

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

X

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

X

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

X

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

X

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

X

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

X

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

X

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

X

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

X

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

X

END
