

Property Management – Specification of Competency Standards

Unit of Competency

Functional Area : Property Management Services for Owners, Tenants and the Community (Records on Management Matters)

1. Name	Keep record of management matters, dispatch and collect documents and maintain proper filing	
2. Code	PMZZOS202A	
3. Range	Handle various types of documents of correspondences related to owners / tenants management matters, and keep filing of the documents systematically according to its types	
4. Level	2	
5. Credit	1.5	
6. Competency	<u>Performance Requirement</u>	
	6.1 Know about filing categories and systems for property management documents	<ul style="list-style-type: none">● Know about property management documents, including the categories, filing systems, file retention periods, handling of data privacy matters, etc.● Know how to handle the collection and dispatch of documents and arrange on distribution of notices
	6.2 Records of documents	<ul style="list-style-type: none">● Know how to write up incident reports and file them according to serial numbers
	6.3 Handling document	<ul style="list-style-type: none">● Know how to handle general document and arrange applications of identification document such as residents' cards and access card for renovation workers, etc.● Can update residents' particulars instantaneously● Can arrange filing and copying of documents
7. Assessment Guidelines	The integral outcome requirements are: (i) Can follow prescribed document management systems, collect and dispatch basic property management documents systematically, and classify the documents into different categories according to the contents and file accordingly (ii) Can record daily occurrences of property management matters and file according to its serial number in order to facilitate subsequent examination and use (iii) Can accurately and timely handle applications of owners / tenants, and to update tenants' information in order to ensure that the records are correct	
8. Remarks		