

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

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

Title	Write management report, monitor the documentation and records
Code	110482L4
Range	Property management reports, records and documentations, applicable to writing property management reports
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the content and requirements of reports and records</p> <ul style="list-style-type: none"> • Thoroughly understand the content and format of management reports • Thoroughly understand the procedures of the record management <p>2. Write management reports and documents</p> <ul style="list-style-type: none"> • Be able to collect and compile relevant information according to the company's guidelines or client requirements, then write property management reports or other special reports regularly for approval by superiors • Be able to collect relevant information or incident reports, write letters or correspondence, such as reply to customer enquiries or complaints, making complaints to suppliers, responding to government enquiries or seeking assistance • Be able to review the information and format of general notices or instruments to ensure compliance with procedures and standards <p>3. Supervise and manage documentation</p> <ul style="list-style-type: none"> • Be able to monitor and verify the collection, dispatch and archiving of documents to ensure accuracy and timeliness • Be able to monitor the updates and confidentiality of data, such as updating owners' record, emergency contacts, renovation records, record of resident cards or vehicle permits, etc. regularly or upon request, to ensure that the data reflects the latest situation and is kept confidentially
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the content and format of management reports and the procedures for record management thoroughly; • Be able to write property management reports or other special reports on a regular basis, to write letters or correspondence properly; • Be able to review the information and format of the general notice or instrument to ensure compliance with procedures and standards; and • Be able to supervise and verify the collection, dispatch and archiving of documents to ensure accuracy and timeliness, and be able to supervise the updating and confidentiality of data.
Remark	