

# RHA Registration Form



Use this form to register for all courses and events. REGISTER ONLY ONE PERSON PER FORM. Additional registration forms can be downloaded from the RHA website at [www.rha.org](http://www.rha.org). You can register by fax, mail, or phone. For more information about courses and events, visit the RHA website at [www.rha.org](http://www.rha.org), call RHA at (916) 920-1120 or email [registration@rha.org](mailto:registration@rha.org).

To register for one or more courses enter the course name and desired dates below.

Course Name _____	Date of Course ____/____/____	Registration Fee \$ _____
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**Total Amount Due \$ \_\_\_\_\_**

## Contact Information:

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_

Property \_\_\_\_\_ Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

## Payment Information:

Bill to RHA Account # \_\_\_\_\_  Check enclosed made payable to RHA

Contact Name \_\_\_\_\_

Credit Card # \_\_\_\_\_ Expires \_\_\_\_/\_\_\_\_ Security Code \_\_\_\_\_

Cardholder Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

**Cancellation Policy:** No refunds for no-shows or cancellations less than 48-hours in advance of the seminar.  
Fax to (916) 929-0655 Mail to RHA, 201 Lathrop Way, Suite C, Sacramento, CA 95815 Call RHA at (916) 920-1120  
[www.RHA.org](http://www.RHA.org)

# september



## legal

### Legal Q&A

**Monday, September 21, 5:30 – 7:30 p.m.**

**Instructor: Attorney Gary Link**

Receive free legal advice on rental housing issues from experienced attorneys.

*Free for RHA members*

### How to Prevent Disability Discrimination

**Wednesday, September 23, 9:30 – 11:30 a.m.**

**Instructor: Attorney Gary Link**

Discrimination based on disability has become a leading cause of fair housing lawsuits and expensive settlements. Find out what mistakes rental owners and managers are making in dealing with disabled residents and applicants. Learn how to avoid “steering” when showing units, how the Americans with Disabilities Act affects your rental property, and the difference between service animals, companion animals, comfort animals and pets.

*\$35 RHA members/\$75 non-members*



## property management

### Moving in Your New Resident

**Thursday, September 3, 9:00 a.m.- Noon**

**Instructor: Jane McGinnis, RHA  
Director of Education**

Learn how to fill out rental agreements and the many addendums. Class discussion includes how the rental documents protect both the resident and the rental owner, and how the move-in process can be the most important step in successful resident retention.

*\$39 RHA members / \$79 non-members*

### Real Estate Investors Forum

**Wednesday, September 16, 5:30 – 7:30 pm**

Real Estate Investors Forum

Wednesday, September 16, 5:30 – 7:30 p.m.

This free event provides valuable information for RHA members looking to purchase additional rental properties. “Everything You Wanted to Know About Making an Offer on a Short Sale Property” will be the evening’s topic. The program features the advice of a real estate agent who is one of the area’s leaders in short sales. Learn what it takes to get your offer accepted

and the timeline for completing the transaction.

*Free to RHA members*

### How to Comply with County of Sacramento Inspection Program

**Monday, September 14, 6:00 – 8:00 p.m.**

**Thursday, September 24, 2:00 – 4:00 p.m.**

**Wednesday, September 30, 9:30 – 11:30 a.m.**

**Instructor: Jane McGinnis, RHA  
Director of Education**

*Required certification training approved by the County of Sacramento for anyone who is inspecting a rental property on behalf of the owner.*

Starting January 1, 2010 a new ordinance requires inspections of all rental properties located in the unincorporated areas of the County of Sacramento. The law requires an inspection to be performed by the owner, manager or other individual at the beginning of the tenancy and at least once annually. Individuals who inspect the property on behalf of the owner are required to complete a county-approved certification course. As a public service, RHA is providing this course at no charge since not every attendee must be certified. The class covers the details of the new ordinance including registration requirements, exemptions and how to perform an effective inspection. Students will be provided with a written inspection booklet and a copy of the county-approved inspection checklist.

*Free training provided to RHA members and non-members*

### Customer Service, Maintenance, Rent Collection and Notices

**Thursday, September 17, 9:00 a.m. – Noon.**

**Instructor: Jane McGinnis, RHA  
Director of Education**

Learn how to service the tenancy including how to prepare and serve legal notices for rent collection or behavior issues. Class covers tips on providing quiet enjoyment, conflict resolution techniques, how to set up a workable maintenance program, and how to keep long-term residents in place.

*\$39 RHA members / \$79 non-members*

### Essentials of Rental Property Management

**Friday, September 25, 9:30 -11:30 a.m.**

**Instructor: Jane McGinnis, RHA  
Director of Education**

This management seminar covers the entire cycle of property management including information on marketing a vacancy, selecting

qualified renters, moving in new renters, retaining long-term residents, and successfully terminating a tenancy.

*Free to RHA members and non-members*



## maintenance

### Appliance Repair Workshop: Gas and Electric Stoves

**Thursday, September 10, 9:00 am–Noon**

**Instruction provided by Marcone Supply**

Providing hands-on training—learn how to diagnose common problems for ranges and ovens, and how to tear down and rebuild stoves.

*\$49 RHA members/\$99 non members*

### Class III Asbestos Worker Training (two days)

**Day 1: Wednesday, September 16,  
8:30 a.m. – 4:30 p.m.**

**Day 2: Tuesday, September 22,  
8:30 a.m. – 4:30 p.m.**

**Instructor: Pat Rodriguez, ESTP**

Cal-OSHA Asbestos Construction Standard 8 CCR 1529(k)(9)(E) mandates training for Class III Worker which shall include “hands on” training and consist of at least 16 hours. Upon completion of this course, the Class III Worker may safely perform maintenance operations that may likely disturb asbestos, and is capable of identifying existing asbestos hazards in the workplace. Asbestos can be disturbed by tasks as simple as hanging a new towel rod, changing an electrical fixture or installing a new dishwasher. Asbestos is a cancer-causing agent. If your building was built prior to 1981, it is presumed by regulators to be constructed with asbestos-containing materials. Newer construction after 1981 may also include some building materials containing asbestos.

*\$299 RHA members/\$399 non-members*

### Appliance Repair Workshop: Range Hood/Microwaves and Dishwashers

**Thursday, September 24, 9:00 am–Noon**

**Instruction provided by Marcone Supply**

Learn how to repair range hoods and how to save that microwave. Tear down and rebuild dishwashers and diagnose common problems.

*\$49 RHA members/\$99 non members*

# october



## legal

### Legal Q&A

Friday, October 2, 9:30 a.m. – Noon.

**Instructor: Attorney Calvin Clements**

Receive free legal advice on rental housing issues from experienced attorneys.

*Free for RHA members*

### CCRM Series, PMR102: Move-In, Rent Collection and Notices

Thursday, October 22, 1:00 – 4:00 p.m.

**Instructor: Jane McGinnis, RHA Director of Education**

Learn how to use effective communication skills to ease the move-in process. You will understand the ins and outs of rental agreements, the proper procedures to collect rent, handle funds, and file legal notices. The criteria and formulas for adjustment of market rents and handling renewals will also be discussed.

*\$69 RHA members/\$99 non members or*

*Full Series: \$499 RHA members/\$699 non members*



## property management

### Terminating the Tenancy of Your Renter

Thursday, October 1, 9:00 a.m. – Noon.

**Instructor: Jane McGinnis, RHA Director of Education**

This class covers lease expirations, renter and owner notices to terminate tenancy, how to perform pre-move out inspections and final move-out inspections, and how to navigate through the eviction process.

*\$39 RHA members/\$79 non-members*

### RHEXPO

Thursday, October 8, 8:00 a.m. – 4:00 p.m.

4 national speakers! The Apartment All Stars are presenting individual seminars at RHEXPO. We are lucky to have Mindy Williams, Terri Norvell, and Toni Blake speaking at this year's show. We will also have Elsa Morales, For Rent Media Solutions National Director of Hispanic Initiatives presenting a marketing seminar. "How to Comply with the County of Sacramento Rental Housing Inspection Ordinance" course will be offered as one of the seminars at RHEXPO. Fulfill this new certificate requirement.

*Early bird registration end September 30*

*\$49 RHA members/\$69 non-members*

### Avoiding the Pitfalls of Rental Property Management

Wednesday, October 14, 9:30 -11:30 a.m.

**Instructor: Jane McGinnis, RHA Director of Education**

This free seminar will help residential rental property owners and managers avoid or handle the most common pitfalls of rental property management. Learn how to minimize your liability, maximize your income, improve your property management skills and discover new tools and resources available to rental property owners and managers.

*Free to RHA members and non-members*

### Crime Prevention for Rental Properties

Friday, October 23, 9:30 -11:30 a.m.

**Instructor: Karen Thompson, Assistant Director of Member Services**

This course is intended to help residential rental owners and property managers identify, prevent and respond to criminal activity on or near their properties. A general overview of criminal activity which impacts residential neighborhoods will be discussed along with the resources available to resolve some the problems facing rental property owners.

*\$35 RHA members/\$75 non-members*

### How to Comply with County of Sacramento Inspection Program

Tuesday, October 27, 9:30 – 11:30 a.m.

Friday, October 30, 9:30 – 11:30 a.m.

**Instructor: Jane McGinnis, RHA Director of Education**

Required certification training approved by the County of Sacramento for anyone who is inspecting a rental property on behalf of the owner. Starting January 1, 2010 a new ordinance requires inspections of all rental properties located in the unincorporated areas of the County of Sacramento. The law requires an inspection to be performed by the owner, manager or other individual at the beginning of the tenancy and at least once annually. Individuals who inspect the property on behalf of the owner are required to complete a county-approved certification course. As a public service, RHA is providing this course at no charge since not every attendee must be certified. The class covers the details of the new ordinance including registration requirements, exemptions and how to perform an effective inspection. Students will be provided with a written inspection booklet and a copy of the county-approved inspection checklist.

*Free training provided to RHA members and non-members*

### CCRM Series, PMR103: Resident Issues and Ending the Tenancy

Tuesday, October 27, 1:00 – 4:00 p.m.

**Instructor: Jane McGinnis, RHA Director of Education**

Effective property management is about successfully interacting with people, managing resident issues, and knowing how to handle difficult situations. In this class you will learn how to handle a variety of resident requests and problems that will occur on-site. The proper procedures for terminating tenancy, distinguishing between normal wear and tear as opposed to damages, and dealing with security deposit dispositions will be reviewed.

*\$69 RHA members/\$99 non members or*

*Full Series: \$499 RHA members/\$699 non members*

### Maintenance Tech Talk for Managers

Wednesday, October 28, 9:30 – 11:30 a.m.

**Instructors: Richard Berman and Mario Perez**

This course is designed to help leasing consultants and community managers provide excellent customer service to residents and write clear and correct work orders for maintenance staff. Material covers the basics of garbage disposals, faucets, toilets, and air conditioning/heating. Two instructors with some fun props will answer questions including; "how does it work?" "how many ways can it go wrong?," and "what can the resident do to help resolve it before maintenance is dispatched?" Educate the staff members who answer the phones when residents have a problem, by teaching them what questions to ask to get to the root of the problem.

*\$39 RHA members / \$79 non-members*

### CCRM Series, PMR104: Professional Skills for Supervisors

Thursday, October 29, 1:00 – 4:00 p.m.

**Instructor: Jane McGinnis, RHA Director of Education**

Leadership and team performance play a major role in the success of a property. This course will enhance your ability for team building, setting goals and maximizing employee performance. Learn more about employment practices such as hiring qualified employees, the interview process and selecting vendors and contractors. Understand the importance of proper disciplinary actions and employee recognition. Become familiar with the different types of records and what documentation needs to be maintained. Be-

# october (cont.)



come skilled at recognizing acts of theft and fraud in order to protect the investment.

*\$69 RHA members/\$99 non members or Full Series: \$499 RHA members/\$699 non members*

## **Selecting Your New Resident**

**Friday, October 30, 1:00 – 4:00 p.m.**

**Instructor: Karen Thompson, Assistant Director of Member Services**

Selection of a new resident is one of the most important decisions the property owner can make. This course describes the process of obtaining a qualified resident including: how to use the application form to your best advantage; how to comply with fair housing laws; how to verify information given to you by your applicant; how to obtain information from prior landlords and employers; the landlord's responsibilities under the Fair Credit Reporting Act and FACTA; and how to accept or deny rental applicants within the law.

*\$39 RHA members / \$79 non-members*



## **maintenance**

### **Class III Asbestos Worker Annual Refresher Training**

**Tuesday, October 13, 8:30 a.m. – 12:30 p.m.**

If you have been certified as a Class III Asbestos Worker under the Cal-OSHA Asbestos Construction Standard 8 CCR 1529, you are required to attend an annual refresher training class of at least 4 hours. This annual recertification training will be provided by Environmental Safety Training Professionals through RHA.

*\$69 RHA members/\$99 non members*

### **Refrigerator Repairs**

**Thursday, October 15, 9:00 – 11:30 a.m.**

**Instruction provided by Marcone Appliance**

Learn how to tear down and rebuild refrigerators; the parts and the function of each of the parts; how to troubleshoot and diagnose common problems; how to repair and replace the various parts.

*\$49 RHA members/\$99 non members*

### **Washer/Dryer Repairs**

**Thursday, October 29, 9:00 am–11:30 a.m.**

**Instruction provided by Marcone Appliance**

Learn how to tear down and rebuild side-by-side and stackable washer/dryers; the parts of each appliance and the function of the parts; how to troubleshoot and diagnose common problems of washer/dryers; how to repair the various parts.

*\$49 RHA members/\$99 non members*



## **leasing**

### **CCRM Series, PMR100: Preparing the Property for Market**

**Thursday, October 15, 1:00 – 4:00 p.m.**

Even before the first applicant arrives, the rental community must be prepared for leasing. Learn how to prepare a property for market, including the importance of curb appeal, how to set competitive rents and how to advertise.

*\$69 RHA members/\$99 non members or Full Series: \$499 RHA members/\$699 non members*

### **Marketing Your Vacant Rental**

**Friday, October 16, 1:00 – 4:00 p.m.**

**Instructor: Jane McGinnis, RHA Director of Education**

Discover the management skills and techniques which can maximize your income and minimize your losses. Learn how to create effective business policies and procedures: how to set rents and deposits, how to establish minimum screening criteria, the difference between advertising and marketing, how to prepare the rental unit for showing to prospective renters, how to conduct personal tours and open house showings, and how to invite applications from qualified renters.

*\$39 RHA members/\$79 non members*

### **CCRM Series, PMR101: Professional Leasing Skills**

**Tuesday, October 20, 1:00 – 4:00 p.m.**

Once applicants arrive, your work really begins! Come learn the three basic steps to effective leasing as well as the fair housing laws you need to know for processing applications.

*\$69 RHA members/\$99 non members or Full Series: \$499 RHA members/\$699 non members*

### **Leasing Boot Camp**

**Wednesday, October 21, 9:00 a.m. – Noon.**

**Instructor: Jane McGinnis, RHA Director of Education**

This course will expose management and leasing staff to critical topics including: fair housing laws, the basics of landlord/tenant law, marketing and leasing skills, and the enormous financial impact of resident retention. Explore the many career opportunities available in residential rental management.

*\$49 RHA members/\$99 non members*