



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESI 2022/2023**

- COURSE NAME : PROPERTY MANAGEMENT
- COURSE CODE : BPE 23703
- PROGRAMME CODE : BPD
- EXAMINATION DATE : JULY / AUGUST 2023
- DURATION : 3 HOURS
- INSTRUCTIONS :
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.

TERBUKA

- Q1** (a) The Malaysia Property Management Standards (under Standard 5) is a comprehensive property maintenance management guideline which covers the following areas; corrective maintenance, planned maintenance and service providers.

Differentiate the tasks of corrective maintenance and preventive maintenance.

(10 marks)

- (b) Property demand and supply analysis is particularly important in the decision-making processes, especially those concerning business decisions in property management.

Discuss how do property managers relate the overall supply and demand of the market to their management practices.

(15 marks)

- Q2** The management of a retail shopping centre is a challenging process. There are many things to implement consistently to ensure the retail performance and efficient operation including maintenance, marketing, tenant mix selection, budgeting and investment plans.

- (a) Propose **THREE (3)** 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 shopping 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 buildings.

- (a) Discuss **FIVE (5)** benefits of having a property manager compared to self-managed by the owner for a high-rise residential building.

(15 marks)

- (b) Suggest **THREE (3)** measures for the efficiency of operations within the apartment industry.

(15 marks)

- Q4** (a) As a property manager, you might not have control over variables like price and location but there are several things you can do to make the property more desirable to quality tenants.

Explain **FIVE (5)** key tenant selection criteria to attract, secure and retain quality tenants.

(10 marks)

- (b) A real estate management agreement is a legal contract that creates and defines the relationship between the owner of the property and the manager of the property. If there is a dispute between the owner and the property manager, the real estate management agreement will help the claim be resolved in court.

Discuss the management contract that exists between a property owner and the management firm.

(10 marks)

- END OF QUESTION -

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