

# SAMPLE EXAMINATION QUESTIONS

## LEVEL 5 AWARD IN INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT PRACTICE (SCOTLAND)

- **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 (SIRPLP)**
- **Unit 4: Introduction to Residential Property Management Practice (SIRPMP)**

**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**

Consumer protection is an example of:

- A Criminal Law
- B Private Law
- C Common Law
- D Administrative Law


**Question 2**

Which of the following is **NOT** an essential element of a valid contract?

- A The agreement must be in writing
- B There must be a capacity to contract
- C There must be an acceptance
- D There must be an offer


**Question 3**

Private Law is a relationship between:

- A individuals, and individuals and corporate bodies
- B local authorities and individuals
- C Government and individuals
- D Government and corporate bodies


**Question 4**

An action for breach of a simple contract **MUST** be brought within:

- A 4 years
- B 5 years
- C 6 years
- D 8 years


**Question 5**

Which of the following is a real positive burden?

- A Right to light and prospect
- B Not to park a caravan
- C To maintain a wall
- D Not to use a building for business use


**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**

A company has asked you to proceed with the letting of the property they own, what information should you request before proceeding?

- A Company name, company registration number, details of company Directors, Photo ID for the Directors
  - B Company name, Landlord Registration Number and property insurance certificate, letter of consent to let from company directors
  - C Company name, Company Registration Number, photo ID and proof of address for directors, Landlord Registration Number, and proof of ownership
  - D Company name, proof of ownership, insurance certificate and names of directors
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 11**

A landlord has accepted an application from a tenant they met at a viewing. What reference checks should the letting agent carry out?

- A Credit check, payslips from a former employer and landlord reference
  - B No checks are needed, as the landlord has agreed to the let having met the prospective tenant
  - C The checks set out in the Terms of Business, as agreed with the landlord
  - D Identity check using official photo ID and a copy of their bank statements for the last six months
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 12**

As an agent conducting reference checks for a new tenancy application, which is the **CORRECT** set of references to collect in line with legislation and guidance?

- A Employment check and photo ID
  - B Employment check, photo ID, credit check, and landlord reference
  - C Photo ID, pay slips, and bank statement
  - D Employment check, bank statement, Tenant Insurance Certificate, and landlord reference
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 13**

A new property is ready to be advertised, where must the EPC rating be displayed?

- A On the To Let Board
  - B It does not need to be displayed anywhere
  - C As part of any marketing material
  - D On the inventory
- |  |
|--|
|  |
|  |
|  |
|  |

**CONTINUE OVER**

**Question 14**

It has been agreed that the agent will collect the deposit for a new tenancy and lodge it with a tenancy deposit scheme provider. How quickly should this be done?

- A It should be lodged with the provider within 7 working days of the tenancy starting
  - B It should be lodged with the provider within 7 working days from the date it is received
  - C It should be lodged with the provider within 30 working days of the tenancy starting
  - D As long as it is lodged, the timeframe does not matter
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 15**

The domestic appliance engineer has confirmed the washer dryer is beyond economic repair and needs to be replaced. What should the landlord do?

- A Ask the tenants to get a new washer dryer
  - B Supply a new washing machine
  - C Supply a replacement washer dryer
  - D Ask the tenants to use the local laundrette instead
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 16**

A tenant has overpaid their last month's rental by £7.07. As the agent, what should you do?

- A Pay it back to the landlord
  - B Nothing. If the tenant would like it back, the tenant can contact the agency
  - C Wait six months and then pay it back to the tenant
  - D Pay it back to the tenant
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 17**

A tenant has requested to be present at the check-out, does the agent have to accommodate this?

- A No, it's only agency staff that can attend
  - B No, the tenant has moved out so they can't now come back
  - C Yes, the agent should insist the tenant is there at the check-out
  - D Yes, if this can be arranged to suit both parties
- |  |
|--|
|  |
|  |
|  |
|  |

**Question 18**

The agent has carried out a routine property inspection and noted some issues to be addressed. What is the correct procedure to follow?

- A Bring these to the tenant's attention
  - B Bring these to the tenant's and the landlord's attention
  - C Note these issues on file
  - D Photograph the issues
- |  |
|--|
|  |
|  |
|  |
|  |

**CONTINUE OVER**

**Question 19**

The agent has taken on a new landlord. What should the agent do with the rent monies received from the tenant?

- A Pay the rent from the client account to the landlord after deducting agreed agent incurred costs
- B Leave the rent in the client account until the landlord requests it
- C Pay the rent into the business account before transferring it to the landlord
- D Check the tenant is happy before paying the landlord the rent from the client account


**END**

---