - 905-477-4663

Special Rate - Studio Room: \$132.00 plus HST  
(subject to change)

Please reference the Institute of Housing Management when booking to secure rate. Be sure to mention promo code #0003019121

Guest will receive daily complimentary hot breakfast and Welcome Home Reception featuring a light meal and beverage (Monday - Thursday evenings).

### Registration Information

To register, you can either use our secure online server or simply download the printable Registration Form (PDF Format), fill it out completely and mail or fax your completed registration to the address/fax number indicated on the form.