

ASTRBM18

Identify and respond to problems relating to property management services



Overview

This standard is aimed at all those who are responsible for dealing with problems relating to property and the management services offered by residential block managers. These problems will be identified by your company and by interested parties.

In the context of this standard “relevant interested parties” will include owners, residents and neighbours and may include the police, legal representatives, local authorities etc.

Disputes may involve:

- common / service charge payers / owners
- other residents
- other property owners
- service providers

This standard covers:

- identifying and responding constructively to problems relating to the operation of management agreements
- assisting with the resolution of disputes and conflicts between others. This may involve service charge payers / owners, property owners, contractors etc.

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Performance criteria

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- You must be able to:*
- P1 have systems in place to regularly check the effectiveness of service provision
 - P2 have systems in place to allow interested parties to raise their concerns about management services
 - P3 where problems are identified, you take steps to identify their cause and extent
 - P4 determine whether the problems raised are within the responsibilities of your company under the terms of the management agreement
 - P5 where the problems are not within your company's responsibilities, you advise those who brought the problems to your attention
 - P6 where your company is responsible for dealing with the problems, you take steps to rectify the problems
 - P7 where problems involve complaints about the activities of your company you take steps resolve the dispute with a minimum of disruption to interested parties
 - P8 inform relevant interested parties of your actions in response to problems identified
 - P9 regularly review your systems for monitoring the effectiveness of services and use the outcomes of this review to improve monitoring

Assist with the resolution of disputes between others

- You must be able to:*
- P10 when asked to assist in resolving the dispute, do so in a way which is objective and impartial
 - P11 make your role clear to those involved in the dispute
 - P12 take care not to become involved in the dispute yourself
 - P13 encourage those involved in the dispute to explore the background to the dispute
 - P14 encourage those involved in the dispute to seek a solution which is fair and equitable by suggesting possible courses of action or referring those involved to others
 - P15 deal with individuals in a manner which is likely to be perceived as non-threatening
 - P16 your behaviour towards individuals supports the calm resolution of the situation
 - P17 manage aggressive behaviour safely and according to legal and organisational requirements
 - P18 record the circumstances surrounding any incident accurately, legibly and completely and report them to relevant people without delay

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Knowledge and understanding

You need to know and understand:

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- K1 how to check the effectiveness of service provision
- K2 why it is important to regularly check effectiveness
- K3 how to investigate the cause and extent of problems
- K4 your company's responsibilities under the appropriate management agreement
- K5 the other parties which may have responsibility for dealing with problems
- K6 the actions available to deal with problems
- K7 when it is necessary to inform third parties
- K8 the importance of monitoring the effectiveness of your systems
- K9 the implications for your work of relevant legislation, regulations, guidelines and codes of practice

Assist with the resolution of disputes between others

You need to know and understand:

- K10 how to play an objective and impartial role in resolving disputes
- K11 the importance of remaining objective and impartial
- K12 how to encourage others to seek solutions
- K13 how to suggest options for action
- K14 the roles of other organisations and agencies in resolving disputes
- K15 how to act calmly and in a non-threatening way to individuals which reduces the likelihood of aggression or abuse arising
- K16 how to communicate effectively and how this may promote the behaviour wanted
- K17 your own responsibilities under organisational policy and legislative requirements
- K18 how to deal with aggressive and abusive behaviour
- K19 how to control your own emotions and feelings while an outburst is happening
- K20 how to portray a calm and reasoned approach even if you do not feel calm
- K21 how to maintain personal security and safety

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Developed by Asset Skills

Version number 2.0

Date approved September 2011

Indicative review date September 2016

Validity Current

Status Original

Originating organisation Asset Skills

Original URN ASTRBM18

Relevant occupations Residential Block Manager; Property Manager

Suite Residential Block Management

Key words Problems; services; property management; property