

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

Functional Area - Law in Practice relating to a Property

Title	Liaise with relevant government departments and public services organisations in dealing with general property management matters
Code	110551L2
Range	Liaison with government departments or public service agencies involved in daily property management matters, applicable to frontline personnel in contacting government departments or public organisations in handling routine property management matters
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the job nature of government departments and public services organisations</p> <ul style="list-style-type: none"> • Be able understand the job nature of government departments and public services organisations related to general and daily property management, understand their scope of services and their relationship with property management matters <p>2. Carry out practical liaison works</p> <ul style="list-style-type: none"> • Be able to use knowledge of understanding on various departments and organisations, to liaise with relevant departments or organisations according to the situation and the established procedures, to seek assistance from relevant organisations or to follow up on daily management matters, such as dealing with noise, water drippings from air conditioner, throwing objects at height and others • Be able to follow up the case according to the situations and the results after contact, such as reporting to the superior, notifying the relevant owners, posting temporary notices, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand government departments and public services organisations in relation to daily property management, understand the nature and scope of their services and their relationship with property management matters; and • Be able to select and liaise with appropriate government departments and public service organisations in light of the situations and the established procedures to follow up on cases and deal with issues, and be able to make appropriate follow-up and arrangements according to the results of the liaison.
Remark	