

Property Management – Specification of Competency Standards**Unit of Competency****Functional Area : Property Management Services for Owners,
Tenants and the Community (Pre-Management)**

1. Name	Arrange pre-management works, take-over and hand-over works of a building or a flat, and follow up on reinstatement works	
2. Code	PMZZOS406A	
3. Range	Pre-management work arrangement, handover of flat units, after-sale service and follow up on reinstatement progress, mainly involving monitoring work of pre-management work progress and coordination with relevant departments and units	
4. Level	4	
5. Credit	3	
6. Competency	Performance Requirement	
	6.1 Understand the timing and arrangement of handover from the owner holding majority shares / the developer	<ul style="list-style-type: none"> ● Understand the arrangement of handover, including the requirements, timing, etc., from the owner holding majority shares / the developer, and make corresponding preparations ● Able to arrange time slots for handing over of flats / building and the required manpower
	6.2 Follow up on reinstatement	<ul style="list-style-type: none"> ● Able to maintain close liaison with the developer, assist in checking and accepting common areas and switch rooms, etc., and follow up on reinstatement items and progress ● Able to explain clearly to clients and owners facilities of the building / the flat, relevant rules, etc., and to provide quality after-sale service ● Able to follow handover procedures in handing over flat / building, and record the details
	6.3 Handover inspection of common areas	<ul style="list-style-type: none"> ● Able to assist in the establishment of the management office, control room and customer service counter, etc., and assist in handover inspection of various facilities, and the testing and commissioning of various systems ● Able to place signages and directories and relevant provisions in appropriate places
7. Assessment Guidelines	<p>The integral outcome requirements are:</p> <p>(i) Able to understand the timeframe of handover laid down by the owner holding majority shares and the developer, the respective strategies and available resources, and to exercise appropriate judgements to arrange handover works that accommodate the participation of staff of the technical unit in order to effectively takeover common areas, management service facilities and handover individual flat units</p> <p>(ii) Able to follow up on all reinstatement items to ensure that all common area facilities conform to stipulated standards and are functional properly and safely; and in addition coordinate and negotiate with relevant departments/units on whether facilities provided are sufficient, in particular directories and signages, after practical on-site inspections</p> <p>(iii) Able to be familiar with handover items in a flat unit and clearly identify reinstatement liabilities, thereby be able to liaise tactfully with clients / owners and the developer on reinstatement progress</p>	
8. Remarks		