### CHAPTER 8: Maintenance and Construction

#### MATCHING:

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1. ____________ Work estimates submitted to the property manager by service contractors, suppliers, etc. who are vying for the business.

2. ____________ Actual repairs necessary to keep a property in good condition and operating smoothly.

3. ____________ A method of paying construction contractors in which the contractor furnishes a preliminary estimate for the proposed job and is paid the actual cost of the work plus a percentage for profit.

4. ____________ Physical depreciation or loss in value of a building resulting from postponed maintenance to the building.

5. ____________ A method under which construction of a building begins under a negotiated contract before all plans and specifications have become final; construction proceeds as plans come off the drawing board.

6. ____________ Also known as flat-fee bids, the contractor estimates his/her costs including profit and submits one fee to do the job.

7. ____________ A joint proposal of costs based on collaboration among the plumbing, electrical, hardware supplier and other tradespeople often leading to a lower price than if the manager solicited bids individually from each contractor.

8. ____________ A program of regularly scheduled maintenance activities and routine inspections of the building to preserve the physical integrity of the property, eliminating corrective maintenance costs.

9. ____________ An energy-saving program that calls for replacing or upgrading heating and air conditioning equipment; often quite expensive.

10. ____________ Regular upkeep aimed at finding structural and mechanical problems before major repairs are necessary.
Chapter 8: True/False

1. T F An example of corrective maintenance is inspecting the furnace at the beginning of the heating season.
2. T F Cleaning the gutters and vacuuming the elevators are examples of routine maintenance.
3. T F Deferred maintenance can cause the value of the building to decline.
4. T F Local union membership policies can affect the manager’s ability to hire multi-skilled workers.
5. T F Managers of scattered site properties will often use contract services.
6. T F Few serious problems are discovered through routine inspections.
7. T F Tenants should be discouraged from reporting problems and maintenance needs.
8. T F Bulk purchasing can be a source of profit to the property.
9. T F Whether to use contract services or hiring on-site staff is determined by comparing the financial advantages of each.
10. T F Competitive bids using a flat-fee structure are least common.

Chapter 8: Multiple Choice

1. Which of the following types of maintenance is aimed at preserving the physical integrity of a property?
   a. Corrective maintenance
   b. Preventive maintenance
   c. Deferred maintenance
   d. Routine maintenance

2. Which category of maintenance is closely tied to tenant relations?
   a. Corrective maintenance
   b. Routine maintenance
   c. New construction
   d. Preventive maintenance

3. What person usually coordinates and executes all maintenance operations of an apartment building?
   a. Property manager
   b. Maintenance chief
   c. Construction crew
   d. Resident manager
4. **Regarding maintenance, the property manager**
   a. need not be conversant with the economics, staffing and scheduling of maintenance personnel.
   b. must be aware of the maintenance needs of the building and where to turn for help when needed.
   c. should be able to fix of all mechanical and electrical systems.
   d. must be a decorator, painter, roofer and plumber.

5. **Who should have the responsibility for approving the hiring and firing of employees?**
   a. Property manager
   b. Resident manager
   c. Construction superintendent
   d. Property management executive

6. **A manager could hire which of the following individuals to supervise and do the work of various skilled trades?**
   a. Construction superintendent
   b. Subcontractor
   c. General contractor
   d. Any of the above

7. **The first step in designing a preventive maintenance program is**
   a. keep records.
   b. inventory equipment and buildings.
   c. calculate costs.
   d. schedule tasks.

8. **What is the importance of a maintenance check?**
   a. Few serious potential problems can be averted by regular inspections.
   b. The manager does not need a checklist of the building's features.
   c. Maintenance checks can be done sporadically, when there is time.
   d. The manager should inspect the interior and exterior of each property.

9. **Which of the following laws requires that businesses and other facilities open to the public must remove physical barriers?**
   a. Americans with Disabilities Act (ADA)
   b. Equal Credit Opportunity Act (ECOA)
   c. Fair Housing Amendments of 1988
   d. Truth-in-Lending (T-I-L)

10. **An example of appropriate life-cycle costing is**
    a. computing the cost of an energy product over one year.
    b. ignoring investment tax credits when purchasing energy equipment.
    c. buying a higher priced item with lower operating costs.
    d. buying a lower priced item, no matter what.