

SAMPLE EXAMINATION QUESTIONS

LEVEL 3 AWARD IN RESIDENTIAL INVENTORY MANAGEMENT & PRACTICE - ENGLAND & WALES

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Legal Aspects of Letting and Management (RLPM2)**
- **Unit 3: Residential Letting and Property Management (RIMP3)**
- **Unit 4: Residential Inventory Management and Practice (RIMP4)**

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 is **NOT** the landlord's responsibility to repair in an assured shorthold tenancy?

- A Repairs to a heating system
- B Replacement of a handbasin plug where it is lost during the tenancy
- C Repairing a defective electrical consumer unit in a property that has been occupied for more than six months
- D Replacing a WC bowl that has been accidentally cracked by the tenant

Question 12

A landlord wants you to make six visits each year to a property. How could you deal with this request?

- A Advise the landlord that this would be contrary to Section 11 of the Landlord and Tenant Act 1985
- B Advise the landlord that you would be far too busy to do this
- C Advise the landlord to do the extra visits themselves
- D Advise the landlord that there would be an extra charge for this, as it falls outside of your Terms of Business

Question 13

A tenancy is due to start on Monday morning, but the agent is told on the day that the inventory will not be ready until the Tuesday morning. **BEST** practice suggests, the agent should:

- A delay the start of the tenancy until the inventory is available as it is a legal requirement
- B explain to the landlord that the inventory is not available and take their further instruction
- C allow the tenancy to commence and advise the tenant the inventory will be made available to them in due course
- D advise the tenant the agent will sign the inventory on their behalf when received

Question 14

If a landlord wishes to gain possession of their property during the fixed term of an assured shorthold tenancy because of rent arrears and late rent payment, what should you as agent advise them to do?

- A Apply to court for possession, using the grounds available under Schedule 2 Housing Act 1988
- B Threaten to cut off the services if the tenant does not leave
- C Change the locks when the tenant is away
- D Serve a Section 13 notice immediately

CONTINUE OVER

Question 15

You urgently need to contact your tenant to discuss end of tenancy options. Which of the following would be **MOST** acceptable?

- A Write a letter to the tenant and send them an email at the same time
- B Telephone the tenant at their place of work and if unavailable, leave a message outlining what you wish to discuss
- C Visit the property in the evening, as it is more likely that the tenant will be home
- D Let yourself into the property and wait for the tenant to come home

Question 16

A client wants you to amend some elements of your Terms of Business after signing. How would you approach this request?

- A Advise they cannot be amended due to the Tenant Fees Act 2019
- B Subject to your acceptance, agree in writing and add as an addendum
- C Amend your standard Terms of Business as this is the client's request
- D Advise that the terms have already been agreed and cannot now be amended

Question 17

You have been instructed to carry out an inventory on a property where the tenant moved in a few days earlier. What is your **BEST** course of action?

- A Carry out the inventory as best you can and ask the tenant to confirm the level of cleanliness at the start of the tenancy
- B Carry out the inventory as best you can but advise you cannot take photographs as the tenant's personal belongings are in situ
- C Carry out the inventory as best you can and note that you were unable to determine the level of cleanliness in a disclaimer cause
- D Advise your client that you are unable to compile the inventory, as it is not a true reflection of the property at tenancy commencement

Question 18

Your client has asked you to test the smoke alarms when you carry out a periodic visit. What is the **CORRECT** response?

- A It is not in our Terms of Business to test alarms
- B There is no legal requirement to test alarms during a periodic visit
- C It would be a breach of the tenant's privacy to check alarms at the periodic visit
- D It is not possible to get insurance to allow me to check alarms

CONTINUE OVER

Question 19

You have completed a check-out report that has been forwarded to the agent, landlord and tenant. The landlord contacts you directly asking that some additional problems that they have noticed be included in the report. Should you:

- A amend your report in line with the landlord's request
- B ignore the request as you were instructed by the agent
- C refuse to make any changes
- D advise that the check-out report itself cannot be amended however, you will draw up an addendum with the landlord's comments

Question 20

You have completed a check-out with the tenant present at the property and you have noted carbon deposits to the two stainless steel shelves to the oven. The oven was noted as being professionally cleaned at the start of the tenancy and the tenant advises this is consistent with fair wear and tear. What is the **MOST** appropriate way to record this on the check-out report?

- A Light carbon deposits to shelves to oven – consistent with fair wear and tear
- B Light carbon deposits to shelves to oven – tenant liability
- C Light carbon deposits to shelves to oven – consistent with age and use
- D Light carbon deposits to shelves to oven – unable to determine liability

END
