

Sample Questions

Level 4 Certificate in Residential Letting and Property Management

- **Unit 1: Legal Aspects Relating to Residential Letting and Management (LARLM)**
- **Unit 2: Practice Relating to Residential Property Management (PRPM)**
- **Unit 3: Appraisal and Residential Property Letting Practice (ARPLP)**
- **Unit 4: Applied Law Relating to Residential Letting and Management (ALRLM)**
- **Unit 5: Business Practice (IOM)**
- **Unit 6: Business Management (AOM)**

NOTE

These questions are samples of the type of questions asked in examinations.
Each examination has 5 scenarios with 2 questions asked per scenario.
10 marks are available per question. 100 marks are available per examination.

Unit 2: Practice Relating to Residential Property Management (PRPM)

Scenario 1

A landlord has written to their ARLA Propertymark regulated agent to complain that having visited his property after an absence of two years, he was appalled to see how the property had deteriorated. The landlord now accuses the agent of not carrying out property visits as no visit reports, check-out reports or updated inventories were ever seen. The agent responds by stating that their terms of business do not state they will send reports, inventories etc. to the landlord, so they are not in breach of their terms. The landlord has indicated that he intends to take the matter further.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain what options the landlord could follow to pursue his complaint should he not be happy to accept the agent's response and what redress the landlord might expect if his complaints were upheld?

Question 2

Giving reasons for your answer, consider if the agent is right in stating they are in the clear because their terms were non-specific? Consider also what steps the agent should have taken to prevent accusations of bad management practice?

Scenario 2

You have just carried out a property visit to a Victorian detached house which is double glazed and has gas central heating. The kitchen is a single storey extension at the rear. You noted black mould growth on the plasterwork behind a free standing wardrobe in the main bedroom and on the rear wall of the kitchen. In addition, the tenant reported that the bulbs for the inset spotlights in the kitchen keep blowing.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the possible causes for the mould growth in the two areas mentioned and the remedies that would be required.

Question 2

You have been approached by a contractor who has just set up in business and you would like to use him for the problem with the spotlights. Explain what information you will need to obtain about the contractor before adding him to your portfolio of contractors.

Scenario 3

William runs a multi-discipline high street agency which includes surveying, property sales, residential lettings and property management, and insurance broking. He encourages all his staff to become trained in many aspects of the business.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the difference between the advice on insurance matters that could be given by an FCA approved employee and one who was not approved. Identify also the various options the firm has in being regulated to give customers advice under the FCA regulations.

Question 2

William runs all sections of his business individually and keeps a separate account for holding clients' money. Explain the term "client's money" and what rules must be observed when managing this clients' account.

Scenario 4

A landlord is getting frustrated with continual complaints he has received over the past 3 months regarding the tenants in his property. Most complaints focus on the noise made by the tenant's children (there are five children aged 3-17 years old) but there has now been a complaint to the police regarding a "violent incident" involving the parents and a neighbour.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Although you are not managing the property, the landlord has sought your advice to help him decide how best to deal with this. Referring to relevant authority and current legislation, explain what action the landlord might take.

Question 2

Advised by the agent of his options, the landlord decides he will end this assured shorthold tenancy which is 6 weeks from expiry. Explain how this would be dealt with, detailing an effective check-out procedure that the landlord should follow, giving due consideration to the fact that the deposit is held in a custodial scheme and there are expected to be considerable dilapidations.

Scenario 5

A large part of Buy2Let's portfolio is property leased to students. This often means that a single property becomes occupied by a number of individual students and their partners.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

A two storey terraced property is leased to two students. Buy2Let discovers that one of the students has moved their partner into the property. You are not sure whether this is a permanent or temporary situation. With reasons, what advice should Buy2Let give their landlord client should this position arise?

Question 2

One of Buy2Let's landlords has just applied for a licence to create an HMO as they understand that the demand is strong for such rental properties. They have asked for advice on the likely requirements for bathrooms, kitchens and any other key requirements. With reasons, what advice would you give your client?

Unit 4: Applied Law relating to Residential Letting and Management (ALRLM)

Scenario 1

You have been asked to advise a landlord who owns two properties which are let on tenancies under the Rent Act 1977. The first property is let to Arthur who has neglected the property, resulting in damage, both internally and externally, and has been reported on more than one occasion for holding parties throughout the night and causing a nuisance to adjoining occupants. The second property is let to Samantha and is soon to be the subject of a review of the fair rent which is currently registered.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

With legal justification, advise your client on the process for gaining possession of the property occupied by Arthur and the likely prospect of success.

Question 2

Advise the landlord on the process of reviewing the rent from application to implementation of the new rent.

Scenario 2

An agent is offering to let an attractive cottage with some outbuildings in a popular village renowned for such properties rarely becoming available. Viewings have just started and already there is considerable interest.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

The agent suggests to his client that as well as achieving a high rent due to the demand, he could compel the tenant in the contract to undertake repairs in the property and have a rent increase clause where the rent steps up by 15% every 3 months. Discuss the relevant issues that arise from this and determine whether this is good advice.

Question 2

An applicant is keen to take the property and intends to use a part of it as a pottery studio where customers will be able to visit and watch him at his work. The landlord is agreeable and asks you to arrange the necessary documentation. Describe the issues that must be considered and identify the appropriate tenancy to protect the landlord.

Scenario 3

An agent acted as a letting and management agent for a landlord who has recently obtained possession of the let property, but only after a long and unpleasant disagreement with the tenant. In fact, the landlord confided in the agent that he has threatened the tenant that if he did not vacate, he would “make things very uncomfortable for them”. The landlord is now pursuing the tenant for arrears of rent and “associated losses” amounting to £4,700. The landlord has solicitors and a barrister appointed to act for him.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

The agent has been asked to prepare a report for the court, detailing the agent’s knowledge of the matter and what his opinion of what has taken place between the parties. First, appraise the status and obligations of the agent to the court in respect of legal proceedings. Then the landlord approaches the agent asking him to ignore the threats he had made to the tenant when reporting to the court. He also informs the agent that he has just acquired several new flats which he requires to be let in the next 3 months. How should the agent respond?

Question 2

There is an expectation that the report provided to the court will cover both dispute specific and generic requirements. Outline what these requirements are justifying their inclusion in your report?

Scenario 4

Alan is the owner of a small house which he let to Belinda in 2003 on a yearly periodic basis. In the lease Belinda covenants to:

- a) Carry out all necessary repairs;
- b) Use the premises in a tenant-like manner.

During the past six months, Belinda has become aware of the following issues:

- Rising-damp in the kitchen;
- Leaking pipes;
- Foul odours from the lavatory and;
- Water penetration from the roof.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the legal obligations of both parties and how these might apply.

Question 2

Outline the available remedies in the result of a breach by either party.

Scenario 5

You are the managing agent for a number of residential properties, let on tenancies subject to the Housing Act 1988, and where there have been a number of recent issues.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

One of the properties is let to a family who are alleged to have caused regular disturbance to their neighbours over a period of time. The neighbours have now complained of anti-social behaviour, continuous loud music and parties which have been disturbing them for the past few days. You are required to advise on the legal position and any appropriate action which could be taken.

Question 2

On another property in the same ownership, neighbours have complained to you about the use of the property by its tenants. Here, the complaint is about the untidy state of the gardens which are becoming overgrown and are full of rubbish and discarded bin bags. Also, there is an old, dilapidated caravan which is proving to be an eyesore at the front of the property. You are asked to advise on the legal implications.

Unit 5: Business Practice (IOM)

Scenario 1

You have been brought into a well-established small company as a manager and soon realise that it is very inefficient due to its lack of record keeping.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

You decide to write a report to give to the directors to demonstrate your findings. Identify the principle headings you would use, their purpose and discuss the process of writing the report.

Question 2

Using examples of different kinds of records, explain why they are important.

Scenario 2

As a branch manager you must appraise the performance of your staff but also be able to evaluate your own performance and create an effective work life balance.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the different ways of undertaking appraisals and explain the benefits to the organisation

Question 2

In appraising one of your managers, it transpires that the employee is not managing their work/life balance. Produce some notes for the member of staff explaining what work/life balance is and how to improve it.

Scenario 3

You have been successfully managing an office for four years. Your employees ask you to take on managerial responsibility for a second office which you know will add considerably to your workload.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the steps you should consider taking to ensure your time is managed effectively so that you can take on the opportunity of extra responsibility.

Question 2

If you take on another role, you will need to delegate effectively. Explain what the benefits of delegation are to you in your new role.

Scenario 4

Customers have criticised your premises as being tired and old fashioned. You feel that this image is possibly affecting your business.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Sponsorship and in-house magazines are two initiatives that could be used to enhance and modernise your company's image. Give five alternative examples of PR initiatives and explain how they could be of benefit.

Question 2

Summarise the routine and non-routine maintenance you will target to improve the kerb appeal of your office given the adverse comments and give examples of how they would improve kerb appeal.

Unit 6: Business Management (AOM)

Scenario 1

In your role as branch manager you are increasingly aware of the tension and disharmony amongst your team members.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Explain the potential consequences of conflict in the effectiveness of the branch.

Question 2

You may have to consider disciplinary action in order to resolve the conflict. Describe the disciplinary policy and process you would follow.

Scenario 2

Clive is having problems dealing with his core duties. He appears to be spending significant amounts of working time dealing with staff absences and one-off emergencies.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

In order to reduce the incidence of future emergency events due to regular IT system failures, Clive decides to undertake a Risk and Business Impact Analysis (RBIA) of the branch's IT systems to identify and be pre-warned of risk areas. Explain how Clive will undertake this RBIA and which areas he might be focussing on.

Question 2

Explain the various methods available to a property agency to securely back up its commercial data.

Scenario 3

As manager of a new branch you are tasked to prepare the premises for trading. Considerations will be security against theft, security of the staff, compliance with health and safety regulations, applying the appropriate corporate image through the decor and the personal presentation and attitudes of the front-line staff.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Identify and explain the security risks to any branch premises. What are the consequences of failing to manage those risks.

Question 2

Identify and explain the security risks to any branch personnel. What are the consequences of failing to manage those risks.

Scenario 4

You have just been promoted to manager of an established team of staff with varying levels of experience. You already know the dynamics of the team and decide to make a few changes in order to balance workload and maximise efficiency where necessary.

Below are two questions that will now need to be answered relating to the above scenario

Question 1

Compare and contrast different ways to encourage everyone to embrace the proposed changes with reference to recognised theories.

Question 2

Using a recognised theory, explain how the types of characters within a team can best fill each role to ensure it goes beyond simply performing its functioning requirements.