

RRHA Online Training FAQ Sheet

What is this new program?

- RRHA of Texas is pleased to announce a partnership with Grace Hill, enabling us to offer you 24/7 online training and educational opportunities via Grace Hill's existing courseware. This partnership will establish two brand-new Pillar courses (102-E and 103-E) for RRHA's Certified Rural Housing Manager (CRHM) designation, and will allow for continuing education credits (up to 50%). These courses are not designed to replace the live 102 and 103 classes, but rather to supplement them, and to provide opportunities for members who would otherwise be unable to attend a live training at a particular time and place. We provide the education you need on a timely basis, on your own schedule, and without the pricey travel costs. It's a Win/Win for everyone.

How can I participate?

- Any RRHA of Texas member is able to utilize this new member benefit. Simply by going to www.rrhatx.com and selecting the "Begin Training" link, you can begin your training.

How do I pay for the Online Training?

- Take advantage of the special RRHA member discount by purchasing directly from RRHA at 254-778-6111, or office@rrhatx.com. By doing this you will save up to 25% off the regular cost. Through RRHA you can purchase One-Time Access Codes, that are like a token to use for each Grace Hill course. You may purchase as many OTACs as you like, for \$69, discounted from the regular price of \$79 for Grace Hill's Essential courses. If purchasing the Pillar Course bundles – either Foundations of Property Management (102-E) or Proactive Management Solutions (103-E), you will be eligible for a special price of \$60 per code. You may also purchase directly by credit card, which would be full-price, with the association receiving a commission. Please download the "Online Training Information Package" for pricing and additional details. See "Online Training Info Package" for all courses offered by Grace Hill.

How do I take the new Certified Rural Housing Manager Pillar Courses?

- The new Certified Rural Housing Manager Pillar courses are titled Foundations of Property Management (102-E) and Proactive Management Solutions (103-E). Each of the two consists of a hand-picked bundle of existing Grace Hill courses. Once you have completed all the required Grace Hill courses for each Pillar, you will have completed that Pillar course. The courses can be taken in any sequence, at your own leisure.

What are the required Grace Hill courses for Foundations of Property Management (102-E)?

- Marketing for Affordable Communities
- Curb Appeal
- Customer Service as a Competitive Advantage
- Maintenance for Office Staff
- Preparing a Perfect Make Ready Apartment

What are the required Grace Hill courses for Proactive Management Solutions (103-E)?

- Marketing Principles for Multifamily Housing
- Resident Retention for Today's Savvy Customers
- Conflict Resolution
- Employee Coaching
- Time Management
- Traffic Generation

Once I complete a class what do I have to do to get my CRHM credit?

- Simply provide the RRHA office with your certificates for the appropriate courses designated for the 102-E and 103-E bundles. Please make sure you have taken the specific courses required for each Pillar in order to receive the CRHM course certificate!

Can I simply go to the Grace Hill website to take the training and still get Continuing Education Credits?

- **Courses must be accessed through our association's website at www.rrhatx.com**, as these course completion certificates will include a tracking code needed for approval of CRHM credits. If you have certificates for courses taken prior to this partnership's launch, please contact the RRHA office.

How do I get my company to participate?

- Download the "Online Training Information Package" and hand it to your supervisor. It's a no brainer!