

Tenancy Exam Key

1. All of the following are Renters by Necessity **EXCEPT**:
 - a. Young people first starting out
 - b. Empty nesters (SM pg12 slide 34)**
 - c. Students
 - d. In area for short period of time

2. Which of the following are **NOT** part of the 7 Federally protected classes of Fair Housing:
 - a. Familial Status, Sex, Race
 - b. Handicap, Race, National Origin
 - c. Familial Status, Race, Color
 - d. Source of Income, Race, Gender (SM pg5 slide 8)**

3. The Federal Act that allows a tenant to break their lease when called up to active military duty is called:
 - a. Civil Service Relief Act
 - b. Military Clause Act
 - c. Service-members Civil Relief Act (SM pg6 slide 10)**
 - d. Military Relief Act

4. Localities may adopt additional protected classes in addition to those listed in the Federal Fair Housing Laws.
 - a. True (SM pg8 slide 16)**
 - b. False

5. All but one of the following is an example of laws or rules affecting tenancy:
 - a. Law of Gravity (SM pg9 slide 17)**
 - b. Case law
 - c. Community Associations
 - d. NARPM Code of Ethics

6. Which of the economic conditions that may affect your ability to procure the tenant must be looked at:
 - a. Nationally
 - b. Statewide
 - c. Locally
 - d. **All of the above (SM pg12 slide 33)**

7. “Great property for the single professional” and “Perfect location for that married couple who want to be close to the city”, are examples of good words you want to put into your advertising:
 - a. True
 - b. **False (SM pg13 slide 36)**

8. Some offices require the prospective tenant to meet at the office before actually showing the property in order to _____ them:
 - a. Ask for a referral
 - b. **Pre-screen (SM pg14 slide 38)**
 - c. Take them to lunch
 - d. Take them to dinner

9. Which of the following is **NOT** a way to get a comparable market analysis in order to establish a rent amount for your property?
 - a. Compare properties in your area
 - b. Compare to your own portfolio
 - c. **Your friend who has a similar property in another part of town (SM pg12 slide 32)**
 - d. Compare to your competitors

10. HUD may consider size of a unit, configuration, and other relevant factors to determine if an occupancy standard is reasonable:
 - a. **True (SM pg15 slide 40)**
 - b. False

11. Which of the following would **NOT** be a company screening policy?
- a. Charging screening fees
 - b. Standard qualified criteria
 - c. **Paying referral fees (SM pg17 slide 44)**
 - d. Requiring a co-signer
12. Which of the following is found on the rental application?
- a. Terms for tenancy
 - b. Number of occupants
 - c. Income
 - d. **All of the above (SM pg19 slide 49)**
13. It is **NOT** necessary to train all of the office staff on processing applications because the property manager is the only one who interacts with the applicant.
- a. True
 - b. **False (SM pg19 slide 50)**
14. Which of the following is **NOT** an acceptable form of identification?
- a. Passport
 - b. State issued ID with photo
 - c. **Voter registration card (SM pg19 slide 51)**
 - d. Employer issued ID
15. Which of the following is an acceptable income verification document?
- a. Bank deposit receipts
 - b. **Current employer pay stubs (SM pg20 slide 52)**
 - c. Hand written note from employer
 - d. Three year-old tax return
16. When investigating landlord history, it is best to _____.
- a. Ask the landlord yes or no questions
 - b. Ask spontaneous questions
 - c. Contact the current landlord only
 - d. **None of the above (SM pg22 slide 56)**

17. Discovering false information on the application should be reason for concern even if the applicant's credit and criminal background reports, and landlord history are okay.
- True (SM pg22 slide 56)**
 - False
18. To avoid any legal liability, the property manager should not give an applicant the reason for denying his/her application.
- True
 - False (SM pg23 slide 60)**
19. All of the following are required disclosures **EXCEPT?**
- Where to send the rent (SM pg24 slide 65)**
 - Lead-based paint
 - Name and phone number of credit reporting agency
 - Agency representation
20. The lease agreement includes which of the following?
- Rent and deposit amounts
 - Term of tenancy
 - Move-in inspection report
 - a and b (SM pg25 slide 67)**
21. Which of the following should **NOT** be included in a Welcome Package?
- Welcome letter
 - Payment coupons/envelopes/labels
 - Blank work orders
 - Owner contact information (SM pg27 slide 73)**
22. Which of the following can affect the habitability of a home?
- All of the below (SM pg28 slide 76)**
 - Smoke/carbon monoxide/radon detectors.
 - Appliances
 - Cleanliness

23. Which of the following could result in a Breach of the Lease?
- a. Disturbances
 - b. Pets
 - c. Maintenance
 - d. **All the above (SM pg29 slide 79)**
24. Which is **NOT** an example of a potential Legal Problem?
- a. Deferred maintenance
 - b. Dangerous animals
 - c. Foreclosure
 - d. **None of the above (SM pg30 slide 84)**
25. Which of the following is **NOT** an example of a notice?
- a. Notice to Pay or Quit
 - b. Notice of Non Renewal
 - c. Notice of Foreclosure
 - d. **None of the Above (SM pg30 slide 80)**
26. In regards to Foreclosures, once the property has been foreclosed upon, for whom are you now managing the property?
- a. The owner
 - b. The tenant
 - c. The realtor that has the listing from the mortgage company
 - d. **None of the above (SM pg31 slide 87)**
27. In Foreclosure proceedings, you have obligations to the Tenant.
- a. **True (SM pg31 slide 87)**
 - b. False
28. Which of the following is an example of a termination to avoid?
- a. Retaliatory eviction
 - b. Constructive eviction
 - c. Abandonment
 - d. **All of the above (SM pg32 slide 93)**

29. After the tenant has vacated the property, which of the following does **NOT** have to be accomplished?
- a. A full make ready
 - b. Notify the next of kin (SM pg33 slide 97)**
 - c. Deposit accounting
 - d. Calculate interest (if required by your state)
30. In regard to collection actions, who do you least want to turn your claims over to for collection action?
- a. No one, don't try to collect (SM pg34 slide 100)**
 - b. The credit reporting agencies
 - c. A collection agency
 - d. The legal system