

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

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

Title	Handle lease management matters and liaise with tenants
Code	110507L4
Range	Lease management, applicable to arrangement for lease and lease renewal of the flat/unit, tenants liaison and monitoring the execution of lease provisions
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements of lease management and lease terms</p> <ul style="list-style-type: none"> • Thoroughly understand the laws and regulations of lease management and provisions of the lease • Thoroughly understand the skills of tenants liaison and soliciting <p>2. Arrange for leases and management</p> <ul style="list-style-type: none"> • Be able to represent the owner to view the unit or shop for lease with potential tenants • Be able to contact and communicate with landlords, developers, tenants, etc. to assist in negotiating leases, or renewal of leases, etc. • Be able to assist in contacting landlords or developers to negotiate lease and special terms, arrange for the signing of leases, and discuss renovation requirements, etc. • Be able to properly arrange the handover of rental flats and shops, including acceptance and inspection of decoration, etc., and ensure that all parties sign related documents and documents are verified • Be able to follow up on the registration of leases as needed • Be able to collate tenant-related information, such as rent arrears, business operations, impact on other customers, etc., and make recommendations on lease renewal cases <p>3. Liaise with tenants</p> <ul style="list-style-type: none"> • Be able to liaise with tenants to assist tenants in following up and resolving matters that occur in the flat/shop unit, e. g. following up on the items listed in the lease for which the landlord is responsible for maintenance • Be able to conduct regular or ad hoc inspections of the flat/shop unit to understand the needs or expectations of tenants, and their opinions on the property or services, etc., so as to facilitate future review of lease renewal or termination <p>4. Execute the provisions of lease</p> <ul style="list-style-type: none"> • Be able to clearly communicate leases and management rules or regulations to tenants to prevent violations of leases or management rules • Be able to assist in monitoring the enforcement of the terms of the lease, handling and following up on violations • Be able to record rental payment and data of collection, and then follow up on overdue payments in accordance with guidelines
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the legal requirements of lease management and provisions of the lease, the skills of tenants liaison and soliciting; • Be able to effectively apply the knowledge of lease management and provisions of lease, plan the work of leasing and renewal, negotiate with the relevant parties and

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	<p>tenants, and complete the signing of the lease or renewal within the prescribed time limit;</p> <ul style="list-style-type: none">• Be able to liaise with the tenant, assist the tenant in following up or resolving the matters that have occurred in the flat/shop unit, fully understand the needs or expectations of the tenant and their comments on the property or services, and make suggestions on future renewal or termination of the lease; and• Be able to clearly communicate leases and management rules or regulations to tenants, supervise the execution of the lease provisions in overall, contact and coordinate with relevant departments to deal with and follow up on violations when situation requires
Remark	