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

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

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| Title | Assist owners or tenants in formation of owners' tenants' organisation and handle property management work in concerted efforts |
| Code | 110476L5 |
| Range | The formation of owners' organisations, applicable to assisting owners/tenants to form owners/tenants' organisations, and enhancing management services jointly |
| Level | 5 |
| Credit | 6 |
| Competency | Performance Requirements<br>1. Proficient in legal requirement and procedures<br><br>• Proficient in the Hong Kong land system related to property management<br>• Proficient in the rights and obligations of property manager, owners corporation and owners under Building Management Ordinance, relevant legal provisions, land deed, deed of mutual covenant and management contract<br>• Proficient in the types of owners/tenants' organisation, the procedures for their formation and daily operations<br><br>2. Assist in the formation of owners/tenants' organisation<br><br>• Be able to arrange the formation of owners committee, owners corporation, estate management advisory committees, etc., including preparation and publicity, convening meetings in accordance with statutory requirements or procedures set out in the deed of mutual covenant, election of members, oath and registration procedures, etc.<br>• Be able to provide professional advice to owners/clients during the preparation and incorporation process to ensure that the process complies with legal requirements<br><br>3. Liaise with owners/tenants in property management<br><br>• Be able to maintain good communication and relationship with the owners/tenants' organisation, assist the owners/tenants' organisation to establish good operation and management procedures, so that the organisation representative can maintain good communication with other owners/tenants<br>• Be able to develop a professional management system and provide high-quality management services and integrity management<br>• Be able to resolve complaints or management issues and make improvements effectively<br>• Be able to formulate resident handbook/house rules, management systems, procedures and work guidelines in accordance with the legal requirements<br><br>4. Provide professional management services, analysis, judgement and recommendations<br><br>• Be able to use various media and information technology to collect and analyse the opinions of owners/customers on management services<br>• Be able to compile a collection of opinions from survey on service level and complaints, make professional analysis and judgment, and improve management services<br>• Be proficient in the needs and expectations of the owners, and the practical situation of the property, be able to improve the quality of management services continuously |
| Assessment Criteria | The integral outcome requirements of this UoC are: |

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| | • Be proficient in the rights and obligations of property manager, owners corporation, owners, types of owners/tenants' organisations, procedures for their formation and daily operation;<br>• Be able to assist owners/tenants in setting up various types of owners/tenants' organisation to ensure that their formation and operation comply with relevant legal requirements and procedures;<br>• Be able to maintain good communication and liaison with the owners/tenants' organisation, apply professional knowledge to decide management service systems and codes of practice, and provide professional, high-quality management services and integrity management; and<br>• Be able to collect and analyse the opinions of owners/customers effectively, review the effectiveness of management services, improve and enhance the quality of management services as needed and expected continuously. |
| Remark | |