CENTRAL TEXAS COLLEGE
SYLLABUS FOR RELE 1315
PROPERTY MANAGEMENT

Semester Hours Credit: 3

INSTRUCTOR: (____________)  
OFFICE HOURS: (____________)

I. COURSE DESCRIPTION

A. A study of the role of the property manager, landlord policies, operational guidelines, leases, lease negotiations, tenant relations, maintenance, reports, habitability laws, and the Fair Housing Act.

B. RELE 1315 is considered to be a "core" real estate course by the Texas Real Estate Commission and is applicable to both salesman and broker license requirements.

C. Property Management is a highly specialized but rapidly growing sector of the real estate profession. If they are not property managers themselves, most real estate practitioners will work closely with property managers at some point. This course provides an overview of the field and describes maintenance, accounting, administrative and other activities. It also details specific practices and problems in the management of various types of property: apartment buildings, cooperatives and condominiums, office buildings, retail property, industrial property, and government-related property.

D. Prerequisites: None

E. Alphanumeric coding used throughout this syllabus denotes integration of the Secretary’s Commission on Achieving Necessary Skills (SCANS) occupational competencies (CA, C1, 2, B, etc.) and foundation skills (B, C1, 2, FA, etc.) for this course. The instructor will ensure the designated SCANS competencies and skills are addressed in the course. A detailed description of each competency/skill is contained in “A SCANS Report for America 2000,” Executive Summary, furnished separately.

II. LEARNING OUTCOMES

Upon successful completion of this course, RELE 1315, the student will be able to:

A. Describe the agent/owner relationship.

B. Define the types of leasehold estates and elements of a valid lease.

C. Explain the landlord-tenant relationship.
D. Identify ways the Fair Housing Laws can be applied.
E. Discuss the property management career field and describe property management economics and planning.
F. Discuss owner relations and marketing management.
G. Explain the elements of a leasing management program, including lease negotiation, tenant relations, maintenance operations, reports and insurance, management of the office, and computers.
H. Discuss the management of residential property.
I. Demonstrate an understanding of the management of cooperatives and condominiums.
J. Explain Federal Housing Programs and the management of subsidized housing.
K. Explain the principles for managing office property.
L. Discuss the fundamental aspects of managing retail and industrial properties.
M. Describe the managerial aspects of life safety and environmental issues as they pertain to property management.
N. The following SCANS competencies and foundation skills will be covered in this course:

1. Competencies
   a. Resources
      (1) Time (CA1)
   b. Information
      (1) Acquires/uses (CC1)
      (2) Organizes/maintains (CC2)
      (3) Interprets/communicates (CC3)

2. Foundation Skills
   a. Basic Skills
      (1) Reading (FA1)
      (2) Writing (FA2)
      (3) Listening (FA4)
      (4) Speaking (FA5)
   b. Thinking Skills
      (1) Problem Solving (FB3)
      (2) Reasoning (FB6)
   c. Personal Qualities
      (1) Responsibility (FC1)
      (2) Self-esteem (FC2)
      (3) Sociability (FC3)
      (4) Self-management (FC4)
      (5) Integrity/honesty (FC5)
III. INSTRUCTIONAL MATERIALS
The instructional materials identified for this course are viewable through www.ctcd.edu/books.

IV. COURSE REQUIREMENTS

A. Reading Assignments: Read text assignments prior to class and be prepared to discuss the text material, answering instructor questions orally with well-organized thoughts and ideas. (CC1, CC2, CC3, FA1, FA4, FA5)

B. Class Attendance: (FC1, FC4) (Refer to CTC Catalog, Page 44, for detailed policy). You are expected to attend each class period, be on time and stay the full class period or be counted absent. You are responsible for all course material missed due to absence. The instructor does not provide class notes for classes missed.

V. EXAMINATIONS

A. Scheduled Examinations: (CC1 & 2, FC2)
There will be one major scheduled examination as follows: 60 Questions (may be multiple choice, fill in the blank, completion, matching or short essay)

1. Final Exam

The exam schedule and material covered on each exam will be provided by the instructor on the first day of class. The type of exam questions (essay, multiple choice, fill in the blank, completion or matching) will be specified by the instructor during pre-exam reviews.

B. Quizzes:

The instructor may administer pop quizzes, discussion boards, and other lesson quizzes to encourage student preparation for class periods. There will be no makeup for quizzes. (FC4)
VI. SEMESTER GRADE COMPUTATIONS

A. The final grade for the semester will be computed as follows:

1. Major exams/Quiz (scheduled) 60%
2. Classroom performance 40%
   a. Attendance
   b. Quizzes
   c. Preparation/Discussion _______
      100%

B. Letter grades will be assigned as follows:

<table>
<thead>
<tr>
<th>Numerical Value</th>
<th>Grades</th>
<th>Quality Points</th>
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<tbody>
<tr>
<td>90-100</td>
<td>A = Superior</td>
<td>4</td>
</tr>
<tr>
<td>80-89</td>
<td>B = Above Average</td>
<td>3</td>
</tr>
<tr>
<td>70-79</td>
<td>C = Average</td>
<td>2</td>
</tr>
<tr>
<td>60-69</td>
<td>D = Passing, but Unsatisfactory</td>
<td>1</td>
</tr>
<tr>
<td>Below 60</td>
<td>F = Failure</td>
<td>0</td>
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<tr>
<td></td>
<td>I = Incomplete</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>W = Withdrawal</td>
<td>0</td>
</tr>
</tbody>
</table>
VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM COURSE INSTRUCTOR

A. Course Withdrawal: It is the student's responsibility to officially drop a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file a Central Texas College Application for Withdrawal (CTC Form 59). The withdrawal form must be signed by the student.

CTC Form 59 will be accepted at any time prior to Friday of the 12th week of classes during the 16-week fall and spring semesters. The deadline for sessions of other lengths is as follows.

- 10-week session: Friday of the 8th week
- 8-week session: Friday of the 6th week
- 5-week session: Friday of the 4th week

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

A student who officially withdraws will be awarded the grade of "W" provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the College before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

B. Administrative Withdrawal:

1. An administrative withdrawal may be administered by the instructor when the student has been absent an excessive number of times, as defined in the current Central Texas College Catalogue and or other published amendatory documentation. In such case, the student may be dropped from the course with the grade of “F”.

2. The student is responsible for maintaining his/her own attendance record so that he/she may be aware of a pending administrative withdrawal by instructor.
C. **Incomplete Grade:** The College catalog states, “an incomplete grade may be given in those cases where the student has completed the majority of the course work, but because of personal illness, death in the immediate family, or military orders, approval from the instructor is required before the grade of “I” for Incomplete is recorded.

A student who merely fails to show for the final examination will receive a zero for the final and an “F” for the course.

D. **Cellular Phones and Portable Devices:** Cellular phones and portable devices will be turned off while the student is in the classroom or laboratory.

E. **Americans with Disabilities Act (ADA):** Disability Support Services provide services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Explore the website at [www.cted.edu/disability-support](http://www.cted.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

F. **Instructor Discretion:** The instructor reserves the right of final decision in course requirements.

G. **Civility: (FC3)** Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.

H. **Honesty and Integrity: (FC5)** All students are required and expected to maintain the highest standards of scholastic honesty in the preparation of all course work and during examinations. The following will be considered examples of scholastic dishonesty:

1. **Plagiarism:** The taking of passages from writing of others without giving proper credit to the sources.

2. **Collusion:** Using another’s work as one’s own; or working together with another person in the preparation of work, unless joint preparation is specifically approved in advance by the instructor.
3. Cheating: Giving or receiving information on examinations. Students guilty of scholastic dishonesty will be administratively dropped from the course with a grade of “F” and will be subject to disciplinary action.

VIII. FEEDBACK

A. FEEDBACK: Feedback is the return of data/information about the result of a process and is an important part of the learning process. Feedback in the course will be provided via test scores, graded assignments, and/or instructor evaluation of the students’ progress. You are encouraged to take advantage of the many avenues for feedback available to you. For example, office hours are established primarily to provide the student access to the instructor to discuss academic guidance. I am also generally available before and after class to meet with you. E-mail is another easily available medium to obtain feedback. Additional feedback may be provided at the discretion of the instructor or on your request.

B. RESPONSIBILITY FOR LEARNING:

1. INSTRUCTOR: As your instructor I will organize and present the course material in a manner designed to facilitate the learning process. I will evaluate your progress periodically via writing assignments, oral presentations, and exams and provide feedback on your performance via exam scores, exam critiques, and critique of your writing assignments, etc. I am also available before and after each class period and during office hours to discuss your performance and answer questions.

2. STUDENT: As the student you are ultimately responsible for your success in this course. It is your responsibility to attend class regularly, prepare for class by reading assigned text material, participate in class discussions, ask questions when required to improve your understanding, prepare for and complete exams, and complete all other assignments.
IX. COURSE OUTLINE

A. Unit One: Chapters 1 and 2

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   a. Explain the importance of identifying the owner's objectives.
   b. List four classifications of real property and give examples of each.
   c. Identify specialized opportunities in property management.
   d. Describe educational programs to develop professional property management skills while encouraging ethical behavior.
   e. Describe factors that influence the general business economy.
   f. Summarize the factors that affect the real estate economy.
   g. Identify the research necessary to develop a comprehensive management plan.
   h. Discuss the information necessary to formulate a comprehensive property analysis.
   i. Explain how the owner's objectives influence the final management plan.
   j. Distinguish the reports that must be completed prior to presenting the management plan to the owner.

2. Learning Activities:
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. Lesson Outline: Follow the sequence of unit learning outcomes.

B. Unit Two: Chapters 3 and 4

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   a. Contrast differences among three different property management relationships.
   b. Describe the elements of a management agreement.
   c. Explain takeover procedures.
   d. Summarize how to build and maintain satisfactory relationships with owners.
   e. Describe marketing principles and activities as they relate to marketing rental properties.
   f. Discuss how to develop an advertising campaign strategy and how to gauge its effectiveness.
   g. Explain the advantages and disadvantages of various advertising methods.
   h. Summarize the importance of the promotional efforts by management and the value of personal selling efforts of the manager.

2. Learning Activities:
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)
3. Lesson Outline: Follow the sequence of unit learning outcomes.

C. Unit Three: Chapters 5 and 6
1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   a. List and define four kinds of leasehold estates.
   b. Describe lease payment options.
   c. Summarize the provisions of a valid lease.
   d. Differentiate between landlord and tenant rights and obligations.
   e. Explain the process of qualifying the tenant.
   f. Discuss the roles of anyone who may be involved in negotiating leases.
   g. Describe the advantages and disadvantages of various owner concessions.
   h. Summarize the final process of obtaining the lease agreement.
2. Learning Activities:
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. Lesson Outline: Follow the sequence of unit learning outcomes.

D. Unit Four: Chapters 7 and 8
1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   a. Explain the process of establishing a sound landlord-tenant relationship.
   b. Identify methods for collecting rents on time.
   c. Discuss why and how to encourage lease renewals.
   d. Describe effective ways to implement rent increases.
   e. Summarize the methods by which a tenancy may be terminated.
   f. List five kinds of maintenance operations and give an example for each.
   g. Explain the duties and responsibilities of various maintenance personnel.
   h. Discuss the components of a cost-effective maintenance program.
   i. Describe the issues concerning construction activities.
   j. Summarize steps to increase and manage energy efficiency.
2. Learning Activities:
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. Lesson Outline: Follow the sequence of unit learning outcomes.

E. Unit Five: Chapters 9 and 10
1. **Learning Outcomes**: Upon successful completion of this unit, the student will be able to:
   
a. Describe the necessary elements for a management office.
   
b. Discuss the staff required for management offices of varying sizes.
   
c. Explain factors necessary to determining management fees.
   
d. Summarize the information required to complete financial reports.
   
e. Identify information and documentation required for determining tax liability.
   
f. State the reason for antitrust laws, and give an example of what not to discuss with competitors.
   
g. Describe the purpose of the federal fair housing laws and the protections that they offer.
   
h. Differentiate between fair housing laws and the Americans with Disabilities Act (ADA).
   
i. Explain the protections offered by the Equal Credit Opportunity Act (ECOA) and the Fair Credit Reporting Act (FCRA).
   
j. List the requirements of the Lead-Based Paint Hazard Reduction Act (LBPHRA).
   
k. Summarize provisions suggested by the Uniform Residential Landlord and Tenant Act.

2. **Learning Activities**:
   
a. Classroom lecture/discussion (FA4)
   
b. Reading assignments (FA1)
   
c. Homework and other assignments designated by the instructor (CC1, FC1)

3. **Lesson Outline**: Follow the sequence of unit learning outcomes.

**F. Unit Six**: Chapters 11 and 12

1. **Learning Outcomes**: Upon successful completion of this unit, the student will be able to:
   
a. Describe how the market analyses for several types of residential properties depend on availability of space.
   
b. Discuss methods of managing tenant relations.
   
c. Explain residential operating reports.
   
d. Identify the roles of various building staff and their roles in maintaining the apartment building.
   
e. Distinguish the differences when managing cooperatives, condominiums, and planned unit developments (PUDs).
   
f. Describe the importance of accurate budget projections when determining management fees.
   
g. Summarize the issues involved when managing subsidized housing.
   
h. Explain the similarities and differences of managing manufactured home parks and housing for the elderly.
2. **Learning Activities:**
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. **Lesson Outline:** Follow the sequence of unit learning outcomes.

**G. Unit Seven:** Chapters 13 and 14

1. **Learning Outcomes:** Upon successful completion of this unit, the student will be able to:
   a. Explain how both the market analysis and the property analysis contribute to appropriate rent schedules.
   b. Describe how to market office space and qualify the prospective commercial tenant.
   c. Discuss leases and lease negotiations.
   d. Summarize staffing requirements to properly maintain office buildings.
   e. Classify retail properties by market area, patterns, owner, and merchandising products.
   f. Describe different marketing strategies for retail properties.
   g. Discuss retail leases and their specific clauses.
   h. Explain how maintenance varies depending on the size of the property and the obligations of the tenant.
   i. Identify administrative responsibilities and financial reports required by retail centers.

2. **Learning Activities:**
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. **Lesson Outline:** Follow the sequence of unit learning outcomes.

**H. Unit Eight:** Chapters 15, 16 and 17

1. **Learning Outcomes:** Upon successful completion of this unit, the student will be able to:
   a. Describe classifications of industrial real estate.
   b. Summarize industrial development incentives.
   c. Discuss special considerations for marketing industrial space.
   d. Identify specific issues for qualifying and negotiating with industrial tenants.
   e. Explain the needs of mini storage center management.
   f. Identify four methods of risk management and the implications of each.
   g. Describe insurance policies that the owner, the manager, and the tenant should carry, and discuss the need for and coverage of each.
h. List environmental laws and give a simple explanation of each.
i. Name environmental hazards and describe ways that the property manager can minimize their effects.
j. Plan employee information and training for dealing with hazardous substances.
k. Design a life safety program utilizing personnel, equipment, and procedures to prevent an emergency, detect a breach, contain the damage, and counteract the damage.
l. Describe the role of personnel in life safety situations.
m. Identify preparations for various emergency situations.
n. Explain how to prevent criminal activity on the property.

2. Learning Activities:
   a. Classroom lecture/discussion (FA4)
   b. Reading assignments (FA1)
   c. Homework and other assignments designated by the instructor (CC1, FC1)

3. Lesson Outline: Follow the sequence of unit learning outcomes.