### Subject Area Committee Name: Real Estate

### Contact Person

Name	e-mail
Brad Vincent	bradford.vincent@pcc.edu

Document your plan for each of the two focal analysis assessment\* projects your SAC will be doing this year in separate Annual Plan forms. If your SAC is using an assessment design that captures two outcomes in a single project, use a separate planning form for each outcome. Complete each section of each form. In some cases, all of the information needed to complete the section may not be available at the time the report is being written. In those cases, include the missing information when submitting your Year-End Report.

- Use separate report forms for each outcome your SAC is assessing.
- Refer to the help document for guidance in filling-out this report. If this document does not address your question/concern, contact your SAC Assessment Coach for additional help.

This report documents your current plan. Your plan may change. If so, include changes to this plan in the Year-End Report.

When conducting a focal outcome analysis, SACs should strive to follow the basic Assess-Address-Reassess process:

- 1. Identify an area of investigation
- 2. Assess
- 3. Address your findings by making adjustments (if called for)
- 4. Reassess

<sup>\*</sup>Focal outcome analysis is defined to be a thorough analysis of a degree/certificate outcome (or elements of a chosen outcome). This deeper analysis should be driven by an attempt to improve student learning (e.g., assessment motivated by faculty curiosity, anecdotal experience, or summary data evidence that is somehow troubling).

### 1. Outcome Chosen for Focal Analysis

A. Degree/Certificate Outcome	Apply an understanding of Oregon's Landlord/Tenant Laws by describing how various aspects of these laws apply to a variety of property management situations
B. PCC Core Outcome:	Critical Thinking and Problem Solving
C. If what you are focusing-on in this project is an aspect, element, or specific part of your degree/certificate outcome, please describe your narrower focus below:	
Correctly interpretting Oregon Landlord/Tenant Laws is critical to students who intend to pass the State of Oregon Property Management Licensing Exam (See Appendix A)	
D. Why was this degree/certificate outcome (or an aspect of it) chosen for this focal project?	
It is an essential component of the Property Management Licensing exam	

### 2. Project Description

A. Assessment Context
Check all the applicable items:
Course based assessment. Course number(s): RE 252 Type of assessment (e.g., essay, exam, speech, project, etc.): Exam
Are there course outcomes that align with this aspect of the core outcome being investigated? Yes No If yes, include the course outcome(s) from the relevant CCOG(s): Be aware of and be able to apply the Oregon Residential Landlord and Tenant Act; including the rights and remedies of landlords and tenants in typical rental situations. Understand and be able to apply to typical residential property management situations the Civil Rights Act of 1866, Civil Rights Act of 1968 (as amended), Oregon Anti-discrimination laws, and other relevant anti-discrimination laws.
Common/embedded assignment in all relevant course sections. An embedded assignment is one that is already included as

an element in the course as usually taught. Please attach the activity in an appendix (provided that publicly revealing this activity will not compromise future assessments or uses of the assignment). If the activity cannot be shared, indicate the type of assignment (e.g., essay, exam, speech, project, etc.): Exam attached but answers are blocked out; yellow highlighted portions of exam are relevant to Landlord/Tenant laws. (Appendix B)
Common – but not embedded - assignment used in all relevant course sections. Please attach the activity in an appendix (provided that publicly revealing this activity will not compromise future assessments or uses of the assignment). If the activity cannot be shared, indicate the type of assignment (e.g., essay, exam, speech, project, etc.):
Practicum/Clinical work. Please attach the activity/checklist/etc. in an appendix (provided that publicly revealing this activity will not compromise future assessments). If this cannot be shared, indicate the type of assessment (e.g., supervisor checklist, interview, essay, exam, speech, project, etc.):
<b>External certification exam.</b> Please attach sample questions for the relevant portions of the exam in an appendix (provided that publically revealing this information will not compromise test security). Also, briefly describe how the results of this exam are broken down in a way that leads to nuanced information about the aspect of the core outcome that is being investigated.
SAC-created, non-course assessment. Please attach the assessment in an appendix (provided that publicly revealing this assessment will not compromise the validity of future assessments). If the assessment cannot be shared, indicate the type of assignment (e.g., essay, exam, speech, project, etc.):
Portfolio. Please attach sample instructions/activities/etc. for the relevant portions of the portfolio submission in an appendix (provided that publically revealing this information will not compromise the validity of future assessments). Also, briefly describe how the results of this assessment are broken down in a way that leads to nuanced information about the aspect of the core outcome that is being investigated:
TSA. Please attach the relevant portions of the assessment in an appendix (provided that publicly revealing this assessment will not compromise the validity of future assessments). If the assessment cannot be shared, indicate the type of assignment (e.g., essay, exam, speech, project, etc.):
☐ <b>Other.</b> Please attach the activity/assessment in an appendix (provided that publicly revealing this information will not compromise the validity of future assessments). If the activity cannot be shared, please briefly describe:
B. How will you score/measure/quantify student performance?
Rubric (used when student performance is on a continuum - if available, attach as an appendix – if in development – attach to

the Year-End Report)  Checklist (used when presence/absence rather than quality is being evaluated - if available, attach as an appendix – if in development – attach to the Year-End Report)  Trend Analysis  Objective Scoring Other – briefly describe:
C. Type of assessment (select all that apply)
□ Qualitative Measures □ Direct Assessment □ Indirect Assessment
If you selected 'Indirect Assessment', please share your rationale:
D. Which quarter will student artifacts (examples of student work) be collected? If student artifacts will be collected more than once, check all that apply.    Fall   Winter   Spring   Other (e.g., if work is collected between terms)
E. When during the term will it be collected? If student artifacts will be collected more than once, check all that apply.
☐ Early ☐ Mid-term ☑ Late ☐ n/a
F. What student group do you want to generalize the results of your assessment to?
Students who complete RE 252
G. There is no single, recommended assessment strategy. Each SAC is tasked with choosing appropriate methods for their purposes. Which best describes the purpose of this project?
<ul><li>☑ To measure established outcomes and/or drive programmatic change (proceed to section H below)</li><li>☐ Preliminary/Exploratory investigation</li></ul>
If you selected 'Preliminary/Exploratory', briefly describe your rationale for selecting your sample of interest (skip section H below):
H. Which will you measure?
★ the population (all relevant students)

a sample (a subset of students)
If you are using a sample, select all of the following that describe your sample/sampling strategy (refer to the Help Guide for assistance):
□ Random Sample   □ Systematic Sample   □ Stratified Sample   □ Cluster Sample   □ Voluntary Response Sample   □ Opportunity/Convenience Sample
The last three options in bolded red have a high risk of introducing bias. If your SAC is using one or more of these sample/sampling strategies, please share your rationale:
<ul><li>I. Estimate the size of the group you will be measuring (either your sample or population size). Often, this can be based on recent enrollment information (last year, this term, etc.):</li><li>105</li></ul>
3. Project Mechanics
A. Does your project utilize a rubric for scoring?
If 'No', proceed to section B. If 'Yes', complete the following.
How will inter-rater reliability be assured (see the Help Guide for more information)?
Agreement – the percentage of raters giving each artifact the same/similar score in a norming session  Consensus - all raters score all artifacts and reach agreement on each score  Consistency* – raters' scores are correlated: this captures relative standing of the performance ratings - but not precise agreement
<ul> <li>Consensus - all raters score all artifacts and reach agreement on each score</li> <li>Consistency* - raters' scores are correlated: this captures relative standing of the performance ratings - but not precise</li> </ul>

A typical benchmark might identify the expected level of student attainment (e.g., "demonstrated" or "present" for a checklist; "mastery/competent/emerging" for a rubric, etc). In other cases, a benchmark may establish the expectation for the percentage of correct/satisfactory answers/performances (e.g., 90%). Note that both yes and no responses can be reasonable and justifiable.
Yes (determined by national certification exam) Yes (determined by prior assessment results for this or a similar aspect of the outcome being investigated) Yes (determined by prior pass/fail rates for the course Yes (determined by post-requisite course expectations within PCC) Yes (determined by post-requisite course expectations for transfer institution) Yes (other). Describe briefly: No
If yes, briefly describe your performance benchmarks, being as specific as possible (if needed, attach as an appendix):
All students who intend become Licensed Property Managers must pass the State of Oregon licensing exam with a score of at least 75%. RE 252 exam reflects similar questions to those found on the Oregon exam. See Appendix B
If no, what is the purpose of this assessment (for example, this assessment will provide information that will lead to developing benchmarks in the future; or, this assessment will lead to areas for more detailed study; etc.)?
C. The purpose of this assessment is to have SAC-wide evaluation of student work, not to evaluate a particular instructor or student. Before evaluation, remove identifying student information (and, when possible remove instructor identifying information). If the SAC wishes to return instructor-specific results, see the Help Guide for suggestions on how to code and collate. Please share your process for removing identifying information.
Comparison on pass / fail rates of course based on percentages only, not student detail.
D. Will you be coding your data/artifacts in order to compare student sub-groups?  If yes, select one of the boxes below:
☐ student's total earned hours ☐ previous coursework completed ☐ ethnicity ☐ other
Briefly describe your coding plan and rationale (and if you selected 'other', identify the sub-groups you will be coding for:

E. Ideally, student work is evaluated by both full-time and adjunct faculty.
Other groups may be appropriate depending on the assessment. Check all that apply.
<ul> <li>     □ PCC Adjunct Faculty within the program/discipline     □ PCC FT Faculty within the program/discipline     □ PCC Faculty outside the program/discipline     □ Non-PCC Faculty     □ Advisory Board Members     □ External Supervisors     □ Other:     □ Other:     □ Other:</li> </ul>

If available, attach the following: assessment activity (section 2A); rubric/checklist (2B); benchmarks (if needed).

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### 1. Outcome Chosen for Focal Analysis

A. Degree/Certificate Outcome Research market rental rates, monitor expenses, manage client trust accounts and create operating statements for the property owner B. PCC Core Outcome: **Professional Competence:** C. If what you are focusing-on in this project is an aspect, element, or specific part of your degree/certificate outcome, please describe your narrower focus below: .Understanding how to handle client trust accounts and record keeping is essential to the student who plans to be employed as a property manager. D. Why was this degree/certificate outcome (or an aspect of it) chosen for this focal project? It is an essential component of the Property Management Licensing exam.

### 2. Project Description

A. Assessment Context
Check all the applicable items:
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Are there course outcomes that align with this aspect of the core outcome being investigated? Yes No If yes, include the course outcome(s) from the relevant CCOG(s): Understand and be able to apply the portions of ORS 696 applying to clients' trust accounts, record keeping, and advertising as related to real estate property management. Appreciate the general principles of operating a property management firm, including bookkeeping, business generation and retention and management decisions.
Common/embedded assignment in all relevant course sections. An embedded assignment is one that is already included as

an element in the course as usually taught. Please attach the activity in an appendix (provided that publicly revealing this activity will not compromise future assessments or uses of the assignment). If the activity cannot be shared, indicate the type of assignment (e.g., essay, exam, speech, project, etc.): Exam attached but answers are blocked out; yellow highlighted portions of exam are relevant to Landlord/Tenant laws. (Appendix C)
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If available, attach the following: assessment activity (section 2A); rubric/checklist (2B); benchmarks (if needed).

### Appendix A

State of Oregon Real Estate Agency Approval (Course Guidelines)



Real Estate Agency 1177 Center St NE

Salem, OR 97301-2505

Phone: (503) 378-4170

Regulations Fax: (503) 373-7153

Licensing Fax: (503) 378-3256 Admin. Fax: (503) 378-2491 www.rea.state.or.us

December 28, 2012

Portland, Oregon 97280-0990 Post Office Box 19000 Portland Community College Brad Vincent

Dear Brad

property manager license in Oregon. Manager course. The course is approved to meet the educational requirements for a The Oregon Real Estate Agency has completed the review of your 60-hour Property

to the Agency on the Pre-License Course Approval Application, Renewal and Change form prior to use. This includes changes to: Please remember that any updates or changes to your school or course must be submitted

- Agency prior to use Course materials, syllabus and/or final exams, which must be approved by the
- Information provided on the Broker and Property Manager Pre-License Course Application, Renewal and Change Form.

submitted at least 60 days prior to this date to the Agency to allow time for processing. The approval for this course will expire on June 30, 2013. A renewal application must be

mesheal.l.heyman@state.or.us. If you have any questions, you may contact me at (503) 378-4618, or

Sincerely

Mesheal L. Heyman

Education Division

## Pass rates for RE 252 Property Management 6 academic terms Winter 2012 – Fall 2103 (Distance Learning only)

n Total # Students % Pass ter 2012 37 48.60% ng 2012 32 53.10% 2012 24 62.50% ter 2013 32 62.50% ng 2013 36 66.70% 2013 68.80%	Average: 60%		
Total # Students er 2012 37 g 2012 32 012 24 er 2013 32 er 2013 32 013 36			
Total # Students  er 2012 37  g 2012 32  012 24  er 2013 32  g 2013 36	68.80%	32	Fall 2013
Total # Students er 2012 37 g 2012 32 er 2013 32 er 2013 32			
Total # Students  er 2012 37  g 2012 32  012 24  er 2013 32	66.70%	36	Spring 2013
Total # Students er 2012 37 g 2012 32 012 24 er 2013 32			
Total # Students  er 2012 37  g 2012 32  012 24	62.50%	32	Winter 2013
Total # Students er 2012 37 g 2012 32 012 24			
Total # Students er 2012 37 g 2012 32	62.50%	24	Fall 2012
Total # Students er 2012 37 g 2012 32			
Total # Students er 2012 37	53.10%	32	Spring 2012
Total # Students er 2012 37			
Total # Students	48.60%	37	Winter 2012
Total # Students			
Total # Students			
	% Pass	Total # Students	Term

# Pass rates for RE 100 Introduction to Real Estate 6 academic terms Winter 2012 – Fall 2103 (Distance Learning & In-Person Classes)

DL Average: 52%		
88%	22	Fall 2013 : Live
58%	59	Fall 2013 : DL
93%	15	Spring 2013 : Live
46%	62	Spring 2013: DL
76%	25	Winter 2013 : Live
48%	62	Winter 2013: DL
72%	25	Fall 2012 : Live
55%	58	Fall 2012 : DL
60%	10	Spring 2012 : Live
49%	49	Spring 2012 : DL
74%	19	Winter 2012 : Live
55%	49	Winter 2012: DL
% Pass	Total # Students	Term

Live Average: 77%

### Appendix B

Landlord / Tenant Laws section of RE 252 Exam

(40% of exam)

Name:

Email Address:

properly scored. One answer only per question. Place your answer on the separate answer sheet. Your mark must be dark to be

.\_ Which of the following events would have the effect of terminating a lease?



12 activities where both the interior and exterior of the property including all the A property manager initiated a program of regularly scheduled maintenance equipment and grounds are routinely inspected. Such a program is called



3. Eminent domain is the right of the State to



4. Real property includes

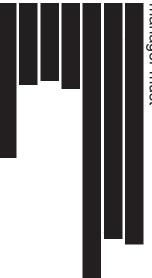




5 Which of the following could NOT be real property?



6 manager must In regards to the proper handling of a clients' trust account the property



.7 In real estate, the term "improvements" most nearly means



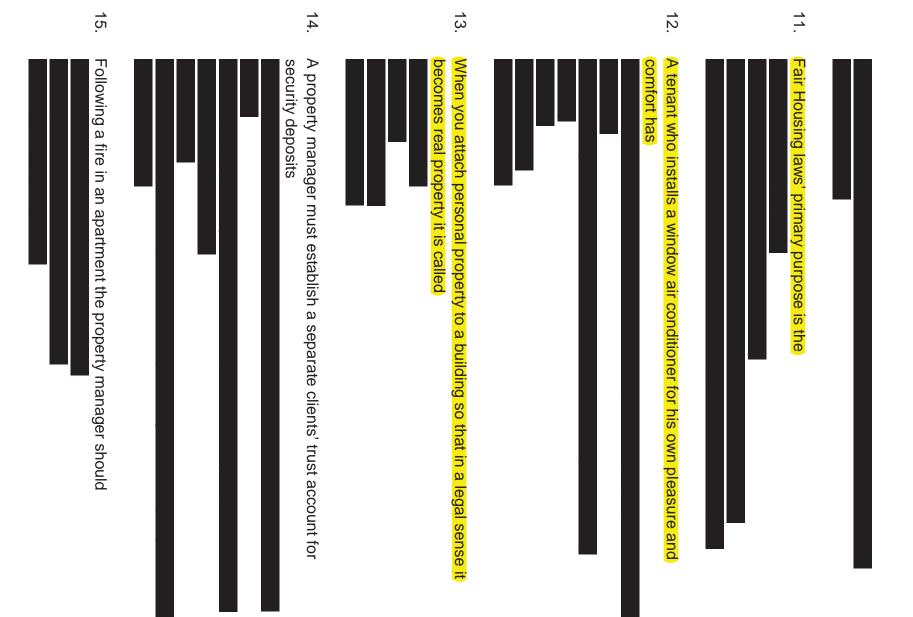
 $\infty$ Unpaid real property taxes are described as being



9 Which law oversees credit bureaus and the access to credit reports?



10. Which of the following is a violation of the Federal Fair Housing Laws? A property manager refuses to





- C. I, Ⅲ, IV
- D. All of the above
- 16. The maximum estate that a person may hold in land is called



17. A tenant at a property falls down dark stairs to the laundry room that needed and is awarded the claim, which of the owner's insurance policies will pay the against the property owner for medical expenses. If the tenant is successful repair and better lighting for several months. A claim is filed by the tenant claim?



18. In property management "risk management' is commonly described as



19. An estate for years



20. stayed on after that date without the consent of the landlord and did not pay A man had a one-year lease on a residence, which expired July 31, 2012. He any rent. He now holds



21. Leslie signed a lease to rent a seashore cottage from June 1, 2012 to August 30, 2012. Leslie had



22. An insurance deductible



23. Mark and Sally Upton owned a 12 unit apartment building as tenants by the months later Mark died. Sally sold the building to George Clooney. This entirety. They signed a two-year lease for one unit with Francis Albany. Three transaction



24. income of the property. month. Assuming that there is no vacancy factor, what is the annual gross rent for \$400 per month, and 18 two-bedroom units, which rent for \$375 per bedroom units, which rent for \$425 per month, 16 three-bedroom units, which A man is interested in purchasing an apartment building. It has 9 four-



25. Trade fixtures are



26. sales. First quarter sales were January, \$9,215; February \$6,744; March, A pet store has a percentage lease at a rate of 2.5 percent of gross monthly \$9,761. The total rent the tenant paid for the first 3 months was



D. \$754

27. Routine maintenance includes



28. No notice is necessary in Oregon to terminate



29. Non-licensed employees of a property manager may



30. Which of the following statements concerning clients' trust accounts if false?



<u>31</u>. Property management agreements may be negotiated and signed by a



32. except Protected classes under the Fair Housing Act include all of the following



33. Who of the following is required by Oregon law to have a real estate license?



3<del>4</del>. A broker or property manager engaged in property management for others for a fee in Oregon must



35. A property manager must open and maintain at least one clients' trust account

36. Pamilia Opland is an active real estate property manager in Oregon and must period of therefore maintain records of all her professional real estate activity for a



37. A licensee can be guilty of misrepresentation by



38. Insurance carriers will often send an inspector to the property to assess the property condition in order to determine



39. An entry in an owner's ledger for management fees withdrawn by the property manager must include, among other things,





40. When is a property manager permitted to have only one trust account even if the property manager receives tenant security deposits?



41. An owner's ledger must include all of the following except



42. on the property? monthly expenses average \$507 per month. What is his net income per year An Owner's property gives him a gross income of \$1,625 per month. His



43. A real estate property manager's license enables its holder to



44. A tenant's ledger account must be



45. she manages. The break-even point is A property manager should be aware of the 'break-even' point of any building



46. Property managers are responsible for



47. A properly drafted property management agreement should contain which of the following?



48. Which of the following is NOT a common characteristic of management agreements?



49. A property manager, acting as an agent,



54. 53. 52. 51. 50. Which of the following are covered by the Oregon Residential Landlord and The term "essential services", under the Oregon Residential Landlord and damages if the landlord Under the Oregon Residential Landlord and Tenant Act, a tenant may recover Under Oregon's Residential Landlord and Tenant Act, a tenant is entitled to A tenant of a rented home in Oregon has the right to Tenant Act, is defined so as to include, among other things Tenant Act?



55. It is a responsibility of landlords, according to the Oregon Residential Landlord and Tenant Act, to provide



56. Security deposits include monies paid by a tenant for a



57. According to the Oregon Residential Landlord and Tenant Act, a landlord may adopt ruels concerning a tenant's use and occupancy of the premises. The landlord's rules are enforceable only if, among other things



58. Gross leases are most often used with



59. A lease that requires the landlord to pay operating expenses of the property is called a



60. A percentage lease is calculated on a percentage of



6<u>1</u>. except An example of long-term capital improvement includes all of the following



62. When real estate under lease is sold, the lease



63. The repair of fire damage to an office building is an example of a



64. In property management, an operating budget



65. When a property manager lowers an insurance premium by increasing the deductible, the property manager is making an effort to



66. an example of The wages paid to the employees hired to maintain and clean a building are



67. Which of the following are covered by the Oregon Residential Landlord and Tenant Act?



68. Under the Oregon Residential Landlord and Tenant Act, a tenant is entitled to



69. each Property managers must reconcile their clients' trust accounts at least once



70. Oregon Residential Landlord and Tenant Act requires the landlord to provide tenants which of the following services?





71. under the definition in the Oregon Residential Landlord and Tenant Act? The absence of which of the following would render a property unhabitable



72. Unless otherwise agreed, the landlord is required to give a tenant 24 hours' notice to



73. If a tenant has an essential service repaired and deducts the cost from the rent the tenant may also

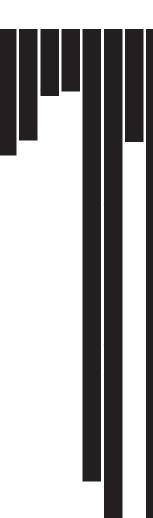


74. Which of the following statements about rental agreements entered into in Oregon is true?





75. According to the Oregon Residential Landlord and Tenant Act, a landlord may



76. each The Oregon Administrative Rules require an "identifying code" be assigned to



77. With reference to the function of a property manager, which of the following is the responsibility of a property manager?



78. An on-site resident manager who is a non-licensed employee of a property manager may



79. Federal law requires landlords to disclose known information on lead based paint and lead based paint hazards before leases or sales take effect on

## housing that was built before what year?



80. If a space in a warehouse rents for \$.60 per square foot per year, the monthly rent for a space 30 by 50 feet would be



<u>81</u>. income for the 36 units would be rented for \$325 per month. Assuming no vacancies, the gross rental annual apartments for \$350 per month; and nine furnished one-bedroom apartments bedroom apartments for \$250 per month; 11 unfurnished two-bedroom A man owned a 36 unit apartment building and had 16 unfurnished one-



82. A property manager leases office space with dimensions of 30 feet by 40 feet for \$7.25 per square foot per year. The rent per month is



83. Trust account records must be maintained for

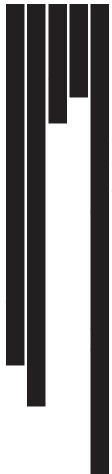


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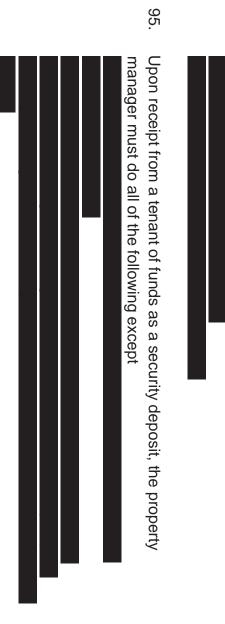
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89. A property manager is responsible to keep which of the following records?



90.	Under Oregon Administrative Rules, the original, executed property management agreement must be filed and maintained by the property manager
91.	Susan, a property manager, has been managing Martha's properties for several years. According to Oregon Administrative Rules, what must Susan do if she now wants to use her own independent landscaping business to work on Martha's properties?
92.	Receipts prepared by a property manager must include, among other things, all of the following except:
93.	A property manager may transfer funds between two or more ledger accounts maintained for the same owner
94.	In establishing a client's trust account, a property manager must do all of the following except



96. the duty of According to the law of agency, a real estate property manager owes her client



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98. following types of insurance except The property manager should recommend that the landlord buy all of the



99.

100. A credit report is a history of how a person pays his or her bills. As related to a credit report, which of the following is NOT correct:



#### Appendix C

# Client Trust Accounts section of RE 252 Exam

(60% of exam)

# RE 252 FINAL EXAM

Date: \_\_\_\_\_

Name:

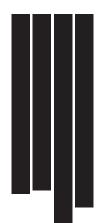
Email Address: \_\_\_\_\_

properly scored. One answer only per question. Place your answer on the separate answer sheet. Your mark must be dark to be

.\_ Which of the following events would have the effect of terminating a lease?



12 activities where both the interior and exterior of the property including all the A property manager initiated a program of regularly scheduled maintenance equipment and grounds are routinely inspected. Such a program is called



3. Eminent domain is the right of the State to



Real property includes





5 Which of the following could NOT be real property?



ნ. manager must In regards to the proper handling of a clients' trust account the property



.7 In real estate, the term "improvements" most nearly means



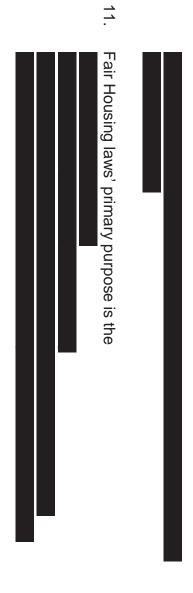
8. Unpaid real property taxes are described as being



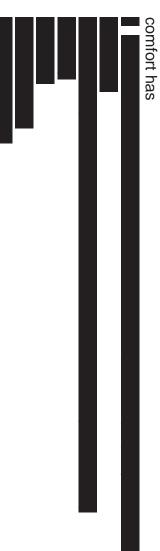
9 Which law oversees credit bureaus and the access to credit reports?



10. Which of the following is a violation of the Federal Fair Housing Laws? property manager refuses to  $\triangleright$ 



12. A tenant who installs a window air conditioner for his own pleasure and comfort has



13. When you attach personal property to a building so that in a legal sense it becomes real property it is called



14. security deposits A property manager must establish a separate clients' trust account for



15. Following a fire in an apartment the property manager should





16. The maximum estate that a person may hold in land is called



17. claim? and is awarded the claim, which of the owner's insurance policies will pay the against the property owner for medical expenses. If the tenant is successful repair and better lighting for several months. A claim is filed by the tenant A tenant at a property falls down dark stairs to the laundry room that needed



18. In property management "risk management" is commonly described as



19. An estate for years



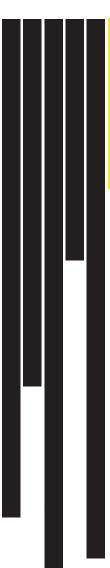
20. A man had a one-year lease on a residence, which expired July 31, 2012. He stayed on after that date without the consent of the landlord and did not pay any rent. He now holds



21. Leslie signed a lease 30, 2012. Leslie had to rent a seashore cottage from June 1, 2012 to August



22. An insurance deductible



23. months later Mark died. Sally sold the building to George Clooney. This entirety. They signed a two-year lease for one unit with Francis Albany. Three Mark and Sally Upton owned a 12 unit apartment building as tenants by the transaction



24. A man is interested in purchasing an apartment building. It has 9 fourincome of the property. month. Assuming that there is no vacancy factor, what is the annual gross rent for \$400 per month, and 18 two-bedroom units, which rent for \$375 per bedroom units, which rent for \$425 per month, 16 three-bedroom units, which



25. Trade fixtures are



26. sales. First quarter sales were January, \$9,215; February \$6,744; March, \$9,761. The total rent the tenant paid for the first 3 months was A pet store has a percentage lease at a rate of 2.5 percent of gross monthly



27. Routine maintenance includes



28. No notice is necessary in Oregon to terminate



29. Non-licensed employees of a property manager may



30. Which of the following statements concerning clients' trust accounts if false?



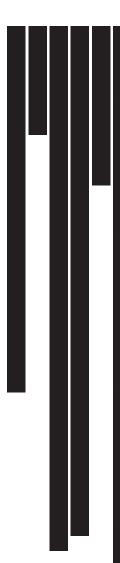
<u>31</u>. Property management agreements may be negotiated and signed by a



32. except Protected classes under the Fair Housing Act include all of the following

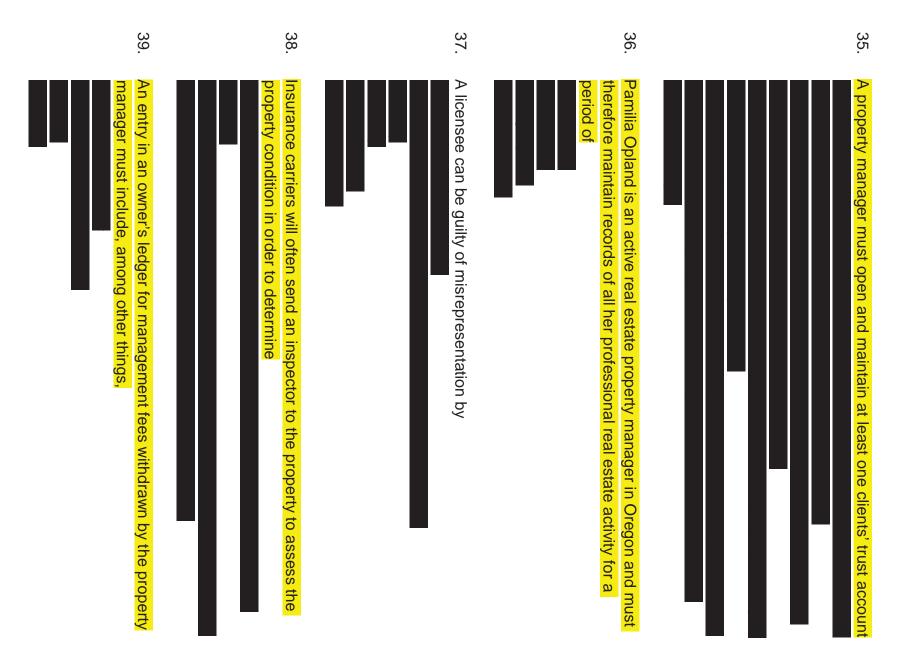


33. Who of the following is required by Oregon law to have a real estate license?



3<del>4</del>. A broker or property manager engaged in property management for others for a fee in Oregon must







40. When is a property manager permitted to have only one trust account even if the property manager receives tenant security deposits?



41. An owner's ledger must include all of the following except



42. An Owner's property gives him a gross income of \$1,625 per month. His on the property? monthly expenses average \$507 per month. What is his net income per year



43. A real estate property manager's license enables its holder to



44. A tenant's ledger account must be



48. 47. 46. 49. 45. Which of the following is NOT a common characteristic of management A property manager, acting as an agent, agreements? the following? A properly drafted property management agreement should contain which of Property managers are responsible for she manages. The break-even point is A property manager should be aware of the 'break-even' point of any building

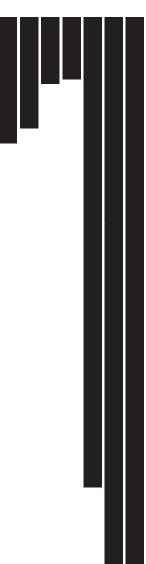
50. Which of the following are covered by the Oregon Residential Landlord and Tenant Act?



51. A tenant of a rented home in Oregon has the right to



52. Under Oregon's Residential Landlord and Tenant Act, a tenant is entitled to



53. The term "essential services", under the Oregon Residential Landlord and Tenant Act, is defined so as to include, among other things



54. damages if the landlord Under the Oregon Residential Landlord and Tenant Act, a tenant may recover





55. It is a responsibility of landlords, according to the Oregon Residential Landlord and Tenant Act, to provide



56. Security deposits include monies paid by a tenant for a



57. According to the Oregon Residential Landlord and Tenant Act, a landlord may adopt rules concerning a tenant's use and occupancy of the premises. The landlord's rules are enforceable only if, among other things



58. Gross leases are most often used with



59. A lease that requires the landlord to pay operating expenses of the property is called a



60. A percentage lease is calculated on a percentage of



6<u>1</u>. except An example of long-term capital improvement includes all of the following



62. When real estate under lease is sold, the lease



63. The repair of fire damage to an office building is an example of a



64. In property management, an operating budget



65. When a property manager lowers an insurance premium by increasing the deductible, the property manager is making an effort to



66. an example of The wages paid to the employees hired to maintain and clean a building are



67. Which of the following are covered by the Oregon Residential Landlord and Tenant Act?



68. Under the Oregon Residential Landlord and Tenant Act, a tenant is entitled to



69. each Property managers must reconcile their clients' trust accounts at least once



70. Oregon Residential Landlord and Tenant Act requires the landlord to provide tenants which of the following services?





71. Tenant Act? uninhabitable under the definition in the Oregon Residential Landlord and The absence of which of the following would render a property



72. notice to Unless otherwise agreed, the landlord is required to give a tenant 24 hours'



73. If a tenant has an essential service repaired and deducts the cost from the rent the tenant may also



74. Oregon is true? Which of the following statements about rental agreements entered into in





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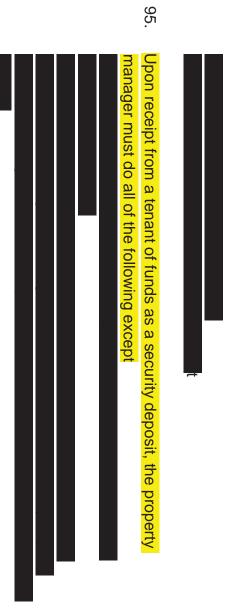
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In establishing a client's trust account, a property manager must do all of the following except	A property manager may transfer funds between two or more ledger accounts maintained for the same owner	Receipts prepared by a property manager must include, among other things, all of the following except:	manager  Susan, a property manager, has been managing Martha's properties for several years. According to Oregon Administrative Rules, what must Susan do if she now wants to use her own independent landscaping business to work on Martha's properties?	Under Oregon Administrative Rules, the original, executed property management agreement must be filed and maintained by the property



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98. The property manager should recommend that the landlord buy all of the following types of insurance except



100. A credit report is a history of how a person pays his or her bills. As related to a credit report, which of the following is NOT correct:



## Real Estate Agency

1177 Center Street NE Salem, Oregon 97301-2505 PHONE (503) 378-4170 FAX (503) 373-7153

## TRUST ACCOUNT RECONCILIATION

OAR 863-015-0275 OAR 863-025-0025 OAR 863-050-0050

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(Principal Broker, Property Manager, or Escrow Manager)					Explanation of differences and details of corrective action taken:	Amount of difference in Totals of Parts I, II and III, if any	PART IV: Reconciliation Summary - Parts I, II and III must be reconciled on the same date to the same amount.	of:	PART III: Total of Ledgers or Security Deposits (from Schedule C)	of:	Check Register or Journal of Receipts and Disbursements:	Reconciled Bank Balance as of:	Outstanding checks. Checks written but not yet appearing on the bank statement (Total from Schedule B)	Deposits not yet credited to bank statement but posted to check register and file ledgers (Total from Schedule A)	PART I: Bank Statement Balance on:					
·					7.	<b>y</b>	reconciled on the sa	PART III TOTAL	le C)	PART II TOTAL	ements:	_ PART ! TOTAL	ule B)	ted ule A)	1	Trust Acct No. (last four digits only):	Bank Name	For month of:	Prepared by:	Date:
Date:						<del>\$</del>	ame date to the same amount.	<b>\$</b>		<b>\$</b>	nuom A	<b>49</b>	₩	<b>⇔</b>	<b>↔</b>	four digits only):				
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NOTE: Trust accounts **must** be reconciled at least monthly. This form is used by the Real Estate Agency for trust account reconciliations. It may be copied and used by real estate and property manager licensees if desired. Another reconciliation form may be used if it contains the same information. Retain the completed and signed reconciliation form, along with all supporting documents, in your records for six years.

### SCHEDULES

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NOTE: This form may be copied and utilized for lower volume accounts. For higher volume accounts, it may be necessary to prepare separate schedules.