



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF ENGINEERING AND THE BUILT ENVIRONMENT

DEPARTMENT OF LAND AND SPATIAL SCIENCES

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

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINER:	Mrs Elina Teodol
MODERATOR:	Mr Verinjaerako Kangotue

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 5 questions.5. You must answer <u>ALL QUESTIONS IN BOTH SECTIONS.</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 8 PAGES (Including this front page)

Question 1

For each of the following statements indicate whether it is 'TRUE' or 'FALSE'. Each correct answer carries 1 mark. (20)

- 1.1 The 1.5x rule calculates annual maintenance costs based on one and a half year of rental income. (1)
- 1.2 Property managers often use market analysis to determine the best rental rates. (1)
- 1.3 Tenant satisfaction is unrelated to how well the property is maintained. (1)
- 1.4 Preventive maintenance reduces the likelihood of unplanned and costly emergency repairs. (1)
- 1.5 Custodial maintenance includes daily tasks like garbage removal and hallway cleaning. (1)
- 1.6 A property's operational efficiency can be gauged by its energy consumption levels. (1)
- 1.7 Tenant screening involves verifying an applicant's credit history to reduce risks of non-payment. (1)
- 1.8 Lease agreements are optional documents that landlords may choose to implement. (1)
- 1.9 Routine property inspections can help identify issues before they require costly repairs. (1)
- 1.10 A drive-by inspection is as comprehensive as a move-out inspection. (1)
- 1.11 A lease agreement must always place all maintenance responsibility on the tenant. (1)
- 1.12 Gutter cleaning is considered preventive maintenance. (1)
- 1.13 The primary goal of property management is to ensure that all properties look aesthetically pleasing (1)
- 1.14 Risk management in property management includes managing insurance and legal compliance. (1)
- 1.15 Maintenance costs are typically lower in well-maintained properties. (1)
- 1.16 Tenant relations are solely the responsibility of the customer service department, not the property manager. (1)
- 1.17 The primary legal responsibility of a landlord under property law is to prepare lease agreements. (1)
- 1.18 A quarterly scheduled property inspection is best classified as a routine inspection. (1)

- 1.19 An effective maintenance plan should NOT include a tenant screening protocol. (1)
- 1.20 HVAC filter replacement is usually done monthly. (1)

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Question 2

- 2.1 Identify and explain two legal requirements landlords must meet under the "Implied Warranty of Habitability". (4)
- 2.2 Provide a situation where emergency maintenance is necessary and explain why. (2)
- 2.3 Name two types of inspections conducted by property managers and explain their purpose. (4)
- 2.4 Discuss why a comprehensive understanding of building codes is crucial for a property manager and the potential consequences of non-compliance. (2)
- 2.5 When performing a comprehensive property inspection, what key elements must be evaluated to ensure the integrity and safety of the property? (3)
- 2.6 Evaluate the impact of neglecting regular property maintenance on the overall operations and reputation of a property management company. (1)
- 2.7 Define the 'implied warranty of habitability' and its practical implications for property managers in the day-to-day operation of a rental property. (2)
- 2.8 Explain the significance of lease agreement negotiations in maintaining a balanced relationship between landlords and tenants. (2)

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Question 3

You are the property manager for a newly acquired residential rental unit located in Otjomuise Heights, an emerging suburb on the western outskirts of Windhoek. The unit, part of a multi-plot development, has recently been refurbished and is now fully tenanted. While the property is currently in good condition, the owner has tasked you with preparing a realistic annual maintenance budget to guide long-term financial planning and risk mitigation.

Given the rising cost of materials and labour in Namibia, the budget must account for both predictable operating costs and unexpected maintenance demands arising from weather exposure, wear and tear, and tenant usage.

You are required to apply industry-standard maintenance estimation rules to calculate projected annual maintenance costs. These estimates will support the formulation of a maintenance reserve fund to ensure the property remains safe, habitable, and financially sustainable.

Use the property details provided below to complete your calculations:

- Property Value: N\$1 500 000
- Annual Operating Costs: N\$150,000
- Monthly Rental Income: N\$15 000
- Property Size: 160 sqm
- Maintenance Cost Rate per sqm: N\$130

- 3.1 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 explanation of the rule. (5)
- 3.2 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 budgeting. (5)
- 3.3 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 potential benefits of using this rule for properties with varying rental incomes. (6)

- 3.4 According to the Square Metres Formula, maintenance costs can be estimated at a set rate per square metre. If the maintenance cost is N\$50 per square metre per year, calculate the total annual maintenance cost for the property based on its size. Justify the use of this formula in maintenance budget planning. (5)

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Question 4

4.1 CASE STUDY A: Tenant Complaints and Maintenance Response

A residential complex has reported rising complaints about poor lighting, blocked drains, and slow response times to service requests. Tenant satisfaction is dropping, and lease renewal rates are declining.

Questions:

- i) Explain how delayed maintenance affects tenant retention. (4)
- ii) Recommend a structured communication system to improve response to complaints. (5)
- iii) Identify and explain two inspection types that would help pre-empt such issues. (5)

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 8,000 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\$30/sqm), calculate the annual maintenance budget. (4)
- ii) With one (1) example each, list four (4) categories of maintenance activities in buildings. (8)
- iii) Suggest how maintenance timing should be distributed across the year for operational efficiency. (2)

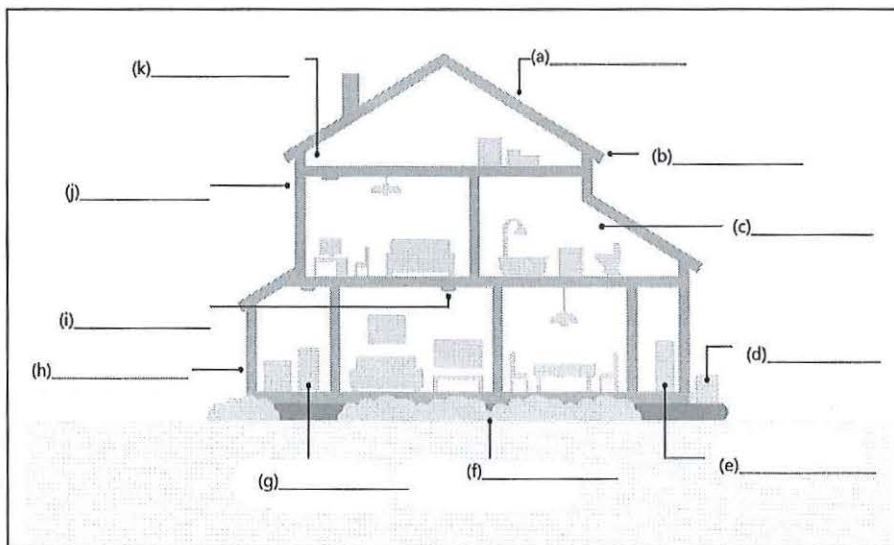
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Question 5

You are the Property Manager of Omeya View Residences, a leased residential estate in Windhoek. After the recent rainy season, tenants have reported issues such as roof leaks, blocked gutters, poor air quality, and faulty smoke detectors. The estate's location near seasonal watercourses increases the risk of dampness, pests, and structural damage.

You have been instructed to conduct a preventive maintenance inspection across all units using the annotated diagram provided. Each labelled part (A to K) represents a key building system or component requiring assessment.

Your task is to study the parts on the annotated diagram below and use it to answer the following questions pertaining to maintenance task for the building. Each correct answer carries one (1) mark.



5.1 Which preventive task is essential to avoid interior ceiling and wall damage caused by roof leaks at the section labelled A?

- A) Trimming overhanging branches
- B) Inspecting roof for structural breaches
- C) Cleaning downspouts
- D) Replacing interior insulation

- 5.2 At the section labelled B, which maintenance activity prevents water overflow that can damage the roof and fascia?
- A) Replacing HVAC filters
 - B) Clearing bathroom vents
 - C) Cleaning gutters and downspouts
 - D) Painting eaves
- 5.3 What task at section C enhances waterproofing and prevents moisture-related deterioration in wet areas?
- A) Refreshing paint on walls
 - B) Resealing bathroom caulking
 - C) Replacing shower curtain liners
 - D) Checking light fixtures
- 5.4 What component at D requires periodic replacement to maintain HVAC system efficiency and indoor air quality?
- A) Exhaust fans
 - B) Air ducts
 - C) HVAC filters
 - D) Radiator panels
- 5.5 Which appliance at E needs flushing to remove sediment and prolong its functional lifespan?
- A) Central air unit
 - B) Water heater
 - C) Sump pump
 - D) Washing machine
- 5.6 Which task at section F enhances curb appeal and protects the foundation from root or moisture intrusion?
- A) Fertilising flower beds
 - B) Installing new turf
 - C) Trimming trees and shrubs
 - D) Painting fences

- 5.7 Which building system at section G requires biannual servicing to operate efficiently in extreme temperatures?
- A) Ventilation fans
 - B) Plumbing fixtures
 - C) Heating and cooling system (HVAC)
 - D) Roof insulation
- 5.8 What features at section H contribute to tenant security and compliance with insurance requirements?
- A) Fire extinguishers
 - B) Outdoor surveillance systems
 - C) Door and window locks
 - D) Intercom units
- 5.9 Which safety devices at I must be inspected regularly for early detection of smoke or carbon monoxide?
- A) Thermostats
 - B) Electrical outlets
 - C) Smoke and CO detectors
 - D) Emergency lighting
- 5.10 What routine activity should be performed at J to reduce slip, trip, or fall hazards in communal areas?
- A) Power washing tiled areas
 - B) Checking for safety hazards and obstructions
 - C) Replacing stair carpeting
 - D) Repainting communal walls
- 5.11 Which inspection at area K is critical for detecting issues that may compromise building health and hygiene?
- A) Termite and rodent inspection
 - B) HVAC airflow test
 - C) Window weatherproofing
 - D) Basement moisture reading



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