

- When a water meter is continually running but the apt water is shut off, where can the leak be?
  - The leak is coming somewhere between the meter and the shut off valve at the apartment.
- What is the distance between 2 studs in the wall?
  - 16 inches
- Why does not turning the thermostat lower make the room cool faster?
  - The temp coming out of the supply lines is always the same and needs time to catch up.
- What is the difference between an air handler and a condenser?
  - Air handler supplies the air to the living space while the condenser circulates the refrigerant.
- What causes water hammer sound in pipes?
  - Back pressure
- What is an A/C float switch?
  - A safety device in an air conditioning system that detects water buildup in the condensate drain pan.
- Where is the water cut off for the Apartment usually located?
  - Most are by the water heater.
- What is the first thing you do if you must replace a light switch?
  - Turn off the breaker.

- What is a A/C compressor?
  - It is the heart of the A/C. it pressurizes the refrigerant.
  
- What does a toilet fill valve do?
  - Refill the tank with water and maintain the correct water level.
  
- What is an MSR?
  - A weekly snapshot of the property's performance and numbers
  
- What is the Summit?
  - Reaching 100% rent collection with zero delinquent balances by specific dates
  
- How long does management have to return a security deposit?
  - 30
  
- How far out do we work our renewals?
  - 120 Days
  
- How many surveys does Michelson send out?
  - 6
  
- What do we need to collect before going on a tour?
  - Driver's license or state ID
  
- How long do we have to follow up with a tour after a lead is claimed and the first follow-up is completed:
  - 24 hours

- What questions cannot be asked during a tour, Name two?

Do you have any kids? Are you pregnant or planning to have children?

How old are you? What is your date of birth?

What race are you? Is this a Black/white/Hispanic neighborhood?

Is English your first language? Are you a U.S. citizen?

What is your sexual orientation? What religion do you practice? Do you attend church, temple, or mosque?

Are you married or single? Is that your husband/wife?

Do you have a disability? What medical condition do you have?

Why do you need a service or support animal?

- What questions help identify a prospect's NEEDS, name TWO?

- Desired move-in date
- Budget range
- Preferred floor plan or layout
- Length of lease needed
- Pets, parking, or amenity preferences

- What steps occur before filing an eviction, name TWO?

- Non-payment notice is issued
- Grace period expires
- Communication attempts are documented