

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

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

Title	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work
Code	110502L4
Range	The work arrangement of pre-management, applicable to supervising the progress of pre-management work and coordinating with relevant departments/flats for handover of flats, after-sales service and follow-up defects
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the schedule and arrangement of handover of the first owner or developer</p> <ul style="list-style-type: none"> • Thoroughly understand the handover arrangements, needs, timeframe, etc. of first owner and developer • Thoroughly understand the property information, community information, handover items and procedures of the property <p>2. Prepare for takeover</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the terms of the deed of mutual covenant of the building, draft the moving-in guidelines, residents handbook, the fitting-out guidelines, the property and community information booklet, etc. • Be able to draft the documents and forms required for takeover and handover of building and flats, such as owner information registration, collection of keys, related documents and forms, household permit application, record of flat inspection, etc. • Be able to arrange building/flat handover schedules and manpower, and assist in the procurement of various services • Be able to liaise with service contractors to arrange for manpower and pre-order of equipment, tools and materials to take over the property • Be able to contact the insurance company to arrange the effective date of the property insurance • Be able to liaise with the relevant government departments to arrange the effective date of various services, such as the date of garbage collection and disposal, postal services, etc. • Be able to assist in the establishment of management offices, control centers and customer service counters, etc. <p>3. Conduct inspection and acceptance of common areas</p> <ul style="list-style-type: none"> • Be able to assist in the inspection and acceptance of the common areas and various facilities of the property, test various systems, and record the result of acceptance • Be able to arrange for manual recording of water meter and electricity meter readings • Be able to properly arrange the location of directory/signs, set up equipment or notices, etc. <p>4. Follow-up on handover and defects rectification</p> <ul style="list-style-type: none"> • Be able to clearly explain to customers and owners the facilities of the building/flat and the house rules of the building, and provide good after-sales service • Be able to takeover and handover building/flat in accordance with takeover/handover procedures and make detailed records

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	<ul style="list-style-type: none"> • Be able to maintain close contact with developer and general contractors to follow up on the progress of defects rectification without affecting owners/customers' moving-in • Be able to negotiate special cases of the handover with the representatives of the building contractor, and try to coordinate and solve any problems • Be able to collect records and information, produce a summary of the results of defects rectification, submit regular reports to the superior, and make suggestions for the delays or special cases
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the handover arrangements, needs, timeframe, etc. of the first owner and developer, and be able to understand thoroughly the property information, community information, work items and procedures of the takeover and handover of the property; • Be able to understand the schedule, strategy and resources of the first owner and developer in takeover and handover the building, effectively prepare the preliminary work of pre-management of the building, prepare the guidelines and documents related to the takeover/handover of the building and flats according to the terms of the deed of mutual covenant of the building, and arrange for the relevant service contractors to prepare manpower, equipment and materials; • Be able to cooperate with the participation of technical staff to inspect and accept the common areas of the property effectively, set up service facilities and arrange handover of flats; • Be able to follow up on all items to ensure that the facilities in common areas meet specific standards and operate properly and safely, and coordinate with relevant departments/teams to ensure that services are provided to all owners/customers during the moving-in period of the property; and • Be able to understand thoroughly the handover items within the flat, define and judge the responsibility for the defects, and be able to contact the owners/customers and developer/building contractor to follow up the defects rectification skillfully
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