



Certified Manager of Commercial  
Properties® (CMCP®)  
Candidate Handbook

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# General Information

## **Scope of the CMCP® Certification**

The purpose of the Certified Manager of Commercial Properties® (CMCP®) credential is to acknowledge property professionals who have demonstrated competency in key principles in property management and operations.

The CMCP certification offers recognition that contributes to career advancement and brings added value to companies when on-boarding new property managers and assessing industry knowledge and career potential.

## **The Value of the CMCP®**

The CMCP exam is based on rigorous standards and ongoing research. Earning the CMCP instantly communicates your ability to be an effective commercial property manager with a strong understanding of the responsibilities of the role. The CMCP reflects industry best practices, and it signals to employers that you have the potential to advance and grow in your career and navigate the fast-changing world of commercial real estate.

## **About the Building Owners and Managers Association (BOMA) International**

Founded in 1907, the Building Owners and Managers Association (BOMA) International is a federation of U.S. local associations and global affiliates. The leading trade association for commercial real estate professionals for more than 100 years, it represents the owners, managers, service providers and other property professionals of all commercial building types, including office, industrial, medical, corporate and mixed-use. BOMA International is the partner individuals in the commercial real estate industry choose to maximize value for their careers, organizations and assets. Its mission is to advance a vibrant commercial real estate industry through advocacy, influence and knowledge.

# Overview of the CMCP® Certification

## **Timeline of the CMCP Certification Process**

Candidates must submit an application and application fee to take the CMCP Exam. Once an application has been approved, candidates must pay the exam fee and have 180 calendar days to take the examination from the date the exam fee is received. The examination is multiple choice and must be scheduled at a Pearson VUE testing center or using Pearson VUE's OnVUE online proctored testing solution.

Once an application is submitted, it will be reviewed within ten business days. The application is not considered complete until the non-refundable application fee has also been submitted.

Your certification cycle begins the day you pass the examination and are awarded the CMCP® credential. The CMCP certification is valid for 3 years. To recertify, you are required to earn and report 45 continuing education credits with at least 3 hours of ethics in commercial real estate property management, pay the renewal fee, and demonstrate industry currency through employment within 90 calendar days of applying for recertification. ■

## **CMCP® Examination Blueprint**

The CMCP® examination blueprint details the competencies that a commercial real estate property management professional must demonstrate. The blueprint is organized into seven competency domains and further broken down by competency, knowledge areas, and skills and abilities. The following represents the percentage of questions in each content domain.

<b><i>Content Domain</i></b>	<b><i>% of Examination</i></b>
Financial Acumen: Accounting principles, financial management and reporting, capital projects	16%
Leasing: Lease management, execution, and terminology	11%
Policies and Procedures: Risk management, voluntary and regulatory compliance, ethical best practices, and security	18%
Building Maintenance: Building systems, contract strategies, project management, property maintenance, capital projects	21%
Internal Building Relationships: Owners, occupants, staff, vendors	16%
External Building Relationships: Asset manager, professional networking, civic involvement, media relations	11%
Integrated Competencies: Innovation, organization, service orientation, communications	7%
<b>TOTAL</b>	<b>100%</b>

## **CMCP® Examination Experience**

The CMCP examination is comprised of 125 multiple-choice questions, of which 100 questions are scored and 25 questions are considered pretest. Pretest questions are unscored questions and do not affect the score. They are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination.

The CMCP examination is administered using Pearson VUE testing centers or their OnVUE online proctored testing tool. The allotted time to complete the examination is 2.25 hours.

Candidates must also agree to BOMA's Non-Disclosure Agreement before they can take the examination.

## **CMCP® Eligibility Requirements**

### **Education and Work Experience Requirements:**

To qualify for the certification exam, CMCP candidates must demonstrate the minimum work experience requirements related to commercial real estate property management. Commercial real estate is defined as properties used exclusively for business purposes but does include residential properties with at least five units.

The amount of experience required varies based on the candidate's eligibility pathway.

Work experience is defined as an average of 30 hours/week or 130 hours/month. Candidates who work 15-29 hours/week can qualify by doubling the number of years to meet the minimum qualifications. For example, if a candidate has a 4-year college degree and works part-time (15-29 hours/week), he or she would need at least two years of work experience. Combinations of full-time and part-time experience will be evaluated on a case-by-case basis.

**Industry Training/Professional Development:**

In addition to the experience and college education requirements, candidates are required to have completed verifiable education in commercial property management from any industry source. The number of hours required varies based on the candidate's eligibility pathway.

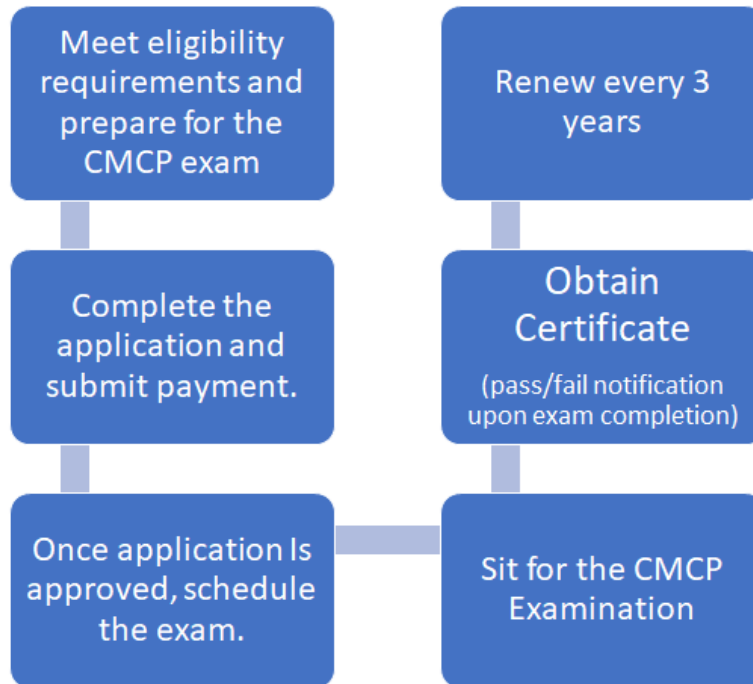
Eligibility Pathways	Degree	Minimum Years of Experience	Hours of Training/Professional Development
Option 1	4 Years	1 year	30 hours
Option 2	2 Years	2 years	45 hours
Option 3	No degree	3 years	55 hours
Option 4	No degree	4 years	45 hours

**CMCP® Fast Track**

You can minimize the required hours of industry training/professional development to as little as 20 hours if you have a college degree in commercial real estate. A related degree in commercial real estate may include not limited to finance, hotel management, business, and project management.

Eligibility Pathways	Degree in CRE	Minimum Years of Experience	Hours of Training/Professional Development
Option 5	4 Years	1 year	20 hours
Option 6	2 Years	2 years	30 hours

# Steps to Obtain CMCP Certification



## **Meet Eligibility Requirements**

To be eligible for the CMCP certification, certain educational and professional experience requirements must be met. Please see CMCP Eligibility Requirements on the previous page.

## **Prepare for the CMCP® Examination**

The CMCP exam reflects rigorous standards and ongoing research, including a comprehensive job task analysis for commercial property operations and management.

A partial list of optional examination preparation resources is listed below.

- *CMCP® Exam Preparation Course* developed by BOMA and BOMI
- BOMA's Foundations of Real Estate Management course
- BOMA live webinars, courses or course series available on [www.learn.boma.org](http://www.learn.boma.org)
- Any BOMI RPA course
- Real estate licensing courses
- Corporate training courses
- Courses offered by BOMA local associations and other real estate associations
- Courses from other organizations or institutions that offer commercial real estate education and training.

## **Complete the CMCP® Application**

Each candidate must complete a CMCP application located at [www.creci.org/apply-now](http://www.creci.org/apply-now) and submit it to [education@boma.org](mailto:education@boma.org) before you can be approved to sit for the examination. Before you begin, please check to make sure that you meet all eligibility requirements and can provide the additional documentation for the application.

Candidates must submit program completion certificates for all listed professional development courses. Please include all required documents when submitting your application.

If applicable, candidates must provide a copy of their two-year or four-year college diploma or request their college send an official transcript to [education@boma.org](mailto:education@boma.org).

If requesting a transcript from your college sent to BOMA, you are responsible for any related fee charged by the college.

If the name on your college diploma or transcript does not match the name on your application, you must include documentation of name change, such as a marriage license.

Please make sure that the application includes your valid unique email address as this will be the primary means of communication from BOMA throughout the certification process.

Your name on the application must be the same as it appears on your government issued ID in order to sit for the examination, and identification will be checked and verified at the exam site.

Candidates must agree to the application statement and Statement of Professionalism and Ethical Standards.

The CMCP application fee is \$350 and is non-refundable. After an application is approved, candidates must pay the exam fee within 14 days. After the exam fee has been paid, candidates have 180 calendar days to take the exam.

## **Approval/Denial of Application**

Once an application is completed and submitted along with the application fee, the approval process can take up to 10 business days.

After an application is approved, candidates have 14 days to pay the exam fee. After the exam fee has been paid, a candidate's 180 day eligibility period to schedule and take the exam begins.

If an application is denied, the BOMA Team will follow up with the candidate to let them know why the application was denied. In the event an application is denied, the application fee is non-refundable.

## **Exam Eligibility Extension**

You may request an eligibility extension, which will grant an additional 6 months of exam eligibility. If the extension request is due to military called to active duty, or illness or maternity leave, or other emergency there will be no additional fee. All others are assessed a \$125 administrative fee. To request approval for an exam extension contact [education@boma.org](mailto:education@boma.org). Candidates are limited to one eligibility extension and extensions must be requested within 30 days of the current eligibility expiration date.

## **Scheduling Examination**

Once an application is approved and the exam fee has been paid, the candidate will receive an email from BOMA regarding instructions for scheduling the examination. In person and online exams are administered by Pearson VUE. Pearson VUE has 5,600 testing centers across the globe. Visit [pearsonvue.com/creci](http://pearsonvue.com/creci) to find a center near you.

Registering early will give the most scheduling options.

- If testing at a Pearson VUE testing center, you must schedule your exam at least 10 business days prior to your desired test date.
- If you are using the online proctored exam option, you must schedule your exam at least 3 business days prior to your desired test date.

After you schedule your test, Pearson VUE will send a confirmation letter listing your test date, your testing time, the address and phone number of the test center, and directions to the testing center, if applicable.

## **Examination Administration**

### **Examination Testing Center Requirements & Instructions**

Candidates are asked to arrive at the test center 30 minutes before the scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures, which include providing identification documents.

You are required to present two forms of original (no photocopies), valid (unexpired) IDs; one form as a primary ID (with name, photo, and signature), such as a driver's license or passport and one form as a secondary ID (with name and signature), such as a credit card. The first and last name that you used to register must match exactly the first and last name on the ID that is presented on test day. All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, a passport from your country of citizenship is required, along with a secondary ID. If you have any questions or concerns about the ID, you are required to bring with you to the testing center for admittance for your exam, please contact Pearson VUE customer service at [www.pearsonvue.com/contact](http://www.pearsonvue.com/contact).

**NOTE:** The name on the ID must match the name used on the exam application or the candidate will not be allowed to take the exam.

You will not be allowed to take any personal items with you into the testing room. This includes all bags, books not authorized by the testing program, notes, cell phones, pagers, watches, and wallets. Pearson VUE testing centers provide lockers to store your personal items.

If you arrive more than 15 minutes late for an exam and are refused admission, the testing fee is forfeited. You will have to request re-authorization and submit a fee of \$125.



## **Online Proctored Testing Requirements & Instructions**

Candidates are asked to log into their testing session 15 minutes prior to the scheduled appointment time. This will give you time to repeat the system check and to make adjustments to your environment.

Candidates may test on a personal or work computer, however work computers generally have restrictions such as firewalls that may prevent successful delivery. Tablets are prohibited. Before starting your exam, ensure that you are connected to a power source. Internet cookies must be enabled, and pop-up blocking settings must be disabled.

A wired connection is preferred to wireless. Tethering to a mobile hotspot is prohibited.

You must use a webcam with a minimum resolution of 640x480 @ 10 fps. You will need to verify that audio and microphone are not set on mute. You should also shut down all non-essential applications before launching the OnVUE software.

Your testing environment should be in a walled room with a closed door and without distractions. No one else is permitted in the room with you while you are testing. If another person enters the room while you are testing, your exam will be terminated.

You are required to present a current government-issued ID. The name on your ID must match the name in your web account profile and in your appointment confirmation email. Acceptable forms of identification include: driver's license, passport, military ID, identification card (national/state/province identity card), alien registration card (green card, permanent resident, visa), and government-issued local language ID. For a full list of requirements and instructions for online proctored testing, visit <https://home.pearsonvue.com/creci/onvue>.

**NOTE:** The name on the ID must match the name used on the exam application or the candidate will not be allowed to take the exam.

## **Special Accommodations for the Examination**

It is BOMA's policy to comply with Title III of the Americans with Disabilities Act (ADA). BOMA will offer its examinations in a place and manner accessible to persons with qualifying disabilities or offer alternative accessible arrangements for such individuals, where feasible.

Candidates must submit requests for accommodations to BOMA at [education@boma.org](mailto:education@boma.org) and all requests must be approved at least 10 business days before the scheduled exam date.

To qualify for a testing accommodation under the ADA, you must demonstrate that you have a qualifying disability that necessitates the provision of a testing accommodation.

A disability is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities, as compared to most people in the general population.

Consistent with the ADA, BOMA will:

- Offer its examinations in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals, where feasible.
- Make reasonable modifications, upon request, to its examination procedures or provide auxiliary aides or services for candidates with documented disabilities.
- Evaluate each request for an accommodation and any information submitted in support of such request.

### **Examination Report and Certificate**

Candidates are notified immediately regarding pass/fail status upon completion of the examination. A web-based score report will be available to candidates in their Pearson VUE portal within 24 hours following completion of the examination.

Candidates who have met all requirements for certification should receive their official CMCP certificate within 8 to 10 weeks after passing the examination. Certificates are mailed to the candidate's home address that they filled in on the CMCP application. If a candidate has a change in address, they are responsible for notifying BOMA at [education@boma.org](mailto:education@boma.org) prior to passing the examination.

### **Rescheduling/Cancellation Policy for Examination**

You can reschedule or cancel your examination at any time, as long as you do so more than 48 hours before your scheduled examination appointment. However, because of limited seating capacity at testing centers, late rescheduling and cancellations will result in administrative fees as follows.

- If a candidate schedules an exam date and needs to change the date, there will be no fee if the change is made at least 48 hours before the original date.
- If a candidate reschedules less than 48 hours before the original exam date, or does not show up for the examination and wants to reschedule, he or she will be charged a \$125 administrative fee to re-establish a new testing window of up to 180 days.

### **Reexamination**

If you do not pass the CMCP exam, you may schedule a re-test as early as 30 days after your most recent attempt. The retesting fee is \$250.

Candidates can take the exam up to 3 times within a 12-month period. After 12 months, a waiting period of 1 year from the last exam date is required before they can reapply.

### **CMCP Refund Policy**

For approved and unapproved applications, the application fee is non-refundable.

For approved applications, exam fee refund requests will be honored within 30 days of approval date less a \$50 administration fee. Beyond 30 days, refunds will be addressed based on emergent issues as documented by CMCP candidates within their 180-day exam eligibility period.

No refund requests will be granted after a missed exam appointment, unless there has been an unexpected emergency that can be supported with proper documentation. In these instances, refunds will be considered on a case-by-case basis.

Once the original 180-day testing window has elapsed, no refund requests for exam fees will be granted. To continue to move forward in the pursuit of the CMCP after the original eligibility period, candidates must submit an eligibility extension fee of \$125. Contact [education@boma.org](mailto:education@boma.org) for information

# Recertification

Your CMCP re-certification cycle begins the day you pass the examination and are granted the CMCP credential. The CMCP re-certification term is for 3 years and requires you earn and report 45 continuing education hours with at least 3 hours of ethics in commercial real estate property management within a given term. You must also demonstrate industry currency through employment in the commercial real estate industry within 90 calendar days of applying for recertification. The CMCP recertification fee is \$150. This allows you to continue to display the CMCP credential as part of your signature or on your social sites.

## **Overdue Recertification:**

Certificants have a 3-month grace period to renew their expired certification without penalty. An additional 3-month grace period may be provided with a \$100 charge in addition to the recertification fee. If you do not renew your certification after 6 months, you are required to reapply for the certification and take the examination.

# Candidate Appeals and Complaints

## **Certification Appeals Process**

An appeal is a formal request for special consideration regarding a decision made by tBOMA related to an individual's achievement or retention of a certification.

An appeal must be submitted electronically to [education@boma.org](mailto:education@boma.org) with the word "Appeal" included in the subject header. The appeal must be submitted no later than 30 calendar days after notification by BOMA of the adverse decision.

An appeal must include:

- Name and email address of the appellant;
- A description of why the appeal should be granted; and
- All relevant documentation that supports the appeal.

We will acknowledge your appeal in writing, within 5 business days of receipt.

Written notice of the Appeals Committee determination (Appeal Denied or Appeal Approved) or a progress notice (Appeal Forwarded or Appeal Delayed) will be provided to the appellant within 10 business days of the determination.

If applicable, appeals are reviewed by an Appeals Panel (a three-member team pulled from the Appeals Committee) for consideration. The appeal will be considered no later than 90 calendar days after the appeal receipt.

Written notice of the Appeals Panel determination (Appeal Denied or Appeal Approved) or a progress notice (of Appeal Delayed) will be provided to the appellant within 10 business days of the determination.

## Certification Complaints Process

Individuals with concerns regarding the certification program materials, personnel, or activities are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

A formal complaint shall be submitted electronically to [education@boma.org](mailto:education@boma.org) with the word "Complaint" in the subject header within 90 calendar days of the incident's occurrence. In the case of complaints related to exam administration, those must be submitted within 2 weeks after the applicable exam administration. The submission must include sufficient objective evidence to substantiate the claim(s) and appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as a complaint. Anonymous complaints will not be considered.

If the complaint is not immediately resolvable, written notice of progress (of a referral or escalation) will be provided to the complainant within 10 business days of complaint receipt.

In all cases, the Director or assignee will communicate the proposed resolution to the complainant within a period of no longer than 30 calendar days.

A complaint against a certificant must be submitted by e-mail to [education@boma.org](mailto:education@boma.org) with Complaint Against Certificant in the subject heading. A complaint must meet four criteria:

- Specific to a section of the BOMA Professionalism and Ethical Standards
- In writing by the individual lodging the complaint
- Supported by definitive and specific evidence of such accusation
- Made against a current holder of a BOMA certification

If a preliminary investigation of the information/evidence reveals a valid complaint, the individual(s) named in the written complaint will be sent a "Notice of Complaint." BOMA will also request any additional information needed and a specific timeframe for providing such information. If this additional information is not received, a decision will be rendered based on the information initially provided.

If it is determined that no further action is warranted, the complainant will be advised in writing of the outcome of the initial assessment. The target date for this communication is within 30 calendar days after receipt of the complaint.

If the initial investigation supports the complaint, an independent investigation will commence.

If a complaint is found to have valid grounds, BOMA may recommend one of the following disciplinary actions depending on the severity of the infraction:

- **Warning.** A written warning could be issued that outlines the consequences if the situation occurs again, or if there is another violation.
- **Suspension.** CMCP certification or eligibility to become certified could be suspended.
- **Revocation of Certification.** CMCP certification could be revoked.

# Certification Fairness Policies

## **Nondiscrimination**

BOMA adheres to the principles of fairness and due process and endorse the principles of equal opportunity. BOMA certification programs will not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, national or ethnic origin, marital status, veteran status, sexual orientation or disability.

It is critical that an equal opportunity is provided to every individual and that no person or group is given special treatment in the granting of any credential.

## **Impartiality**

BOMA's leadership and management endorse the principles of impartiality and equal opportunity, and commit to act impartially and equitably in relation to its applicants, candidates, and certificants, including but not limited to 1) applying its standards and requirements for examinations and certifications equally to all individuals regardless of age, race, religion, gender, sexual orientation, gender identity, national origin, veteran status or disability, 2) implementing its policies and procedures impartially and fairly, 3) not restricting certification based on undue financial or other limiting conditions, and 4) not allowing commercial, financial, or other pressures to compromise impartiality in certification activities.

## **Conflict of Interest**

A conflict of interest may be defined as an interest that might affect, or might reasonably appear likely to affect, the judgement or conduct of an individual associated with BOMA, any staff member, contractor or volunteer.

BOMA will identify threats to impartiality related to its certification program(s). These analyses will consider, at minimum:

- Potential threats from its activities, its related bodies, its relationships with other entities, and the relationships of its personnel to other individuals or entities
- Commercial, financial, or other influences that pose potential threats
- Potential or real conflicts of interest of BOMA staff and contractors
- Balanced involvement of Interested parties in certification activities
- Independence of BOMA training activities from certification activities
- Changes in personnel involved with certification activities, organization structure, the certification schemes, certification policy, relationships with other entities, and contracts/agreements related to certification activities.

# Security Policies

## **Privacy and Confidentiality**

BOMA will hold in confidence and in a secure manner the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, contracted, or volunteer) acting on its behalf. Except as required in BOMA's *Certification Quality Management System*, information about a particular individual is considered confidential information and will not be disclosed to a third party by BOMA staff, volunteers, or contractors without prior written consent of the individual. Where the law requires information to be disclosed to a third party, the individual will be notified in writing beforehand of the information disclosed.

## **Exam Security**

BOMA will safeguard all examination materials during the course of certification program activities at all levels of the organization, including all personnel (staff, volunteers, and contractors) acting on its behalf. BOMA will take proactive measures to prevent fraudulent examination practices, including but not limited to the following:

- Upon registering for an examination site, candidates will be required to sign an agreement indicating their commitment to not release confidential materials or participate in fraudulent test-taking practices.
- Examination site personnel will confirm the identity of the candidate upon check-in.
- A live proctor will be present during the examination.
- The proctor will take measures to prevent the use of unauthorized aids in the examination area.
- As BOMA's testing agency, Pearson VUE will monitor the examination results for indications of cheating.

## **Records Control**

BOMA will restrict access to the certification records to only those personnel requiring access to accomplish certification-related duties.

Electronic copies of records will be archived according to the records control schedule.

Printed copies of records that are scanned to be stored electronically will be shredded. The documents/ records will be held in a secure location if they contain information that must be protected.

# Professional Conduct Policies

## Code of Conduct

This code of professionalism and ethical standards and conduct is intended to increase the esteem of CMCP credentials and the individuals who have earned them. CMCP candidates must accept this code of professionalism and ethical standards and noncompliance is grounds for revoking any previously earned CMCP credential.

- Professionalism

Each CMCP certified professional shall:

- conduct business in a manner promoting the highest level of professionalism and integrity, bringing credit to the property management profession, the industry, and BOMA.
- speak truthfully and act in accordance with accepted principles of honesty and integrity.
- fairly represent his or her own scope of knowledge and ability to perform services.

- Responsibility to Clients and Employers

Each CMCP certified professional shall:

- diligently and honestly pursue the client's legitimate objectives.
- place the interests of the client and/or employer above his or her own in the performance of work.

- Responsibilities to Real Property and Equipment

Each CMCP certified professional shall:

- be diligent in the operation of property to maximize its long-term value within the client's objectives.
- not permit or cause damage to the property or properties under his or her control.
- take those actions reasonably necessary and consistent with accepted standards of the industry in the operation of the property to maximize the security and life safety of the occupants.

- Conflict of Interest

Each CMCP certified professional shall:

- fully disclose to the client any known conflict of interest between (i) the client; client's employees; suppliers; and other related parties, and (ii) the owner; manager; or their employees arising prior to the engagement of management services.
- use every reasonable means to resolve such conflicts.
- not permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.

- Confidentiality

Each CMCP certified professional shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.

- Fair Dealing  
Each CMCP certified professional shall:
  - endeavor to deal fairly with clients, tenants, competitors, vendors, employer, and employees.
  - not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- Records Management  
Each CMCP certified professional shall:
  - maintain complete and accurate records compiled in accordance with generally accepted procedures and provide these records to the client or employer with comment on a regular basis.
  - control the funds and property entrusted to the designee in such a way as to protect the client and client's assets from any reasonably foreseeable losses.
- Compliance with Laws  
Each CMCP certified professional shall strictly adhere to all national, state/provincial, and local/municipal laws, regulations, codes, and ordinances, as well as any human rights statutes in the management and operation of property or equipment, apprising property owners as appropriate.