Property Management Inspections

Target Audience: Fox Creek Property Managers

Learning Objectives:

1. Describe the four key types of property inspections.
2. Identify the purpose of property inspections.
3. Explain the preventive maintenance process and benefits.

Basic Design Choices

Branding colors will be used throughout the course as shown above. Each slide shall have a title bar consisting of a rectangle using a theme color. This course will use the modern player with the menu available.

Seat Time: 30 minutes

Outline:

- Welcome
- Navigation
- Learning objectives
- Types of inspections
- Knowledge check
- Purpose of property inspections
- Preventive maintenance scenario
- Knowledge check
- Summary
- Assessment
- Congratulations
  Directions: Any feedback or changes needed may be left in the notes section.

Slide 1.1/ Menu Title: Welcome			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
No top/bottom border Background image: Photogenic image of rental units on the right, solid rectangle on the left using theme color Custom start and navigation buttons	[Slide Title] **Property Management Inspections** A guide to inspections and maintenance for property management professionals Click the start button to continue. Click the navigation button to learn more about navigating the course. [Buttons] START NAVIGATION	Welcome to the property management inspections e learning course. In this course you will learn about the types of property inspections and their purpose and also the preventative maintenance process. If you are familiar with the course navigation player, click the start button to begin. If you would like some guidance on navigating the course, click the navigation button. When you are ready, let's get started.	The Start and Navigation buttons will fade in times with the VO reference The Start button will jump to slide 1.3 The Navigation button will jump to the next slide (slide 1.2)
Notes:			

Slide 1.2/ Menu Title: Navigation			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background image – screenshot of course open including the menu to fit slide. Use a theme color in a rectangle for background. Caption bubbles with labels point to player features	[Slide Title] **Navigation** [Captions] Next Previous Accessibility Volume Replay Seekbar	Let's take a moment to review the course navigation player so you feel comfortable moving through the course. If you know your way around, you may proceed to the next slide. If you'd like to backward or forward, use the next and previous buttons. Accessibility options are located here. Adjust the volume with the volume icon. Click the replay button to play the entire slide again. Adjust the seekbar to review a portion of the slide. You can pause the player and them resume play here. Revisit a slide by using the menu on the left. When you are ready click the next button to continue.	Caption bubbles with text labels will fade in times with their reference in the audio.

	Play/Pause Menu		

Notes:

Slide 1.3/ Menu Title: Learning Objectives			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background image: photogenic image displaying tools, overlay transparent rectangle on the right 2/3 of the slide. Text is on the transparent rectangle.	[Slide Title] **Objectives** Upon completion of this course, participants will be able to: • Describe the four key types of property inspections. • Identify the purpose of property inspection. • Explain the preventive maintenance process and benefits	Upon completion of the course you will be able to: Describe the four key types of property inspections. Identify the purpose of property inspections. Explain the preventive maintenance process and benefits. Click next to continue.	Text will fade in timed with the VO. Next button is restricted until timeline completes.

Notes:

Slide 1.4/ Menu Title: What are property inspections?			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Photogenic image of a person conducting an inspection on the right third. The left 2/3 will be a theme based color containing the text.	[Slide Title] **What are property inspections?** Property inspections are the ongoing evaluation of the condition of the buildings,	Property inspections are the ongoing evaluation of the condition of the buildings, grounds and common areas of the property. They should be done by the property manager monthly and at key times during the rental cycle. While you are inspecting the property you want to	Each inspection item will fly in from the left time with the vo. Click next to start will appear timed with the vo. Next button is restricted until timeline completes.

| Each inspection item will use an icon representing the item as a bullet. | grounds, and common areas. Inspections are done by the property manager monthly and at key times during the rental cycle.

While inspecting you should:

Use checklists

Take photos

Carry a flashlight

Take notes

Click next to continue. | make sure you have an accurate checklist so you remember each item. Take photos of any items that have changed or are in need of repair. Carry a flashlight for hard to see areas and take notes along the way. Click next to continue. | |

Notes:

Slide 1.5/ Menu Title: Four Types of Inspection			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
This will be an accordion interaction. The base layer will have a cover photo of a clipboard. There will be 4 bars for the accordion each in a different themed color.	[Slide Title] **The Four types of Inspection** Select each tab to learn more. Interior Exterior Move Out Make Ready	There are 4 main types of property inspections. Interior and Exterior will be performed on a regular basis. Move out and make ready inspections will be performed as needed. Click on each bar to learn more about each type of inspection.	The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed. When the learner clicks on the Next button, it will jump to Slide 1.6.

Notes:

Slide 1.5a/ Menu Title:			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Unique image related to tab content shown on left side within open accordion. Text is to the right of the image. Text in addition to the bullets will be in a coordinating box.	[Slide Title] **Interior** • Office and clubhouse • Interior hallways • Cleaning and janitorial • Storage areas • Amenities and common areas • Occupied units • Units to 'Make Ready' Knowledge about these areas improves your ability to oversee the property's interior maintenance.	Interior inspections not only include the units themselves, but also common and administrative areas. These areas are office and clubhouse, interior hallways, cleaning and janitorial, storage areas, amenities and common areas, occupied units, and units to make ready. Knowledge about these areas improves your ability to oversee the property's interior maintenance.	Learner can select the next tab in the accordion when the audio is complete on this layer.
Notes:			

Slide 1.5b/ Menu Title:			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Unique image related to tab content shown on left side within open accordion. Text is to the right of the image.	[Slide Title] **Exterior** • Property grounds • Utility buildings • Trash and mail areas • Carports and garages • Fences and lighting • Stairways, balconies, breezeways • Parking lot and sidewalks • Tennis courts, playgrounds, picnic areas • Areas with ADA/FHA implications	Exterior areas include property grounds, utility buildings, trash and mail areas, carports and garages, fences and lighting, stairways, balconies, and breezeways, parking lots and sidewalks, tennis courts, playgrounds, and picnic areas, any areas with Americans with Disabilities and Fair Housing Act implications.	Learner can select the next tab in the accordion when the audio is complete on this layer.

Notes:

Slide 1.5c/ Menu Title:			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Unique image related to tab content shown on left side within open accordion. Text is to the right of the image.	[Slide Title] **Move Out** • Comparison of move-out to move-in inspection • Physical damage • Working condition of major equipment • Retrofit or rehab work • Contractor involvement/scope of work • Preventative maintenance	Move out inspections are done on an as needed basis. There will be a monthly list with any units that will be vacated in the next 45 days. An inspection should be scheduled after move out. During this inspection you will be looking at comparison of move-out to move-in inspections, physical damage, working condition of major equipment, retrofit or rehab work, contractor involvement/scope of work, and preventative maintenance.	Learner can select the next tab in the accordion when the audio is complete on this layer.

Notes:

Slide 1.5d/ Menu Title:			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Unique image related to tab content shown on left side within open accordion. Text is to the right of the image. Text in addition to the bullets will be in a coordinating box.	[Slide Title] **Make Ready** • Pre-inspection identifies make-ready tasks • Post-inspection ensures work is completed and ready to show	Make ready inspections will be performed after all items that needed repair or replacement from the move out inspection are complete. This inspection will make sure the work is completed in a satisfactory manner and the unit is ready to show. Maintenance staff typically monitor the move out and make	The next button will appear when the timeline ends on this layer. The next button will take the learner to the next slide.

| | Maintenance staff typically monitors move out and make ready process

Work with staff to develop sound and efficient make-ready plans to meet expectations of prospective residents. | ready process. It is important to work with staff to develop sound and efficient make-ready plans to meet expectations of prospective residents. A thorough move out and make ready process helps to increase occupancy rates. | |

Notes:

Slide 1.6/ Menu Title: Knowledge Check			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
There will be 4 clipboard each labeled: Interior Exterior Move Out Make Ready Drop items will be located above them in a box.	[Slide Title] **Knowledge Check** Drag each inspection item to the appropriate clipboard. Janitorial areas [Interior] Units to make ready [Interior] Rehab work [Move out] Major equipment [Move out] Landscaping [Exterior] Trash areas [Exterior] Unit is ready to show [Make ready] Maintenance staff monitors process [Make ready]	Let's check to see what you've learned. Drag each item into the appropriate category and click submit when you are done.	When the learner clicks Submit, it will show either the Correct, Try Again or incorrect feedback layer depending on the learner's score and number of attempts. Feedback layers will be customized to look similar, but the incorrect drag items will appear red. The variable reference, which tracked their exact score, will be displayed. The learner will have 2 attempts.

Notes:

Slide 1.6a, 16.b and 1.6c/ Menu Title:			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Custom Review and Continue buttons Results will show in a custom box	[Slide Title] **Feedback** Good Effort! This is your score: Select Review or Continue		The Review button will take the learner to slide 1.5. The Continue button will take the learner to slide 1.7.
Notes:			

Slide 1.7/ Menu Title: The Purpose of Inspections			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background image is a relevant photogenic image covered by a transparent set at 50% transparency. One box will be on the left half with directions. Buttons linking to layers will be on the right.	[Slide Title] **The Purpose of Property Inspections** Property inspections help to protect the value of the property. Click on each button on the right to learn more. Protect the Asset Limit Deferred Maintenance Impact on the Budget	Property inspections are very important in helping to protect the asset for years to come. The information discovered in an inspection helps to define both issues and resources to resolve those issues to limit deferred maintenance. Click on each tab on the right to learn more.	The tabs will take the learner to each appropriate layer. Tabs have hover states. Next button is restricted until all layers have been visited.
Notes:			

Slide 1.7a/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The right 2/3 of the slide will show a photographic image of the exterior of an apartment building. The left will contain a box with explanation. X icon on the top right	[Slide Title] **Protecting the Asset** These are actions that can be taken to prevent damage to a property's physical structures, grounds, and amenities. Repair roofs Paint wood surfaces to protect wood Repair bad decking Seal asphalt cracks to prevent deterioration Maintain landscaping through fertilization, pruning and watering	Protecting the asset There are actions that can be taken to protect and prevent minimal damage from becoming a major problem. Hover over each hotspot to see areas of action to be taken to protect the asset.	Hotspots on each area: Roof Wooden areas Decking Asphalt Landscaping A custom button with the x icon to close the layer. Restricted until the timeline completes.
Notes:			

Slide 1.7b/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background will be a photogenic image of tools set to 50% transparency Items will be arranged in a flow chart X icon on the top right	[Slide Title] **Limiting Deferred Maintenance** Deferred maintenance can be costly and accrue over time. Property inspections help to keep deferred maintenance to a minimum.	Deferred maintenance can be costly and accrue over time. Property inspections help to keep deferred maintenance to a minimum by identifying reactive and preventative tasks. Reactive tasks are performed when equipment has already broken down. Preventive tasks prevent expensive system failures and repairs before they happen. Once those tasks are identified, then as property manager you will assess if resources such as time,	Items in the flow chart will fade in times with the VO. A custom button with the x icon to close the layer. Restricted until the timeline completes.

	Preventive Tasks Reactive Tasks Are sufficient resources available? (Time, staffing, and funds) Yes No Perform Task Put Task on Hold	staffing and funds are available. If they are the tasks will be performed. If not, the task will be put on hold until they are. It is important to keep a close eye on tasks put on hold during inspections and to work with staff to get them done as soon as resources are available.	

Notes:

Slide 1.7c/ Menu Title:			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background will be a photogenic image relevant to budget set at 50% transparency. List items will be in bars that are the width of the entire slide in a theme color. X icon in the top right	[Slide Title] **Impact on the Budget** Property inspections provide information needed to prepare budgets. The priorities include: 1. Potential liability of safety issues 2. Asset preservation projects 3. Enhancements that result in increased revenue or decreased costs 4. Items needed to remain competitive	Property inspections provide information needed to prepare budgets. Priorities here include: Potential liability of safety issues, asset preservation projects, enhancements that result in increased revenue or decreased costs, and items needed to remain competitive.	List items will fade in timed with VO. A custom button with the x icon to close the layer. Restricted until the timeline completes.

Notes:

Slide 1.8/ Menu Title: Preventive Maintenance			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Slide background will be a theme color. Boxes will be distributed horizontally across the slide linking to branching scenario.	[Slide Title] **Preventive Maintenance** Click on each box to learn more. The Three Key Areas of Preventive Maintenance Pests Water Damage Structural Damage	The three key areas you will be looking for regarding preventative maintenance are pests, water damage and structural damage. Click on each box to learn more.	The Next button is hidden until all items are visited. The Next button will take the learner to slide 1.12.
Notes:			

Slide 1.9/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
There are 2 tabs touching at the top of the slide formatted with theme colors. Most of the slide is blank below the tabs leaving space for content on layers.	[Slide Title] **Pests** Click on each tab to learn more. [Left Tab Title] Common Pests [Right Tab Title] Ways to Prevent Pests	Click on each tab to learn more.	Tabs have hover states. The learner can click the tabs in either order, but when they select each one, the other one is disabled until the audio completes on the one they selected. Next button is disabled until just before the timeline ends of both tab layers. Next button returns learner to home slide (slide 1.8).
Notes:			

Slide 1.9a/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
The large rectangular border matches the color of the "Common Pests" tab. All slide text related to the information on this slide appears within the rectangular border. The base layer is visible on this layer, so it appears that this layer is part of the base layer.	Depending on the area, different types of pests can be more common. These are the most common seen in the U.S.: • Cockroaches • Rodents • Bed bugs • Termites • Fleas • Ants • Ticks • Flies • Beetles • Silverfish	Depending on the location certain pests are more common that others. The most common we see in the U.S. are: cockroaches, rodents, bed bugs, termites, fleas, ants, ticks, flies, beetles, and silverfish	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer.
Notes:			

Slide 1.9b/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
The large rectangular border matches the color of the "Common Pests" tab. All slide text related to the information on this slide appears within the rectangular border.	The best way to prevent pests is not to attract them in the first place. Look out for these key areas during inspections to help prevent pests: • Tenants are disposing of trash properly	When performing inspections look out for these key areas: Check to see that tenants are disposing of trash properly, check for cracks in walls, floors and foundations.	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer.

The base layer is visible on this layer, so it appears that this layer is part of the base layer.	• Check for cracks in walls, floors and foundations • Make sure garbage bin lids are closed • Make sure the sump pump is working • Outdoor areas should be clean and free from garbage and debris	Rodents can enter through the tiniest cracks. Make sure the sump pump is working, Outdoor areas should be clean and free from garbage and debris	When both tabs are visited the next button will appear and take the learner back to the base slide.
Notes:			

Slide 1.10/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
There are 2 tabs touching at the top of the slide formatted with theme colors. Most of the slide is blank below the tabs leaving space for content on layers.	[Slide Title] **Water Damage** Click on each tab to learn more. Common Damage Inspection Areas	Water damage. Click on each tab to learn more.	Tabs have hover states. The learner can click the tabs in either order, but when they select each one, the other one is disabled until the audio completes on the one they selected. Next button is disabled until just before the timeline ends of both tab layers. Next button returns learner to home slide (slide 1.8).
Notes:			

Slide 1.10a/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

The large rectangular border matches the color of the "Common Damage" tab. All slide text related to the information on this slide appears within the rectangular border. The base layer is visible on this layer, so it appears that this layer is part of the base layer.	[Slide Title] **Common Damage** • Overflowing toilets, which may result from clogged pipes or a faulty septic system • Broken or leaky water heater • Burst pipes • Leaks and holes in the roof • Flooding from storms	Examples are water damage that are commonly seen in residential property are: Overflowing toilets, which may result from clogged pipes or a faulty septic system, broken or leaky water, burst pipes, leaks and holes in the roof and flooding from storms.	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer.
Notes:			

Slide 1.10b/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
The large rectangular border matches the color of the "Common Damage" tab. All slide text related to the information on this slide appears within the rectangular border. The base layer is visible on this layer, so it appears that this layer is part of the base layer.	[Slide Title] **Inspection Areas** • Plumbing and appliances • Attic, roof and chimney • Gutters • Basement drainage	There are some areas of specific concern when assessing for water damage. Plumbing and appliances, attic, roof and chimney, gutters and basement drainage.	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer. When both tabs are visited the next button will appear and take the learner back to the base slide.
Notes:			

Slide 1.11/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
There are 2 tabs touching at the top of the slide formatted with theme colors. Most of the slide is blank below the tabs leaving space for content on layers.	[Slide Title] **Structural Damage** Click on each tab to learn more. Common Damage Inspection Areas	Structural damage. Click on each tab to learn more.	Tabs have hover states. The learner can click the tabs in either order, but when they select each one, the other one is disabled until the audio completes on the one they selected. Next button is disabled until just before the timeline ends of both tab layers. Next button returns learner to home slide (slide 1.8).
Notes:			

Slide 1.11a/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
The large rectangular border matches the color of the "Common Damage" tab. All slide text related to the information on this slide appears within the rectangular border. The base layer is visible on this layer, so it appears that this layer is part of the base layer.	[Slide Title] **Common Damage** • Cracks or bulging on walls and ceiling • Soil pulling away from house walls • Cracks in chimney • Uneven gaps on windows and doors • Sagging, sloping or cracking of floors • Sagging roof and roof leaks	Some common structural damage items you might see are: Cracks or bulging on walls and ceiling, soil pulling away from house walls, cracks in chimney, uneven gaps on windows and doors, sagging, sloping or cracking of floors, sagging roof and roof leaks, a damp subfloor, crumbling concrete/brick	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer. When both tabs are visited the next button will appear and take the learner back to the base slide.

• Damp subfloor • Crumbling concrete/brick	

Notes:

Slide 1.11b/ Menu Title: [Hidden from Menu]			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
The large rectangular border matches the color of the "Common Damage" tab. All slide text related to the information on this slide appears within the rectangular border. The base layer is visible on this layer, so it appears that this layer is part of the base layer.	[Slide Title] **Inspection Areas** • Exterior walls • Exterior foundation • Chimney • Crawl space • Windows and doors • Floors • Ceilings and walls	Inspection areas include: Exterior walls, exterior foundation, chimney, crawl space, windows and doors, floors, ceilings and walls.	Bulleted items are timed to appear with VO. The other tab is restricted until the timeline ends on this layer. When both tabs are visited the next button will appear and take the learner back to the base slide.

Notes:

Slide 1.12/ Menu Title: Benefits of Preventive Maintenance			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is a photogenic image of person performing a repair set at 50% transparency. Arrows on the left side of the screen pointing up for the "Increases" list. Arrows on the right side of the screen	[Slide Title] **Preventive Maintenance Benefits** Increases: • The value of the property • Resident satisfaction and retention	Preventative maintenance not only identifies basic problem areas, it also helps keep an eye on potential resident problems such as damage, housekeeping, hoarding, overcrowding, and un-reported pets.	Arrows and bulleted items are timed to appear with VO. The up arrows and increases list fly in from the bottom. The down arrows and decreases list fly in from the top.

	The useful life of fixtures and equipment	Preventive maintenance increases the value of the property, resident satisfaction and retention, and the useful life of fixtures and equipment.	Next button is restricted until timeline completes.
pointing down for the "Decreases" list.	Decreases: • Risk • Expenses • Service requests • Routine issues becoming more costly	Preventive maintenance decreases risk, expenses, service requests, and prevents routine issues from becoming more costly.	

Notes:

Slide 1.13/ Menu Title: Assigning Preventive Maintenance Tasks			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is a photogenic image of wood set to 50% transparency. Items are presented as rectangular flash cards taking up most of the space on the slide horizontally centered using a theme color.	[Slide Title] **Assigning Preventive Maintenance Tasks** Click on each card to learn more about the roles each associate can play in preventive maintenance. Onsite Staff • Working with staff controls expenses • Know each technician's skill level • Many day to day tasks can be performed in house Vendor • Exterior painting • Brickwork • Carpentry • Concrete and driveway repairs • Turn services (painting, carpet shampoo or replacement)	As property manager, you will be assigning preventative maintenance tasks. There are 3 categories of professionals to complete these tasks: onsite staff, vendor, and licensed expert. Click on each category to see examples of tasks assigned to each one.	Cards have hover states. Next button is restricted until all 3 flashcards are visited.

	Licensed Expert		
	• Central AC		
	• Elevators		
	• Swimming pool		
	• Pest control		
	• Snow removal and landscaping		

Notes:

Slide 1.14/ Menu Title: Knowledge Check			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
KC uses a multiple response question. A photographic image is used to balance the layout of the standard multiple response.	[Slide Title] **Knowledge Check** Let's see what you've learned by answering the question below. Which tasks would be assigned to a licensed professional? Select all that apply. Exterior painting Central A/C [correct] Pest control [correct] Elevators [correct] Concrete repairs Carpet shampooing Swimming pool [correct]	Let's see what you've learned by answering the question below. Which tasks would be assigned to a licensed professional? Select all that apply.	Learner is given 2 attempts. Correct layer feedback: That's right! Central A/C, pest control, elevators, and swimming pool tasks should all be assigned to a licensed professional. Try again uses standard Incorrect layer feedback: That's not quite right. Central A/C, pest control, elevators, and swimming pool tasks should all be assigned to a licensed professional.

Notes:

Slide 1.15/ Menu Title: Property Manager's Role	Objective: [3]

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is a photogenic image of a happy inspector. Text is displayed in horizontal bars.	[Slide Title] **Property Manager's Role** Gain the commitment of everyone. Communicate frequently with your staff. Monitor and follow up on preventive maintenance activities.	A good preventive maintenance program needs everyone's contributions. The property manager will work to gain the commitment of everyone. This requires frequent communication with staff and diligent monitoring and follow up on preventive maintenance activities. When we have a successful preventive maintenance program, everyone succeeds. We are able to reduce overall expenses on repairs, create a safe environment for our tenants and shows an overall commitment to professionalism.	Bars with text on them come in timed with VO.
Notes:			

Slide 1.16/ Menu Title: Quiz Intro			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is photogenic image of tools	[Slide Title] **Graded Quiz** 5 Questions 80% to pass Click next to begin the quiz.	It's time for your graded assessment. There are 5 questions and you need 80% to pass. Click next when you are ready to take the quiz.	
Notes:			

Slide 1.17/ Menu Title: [All assessment slide titles should be hidden from the Menu]			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
All 5 quiz question slides should have the same layout and formatting. Background is a solid theme color.	[Slide Title] **Question 1** [Question] Match each property inspection type on the left with an example item to be inspected on the right. [Matching sets] Exterior – Trash and mail areas Interior – Occupied units Move out – Working condition of major equipment Make ready – Ensures work is completed and unit is ready to show	Match each property inspection type on the left with an example item to be inspected on the right.	Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to retake the entire quiz at the end if they do not pass. Results slide 1.23; graded quiz slide – drag and drop.
Notes:			

Slide [1.18]/ Menu Title:			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
	[Slide Title] **Question 2** What are reasons to perform property inspections? Select all that apply. Prevents damage to the property[correct] To report occupancy rates to stakeholders To identify reactive tasks [correct] To make sure tenants have properly decorated their units	What are reasons to perform property inspections? Select all that apply.	Results slide 1.23; graded quiz slide – multiple response.

	To identify potential liability of safety issues [correct]		

Notes:

Slide [1.19]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	[Slide Title] **Question 3** Select the key areas of preventive maintenance. Pest control [correct] Water damage [correct] Structural damage [correct] Landscape maintenance Unit appliances	Select the key areas of preventive maintenance. Choose all that apply.	Results slide 1.23; graded quiz slide – multiple response.

Notes:

Slide [1.20]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	[Slide Title] **Question 4** Is this statement true or false? Property inspections help to define tasks and resources to limit deferred maintenance. True [correct] False	Is this statement true or false? Property inspections help to define tasks and resources to limit deferred maintenance.	Results slide 1.23; graded quiz slide – true/false.

Notes:

Slide [1.21]/ Menu Title:			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
	[Slide Title] **Question 5** There is a unit that has been occupied by the same tenant for 34 months. During the move out inspection, you determined the unit needed painted. Which associate would you choose to complete this task? Onsite staff Vendor [correct] Licensed expert	There is a unit that has been occupied by the same tenant for 34 months. During the move out inspection, you determined the unit needed painted. Which associate would you choose to complete this task? Choose the best answer.	Results slide 1.23; graded quiz slide – multiple choice.

Notes:

Slide [1.22]/ Menu Title: Quiz Results			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Color from palette is shown as background on slide.	[Slide Title] **Results** You Score: XX% Passing Score: YY%		Use results slide to show Success layer 1.22a when timeline starts if results are equal to or greater than the passing score.

			Show failure layer 1.22b when timeline starts if results are less than the passing score. Base layer will be visible from Success or Failure slide layers.
Notes:			

Slide [1.22a]/ Menu Title:			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Green checkmark above slide text.	Nice job, you passed! You Score: XX% Passing Score: YY% [button] Review Quiz	Thank you for taking the quiz. Congratulations, you passed! If you would like to review the quiz, click review quiz. When you are ready to continue, click Next.	Use results slide to show Success layer 1.22a when timeline starts if results are equal to or greater than the passing score. Show failure layer 1.22b when timeline starts if results are less than the passing score. Base layer will be visible from Success or Failure slide layers. Next button will move to slide 1.23
Notes:			

Slide [1.22b]/ Menu Title:			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Red X above slide text.	Sorry, you didn't pass. You Score: XX% Passing Score: YY%	Thank you for taking the quiz. Unfortunately you didn't pass. To review the quiz, click on review quiz. When you are ready to take the quiz again, click on retry quiz.	Review quiz will show the learner their answers along with correct answers. Retry quiz will allow another attempt.

	[button] Review Quiz Retry Quiz		
Notes:			

Slide 1.23/ Menu Title: Summary			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is a photogenic image of tools with a transparent theme color box over the left 2/3 of the slide containing the text.	[Slide Title] **Summary** You should now be able to: • Describe the four key types of property inspection. • Identify the purpose of property inspection. • Explain the preventive maintenance process and benefits.	Congratulations on completing the property management inspections e Learning module. You should now be able to describe the four key types of property inspections, identify the purpose of property inspection, and explain the preventive maintenance process and benefits.	Bullets are timed to appear with VO.
Notes:			

Slide 1.24/ Menu Title: Conclusion			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is a photogenic image of a smiling professional. A box on top contains the slide text.	[Slide Title] **Congratulations** Click the Exit button to end this course.		Exit button ends course.
Notes:			