



# Property Management Basics Syllabus

**Course Hours:** 6

## Instructional Mode

Distance Education

## Textbooks / Learning Resources

*Property Management Basics, online text*

## Course Description

Property management is the administration, operation, marketing, maintenance, and financial oversight of real property in order to achieve the objectives of the property's owner. Property managers work closely with both the owners of the properties they manage and the tenants who reside and work within the properties. Property managers have a dual responsibility to both the owner and the tenants. The owner wants the highest possible return from the property and the tenants want the best value for their money. Some of the best ways to retain tenants are to provide a well-maintained property and implement reasonable safety and security measures. A property manager has a balancing act between pleasing tenants as much as possible while maintaining costs for the owner. However, the relationship between the property manager and the tenant is a business relationship—not a friendship. Therefore, property managers should maintain a professional attitude when dealing with tenants.

## Course Objectives

After completing this course, you will be able to:

8. Characterize methods used to establish and improve relationships with tenants.
9. Recognize different types of maintenance and recall the steps used to develop a maintenance program.
10. Recognize types of risk and estimate ways to minimize their physical and/or financial impact.
11. Indicate ways that property managers ensure the safety and security of tenants and visitors to properties that are under management.

## Grading/Evaluation Policy

Performance is measured by successful completion of online lesson exercises, quizzes, and examinations. To successfully complete this course, students must complete: 4 units including all reading and exercises, and successfully pass 4 unit exams and a Final Exam. A minimum passing score of 70% or better is required on all assignments. Assignments with scores below 70% must be retaken until the score meets or exceeds 70%. If you do not pass the final exam, you are allowed to retake it.

## Course Outline and Grading Criteria

| <b>Unit Title</b>                                   | <b>Minutes</b> | <b>Assignment Title</b> | <b>Points Possible</b> | <b>Required to Pass</b> |
|---|----------------|-------------------------|------------------------|-------------------------|
| 1: Tenant Relationships                             | 85             | Exam                    | 10                     | 7                       |
| 2: Property Maintenance                             | 55             | Exam                    | 10                     | 7                       |
| 3: Risk Management and Environmental Issues         | 90             | Exam                    | 10                     | 7                       |
| 4: Safety and Security Issues for Property Managers | 70             | Exam                    | 10                     | 7                       |
| Final Exam  |                | Multiple-Choice         | 24                     | 17                      |
| <b>Total</b>  | <b>300</b>     |                         | <b>64</b>              | <b>45</b>               |

## Contact Information

**Help Ticket:** [alliedschools.com/support](http://alliedschools.com/support)

**Instructional Support Toll Free:** 888-751-2303

**Student Services Toll Free:** 888-925-4282

**International:** 949-707-5044

**Fax:** 800-898-9188

**Hours:** Monday - Friday, 7:00 a.m. to 6:00 p.m. PST



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## **Student Integrity and Academic Honesty Policy**

Allied Schools strives to encourage a spirit of honesty and integrity. This policy was created to foster a climate that promotes the most stringent academic standards. Violations of this policy will be dealt with using fair and consistent methods. Committing one or more of the following actions is considered unacceptable and constitutes a violation of this policy:

- Intentionally using or attempting to use unauthorized materials in any academic exercise;
- Intentionally aiding or attempting to aid another student to commit any act of academic dishonesty;
- Bribing or attempting to bribe, or making threats against any individual, with the intention of affecting a grade or an evaluation of academic performance;
- Falsifying any documents;
- Accessing the institution's computer systems or files without proper authorization.