

# RCM

## REGISTERED COOPERATIVE MANAGER

The REGISTERED COOPERATIVE MANAGER (RCM) Program  
is an affiliate of the National Association of Housing Cooperatives

### THE RCM PROGRAM



**The Registered Cooperative Managers (RCM) Program** builds upon the work of cooperative housing management and helps the profession achieve ever-increasing higher professional standards, expectations, and rewards. The designation is awarded to managers who meet the RCM standards of excellence, understanding, and achievement in the area of cooperative housing management following participation in a series of courses, then pass certification exams. RCM course topics provide exciting insight into housing cooperatives and help develop skills necessary for a successful career in management. The courses refine the understanding of housing cooperatives, renewed dedication to the principles of cooperative housing, codify the ethics of cooperative housing management, and improve housing management practices.

**The Registered Cooperative Manager Certification Program** is the only nationally-recognized designation and certification specializing in Cooperative Management recognized by the Registered in Apartment Managers (RAM program). RCM is a sought-after professional designation for cooperative housing managers. You can find the application and more information on [www.NAHC.coop](http://www.NAHC.coop)

**NAHC Registered Cooperative Manager Courses are now offered twice a year.  
Training Courses available in the Spring and Fall.**

**Registration is now open for the next in-person RCM Certification!**

## Development of the RCM Designation Program

The National Association of Housing Cooperatives recognized the important contribution of site managers and in 1993 created the Registered Cooperative Manager (RCM) designation program. A Board of Governors supervises the RCM designation.

The RCM program will:

- Refine understanding of housing cooperatives
- Renew dedication to the principles of cooperative housing
- Codify the ethics of cooperative housing management
- Improve housing management practices



The RCM Program offers in-person education programs twice a year. NAHC co-sponsors a certification training program each Spring and prior to each NAHC Annual Conference in the Fall. Continuous training is offered annually at the conference with RCM-only designated tracks, which assist the manager in understanding all of the aspects of Cooperative Management. This certification is for all Cooperative Managers and Cooperative Board Members looking for additional training.

## The RCM Curriculum

The RCM courses cover three topics fundamental to the profession: **Ethics, Business, and History of Housing Cooperatives**. These RCM courses are intended to enrich the candidate's understanding and appreciation for cooperative housing and the ownership value housing cooperatives can offer to their members as a supplement to the operating policies of the participating cooperative.

The **History of Housing Cooperatives** gives the candidate a perspective of cooperative housing that focuses on the underlying principles of cooperation and a history of modern cooperatives. The course covers the work of the Rochdale pioneers, who are recognized as the founders of the cooperative principles by their creation of the first cooperative (a food co-op) in 1844 on Toad Lane in Rochdale, England. The course examines significant government and nongovernment initiatives and their impact on the cooperative housing industry. Although cooperatives are international and there are cooperative forms of nearly every type of business, our study will focus on the history of housing cooperatives in the United States. The class specifically discusses the history of housing cooperatives in the 20<sup>th</sup> century.

**Business of Housing Cooperatives** reviews the structure and business of housing cooperatives from their formation to their management. A specific review of the corporate documents gives the candidate a perspective about how and why cooperatives become successful. It offers insights into how cooperatives are governed and the important role of governance to the success of the housing cooperative. Participants discuss practical and useful issues that help the practitioner to be more productive in his or her managerial work.

**Ethical Practices for Cooperative Management** is a review of ethical considerations and requirements for an RCM and for the Cooperative Board of Directors. In this course, the class provides an explanation of the principles of agency and examines the ethical issues that affect the work of the cooperative manager. Participants have an opportunity to examine the obligations and duties of an RCM from an ethical perspective. It will lead the candidate to a better understanding of the personal convictions required for success in the industry and strengthen the candidate's professional self-confidence. The Ethical Practices recertification must be renewed every three years to maintain active RCM certification status.

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# RCM REGISTRATION FORM

**Upcoming RCM Training Course:**  **SPRING 2017** Thursday & Friday, May 4-5, 2017 (9:00 AM – 5:00 PM)

**WASHINGTON, DC**

**RECERTIFICATION ONLY** Friday, May 5, 2017 (1:00 PM – 5:00 PM)

In-person RCM Ethical Practices Recertification Course: \$125.00\*

Online Webinar Recertification Course on Ethical Practices: \$150.00\*

\* Certified RCM's must participate in the Ethical Practices Recertification module every three years. To renew RCM's must have current annual RCM membership dues paid to be eligible to register for the online course. Recertifying RCM's do not complete candidacy forms.

## RCM Training Course Schedule:

- Thursday, May 4 9:00 AM – 5:00 PM - RCM Course Part I
- Friday, May 5 9:00 AM – 5:00 PM - RCM Course Part II and Part III  
1:00 PM – 5:00 PM - Part III (Ethical Practices Recertification in-person training)

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Cooperative /Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Please select all that apply:**  I am on a Cooperative Board  I am a Professional in the housing industry  
 I am a President or President Elect of a Cooperative Board  Other \_\_\_\_\_

## IN-PERSON REGISTRATION FEES

- NAHC Member: \$700.00  Non-member: \$775.00  
 In-person RCM Ethical Practices Recertification Course: \$125.00

**ONLINE WEBINAR RECERTIFICATION**  Online Webinar on Ethical Practices Recertification: \$150.00

**Annual RCM membership fees may apply in order to bring lapsed RCM dues current and in good standing.**

Register online at <http://NAHC.coop/Education/RCM-Recertification>

## PAYMENT INFORMATION

Pay by Check: Check # \_\_\_\_\_ Please make check payable to: "RCM"

    

Credit Card #             Expires   /     Code

Name on Card: \_\_\_\_\_

Card Billing Address: \_\_\_\_\_

Card Billing City, State, Zip: \_\_\_\_\_

Signature: \_\_\_\_\_

Scan, fax or mail completed application packet along with payment to:

**Registered Cooperative Manager Program c/o NAHC**

**1444 I Street NW, Suite 700 Washington, DC 20005**

**Email: [info@nahc.coop](mailto:info@nahc.coop) Secure Fax: (202) 216-9646**



# RCM Code of Ethical Conduct

*The Code of Ethical Conduct of the Registered Cooperative Manager Program promotes the highest standard of personal conduct in cooperative management. To this end, adherence to the Code of Ethical Conduct is a requirement for designation.*

## **As a Registered Cooperative Manager, I promise to:**

1. Be loyal to the cooperative I represent and pursue its goals and objectives.
2. Keep informed of the laws, policies, and procedures for the management of housing cooperatives.
3. Exercise diligence in my duties on behalf of the members and cooperatives which I serve.
4. Safeguard confidential information and equally protect the rights of every member of the cooperative.
5. Issue no false or misleading statements to or about the cooperative.
6. Take no rebate or commission without the prior knowledge and consent of my employer.
7. Disclose every conflict of personal interest in the exercise of my duties to my employer and the cooperative.
8. Not discriminate in the exercise of my duties against any person on the basis of race, color, creed, origin, sex, handicap, sexual orientation, family status or other government-protected status.
9. Obtain and maintain in force all licenses required by the state or local government with jurisdiction over my profession.
10. Promote the public understanding of housing cooperatives and the Registered Cooperative Manager Program.

**RCM Board of Governors**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_



# Application for RCM Candidacy

*Application Instructions for the  
Registered Cooperative Manager Program*

## **COMPLETE CHECKLIST BEFORE SUBMITTING APPLICATION**

- Attach two (2) letters of recommendation. One from your sponsoring agency (cooperative) and one from the management agent, administrator or other housing professional.
- Sign and enclose *RCM Code of Ethical Conduct* statement. (Page 4)
- Sign and enclose *RCM Candidate Statement*. (Page 5)
- Sign and enclose the *Application for RCM Candidacy* form. (Pages 6-7)
- Enclose payment with applicable forms.

### **RCM Candidate Statement:**

All of the information provided by me is complete and correct to the best of my knowledge. I acknowledge that my application for candidacy may be denied or revoked for false statements that were knowingly made.

I agree to provide additional information upon request in support of my application to clarify information provided by me on the application.

I will conduct myself in accordance with the RCM Code of Ethics attached hereto and will comply with any guidelines of the RCM program.

I will not hold myself out as an RCM designee until such time as I receive written confirmation from the Board of Governors that I have been approved as an RCM designee.

I agree that the RCM Board of Governors may censure, suspend, revoke or otherwise terminate my application or designation in accordance with the adopted policies of the RCM program and that the RCM Board of Governors, or its agents, is authorized to disclose its actions, in full or in part, to the members of the National Association of Housing Cooperatives.

I waive and forever release all claims and demands, or cause of action that I may have now or in the future against the RCM Board of Governors, the National Association of Housing Cooperatives and their agents and employees, for any act of omission in awarding the RCM designation, failing to award the RCM designation, or in censoring, suspending or revoking the RCM designation.

*I hereby make application to the Board of Governors of the Registered Cooperative Manager program to be placed on the national registry as an applicant for the designation of Registered Cooperative Manager.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_



# Application for RCM Candidacy

**Personal:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Work Ph: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Formal Education: [ ] Technical \_\_\_\_ yrs. Institution: \_\_\_\_\_

[ ] College \_\_\_\_ yrs. Institution: \_\_\_\_\_

[ ] Other \_\_\_\_ yrs. Institution: \_\_\_\_\_

Training Certificates: [ ] \_\_\_\_\_

[ ] \_\_\_\_\_

Professional Designations: [ ] \_\_\_\_\_

[ ] \_\_\_\_\_

Do you hold a valid real estate license? [ ] Yes [ ] No If yes, State: \_\_\_\_\_ License Number: \_\_\_\_\_

**Employment:**

Employer: \_\_\_\_\_ From: \_\_\_\_\_ to: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Employer: \_\_\_\_\_ From: \_\_\_\_\_ to: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Describe your experience in real estate management and cooperative housing:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you attended local cooperative workshops and seminars? [ ] Yes [ ] No [ ] as an attendee [ ] as a presenter

Describe: \_\_\_\_\_

Have you attended regional cooperative workshops and seminars? [ ] Yes [ ] No [ ] as an attendee [ ] as a presenter

Describe: \_\_\_\_\_

Have you attended national cooperative workshops and seminars? [ ] Yes [ ] No [ ] as an attendee [ ] as a presenter

Describe: \_\_\_\_\_

**Please describe your career goals:**

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**Please answer yes or no to the following:**

- Are you aware of any reason why you cannot comply with the RCM Code of Ethics?  yes  no
- Have you ever been convicted of fraud or misappropriation of funds or property?  yes  no
- Have you ever been the subject of a fidelity bonding claim?  yes  no
- Have you ever been the subject of a disciplinary action by a professional organization?  yes  no
- Have you ever engaged in the distribution or sale of controlled substances?  yes  no
- Do you have any criminal convictions other than traffic violations?  yes  no

**Please evaluate and rank your own skills as you perceive them to be now:**

- Knowledge of cooperative principles  Excellent  Good  Fair  Poor
- Math, bookkeeping skills  Excellent  Good  Fair  Poor
- Maintenance and construction knowledge  Excellent  Good  Fair  Poor
- Technology and computer skills  Excellent  Good  Fair  Poor
- Office management skills  Excellent  Good  Fair  Poor
- Ability to lead other people  Excellent  Good  Fair  Poor
- Ability to solve problems  Excellent  Good  Fair  Poor
- Verbal communication skills  Excellent  Good  Fair  Poor
- Written communication skills  Excellent  Good  Fair  Poor
- General work habits  Excellent  Good  Fair  Poor

**Please describe the professional advantages you expect for yourself as a Registered Cooperative Manager:**

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*I hereby wish to make application to the Board of Governors to be placed on the national registry as an applicant for the designation of Registered Cooperative Manager.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_