

# SAMPLE EXAMINATION QUESTIONS

## LEVEL 3 AWARD IN RESIDENTIAL TENANCY DEPOSIT PROTECTION AND MANAGEMENT (ENGLAND & WALES)

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Legal Aspects of Letting and Management (RLPM2)**
- **Unit 3: Handling, Protecting and Processing Residential Tenancy Deposits (RTDPM3)**
- **Unit 4: Returning Residential Tenancy Deposits and Dispute Resolution Procedures (RTDPM4)**

**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 describes the automatic ending of a tenancy on the last day of a fixed term?

- A A break clause
- B A Notice to Quit
- C The effluxion of time
- D Expiry of the notice period


**Question 7**

Under which of the following circumstances would a tenant **MOST** likely use Sections 27 and 28 of the Housing Act 1988?

- A When notifying the landlord of a change of tenant at the property
- B When seeking a rent reduction in a periodic tenancy
- C When leaving a fixed term tenancy in an emergency
- D When seeking damages for harassment or illegal eviction


**Question 8**

Who is **NOT** a relevant person under the Tenant Fees Act 2019?

- A the person named on the tenancy agreement
- B a family member of a tenant
- C a person acting on behalf of a tenant
- D a person guaranteeing the payment by a tenant


**Question 9**

When instructed to let a property which has an attached agricultural restriction, which of the following would need to be verified prior to arranging the tenancy?

- A Whether the property has been rented previously
- B Whether the prospective tenants have any allergies to animals
- C Whether the title deed for the main farmhouse is separate to that of the cottage
- D Whether the prospective tenants work in agriculture or have previously done so


**Question 10**

Which of the following best describes 'a fair rent'?

- A The amount of rent agreed by the landlord and the letting agent at the property valuation appointment
- B The amount of rent determined by comparable rents, property age and condition by a Rent Officer
- C The amount of rent a tenant can afford
- D The rent negotiated between the landlord and the tenant at the start of the tenancy


**CONTINUE OVER**

**Question 11**

Which of the following investments are custodial deposit schemes allowed to make?

- A Loan deposits of up to 5 years with specified classes of banks
- B UK Government bonds
- C Premium bonds
- D Direct investments in new home building


**Question 12**

In an insurance backed tenancy deposit scheme, what charges can a scheme make?

- A A fee for deposit protection paid for by a tenant
- B Processing a tenancy deposit dispute
- C Bank charges for an international bank payment
- D Postage charges on issuing adjudication reports


**Question 13**

In an insurance backed deposit scheme, who is the “insured”?

- A The tenant[s] who have paid the tenancy deposit
- B The landlord/letting agent who has protected the deposit
- C The government which has authorised the scheme
- D The scheme itself


**Question 14**

What is the formal process if the landlord switches insurance backed tenancy deposit scheme?

- A Nothing; the deposit remains protected and no action is required
- B The landlord must protect the deposit with the new scheme and notify the tenant accordingly
- C The landlord must protect the deposit with the new scheme and issue new Prescribed Information
- D The landlord must ask the tenancy deposit scheme to notify all parties of the changes


**CONTINUE OVER**

**Question 15**

A tenant pays two payments in cash to a letting agent, the holding deposit and the first month's rent. Where should the money be kept?

- A The holding deposit should be paid to the tenancy deposit scheme and the rent kept in the agent's Office Account until the tenancy starts.
- B The holding deposit and first month's rent should both be paid into the Client Account
- C The holding deposit should be held in the Client Account and first month's rent should be kept in the Office Account
- D The holding deposit and the first month's rent should be retained in the safe and then paid to the landlord within 5 days of receipt


**Question 16**

Who is the **MOST** appropriate person to conduct a check-out?

- A The tenant(s) as they have been living in the property and know the history of any defects
- B The landlord as they are legally required to assess the condition of a property at the end of the tenancy
- C An independent inventory clerk who is professionally qualified to undertake this task
- D A representative of the tenancy deposit schemes as they have to resolve disputes


**Question 17**

If a check-out inspection takes place two weeks after the tenant has left, what is the **LIKELY** impact on a deposit claim?

- A The tenancy deposit scheme will refuse to deal with the dispute
- B The tenancy deposit scheme may consider that the delay between the end of the tenancy and the check-out weakens the tenant's liability
- C The tenancy deposit scheme may automatically award the claim to the landlord on the grounds that the tenant failed to ensure the check-out was completed promptly
- D The tenancy deposit scheme will determine that the delay is unfair to the tenant and award the full deposit to the tenant


**Question 18**

The Housing Act 2004 allows a tenant to raise a dispute to the tenancy deposit scheme. Which of the following statements is **CORRECT**?

- A The tenant is able to raise a tenancy deposit dispute within 10 days of the end of the tenancy
- B The tenant is able to raise a tenancy deposit dispute if they have not had their deposit back within 10 days of asking the landlord for the return of the deposit
- C The tenant is able to raise a tenancy deposit dispute if the landlord has not completed a check-out report
- D The tenant is able to raise a tenancy deposit dispute if the tenancy has not yet ended


**CONTINUE OVER**

**Question 19**

When adjudicators are reviewing deposit dispute evidence, which of the following statements is **INCORRECT**?

- A The adjudicators will rely mainly on the evidence submitted by the parties
- B The adjudicators may visit the property to review the accuracy of the check-out report
- C The adjudicators may speak to the parties to clarify outstanding points
- D The adjudicators may request additional evidence


**Question 20**

What are the tenant's options if they do **NOT** agree with the outcome of a tenancy deposit adjudication?

- A There is no further recourse as the decision is final and binding
- B The tenant can raise a formal complaint with the Property Ombudsman
- C The tenant can raise a formal complaint with the relevant scheme who must refer it to the Housing Ombudsman
- D The schemes deal with such complaints in accordance with a complaint's procedure agreed with the relevant Government department


**END**

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