

CHAPTER 11: Residential Property

MATCHING:

scattered site housing
curb appeal
leasing agent
triplex
duplex

rental center
show lists
operating budget
resident manager
cash flow analysis

1. _____ Financial statement showing the owner what effect the investment property has on the owner's income in terms of tax benefits
2. _____ The impression gained, good or poor, of a property when it is first, seen, usually from the street
3. _____ A building consisting of two apartments
4. _____ A salesperson skilled in communications and telephone techniques, on-site customer qualifying and closing skills
5. _____ A projection of income and expense for the operation of a property over a one-year period
6. _____ 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
7. _____ Single-family dwellings and very small apartment buildings (2- 4 units) that are located in various parts of the city
8. _____ 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
9. _____ A building consisting of three apartments
10. _____ A special leasing area located in a real estate development; includes a display area, furnished models and a closing area

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