

Level 2 Foundation Exam Mock exam

Module 1 Intro to leasehold property

- Residents' basic obligations (covenants) within the leases cover things like - select one or more:
 - Pet ownership
 - Shopping for friends
 - Observing quiet times
 - Activities on balconies
 - Visiting neighbours
- Service level agreements are often measured and monitored by - select one:
 - Key performance indicators
 - Key performance metrics
 - Key practical indicators
 - Key contractor indexes
- It is important to check that contractors selected to carry out work - select one or more:
 - Comply with health and safety regulations
 - Use apprentices to complete paperwork
 - Provide value for money
 - Have been trading for over ten years

Module 2 Intro to legal framework

- The management agreement should - select one or more:
 - State which services are not provided
 - Be set out according to a universal standard
 - Detail the services to be provided for a set fee
 - Include job descriptions of on site staff
- Leaseholders have the right to challenge the reasonableness of service charges at - select one:
 - A First-tier Tribunal
 - The Criminal Court
 - Companies House
 - The Court of Appeal



6. Residents' Management Companies (RMCs) are subject to company law. They must - select one or more:
- a) Employ at least five people
 - b) Pay capital gains tax
 - c) Appoint directors
 - d) Send returns to Companies House
 - e) Produce company accounts

Module 3 Intro to health and safety

7. In common areas, arrangements must be in place to ensure - select one or more:
- a) The safe testing and operation of any access controls
 - b) The safe testing and operation of fixed wiring installations
 - c) The safe testing and operation of leaseholders' electrical appliances
 - d) Appropriate emergency evacuation procedures
8. Permits to work are used as an extra control method when high-risk work activities are being undertaken such as - select one or more:
- a) Work in confined spaces
 - b) Time-limited work
 - c) Hot works
 - d) Work with hazardous materials
 - e) Shift work
9. Within fire safety management, the primary function is life safety and protection of life. Protection of property is - select one:
- a) Dealt with separately
 - b) A secondary consideration
 - c) The responsibility of all
 - d) A matter for the police

Module 4 Intro to the customer and consumer in prop management

10. When you treat people in a certain way, they tend to want to treat you in the same way. This is known as - select one:
- a) Remembrance
 - b) Reflection
 - c) Reciprocity
 - d) Reticence



11. Delivering great customer service involves - select one or more:
- a) Greeting all customers with a stock phrase
 - b) Focusing on your customer's needs and wants
 - c) Devising lists of important tasks
 - d) Letting go of your own priorities
12. Under the Equality Act 2010, it is against the law to discriminate against someone because of - select one or more:
- a) Age
 - b) Intelligence
 - c) Home address
 - d) Gender reassignment
 - e) Disability

Module 5 Ethics and behaviours

13. When someone has 'ethics', or acts in an 'ethical' way, they are - select one or more:
- a) Abiding by the law both professionally and personally
 - b) Recognised by others as doing the right thing
 - c) Maintaining trust and doing no harm
 - d) Ensuring profits are prioritised over other considerations
14. One factor that is common to all purchasing decisions in property management is - select one:
- a) Trust
 - b) Tax
 - c) Topic
 - d) Timescale
15. In order to survive, a property management business must - select one:
- a) Encourage workers to volunteer in the local community
 - b) Donate a percentage of its profits to charity
 - c) Utilise and adapt to its external social environment
 - d) Make political contributions and so gain favourable treatment

