



## Institute of Residential Property Management

### Level 3 Associate Examination in Leasehold Property Management

#### SAMPLE PAPER

*Your personal experience may be related to managing property as freeholder, as an employee of the freeholder, as an employee of a fully owned subsidiary of the freeholder or as a managing agent employed by either the freeholder or a Residents' Management Company. Unless the question states specific criteria you may make any assumptions as to the ownership and your management role. If necessary, state any assumptions you are making within your answer.*

#### **Instructions to Candidates**

The time allowed for this examination is **ONE and a HALF HOURS**.

PART A of this paper contains **TWENTY** questions based on a number of practical points that a property manager might face in the course of their duties. You are required to answer **ALL** the questions in the boxes set out in this exam paper. Two marks are awarded for each question and 40 marks are awarded for this part of the paper. Make at least some attempt to answer all the questions.

PART B of this paper contains **EIGHT** questions in **FOUR** sections. You are required to answer **THREE** questions on the separate sheets of paper provided with this exam paper. Each question carries 20 marks, and 60 marks are awarded for this part of the paper.

#### **Special Instructions**

Candidates must not take anything into the examination that could be construed as being notes, papers or other information relating to the examination. Do not put your name or your company's name on the paper or in your answers. If you need to illustrate an example for a question you may use a 'made up' name for a company.



PART A: Answer all the questions (complete all the boxes).

**Leasehold Property Management (including ethics and behaviours):** Questions 1 to 3 (three questions of two marks each).

Question 1. What does the term Ethics mean? State one reason why ethical behaviour is important for a building manager.

Question 2. State any TWO matters that might be included within a service level agreement between a landlord/RMC and building manager.

Question 3. State any TWO obligations of a building manager on behalf of the freeholder under the lease.

**Legal Framework** Three questions (two marks each)

Question 4. State any TWO of the parties to a tri-partite lease.

Question 5. State the TWO 'no-fault' rights of acquisition available to leaseholders.

Question 6. State any TWO tenant covenants frequently found in a lease.

**Accounting:** Three questions (2 marks each)

Question 7. State the purpose of a S.20B Notice.

Question 8. What must a building manager do to recover ground rent?

Question 9. What does S.42 Landlord and Tenant Act 1987 involve?

**Building Construction:** Three questions (2 marks each).

Question 10. State any TWO methods of controlling condensation in residential buildings.

Question 11. How frequently must the landlord carry out an FRA in low-rise buildings? How does this differ for high-rise buildings?

Question 12. State any Two of the items that are included within S.18 Landlord and Tenant Act 1985.

**Mixed Tenure and Affordable Housing:** Two questions, two marks each.

Question 13. State any TWO types of organisation that might make affordable housing available.

Question 14. State any TWO types of tenancy that might be found in a mixed tenure development.

**Section Customer and Consumer:** Three questions, 2 marks each.

Question 15: Name the persons who might be termed the Client and Customer in relation to a block of flats

Question 16. Define the term 'a standard' in the context of property management.

Question 17. What is a customer service environment?

**Health and Safety:** three questions, 2 marks each.

Question 18. State any TWO regular tests that a building manager must have carried out.

Question 19. What does 'Duty of Care' mean in relation to health and safety.

Question 20. State any TWO pieces of Health and Safety legislation that particularly concern the common parts of a building.

**Part B: Answer any THREE questions from the eight questions below.**

**Section 1: General property management**

**Question 1**

Health and Safety has a major role in the building manager's work. Set out in relation to the health and safety of occupiers, visitors, staff members and trespassers on a:

- Daily basis (5 marks)
- Weekly basis (5 marks)
- Monthly basis (5 marks)
- Annual basis (5 marks)

**Question 2**

You have received several complaints from leaseholders regarding the behaviours of private renting tenants on their development. It appears that there is regular anti-social behaviour, rubbish dumping and inconsiderate/poor parking on the site. How do you as a property manager deal with this type of issue?

You may assume that some of the tenants are sub-tenants of your leaseholders, as well as other leaseholders in properties owned by others.

(20 marks)

**Section 2: Service charge accounts**

**Question 3**

Service charge budgeting, accounting and dealing with queries are probably one of the most time-consuming matters for a property manager. Why do you think this is the case?

(5 marks)

What actions do you believe would be necessary to make the whole process of service charging/collection and explanation, more easy? Do you think this is achievable?

(5 marks)

What legislative changes in your view are necessary to make the system more transparent and easier to deal with?

(5 marks)

As an employee what would be the one thing relating to service charges that you would change to make your work easier?

(5 marks)

#### **Question 4**

You have been asked to set the budget for a new scheme. You have dealt with similar schemes with a previous employer, but there were several issues, including leaseholders feeling that charges were too high and provided poor value for money.

As a property manager, how would you involve leaseholders in the level of service to be provided, given that some will want a high level of service and other wish to control costs to a minimum, whilst still ensuring that you comply with your contractual and legal obligations.

(20 marks)

### **Section 3: Technical/building/surveying**

#### **Question 5**

Under the Health and Safety at Work Act 1974 the common parts of a building are classified as a workplace. As a property manager what are your obligations under this legislation for occupiers, visitors and contractors and members of staff?

(10 marks)

The Regulatory Reform (Fire Safety) Order 2005 is an important piece of legislation for the property manager. State why this is the case and what the obligations of the building manager are.

(10 marks)

#### **Question 6**

Set out your organisation's procedure for the tender and letting of major works contracts. You may assume any type of work you wish, but you must explain in detail the steps taken to prepare contract documentation, appoint contractors, as well as your obligations under a typical lease and the relevant legislation. What differences might there be if leaseholders wish to nominate their own contractors?

(20 marks)

### **Section 4: Affordable housing and mixed tenure management**

#### **Question 7**

Explain the process of staircasing and resale under a Shared Ownership lease. Set out in detail the main steps that must be taken, and your own organisation's policy and procedures in these matters.

(15 marks)

What do you understand by the term 'pre-emption' in the shared ownership lease and how this might affect the leaseholder's wish to sell.

(5 marks)

**Question 8**

Social Housing Providers are frequently responsible for the management of not only the buildings and the tenancies, but also the wider public realm. Set out the most important aspects (including legal requirements) for the management of such wide areas, used by the general public and for which often no charge is made.

(20 marks)

(END)