

# ACCREDITED COMMUNITY MANAGER (ACM®) PROGRAM



**Christine "Chrissy" Jackson**  
St. Petersburg, FL

Chrissy Jackson has enjoyed a successful career in property and nonprofit management with responsibility for leading operations for a manufactured home community, three nonprofits, as well owning a consulting business. She has been a valuable member to the manufactured housing industry not only in helping community owners with her management handbooks but also her contribution to the Accredited Community Management (ACM) program which she has been involved with since 1986. Chrissy was instrumental in updating three ACM textbook updates and was involved with the major revision of the course curriculum.

She is the author of three textbooks, more than thirty handbooks on property management, hundreds of magazine articles, and is an internationally recognized speaker for state and national conventions and private company training.

With a successful career, retirement brought the opportunity to address higher education, which she always felt was lacking. She received her bachelor's degree from Eckerd College in 2016, Master of Science degree in management and leadership from Western Governor's University in 2020 and a doctorate in business administration from Capella University in January 2024.

Living in St. Petersburg, Florida, she loves not shoveling snow, feeling the gulf breezes, and having an endless supply of books. Chrissy's passion, in addition to learning, is her family consisting of four adult children, 14 grandchildren, and 11 great-grandchildren.

Life, she says, is for living, learning, and loving.

## \*Important Student information\*

If you've never taken an ACM® course, you will start with Course 1, followed by Course 2. After you've successfully completed both courses and passed both tests, you may apply for the ACM® designation.

If you've previously taken an ACM® course(s), and want to receive the ACM® designation, then you will need to do the following:

- If you've successfully completed ACM® 101, you will need to take Course 1 test online. If you pass the exam, you can take Course 2 and complete the required test and in-class project. Contact Mary at [mary@pmha.org](mailto:mary@pmha.org) or at 717-774-3440 for information on how to arrange to take the Course 1 test online at no cost.
- If you've successfully completed both ACM® 101 and 201, you'll need to take Course 2, pass the test and complete the in-class project.
- If you've successfully completed ACM® 101, 201 and 301, but have not completed your business plan, you'll need to take Course 2, pass the test and complete the in-class project.
- If you've completed ACM® 101, 201 and 301, but have not completed your business plan, you can still submit your business plan to MHEI and then apply for the ACM® designation, if you prefer not to take an additional class.

### **Discount overnight accommodations:**

Comfort Inn                                 \$99/night  
717-706-3400           Group name: PMHA  
77 Shady Lane; Carlisle, PA 17013

NOTE: Make reservations early, discounted price expires September 27, 2024 for ACM 1.

### **Other Hotels in the area:**

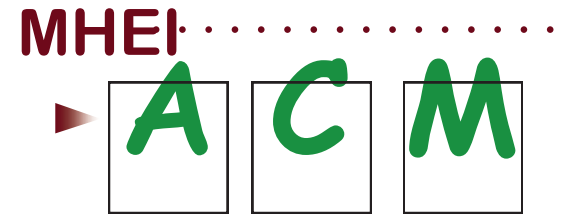
Best Western Inn & Suites 717-243-6200  
Holiday Inn Express & Suites 717-240-0080

Educational Opportunity

UPDATED PROGRAM!



Distinguish Yourself as a Professional



*Accredited  
Community  
Manager*

sponsored by:

**Pennsylvania Manufactured  
Housing Association**

The ACM® certification was developed by the Manufactured Housing Educational Institute (MHEI®) to raise the standard of training for manufactured housing community managers. This program educates the land-lease community operators on issues unique to their career. The ACM® designation distinguishes community managers who have experience managing manufactured home communities, have successfully completed the ACM program of education and have committed to upholding the ACM code of ethics. The ACM designation provides the opportunity for community managers to identify themselves as committed professionals.

**The ACM Program:**

- Provides the opportunity for you to enhance your community management skills
- Deals with issues you face on the job every day
- Provides networking opportunities with other industry professionals
- Helps you advance your career in community management

**ACM Program Requirements:**

Experience

Anyone employed as a manager or assistant manager of a manufactured home community may participate in ACM® Course 1. Experience requirements for ACM® Course 2 requires a minimum of two years of experience managing a manufactured home land-lease community.

**Course 1**

**October 22-25, 2024**

**Registration begins 7:30am  
Program 8am - 4:30pm**

**Pine Ridge Village/Pine Manor  
Community Center; 100 Oriole Drive  
Carlisle PA 17013**

**Topics covered:**

- Overview of Property Management
- Setting Community Management Policies
- Understanding Market Issues
- Leasing Homes/Home Sites
- Resident Relations and Resident Policies
- Communications
- Rents: Payments, Collections, Increases
- Maintenance
- Personnel Procedures and Policies
- Federal Law

Course 1 consists of three days of instruction and an exam on the morning of the fourth day.

Registration includes continental breakfast all days and lunch the first three days.

Once the ACM® designation is earned, you will receive a final certificate and ACM lapel pin. Space is limited, so early registration is recommended. Registration for program includes class materials, lunch & breaks.

**Course 2**

**TBD**

**Registration begins 7:30am  
Program 8am - 4:30pm**

**Pine Ridge Village/Pine Manor  
Community Center; 100 Oriole Drive  
Carlisle PA 17013**

**Topics covered:**

- The Budget Process
- Analyzing the Community Financially
- Insurance
- Taxes and Assessment
- Resident Relations
- The Physical Asset
- The Operations Manual
- From the Course to Real Life

Course 2 consists of two days of instruction and an exam on the morning of the third day.

Registration includes continental breakfast all days and lunch the first two days.

**REGISTRATION**

*Please complete a separate form for each person.*

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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

Email \_\_\_\_\_

**ACM® Course 1**

October 22-25, 2024

**Program Pricing:**

\$375 per member\*     \$750 per non-member\*

Total due: \$ \_\_\_\_\_

\*Member pricing is extended to non-PMHA members, that are members of their home State Associations.

Method of Payment

Visa     MasterCard     Check Enclosed

American Express     Discover

Credit Card # \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature \_\_\_\_\_ CVV Code \_\_\_\_\_

**No refunds for cancellations after 2 wks prior to event.  
All refunds will be less a \$25 handling fee.**

**ACM Course**

Pennsylvania Manufactured Housing Association  
PO Box 248 ~ 315 Limekiln Road  
New Cumberland, PA 17070

Phone: 717-774-3440

Fax: 717-774-5596

Email: christi@pmha.org