

# Sample Examination Questions

## **Level 6 Technical Award in Residential Letting and Property Management (Scotland)**

- **Unit 1: Health and Safety, Security and General Law (SRLPM1)**
- **Unit 2: Legal Aspects of Letting and Management (SRLPM2)**
- **Unit 3: Residential Property Letting Practice (SRLPM3)**
- **Unit 4: Residential Property Management Practice (SRLPM4)**

**Note: In your examinations each unit will be assessed separately.**

**ALL QUESTIONS REMAIN THE PROPERTY OF PROPERTYMARK QUALIFICATIONS AND MUST  
NOT BE REPRODUCED IN ANY FORM**

**Question 1**

The main piece of legislation covering the physical well-being of staff in the letting agency workplace is the:

- A Health and Safety at Work Etc. Act 1974
- B The Estate Agents Act 1979
- C Furniture and Furnishings (Fire) (Safety) Regulations 1988
- D Gas Safety (Installation and Use) Regulations 1998


**Question 2**

Health and safety legislation requires employees to:

- A ensure they lock external office doors when leaving at night
- B set a security alarm before they leave the premises
- C take reasonable care of themselves and others
- D undergo first aid training on an annual basis


**Question 3**

When lifting a heavy object you should:

- A keep it as close to you as possible, bend your knees and keep your back straight
- B keep it as far away from you as possible, bend your knees and your back
- C start from a kneeling position then straighten up
- D start with bent arms then straighten them


**Question 4**

If you work at a VDU screen you should be:

- A provided with protective clothing
- B provided with protective glasses
- C given periodic breaks
- D given a low table to work from


**Question 5**

When undertaking viewings of properties with potential tenants, which one of the following procedures would be regarded as best practice?

- A Arranging them during the hours of daylight only
- B Confirming to colleagues where and when they will take place
- C Insisting that viewers must come to the office beforehand
- D Instructing the landlord to attend on every occasion


**CONTINUE OVER**

**Question 6**

Keys for letting properties which are kept in the office should be clearly labelled with:

- A the address and kept in reception for easy access
- B the address and kept on a board where all staff can see them
- C a code and kept inside a lockable cupboard
- D a code and kept in a filing cabinet together with the property file


**Question 7**

Your relative has set up a gardening maintenance business and asks you to use his services for the property you manage. When, if ever, are you allowed to use him?

- A At any time
- B Only with prior disclosure to your client
- C Only after he has been trading for one year
- D Never


**Question 8**

Common law was originally developed from all of the following **EXCEPT**?

- A Judicial precedent
- B Legislation
- C Institutional writings
- D Custom


**Question 9**

Which remedy is available under both common law and equity?

- A A prison sentence
- B Damages
- C A fine
- D Restitution


**Question 10**

A detached property is accessed by a driveway which crosses an adjacent property, for which a right of way exists. In law, the detached property is defined as the:

- A benefited land
- B burdened land
- C primary tenement
- D servient tenement


**CONTINUE OVER**

**Question 11**

A tenant rents directly from a landlord who resides overseas. In respect of tax arising from the letting income, the tenant should:

- A always pay the rent in full to the landlord's bank
- B always deduct tax from the gross rent and pay the tax deducted to her Majesty's Revenue and Customs
- C pay the rent in full unless an approval number has been obtained from the Her Majesty's Revenue and Customs to deduct tax
- D deduct tax unless an approval number has been obtained from the Her Majesty's Revenue and Customs to pay rents gross


**Question 12**

A tenancy agreement must be in writing if it is for more than what minimum period?

- A 6 months
- B 12 months
- C 2 years
- D 3 years


**Question 13**

A 'quiet enjoyment' clause under a tenancy agreement grants a specific right to whom?

- A Next door neighbours
- B Landlord
- C Tenants
- D Non-tenant co-occupier


**Question 14**

What is the maximum term, if any, for a short assured tenancy?

- A One year
- B Two years
- C Five years
- D Twenty years


**CONTINUE OVER**

**Question 15**

If the tenant is not in breach, what is the minimum time the tenant can remain in possession of a short assured tenancy before the landlord can gain possession?

- A One month
- B Two months
- C Three months
- D Six months


**Question 16**

What types of holiday let, if any, are covered by the Housing (Scotland) Act 1988?

- A None
- B Only ones lasting for more than 31 days
- C Only ones where the tenant is a temporary visitor from outside the UK
- D Only ones where there are multiple lets within the same building


**Question 17**

Which grounds under the Housing (Scotland) Act 1988 can be used if possession is sought for rent arrears?

- A Grounds 3, 4 and 6
- B Grounds 5, 8 and 9
- C Grounds 8, 11 and 12
- D Grounds 11, 13 and 15


**Question 18**

Under the Rent (Scotland) Act 1984, the minimum notice which must be given to a tenant in a written Notice to Quit is:

- A 2 weeks
- B 4 weeks
- C 6 weeks
- D 8 weeks


**CONTINUE OVER**

**Question 19**

If a tenancy agreement or terms of business covered by the Unfair Terms Part 2: Consumer Rights Act 2015 contains a term or clause, which falls foul of these regulations, what are the consequences?

- A The whole contract is null and void
- B The relevant clause can be considered struck out and is thus enforceable
- C The rent of fees due under the whole contract are un-collectable
- D The Trading Standards Department will close down your business immediately


**Question 20**

If an agent receives a demand from the tenant for the landlord's address, when if every, are they obliged to give it?

- A Never
- B Only if the address is in Scotland
- C Only on receipt of a written request
- D Only if the tenant wishes to serve notice on the landlord


**Question 21**

Where property ownership is subject to a mortgage, why must the mortgagor obtain consent from their lender before letting a property?

- A The Rent (Scotland) Act 1984 Section 112 states this must be done
- B The Housing (Scotland) Act 1988 Section 33 states this must be done
- C It is good practice to recommend rental income is shared with the lender
- D It will be a condition of the mortgage deed


**Question 22**

When is it permissible for a letting agency to charge a prospective tenant, registered with that agency, a fee?

- A If the agency supplies a list of suitable addresses of property to let in the area specified by the prospective tenant
- B If the agency supplies a list of landlords with suitable accommodation for the prospective tenant
- C Never, only the deposit and rent can be charged
- D If the prospective tenant finds and occupies suitable accommodation through another source


**Question 23**

What are the three main services offered by letting agents?

- A Introduction only, Let and Rent Processing, Let and Management
- B Sole Letting Rights, Sole Agency, Multiple Agency
- C Full Management, Part Management, Half Management
- D 10% service, 12 ½% service, 15% service


**Question 24**

It is advisable to inform a prospective landlord that they may need to obtain consent(s) from interested parties to let their property. This advice should be given:

- A at the time the client makes first contact
- B within your Terms of Business
- C by confirmation letter after a market appraisal
- D in the Tenancy Agreement


**Question 25**

When attending a property to carry out a market appraisal what would you consider to be the most important group to take into account when suggesting a rental value?

- A Size, location and internal decoration
- B Council tax band, local shops, kitchen appliances
- C Power shower, separate W.C., security locks
- D Parking restrictions, locked loft, no burglar alarm


**Question 26**

An agent is undertaking a market appraisal of a potentially lettable property. In respect of the actual building, the agent must ensure that it meets which one of the following requirements:

- A is connected to mains drainage
- B is in a good state of repair
- C was built or extended after 1971
- D complies with current noise regulations


**CONTINUE OVER**

**Question 27**

Your relative has set up a gardening maintenance business and asks you to use his services for the property you manage. When, if ever, are you allowed to use him?

- A At any time
- B Only with prior disclosure to your client
- C Only once he has been trading over a year
- D Never


**Question 28**

How should an agent best record applicants' requirements?

- A On the company computer system
- B In a 'day book' which is locked away at night
- C On an application form which contracts out of the Data Protection Act
- D In a registration file where the applicant has signed as being correct


**Question 29**

When using email, letting agents should be particularly aware that email:

- A must bear the heading "this is not to be considered as part of or constituting a binding contract" when dealing with offers and renewals
- B cannot be used as the means of formally accepting an offer to let
- C must carry a 'confidentiality' clause
- D cannot be used as evidence in court


**Question 30**

Bank references are becoming more difficult to obtain and are less informative. A suitable alternative source of financial reference, sought by an agent in order to satisfy the requirements of the client, would be evidence of a:

- A current account in the applicant's name
- B deposit account in the applicant's name
- C credit card limit
- D search by a referencing provider


**CONTINUE OVER**

**Question 31**

A landlord is desperate as the tenant has not paid rent for six weeks and they ask you to put pressure on the tenant to pay. Good practice would be to firstly contact the:

- A tenant's referee
- B tenant's employers
- C tenant's utility company
- D tenant themselves


**Question 32**

An investment property in Aberdeen is owned jointly by husband and wife, one of whom is a member of Her Majesty's Forces and is based in Germany. To comply with Her Majesty's Revenue and Customs obligations upon the agent whom, if either, should the letting agent consider to be liable for tax on the rental income?

- A Only the spouse in HM Forces
- B Both husband and wife
- C Only the spouse living in England
- D Neither, as one of them is classed as a Crown employee


**Question 33**

If you are a regulated agent, tenants' deposits **MUST** be held in:

- A your firm's own named account until transferred to a tenancy deposit scheme
- B a separate client account until transferred to a tenancy deposit scheme
- C your firm's solicitor's own named account until transferred to a tenancy deposit scheme
- D a trustee nominated account until transferred to tenancy deposit scheme


**Question 34**

You have arranged a tenancy and collated the first month's rent and deposit from the tenant. Your total commission exceeds the first month's rent and is due for payment. How may you claim your commission?

- A Deduct the full amount from the total monies collected
- B Use the rent for part payment and invoice the landlord for the balance
- C Transfer the monies within your client's account
- D Require the tenant to pay more rent


**CONTINUE OVER**

**Question 35**

When rents are collected on behalf of landlord clients they can legitimately be used to pay:

- A business debts of the agent
- B expenses of the landlord arising from letting the property
- C council tax and other debts of the tenant not covered by the rent
- D the salary of the agent's staff


**Question 36**

The tenant calls you, the managing agent, to complain of a wasp's nest which has appeared under the eaves of the house he is renting. The first step to take, to resolve the matter, would normally be to:

- A call out a contractor and pay the bill on the landlord's behalf
- B advise the tenant it is not your responsibility
- C check the terms of the tenancy agreement to establish liability
- D contact the landlord for instructions


**Question 37**

An agent has erected a 'let subject to missives being concluded' board following completion of the tenancy agreement. However, the Town and Country Planning (Control of Advertisements) (Scotland) Regulations 1984 have now been breached because:

- A the agreement was signed eight days ago
- B the tenant has yet to move in
- C the agents address has been omitted
- D the property had no previous 'to let' board


**Question 38**

Once a property has been let, when must an agent's 'To Let' board be taken down?

- A On the commencement date of the tenancy agreement
- B Within a maximum of fourteen days after the let
- C Within a maximum of twenty eight days after the let
- D By the end of the tenancy


**CONTINUE OVER**

**Question 39**

Following a recent incident and your initial investigations, it is deemed necessary to draft a formal letter to a tenant concerning their conduct in the property. Which piece of information must this letter always include?

- A The full name and address of the landlord
- B Reference to relevant clauses in the tenancy agreement
- C The date by which the matter is to be resolved
- D Notice that solicitors are on standby to act in the event that it is not rectified immediately


**Question 40**

If the landlord fails to allow the tenant 'quiet enjoyment', what would this normally trigger?

- A A breach of the tenancy agreement
- B An on the spot fixed penalty fine
- C An automatic right to claim for damages
- D An automatic right to be re-housed


**END**

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