

ASTRBM04

Ensure that block management services are properly implemented



Overview

This standard is relevant to junior managers who are responsible for overseeing and checking the implementation of management services which have been identified and set up by colleagues.

Lifts, boilers, gas appliances, electrical equipment, fire extinguishers and other equipment have specific regulations and requirements for registration, inspection and insurance.

Documents relating to service provision may include:

- leases / deed of conditions / title conditions
- management agreements
- contracts with suppliers
- legislation
- codes of practice

In Scotland, managers will need to understand:

- The implications of the law including but not restricted to:
 - Title Conditions Act 2003
 - Tenement Act 2004
 - Abolition of Feudal Tenure (Scotland) Act 2000
 - Housing Scotland Act 2006
- The key differences between English and Scottish systems

This standard covers:

- identifying what services are to be provided by your company and any requirements in terms of timing and frequency of service provision
- checking that block management services are being properly implemented

This standard covers:

- identifying the range and types of service which are required
- setting up block management services

ASTRBM04

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Performance criteria

Agree the nature and timing of required services

- You must be able to:*
- P1 clearly identify which services are to be provided, by whom and at what frequency
 - P2 seek clarification from relevant people (including those responsible for setting up management services, other colleagues and specialists) where this is required
 - P3 agree with relevant interested parties (including those responsible for setting up management services, other colleagues, service providers, service charge payers / owners, mortgage lenders and insurers) the timing of services being implemented
 - P4 ensure that all relevant interested parties (including those responsible for setting up management services, other colleagues, service providers, service charge payers / owners, mortgage lenders and insurers) are aware of the details of service provision

Ensure that management services are provided in line with contracts and agreements

- You must be able to:*
- P5 establish a system for monitoring whether services are being adequately provided
 - P6 check, at appropriate times, that service providers are providing services on time and in line with contracts and agreements
 - P7 where service provision does not meet requirements, take action to inform relevant people (including those delivering services, colleagues and owners) and where necessary make changes to the service provision
 - P8 where non-routine work is required to meet service requirements, agree and authorise it in line with legal requirements and your own level of authority
 - P9 consult with relevant people (including colleagues, service charge payers / owners, freeholders and neighbours) before authorising work
 - P10 issue specific and achievable instructions to those providing services

ASTRBM04

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Knowledge and understanding

You need to know and understand:

Agree the nature and timing of required services

- K1 how to determine the nature and timing of services to be provided
- K2 how to interpret documents relating to service provision
- K3 when to seek clarification and from whom
- K4 how to agree the best timing for service implementation
- K5 the interested parties who must be informed of service provision
- K6 how to inform interested parties of the detail of service provision
- K7 the importance of timely handover where managers are disinstructed, and the processes for achieving this
- K8 the implications for your work of relevant legislation, regulations, guidelines and codes of practice

Ensure that management services are provided in line with contracts and agreements

You need to know and understand:

- K9 the importance of ensuring that services are provided on time and in line with contracts and procedures for monitoring service provision
- K10 how to time the monitoring of service provision
- K11 the actions available if provision is unsatisfactory
- K12 procedures for agreeing and authorising non-routine work
- K13 the circumstances where consultation will be necessary before work can be agreed and authorised
- K14 how to issue instructions
- K15 the implications for your work of relevant legislation, regulations, guidelines and codes of practice

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