

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Repair, Maintenance & Improvement of a Property

Title	Report damages and irregular conditions of a property and follow up on the works order
Code	110452L1
Range	General works of daily and periodic maintenance in properties, applicable to frontline personnel in reporting damages and irregularities within the watch boundary in properties, and following up work orders
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. know the area, environment and facilities of property</p> <ul style="list-style-type: none"> <li>• know the exact location of the building services system and installations within the property</li> <li>• know the common damages and defects of the property</li> </ul> <p>2. Record and report</p> <ul style="list-style-type: none"> <li>• Be able to detect damages or malfunctions within the property and properly record the exact location and abnormal conditions of the defects</li> <li>• Be able to follow up the maintenance and work order, check the location of the defects and irregularities, and do the repair or report to superior</li> <li>• Be able to accurately and promptly notify superior to arrange repairs</li> <li>• Be able to follow up and inspect, then report on the results of repairs</li> <li>• Be able to assist in following up on preparation works for maintenance and assist in handling emergency repair works as instructed</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be able to know the exact location of the building services system and installations within the property, know the common damages and defects of the property; and</li> <li>• Be able to detect damages or malfunctions within the property, properly record the exact location and conditions, be able to follow up on work orders of maintenance, and accurately notify the superiors to arrange repair promptly</li> </ul>
Remark	