

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

Which of the following would be regarded as appropriate conduct in respect of the two fire extinguishers kept in your office?

- A Check the expiry date on the equipment
- B Use the equipment to prop open the office door on a hot day
- C Borrow one of the extinguishers for your car
- D Lend one of the extinguishers to a client

Question 2

Where a client gives notice to a property professional in line with the terms of a contract, the contract can be said to have ended by:

- A frustration
- B breach
- C performance
- D agreement

Question 3

Where a court orders a person to fulfil their part of a contract this is known as:

- A an injunction
- B specific performance
- C enforcement
- D damages

Question 4

The property professional is securing a property following a viewing when the key breaks in the lock. Which of the following would be the **BEST** primary course of action?

- A Instruct a locksmith to attend
- B Contact the client and seek their instructions
- C Ask a neighbour to monitor the property until the client returns
- D Leave a note on the front door to advise the client of the problem

Question 5

While undertaking a viewing on behalf of their employer at a client's property, the negotiator notices that the banister to the stairs is loose but fails to warn the applicant who falls and breaks their leg. Who would be vicariously liable should the applicant seek to claim damages for the injury?

- A The negotiator
- B The client
- C The employer
- D No one as this was an accident

CONTINUE OVER

Question 6

Which of the following has your agency breached if it misdescribes a service or property?

- A Business Protection from Misleading Marketing Regulations 2008
- B Consumer Protection from Unfair Trading Regulations 2008
- C Sale of Goods Act 1979
- D Town and Country Planning Act 1990

Question 7

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

- A Work mobile phones for use when out of office
- B Adequate training
- C A nominated room for administering first aid
- D Security guards for the premises

Question 8

In customer care, what is the **MOST** important reason for having the ability to communicate appropriately with customers?

- A It presents you and the company in the best possible light
- B It saves you time when negotiating
- C It ensures the customer will always ask for you when they contact the agency
- D It builds your confidence

Question 9

You are in the process of booking a viewing and have gathered the full details from the applicant. Which of the following **BEST** describes the process of recording the appointment?

- A Write a note in your day book
- B Text your colleague to tell them you will be leaving the office shortly
- C Recording the appointment on the manual property file
- D Entering the full details into the office diary

CONTINUE OVER

Question 10

Typically, how often would a rent review clause operate in an assured shorthold tenancy?

- A On a three-monthly basis
- B On a six-monthly basis
- C On a yearly basis
- D On a two yearly basis

Question 11

A gas safety record **MUST** be obtained:

- A before the start of every new tenancy
- B within 28 days of the start of a new tenancy
- C within 15 months of the issue of the current certificate
- D in accordance with appliance manufacturers instructions

Question 12

Why is it necessary to carry out referencing of potential tenants?

- A The local authority can set the level of rent
- B The tenants can confirm their identity
- C To ensure the tenants will look after the property
- D To check if the tenants 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 Propertymark member firm to collect the rents

Question 14

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 15

Which of the following should the agent ensure a contractor has in place before passing them the name and contact details of a tenant?

- A Professional Indemnity Insurance
- B Public Liability Insurance
- C Appropriate accreditation certificates
- D An acceptable privacy policy

Question 16

Disputes concerning assured shorthold tenancy deposits should be referred to:

- A the deposit scheme's independent dispute resolution service
- B the local council
- C the Ombudsman
- D the landlord's solicitors

Question 17

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

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

Question 18

The intention of keeping a client account is to:

- A minimise the agent's bank charges
- B facilitate auditing
- C aid the agent's cash flow
- D ensure the bank cannot take clients' money held if the agency becomes insolvent

Question 19

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 they do not hold a current UK passport
- D they are out of the country for six months or more as a total in any tax year

END
