

ASTRBM3

Set up management services for property



Overview

Who this unit is aimed at

This unit is relevant to any managers who are involved in identifying and putting into place management services to meet the requirements of management agreements and other documents relating to the management of properties.

What the unit covers

This unit is made up of two elements:

Element 1 covers identifying the range and types of service which are required. Element 2 is about setting up block management services.

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Performance criteria

Agree management services

You must be able to:

- P1 you identify the **service requirements** laid down in management agreements and other relevant documents
- P2 you consult with relevant interested parties to determine the best ways in which service requirements can be met
- P3 you establish a programme of service delivery which clearly states the timing and frequency of specific service provision
- P4 you communicate your service programme to relevant interested parties

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You must be able to:

- P5 you identify whether the required **services** are best provided by existing service providers and site staff
- P6 you agree variations to existing contracts with service providers
- P7 you identify where new orders or contracts must be set up to provide services and set these up in line with company procedures
- P8 you check that service providers are competent to provide the **services** and have the necessary documentation
- P9 you **consult** with interested parties prior to authorising work
- P10 you provide service providers and site staff with clear job specifications, instructions and timescales for the provision of **services**
- P11 you put in place systems to monitor the implementation of management **services**

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Knowledge and understanding

You need to know and understand:

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- K1 the principal documentation associated with leases and services, and those required for setting up a management services agreement
- K2 any management agreement which relates to the property in question
- K3 the implications of other documentation relating to the property
- K4 how to interpret management agreements and their terms to determine the services to be provided
- K5 the other information sources which may define the services required
- K6 how to programme service delivery
- K7 the importance of timely handover where you are taking over from another management services provider, and processes for achieving this
- K8 the implications for your work of relevant legislation, regulations, guidelines and codes of practice
- K9 how to take account of the basic principles of building construction and maintenance when identifying and agreeing service requirements

Set up block management services

You need to know and understand:

- K10 the service providers and site staff with whom you are working and the range of work which they can provide
- K11 how to agree variations to existing contracts and set up new contracts
- K12 procedures for placing orders
- K13 how to check the competence of service providers
- K14 how to check that service providers are appropriately insured
- K15 when it is necessary to consult on proposed work ± including any statutory requirements for consultation
- K16 good practice with regard to providing job specifications and instructions to service providers
- K17 how to monitor the implementation of management services
- K18 the implications for your work of relevant legislation, regulations, guidelines and codes of practice
- K19 how to take account of the basic principles of building construction and maintenance when setting up management services

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Additional Information

Scope/range

Agree management services

You must identify **service requirements** based upon:

1. management agreements
2. other relevant information sources

You must also show that you have the knowledge and understanding stated in this element.

Notes

Documentation relating to the property may include:

3. leases/deeds of conditions/title conditions

In Scotland, managers will need to understand the implications of the common law of tenement

Other relevant information sources may include:

4. legislation
5. codes of practice

Relevant interested parties may include:

6. owners
7. leaseholders
8. service providers
9. colleagues
10. specialists

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

Set up block management services

You must set up block management **services** according to:

11. company procedures
12. management agreements
13. other relevant documentation
14. the requirements of regulatory bodies

You must **consult** with:

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15. service providers/site staff
16. clients
17. individual service charge payers

You must also show that you have the knowledge and understanding stated in this element.

Notes

Relevant documentation relating to the property may include:

18. leases/deeds of conditions/title conditions

In Scotland, managers will need to understand the implications of the common law of tenement

Other relevant information sources may include:

19. legislation
20. codes of practice

Service providers' documentation may include:

21. insurance
22. Health and Safety statements and procedures
23. quality procedures
24. trade registrations
25. references

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Suite Residential Block Management

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