

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	<p>The integral outcome requirements are</p> <p>(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</p> <p>(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</p> <p>(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</p>	
8. Remarks		