

## ASTRBM4

Ensure that block management services are properly implemented



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### Overview

#### Who this unit is aimed at

This unit 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.

#### What the unit covers

This unit is made up of two elements:

Element 1 covers identifying what services are to be provided by your company and any requirements in terms of timing and frequency of service provision.

Element 2 is about checking that block management services are being properly implemented.

# ASTRBM4

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### Performance criteria

#### Agree the nature and timing of required services

*You must be able to:*

- P1 you clearly identify which services are to be provided, by whom and at what frequency
- P2 you seek clarification from **relevant people** where this is required
- P3 you agree with **relevant interested parties** the timing of services being implemented
- P4 you ensure that all **relevant interested parties** 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 you establish a system for monitoring whether services are being adequately provided
- P6 you **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, you take **action**
- P8 where non-routine work is required to meet service requirements you agree and authorise it in line legal requirements and your own level of authority
- P9 you consult with **relevant people** before authorising work
- P10 you issue specific and achievable instructions to those providing services

# ASTRBM4

## Ensure that block management services are properly implemented

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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 agreements

# ASTRBM4

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### Additional Information

#### Scope/range

#### Agree the nature and timing of required services

You must **seek clarification** from the following relevant people:

1. those responsible for setting up management services
2. other colleagues
3. specialists

You must agree timings with the following **relevant interested parties**:

4. those responsible for setting up management services
5. other colleagues
6. service providers
7. service charge payers
8. others

You must ensure that the following **relevant interested parties** are aware of the details of service provision:

9. those responsible for setting up management services
10. other colleagues
11. service providers
12. service charge payers
13. others

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

#### Notes

Documents relating to service provision may include:

14. leases/deeds of conditions/title conditions
15. management agreements
16. contracts with suppliers
17. legislation
18. codes of practice

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

“Others” may include:

19. owners
20. insurers
21. mortgage lenders etc.

## ASTRBM4

### Ensure that block management services are properly implemented

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

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

You must **check provision** with respect to the following:

22. timing
23. quality
24. progress

and against the following:

25. contract specifications
26. work instructions
27. management agreements
28. other relevant documentation

You must show that you consult with the following **relevant people**:

29. colleagues
30. service charge payers
31. property owners
32. neighbours

You must take the following types of **action**:

33. inform those delivering services
34. inform colleagues
35. inform owners etc.
36. negotiate changes to service provision

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

#### Notes

Relevant documentation may include:

37. leases/deeds of conditions/title conditions
38. legislation
39. codes of practice

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

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

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**Relevant occupations** Managers and Senior Officials; Retail and commercial enterprise; Service enterprises; Managers and Proprietors In Other Services

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**Suite** Residential Block Management

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**Key words** management services; identify; requirements; service provision; block management; property