



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESI 2021/2022**

COURSE NAME	:	PROPERTY MANAGEMENT
COURSE CODE	:	BPE 23703
PROGRAMME	:	2 BPD
DATE OF EXAMINATION	:	JULY 2022
DURATION	:	3 HOURS
INSTRUCTION	:	<ol style="list-style-type: none">1. ANSWER ALL QUESTIONS.2. THIS FINAL EXAMINATION IS CONDUCTED VIA CLOSED BOOK.3. STUDENTS ARE PROHIBITED TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK.

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 the tasks of corrective maintenance and preventive maintenance with reference to suitable examples.
- (10 marks)
- (b) Discuss **FIVE (5)** types of building services or facilities in a building that should be maintained by a property manager.
- (15 marks)
- Q2** Retail management is the process of running and managing retail outlets' day-to-day activities surrounding the selling of goods and services to customers.
- (a) Propose **FIVE (5)** strategies to be considered to ensure the success of a retail management.
- (15 marks)
- (b) Suggest **TWO (2)** promotional events that help to attract potential customers to the mall.
- (10 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 building.
- (a) Discuss **FIVE (5)** benefits of having property manager compared to self-managed by the owner for a high-rise residential building.
- (15 marks)
- (b) Differentiate between joint management body (JMB) and management corporation (MC).
- (10 marks)
- Q4** Hazim & Naim Sdn. Bhd. is a top end property management company in Malaysia. Currently, they manage Millennium Condominium, a two blocks of 20 storey luxury condominium in Johor Bahru. The units in the condominium are owned by various background of owners including expatriates. There have been reports of burglary and crime in the surrounding areas. Owners have asked the property manager to increase security for Millennium Condominium.
- (a) Interpret **FIVE (5)** most important characteristics to be considered to hire a security firm for the condominium.
- (15 marks)

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- (b) Suggest **FIVE (5)** activities organised to the crime prevention/awareness safety technically and socially.

(10 marks)

- END OF QUESTION -

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