

CHAPTER 8: Maintenance and Construction

MATCHING:

deferred maintenance
preventive maintenance
cost-plus bids
fast-track construction
retrofitting

corrective maintenance
negotiated contracts
routine maintenance
competitive bids
fixed-fee bids

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.