

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

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

Title	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions
Code	110500L2
Range	Works of pre-management, takeover and handover, applicable to frontline staff in carrying out registration and keeping records in building takeover and handover, inspections and acceptance as instructed
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the procedure of handover</p> <ul style="list-style-type: none"> • Understand the handover items and procedures of buildings/flats, including facilities, verification of owner documents, home appliances provided, acceptance records, etc. <p>2. Carry out handover and inspection</p> <ul style="list-style-type: none"> • Be able to carry out general building and flat inspection and acceptance work according to steps and instructions, and make clear records • Be able to carry out the handover of flats according to the steps and instructions, including verifying the owner's information, explaining the handover procedures, fitting-out and moving-in regulations to the owners, etc., and effectively maintaining order during the handover period • Be able to assist the owners in recording the information of inspection and follow up on the enquiries of the owner or customer • Be able to maintain close communication with owners or customers as instructed and assist in following up the arrangements for the rectification of defects in flat • Be able to perform various pre-management arrangements as directed and provide information to owners/customers on the operation of the property and the use of facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the handover items and procedures of buildings/flats; • Be able to understand the building/flat information and handover items, carry out routine handover as instructed, and explain each handover item and related follow-up procedures to the owners in an organized and detailed manner; and • Be able to maintain close communication with owners or customers as instructed and assist in following up the arrangements for the rectification of defects in flat.
Remark	