

SAMPLE EXAMINATION QUESTIONS

LEVEL 3 AWARD IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT (ENGLAND & WALES)

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Legal Aspects of Letting and Management (RLPM2)**
- **Unit 3: Residential Property Letting Practice (RLPM3)**
- **Unit 4: Residential Property Management Practice (RLPM4)**

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

CONTINUE OVER

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

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

CONTINUE OVER

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 the 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

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

CONTINUE OVER

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 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 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

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

What is the maximum term, if any, for an assured shorthold tenancy?

- A One year
- B Two years
- C Five years
- D No maximum

CONTINUE OVER

Question 17

If the tenant is not in breach, what is the maximum time the tenant can remain in possession of an assured shorthold tenancy before the landlord can gain possession?

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

Question 18

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

- 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 19

Which grounds under the Housing 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, 10 and 11
- D Grounds 11, 13 and 15

Question 20

Under the Protection from Eviction Act 1977, 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 21

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 England and Wales
- C Only on receipt of a written request
- D Only if the tenant wishes to serve notice on the landlord

Question 22

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

- A The Law of Property Act 1925 states this must be done
- B The Housing Act 1988 Section 55 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 23

It is permissible for a letting agency to charge a prospective tenant, registered with that agency, a fee where:

- A the agency supplies a list of suitable addresses of property to let in the area specified by the prospective tenant
- B the agency supplies a list of landlords with suitable accommodation for the prospective tenant
- C the prospective tenant is found and occupies suitable accommodation
- D the prospective tenant finds and occupies suitable accommodation through another source

Question 24

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

CONTINUE OVER

Question 25

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 26

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 27

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

Question 28

Under the Law of Property Act 1925, residential tenancies must be created by deed if the agreement period is at **LEAST**:

- A 6 months
- B 12 months
- C 3 years
- D 5 years

CONTINUE OVER

Question 29

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

Question 30

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 31

You have arranged a tenancy and collected the first month's rent and deposit from the tenant as stakeholder. 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 monies within your client's account
- D Require the tenant to pay more rent

Question 32

An investment property in Bristol 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

CONTINUE OVER

Question 33

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 34

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 35

An agent has erected a 'let subject to contract' board following completion of the tenancy agreement. However, the Town and Country Planning (Control of Advertisements) Regulations 1992 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'

Question 36

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 37

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 38

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
