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UNIVERSITI TUN HUSSEIN ONN MALAYSIA
FINAL EXAMINATION
SEMESTER II
SESSION 2018/2019

COURSE NAME : PROPERTY MANAGEMENT
COURSE CODE : BPE 23703
PROGRAMME CODE : BPD
EXAMINATION DATE : JUNE / JULY 2019
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

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- Q1** 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 buildings. Joint Management body (JMB) and Management Corporation are to entities that are set up to manage related properties.
- (a) Differentiate between Joint Management Body (JMB) and Management Corporation (MC).
(10 marks)
- (b) Explain **FIVE (5)** benefits of having a professional property manager in comparison to self-managed by the owner for a high-rise office building.
(15 marks)
- Q2** The Property Manager's role in negotiations of tenancy or lease management involves aspects of rent, 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)
- Q3** Taking 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) Describe the term "managing agent" as established under Strata Management Act 2013.
(10 marks)
- (b) Explain the taking over process as outlined by The Malaysian Property Management Standards.
(15 marks)

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Q4 To successfully manage a retail shopping center, a good degree of knowledge and a lot of systems are required. Knowledge comes with time and systems come with experience; a good property manager can do a lot for a retail property over time.

(a) Discuss **FIVE (5)** benefits of hiring a property manager for a shopping mall.
(10 marks)

(b) Discuss the best promotional campaigns for shopping centre as a marketing strategy to attract customers and increase sales.

(15 marks)

- END OF QUESTIONS -