



IHM

INSTITUTE OF HOUSING MANAGEMENT

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# Professional Property Management Education

George Brown College and Humber Institute of Technology & Advanced Learning in partnership with The Institute of Housing Management present this Certificate program for those seeking a career or who are already engaged in the management of and operations of social, public and privately owned residential and institutional buildings. The Property Management Program is geared to those involved in administration, managing operations, developing and designing buildings, or to those providing equipment, products or services to the housing industry.

Gain accreditation status with IHM through your educational certification and years of practical experience in the property management industry. You will earn Accredited Member (AIHM) designation upon receiving your accreditation.

This program will provide an overview of the operation of publicly and privately owned residential portfolios and provide learning in all aspects of property management.

### CERTIFICATE CRITERIA

One elective and five compulsory courses

### Compulsory Courses

- Property and Building Administration
- Strategic and Financial Planning for Property Managers
- Human Relations for Property Managers
- Building Maintenance for Property Managers
- Tenancy Law in Ontario

### 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.lhmcanada.net](http://www.lhmcanada.net)

**COLLEGE PROGRAM**

# An Exciting Career in Property Management Awaits You!

IHM has developed a curriculum that is delivered through the community colleges on a Continuing Education Basis.

In order to complete the Institute of Housing Management Certificate Program for Property Managers, the candidate must complete the five (5) compulsory courses as well as one (1) elective course.

## 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

## Fees & Schedules

While the IHM is responsible for course content and learning materials for the compulsory courses, scheduling and fees are left to the college.



### Humber Institute of Technology & Advanced Learning,

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416.675.6622 ext.4139 or 4159

### TWO WAYS TO REGISTER:

Online: [humber.ca/ets](http://humber.ca/ets)

Telephone: 416.675.5005

1.877.675.5660



### George Brown College

Contact the Continuing Education Business Studies Department at 416-415-5000, ext. 2163, at [cebusiness@georgebrown.ca](mailto:cebusiness@georgebrown.ca) or by visiting their office at:  
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193 King St. E., Building G (SJG), third floor.,  
Toronto, ON