

# INSTRUCTIONS FOR THE BYU OFF-CAMPUS HOUSING EXAM

After reading the [BYU Off-Campus Housing Handbook](http://www.byu.edu/offcampushousing), found at [www.byu.edu/offcampushousing](http://www.byu.edu/offcampushousing), place your answers to the examination on the answer sheet attached. Choose the BEST ANSWER to each of the 40 questions by placing the appropriate letter in the space for each of the questions.

**While** answering the questions...

- You may make reference to the Handbook to find answers to the questions
- Try to answer all of the questions that you can
- Erase any answer you wish to change
- If you need help with any of the questions, please call (801) 422-1513 and ask for a housing official to assist you.

**Please Return Answer Sheet with your New Owner Application**

**Brigham Young University  
C-141 ASB  
Provo, Utah 84602**

Please be sure to include your name, address, and phone number in the left column of the answer sheet.

After we receive your answer sheet and questionnaire, we will send you the results of your exam. Review the questions you have missed and if you have any questions concerning the exam or BYU Housing Policies, please contact us at the above address or call (801) 422-1513. Thank you for your cooperation.

**EXAM**  
April 1, 2009

Directions: After reading the BYU Off-Campus Housing Handbook (referred to as the Handbook hereafter), choose the **BEST ANSWER** to the questions that follow. Please place your answers on the separate answer sheet. The Handbook may be used as a reference while taking this exam.

- 1) Which statement **BEST** describes the mission of BYU:
  - a. BYU focuses on the spiritual and moral aspects of education as well as academics
  - b. BYU provides a period of learning in a stimulating setting
  - c. BYU assists its students in their commitment to good citizenship in the community
  - d. BYU seeks to allocate a substantial amount of human and financial resources to train students to be missionaries for the Church
  - e. BYU provides an environment for study and learning that attempts to incorporate principles of academic excellence
  
- 2) The environment that BYU wants for its single students living off campus should:
  - a. Help in the academic performance of students
  - b. Be consistent with the environment of other universities
  - c. Contribute to students' moral and spiritual growth
  - d. Be consistent with religious standards of the Church of Jesus Christ of Latter-day Saints
  - e. All of the above are correct
  - f. a and b are correct
  - g. a, c, and d are correct
  
- 3) The BYU-Contracted landlord's most important role for the university is to:
  - a. Provide safe, sanitary, and well-maintained living facilities for its students
  - b. Help students learn good principles of social and financial conduct
  - c. Help students find housing
  - d. Help educate students by cultivating an environment where they may more easily realize their spiritual and academic potential
  
- 4) Which phrase **BEST** describes the objectives of the BYU Off-Campus Housing Program:
  - a. Set guidelines for the physical well-being of all students living in Contracted units
  - b. Help bring about an environment off campus for students to achieve academic excellence
  - c. Provide services and guidelines that address the moral, physical, spiritual, and academic needs of students living off campus
  - d. Help student renters find housing in a good environment off campus
  - e. Help students resolve conflicts with landlords off campus
  
- 5) Which of the following is **NOT** a requirement that landlords agree to in order to obtain a university contract of their rental facilities?
  - a. Cooperate with Off-Campus Housing Officials
  - b. Increase rental rates only in accordance within the rent range set by the university
  - c. Pass an inspection of the rental facility
  - d. Sign a current BYU Agreement for Contracted Off-Campus Housing
  - e. Comply with applicable zoning, building, and health standards

- 6) According to the BYU Off-Campus Housing Handbook, which of the following statements is **MOST CORRECT**?
- The greatest concern of the BYU administration in housing its students off campus is poor living conditions
  - The only responsibility of BYU-Contracted landlords is to provide decent living quarters for students
  - Only BYU housing officials can terminate rental contracts of tenants who violate the standards
  - Landlords have little effect on the environment of their tenants
  - BYU-Contracted landlords share in the responsibility to maintain and promote the BYU Residential Living Standards
- 7) Which phrase **MOST ACCURATELY** completes the following sentence: “\_\_\_\_\_ make a commitment to observe the BYU Residential Living Standards while living in BYU-Contracted housing.”
- All BYU students
  - Only BYU single students
  - All single tenants
  - All BYU and UVU students
  - All tenants
  - Single students of BYU and UVU
  - All married students of BYU and UVU
- 8) Select the **MOST ACCURATE** phrase to complete this sentence: “In BYU-Contracted housing for singles, visitors of the opposite sex are permitted\_\_\_\_\_.”
- In living rooms and sleeping rooms, but not in the bathroom area
  - In living rooms and kitchens, but not in the sleeping-room area
  - In kitchens and sleeping rooms, but not in the living room
  - In living rooms and bathrooms, but not in the sleeping rooms
  - In living rooms and kitchens, but not in the bathroom
- 9) Select the **MOST ACCURATE** phrase to complete this sentence: “In BYU-Contracted housing for singles, visiting hours for guest of the opposite sex \_\_\_\_\_.”
- Begin after 9:00 a.m. and extend until 1:30 a.m., except on Friday night
  - Begin after 7:00 a.m. and extend until 12:00 midnight, except on Friday night
  - Begin after 9:00 a.m. and extend until 12:00 midnight, except on Friday night
  - Begin after 9:00 a.m. and extend until 12:00 midnight, except on Friday and Saturday nights
  - Begin after 7:00 a.m. and extend until 1:00 a.m., except on Friday and Saturday night
- 10) Select all the products listed below that all residents and guests of residents of university-Contracted housing are required to abstain from possessing, serving, or consuming:
- Cigarettes
  - Coffee
  - Cola drinks
  - Beer
  - Marijuana
  - a, d, and e are correct
  - a, b, d, and e are correct

- 11) Which of the following are **NOT PERMITTED** in or about the premises of Contracted student housing?
- a. Pornography
  - b. Gambling
  - c. Disorderly conduct
  - d. Disruption of the peace
  - e. Indecent material
  - f. All of the above are correct
- 12) In the BYU Honor Code, BYU students make a commitment to:
- a. Obey the law
  - b. Be honest
  - c. Respect others
  - d. b and c are correct
  - e. a and c are correct
  - f. a, b, and c are correct
- 13) Select all of the following statements that are **TRUE** about the BYU Residential Living Standards:
- a. The Residential Living Standards require that clothing be modest in fabric, fit, and style
  - b. The Residential Living Standards permit guests of the opposite sex in the sleeping-room area between 9:00 a.m. and 12:00 midnight in off-campus rental units of single students
  - c. The Residential Living Standards are applicable only to students living in the on-campus residence halls
  - d. The BYU Honor Code is a part of the Residential Living Standards
  - e. All tenants living in BYU-Contracted housing facilities are committed to observe these standards by legal contractual obligation in the rental agreement
  - f. a and b are correct
  - g. a, d, and e are correct
  - h. a, b, c, and e are correct
  - i. All of the above are correct
- 14) Failure of the landlord to maintain the Residential Living Standards after notice from a tenant of a violation may constitute grounds:
- a. For the landlord to evict the tenant who gave notice
  - b. For BYU to terminate its contract with the landlord
  - c. For the tenant who gave notice to terminate their tenancy
  - d. a and b are correct
  - e. b and c are correct
  - f. a, b, and c are correct

- 15) Select ALL the suggested ways a landlord may fulfill the duty to inform tenants of the Residential Living Standards:
- Distribute copies of the residential living standards at check in time
  - Remind tenants of their contractual commitment to you (the landlord) to comply with the standards
  - Remind BYU students of their commitment to the university in abiding by the standards
  - Personally express to tenants that the living standards are important
  - Tell tenants at contract sign-up time and at other times that they are expected to abide by the living standards
  - a, d, and e are correct
  - b, c, and e are correct
  - a, b, c, d and e are correct
- 16) When pursuing compliance of an alleged standards violation, what should a landlord do **FIRST**?
- Evict the accused tenant to eradicate the problem before other tenants want to move out
  - Get as many facts as possible from the parties involved and from any eyewitnesses
  - Give a written warning to the accused offender
  - Report the offender to the Honor Code Office and to the Bishop of the local ward
  - Sue the accused offender in court in order to recover any rent loss that might occur
- 17) After determining that a tenant has committed a minor infraction of the living standards for the first time, which of the following are actions a landlord should **MOST LIKELY** take:
- Take no action; wait for a second violation of the standards
  - Consult with BYU Off-Campus Housing officials if not sure
  - Give informative counsel or warning
  - Evict the offender
  - Commence a lawsuit
  - b and c are correct
  - b and d are correct
  - b, d, and e are correct
- 18) After investigating the situation and determining that a tenant has committed a major violation of the living standards, which of the following are actions a landlord should **MOST LIKELY** take:
- Take no action; wait for a second violation of the living standards
  - Consult with BYU Off-Campus Housing officials if not sure
  - Give informative counsel or warning
  - Report to the university Honor Code Office
  - Evict the offender
  - d and e are correct
  - b, d, and e are correct
- 19) After receiving notice from a tenant of a violation of the BYU Residential Living Standards, when should the landlord report the violation to the university?
- Not until the accused offender confesses the wrongdoing
  - When you become aware of an infraction
  - As soon as the determination is made to evict the tenant
  - Immediately after notice of a second offense
  - Immediately after evicting the offender

- 20) If one of your BYU student tenants is contemplating suicide, what should you do according to the BYU Off-Campus Housing Handbook?
- If the threat is not an emergency, keep careful watch of the student until he or she makes any serious threats
  - If the threat is not an emergency, call a BYU counselor
  - If the threat is an emergency, call the local police first, then the BYU police next
  - If the threat is an emergency, call the BYU counselor first, then the local police
  - If the threat is an emergency, call the BYU Housing Office immediately
  - With all such threats, report the problem to the Honor Code Office as soon as possible
  - a and d are correct
  - b, c and f are correct
  - b, d, and e are correct
  - a, e, and f are correct
- 21) Because of the 1978 agreement between BYU and the U.S. Justice Department, which of the following statements are true?
- BYU-Contracted landlords must separate students from non-students in university-Contracted housing
  - BYU can segregate its students on the basis of gender in its Contracted housing
  - Single students of different sexes may reside in the same housing complex, but normally not in the same building
  - A condominium complex must separate single male and female students according to university policy
  - a, b, and c are correct
  - b and c are correct
  - All of the above are correct
- 22) Which of the following statements **MOST ACCURATELY** describes the BYU policy on separation of single men and women in a rental facility?
- Single students of different sexes may reside in the same building only when a landlord has presented a separation plan that has been approved by the university
  - Single students of different sexes may reside in the same building but in different apartments
  - Single students of different sexes may reside in the same building, but on different floors
  - Single students of different sexes may reside in the same building, but only if men use a separate stairwell from that used by the women
  - Single students of different sexes may reside in the same building when a landlord presents a separation plan similar to other rental facilities housing men and women
- 23) When a landlord is informed by the BYU Off-Campus Housing Office that one of his /her tenants is not a qualified student as defined in Title IX, which of the following actions the landlord **MUST** take:
- Remove the tenant from the premises by issuing an eviction notice
  - Give notice to the tenant to move at the end of the current semester or term
  - Give notice to the tenant that the current rental agreement will not be renewed
  - Give notice to the tenant that he or she must move to a different apartment in seven days
  - a and c are correct
  - c and d are correct
  - None of the above are correct

- 24) Which BYU student described below is **MOST LIKELY** to not be waived from the requirement to live in university-Contracted housing:
- Single graduate student not living with parents or relatives
  - Single undergraduate students not living with parents or relatives
  - Married undergraduate students
  - Single undergraduate student living with parents.
  - Single student living with and caring for handicapped person
- 25) BYU requires landlord to:
- Exercise fair dealing and honesty in management practices
  - Use lawful procedures of notice and entry
  - Ensure that all descriptions, advertisements, and promotions of the facilities are accurate
  - Perform check-in and check-out inspections
  - Not discriminate on the basis of race, religion, color, national origin, or disability
  - a and e are correct
  - a, b, c, and e are correct
  - a, b, c, d, and e are correct
- 26) In a university-Contracted rental unit, a BYU-Contracted rental agreement must be used with which type(s) of tenants described below:
- BYU single students only
  - All BYU students
  - UVU students
  - UVU and BYU single students
  - All married students
  - All tenants
  - b and d are correct
  - a and d are correct
  - b, c, and d are correct
- 27) Which of the following is a requirement that landlords agree to in order to obtain or retain university contracted housing status of their rental facilities:
- Provide tenants copies of all rental agreements, addenda, rules, bills, and receipts for money paid in cash
  - Not allow tenants to store, keep, or maintain on the premises any firearm, explosives, or dangerous weapons unless prior written consent is received from all other tenants in the rental unit and from the owner
  - Rent only to members of the L.D.S. Church
  - Landlord will not store, keep, or maintain on the premises any firearm, explosives, or dangerous weapons when living in a Contracted dwelling unit with students – unless prior written consent is received from all other tenants in the rental unit
  - Comply with the Management Requirements
  - a, b, and e are correct
  - a, b, d, and e are correct
  - a, b, c, d and e are correct

- 28) The primary purpose(s) of the Management Requirement is:
- a. To have for every dwelling unit a manager who can be contacted for solving problems
  - b. To educate landlords and managers about apartment management techniques and landlord-tenant law
  - c. To help landlords and managers know how to deal with maintenance problems
  - d. To educate landlords and managers/agents about their role in the BYU Off-Campus Housing Program
  - e. To monitor BYU students more closely
  - f. a and d are correct
  - g. c, d, and e are correct
  - h. b, d, and e are correct
- 29) A manager of BYU-Contracted housing is required to:
- a. Be reasonably accessible to tenants
  - b. Be prompt in responding to urgent repairs
  - c. Promote and maintain the BYU Residential Living Standards
  - d. Provide names and addresses of renters when requested by BYU
  - e. Notify the university of standards violations by BYU students
  - f. Settle any controversies through mediation or arbitration sponsored by BYU when requested to do so by the BYU student
  - g. Be prompt in responding to emergencies
  - h. All of the above are correct
- 30) The BYU-Contracted manager/agent (or owner) must immediately begin reasonable enforcement procedures for the following types of standards violations:
- a. Involvement with alcoholic beverages
  - b. Assault
  - c. Unauthorized guests overnight
  - d. Threats of physical harm
  - e. b and d are correct
  - f. a and c are correct
  - g. a, b, c, and d are correct
- 31) After an inspection by BYU housing representatives, which type of problem listed below do BYU Off-Campus Housing Officials consider most serious and may take action to withdraw its contract if the owner does not correct the problem immediately:
- a. Leaky faucet
  - b. Defective door and window lock
  - c. Dirty carpet
  - d. Torn cushions on a sofa
  - e. Plugged bathtub drain

- 32) Which statements are true about the landlord's obligation to maintain a BYU-Contracted rental facility in good repair:
- a. The BYU Minimum Specifications are used to assess the physical condition of a rental unit at the time it is initially contracted and when it is inspected any time thereafter
  - b. Only the BYU Minimum Specifications are used to determine if a rental facility is in a state of good repair
  - c. The Off-Campus Housing Office may make any reasonable requests affecting the health, safety, or general welfare of students not covered by the Minimum Specifications
  - d. Owners must maintain contracted rental units in compliance with local building, fire, health, and zoning regulations
  - e. a, b, and c are correct
  - f. a, c, and d are correct
- 33) Which statements are true?
- a. Neither mediation nor arbitration is mandatory in BYU-Contracted housing
  - b. Currently registered UVU students can be involved in BYU's mediation and arbitration
  - c. Any tenant in BYU-Contracted housing can be involved in BYU mediation and arbitration services
  - d. Only BYU students and BYU Contracted landlords can be involved in arbitration sponsored by the BYU Center for Conflict Resolution (CCR)
  - e. None of the above statements are true
  - f. a and c are true
- 34) One of the major differences between mediation and other dispute resolution processes, such as arbitration and civil court is:
- a. Mediation does not have a neutral third-party to help facilitate the discussion between the disputants
  - b. In mediation, the mediator makes all the decisions for the disputing parties
  - c. In mediation, the decision making is done by the disputing parties
  - d. In mediation, a panel of three mediators judge between the two parties rather than one judge
  - e. There is no difference
- 35) Which statement is **MOST ACCURATE** about arbitration at the BYU Center for Conflict Resolution?
- a. Decisions of the Arbitrators are legally binding and can be enforced by the university and by Utah District Courts
  - b. Decisions of the Arbitrators are only recommendations for settlement and cannot be enforced
  - c. Decisions of the Arbitrators are binding in that they are enforceable through the university, but not through the civil courts
  - d. Decisions of the Arbitrators are legally binding but can be enforced only through a Small Claims Court in Utah
  - e. Decisions of the Arbitrators are legally binding and enforceable through the university, all Utah courts of law, and Federal Courts

- 36) If BYU terminates its contract from a contracted rental facility, how many days notice must a BYU student tenant give to terminate the rental agreement and move out?
- 3 days
  - 5 days
  - 7 days
  - 15 days
  - 30 days
  - A BYU student cannot terminate the contract in this situation
- 37) Some of the consequences a landlord may incur for **NOT** complying with the agreement with the university are:
- The university may terminate its contract with the owner of the facilities
  - Any student may terminate the rental agreement
  - Married students may not live in the rental facility
  - The landlord cannot receive help with delinquent BYU student tenants
  - BYU may take sanctions against single BYU students who move into the non-contracted facility
  - a and b are correct
  - a, b, d, and e are correct
  - a, d, and e are correct
- 38) Unless withdrawn or revoked, university-contracted housing is:
- Valid for one BYU calendar year (Jan.-Dec.)
  - Valid for one academic year (Sep. – Aug)
  - Valid for an indefinite period of time
  - Valid for a five-year period from the initial date of contract
- 39) Which services are sponsored by the BYU Off-Campus Housing Office to help landlords find renters?
- Visitor Information Center in the Administration Building
  - Vacancy listings in the ASB
  - Vacancy listings on the Internet
  - BYU Housing Guide (booklet)
  - Off-Campus Housing Directory (booklet)
  - b and d are correct
  - a, b, and e are correct
  - b, c, and d are correct
  - a, b, c, and d are correct
- 40) From the list below, select the management aids that the BYU Off-Campus Housing Office provides Contracted landlords to help them in their rental operations:
- Check-in/check-out evaluation forms
  - Eviction forms
  - An application form
  - Consultation with attorneys
  - b and d are correct
  - a, c, and d are correct
  - a, b, and c are correct

# ANSWER SHEET

Once you've read the Off-Campus Housing Handbook, which is the training guide for landlords and managers, choose the BEST ANSWER to each of the questions by writing the appropriate letter for each question asked.

Official: \_\_\_\_\_

Date: \_\_\_\_\_

Type of Facility:

- Apartment Complex
- Condominium
- Other (house, duplex, etc)

Person taking the exam:

- Landlord
- Manager
- Agent

Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_

Owner: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Manager: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

1. _____	21. _____
2. _____	22. _____
3. _____	23. _____
4. _____	24. _____
5. _____	25. _____
6. _____	26. _____
7. _____	27. _____
8. _____	28. _____
9. _____	29. _____
10. _____	30. _____
11. _____	31. _____
12. _____	32. _____
13. _____	33. _____
14. _____	34. _____
15. _____	35. _____
16. _____	36. _____
17. _____	37. _____
18. _____	38. _____
19. _____	39. _____
20. _____	40. _____