

# SAMPLE EXAMINATION QUESTIONS

## LEVEL 3 AWARD IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT (NORTHERN IRELAND)

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Legal Aspects of Letting and Management (NIRLPM2)**
- **Unit 3: Residential Property Letting Practice (NIRLPM3)**
- **Unit 4: Residential Property Management Practice (NIRLPM)**

**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 (Northern Ireland) Order 1978
- B The Estate Agents Act 1979
- C Furniture and Furnishings (Fire) (Safety) Regulations 1988
- D Gas Safety (Installation and Use) Regulations NI 2004


**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:

- A judicial precedent
- B legislation
- C the European Union
- D custom


**Question 9**

How should an agent best record applicants' requirements?

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


**Question 10**

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

- A must bear the heading "Subject to 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


**CONTINUE OVER**

**Question 11**

Which remedy is available under both common law and equity?

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


**Question 12**

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 dominant tenement
- B subsidiary tenement
- C primary tenement
- D servient tenement


**Question 13**

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 Her Majesty's Revenue and Customs to deduct tax
- D Deduct tax unless an approval number has been obtained from Her Majesty's Revenue and Customs to pay rents gross


**Question 14**

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


**CONTINUE OVER**

**Question 15**

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 16**

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

- A The Conveyancing Act 1881 states this must be done
- B The Private Tenancies (NI) Order 2006 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 17**

What are the three main services offered by letting agents?

- A Letting only, Letting and Rent Demand (Collection), Letting 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 18**

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


**CONTINUE OVER**

**Question 19**

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 20**

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


**Question 21**

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:

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


**Question 22**

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


**CONTINUE OVER**

**Question 23**

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 24**

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


**END**

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