

Community Association Operations

Exam **DBPR # 9627576**

CORRESPONDENCE COURSE

END OF COURSE EXAMINATION

END OF COURSE EXAMINATION ANSWER SHEET for FAX or Scan/Email

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INSTRUCTIONS: Read each question carefully. Only one answer for each question is correct. Mark your answer on the attached answer sheet. The passing score is 75% correct or 15 correct out of the 20 questions.

- 1, Which statement accurately describes the use of electronics?
 - A. The use of electronics is solely for eliminating paper.
 - B. The use of electronics may not be relied upon solely until it become more reliable.
 - C. The use of electronics allows for a more reliable and timely delivery of information to association members.
 - D. The use of electronics always reduces costs, which may be felt immediately.

2. The power to tax through assessments is essential to –
 - A. Collecting the funds necessary to carry out the association’s duties.
 - B. To pay salaries of association employees.
 - C. To maintain a rainy day fund in case of emergencies.
 - D. Must be returned to unit owners at the end of each calendar year if there was an overage.

3. The association is the conduit for the performance of the maintenance of the common elements regardless of –
 - A. The cost of the maintenance.
 - B. How many units may be empty at any given time.
 - C. The extent of the common elements.
 - D. Whether or not a vote was taken approving maintenance.

4. Thinking strategically means:
 - A. Being deceptive with the enemy, where the unit owners are the enemy.
 - B. Being ahead on billing assessments so that money is available when necessary.
 - C. Being willing to cut losses as soon as they are known to avoid future costs.
 - D. Being informed and consciously responsive to the dynamic environment.

5. A planning committee is:
 - A. Not responsible for doing all of the work, but it is responsible for ensuring that the work gets done.
 - B. Not responsible for ensuring that that work gets done, but is responsible for doing all of the work.
 - C. Responsible for ensuring that all work that needs to be done is scheduled, then performing the work.
 - D. Responsible for maintaining a detailed work schedule so that those responsible for ensuring the work gets done have a schedule.

6. The guiding principle of participation in the strategic planning process is that everyone who will help execute the plan should have:
 - A. Only as much input as is necessary to stay informed.
 - B. Some input into shaping the plan.
 - C. Full and complete access to all drafts of the plan so that they may make revisions to the plan as they see fit.
 - D. No input into the creation of the plan, but should always have a working copy of the plan.

7. It is not the association's objective to:
 - A. Provide every service desired by the membership.
 - B. Pay for all services within 10 days of the service having been provided.
 - C. Make a profit.
 - D. Be as efficient as possible.

8. Many associations conduct a survey from time to time covering all aspects of the community services and operations in order to determine the:
 - A. Members' satisfaction with the efforts of management.
 - B. If assessments were erroneously collected in the previous assessment period.
 - C. If service providers performed per their contracts.
 - D. If new or additional association management staff should be hired.

9. All too often, associations fail to reevaluate operations and many times continue services that are:
 - A. Too expensive for the membership.
 - B. No longer needed, desired or practical.
 - C. Not actually even provided any longer.
 - D. Not in line with new technology.

10. The accounting systems and records of an association provide physical documentation of:
 - A. The assessments collected from the unit owners.
 - B. A list of accounts paid by the association.
 - C. The amount of monies held in association banking accounts.
 - D. All of the financial activities of the organization.

11. A community association's objective regarding money should be to:
 - A. Make enough of a profit to set money aside for emergencies.
 - B. Break even.
 - C. Make a substantial profit.
 - D. To always show a deficit so that unit owners don't mistakenly believe assessments may end.

12. Which of the following is not one of three goals of maintenance in a community association?
 - A. To meet the needs of the individual residents.
 - B. To preserve and enhance the common property.
 - C. To ensure the safety of residents, guests, and employees.
 - D. To spend the least amount of money for maintenance in order to save the unit owners the cost.

13. Legal documents that are helpful to research to identify the physical assets of the community association include all but which of the following?
- A. Annual meeting minutes.
 - B. Governing documents.
 - C. State statutes.
 - D. Board resolutions, if the board is empowered to decide.
14. A “punch list” is a compilation of:
- A. All the maintenance needs identified during an inspection.
 - B. Assignments of tasks to staff or contractors.
 - C. All preventative maintenance that needs to be done.
 - D. All hours works by staff or contractors performing maintenance.
15. Insurance should protect the property, which includes:
- A. Only the buildings.
 - B. Only the buildings and all other structures.
 - C. All of the buildings and all other structures or improvements to the land.
 - D. Only improvements built on or after the fifth anniversary of the community.
16. When considering the insurance package, it is critical to provide:
- A. Adequate insurance.
 - B. As many different types of insurance as possible.
 - C. The most cost effective insurance available.
 - D. As many riders to the insurance in favor of the community as possible.
17. The association needs to make sure that each policy renewal contains:
- A. An automatic renewal date for the next policy period.
 - B. An agreed value clause to ensure a stated value for the insurance.
 - C. All proper endorsements.
 - D. A waiver for co-insurance penalties.

18. Community association managers should have a management plan:
- A. To show any members that ask to see the plan.
 - B. Only if you are employed by the association and not a firm.
 - C. Only if you are employed by a firm and not an association.
 - D. So you and your board are clear on what is expected of you.
19. A management audit is used to:
- A. Evaluate the board's performance.
 - B. Evaluate the timeliness of the payment of assessments by unit owners.
 - C. Evaluate management performance, as well as to monitor it.
 - D. Because it is a subjective report that identifies interpersonal relationships.
20. Monitoring the ever-changing technology climate is an important responsibility as advances may not only lead to greater efficiency, but may:
- A. Come with little or no up-front costs.
 - B. Uncover unnecessary or obsolete services that serve only to cost unit owners money.
 - C. Be very easy to implement.
 - D. Make it easier for unit owners to contact management.

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LICENSE #	LAST NAME	FIRST NAME	MI
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INSTRUCTIONS: Read the examination and complete the answer sheet below, **CLEARLY place an X** over your choice of answers from the multiple choice questions directly in the space indicated on the answer sheet.

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| 1. | A | B | C | D | 11. | A | B | C | D |
| 2. | A | B | C | D | 12. | A | B | C | D |
| 3. | A | B | C | D | 13. | A | B | C | D |
| 4. | A | B | C | D | 14. | A | B | C | D |
| 5. | A | B | C | D | 15. | A | B | C | D |
| 6. | A | B | C | D | 16. | A | B | C | D |
| 7. | A | B | C | D | 17. | A | B | C | D |
| 8. | A | B | C | D | 18. | A | B | C | D |
| 9. | A | B | C | D | 19. | A | B | C | D |
| 10. | A | B | C | D | 20. | A | B | C | D |

I HAVE COMPLETED THIS EXAMINATION ANSWER SHEET WITHOUT THE AID OF ANY OTHER PERSON.

SIGNATURE

DATE

Upon completion of the examination, please choose only ONE option from the following list:
• Mail to Gray Systems Inc., P O BOX 125, HOWEY-IN-THE-HILLS, FL 34737;
• FAX TO 352-324-1667, OR • Scan and email to GSI@GRAYSYSTEMS.COM. Please allow 5 business days for reporting with this method.