

CHAPTER 1: Professional Property Management

MATCHING:

asset management services
commercial property
office property
special-purpose property
code of ethics

corporate property manager
residential property
manufactured homes
industrial property
retail property

1. _____ The assembly, management and disposition of a portfolio of investment properties
2. _____ Housing built in a factory to government specifications
3. _____ A set of guidelines on good business conduct, which often requires the agent to act beyond the letter of the law
4. _____ Hotels, resorts, nursing homes, schools, places of worship whose specialized needs dictate the design and operation of the building
5. _____ A type of income-producing commercial property from which a particular service is rendered
6. _____ Income-producing properties; public accommodations from which goods and services are offered
7. _____ Those who create facilities and manage properties for corporations that invest in real estate; real estate is not their primary business
8. _____ The type of property where people live; provides greatest demand for professional property management
9. _____ The type of property that converts raw materials into finished products for storage and distribution of goods
10. _____ A type of commercial property from which goods are sold

Chapter 1: True/False

1. **T** **F** A property manager need not be concerned with the owner's long term goals.
2. **T** **F** High-tech companies often locate near universities in incubator spaces.
3. **T** **F** Old multistory manufacturing buildings that are converted into office, residential and storage space are referred to as loft buildings.
4. **T** **F** Property managers do not need to be involved with in community activities.
5. **T** **F** Slumlords are owners who pour money back into older properties.
6. **T** **F** The oldest professional organization of property managers is the Building Owners and Managers Association.
7. **T** **F** A Certified Property Manager (CPM) is a member of the National Apartment Association.

8. **T F** Ethical behavior is often considered the equivalent of fairness and putting the client's interest ahead of the manager's.
9. **T F** The primary function of a property manager is to extract as much money as possible from the managed property.
10. **T F** The automobile made it possible to develop suburbs a long distance from the city center.

Chapter 1: Multiple Choice

- 1. The primary function of the property manager is to**
 - a. rent units for owners.
 - b. generate greatest income for owner.
 - c. show space to prospective tenants.
 - d. decrease the value of the property.
- 2. One of the contributing factors that has contributed to the development of property management is the**
 - a. declining cost of apartment building construction.
 - b. centralization of traditional downtown areas.
 - c. increased use of trolleys and rail lines.
 - d. invention of steel frame buildings and elevators.
- 3. The oldest residential property management certification program in the United States and which is HUD-approved is**
 - a. Certified Apartment Manager (CAM).
 - b. Professional Property Manager (PPM).
 - c. Registered Apartment Manager (RAM).
 - d. Accredited Residential Manager (ARM)®.
- 4. Commercial real estate includes**
 - a. apartment buildings.
 - b. farms.
 - c. mines.
 - d. office buildings.
- 5. The largest demand for the services of the professional property manager is found in what type of property?**
 - a. Residential
 - b. Commercial
 - c. Industrial
 - d. Government

- 6. Shopping centers, factory outlets and super regional malls are examples of**
 - a. special purpose properties.
 - b. distribution facilities.
 - c. office property.
 - d. retail property.

- 7. Many business parks offer a combination of office and industrial space that is divided into units of various sizes. These spaces are called**
 - a. loft buildings.
 - b. incubator spaces.
 - c. ministorage.
 - d. light industrial.

- 8. Properties designed to meet specific needs of heavy industry are generally**
 - a. developed by real estate speculators.
 - b. managed by large real estate companies.
 - c. occupied and managed by the owner.
 - d. sold to investors and leased back.

- 9. All of the following are examples of concierge services EXCEPT offering**
 - a. business services to tenants—fax, courier service.
 - b. rental services of small equipment to tenants.
 - c. personal services such as picking up cleaning, gift wrapping and shopping.
 - d. extra storage space.

- 10. The professional manager, acting as agent for the owner, should**
 - a. lay out a business plan according to business school standards.
 - b. understand what the owner wants to achieve.
 - c. help the owner recognize the superiority of the manager's experiences.
 - d. not bother the owner with too many reports and plans.