

Matching Words
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**Ch. 1 Professional Property Management**

1	asset management services
2	manufactured homes
3	code of ethics
4	special purpose properties
5	office property
6	commercial property
7	corporate property manager
8	residential property
9	industrial property
10	retail property

1	F	2
2	T	8
3	T	9
4	F	13
5	F	15
6	T	15
7	F	15
8	T	16
9	F	13
10	T	1

1	b	2
2	d	3
3	c	16
4	d	6
5	a	4
6	d	6
7	b	8
8	c	9
9	d	11
10	b	2

**Ch. 2 Prop. Management Economics and Planning**

1	business cycle
2	comparables
3	comp income & expense analysis
4	economic oversupply
5	five-year forecast
6	gross rental income
7	management plan
8	market analysis
9	neighborhood analysis
10	operating budget
11	optimum rents
12	property analysis
13	reserve funds
14	technical oversupply
15	operating costs

1	T	23
2	F	25
3	F	26
4	T	29
5	F	28
6	T	35
7	T	35
8	F	37
9	T	38
10	F	40

1	d	22
2	c	23
3	d	26
4	c	26
5	a	27
6	c	29
7	d	30
8	b	33
9	d	33
10	b	38

**Ch. 3 Owner Relations**

1	agent
2	employee
3	employer
4	fiduciary
5	flat or fixed fees
6	management contract
7	percentage fees
8	principal
9	trust
10	general agent

1	F	52
2	F	52
3	F	52
4	T	56
5	T	59
6	F	61
7	F	64
8	T	51
9	T	58
10	F	53

1	a	51
2	d	52
3	c	52
4	c	56
5	b	52
6	d	61
7	c	60
8	d	61
9	c	63
10	b	64

**Ch. 4 Marketing**

1	broker cooperation
2	classified ads
3	display ads
4	leasing agents
5	press release
6	qualifying process
7	rental center
8	referrals
9	supply and demand
10	tracking costs

1	F	73
2	T	73
3	F	71
4	T	84
5	T	85
6	F	86
7	F	87
8	T	88
9	T	73
10	F	74

1	c	71
2	b	73
3	d	74
4	a	76
5	a	79
6	a	79
7	d	78
8	c	85
9	d	87
10	c	89

**Ch. 5 Leases**

1	actual eviction
2	assignment
3	constructive eviction
4	escalation lease
5	estate for years
6	gross lease
7	estate from period to period
8	index lease
9	net lease
10	percentage lease
11	restrictive clauses
12	statute of frauds
13	sublet
14	tenancy at sufferance
15	tenancy at will

1	F	96
2	T	103
3	T	97
4	F	100
5	T	112
6	F	100
7	F	97
8	T	97
9	F	99
10	T	99
11	T	101
12	F	97
13	T	108
14	T	114
15	F	114

1	c	97
2	d	98
3	b	98
4	d	101
5	c	100
6	a	103
7	b	104
8	a	108
9	d	112
10	d	114

**Ch. 6 Lease Negotiations**

1	closing techniques
2	concession
3	credit rating
4	expansion option
5	credit report
6	lease application
7	noncompeting clause
8	lease assumption
9	rental history
10	tenant alteration cost

1	T	121
2	F	121
3	F	127
4	T	130
5	T	131
6	T	132
7	T	131
8	F	121
9	F	123
10	F	130

1	a	121
2	c	123
3	d	127
4	b	127
5	c	131
6	c	132
7	b	133
8	b	134
9	d	135
10	c	136

Matching Words
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True False	Page No.
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Matching Words
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Multi Choice	Page No.
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**Ch. 7 Tenant Relations**

1	late fees
2	eviction suit
3	terminating the tenancy
4	security deposit
5	tenant union
6	lease renewal
7	move-in inspection sheet
8	maintenance request
9	rental increases
10	stable tenant

1	T	152
2	T	154
3	F	155
4	F	156
5	F	157
6	F	151
7	F	151
8	T	154
9	F	155
10	F	155

1	d	143
2	b	143
3	c	150
4	b	152
5	b	151
6	a	152
7	d	154
8	c	155
9	c	155
10	d	157

**Ch. 8 Maintenance and Construction**

1	competitive bids
2	corrective maintenance
3	cost-plus bids
4	deferred maintenance
5	fast-track construction
6	fixed-fee bids
7	negotiated contracts
8	preventive maintenance
9	retrofitting
10	routine maintenance

1	F	168
2	T	168
3	T	168
4	T	169
5	T	170
6	F	168
7	F	172
8	T	176
9	T	170
10	F	180

1	b	168
2	c	168
3	d	169
4	b	169
5	a	171
6	c	180
7	b	171
8	d	173
9	a	182
10	c	184

**Ch. 9 Managing Office and Reports**

1	break-even point
2	capitalization rate
3	direct costs
4	depreciation
5	FICA
6	FUTA
7	Form I-9
8	hardware
9	income & expense report
10	management pricing worksheet
11	operating budget
12	percentage pricing
13	return on investment
14	worker's compensation
15	work order bids

1	F	195
2	T	209
3	T	222
4	T	200
5	F	193
6	T	205
7	T	198
8	T	219
9	F	216
10	F	212

1	c	209
2	c	210
3	a	210
4	b	210
5	d	204
6	d	221
7	a	213
8	b	219
9	c	221
10	d	202

**Ch. 10 Federal and State Laws**

1	Americans w/ Disabilities Act
2	blockbusting
3	Civil Rights Act of 1968
4	equal housing logo
5	handicap
6	Megan's Law
7	protected classes
8	retaliation
9	steering
10	testers

1	T	230
2	T	231
3	F	232
4	T	234
5	F	234
6	F	237
7	T	239
8	T	240
9	T	241
10	F	243
11	T	252
12	F	253
13	F	255
14	F	238
15	T	237

1	c	230
2	a	231
3	c	243
4	b	237
5	a	237
6	c	239
7	d	243
8	a	244
9	b	249
10	a	253

**Chapter 10 (2nd set of Matching)**

1	actual damages
2	antitrust laws
3	conciliation
4	Equal Credit Opportunity Act
5	Fair Credit Reporting Act
6	familial status
7	Lead-Based Paint Reduction Act
8	price-fixing
9	punitive damages
10	security deposit

**Ch. 11 Residential Property**

1	cash flow analysis
2	curb appeal
3	duplex
4	leasing agent
5	operating budget
6	resident manager
7	scattered site housing
8	show list
9	triplex
10	rental center

1	F	261
2	T	263
3	T	267
4	F	270
5	T	269
6	F	272
7	T	279
8	T	279
9	T	266
10	F	279

1	b	261
2	c	263
3	d	268
4	d	268
5	c	269
6	d	270
7	b	272
8	d	279
9	a	282
10	d	286

Matching Words
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True False	Page No.
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Multi Choice	Page No.
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Matching Words
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True False	Page No.
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Multi Choice	Page No.
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**Ch. 12 Specialized Housing**

1	common elements
2	CC&Rs
3	condominium
4	cooperative
5	HUD
6	manufactured home park
7	planned unit development
8	proprietary lease
9	Section 8
10	Section 202

1	F	294
2	F	297
3	T	298
4	T	301
5	F	301
6	T	299
7	F	305
8	T	308
9	F	307
10	T	308

1	c	204
2	a	298
3	c	295
4	b	297
5	c	299
6	d	294
7	b	303
8	d	304
9	c	304
10	d	311

**Ch. 13 Office Property**

1	absorption rate
2	base rent
3	BOMA building standards
4	facilities manager
5	building standard
6	intelligent building
7	New York method
8	rentable area
9	usable area
10	shared tenant services

1	F	319
2	F	320
3	T	320
4	T	322
5	T	324
6	T	329
7	T	341
8	F	341
9	T	343
10	T	319

1	c	321
2	b	321
3	b	321
4	c	323
5	a	324
6	c	330
7	d	339
8	b	342
9	b	343
10	d	343

**Ch. 14 Retail Property**

1	anchor tenant
2	commercial strip center
3	community shopping center
4	neighborhood shopping center
5	mechanic's lien
6	mixed use development
7	regional shopping center
8	superregional shopping center
9	tax participation clause
10	trade fixture

1	T	355
2	T	351
3	F	357
4	F	354
5	T	357
6	F	357
7	T	359
8	F	365
9	F	370
10	T	371

1	b	352
2	d	354
3	a	355
4	c	357
5	d	358
6	b	359
7	a	366
8	c	372
9	d	375
10	c	371

**Ch. 15 Industrial Property**

1	building-employment density
2	corridor development
3	foreign trade zone
4	industrial park
5	labor-oriented industries
6	land-employment densities
7	market-oriented industries
8	ministorage centers
9	net lease
10	private industry councils
11	rent factor
12	resource-oriented industries
13	sale leaseback
14	structural density
15	tax incentives

1	F	386
2	T	387
3	T	387
4	F	388
5	F	393
6	T	394
7	T	392
8	T	396
9	T	397
10	F	398
11	T	398
12	F	398
13	T	407
14	T	407
15	F	408

1	c	387
2	a	387
3	b	391
4	d	392
5	a	393
6	b	388
7	c	394
8	d	397
9	d	398
10	a	406

**Ch. 16 Risk & Environmental Issues**

1	hazardous waste
2	replacement cost insurance
3	asbestos
4	radon
5	formaldehyde
6	EPA
7	environmental assessment
8	environmental impact statement
9	underground storage tanks
10	risk management

1	F	427
2	T	427
3	F	425
4	F	430
5	F	433
6	F	436
7	F	436
8	T	435
9	T	439
10	T	441

1	d	416
2	c	418
3	b	421
4	d	423
5	a	434
6	d	437
7	d	435
8	a	438
9	d	440
10	c	429

**Ch. 17 Life Safety Issues**

1	emergency spokesperson
2	tenant warden
3	life safety officer (LSO)
4	life safety control center operator
5	disaster planning
6	evacuation drills
7	tenant emergency procedures manual
8	watch programs
9	intrusion alarms
10	low flame spread rating

1	T	453
2	T	454
3	F	448
4	F	466
5	T	451
6	T	457
7	F	458
8	T	459
9	F	464
10	T	467

1	d	449
2	c	450
3	b	453
4	d	454
5	a	456
6	d	469
7	d	465
8	a	461
9	d	459
10	c	449