



**UNIVERSITI TUN HUSSEIN ONN
MALAYSIA**

**FINAL EXAMINATION
SEMESTER I
SESSION 2009/2010**

SUBJECT : PROPERTY MANAGEMENT
CODE OF SUBJECT : BPE 3453
COURSE : 3 BPD
DATE : NOVEMBER 2009
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER **FOUR (4)** QUESTIONS
ONLY FROM SIX (6) QUESTIONS.

THIS QUESTION PAPER CONTAINS 4 PAGES

- Q1 Property management has been described and defined in many different ways over the years.
- (a) Define property management with your own word. (5 marks)
 - (b) List the tasks and roles of the property manager. (8 marks)
 - (c) Discuss the **THREE (3)** basic roles of property manager in managing any real estate properties. (12 marks)
- Q2 Your company has been appointed to manage the office building known as *the Menara Majlis Perbandaran Batu Pahat* a multistorey office building, located at the hub of Batu Pahat city centre. The building has been having a high vacancy rate for quite some time. As the office property manager, you are requested to address the situation.
- (a) Describe some of possible reasons for the high vacancy rate. (5 marks)
 - (b) Discuss the first step you should take to solve the high vacancy problems. (8 marks)
 - (c) Discuss what you can do to market the property effectively. After some study, you realise that setting a new rental schedule and increasing marketing efforts will be crucial to decrease the vacancy rate. (12 marks)
- Q3 Your company has been hired by a condominium association to take over its management. The previous management company had written the contract so that it would be paid a percentage of the unit owners' monthly assessment fees. Consequently, those fees had more than doubled in the last few years although the unit owners felt that very little maintenance has been performed. Moreover, an elderly woman who needed a wheelchair was ready to file a complaint with fair housing officials because she was not given a ramp or a nearby parking space. Other owners had additional maintenance complaints. As a newly appointed property manager, you see a challenge.
- (a) State what was wrong with the previous company charging a percentage of monthly assessment fees. (5 marks)

(b) Suggest a form of management fees that you should be propose and reasons
(10 marks)

(c) Discuss how you should soft this project.
(10 marks)

Q4 Ms Hanan recently joined the XYZ property management company. Within her first week on the job, she discovered that the owner of the building that she was to manage insisted on using a standard lease form dated 1989. She also got a call from Mr Bakar, a tenant in the building with a maintenance request.

After checking the lease, Ms Hanan told Mr Bakar that the maintenance he requested was not the owner's responsibility. Mr Bakar disagreed. He said, *' I know what the lease says, but I made a deal with the previous building's owner, that he would pay for that part of the maintenance. This came up just be fore we signed the lease and we did not want to pay the attorneys extra money to redraft the lease, so the previous owner just gave me a letter telling me that he would take care of that. I have an extra signed copy and I will send to you if you can't find it.'* After checking with the current owner of the building, Ms Hanan learned that Mr Bakar was correct about the side agreement.

(a) State and give reasons whether it is a good idea to agree to lease terms that are not included in the side lease document.
(7 marks)

(b) State what Ms Hanan should do about the maintenance agreement.
(7 marks)

(c) Discuss what points Ms Hanan should argue to the present building's owner and reasons for them to use a more current lease document.
(10 marks)

(d) If the building owner refuses to change standard document, discuss types of standard clauses that she should suggest that an attorney draft to include into the standard document.
(11 marks)

- Q5 Mr Paul manages a small business park. Several of the tenants have been complaining about a recent crime spree in the park. Several businesses have been burglarized, and one tenant's employee was mugged in the parking lot. Furthermore, the local newspaper has published several articles on the increased danger of flooding in the area due to increased development in the nearby watershed. Tenants have asked Mr Paul to increase security, reduce crime and develop an emergency plan should the business park flood again.
- (a) State what Mr Paul should look for if he has to hire a security firm. (5 marks)
 - (b) Discuss some of the possible ways that Mr Paul could do to reduce crime. (10 marks)
 - (c) Discuss the elements that Mr Paul should included in his emergency procedures guide (10 marks)
- Q6 The assessment framework for the health and hygiene performance of building could be a strategic tool to provide useful information on building's health and hygiene performance in managing any building.
- (a) Define the term below:
 - i. Sick Building
 - ii. Healthy Building(5 marks)
 - (b) Discuss factors that affect the environmental qualities of the building, referring to the assessment of framework for healthy building,. (15 marks)
 - (c) As a property manager, state your own view on how the assessment of framework could be useful for the maintenance aspect of the building. (5 marks)

END OF QUESTION PAPER