

Institute of Residential Property Management

Syllabus for the Part II Examination (Revised 2007)

This syllabus covers the requirements for the Part II examination for the Institute of Residential Property Management.

Setting up management agreements.

Candidates should be competent to identify the key elements of the management agreement including the role and responsibility of the parties and the services provided by those named in the agreement and by third parties. They should also be aware of the legal implications of the contract that underpin the agreement, the standard heads of agreement and the legal and financial implications and common issues which may impact on service delivery.

Setting up and carrying out management services

Candidates should be clearly aware of the requirements of the residential property management service as set out in the management agreement, as required by the leases of properties, the law (legislation and case law), codes of practice and other appropriate regulation. They should be able to refer to best practice so that the services are delivered with due regard to quality assurance, risk, management, health and safety and the due competence of service providers.

They should be able to show that services can be delivered with the appropriate involvement and agreement of the interested parties and demonstrate awareness of who should be kept informed of the actions and decisions taken.

Managing service charges and associated finances for property management

Candidates should be competent to set up and maintain effective and systematic financial records for the financial control of services including creating service charge accounts, estimating costs and apportioning service charges to individual properties. Evidence will be required of how records should be kept so that appropriate auditing and audit trails exist including the legal duty under section 42 of the Landlord and Tenant Act (LTA) 1987 to set up trust funds.

Candidates should be able to show how service charge details should be communicated to the Landlord and leaseholders, in compliance with the terms of the lease, legal requirements, as specified in the LTA's 1985 and 1987, agreed timetables and formats. (Note the agreed format is subject to review as part of the implementation of the Commonhold and Leasehold Reform Act 2002). This will include showing evidence of how to ensure the recovery of debts and the management of cash flow. Candidate will also be expected to provide evidence of their knowledge of maintaining and reviewing insurance cover and how to report on incidents and make claims as appropriate in compliance with the customers and insurers requirements.

Facilitate the maintenance of managed properties

Candidates should be aware of the roles and responsibilities for maintenance of the various parties involved in residential property management. They should be able to demonstrate how to identify and record a repair, arrange for technical specialists to inspect and specify works, get authorisation and contract for works as necessary, provide advice to all parties and third parties such as insurers, ensure full compliance with maintenance regulations such as the Construction Design and Management Regulations. Evidence will also be required of effective project management for maintenance programmes and one-off repairs.

Manage service providers

Candidates should be able to provide evidence that they are aware of the legal and quality considerations of managing service providers. This includes the specification and tendering of work, assessment of contractor competence and capabilities, awarding of the contract, contractual and other legal implications and the management of performance.

Service Providers may also be part of the residential property management company and so the selection of personnel is included and it is expected the Residential Property Manager will be able to address topics covering the identification of job requirements, personnel specifications, job descriptions, selection methods, interviewing, employment law and appraisal.

Implement and monitor Health and Safety controls for managed properties

Candidates will be required to show evidence that they can assess and manage the health and safety risks in residential property under Health and Safety legislation and identify ways the risks can be reduced and monitored. This should include reference to legislative arrangements and best practice as well as local policies and procedures likely to be used by Residential Property Managers. Candidates should also be aware of what information is required to be communicated to their customers and clients.

Manage effective relationships with customers and other parties

Candidates should be able to demonstrate effective management of relationships with customers and other parties through an understanding of the customers' needs and behaviours. They should be able to show how to build rapport, confidence and trust with others.

Manage effective use of information and communication links

Candidates should be able to provide evidence of the optimum methods of communicating with individuals and groups through a variety of media including oral and written methods, face-to-face and electronic formats, and the use of formal and informal meetings.

It will be also be important to demonstrate the requirements for obtaining information, processing it and providing information to interested parties.

Manage and respond to problems relating to managed properties

Candidates should be able to analyse problems associated with Residential Property Management and present constructive solutions to customers, clients and third parties including handling and resolving disputes between the property manager and their customers and disputing third parties. An appreciation of the respective roles of Leasehold Valuation Tribunals, the Courts and other dispute resolution mechanisms will also need to be demonstrated.

The candidates should be aware of the operation of the right to collective enfranchisement under the Leasehold Reform and Urban Development Act 1993 (as amended) and the operation of the Right to Manage under the Commonhold and Leasehold Reform Act 2002.

Personal Development

Candidates must be able to provide evidence of their own personal development including a skills assessment and development plan and to show the integration of that development plan into their organisational or employment arrangements. (Candidates will be aware that Continuing Professional Development is not at present a mandatory requirement for membership of the IRPM but will be in due course). The skills development should focus on setting targets and priorities, planning, reviewing and taking action. Evidence should include knowledge of working effectively in relation to time management, team working, delegation and control of work.

IRPM ; April 2007