



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2016/2017**

TERBUKA

COURSE NAME : PROPERTY MANAGEMENT
COURSE CODE : BPE 34503
PROGRAMME CODE : BPD
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

- Q1** (a) The Malaysian Property Management Standards (under the Standard 5) is a comprehensive property maintenance management guideline which covers the followings areas: corrective maintenance, planned maintenance and service providers.
- Differentiate, with suitable examples, the tasks of corrective maintenance, planned maintenance and service providers. (15 marks)
- (b) Clarify the term “Property Based Business” as stated under the Malaysian Property Management Standards. (5 marks)
- Q2** One of the roles of a property manager is to collect service charges from residents or owners. It is a challenging task for every property manager.
- (a) Explain **FIVE (5)** effects of failure to collect service charges. (5 marks)
- (b) Propose **FIVE (5)** strategies to encourage residents to pay service charges. (15 marks)
- Q3** Taking over/handing over process of a property by Property Manager is the first but essential step in the provision of property management services. It is important to ensure that all the relevant assets, documents and records on maintenance and management of the property are properly handed or taken over by Property Manager.
- (a) Explain the taking over/handing over process as outlined by The Malaysian Property Management Standards. (15 marks)
- (b) Describe the term “managing agent” as established under the Malaysian Property Management Standards. (5 marks)

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- Q4** The main purpose of property management is to protect the value of property. It involves many activities and parties in order to manage the properties, especially in high rise building.
- (a) Compare **FIVE (5)** benefits of having registered property manager as compared to self-managed by the owner for a high rise office building. (10 marks)
- (b) Differentiate between Joint Management Body (JMB) and Management Corporation (MC). (10 marks)
- Q5** Jaza & Co. is a high-end property management company in Malaysia. Currently, they manage Pelangi Indah Condominium, a two blocks of 20 storey luxury condominium in Puchong. The units in the condominium owned by owners of various background including expatriates. There are media reports of crime in the condominium and surrounding area. Owners have asked the property manager to increase security for Pelangi Indah Condominium.
- (a) Suggest strategies for Jaza & Co to improve the security for the condominium. (10 marks)
- (b) Propose **FIVE (5)** activities that can promote community engagement for harmonious living. (10 marks)

- END OF QUESTIONS -

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