

Property Management – Specification of Competency Standards

Unit of Competency

Functional Area : Property Management Services for Owners, Tenants and the Community (Management Service and Communication)

1. Name	Coordinate with owners, tenants and customers on property management works	
2. Code	PMZZOS401A	
3. Range	Liaison with individual owners / tenants, owners' organizations and representatives in building management matters	
4. Level	4	
5. Credit	6	
6. Competency	<u>Performance Requirement</u>	
	6.1 Owners' organizations and relevant legislations	<ul style="list-style-type: none">● Understand the legislations relevant to property management, including Building Management Ordinance, deed of mutual covenants, property management contract and residents' handbook, etc.● Understand the similarities and differences of various types of owners' organizations
	6.2 Liaison with owners and tenants	<ul style="list-style-type: none">● Able to handle and follow up enquiries, complaints and suggestions, and analyse and report the suggestions● Recognize the use of different methods, including the use of notices, posters, leaflets, surveys, newsletters and other information technology to effectively communicate with owners and tenants● Able to draft residents' handbook● Able to liaise with owners / tenants in arranging and approving renovation work or other applications
	6.3 Monitor management works	<ul style="list-style-type: none">● Control on unauthorized building works and monitor on breaches to the rules for the residents● Handle cases of breaches
7. Assessment Guidelines	The integral outcome requirements are (i) Drafting internal code of practice on building management according to guidelines and practical needs, and instill owners' / tenants' knowledge through promotional and educational activities (ii) Understand the types and functions of various types of owners' / tenants' organizations, and maintain communication with owners / tenants using different methods in order to handle management matters; and know how to deal with owners / tenants in an appropriate manner on breaches of rules in order to arrive at some resolutions (iii) Formulate practical guidelines on handling of breaches by owners / tenants, and handle the breaches with discretion according to different special circumstances of the particular owner / tenant	
8. Remarks		