



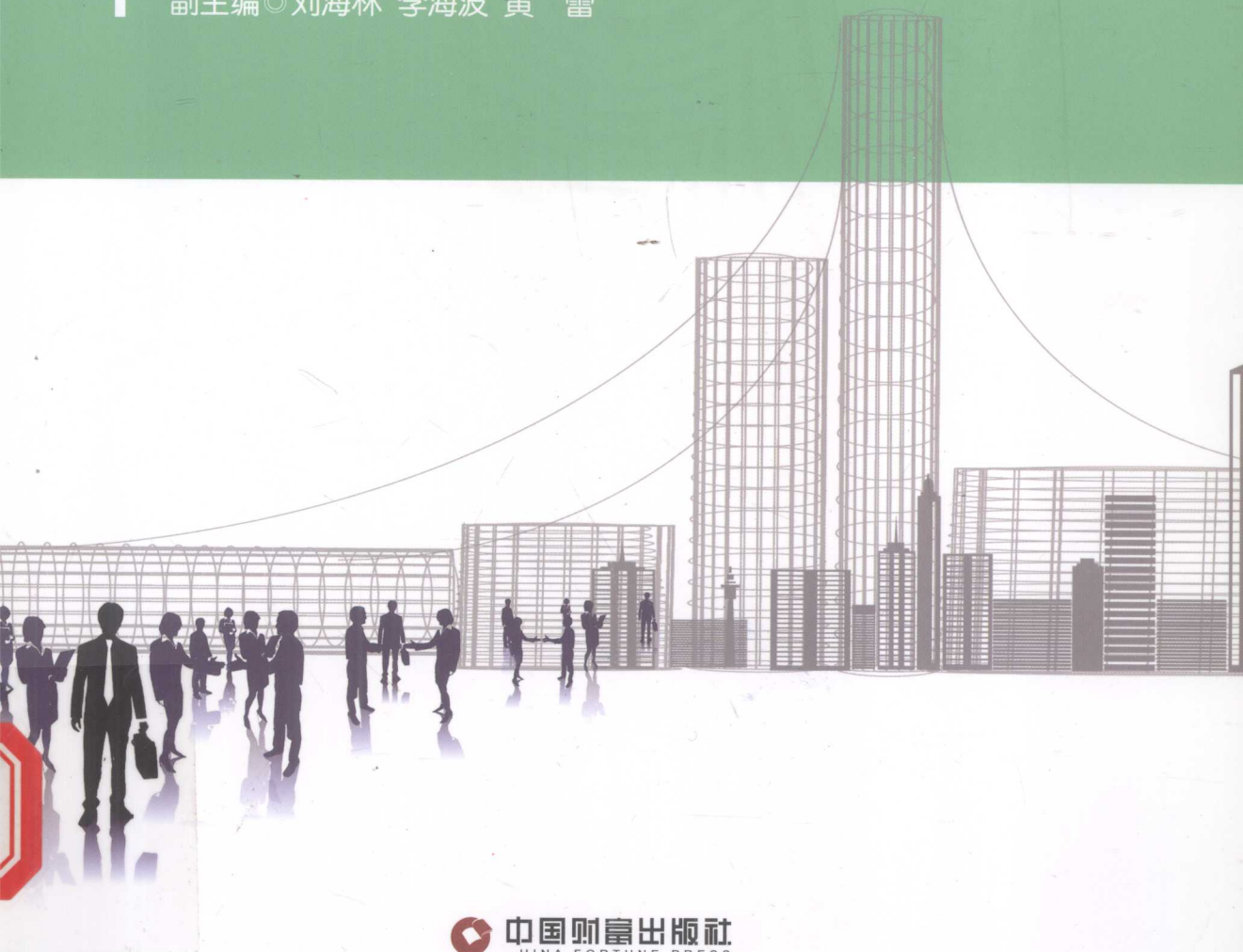
“十三五”高等院校物业管理专业创新规划教材

物业管理英语

Property Management English

主 编◎张 慧

副主编◎刘海林 李海波 黄 蕾



 中国财富出版社
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前 言

《物业管理英语》教材是为高等院校物业管理专业学生编写的专业英语教材，可供不同层次的物业管理专业学生学习，也可供物业管理相关专业学生以及物业管理从业人员自学和培训使用。

本教材有以下特点：一是针对高校学生的英语基础和涉外物业管理实践的需求，增加了大量物业管理专业词汇、语句，编写了丰富的物业管理场景对话、阅读文章和应用文，有助于英语口语、阅读和写作等综合能力的提高；二是强调房地产及物业管理服务过程中各个流程的系统训练，有助于涉外物业管理实践能力的提高；三是从《华盛顿邮报》等国内外媒体引用和节选了多篇与物业管理相关的英语原文，有助于开阔视野，增长知识，以及英文阅读和翻译能力的提高；四是补充了许多中西方文化差异的相关知识，有助于跨文化交际能力的提高；五是增加了许多与房地产及物业管理相关的合同范本和物业管理条例的中英文对照文本，可作为涉外物业管理的工具书使用。

本教材共9章，每章都由若干小节组成，每小节的结构包括对话、阅读、写作、习题、生词表等部分。教材内容力图与物业管理实务紧密结合，主要内容包括物业管理概述、物业管理企业、物业销售、物业租赁、交房收楼、装修入住、客户服务、安全管理、工程维修、环境管理等多方面内容。附录部分收录了物业管理专业词汇表以及中英文对照的物业租赁合同样本、装修合同样本、物业管理合同样本、物业管理条例，等等。

物业管理系列教材编写小组在多年探索物业管理教育和教育部“本科专业综合改革试点”（物业管理）项目建设经验的基础上，编写了这本《物业管理英语》。

本教材由张慧担任主编，刘海林、李海波、黄蕾担任副主编。全书编写分工如下：张慧负责第1章至第9章的对话、阅读、写作、习题及词汇表等部分的编写与校对工作，刘海林负责跨文化交际相关阅读文章、应用文写作等内容的编写及校对工作，李

海波和黄蕾参与了本书的资料收集、整理与校对工作，物业管理专业学生刘乖、康燕、尹文秀等参与了资料整理工作。感谢中国财富出版社，特别是王淑珍编辑的辛勤付出，使教材得以顺利出版。教材的编写、出版得到了诸多领导、同事和朋友们的关心、指导和帮助，也得到了家人的大力支持，在此表示真诚的感谢！

由于编者水平有限，加上时间仓促，书中难免会存在一些不足和疏漏之处，敬请广大读者批评指正，以便再版时修订。

编 者

2015 年 3 月

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Chapter 1

Introduction to Property Management

Lesson 1 Introduction

Lead-in Questions:



- What is property? Can you explain it in your own words?
- What is property management?

Section I Dialogue



1. What is Property?

Scene: at a friend's gathering

A – Tracy, a friend of Sam's

B – Sam, a property manager

A: Hello, Sam. Long time no see, how are you doing?

B: Hello, Tracy. I am pretty good. Now I am working in a property management company as a property manager and it keeps me very busy.

A: Oh, I see. Can you tell me what property is?

B: In plain and simple terms, property is what one owns. It includes personal property and real property.

A: Sounds complicated. Can you explain it in detail?

B: OK. Personal property is generally considered property that is movable—any property that can be moved from one location to another, as opposed to real property or real estate.

A: Could you give us some examples?

B: Sure, your watch is your property, your cash and your savings in the banks are your property. Similarly, your bonds and stocks are your property as well. They are known as personal property.

A: What is real property then?

B: Real property mainly refers to the land and its buildings. It is also known as real estate.

A: Could you explain in brief?

B: Yes, residential houses, commercial buildings such as hotels, shopping centers, multi-functional buildings and banks built on the land are all called real property.

A: Oh, I see. Thank you for telling me. Now I have a main idea about it.

B: You are welcome.

2. What is Property Management?

A: What is property management?

B: Property requires efficient management. Generally speaking, property management is the process of overseeing the operation and maintenance of real property. Its purpose is to achieve the objectives of the property owner.

A: What does running (managing) a large commercial or residential property calls for?

B: It calls for good training, good judgment, variety of skills and good relationship with the owners or tenants.

A: Why do you say that?

B: You see, managing is serving. Here, the space where the owner or tenant lives is his home, where he/she and his/her family members spend most of the free time. We should provide good services and convenient surroundings to them.

A: I have some idea of it. Anything else do we need?

B: Yes, as a manager, he should be good enough of a lawyer to read the lease, good enough of an engineer to be sure that the services (e. g. lifts, elevators) work as promised, good enough of a marketer to sell to the residents the good service, and good enough of a financial accountant to report to the owners.

A: Oh, I see. It is really a complicated job. It needs a variety of knowledge and skills in property management. Thank you for telling me so much about it. I should try my best to learn a variety of skills and knowledge.

Section II Reading



Contents of Property Management

In China, the modern sense concept of property management developed from Housing Management Station in mid-1980s, along with the marketization of real estate industry. In the past, most real estates were state-owned. Housing estates were in the control of the government with very limited services. This kind of management has changed greatly in recent years.

Property management is not merely maintenance and repair. The goal of property management

is to maximize the desired return (fiscal, social, or physical) from a real estate investment over the life of the property. The result is a clean, quiet, well-managed, well-organized (usually multifamily) property. Therefore, property management usually involves various aspects, including physical maintenance and upkeep of the property, marketing and occupancy management, fiscal management, resident relations, personnel and staffing, and security.

In one word, to keep the property in normal use and make the environment better for the people to live in or work in, property management companies must be set up to provide many kinds of services to the owners or tenants directly or indirectly.

Section III Exercises



1. Read the conversations once again and answer the following questions.

- (1) What is property? What is real property? Please give some examples.
- (2) What is real property? And explain it with some examples.
- (3) What is property management?
- (4) What does managing a large commercial or residential property call for?

2. Categorize the following words and make conversations according to the example.

your diamond

your watch

your savings in the bank

the land

building

your washing machine

your car

your apartment

shopping center

hotel

(1) Personal Property

(2) Real Property

Examples:

—Is diamond your personal property?

—Yes, it is my personal property.

—Is your watch your real property?

—No, it isn't. It's my personal property.

3. Fill in the blanks with the suitable words.

- (1) Property is what one _____.
- (2) Real property refers to _____.
- (3) Personal property is generally considered property that is movable, as _____ to real property or real estate.
- (4) Generally speaking, property management is the process of _____ the operation and maintenance of real property.
- (5) The purpose of property management is to achieve the _____ of the owner.
- (6) I'd like you to explain it _____ detail.
- (7) Property managers should provide good services to _____.
- (8) Property management is a complicated work. It needs variety of _____.
- (9) With proper _____, the car will last for many years.
- (10) A (/an) _____ is a person who owns the property.
- (11) A (/an) _____ is a person or group that rents and occupies land or buildings.
- (12) This disease calls _____ prompt treatment.

Section IV Words and Phrases



- term [tɜ:m] n. 条款; 术语
movable ['mu:vəbl] n. 动产
multifunctional [ˌmʌltɪ'fʌŋkʃənl] adj. 多功能的
oversee [ˌəʊvə'si:] v. 监督, 审查
maintenance ['meɪntənəns] n. 维修, 维护
tenant ['tenənt] n. 租户
accountant [ə'kaʊntənt] n. 会计师, 会计人员
residential [ˌrezɪ'denʃl] adj. 居住的, 住宅的
commercial [kə'mɜ:ʃl] adj. 商业的
marketization ['mɑ:kitɪzɪʃn] n. 市场化
maximize ['mæksɪmaɪz] v. 最大化
upkeep ['ʌp,ki:p] n. 维持, 保养
owner ['əʊnə] n. 业主
bond [bɒnd] n. 债券
stock [stɒk] n. 股票
provide... to 为……提供
opposed to 与……相对
real property 不动产

real estate 房地产
call for 要求; 需要

Lesson 2 Different Types of Property

Lead-in Questions:



- How many different types are there in properties?
- Can you list some of them?

Section I Dialogue



Classifications on Different Types of Property

Scene: in a property management company

A - Peter, a new staff

B - David, an employee

- A: David, what is the latest trend of property management?
- B: The trend is the property management refinement. For example, some companies focus on residential property, while some others focus on industrial properties and commercial properties.
- A: Are there many different kinds of properties?
- B: Yes, Peter. Properties can be divided into four major categories: residential, commercial, industrial and special-purpose properties.
- A: I see. I'm very interested in commercial property. Could you tell me what commercial property is?
- B: Commercial properties include various types of income-producing properties, such as office buildings, shopping centers, retail stores, hotels and so on. Big developers have built mega commercial complexes, combining hotel, office, parking, shopping mall, convention and apartment together.
- A: It must be complicated to keep a modern commercial property working properly?
- B: Sure, commercial property management is a business service designed to assist owners in the supervision of commercial properties. The property manager not only needs to take care of details related to the upkeep of the buildings and facilities on the property, but also needs to qualify potential tenants, oversee leasing of sections of the property, and collect rentals on behalf of the owner. In many cases, the right management can result in a lower turnover of tenants as well as securing the best possible rental rates for the space.

A: I see, thank you for your introduction.

B: You're welcome!

Section II Reading



Major Categories of Residential Real Estate in North America and Europe

(Source: https://en.wikipedia.org/wiki/Real_estate)

Residential real estate is a type of leased property, containing either a single family or multifamily structure, which is available for occupation for non-business purposes.

Residences can be classified by how they are connected to neighboring residences and land. They may include four categories: attached dwellings, semi-detached dwellings, single-family detached home and portable dwellings.

1. Attached / Multi-unit dwellings

Apartment—An individual unit in a multi-unit building. The boundaries of the apartment are generally defined by a perimeter of locked or lockable doors. Often seen in multi-story apartment buildings.

Multi-family house—Often seen in multi-story detached buildings, where each floor is a separate apartment or unit.

Terraced house (a. k. a. townhouse or rowhouse) —A number of single or multi-unit buildings in a continuous row with shared walls and no intervening space.

Condominium (a. k. a. condo) —Building or complex, similar to apartments, owned by individuals. Common grounds and common areas within the complex are owned and shared jointly. There are townhouse or rowhouse style condominiums as well.

Cooperative (a. k. a. co-op) —A type of multiple ownership in which the residents of a multi-unit housing complex own shares in the cooperative corporation that owns the property, giving each resident the right to occupy a specific apartment or unit.

2. Semi-detached dwellings

Duplex—Two units with one shared wall.

3. Single-family detached home—Single family house

4. Portable dwellings

Mobile homes—Potentially a full-time residence which can be (might not in practice be) movable on wheels.

Houseboats—A floating home.

Tents—Usually very temporary, with roof and walls consisting only of fabric-like material.

The size of an apartment or house can be described in square feet or meters. In the United

States, this includes the area of "living space", excluding the garage and other non-living spaces. The "square meters" figure of a house in Europe may report the total area of the walls enclosing the home, thus including any attached garage and non-living spaces, which makes it important to inquire what kind of surface definition has been used.

It can be described more roughly by the number of rooms. A studio apartment has a single bedroom with no living room (possibly a separate kitchen). A one-bedroom apartment has a living or dining room separate from the bedroom. Two bedrooms, three bedrooms, and larger units are common (A bedroom is defined as a room with a closet for clothes storage).

Notes:

1. a. k. a. : as known as 的缩写
2. Cooperative vs. condominium:

Cooperative (合作公寓): When you buy a co-op, you don't actually own your apartment. Instead, you own shares of a co-op corporation that owns the building. The larger your apartment, the more shares within the corporation you own. Monthly maintenance fees cover building expenses including heat, hot water, insurance, staff salaries, and real estate taxes.

Co-ops are generally less expensive than comparable condominium apartments. It is harder to sub-lease a co-op. Each co-op building has its own rules, but many limit or forbid subletting.

Condominium (产权公寓): Unlike co-ops, condo apartments are "real" properties. Buying a condo is much like buying a house. Condos are often priced higher than comparable co-op apartments. Monthly maintenance fees for condos are much lower than for co-ops. There are fewer condos available in the New York City real estate market, which limits your options.

Section III Exercises



1. Fill in the blanks with what you learn from the dialogue.

- (1) The latest trend of property management is _____.
- (2) The company that David works for most likely focuses on _____ since he is so familiar with it.
- (3) Commercial properties include _____.
- (4) Commercial complex or urban complex may include _____.
- (5) Besides management on buildings and facilities, managers in commercial properties also needs to _____.

2. Discussion:

Please answer the following questions with what you learn from the passage in the reading section.

- (1) How many different kinds of residential houses are there in North America and Europe? Can you explain it in your own words and give some examples?
- (2) What is portable dwelling? Can you find more examples?
- (3) Can you list the types of residential real estate in China? Are they different from those of the North America and Europe?
- (4) What kind of residential house does your family have? Can you explain it in detail?

3. Match the property name with the description. And make conversations on introducing different types of properties to your friend.

Property Name	Description
_____ (1) duplex	A. building or complex owned by individuals
_____ (2) single family house	B. a number of single or multi-unit buildings in a continuous row with shared walls and no intervening space
_____ (3) townhouse	C. a kind of house that one family occupies the whole building
_____ (4) cooperative	D. a kind of house that many families own shares in the cooperative corporation but do not own the unit individually
_____ (5) condominium	E. a kind of house that two families share
_____ (6) apartment	F. a kind of dwellings that can be moved.
_____ (7) mobile home	G. an individual unit in a multi-unit building

Examples of conversation:

A: Hello, Alice. Can you tell me what is a duplex ?

B: Sure. A duplex is a kind of house that two families share .

A single family house refers to a kind of house that one family occupies the whole building.

A townhouse is _____.

A condominium is _____.

4. Discussion:

Read the article in Extensive Reading, ask and answer the following questions with your partner and make conversations on introducing different types of properties to your friend.

- (1) How many types of properties are there?
- (2) What is the main purpose of this kind of property?

- (3) What are the features of this kind of property?
- (4) Can you give some examples of this kind of property?
5. Free speech/ dialogue/ composition on the following topics:
- (1) My favorite type(s) of property
- (2) My ideal house
6. Role Play:

Guess what type of property we have?

2-4 students in a group, lucky draw (抽签) one kind of property from below and act out. While performing, you cannot say out the name of the property but have to act out, and let the audience guess what kind of property it is.

Property types: apartment building, duplex, townhouse, single-family house, low-rise buildings, high-rise buildings, skyscraper, office buildings, shopping centers, retail stores, hotels, commercial complexes, scenic spot, auto making company, steel company, food processing company, factory, research and development property, lab, warehouse, distribution center, colleges and universities, hospital/medical centers, government, research institution.

Section IV Words and Phrases



- refinement [rɪ'faɪnmənt] n. 精致, 精练, 细化
- industrial [ɪn'dʌstriəl] adj. 工业的
- complex ['kɒmpleks] n. 建筑群
- supervision [ˌsju:pə'vɪʒn] n. 监督管理
- integration [ɪntɪ'greɪʃən] n. 统一, 综合
- developer [dɪ'veləpə(r)] n. 开发商, 发展商
- mega ['megə] adj. 宏大的, 精彩的
- rental ['rentl] n. 租金
- townhouse ['taʊn,haʊs] n. 联排别墅
- condominium [ˌkɒndə'mɪniəm] n. 公寓
- multi-story ['mʌltɪ'stɔːri] adj. 多层的
- duplex ['dju:pleks] n. 双拼别墅
- retail ['ri:teɪl] n. 零售; adj. 零售的
- urban complex 城市综合体
- commercial complex 商业综合体
- single family home/house 独栋住宅
- multi-unit dwelling 多单元住宅
- multi-family house 多户住宅

terraced house 联排住宅

semi-detached dwelling 半独立式住宅

mobile home (拖车型) 活动房屋; 拖车住房

houseboat 游艇, 居住船, 船屋

Section V Extensive Reading



Different Types of Properties

For the purpose of studying specialized property management, real estate can be classified into four major categories: residential, commercial, industrial, public properties and others. Each type of property requires a different combination of knowledge and skills. The following is an overview of each type of property.

Residential Property

The main purpose of residential property is to provide people a shelter to live. It includes privately owned residences, government and institutional housing. It is the largest source of demand for the services of professional property managers. It includes single-family house, duplex, townhouse, multi-family apartment, condominium, cooperative and so on. Government and institutional housing may include low-rent apartments for poor families, public rental housing for migrant workers and young graduates, and so on.

Commercial Property

Commercial properties include various types of income-producing properties. The term commercial property (also called investment or income property) refers to buildings or land intended to generate a profit, either from capital gain or rental income. Commercial real estate includes various types of income-producing properties, such as office building, shopping center, store, hotel, gas station and urban commercial complexes. Even though commercial premises are privately owned, they are usually open to the public. There are two main categories of commercial estate: office property and retail property.

Industrial Property

Industrial property refers to the property used for industrial purposes. Industrial property can be categorized by use. Usually they are heavy industrial property (auto making, steel, chemicals, and food processing factories), light industrial/assembly property (production lines that assemble components), offices, or research and development property (It may include lab facilities, office, warehouse facilities, or personal services such as carpentry or machine repair), Warehouse or Distribution Center (usually locates in the lowest-priced land in older parts of town or in suburban areas) and so on.