

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

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

Title	Lead subordinates in handling lease management matters and enforcement of lease terms
Code	110506L3
Range	Leasing works, applicable to leading subordinates to perform works on leasing matters and follow up on the execution of lease terms
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with lease terms and leasing matters</p> <ul style="list-style-type: none"> • Be familiar with the provisions of the lease and the deed of mutual covenant, and be familiar with the rights and obligations of both the landlord and the tenant • Be familiar with the methods of handling general violations <p>2. Supervise subordinates in execution of works on leasing matters</p> <ul style="list-style-type: none"> • Be able to supervise the subordinates to properly handle leasing matters and various fees according to the terms of the lease, the deed of mutual covenant and the relevant code of practice, and follow up on whether the tenant has violated the usage of the property • Be able to supervise subordinates in collecting fees such as rent, rental deposit, management fees or other expenses in accordance with the terms of the lease and record the relevant data accurately • Be able to supervise the subordinates in handling the handover of rental flats and shop units, including inspection and acceptance of flats/units, follow-up on the applications for decoration, installation of signboards and shop front displays, and other matters after handover • Be able to supervise the enforcement of the lease terms and deal with irregularities in general according to urgency and severity, for example, obstruction of access or change of usage, etc. • Be able to lead subordinates to carry out inspections, registrations and collection of valuable data, such as customers flow, business mode, etc. • Be able to pay attention to the status of the tenant's operation and use of the premises, and advise the superior on the future plans or leasing arrangements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the lease terms and the deed of mutual covenant, familiar with the rights and obligations of both the owner and the tenant, and familiar with the method of handling general violations; • Be able to use knowledge and practical experience of leases and regulations to lead subordinates in the effective execution of leasing matters, including the collection of fees and handover of flats/shop units, and detection of violations of lease terms; and • Be able to lead subordinates to carry out inspections, collect valuable data, pay attention to the tenant's operation and usage of premises, and make meaningful suggestions to the superior on future plans or tenancy arrangements.
Remark	