

Overview

This standard is about developing and implementing property management plans. It is about managing property on behalf of clients or an employer for the purpose of maximising returns for them. This area of work is diverse and can include day-to-day management of property, maintenance considerations, decisions about refurbishment/redevelopment, consideration of user requirements, forward planning for user changes/space allocation changes, and compliance with environmental and legislative changes. It is about evaluating options and selecting property management objectives and plans, and implementing property management plans and identifying asset management opportunities.

Develop and implement property management plans

Performance criteria

You must be able to:

1. confirm and clarify the instructions for the management of the property with the client
2. gather and verify information to assist in the development and preparation of a property management plan which is consistent with the client's instructions
3. evaluate and assess the information, and prepare a draft property management plan for approval by your line manager
4. develop criteria to assess and measure the performance of the property management plan
5. present and recommend a property management plan for the approval of your line manager
6. communicate the approved property management plan to the relevant users for their information and indicate specific considerations and/or limitations for the property, where relevant
7. implement the property management plan in accordance with the client's objectives
8. review the requirement for space and services with the client and update and maintain records of the requirements for owners, occupiers, tenants and third parties
9. identify and evaluate asset management opportunities for allocating space and services to owners, occupiers, tenants and third parties which reflect their requirements and market demand
10. develop criteria to advise and recommend the relevant owners, occupiers, tenants and third parties and which meet the client's objectives
11. assess the implementation of asset management plans and make recommendations to your line manager where such opportunities are likely to add value and/or meet the client's objectives
12. implement agreed asset management plans with owners, occupiers, tenants and third parties, in accordance with the client's instructions, and allocate space and services to them to fulfil the client's objectives
13. monitor the performance of the property management plan against the relevant criteria and advise your line manager of any variations

Knowledge and understanding

You need to know and understand:

1. how to confirm and verify the client's instructions for the management of the property
2. how to gather and verify information to assist in the development and preparation of a property management plan which is consistent with the client's instructions
3. how to assist in the preparation of a property management plan which is consistent with the client's instructions
4. how and why it is necessary to evaluate and assess the information
5. how and why it is necessary to develop criteria to assess and measure the performance of the property management plan
6. how to present the property management plan for the approval of your line manager
7. how to communicate the approved property management plan to the relevant parties for their information
8. the importance of identifying specific considerations and/or limitations for the property, where relevant, to owners, occupiers, tenants and third parties
9. how to implement the property management plan in accordance with the client's objectives
10. how and why it is necessary to review the need for space and services with owners, occupiers, tenants and third parties
11. how to update and maintain organisational records of user requirements
12. how to identify asset management opportunities for allocating space and services to owners, occupiers, tenants and third parties
13. the importance of developing the relevant criteria to advise and recommend owners, occupiers, tenants and third parties and which meet the client's objectives

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Scope/range related to performance criteria

Information:

- client's instructions
- drawings, plans and surveys
- legal documents
- user requirements
- other records

Property management plans:

- operational
- transactions
- maintenance
- redevelopment and/or refurbishment
- quality service standards

Criteria:

- financial considerations
- specific asset initiatives
- occupancy rates and levels
- redevelopment and refurbishment
- compliance issues
- environment and sustainability

Client's objectives:

- asset enhancement
- financial considerations
- occupational requirements
- environmental and sustainability
- legislative
- health and safety
- timing

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