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SC106:
Effective Property Management

Training Description:

Like most facets of modern business, the management of property and assets has to meet the same Imperatives of controlling costs and maximizing returns. Therefore, it is imperative that you grasp and Optimize your property management skills to ensure you meet the demands of the competitive property market.

Through a comprehensive analysis of best practice techniques, national and international experiences, Individual and group exercises you will be able to focus your management thinking and learn new Approaches.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Improve your existing property management skills and enable yourself to more effectively
- ✓ Control costs whilst maximizing returns

Training Designed for:

This course is intended for Property Managers, Property Administrators, Residential Managers, Real Estate Managers, Real Estate Consultants, Real Estate Brokers, Real Estate Management Executives, Shopping Center Managers, Leasing Managers, Building Managers, Site Managers, Housing Managers, Landlords, Facilities Managers, Building Maintenance Managers, Plant Managers, Project Managers, Contract Managers for Commercial, Residential, Industrial and Governmental Assets.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ Property Management
  - Introduction to property management
  - Defining the role of the property manager
  - Duties, responsibilities, scope of management
  - Policy creation and procedure education
  - Technology and administrative controls
- ❖ Maintenance Planning
  - Principles of maintenance
  - Planning and monitoring
  - Working with contractors and consultants
  - Purchase and inventorying supplies
  - Risk management

- Property inspection
- Work order, maintenance requests and logs, task lists
- Do's and don'ts of maintenance
- Typical maintenance problems & solutions

❖ Occupational Safety & Health
- Applying OSH management in your property
- Safe management practices
- Hazard identification
- Controlling risks

❖ Leasing Fundamentals and Lease Management
- Developing the leasing strategy
- Leasing initiatives
- Lease management processes, from marketing to documentation
- Understanding market forces
- Lease management strategies
- Managing the fundamental terms of the lease

❖ Facilities Management
- Developing a corporate real estate planning framework that meets your organisations needs
- Managing various corporate real estate components
- What should you use in real estate services vs in-house provision
- Managing the balance between property management and facility management

❖ Asset Management
- Establishing asset management objectives
- Property life cycle planning
- Implementing asset management functional activities and key asset management elements
- Calculating the cost of facilities over the property lifecycle
- Assessing facility performance requirements over the property/asset life cycle

❖ Risk Management
- Overview of risk management as applicable to property management
- How to develop and implement a risk management framework
- Asset and infrastructure protection

❖ Contracts and Outsourcing
- Development of Service Level Agreements
- Developing a strategic performance model
- Customer satisfaction
- Gaining stakeholder ownership and commitment
- Measuring the success of contract delivery
- Risk and reward management strategies

❖ Tenant and Customer Relations
- Communication strategies and relationship planning
- What to incorporate in tenant and director's meetings
- Expectations of tenants

- Course Conclusion
- POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
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