



## NFOPP Technical Award in Sale of Residential Property Example Examination Questions

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The following questions are designed to show candidates the *type* and *level* of questions that will be asked in the examinations. These questions will not be in the examination.

1. ***A fundamental legal obligation placed on estate agency employees, with regard to safety at work, is to:***
  - a) take reasonable care.
  - b) report rule breaches on a weekly basis.
  - c) put clients' interests first.
  - d) attend all health-related staff meetings.
  
2. ***The main piece of legislation covering the physical well-being of staff in the estate agency workplace is the:***
  - a) Health and Safety at Work Etc. Act 1974.
  - b) The Estate Agents Act 1979.
  - c) Furniture and Furnishings (Fire) (Safety) Regulations 1993.
  - d) Gas Safety (Installation and Use) Regulations 1998.
  
3. ***When lifting a heavy object you should:***
  - a) keep it as close to you as possible, bend your knees and keep your back straight.
  - b) keep it as far away from you as possible, bend your knee and your back.
  - c) start from a kneeling position then straighten up.
  - d) start with bent arms then straighten them.
  
4. ***If you work at a VDU screen you should be:***
  - a) provided with protective clothing.
  - b) provided with protective glasses.
  - c) given periodic breaks.
  - d) given a low table to work from.
  
5. ***When taking potential buyers onto the site of an unfinished new home, you must normally:***
  - a) obtain a liability disclaimer beforehand.
  - b) park as close to the property as possible.
  - c) make sure everyone wears a hard hat.
  - d) ask the building contractor to accompany you.
  
6. ***When going on an initial viewing, for staff safety reasons the negotiator should:***
  - a) ensure the battery on their mobile phone is charged.
  - b) make a note of the appointment details in the office diary.
  - c) check the car parking facilities at the venue.
  - d) give themselves plenty of time to get there.
  
7. ***Keys for empty properties which are kept in the office, should be clearly labelled with:***
  - a) the address and kept in reception for easy access.
  - b) the address and kept on a board where all staff can see them.
  - c) a code and kept inside a lockable cupboard.
  - d) a code and kept in a filing cabinet together with the property file.



**8. Common law was originally developed from:**

- a) judicial precedent.
- b) legislation.
- c) the European Union.
- d) custom.

**9. Which remedy is available under both common law and equity?**

- a) A prison sentence.
- b) Damages.
- c) A fine.
- d) Restitution.

**10. A detached property is accessed by a driveway which crosses an adjacent property, for which a right of way exists. In law, the detached property is defined as the:**

- a) dominant tenement.
- b) subsidiary tenement.
- c) primary tenement.
- d) servient tenement.

**11. From a legal perspective, what is the fundamental principle that underpins the manner in which an estate agent is expected to behave when dealing with their customers?**

- a) Material disclosure.
- b) Shared responsibility.
- c) Due diligence.
- d) The duty of care.

**12. As an example of acting as an 'Agent of Necessity', an estate agent would:**

- a) telephone the owners when an empty house they are selling is vandalised.
- b) arrange for premises to be made secure after being burgled whilst the owners are on holiday.
- c) hold keys for viewing purposes when property owners are away on business.
- d) sell a repossessed house on behalf of a mortgagee in possession.

**13. How must an offer be reported to a client in order to comply with the Estate Agents (Undesirable Practices) (No.2) Order 1991?**

- a) By telephone within 24 hours.
- b) Promptly and in writing.
- c) By letter, fax or email within seven working days.
- d) In writing or by telephone, as soon as possible.

**14. To comply with the Estate Agents Act 1979 and the Estate Agents (Provision of Information) Regulations 1991, which one of the following must you advise your client before receiving instructions to market a property?**

- a) Your commission charges.
- b) The name of the regulations covering the agreement.
- c) The cooling-off period under the agreement.
- d) Whether colour photographs will be used.



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**15. The Estate Agents (Provision of Information) Regulations 1991 specifically require an estate agent to:**

- a) correctly define the term 'sole selling rights', if used.
- b) describe the property they are selling, in detail.
- c) advise the seller whether the buyer has a property to sell.
- d) agree an advertising and marketing campaign with the seller.

**16. An estate agent was entitled to receive a withdrawal fee when instructions to sell were cancelled, because:**

- a) a sale was agreed at the full asking price and the seller decided not to move.
- b) it was provided for in the agency contract.
- c) extensive advertising costs were incurred.
- d) more than two accompanied viewings were carried out.

**17. What particular circumstance would entitle an estate agent to change their commission rate after having started to market a property?**

- a) The advertising costs have increased significantly.
- b) The agent has become VAT registered.
- c) The seller's prior approval has been obtained.
- d) The seller markets the property themselves.

**18. Under The Estate Agents Act 1979, when estate agents are selling a property they have a legal obligation to disclose any:**

- a) criminal convictions.
- b) adverse survey reports they are aware of.
- c) personal interest.
- d) previous dealings on the same property.

**19. Who is primarily responsible for enforcing the Estate Agents Act 1979?**

- a) The Office of Fair Trading.
- b) The Ombudsman for Estate Agents.
- c) The Local Authority Consumer Protection Department.
- d) The National Association of Estate Agents.

**20. Under the provisions of the Estate Agents Act 1979, the appointment of an estate agent:**

- a) cannot be subsequently terminated.
- b) should be ratified by an independent party.
- c) must be confirmed in writing.
- d) is subject to a 14 day cooling off period.



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**21. If you have a sole agency agreement to sell a property, you are entitled to be paid commission:**

- a) on a private sale to a buyer introduced by the next door neighbour.
- b) on a private sale to a relative of the house owner.
- c) on a sale to a buyer introduced by another agent within the period of your sole agency.
- d) on a sale agreed within the period of your sole agency contract without the help of an estate agency

**22. You are acting as a selling agent and the seller privately sells the property to a neighbour without your involvement. Under what circumstances, if any, would you be entitled to your fee?**

- a) Under no circumstances.
- b) Under a sole agency contract.
- c) Under a sole selling rights contract.
- d) Under a multiple agency contract.

**23. A 'ready, willing and able' buyer:**

- a) will have cash available for the full asking price.
- b) will have paid a 10% pre-contract deposit.
- c) is in a position to exchange contracts.
- d) is a purchaser with Power of Attorney status.

**24. Two estate agents appointed by the seller, working together on the sale of a property and sharing the fee and costs, is known as a:**

- a) sole agency.
- b) multiple agency.
- c) joint sole agency.
- d) sub-agency.

**25. Following a successful bid at a public property auction, when are contracts usually exchanged?**

- a) On the day of the auction.
- b) On the day after the auction.
- c) Within a maximum of 14 days after the auction.
- d) Within a maximum of 28 days after the auction.

**26. At an auction, the buyer is legally committed:**

- a) when the bid has been acknowledged by the auctioneer and the reserve has been reached.
- b) on payment of the 10% deposit.
- c) when the hammer falls.
- d) on signing the Memorandum of Agreement at the end of the auction.

**27. What is likely to be the MOST important factor when the Court of Protection sells a property?**

- a) Speed of sale.
- b) Price obtained.
- c) Efficient service.
- d) Type of buyer.



**28. An estate agent should discuss marketing and advertising strategy with their client so that:**

- a) the cheapest deal can be done.
- b) the maximum the client can afford can be established.
- c) the widest possible market can be reached.
- d) the most appropriate plan for promoting the property can be agreed.

**29. If an estate agent plans to acquire an interest in land, disclosure of the agent's personal interest:**

- a) need only be made if the property is leasehold.
- b) need only be made if their company is selling the property.
- c) must initially be made before entering into negotiations.
- d) must initially be made immediately before exchange of contracts.

**30. Why is it important for estate agents to check whether potential buyers have any family connection with the firm?**

- a) Offers from them must be treated on a non-statutory basis.
- b) Any sale will trigger an additional stamp duty levy.
- c) This has to be disclosed to the seller.
- d) They are not permitted to make offers.

**31. For which one of the following operations would building regulations approval be required?**

- a) The conversion of a house into two flats.
- b) The replacement of old guttering.
- c) The erection of a 2 metre high garden fence.
- d) The formation of a new driveway with access on to the main road.

**32. A piece of land qualified as a 'conservation area' because it was:**

- a) situated in open countryside.
- b) situated on a green belt site.
- c) designated for its historic interest.
- d) designated for modernisation.

**33. With regard to market appraisals and setting a price, what is meant by 'comparables'?**

- a) Any property falling into the same price group.
- b) Similar properties which were sold over the last 5 to 10 years.
- c) Any property which is within the same Council Tax band.
- d) Similar nearby properties recently sold or on the market.

**34. A house you are appraising has the following faults. Which one is likely to have MOST impact on the value of the property?**

- a) Broken downpipe.
- b) Chipped paintwork.
- c) Overgrown garden.
- d) Rising damp.



**35. Which one of the following is generally the MOST important influence on property value?**

- a) Location.
- b) Property type.
- c) Internal order.
- d) Construction method.

**36. You are valuing a property and are aware that a comparable property was sold four months ago. In what circumstances, if any, will you need to adjust the value to allow for changes in the market since the comparable sale?**

- a) None.
- b) In a rising market only.
- c) In a falling market only.
- d) In both a rising and a falling market.

**37. A cavity wall in a modern house is likely to have a width of:**

- a) 600mm. (24")
- b) 275mm. (11")
- c) 150mm. (6")
- d) 100mm. (4")

**38. A rendered house with curved bay windows to the front elevation is likely to be:**

- a) Victorian.
- b) Edwardian.
- c) 1930s built.
- d) 1950s built.

**39. Where would you find a rafter?**

- a) In the walls.
- b) In the door frames.
- c) In the roof.
- d) In the foundations.

**40. The timber beam used to support floor boards is called a:**

- a) Lintel.
- b) Joist.
- c) Purlin.
- d) Rafter.