

CHAPTER 7: Tenant Relations

MATCHING:

eviction suit
security deposits
maintenance requests
lease renewals
rental increases

stable tenants
move-in inspection sheet
tenant union
terminating a tenancy
late fees

1. _____ Fees assessed after the due date of the rental payments, in addition to regular rent
2. _____ Legal action taken by the manager to remove a tenant from the premises before the lease is finished; usually because of violation of building rules, illegal criminal activities or nonpayment of rent
3. _____ A landlord's legal notice to a tenant explaining the tenant's default under the terms of the lease and informing him or her of a pending eviction suit
4. _____ A payment by a tenant, held by the landlord during the lease term and kept (wholly or partially) on default or destruction of the premises by the tenant
5. _____ A local organization of residential tenants working for their common interests and rights
6. _____ After the lease expires, signing a new lease with the existing tenant
7. _____ Inspection at the beginning of lease to determine if promised repairs or alterations have been made or in progress
8. _____ A request from the tenant for repairs; a key to tenant satisfaction
9. _____ Economic realities indicate that tenants should be paying more each month
10. _____ Tenants with a history of prompt rental payments; those who are not inclined to leave at the end of the lease

Chapter 7: True/False

1. **T** **F** If the general economic trend is inflationary, the manager should attempt to raise rents.
2. **T** **F** If tenants understand the reason for the rental increase, and it makes sense to them, they are less likely to complain and leave.

3. **T F** A manager is permitted to not renew a lease if the tenant has complained to the health authorities about the building.
4. **T F** Little is gained when the manager inspects the apartment after the tenant leaves.
5. **T F** Landlords should think of the security deposit as an additional rental payment.
6. **T F** Rent is usually paid in arrears, at the end of the month.
7. **T F** The manager can encourage prompt rental payments by hiring a collection agency to collect payments each month.
8. **T F** Increased rent and a decline in service will usually cause tenant unrest and dissatisfaction.
9. **T F** It is of no concern to the manager if a good, stable tenant decides to lease in another property.
10. **T F** Two different forms should be used for move-in and move-out inspections.

Chapter 7: Multiple Choice

1. **Which of the following creates good tenant relations?**
 - a. Inconsistent maintenance of the property
 - b. Little communication with the tenants
 - c. Lax enforcement of the building rules
 - d. Reputation for good maintenance of the property
2. **Of the following, the best tool for good landlord tenant relations is**
 - a. many rules.
 - b. move-in inspections.
 - c. vague understanding of lease terms.
 - d. varying rental rates from the same units.
3. **How should the manager deal with maintenance requests?**
 - a. Ignore them unless repeated three times
 - b. Process once a week, preferably on Monday mornings
 - c. Tell the tenant when the repair will be made, or why it won't be done
 - d. Procrastinate and evade the issue
4. **What is the benefit of a stable, satisfied tenant population?**
 - a. Threatens earning capabilities of the building
 - b. Improves stability of property income
 - c. Increases manager's time showing units
 - d. Increases renovation costs

- 5. How can the manager encourage prompt rental payments?**
 - a. Accept valid excuses for late payments if made before the due date
 - b. Begin with clear-cut understanding as to when and where payments are due
 - c. Avoid charging late fees
 - d. Shun offering incentives for early payments

- 6. All of the following would be bargaining factors when it comes time to renew the lease EXCEPT**
 - a. discussion of the national origin of other tenants.
 - b. length of new lease term.
 - c. extent of redecorating.
 - d. rental amount increase.

- 7. How can a manager avoid tenant protest over a rent increase?**
 - a. Short notice, possibly less than 30 days
 - b. No explanation for the rent increase
 - c. Decrease services
 - d. Long notice, three to six months, in advance

- 8. Which statement is correct when a tenant terminates a lease?**
 - a. Manager does not need to know the reason for the tenant's move.
 - b. Manager does not need inspect the space with the tenant before he or she moves.
 - c. Tenant must give notice of intent to vacate within a certain period
 - d. Manager can dispense with the exit interview.

- 9. One of the best ways for a manager to avoid misunderstandings when a tenant decides to vacate would be to**
 - a. have a long talk with the tenant.
 - b. have an attorney contact the tenant.
 - c. write a letter outlining the procedures for moving out.
 - d. ignore the situation.

- 10. If a landlord intends to keep part or all of a security deposit, he or she should**
 - a. need not give the tenant an itemized statement explaining the withholding of the deposit.
 - b. just keep the money with no other obligation.
 - c. may not be able to retain all or part of the deposit because of damages caused by the tenant.
 - d. follow state laws in regard to time periods.