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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2017/2018**

COURSE NAME : PROPERTY MANAGEMENT  
COURSE CODE : BPE 34503  
PROGRAMME CODE : BPD  
EXAMINATION DATE : DECEMBER 2017 / JANUARY 2018  
DURATION : 3 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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

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**Q1** The property manager's role in tenancy/lease management involves aspects of billings, collection and disbursements of rents, tenants' liaisons, coordination between contractors, management of utilities and services, and monitoring reinstatement of premises upon termination or expiry of the tenancy or lease.

(a) Describe the process involved in lease negotiations by the property manager with prospective tenants.

(10 marks)

(b) Discuss how successful property managers are able to establish good landlord-tenant relationships with tenants.

(15 marks)

**Q2** One of the roles of property manager is to collect service charges from residents or owners.

(a) Discuss the action under the provision of relevant laws that may be taken against the occupants who fails to pay the service charges.

(15 marks)

(b) Describe **FIVE (5)** strategies to encourage residents to pay the service charges.

(10 marks)

**Q3** An office building provides space to corporate tenants to conduct business.

(a) Categorize **FOUR (4)** grades of office desirability that contribute to the occupancy level of office buildings.

(10 marks)

(b) Discuss **THREE (3)** factors that may influence property managers' decision in selecting tenants.

(15 marks)

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- Q4** (a) The Property Management Standards has outlined a comprehensive maintenance management strategy to ensure that property is in an optimum state of physical and economic function.

Discuss the maintenance approaches and the role of service providers.

(15 marks)

- (b) Justify the exclusion of property based businesses from the scope of property management under the Board of Valuers, Appraisers and Estate Agents (BOVAEA).

(10 marks)

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- END OF QUESTION -

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