

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

1. ANSWER ALL QUESTIONS.

2. THIS FINAL EXAMINATION IS CONDUCTED VIA CLOSED

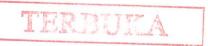
BOOK.

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

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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.
 - 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)



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

(10 marks)

- END OF QUESTION -

