

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

Functional Area - Finance and Asset Management relating to a Property

Title	Follow up on outstanding payments according to instructions
Code	110570L2
Range	Works of property finance, applicable to frontline personnel in collection of arrears from customers or owners according to instructions
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general methods to collect fee in-arrears</p> <ul style="list-style-type: none"> • Be able to understand the general types of fee in-arrears, the appropriate collection methods and terminology used <p>2. Collect fee in-arrears</p> <ul style="list-style-type: none"> • Be able to collect fee in-arrears from the owners or customer as instructed, including management fees, air conditioning fees, rent or licence fees, club house fees or other arrears • Be able to use appropriate language to remind the owners of the type and date of payment of fees or fee in-arrears on time, and assist the superior to dispatch the reminder notice to the relevant owners/customers or deliver it to the mailbox
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the general types of fee in-arrears, the appropriate collection methods and terminology; and • Be able to use appropriate language as instructed to remind the owners to pay fees on time or to collect fee in-arrears.
Remark	