



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2013/2014**

COURSE NAME : PROPERTY MANAGEMENT
COURSE CODE : BPE 34503
PROGRAMME : 3 BPD
EXAMINATION DATE : DECEMBER 2013/JANUARY 2014
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

- Q1** (a) Explain the following terms:
- (i) Commissioner of buildings (COB) (5 marks)
 - (ii) Joint management body (JMB) (5 marks)
 - (iii) Management corporation (MC) (5 marks)
- (b) Differentiate **FIVE (5)** benefits of having property manager compare to self-manage by the owner for a high rise office building. (10 marks)
- Q2** It is a common practice to have a property manager in a shopping complex. A key factor of success for a shopping complex lies in its anchor tenant and branding strategies.
- (a) List **FIVE (5)** anchor tenants in Malaysian shopping complexes. (5 marks)
 - (b) Explain the strenghts each of these achor tenants as noted in Q2 (a). (10 marks)
 - (c) Propose **FIVE (5)** strategies to brand a luxury shopping complex. (10 marks)
- Q3** Mr. Hanan manages Casa Indah Condominium, two blocks of 20 storey luxury condominium in Damansara. The units in the condominium own by various people with different backgrounds. However, there are still owners are been complaining about burglarized and crime in the area. Owners have asked Mr. Hanan to increase security and reduce crime in the community.
- (a) Explain **FIVE (5)** elements Mr. Hanan should look for if he has to hire a security firm for the condominium. (15 marks)
 - (b) Propose activities that can be done to increase the harmonious living among the community. (10 marks)

Q4 One of the role of a property manager is to collect service charges from owners or tenant. It is a challenging task for property managers.

(a) Explain **FIVE (5)** effects of failure to collect the service charges. (10 marks)

(b) Propose **FIVE (5)** strategies to overcome resistance to pay service charges. (15 marks)

- END OF QUESTION -