



YOUR COMMUNITY DESERVES
THE BEST
PROFESSIONALS



**Are you putting
your most valuable
assets in the hands
of the most qualified
professionals?**

As a board member, trustee or volunteer leader working with your homeowners association, condominium or cooperative, your decisions can have profound impacts on your community and residents.

Professional guidance on issues such as reserves, maintenance, insurance, budgets, governance, contracts, the law and rules can make the difference between prosperity and distress for yourself and your neighbors.

To help ensure you have the expert guidance you need to manage your community's assets most effectively, look for professionals with credentials from Community Associations Institute (CAI).

CAI credentials help ensure that managers and other professionals have the knowledge, experience, and integrity to provide the best possible service to your association. All CAI member service providers—from attorneys, accountants and bankers to landscapers, painters, and roofers—bring added benefit to their clients through their CAI affiliation.

By earning CAI credentials, community association service providers demonstrate an elevated commitment to their professional education—and your community's welfare.



CREDENTIALS FOR COMMUNITY ASSOCIATION MANAGERS

Association Management Specialist

(AMS®). The AMS designation recognizes ongoing professional development and industry expertise for community managers. AMS designees must pass the Certified Manager of Community Associations (CMCA®) exam, administered by the Community Association Managers International Certification Board (CAMICB). They must have at least two years of association management experience and successfully passed at least two courses covering aspects of community association management. They must also comply with CAI's Professional Manager Code of Ethics. To maintain the designation, they must meet continuing education requirements every three years.

Professional Community Association

Manager (PCAM®) The PCAM designation is the highest professional recognition available worldwide to those who specialize in community association management. To obtain this elite designation, managers must have passed the CMCA exam and have at least five years of direct community association management experience. They must successfully complete more than 80 hours of intensive, specialized instruction



covering all aspects of community association management and conduct a comprehensive case study. They must also comply with CAI's Professional Manager Code of Ethics. To maintain the designation, they must meet continuing education requirements every three years.

Large-Scale Manager (LSM®) The LSM designation gives managers the opportunity to specialize after obtaining the PCAM designation. To obtain this designation, managers must currently be a professional large-scale manager, for at least five years, responsible for the day-to-day operation of a large-scale community association and have one of the following:

- A minimum of 10 years of community association management experience or
- Five years of community association management experience **and** five years of municipal management; or a comparable position of responsibility at the executive level; or a Master's degree in Public/Business/Parks & Recreation Administration.

They must maintain an active PCAM designation and comply with CAI's Professional Manager Code of Ethics. To maintain the designation, they must meet professional experience or continuing education requirements every three years.

Visit CAI's Directory of Credentialed Professionals at www.caionline.org/directory.

For a listing of Educated Business Partners, please visit www.caionline.org/BPEssentials.





CREDENTIAL FOR COMMUNITY ASSOCIATION MANAGEMENT COMPANIES

Accredited Association Management Company (AAMC®) The AAMC accreditation is the only recognition awarded to companies that specialize in community association management. To obtain this accreditation, the company must have at least three years of verified experience providing community association management services. At least 50 percent of the company's managers must hold a CAMICB or CAI credential, and the company's senior manager must hold a PCAM designation. In addition to meeting CAI's financial management and reporting requirements, the company must maintain fidelity, general liability and worker's compensation insurance. To maintain accreditation, all managers must complete at least 12 hours of continuing education every two years.

CREDENTIALS FOR PROFESSIONAL SERVICE PROVIDERS

Reserve Specialist (RS™) The RS designation is awarded to experienced, qualified reserve providers who, through years of specialized experience, can help ensure that your community association prepares its reserve budget as accurately as possible. RS designees must meet comprehensive requirements, including: preparing at least 30 reserve studies over the last three calendar years; holding a bachelor's degree in construction management, architecture or engineering (or equivalent experience and education); and complying with strict rules of conduct outlined by CAI's Professional Reserve Specialist Code of Ethics.

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Community Insurance & Risk

Management Specialist (CIRMS®) The CIRMS designation recognizes a demonstrated high level of competency within the risk management profession. CIRMS designees must have five years of experience in the community association insurance field and be of good legal and ethical standing in the industry. CIRMS designees must also have been insurance practitioners for at least 25 association insurance programs within the past three years or demonstrated significant involvement in the provision of insurance and risk management services to community associations. To maintain the designation, they must meet continuing education requirements every three years.

EDUCATED BUSINESS PARTNER DISTINCTION

The Educated Business Partner distinction recognizes active CAI Business Partner members who have successfully completed coursework detailing the issues and challenges faced by their association clients. It signifies that the professionals who support common-interest communities—accountants, attorneys, bankers, insurance professionals, landscapers, painters, reserve specialists, software providers, and many others—are committed to providing exceptional service.



COLLEGE OF COMMUNITY ASSOCIATION LAWYERS (CCAL™) MEMBERSHIP

Fellows of the College distinguish themselves through contributions to the development of community association law. Their service is demonstrated by a commitment to educate and empower boards and residents of the more than 358,000 community associations across the country. CCAL attorneys commit themselves to high standards of professional and ethical conduct and work to create a community of experienced legal professionals to advance community association law for the betterment of the communities they serve. CCAL fellows have the following:

- A minimum of eight years legal practice with a demonstrated concentration in community association law
- Evidence of in-depth, scholarly writings
- Substantive teachings
- Recognized industry leadership

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HOW TO FIND CREDENTIALLED PROFESSIONALS

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Call CAI at (888) 224-4321 (M–F, 9–6 ET), and ask our member service specialists to assist you in a search.

Look for the designation letters (AMS, LSM, PCAM, RS and CIRMS) when you need to hire the best professionals.

Look for community association management companies with the AAMC accreditation.

Look for product and service providers with the Educated Business Partner distinction.

Look for attorneys who have earned the distinction of being fellows of the College of Community Association Lawyers.

RESOURCES FOR HOMEOWNERS

Community Association Living: An Essential Guide for Homeowner Leaders

Learn how associations are organized, governed, and managed.

From Good to Great

Discover the insights on principles for community association success.

The Board Member Toolkit

Get the tools you need to help your board succeed.

CAI Press

Books and guides with expert advice on association operations.

For a complete list of resources for homeowner leaders, board members, and volunteers, visit www.caionline.org/HomeownerLeaders

ABOUT CAI

Since 1973, Community Associations Institute (CAI) has been the leading provider of resources and information for homeowners, volunteer board leaders, professional managers, and business professionals in the more than 355,000 homeowners associations, condominiums, and housing cooperatives in the United States and millions of communities worldwide. With more than 43,000 members, CAI works in partnership with 36 legislative action committees and 64 affiliated chapters within the U.S., Canada, South Africa, and the United Arab Emirates as well as with housing leaders in several other countries, including Australia, Spain, and the United Kingdom.

A global nonprofit 501(c)(6) organization, CAI is the foremost authority in community association management, governance, education, and advocacy. Our mission is to inspire professionalism, effective leadership, and responsible citizenship—ideals reflected in community associations that are preferred places to call home.

Visit us at www.caionline.org, and follow us on Twitter and Facebook @CAISocial.



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