

## Level 4 Certificate in Residential Property Management (Leasehold/Estate)

### *Qualification Specification*

Qualification Recognition Number: 603/5257/7

ABBE Qualification Code: CertLPML419

### *Unit 1: Understand leasehold property management*

Unit Reference Number: K/617/8644

### **Unit Summary**

This unit enables learners to explain the management agreement and the lease, control the management of the residential buildings so that services can be provided in line with the agreed requirements.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your responsibilities in building management	1.1 Describe the correct process of arranging the appropriate insurance cover for buildings 1.2 Outline the correct process for handling of insurance claims. 1.3 Describe how you should enforce the covenants of a lease, ensuring the building and services can be maintained and managed effectively. 1.4 Explain your responsibilities for site health and safety risk assessment. 1.5 Explain the responsibilities for service providers to be registered with specialist bodies and insurance requirements.

	<p>1.6 Describe the key elements of site inspections.</p> <p>1.7 Describe how you should manage the repair, maintenance, and service needs.</p> <p>1.8 Outline the key management characteristics of Houses of Multiple Occupancy (HMOs)</p>
2. Understand your responsibilities when managing service providers	<p>2.1 Describe how you should interpret detailed specifications for services.</p> <p>2.2 Explain how you should undertake pre-contract inquiries on potential service providers to ensure their suitability, competence, and capability for carrying out the required work.</p> <p>2.3 Explain the consultation process in line with the current Section 20 of the Landlord and Tenant Act 1985, regarding qualifying works and qualifying long term agreements.</p> <p>2.4 Explain key elements of detailed specifications for services.</p> <p>2.5 Outline how to undertake the tendering process to ensure value for money and appropriate service provision.</p> <p>2.6 Describe what a contract for works with a service provider or contractor should include to comply with legislation and best practice</p> <p>2.7 Describe how you should respond to disputes in service delivery, in line with agreed complaints processes.</p>
3. Understand your responsibilities when employing site staff	<p>3.1 Describe how you should agree job descriptions and person specifications for site staff to comply with legislation.</p> <p>3.2 Explain your responsibilities during the site staff recruitment lifecycle process</p>
4. Understand the importance in responding the needs of leaseholders	<p>4.1 Outline the details that a leaseholder is entitled to about services provided for the building.</p>

	<p>4.2 Describe how you should respond to leaseholders' enquiries in relation to assignment of their lease or landlord's permission, or in relation to other property services outside the general service charge.</p> <p>4.3 Explain how you should respond to breaches of the lease covenants or disputes arising from the lease.</p> <p>4.4 Describe the best practice in dealing with disputes between leaseholders including anti-social behaviour.</p> <p>4.5 Explain your responsibilities when disputes may need to be referred to other agencies for resolution.</p>
<p>5. Understand your responsibilities when working with clients</p>	<p>5.1 Describe available options for dispute resolution and how you should advise clients of these.</p> <p>5.2 Describe how to support Resident Management Companies (RMCs) as outlined in the management agreement.</p> <p>5.3 Describe how to support Recognised Tenant Associations (RTAs) as outlined in the management agreement.</p> <p>5.4 Describe how to support Right to Manage (RTM) companies as outlined in the management agreement.</p> <p>5.5 Describe the extent and limit of delegated powers.</p> <p>5.6 Describe how you should obtain clients' instructions where decisions are needed that go beyond the limit of your delegated powers.</p>

## ***Unit 2: Understand the Legal Framework in Leasehold Property Management***

Unit Reference Number: M/617/8645

### **Unit Summary**

This unit enables learners to explain the law and legal matters contained in management agreements, leases, and other legislative documents so that services can be provided in line with the law and requirements.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your responsibilities within the Management Agreement	1.1 Describe the legal implications of the Management Agreement and how this has an impact on your responsibilities. 1.2 Describe the customer service implications of the Management Agreement and how this has an impact on your responsibilities. 1.3 Describe the customer service implications of the Management Agreement and how this has an impact on your responsibilities. 1.4 Explain the role of the client and how this has an impact on your responsibilities. 1.5 Summarise the scope of responsibilities of the Managing Agent
2. Understand your responsibilities within the lease	2.1 Explain how a lease is structured and how this has an impact on your responsibilities as a Managing Agent. 2.2 Explain how wording of a lease may lead to disputes about maintenance services. 2.3 Explain your responsibilities when using a lease as a contract.

	<p>2.4 Describe how lease covenants impact on the management requirements for a building.</p> <p>2.5 Explain the relationship between setting of service charges and covenants.</p> <p>2.6 Explain the restrictions imposed by a lease on the parties of the lease</p>
3. Understand your responsibilities to comply with leaseholder rights	<p>3.1 Explain your responsibilities to ensure service charges are reasonable.</p> <p>3.2 Explain the leaseholders' statutory rights at the expiry of a lease.</p> <p>3.3 Explain the legislative framework and Acts of Parliament protecting leaseholders for consultation on qualifying works and long-term qualifying agreements.</p> <p>3.4 Describe the relationship between the landlord and the legislative framework including Acts of Parliament.</p> <p>3.5 Outline the extent of leaseholder's rights to information from the landlord.</p> <p>3.6 Explain the leaseholder's ability to challenge management practices including the service charges.</p> <p>3.7 Describe the landlord's requirements in relation to protection of service charges held on behalf of the leaseholders.</p> <p>3.8 Outline the key industry relevant codes of practice and guidance advice issued and supported by professional and trade bodies.</p>
4. Understand your responsibilities within dispute resolution and the work of the First Tier Tribunal (Property Chamber), the Upper Tribunal and the courts	<p>4.1 Explain the options available for dispute resolution using Ombudsman services.</p> <p>4.2 Explain how the jurisdiction of the First Tier Tribunals (Property Chamber) affects your responsibilities as a Managing Agent.</p> <p>4.3 Explain the process of application to the First Tier Tribunal (Property Chamber) and how it affects your responsibilities as a Managing Agent.</p> <p>4.4 Explain the key requirements of how the determinations of the First Tier Tribunals (Property Chamber), impact on the practice of residential property management.</p>

	<p>4.5 Explain the key requirements of how the determinations of the Upper Tribunal impact on the practice of residential property management.</p> <p>4.6 Explain the key requirements of how the determinations of the courts impact on the practice of residential property management.</p>
<p>5. Understand your responsibilities under Company and employment law as a Managing Agent</p>	<p>5.1 Explain the key requirements of company law that affect your responsibilities as a Managing Agent.</p> <p>5.2 Explain the key requirements for the obligation of Managing Agent in relation to staff employment.</p>

## ***Unit 3: Understand Service Charges in Leasehold Property Management***

Unit Reference Number: T/617/8646

### **Unit Summary**

This unit enables learners to explain the law and legal requirements in relation to service charges in the Leasehold Property Management so that services can be provided in line with the legislation.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your responsibilities in the financial management of leasehold properties	1.1 Summarise the requirements of the Bribery Act 2010. 1.2 Describe the best practice in relation to approval of works orders. 1.3 Describe key requirements of an invoice and invoice approval process. 1.4 Explain VAT codes including: Exempt; Standard rate and Reduced rate for domestic energy. 1.5 Explain your responsibilities for Construction Industry Scheme (CIS) deductions as a Managing Agent. 1.6 Explain your responsibilities to comply with professional Codes of Practice (COP) with regard to the banking of client monies. 1.7 Describe the Financial Services Authority (FSA) bank deposit protection scheme. 1.8 Explain how competition legislation relates to your role as a Managing Agent.

	1.9 Explain the Managing Agent's responsibility in relation to the declaration of commissions to clients and customers.
2. Understand your responsibilities when accounting for other people's money	<p>2.1 Explain how money laundering rules are relevant to management of service charges in your role as a Managing Agent.</p> <p>2.2 Explain how accounting for other people's money is set out in the lease and statute.</p> <p>2.3 Explain the role and key requirements of trust accounts.</p> <p>2.4 Describe the importance of complying with lease and statute requirements when accounting for other people's money.</p> <p>2.5 Explain the process of credit control.</p> <p>2.6 Explain the importance of statutory notices in relation to administration charges and ground rent collection.</p> <p>2.7 Describe the process of administration charges collection in accordance with the related statutory notices.</p> <p>2.8 Describe the process of ground rent collection in accordance with the related statutory notices.</p> <p>2.9 Outline the process for the collection of arrears as a Managing Agent.</p> <p>2.10 Describe the process for preparing the Client Statement and arranging payment</p>
3. Understand your responsibilities in service charge accounting	<p>3.1 Explain how to set up and budget for reserve funds or sinking funds.</p> <p>3.2 Outline the contractual and legislative controls in the recovery of service charges.</p> <p>3.3 Explain how to calculate Section 20 thresholds for major works or long-term contracts consultation.</p> <p>3.4 Explain the role of schedules and apportionments, as set out in a lease.</p> <p>3.5 Describe how to prepare service charge budgets.</p>

	<p>3.6 Explain the process of service charge collection in line with the related statutory notices.</p> <p>3.7 Explain your responsibilities on raising the service charge demands for major works estimates.</p> <p>3.8 Describe reconciliation statements for unfunded or partially funded major works.</p> <p>3.9 Explain how to deal with under-recovery and over-recovery of service charges.</p> <p>3.10 Explain how to deal with under-recovery and over-recovery of service charges.</p>
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## ***Unit 4: Understand the Principles of Building Maintenance in Leasehold Property Management***

Unit Reference Number: A/617/8647

### **Unit Summary**

This unit enables learners to explain the most common construction methods for residential blocks and of the common services that are installed. They will understand how the construction influences requirements for long term maintenance and what remedies are available should the structure or services fail.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your responsibilities in long term building maintenance	1.1 List the most common materials and construction methods used in building construction. 1.2 Explain the relationship between construction methods and long-term maintenance in property management. 1.3 Explain as a Managing Agent the main principles of Asset Management and Preventative Planned Maintenance (PPM) programmes. 1.4 Describe the relationship between warranties or insurance policies and building defects could include: <ul style="list-style-type: none"> <li>• Cracking.</li> <li>• Damp.</li> </ul>

	<ul style="list-style-type: none"> <li>• Leaks.</li> <li>• Wood rot.</li> <li>• Insect infestation.</li> <li>• Subsidence.</li> </ul> <p>1.5 Outline the purpose of legally required location (if applicable) and maintenance requirements of mechanical and engineering plant such as:</p> <ul style="list-style-type: none"> <li>• Lifts.</li> <li>• Boilers.</li> <li>• Air conditioning.</li> <li>• Risers.</li> <li>• Water.</li> <li>• Fire / heat / smoke detection, alarms, and sprinklers.</li> <li>• Lighting and emergency lighting.</li> <li>• Power.</li> </ul>
<p>2. Understand your responsibilities for repairs, maintenance and identifying defects as a Managing Agent</p>	<p>2.1 Explain the importance of property inspection records.</p> <p>2.2 Explain the definitions of works in property management and how this relates to the Managing Agent.</p> <p>2.3 Describe own responsibilities for immediate and long-term repairs as the Managing Agent.</p> <p>2.4 Explain the financial implications of undertaking works especially in relation to providing environmentally sustainable solutions and those related to renewable energy.</p>

<p>3. Understand as a Managing Agent your responsibilities and regulations affecting the building</p>	<p>3.1 Explain the main regulations affecting the construction and maintenance of residential buildings and correlation in your role as a Managing Agent.</p> <p>3.2 Explain own responsibilities and the purpose and impact of statutory controls in property management</p> <ul style="list-style-type: none"> <li>• Planning.</li> <li>• Conservation Areas.</li> <li>• Listed Buildings and those of Townscape Merit.</li> <li>• Tree Preservation Orders.</li> </ul> <p>3.3 Describe the importance of regulatory controls in property management could include:</p> <ul style="list-style-type: none"> <li>• Health &amp; Safety at Work.</li> <li>• Construction Design and Management (CDM) Regulations.</li> <li>• Provision and Use of Work Equipment (PUWER).</li> <li>• Environmental Protection Agency requirements.</li> </ul> <p>3.4 Health and Safety Executive compliant items such as dry risers, smoke vents, static electrical tests.</p> <p>3.5 Explain your responsibilities and the importance of standards in property management could include:</p> <ul style="list-style-type: none"> <li>• European Standards.</li> <li>• BS numbers.</li> <li>• Kite Marking.</li> <li>• ISO certification.</li> </ul>
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<p>4. Understand your responsibilities for Health and Safety in leasehold property management</p>	<p>4.1 Describe own responsibilities for Health and Safety</p> <p>4.2 Explain own responsibilities for residential property risk assessment could include:</p> <ul style="list-style-type: none"> <li>• Fire safety including emergency planning.</li> <li>• Asbestos management.</li> <li>• Air conditioning including legionella.</li> <li>• Water management including contamination.</li> <li>• Automatic gates including testing and safe installations</li> <li>• Lifts (may include testing and safe installations).</li> <li>• Working conditions for staff and safe working practices including sole working, lifting.</li> </ul> <p>Water feature may include:</p> <ul style="list-style-type: none"> <li>• An ornamental fountain.</li> <li>• Cascading water features</li> </ul> <p>4.3 Explain own responsibilities for gritting procedures at residential properties.</p> <p>4.4 Explain own responsibilities for common occupier's liability issues where water features are part of the managed property.</p> <p>4.5 Explain own responsibilities to contribute to safe working practices.</p> <p>4.6 Explain legislative arrangements, best practice, local policies, and procedures likely to be required for the management of residential blocks and personal safety.</p> <p>4.7 Explain own responsibilities when you or a contractor is lone or remote working.</p>
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## ***Unit 5: Understand Mixed Tenure Management and Housing***

Unit Reference Number: F/617/8648

### **Unit Summary**

This unit enables learners to explain the different tenures provided in different developments and of any management implications associated with mixed tenure schemes.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your management responsibilities for mixed tenure developments	1.1 Outline different tenures in property management. 1.2 Explain the main implications for a Managing Agent when managing mixed tenure schemes. 1.3 Describe the responsibilities of intermediate landlords in mixed tenure developments. 1.4 Explain client responsibilities for wider estate management and how this impacts on your role as the Managing Agent. 1.5 Describe who is liable for various service charges and how this impacts overall financial management. 1.6 Explain the correlation between mixed tenure properties and Section 20 of the Landlord and Tenant Act 1985
2. Understand your responsibilities regarding	2.1 Explain your role in the management of the overall scheme and the implications of weekly tenancy agreements.

<p>social neighbourhood management</p>	<p>2.2 Explain your role in the management of the overall scheme and the implications of sub leases.</p> <p>2.3 Describe how you as the Managing Agents works with a variety of interested parties could include:</p> <ul style="list-style-type: none"> <li>• Landlords.</li> <li>• Registered Providers.</li> <li>• Housing associations.</li> <li>• Arms-length management organisation (ALMO).</li> <li>• Local authorities.</li> <li>• Tenant associations.</li> </ul>
<p>3. Understand your management responsibilities in affordable housing developments</p>	<p>3.1 Outline the key legal arrangements differences that impact on your role as a Managing Agent between social housing and other leasehold properties.</p> <p>3.2 Explain the main governance procedures for housing associations/registered providers.</p> <p>3.3 Explain the key requirements of leasehold, assured, assured shorthold, flexible and secure tenancies that a Managing Agent needs to understand.</p> <p>3.4 Describe the limits imposed on service charges to leaseholders under the right to buy and right to acquire regulations within the affordable housing framework.</p> <p>3.5 Describe how extra-contractual payment options may be offered and operated this may include:</p> <ul style="list-style-type: none"> <li>• Equity share</li> <li>• Equity loan and buyback procedures</li> <li>• Stair casing rights and procedures (both upwards and downwards)</li> </ul>

	<p>3.6 Describe how housing associations, as shareholders, can contribute to the governance of Residents' Management Companies (RMCs).</p> <p>3.7 Describe the role and power of the Rent Officer.</p>
<p>4. Understand your responsibilities towards vulnerable residents and resident management</p>	<p>4.1 Explain the obligations, support, and enforcement frameworks available to managing agents.</p> <p>4.2 Describe how you should take enforcement action is taken against those residents presenting unacceptable anti-social behaviour or otherwise breaching covenants.</p> <p>4.3 Outline the requirements of a Managing Agent to comply with the Equality Act 2010.</p> <p>4.4 Outline the protected characteristics of individuals and the implications for managing agents.</p> <p>4.5 Describe the managing agents' role in supporting vulnerable tenants.</p> <p>4.6 Outline property managers' responsibilities in relation to special adaptations of the building.</p>

## ***Unit 6: Understand Customer Service in Leasehold Property Management***

Unit Reference Number: J/617/8649

### **Unit Summary**

This unit enables learners to explain the business needs for customer service at a strategic, administrative, and personal level. They should also be aware of the importance of their work where it affects their customer's homes, and so also their personal lives.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand your responsibilities in customer service	1.1 Describe how customer service operates alongside the contractual and legislative requirements of the residential property manager. 1.2 Describe how the needs of the client and customer impact on services and policies delivered by the Managing Agent. 1.3 Outline your obligations and benefits as a Managing Agent to contribute towards creating a culture of understanding customer needs. 1.4 Explain the correlation between property management systems and the impact upon customer satisfaction, trust, and reputation. 1.5 Describe how the Managing Agent can measure customer satisfaction

## ***Unit 7: Understand Ethics and Personal Development in Leasehold Property Management***

Unit Reference Number: A/617/8650

### **Unit Summary**

This unit enables learners to explain how they can operate efficiently and effectively, solve problems and build rapport, confidence and trust with others. This unit also enables learners to explain ethical business practices, an organisation's corporate social responsibility, and their own individual values of professional practice.

<b>Learning Outcome</b> <b>The learner will:</b>	<b>Assessment Criterion</b> <b>The learner can:</b>
1. Understand personal skills requirements in property management	1.1 Explain your obligations and methods when communicating with customers and clients through a variety of media. 1.2 Outline the importance of providing information related to your role as a Managing Agent to interested parties. 1.3 Describe how you, as a Managing Agent, can positively influence negotiations with clients, customers, and other parties.
2. Understand your responsibilities in contributing towards	2.1 Outline the importance of ethical business practices in Managing Agent services could include: <ul style="list-style-type: none"> <li>• the services offered.</li> <li>• the clients' brief.</li> </ul>

<p>ethical behaviours in property management</p>	<ul style="list-style-type: none"> <li>• the handling of customer’s money.</li> <li>• the management of conflicts of interest.</li> <li>• the declaration of benefits from third parties.</li> </ul> <p>2.2 Describe the benefits of conducting ethical property management irrespective of the different priorities of business stakeholders.</p> <p>2.3 Describe how to manage the possible challenges that ethical property management may present to property managers.</p> <p>2.4 Summarise the benefits of conducting ethical property management particularly in relation to vulnerable people.</p>
<p>3. Understand personal development requirements in property management</p>	<p>3.1 Describe the importance for a Managing Agent in gaining and recording Continuing Professional Development (CPD).</p> <p>3.2 Summarise the benefits for a Managing Agent of working effectively could include:</p> <ul style="list-style-type: none"> <li>• time management.</li> <li>• team working.</li> <li>• Delegation.</li> <li>• Control of work through monitoring and review.</li> </ul> <p>3.3 Describe the benefits for a Managing Agent in reflecting and evaluating your own performance and professional practice.</p>