

WEST LOS ANGELES COLLEGE
9000 Overland Avenue
Culver City, CA 90230
www.wlac.edu

DIVISION: REAL ESTATE (Business)
COURSE: PROPERTY MANAGEMENT (RE 14)

Section: 8147 - Online

Semester:

Fall 2013

Dates: August 26 – December 15, 2013

Instructor: Arnita Porter
Email: PorterAE@wla.edu

Welcome: Welcome to Real Estate Property Management (RE 14), Section 8147 (Fall 2013). Following is information to assist you with successfully passing the course. Please review the information and feel free to contact me regarding any questions and/or concerns you may have. I can be reached directly at porterae@wla.edu and via the ETUDES course site.

COURSE REQUIREMENTS AND OUTLINE

*****PLEASE NOTE: COURSE SYLLABUS AND COURSE SCHEDULE ARE SUBJECT TO CHANGE**

1. Course Description: This course is designed for real estate brokers, salespeople and owners of income-producing properties. Topics covered include the nature and types of property management, organization for management, leases and contracts, rent scheduling, selling of space and techniques of renting, tenant selection and supervision, relations with owners, budgets, purchasing accounts, reports, ethics and legal and professional relationships. All students interested in pursuing a career in real estate, taking this class toward a college degree or improving their general knowledge of real property are welcome in this course.

2. Required Textbook:

- *Property Management, 5th Edition.* **Author: Walt Huber, Arlette Lyons, William Pivar.**
Publisher: Educational Textbook Company (ETC). ISBN 978-0-916772-82-6. The book can be purchased from the WLAC Bookstore (West Los Angeles College Bookstore: 310.287.4560).

- **Additional Reading:** Links to relevant websites and resources are located in the navigation bar to the left of the Etudes screen. Articles will be posted regularly under the Discussions Home/Class Discussions tab for your review and class discussions.

3. Course Objectives: This course will provide students with information to develop real estate knowledge sufficient to pass the State of California Department of Real Estate Agent Licensing Examination, create a foundation for additional real estate study and personal development. Upon completion of this course, students will be able to:

- A. Identify current and emerging technologies and applications to conduct property management transactions
- B. Interpret property and real estate law to troubleshoot legal aspects in management of real estate.
- C. Identify and comply with Federal and State anti-discrimination laws, make ethical decisions,
- D. Use methods to advise clients and address customer needs
- E. Successfully market, manage and direct the daily activities of an investment property

- F. Model effective and appropriate interactions and relationships that create good will and repeat business
- G. Communicate oral and written thoughts in a clear and organized manner to effectively inform and convey ideas in the workplace and with clients.
- H. Model, adopt, and comply with ethical and moral business practices that maintain and sustain trust and integrity in the workplace and with clients, pursuant to DRE regulations and requirements.

4. Student Learning Outcomes: This course will also achieve the following Institutional, Program and Course Student Learning Outcomes (SLOs):

A. Institutional SLOs (B, F, G):

1) **Communication** - Effectively communicate thought in a clear, well-organized manner to persuade, inform and convey ideas in academic, work, family and community settings. (B)

2) **Technical Competence** - Utilize the appropriate technology effectively for informational, academic, personal, and professional needs. (F)

3) **Cultural Diversity** - Respectively engage with other cultures in an effort to understand them. (G)

B. Program Level SLOs (#3, #7):

1) Interpret property and real estate law to troubleshoot legal aspects in selling, purchasing and management of real estate. (#3)

Themes: Real Estate law, legal issues

2) Model, adopt, and comply with ethical and moral business practices that maintain and sustain trust and integrity in the workplace and with clients, pursuant to DRE regulations and requirements. (#7)

C. Course SLO (F): Name, describe and explain a law (or laws) related to landlord/tenant relationships.

1. WRITTEN ASSIGNMENT:

5. Course Materials & Methods: The course will be taught **completely** online using **ETUDES-NG**. Written assignments, quizzes and exams are provided through **ETUDES-NG**. This course is supported by MAC and PC. Access to a computer with a reliable, stable Internet connection is required.

6. Accessing Your Course: **Your course will not be accessible before August 26th.** Please review the information on West Los Angeles College's (WLAC) Distance Learning website at <http://www.wlac.edu/online> where you will find links to course information including required materials, login instructions, Technical Requirements and videos on How to Login, Navigate within Etudes, Read & Post in the Discussion area.

7. Assignments, Quizzes and Exams: Real Estate Property Management includes 15 chapters, 12 quizzes, 3 exams and a written assignment. There may also be assignments for extra credit. Written assignments and Quizzes are located in Etudes under the "**Assignments, Tests and Surveys**" tab. **ALL WRITTEN ASSIGNMENTS, QUIZZES AND EXAMS ARE TIME-SENSITIVE AND WILL NOT BE**

ACCEPTED BY THE ETUDES SYSTEM AFTER THE DUE DATE. Make-up exams are not allowed. You should complete one chapter per week in Etudes. This leaves sufficient time to complete your coursework.

ALL COURSE WORK (QUIZZES AND WRITTEN ASSIGNMENTS) MUST BE COMPLETED AND SUBMITTED BY FRIDAY, DECEMBER 13th, 2013, 11:00PM. COURSE WORK SUBMITTED AFTER THIS TIME WILL NOT BE ACCEPTED. EXAM 3 MUST BE COMPLETED AND SUBMITTED BY THE LAST DAY OF CLASS, DECEMBER 15TH 11:59PM.

8. Attendance: *Students are expected to login consistently throughout the semester. Please login by Monday, September 9th. All students must be logged in by Monday, September 16th. Students not logged in by Monday, September 16th may be excluded from the course.* A student who does not regularly login and does not complete the coursework is subject to being dropped from the course or receiving an “F.”

9. Course Withdrawal Procedure: Any student intending to withdraw from the course must follow the proper procedure, in accordance with the college catalogue. The proper form must be filed with the Office of Admissions and Records, and the instructor must be notified in writing to avoid receiving an “F” as the final grade. **If you fail to officially drop the class and do not complete the course you will receive an “F” on your permanent records.**

10. Grading: Grading will be on the point system and students may earn up to a total of 500 points. The final grade will be based upon the total number of points (out of 500) received during the course from exams, quizzes, the written assignment, and class participation. Bonus points (30) may be earned from completing a survey.

| Assignment | # of Assignments | Point Value | Total Points | % of Total Grade |
|-------------------------|-------------------------|--------------------------|---------------------|-------------------------|
| Chapter Quiz | 12 | 10 questions @ 1 pt each | 120 | 20% |
| Exam 1 (Chapters 1-6) | 1 | 50 @ 2 pts each | 100 | 20% |
| Exam 2 (Chapters 7-12) | 1 | 50 @ 2 pts each | 100 | 20% |
| Exam 3 (Chapters 13-15) | 1 | 50 @ 2 pts each | 100 | 20% |
| Written Assignment | 1 | Essay | 50 | 10% |
| Class Discussions | 15 | 15 topics @ 2 pts each | 30 | 10% |
| **Survey (Extra Credit) | **1 | **30 | **30 | **Bonus Points |
| TOTAL: | 31 Assignments | ---- | 550 | 100% |

Quizzes: Chapter quizzes 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 13, 14. **Please note that there are no quizzes for Chapters 6, 12, nor 15.** Those chapters will be tested on in Exam 1, 2, and 3 respectively.

The course grade will be based upon the following:

- 90% and over will earn a grade of “A”
- 80% to 89.9% will earn a grade of “B”
- 70% to 79.9% will earn a grade of “C”
- 60% to 69.9% will earn a grade of “D”
- 59.9% and below will earn a grade of “F”

A grade of “C” or better is required by the Department of Real Estate in order to take the State of California Department of Real Estate Examination for real estate licensing.

11. Student Conduct: The WLAC Standards of Student Conduct found in the WLAC Catalogue will be enforced. The college policy on plagiarism, class conduct and exam conduct will be enforced.

****PROFESSIONAL CONDUCT IN OUR VIRTUAL CLASSROOM COMMUNITY:** **This class is a “safe harbor” for you to have discussions.** I encourage you to participate in class discussions, to ask questions and post items of interest in the Student Lounge and/or Chat Room. One of the unifying objectives of this course is to provide you with information and tools that will assist you in your professional endeavors within the field of real estate. Our “classroom” is a virtual community where an atmosphere conducive to learning for all students must be maintained. All students are required to follow communication policies in the classroom with respect to emails, discussion groups and chat rooms:

1. **No profanity or foul language of any kind at any time.**
2. **Please address everyone politely by their name.**
3. **Under no circumstances may you ask for a classmate’s personal contact information or in any way ask for a personal meeting or date.**
4. **Unless I specifically ask you to do so as a proper part of an assignment, do not include in your email signatures or other material in your messages any kind of personal photo, sales solicitation, information about a business, or a political or religious message of any kind. Do not include a blind or other kind of hyperlink to such information.**
5. **Avatar photos should be of a professional nature and not personal.**
6. **Please use common sense and common courtesy. Your interactions and behavior should reflect standard business practices. Please check with me first if you have any questions or concerns regarding what is appropriate.**
7. **Personal attacks, profanity, vulgarity and comments that are not productive additions to the conversation will be deleted and you will not receive credit for the assignment.**

12. Assistance: Students are encouraged to communicate primarily via the ETUDES system. I will respond to your email messages in general after 5PM Monday – Friday. **For questions regarding course content, please email me via the ETUDES site or at: porterae@wlac.edu. If you have a problem, contact me immediately. Issues cannot be adequately addressed or resolved if I am not made aware. Moreover, excuses will not be entertained where students have not reached out in a timely manner.**

ETUDES technical support: If you have trouble accessing the course on, or after, the start date visit the Online Student Help Desk at <http://www.wlac.edu/online/helpdesk.asp>. Click on Helpdesk Rules where your issue is likely addressed in the Frequently Asked Questions section. If not, post a message explaining the problem or contact the WLAC Distance Learning Program Office at (310) 287-4305 or via email: ichone@wlac.edu.

Office of Disabled Student Programs and Services (DSP&S): WLAC provides support services for all verified disabled students. DSP&S students may qualify for priority registration, registration assistance, special parking permits, sign language interpreters and assistive technology. Students with documented disabilities needing accommodations with this class are encouraged to contact **Supportive Services in the Heldman Learning Resources Center (SSB 320) or via telephone at (310) 287-4450** as soon as possible to better ensure such accommodations are implemented in a timely fashion. **Email: dsps@wlac.edu**

13. Library Services: The WLAC Library is located in the Heldman Learning Resource Center (HLRC). A copy of the course textbook is on reserve and may be used for reference purposes. You may also utilize the library for internet access and research databases. The Learning Center (located on the first floor of HLRC) provides complimentary tutoring for WLAC students. Contact the Writing Lab at (310)-287-4450.

14. Course Credit: 3 Units

15. Applying for an Original License: The DRE requires a copy of your transcript to prove that you have successfully completed three statutory courses (Principles, Practice, and an approved elective). This can be submitted to the DRE using the Statutory Course Transcript Transmittal (Form RE 221) found on their website www.dre.ca.gov. Send the completed forms to: Department of Real Estate, Examinations, *PO Box 18700, Sacramento, CA 95818-70*. For more information visit the DRE's website www.dre.ca.gov. For transcript requests from West Los Angeles College, please visit our website: www.wlac.edu.

WEST LOS ANGELES COLLEGE – FALL 2013
PROPERTY MANAGEMENT
RE 014, SECTION 8147 - ONLINE
AUGUST 26 – DECEMBER 15, 2013

Property Management Written Assignment
(Assessment sample)

A. Pursuant to the WLAC Institutional Learning Outcomes (B, F), this assignment allows students to demonstrate the following:

1) **Communication** - Effectively communicate thought in a clear, well-organized manner to persuade, inform and convey ideas in academic, work, family, and community settings. (B)

2) **Technical Competence** - Utilize the appropriate technology effectively for informational, academic, personal, and professional needs. (F)

B. Students will also meet the following Real Estate Program Learning Outcomes (#3, #7):

1) Interpret property and real estate law to troubleshoot legal aspects in selling, purchasing and management of real estate. (#3)

2) Model, adopt, and comply with ethical and moral business practices that maintain and sustain trust and integrity in the workplace and with clients, pursuant to DRE regulations and requirements. (#7)

C. Course SLO (F):

Name, describe and explain a law (or laws) related to landlord/tenant relationships.

Fact Pattern:

Sandra Williams is a property manager for Regent Premier Properties (Regent), and is in charge of 30 upscale properties. Carter Billingsly, owner of Regent and Sandra's employer, has instructed her to fill vacancies with "the right" tenants and to do what is necessary to ward off applicants who do not "seem like a good fit". He requires Sandra to tell applicants she has no vacancies and to redirect them to properties located in lower economic areas. Billingsly also offers a paid incentive for every application Sandra gets rid of.

Sandra could use the extra money, but is aware of "testers" being used and is concerned about violating the law and the possibility of losing her license.

1. Identify federal and state laws Sandra would violate if she follows her employer's instructions.
2. Does Sandra owe a fiduciary duty to Billingsly? Please explain.
3. Identify DRE applicable rules and regulations pertaining to ethics.
4. Could applicants (who were turned away) sue Sandra? Could they sue Billingsly? Please explain the real estate principle your response is based upon.

RUBRIC DRAFT:

Name:

Due Date:

| CRITERIA | Unsatisfactory | Needs Work | Adequate | Good | Excellent |
|--|----------------|------------|----------|------|-----------|
| Apply internet researching skills to identify applicable laws, rules and regulations based upon facts and information presented. | | | | | |
| Write and process business letters and documents. Craft fluent and clear sentences. Proper utilization of grammar, punctuation, and spelling. Typed document using standard business format and writing practices. Proofreading of document. | | | | | |
| Interpret real estate/property law to troubleshoot legal aspects in management of real estate | | | | | |
| Demonstrate knowledge of Federal and State Anti-discrimination Laws | | | | | |
| Model, adopt and comply with ethical and moral business practices that maintain and sustain trust and integrity in the workplace and with clients. Make ethical decisions pursuant to DRE Business and Professions Code. | | | | | |
| Demonstrate management of investment properties. Process and explain forms and documents. Complete tasks and projects. Chart time management. | | | | | |
| Manage human relations by applying "people skills" when interacting with company and customer base | | | | | |

PROPERTY MANAGEMENT COURSE SCHEDULE

RE 14 - Section 8147 (FALL 2013)

| CLASS WEEK | | CLASS ACTIVITIES | HOMEWORK ASSIGNMENTS |
|------------|----------------|--|---|
| 1 | MON 8/26/13 | CHAPTER 1: PROPERTY MANAGEMENT – A PROFESSION OF SERVICE | - READ CHAPTER 1 |
| | SUN 9/01/13 | CH 1 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 2 | MON 9/02/13 | LABOR DAY (CAMPUS CLOSED) | - READ CHAPTER 2 |
| | TUES 9/03/13 | CHAPTER 2: PREPARING FOR MANAGEMENT | - COMPLETE ASSIGNMENT |
| | MON 9/06/13 | LAST DAY TO DROP W/O FEE AND W/O A "W" | |
| | SUN 9/08/13 | CH 2 – QUIZ DUE | |
| 3 | MON 9/09/13 | CHAPTER 3: LEASES AND LEASES | - READ CHAPTER 3 |
| | SUN 9/15/13 | CH 3 - QUIZ DUE | - COMPLETE ASSIGNMENT |
| 4 | MON 9/16/13 | CHAPTER 4: LEASE CLAUSES | -READ CHAPTER 4 |
| | SUN 9/22/10 | CH 4 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 5 | MON 9/23/13 | CHAPTER 5: RESIDENTIAL PROPERTY MANAGEMENT | - READ CHAPTER 5 |
| | SUN 9/29/13 | CH 5 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 6 | MON 9/30/13 | CHAPTER 6: COMMERCIAL, OFFICE & INDUSTRIAL PROPERTY MANAGEMENT | - READ CHAPTER 6 |
| | **SUN 10/06/13 | REVIEW FOR EXAM 1 (CHAPTERS 1 – 6) **EXAM 1 – DUE BY 11PM – SUN 10/06/13 | - REVIEW FOR EXAM 1 |
| 7 | MON 10/07/13 | CHAPTER 7: SPECIAL MANAGEMENT SITUATIONS | - READ CHAPTER 7 |
| | SUN 10/13/13 | CH 7 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 8 | MON 10/14/13 | CHAPTER 8: LIABILITY AND RISK MANAGEMENT | - READ CHAPTER 8 |
| | SUN 10/20/13 | CH 8 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 9 | MON 10/21/13 | CHAPTER 9: SECURITY AND SAFETY | - READ CHAPTER |
| | SUN 10/27/13 | CH 9 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 10 | MON 10/28/13 | CHAPTER 10: MAINTENANCE AND ENERGY CONSERVATION | - READ CHAPTER |
| | SUN 11/03/13 | CH 10 – QUIZ DUE | - COMPLETE ASSIGNMENT |
| 11 | MON 11/04/13 | CHAPTER 11: RECORDS AND CONTROLS | - READ CHAPTER 11 |
| | SUN 11/10/13 | **WRITTEN ASSIGNMENT OPENS MONDAY, NOVEMBER 4 TH CH 11 – QUIZ DUE | - BEGIN RESEARCH FOR WRITTEN ASSIGNMENT - COMPLETE ASSIGNMENT |

| | CLASS WEEK | CLASS ACTIVITIES | HOMEWORK ASSIGNMENTS |
|-----------|---|--|---|
| 12 | MON 11/11/13 TUES 11/12/13 FRI 11/15/13 **WED 11/27/13 **THURS 11/28 | VETERAN'S DAY (CAMPUS CLOSED) CHAPTER 12: PROMOTION AND ADVERTISING REVIEW FOR EXAM 2 (CHAPTERS 7 – 12) LAST DAY TO DROP W/ A "W" **EXAM 2 – DUE BY 11PM – WED 11/27/13 THANKSGIVING HOLIDAY (11/28 – 12/1) | - READ CHAPTER 12 - REVIEW FOR EXAM 2 HAPPY THANKSGIVING!!! |
| 13 | MON 12/02/13 SUN 12/08/13 **SUN 12/08/13 | CHAPTER 13: FAIR HOUSING AND ETHICS CH 13 – QUIZ DUE **WRITTEN ASSIGNMENT DUE SUNDAY, DECEMBER 8TH BY 11PM | - READ CHAPTER 13 - COMPLETE ASSIGNMENT - COMPLETE AND SUBMIT WRITTEN ASSIGNMENT |
| 14 | MON 12/09/13 SUN 12/13/13 | CHAPTER 14: TENANT AND OWNER RELATIONS CH 14 – QUIZ DUE | - READ CHAPTER 14 - COMPLETE ASSIGNMENT |
| 15 | MON 12/09/13 | CHAPTER 15: MANAGEMENT OPERATIONS **REVIEW FOR EXAM 3 (CHAPTERS 13 – 15) | - READ CHAPTER 15 - REVIEW FOR EXAM 3 |
| 16 | **SUN 12/15/13 | **EXAM 3 – DUE BY 11PM – SUN 12/15/13 (CHAPTERS 13 – 15) | HAPPY HOLIDAYS!!! |