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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2018/2019**

COURSE NAME : PROPERTY MANAGEMENT
COURSE CODE : BPE 34503
PROGRAMME CODE : BPD
EXAMINATION DATE : DECEMBER 2018 / JANUARY 2019
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 or 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** Taking over or handing over process of a property by property manager is the first and 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 to or taken over by property manager.
- (a) Describe the term 'managing agent' as established under Section 25, Act 663 the Building and Common Property (Maintenance and Management) 2007.
(10 marks)
- (b) Explain the process of taking over or handing over as outlined by The Malaysian Property Management Standards.
(15 marks)
- Q3** 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.
- (a) Differentiate between joint management body (JMB) and management corporation (MC).
(10 marks)
- (b) Explain **FIVE (5)** benefits of having a property manager in comparison to self-managed by the owner for a high-rise office building.
(15 marks)

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

Discuss **TWO (2)** maintenance strategies as outlined by The Malaysian Property Management Standards.

(10 marks)

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

(15 marks)

- END OF QUESTIONS -

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