

SAMPLE EXAMINATION QUESTIONS

LEVEL 2 AWARD IN INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT PRACTICE (ENGLAND & WALES)

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Customer Service within the Property Sector (CSPS1)**
- **Unit 3: Introduction to Residential Property Letting Practice (IRPLP)**
- **Unit 4: Introduction to Residential Property Management Practice (IRPMP)**

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

You are alone in the office and already dealing with a customer when another enters the shop, what should you do?

- A Try to deal with more than one customer at the same time
- B Ask them to come back in 10 minutes
- C Acknowledge them as soon as possible and say you will be with them shortly
- D Ignore them until you have finished with your current customer

Question 2

When advertising a property, which of the following **MUST** appear with the property description?

- A At least one external and internal photograph
- B Details of the current tenants and when their tenancy ends
- C The Energy Performance Certificate rating graph
- D The room measurements or a floorplan

Question 3

Which of the following is the **MOST** effective way of obtaining relevant and accurate information from a customer?

- A Asking open questions until you feel you have everything you need to know
- B Ask their name, contact number and email address
- C Make sure you type everything into your computer system
- D Be very polite and do not ask too many questions

Question 4

If you do not have the appropriate knowledge to assist a customer, what should you do:

- A Tell them you don't know the answer
- B Refer them to the most appropriate member of staff or take their details and ask a senior member to contact them
- C Ask them to call back later
- D Try to make up something that sounds plausible

Question 5

How can you ensure that client files are useful to your agency?

- A Store files alphabetically in filing cabinets
- B Type the information rather than hand write it
- C Scan everything onto your computer system
- D Follow a procedure for an accurate and complete filing system

CONTINUE OVER

Question 6

What is essential to confirm before you arrange viewing appointments on a property?

- A The agency's commission has been agreed
- B You have confirmed it is owned by the person who has instructed you to let it
- C Whether the applicant has children/pets or is a smoker
- D That you have logged the appointment against your name in the system

Question 7

Your agency has conducted a number of viewings at a property and most applicants have commented about the lack of parking facilities. What should you do?

- A Explain it has not been an issue for the current tenant / landlord
- B Suggest other roads or car parks where they could park
- C Feed the comments back to the landlord so they are aware of the situation
- D Do nothing because they are all time-wasters anyway

Question 8

The Consumer Protection from Unfair Trading Regulations 2008 ensure that agents:

- A Only market a property once the terms of business have been signed
- B Give accurate, truthful information to clients and have a transparent fee structure
- C Do not erect marketing boards on 'fake' properties
- D Provide the EPC graph along with their marketing details of the property

Question 9

If there is a shortage of property to let and a high demand for rented accommodation for tenants, which of the following is true:

- A Rents are likely to fall
- B Rents are likely to rise
- C The lengths of Assured Shorthold Tenancies are likely to increase
- D It will be difficult to find tenants

Question 10

Portable electrical appliances should be checked annually because:

- A It confirms they are still present
- B It checks they are being properly maintained by the tenants
- C Fire safety regulations require it to be done
- D There is a legal requirement on the landlord to ensure the appliances are safe

CONTINUE OVER

Question 11

With tenancies starting from 1st. October 2015 legislation requires working smoke detectors to be fitted:

- A On all floors in let accommodation
- B Only in houses of multiple occupation
- C Only in accommodation above ground level
- D Only in accommodation with gas or solid fuel heaters or boilers

Question 12

It is necessary to carry out referencing of potential tenants to:

- A The local authority can set the level of rent
- B Confirm their identity
- C Make sure they will look after the premise
- D Check they are non smokers

Question 13

When a House in Multiple Occupation (HMO) is licensed:

- A The local authority can set the level of rent
- B Local authority approval of potential occupants is required
- C There will be extra requirements relating to managing agents
- D The owner must appoint an ARLA member firm to collect the rents

Question 14

A landlord will be considered an overseas landlord for tax purposes if?

- A They elect to be so
- B They own a residence abroad
- C Do not hold a current UK passport
- D Are out the country for a sic months or more as a total in any tax year

Question 15

The intention of keeping a client account is to?

- A Minimise the agents bank charges
- B Facilitate auditing
- C Aid the agents cash flow
- D Ensure the bank cannot take clients' money held if the agency becomes insolvent

CONTINUE OVER

Question 16

Does a landlord have any legal responsibilities to repair their property?

- A No
- B Yes
- C Only if the landlord manages the property
- D Only if the property is managed by the agent

Question 17

Which of the following must be taken into consideration whether a tenant has looked after the property?

- A Fair wear and tear
- B The age of the premises
- C The length of the tenancy
- D Whether the premises are furnished or unfurnished

Question 18

Health and Safety legislation requires all employers to provide which **ONE** of the following?

- A Mobile phones for use when visiting a property for letting
- B Clear information and training employees
- C A nominate room for administrating first aid
- D Security guards for the premises

Question 19

Which of the following accidents **MUST** be recorded in a letting agent's accident book?

- A Only those where the person needed to go to hospital
- B Only those where management think it's appropriate
- C All of them
- D Only those where a compensation claim may arise

Question 20

If you are required to work with display screen equipment (DSE), you must be provided with?

- A A chair arm rest
- B An eye test every year
- C Protective glasses and subdued lighting
- D Equipment meeting certain minimum standards

END
