



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF ENGINEERING AND THE BUILT ENVIRONMENT

DEPARTMENT OF LAND AND SPATIAL SCIENCES

QUALIFICATION(S): BACHELOR OF PROPERTY STUDIE and DIPLOMA IN PROPERTY STUDIES	
QUALIFICATION(S) CODE: 08BOPS, 06DIPS	NQF LEVEL: 6
COURSE CODE: PMM611S	COURSE NAME: PROPERTY MANAGEMENT AND MAINTENANCE
EXAMS SESSION: JUNE 2025	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Read the entire question paper before answering the Questions.2. Please write clearly and legibly!3. Please START EACH QUESTION ON A FRESH PAGE.4. The question paper contains a total of 4 questions.5. You must answer <u>ALL QUESTIONS.</u>6. Make sure your Student Number is on the EXAMINATION BOOK(S).

PERMISSIBLE MATERIALS

1. Non-programmable Scientific Calculator

THIS QUESTION PAPER CONSISTS OF 10 PAGES (Including this front page)

Question 1

Choose the correct answer for each of the following multiple-choice questions. Each correct answer carries 1 mark.

- 1.1 What is the main advantage of implementing a preventive maintenance programme?
- A) Minimises current repair costs
 - B) Enhances asset valuation
 - C) Reduces long-term repair needs and associated costs
 - D) Increases occupancy levels
- 1.2 Which property type generally demands the most rigorous and comprehensive maintenance oversight?
- A) Commercial retail outlets
 - B) Office parks
 - C) Residential high-rises
 - D) Industrial warehouses
- 1.3 Which of the following is NOT typically included in a property manager's responsibilities?
- A) Conducting market analysis
 - B) Setting rental prices
 - C) Interior decorating
 - D) Collecting rent
- 1.4 Tenant screening primarily serves to:
- A) Expedite property sales
 - B) Minimise default risks and protect rental income
 - C) Increase property valuations
 - D) Manage property advertisements
- 1.5 Which task typically falls outside the conventional responsibilities of a property manager?
- A) Market rent analysis
 - B) Setting lease rates
 - C) Interior design selections
 - D) Rent collection

- 1.6 In accordance with standard property maintenance protocols, how frequently should fire extinguishers be inspected?
- A) Weekly
 - B) Monthly
 - C) Quarterly
 - D) Annually
- 1.7 What legal principal mandates landlords to provide safe, habitable living conditions?
- A) Warranty of Comfort
 - B) Implied Warranty of Habitability
 - C) Right to Quality Housing
 - D) Tenant Protection Act
- 1.8 Which key performance indicator (KPI) is most useful for evaluating the economic viability of a managed property?
- A) Architectural design
 - B) Number of amenities
 - C) Occupancy rate
 - D) Property colour scheme
- 1.9 What is the purpose of a capital improvement budget in property management?
- A) Covering daily utilities
 - B) Funding tenant appreciation events
 - C) Financing major infrastructure upgrades
 - D) Cleaning common areas
- 1.10 Emergency maintenance typically addresses:
- A) Value enhancement activities
 - B) Non-urgent tenant requests
 - C) Immediate threats to health, safety, or property integrity
 - D) Routine electrical inspections

- 1.11 Which document legally establishes the terms and obligations between landlord and tenant?
- A) Title deed
 - B) Architectural drawings
 - C) Lease agreement
 - D) Maintenance schedule
- 1.12 What type of maintenance is performed urgently to prevent or reduce critical system failures?
- A) Custodial
 - B) Preventive
 - C) Corrective
 - D) Emergency
- 1.13 Which strategy enhances maintenance cost-efficiency in property operations?
- A) Switching contractors frequently
 - B) Consolidated procurement and planned scheduling
 - C) Ignoring minor faults
 - D) Limiting communication with tenants
- 1.14 Which maintenance type is associated with routine aesthetic and operational upkeep?
- A) Preventive
 - B) Custodial
 - C) Corrective
 - D) Emergency
- 1.15 Which budgeting rule equates annual maintenance expenditure to 1.5 times the monthly rent?
- A) 50% rule
 - B) 1% rule
 - C) 1.5x rule
 - D) Per Square Metre rule
- 1.16 What type of property incorporates residential, commercial, and recreational functions within a single development?
- A) Mixed-use
 - B) Special purpose

- C) Commercial
- D) Industrial

1.17 Facilities management is distinguished from property management primarily through its focus on:

- A) Rental income collection
- B) Space, systems and infrastructure coordination
- C) Lease enforcement
- D) Tenant onboarding

1.18 In property management, lease agreement drafting and negotiation primarily serve to:

- A) Determine rental tax liabilities
- B) Formalise the legal duties and rights of parties
- C) Promote interior aesthetic conformity
- D) Support marketing efforts

1.19 A proactive approach to tenant relationship management includes:

- A) Responding only to urgent requests
- B) Postponing maintenance reviews
- C) Scheduling regular communication and inspections
- D) Reducing service response timeframes

1.20 A significant consequence of sustained maintenance neglect is:

- A) Improved market desirability
- B) Decreased insurance premiums
- C) Increased tenant turnover and legal vulnerability
- D) Greater property appreciation

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Question 2

- 2.1 Distinguish between the following terms as used in property maintenance. (4)
- i) Corrective and preventive maintenance (4)
 - ii) Emergency maintenance and Unplanned maintenance (3)
 - iii) Maintenance Standards and modernisation (3)
- 2.2 List three (3) key responsibilities of a property manager with reference to maintenance. (3)
- 2.3 What does the 50% rule suggest in property management? (1)
- 2.4 Why is it important for a property to understand building codes: (1)
- 2.5 Define tenant screening and its importance. (2)
- 2.6 What is the role of technology in property maintenance? (3)
- 2.7 Identify four (4) key factors to be considered when developing a maintenance budget? (4)
- 2.8 Identify four (4) types of inspections a property manager might conduct and their purpose. (4)
- 2.9 Describe a situation where emergency maintenance might be necessary. (2)
- 2.10 How does effective tenant communication impact property management? (2)

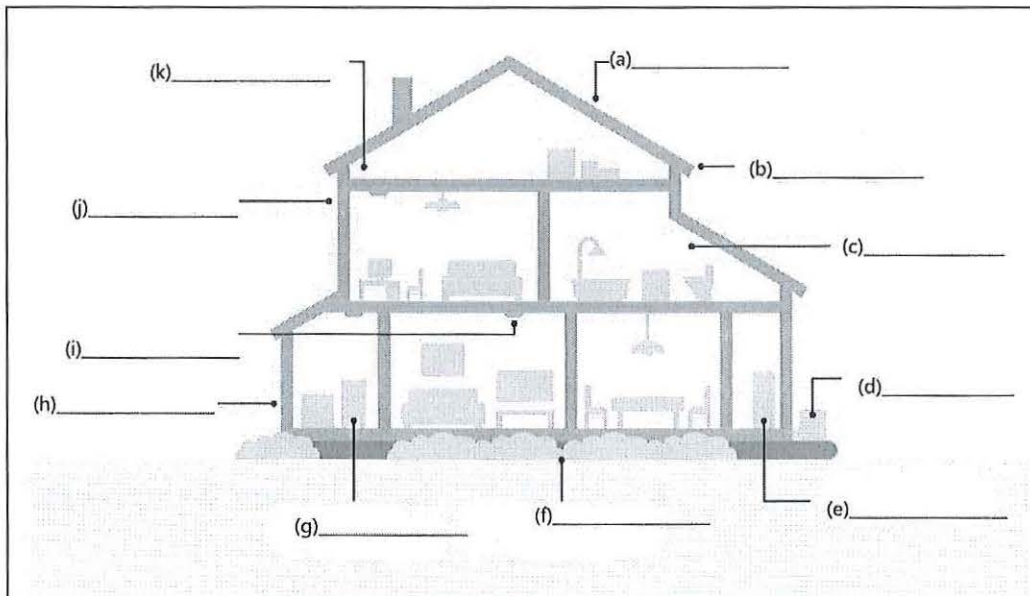
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Question 3

3.1 You are the Property Manager for a newly acquired residential duplex located in a coastal region prone to heavy rainfall and high humidity. As part of your first quarterly inspection, you are required to carry out a comprehensive physical condition audit to identify all major components that require routine, preventive, and emergency maintenance planning.

Required:

Use the diagram provided to label the missing components of the house that require regular inspections and maintenance. Ensure that you consider all aspects, from the roofing to the foundational elements. (11)



3.2 In managing a residential rental property, establishing a well-informed maintenance budget is imperative for ensuring the property’s safety, habitability, and financial viability. A realistic maintenance budget can prevent costly emergency repairs and ensure that the property remains attractive to current and prospective tenants.

You are required to apply industry-standard maintenance cost estimation rules to determine the annual maintenance costs for a hypothetical rental property. These rules are crucial for projecting expenses and formulating a budget that accurately reflects the property’s upkeep needs.

You have been provided with the following subject property details:

- Annual Operating Costs: N\$80,000
- Monthly Rental Income: N\$12,000
- Property Size: 145 square metres
- Cost per Square Metre: N\$110

Sales Comparable Data:

Use the sales comparable provided below to estimate the market value of the subject property using the sales rate per square metre.

Comparable	Sale Price (N\$)	Date of Sale	Total Built Area (sqm)
Comp 1	1,500,000	20-Feb-25	150
Comp 2	1,450,000	15-Mar-25	140
Comp 3	1,600,000	05-Apr-25	155

Required:

- (i) Based on the data above, calculate the sales rate per square metre for each comparable, determine the average rate, and use this to estimate the market value of the subject property (145 sqm). Show all workings clearly. (3)
- (ii) Utilising the 1% Rule, which estimates that annual maintenance costs should equate to 1% of the property's value, calculate the expected yearly maintenance expenses for the hypothetical property. Provide your answer with a brief significance of the rule. (3)
- (iii) The 50% Rule suggests that maintenance and repairs will typically cost about 50% of a property's total operating costs. Calculate the amount to be allocated for maintenance and repairs according to this rule and explain its significance in ensuring sustainable property operations. (3)
- (iv) By applying the 1.5x Rule, which speculates that average annual maintenance costs will be 1.5 times the monthly rental income, determine the maintenance budget for the given property. Discuss the advantage of using this method, particularly for income-based property forecasting. (3)
- (v) According to the Square Metres Formula, maintenance costs can be estimated at a set rate per square metre. If the maintenance cost is N\$20 per square meter per year, calculate the total annual

maintenance cost for the property based on its size. Justify the use of this formula in property management budgeting, particularly for scalable asset portfolios. (3)

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Question 4

4.1 Case Study A: Maple Grove Apartments

Background:

Maple Grove Apartments is a residential complex located in a suburban area with 50 apartment units. The property manager, Oakview Property Management, has recently observed a notable decline in tenant retention. Long-standing tenants have cited dissatisfaction with property upkeep and response delays to maintenance requests. Concurrently, there is a noticeable drop in new tenant inquiries, suggesting a reputational concern.

In addition to tenant complaints, maintenance requests relating to plumbing, pest control, and HVAC systems have increased. Current handling of maintenance issues is reactive and lacks structured prioritisation. As a property manager, you are tasked with identifying root causes and proposing a comprehensive improvement plan.

Questions:

- i) Identify three (3) key factors contributing to tenant dissatisfaction at Maple Grove Apartments. (3)
- ii) Propose two (2) operational strategies to improve the efficiency and responsiveness of maintenance services. (3)
- iii) Suggest three (3) communication strategies/plan to enhance tenant engagement and trust. (3)

4.2 CASE STUDY B: Developing a Maintenance Budget

You are the property manager for a commercial office park consisting of four buildings with a total area of 6,000 sqm. The owner wants to know how much to budget for maintenance this year and how to distribute maintenance types across the calendar.

Questions:

- i) Using the square metre rule (N\$25/sqm), calculate the annual maintenance budget. (4)
- ii) With one (1) example each, list four (4) categories of maintenance activities. (8)

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