**CHAPTER 11: Residential Property**

**MATCHING:**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>scattered site housing</td>
<td>Single-family dwellings and very small apartment buildings (2-4 units) that are located in various parts of the city</td>
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<td>curb appeal</td>
<td>The impression gained, good or poor, of a property when it is first seen, usually from the street</td>
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<tr>
<td>leasing agent</td>
<td>A salesperson skilled in communications and telephone techniques, on-site customer qualifying and closing skills</td>
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<td>triplex</td>
<td>A building consisting of three apartments</td>
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<tr>
<td>duplex</td>
<td>A building consisting of two apartments</td>
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<tr>
<td>rental center</td>
<td>Financial statement showing the owner what effect the investment property has on the owner’s income in terms of tax benefits</td>
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<td>show lists</td>
<td>A short list of up to three available apartments ready for instant inspection; as one is rented, another is made ready; analysis can serve as control guide for marketing program</td>
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<td>operating budget</td>
<td>A projection of income and expense for the operation of a property over a one-year period</td>
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<td>resident manager</td>
<td>A manager who lives at the manager property who coordinates and executes maintenance operations for the building and, in some cases, interfaces regularly with the tenants</td>
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<tr>
<td>cash flow analysis</td>
<td>A special leasing area located in a real estate development; includes a display area, furnished models and a closing area</td>
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**Chapter 11: True/False**

1. **T** **F** Scattered site housing is usually profitable for a professional property manager.

2. **T** **F** Larger apartment communities are more likely to offer recreational facilities and other amenities.

3. **T** **F** In order to increase profitability, the manager needs to know population density within a particular neighborhood.
4. **T F** Rental centers are profitable and feasible in developments of less than 100 units.

5. **T F** Classified advertising is the most common method of marketing residential apartments.

6. **T F** House rules should be presented to the prospect after he or she signs the lease.

7. **T F** One way to work with tenant unions is to regularly schedule meetings with tenant representatives.

8. **T F** The most important person in an apartment complex is the resident manager.

9. **T F** Apartment occupancy levels may be dramatically affected by the closing of a nearby military base.

10. **T F** Few resident managers need to be able to perform minor plumbing or electrical repairs.

**Chapter 11: Multiple Choice**

1. **What is the major difference(s) between managing scattered site housing and apartment buildings?**
   a. There is no difference
   b. Geography and time
   c. Single-family homes are centralized
   d. Repair costs for apartments are less

2. **Surveys of comparable properties and economic conditions are part of the**
   a. building analysis.
   b. economic analysis.
   c. market analysis.
   d. management analysis.

3. **A prospective tenant’s first impression of a property is created by the property’s**
   a. location.
   b. parking availability.
   c. design.
   d. curb appeal.

4. **When a property manager compiles a “show list,” it should include**
   a. the names of nearby residents.
   b. at least five apartments of each type.
   c. general features of the building.
   d. specific apartments that are available for inspection.
5. The major vehicle for advertising residential properties is
   a. television.
   b. radio.
   c. classified ads.
   d. signage.

6. Apartment journals
   a. are published weekly.
   b. usually cost more than a newspaper display ad.
   c. list most rental houses in a local area.
   d. are free and are distributed in display stands.

7. How are most leasing agents compensated?
   a. Hourly rate
   b. Number of units rented
   c. Biweekly
   d. Annual salary

8. Whether to hire full-time or contract services for maintenance depends on
   a. hourly rates in the area.
   b. extent of benefits that must be added to salaries.
   c. whatever is most convenient for the manager.
   d. services required and cost-effectiveness to the owner.

9. Additional income can be derived from the following sources EXCEPT
   a. selling tenant insurance.
   b. vending machines.
   c. parking fees.
   d. Laundromat availability.

10. Whether to subsidize the building, sell out, or make a major improvement is a
decision the owner must make after studying
    a. five-year forecast.
    b. operating budget.
    c. management pricing worksheet.
    d. cash flow analysis