

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

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Coordinate with owners, tenants and customers on property management work
Code	110475L4
Range	Coordinate with owners, tenants and customers on property management works, applicable to communication with individual owners/customers, owners' organisations or representatives and handling of building management works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the legal requirements of owners' organisations</p> <ul style="list-style-type: none"> • Thoroughly understand the legal requirements for building management, including Building Management Ordinance, deed of mutual covenant, management contracts and house rules, etc. • Thoroughly understand the functions, similarities and differences of various types of owners' organisation <p>2. Communicate with owners/ tenants</p> <ul style="list-style-type: none"> • Be able to properly handle and follow up enquiries, complaints and suggestions, then analyse and report the suggestions • Be able to use different methods, including interviews, announcements, poster, leaflets, questionnaires, newsletters, websites, social media, activities or other information technologies, etc. to communicate with owners/customers effectively • Be able to draft the resident handbook, various rules and regulations or forms of application, such as and fitting-out application, application for removal, suspension of flush water supply for inhouse repair, etc. • Be able to contact the owner to arrange for the approval of shop or home renovation or other applications • Be able to use different methods to maintain effective communication with the owner/tenant organisations and representatives, understand and collect the representative's opinion, provide relevant information to the representatives according to the procedure <p>3. Monitor management works</p> <ul style="list-style-type: none"> • Be able to monitor any unauthorized building works in the property or any breach of house rules, follow up and deal with the cases • Be able to collect and analyse management related information, such as common breaches, unauthorized installations or modifications, common complaints or enquiries, etc., and make suggestions to superiors to improve management measures, quality and communication, and reduce enquiries or complaints from owners/customers
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the legal requirements, rules and regulations of building management, the functions, similarities and differences of various types of owners' organisation thoroughly; • Be able to draft rules and regulations on building management as required, and to enable owners/tenants to understand the house rules through promotional and educational activities;

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	<ul style="list-style-type: none">• Be able to maintain contact and communication with owners/customers and representatives of owners' organisation by using different methods in handling management matters; to understand and collect representatives' opinions to improve the management of the property; and• Be able to follow up and deal with the cases of the breach, negotiate with the owners on the case of the breach and reach a solution.
Remark	