

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 | Verify and follow up on the records and reports |
| Code | 110481L3 |
| Range | Reports and records of property management services, applicable to the verification of documents and records, approval of application and verification of incident reports |
| Level | 3 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <p>1. Familiar with records and reports</p> <ul style="list-style-type: none"> • Familiar with the formats and requirements of reports or records on management matters • Familiar with the procedures for sending, receiving, handling and archiving documents, reports or records of management issues <p>2. Verify and follow up documents/ reports/records</p> <ul style="list-style-type: none"> • Be able to ensure that the property owners/customer records are complete and accurate, and supervise the procedures for updating the information regularly, and verify the procedures for protecting owners/customers information are implemented properly • Be able to verify the accuracy of daily occurrence book, records and incident reports, check whether the report has included the appropriate information, and follow up on any deficiencies, and should follow up on the cases effectively or report to the superior • Be able to supervise subordinates in handling and following up on management matters in accordance with established procedures, such as documents and procedures for responding to enquiries or complaints from owners • Be able to initially check the application of the owners and supervise the subordinates to complete the approval process in accordance with the established procedures and performance pledge • Be able to supervise subordinates to submit relevant reports and records on time according to the established procedures and timelines, such as submitting of incident reports within 24 hours after an emergency occurs, and the checking the record of units under decoration or scaffolding on the last day of each month, etc. |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the formats and requirements of reports or records on management matters, and be familiar with the process of sending, receiving, processing and archiving; • Be able to verify the content of the incidents report, confirm the accuracy of its data, and be able to follow up and respond; • Be able to well understand the details of various types of applications and the criteria for approval, determine whether the applicant is eligible, and then arrange on follow-up, approval and record-keeping; and • Be able to supervise subordinates to handle and follow up the documents of management matters in accordance with the established procedures, and supervise the timely submission of relevant reports and records by subordinates. |
| Remark | |