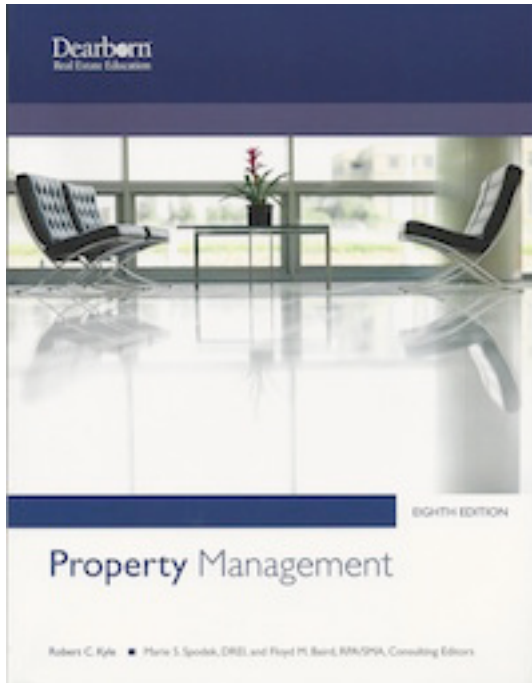




## REA 283 Syllabus



## Syllabus

REA 283 Property Management

Mesa Community College Online Campus

Semester: Fall 2018

Section Number: 23112

Professor Nori Muster

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(480) 275-7889

Mesa Community College, c/o Business Department

1833 West Southern Avenue, Mesa, Arizona 85202

## What you need to complete this class . . .

This workbook contains all the instructions and information for REA 283, Property Management. This class is offered through the online real estate program at Mesa Community College: [Mesacc.edu](http://mesacc.edu), Southern & Dobson campus, 1833 West Southern Avenue, Mesa, Arizona 85202. You can find additional information at the instructor's website: <http://classes.norimuster.com/>

TEXTBOOK: *Property Management*, 8<sup>th</sup> edition, by Robert C. Kyle, Dearborn Real Estate Education (publishers), ISBN 9781427721419 or 1427721416, and is available at the student bookstore. Many students buy their books online. You can find links here: <http://classes.norimuster.com/textbooks.html>

You will use your textbook to take this class. The introductory assignment is to speed-read the book, answer a list of questions for the instructor, and turn it in. The overall structure of the class is: complete the introductory assignment, textbook assignments (with three deadlines), and the final exam.

## Grading . . .

All assignments are pass-fail (complete-incomplete). If you turn in the assignments and pass the final, you get an A. If you do not pass the final, I will contact you to discuss the material. You can then re-work your final until you pass. If assignments are missing, you will get a B, C, D, or F, respectively. I dislike giving bad grades, but must follow the established grading policies of the MCC Business Department.

All work for this class is open-book. Although you can use your textbook and other resources, please do not plagiarize, do not "copy and paste." Do your own work, and do not share your work with other students.

## Speed reading instructions for this class . . .

When your textbook arrives, hold it in your hands, and notice how heavy it is. Open it on your desk to the middle and crease it. This may gently crack the spine. Flip through to the end, gently cracking it every few chapters; do the same for the first half. This is how you literally crack a book. This helps break in the book so the pages will wear evenly. You can skip this step if it is a used book, or e-book.

Take an hour to go through the entire book. Start on page one and go through the whole book. Look at every page. Notice the page layouts, the graphics, and the breaker heads. Get used to the book. Commit the overall lay of the book to your subconscious memory.

Next, go back to the table of contents and study it for ten or twenty minutes. This will help you grasp the full spectrum of what the book covers. In academic books, studying the table of contents is the foundation of speed reading.

To digest a chapter at a time for your assignments, first flip through and look at each page in the chapter. Spend a full minute scanning each page. After you look at each page, spend the rest of the session reading the chapter like it was a magazine. Page through it and look for topics you find interesting; read the most relevant sections in full.

## Introductory assignment . . .

After you speed-read the textbook, please fill this out and turn it in.

Your name **A:**

Age group **A:**

After reviewing the textbook, please explain how much of this material is new to you. **A:**

Have you worked in real estate before? If so, explain. **A:**

What is your goal in taking this class? **A:**

What is your goal at MCC? **A:**

What is your overall goal for college? **A:**

## Textbook assignments . . .

Write one page of notes on each chapter in your textbook, using the following guidelines:

- You can write a page on the theme, "Ten things I learned from this chapter."
- Or write a page for each chapter based on the "Chapter Problems," "Discussion Points," "Learning Objectives," "Overview," etc. These can be found at the end of the chapters in the REA 281 & 282 textbooks, and at the beginning of the chapters in the REA 283 text.
- Or, write a page on your real-world experiences with topics covered in each chapter.
- Or, use a mixture of these writing options.

I do not grade on grammar or writing style, and I leave it open-ended on what you can write. You can use these suggestions, or simply write about the things you find most interesting in each chapter. Every semester I try to make these instructions more clear. The bottom line is, turn in one page on what you learn from each chapter of the textbook.

## Schedule for turning in assignments . . .

Introductory Assignment: Informed Learning Survey DUE LAST DAY OF JANUARY  
 Textbook Part 1: Chapters 1-6 (pp. 1-144) DUE LAST DAY OF FEBRUARY  
 Textbook Part 2: Chapters 7-12 (pp. 147-323) DUE LAST DAY OF MARCH  
 Textbook Part 3: Chapters 13-17 (pp. 325-483) DUE LAST DAY OF APRIL  
 Final Exam (below): DUE FINALS WEEK

Turn your work in through Canvas, Canvas messenger, or email. Keep a copy on your computer. If you complete two or more chapters per week, and aim for the deadline at the end of each month, you will keep up with the class.

Most students prefer to work according to the schedule. However, if you want to set up an alternate schedule, or something comes up to prevent you from meeting a deadline, I can grant extensions. However, you must be in contact.

## How to contact the instructor . . .

PLEASE CONTACT ME if you think you might be late with an assignment, or if you want to discuss any of the concepts you're studying. I will respond within one business day. I am available by email (norimuster@gmail.com), through the Canvas messaging system, through MCC email (nori.muster@mesacc.edu), in person on campus, and by text or telephone (480) 275-7889.

## How the instructor will contact you . . .

I will contact you through throughout the semester with Canvas Announcements. To make sure you receive Announcements, log into Canvas. Click your Account tab. Then click Notifications. Scroll down to Announcements and make sure the checkmark (not the x) is highlighted. Also make sure your preferred email address shows up there. If not, you can add an email address. Go to your Account tab, then click Settings. Scroll down to where it says + Email Address. Click that and add your email address. Then go back to Notifications and make sure to highlight the checkmark under your preferred email address.

If you want to be contacted by text, use the Settings page to add your cell number. They will send you a confirmation code. Once you confirm your phone, go back to Notifications and confirm the checkmark is highlighted for Announcements, Cell Number.

I usually write to you several times at the beginning of class, then around the assignment deadlines. If you feel I'm not communicating, you may not be getting the Announcements. To access Announcements on the Canvas website, go to Canvas and click the Courses tab.

Enter the page for this class, then click Announcements. You will see all the Announcements I've sent out since the beginning of the semester.

## Final exam . . .

### PART I: EVICTION PROCESS

Read pp. 160-167 from your textbook, the last half of Chapter 7: Tenant Relations. After studying your textbook, explain the eviction process in one page (250 words).

### PART II: Fair Housing

Please read these Fair Housing guidelines (from [housing.az.gov](http://housing.az.gov)) and turn in one page on what Fair Housing laws are and what they are meant to achieve:

When based on race, color, sex, religion, national origin, familial status or disability, the following actions by housing providers or professionals are prohibited under the Fair Housing Act:

- Refusing to show, rent or sell a house, lot, or apartment.
- Refusing to negotiate the rental or sale of a house, lot, or apartment.
- Charging more to buy or rent a house, lot, or apartment.
- Requesting a larger security deposit.
- Telling a person that the property is no longer for sale or rent when it really is.
- Advertising that a certain type of person is wanted to sell or rent the property.
- Denying services that are available to others.
- Insisting that a family live in a designated area.
- Denying access or use of the facility or service that is normally available with occupancy of a property.
- Telling owners or renters to move because the neighborhood is being integrated by minorities.
- Suggesting that a person move to a specific area or property.
- Allowing unlawful bias to affect the appraisal of a property.
- Denying a person credit or a mortgage.
- Providing different terms and conditions for a mortgage or other home loan.
- Refusing to permit reasonable accommodations for assistive aides, assistive animals, parking, or physical modifications to existing properties.
- Failing or refusing to provide wheelchair accessible housing in new construction of multifamily dwellings (i.e., accessible environmental controls, accessible routes into and through the dwelling, usable bathrooms, etc.).
- Engaging in retaliation or intimidation against a person who complains about housing discrimination.
- Harassment such as racial and sexual slurs or threats.

### PART III: The Landlord and Tenant Act

There's a big difference between a being a good landlord or a slumlord; tenants can be great or not so great. Landlord-tenant laws try to bring out the best in both worlds. Please look up the Arizona laws (Google "Arizona Residential Landlord and Tenant Act") and the federal laws (Google "URLTA 1972"). Speed-read through these on the Web.

For your assignment, Part III, please turn in a hilarious or horrendous personal story about being a landlord or tenant. Please write a paragraph or two.

Here's mine: From 2000-2002 I lived in an adorable little cottage. The landlord charged premium rent, but never fixed anything. If we complained, she sent over unlicensed handymen who worked in exchange for free rent at her other properties. These men fixed roof leaks with duct tape and caulk! One time they broke into my unit and stole my CD collection. Ultimately, the City of Los Angeles shut our landlord down and we all had to move so she could make repairs and remove illegal staircases and lofts.

### Informed learning evaluation . . .

Please complete this informed learning survey and turn it in with the final to help the instructor improve the class in future semesters.

Did you feel that this class took about the right amount of work, too much work, or too little? **A:**

Do you feel that you learned the material (or got a good review)? **A:**

Do you feel that you accomplished your goal in taking this class? **A:**

If you could change something about the class, or give the instructor constructive feedback, what would it be? **A:**



## REA 283 Syllabus

### The fine print . . .

Instructor info.: Professor Nori Muster [norimuster@gmail.com](mailto:norimuster@gmail.com) (480) 275-7889  
 Yours truly (Professor Nori Muster) will be your guide through this class. My background is in real estate, writing, teaching, and counseling. I posted my bio to the Canvas system that explains more about me: <http://norimuster.com/design/condorenovation2009-2014.html>

#### Textbook:

*Property Management*, 8<sup>th</sup> edition, by Robert C. Kyle, Dearborn Real Estate Education (publishers), ISBN 9781427721419 or 1427721416, and is available at the student bookstore.

#### Work Load:

The course is based on a hefty textbook, with a lot of ground to cover. It should work out to the same amount of time you would spend in a classroom, if this were a bricks and mortar class. Taking the class online allows you to work on your computer, according to your own schedule, and develop your learning skills and powers of concentration as you learn.

You may turn in assignments through Canvas, by email ([norimuster@gmail.com](mailto:norimuster@gmail.com)), by dropping them off at the MCC Business Department, and notifying the instructor, or through the US Postal Service (to: Nori Muster, P.O. Box 41750, Mesa, AZ 85274). For study guides and information, go to <http://classes.norimuster.com/>

#### MCCCD Official Course Competencies

Description: Emphasizes realty laws, survey of rentals, housing needs, and rentals in Phoenix metropolitan area. Prerequisites: REA179 or permission of department head John Beshk - [john.beshk@mesacc.edu](mailto:john.beshk@mesacc.edu).

1. Explain the exemptions from real estate license requirements for residential and nonresidential property management. (I)
2. List and describe the requirements for a valid property management agreement. (II)
3. Identify the requirements for property management trust accounts. (II)
4. Define record keeping requirements for property managers. (II)
5. Explain the fiduciary relationship of a property manager and the owner or his/her agent. (III)
6. List and describe the objectives that a property manager should establish. (IV)
7. Describe the obligations and rights of both the landlord and tenant under the Arizona residential landlord and tenant act. (V)
8. Compare the landlord tenant act (Title 3) and the mobile home landlord tenant act (Title 11) with the residential landlord tenant act (Title 10). (V)
9. List the eight protected categories of the fair housing act (1968) and fair housing acts amendments (1988). (VI)
10. Compare the Arizona civil rights act of 1990 to the federal fair housing laws. (VI)
11. Define exemptions in the fair housing act (1968) and fair housing amendments (1988) given to an owner, fraternal and social organizations, and housing for the elderly. (VII)
12. Give examples of how the Americans with Disabilities Act applies to privately owned buildings that are for public use including restaurants, retail stores, and office buildings. (VIII)
13. List and describe the four leasehold estates, and explain how they are terminated and inherited. (IX)
14. Describe how market studies are used to find probable vacancy factors, market rents, and shifts in supply and demand projections. (X)

15. List the essential elements of a valid lease or rental agreement. (XI)
16. Give examples of assignments and subleases by a lessee. (XI)
17. Describe the minimum requirements to claim a tenant has abandoned the premises. (XI)
18. Define trade fixtures and rights of a tenant to remove. (XI)
19. Explain the effect of a tenant's bankruptcy on the owner's rights. (XI)
20. Explain the effects of a lender foreclosing a lien on the property where a tenant has an estate of years. (XII)
21. Describe the rights of tenants when the owner converts an apartment building to a condominium property. (XIII)

In other words, we will learn the history of property management all the laws concerning residential and commercial rental property.

#### Required Technology

You will need a computer with an Internet connection and all the modern software to operate the programs. If your computer is out of date or breaks down during the course, you will have to make alternative arrangements.

#### Tech Support

You can ask the instructor tech support questions, but anything too complicated may have to go to the MCC techs.

Get started online learning: <http://mesacc.edu/elearning/get-started>

MCC Distance Learning Website: <http://www.mesacc.edu/eLearning/>

Distance Learning tutorials: <http://ctl.mesacc.edu/resources/canvas/canvas-tutorials/>

Mesa College Help Center tech support line: (480) 461-7217

MCC Disabilities Resources and Services: (480) 461-7447

MCC College Handbook <http://www.mesacc.edu/students/publications>

MCC Early Alert Referral System (EARS): <http://www.mesacc.edu/students/ears>

Special Instructions for Mac Users

This class was built on a MacBook, so everything should work fine. To read the files, you will need MS Word or Open Office. To download Open Office free, go to: <http://www.openoffice.org/>

The MCC website will download files to your desktop. Open the file, read it, and follow any instructions. This class was tested on an iPad and seemed to work fine, no Open Office needed. If you are using a Mac and experience any technical problems, contact the instructor for tech support.

#### Continuing Education

This class qualifies for eighteen units of real estate agent continuing education. Contact the instructor for codes to enter in the AZDRE online education website. The class dates must fall within your renewal period to qualify. You may need to call AZDRE to submit the course for credit. Contact the instructor if any questions.

#### Code of Conduct

##### Academic Integrity

Student in this course are expected to adhere to the Academic Dishonesty Policy as explained in detail in the Mesa Community College Handbook available at: <http://www.mesacc.edu/students/publications>

##### Netiquette

Netiquette refers to the rules of behavior while on the Internet. When interacting within the online course environment, please follow the below guidelines. Show professionalism and courtesy in all communications within the course. No one else should be given access to the course or conferences without the instructor's permission.

Do not use the words or text from others without acknowledging the source. Humor can easily be misinterpreted within the online environment, please be cautious with the use of humor and use emoticons to



help prevent misunderstandings :) ;) etc.

Adhere to the same behavioral standards as you would in a face to face classroom and as is specified in the student handbook.

Avoid typing in all capital letters, for those of us using the Internet frequently, this can seem like you are yelling. Respect other people's time and contribute thoughtful comments and ideas to the discussions rather than simply making statements such as "I agree."

Use correct spelling and grammar. Avoid the use of abbreviations and use spell check within your word processor or within the course to check the spelling of your communications.

#### Safe Classroom Environment Statement

Disagreement within the classroom does not equal disrespect, you are encouraged to have different points of view, different opinions and values, however, it is required that students monitor their language within discussions. Racist, sexist, or homophobic language will not be tolerated. Consult the student handbook for college policies regarding these types of behavior.

#### Learning Enhancement Center:

Many students find that college coursework provides new academic challenges. Students who wish to deepen their understanding of course concepts, extend their skills, and improve their performance in their course(s) are encouraged to use the free tutoring and other support services in the Learning Enhancement Center. The LEC Office is located on the 1<sup>st</sup> floor of the Elsner Library. Phone: [480.461.7678](tel:480.461.7678)

Web: [www.mesacc.edu/tutoring](http://www.mesacc.edu/tutoring)

#### Writing Center:

The Writing Center provides one-on-one appointments to help students during any phase of the writing process: brainstorming, prewriting, researching, drafting, and revising. The Writing Center is located on the 1<sup>st</sup> floor of the Elsner Library. Phone: [480.461.7513](tel:480.461.7513).

Web: <https://www.mesacc.edu/departments/english/writing-center>

#### MCC Early Alert Referral System (EARS)

Mesa Community College is committed to the success of all our students. Numerous campus support services are available throughout your academic journey to assist you in achieving your educational goals. MCC has adopted an Early Alert Referral System (EARS) as part of a student success initiative to aid students in their educational pursuits. Faculty and Staff participate by alerting and referring students to campus services for added support. Students may receive a follow up call from various campus services as a result of being referred to EARS. Students are encouraged to participate, but these services are optional. Early Alert Web Page with Campus Resource Information can be located at: <http://www.mesacc.edu/students/ears> or at the Early Alert selection at the mymcc link from MCC's home page.

#### Special Needs

To ensure equal access, all required course materials provided in web links are expected to meet AA Standard of Compliance with the Web Content Accessibility Guidelines (WCAG) 2.0. All internal and external course links should be evaluated by the WAVE Web Accessibility Evaluation Tool. Course materials are expected to be in compliance, or an alternative option provided upon the students request.

Students with disabilities must have an equally effective and equivalent educational opportunity as those students without disabilities. Students experiencing difficulty accessing course materials because of a disability are expected to contact the course instructor so that a solution can be found that provides all students equal access to course materials and technology.

Information for Students with Disabilities: If you have a documented disability, including a learning disability, and would like to discuss possible accommodations, please contact the MCC Disabilities Resources and Services Office at 480-461-7447 or email [drsfrontdesk@mesacc.edu](mailto:drsfrontdesk@mesacc.edu).

Please contact an advisor at disability services if you have a disability, including a learning disability. They will assist you with appropriate accommodations for you in your classes. The Disabilities Resources and Services office at Mesa Community College can be reached at (480) 461-7447.

#### Disclaimer

The instructor reserves the right to modify this syllabus due to issues that may arise in the class over the course of the semester.

As your instructor, my job is to help you pass the class. Please contact me if you run into any trouble (480) 275-7889 tele/txt, [norimuster@gmail.com](mailto:norimuster@gmail.com) or [nori.muster@mesacc.edu](mailto:nori.muster@mesacc.edu).