

## Unit FM6.13 Property management and maintenance strategy for facilities management

*(At level 6, the evidence provided by learners to confirm that they meet the assessment criteria must relate to organisations where they have worked or where they are working. Where appropriate, the evidence should show that the learners have been able to take into account relevant theories and methods addressed by the BIFM qualifications at levels 5 and 4.)*

### Aim of unit:

This unit enables learners to develop and manage a property portfolio which supports an estates management strategy. It also enables learners to develop and evaluate appropriate premises fabric and building services maintenance strategies and review the effectiveness of the strategies.

<b>Title:</b>	Property management and maintenance strategy for facilities management
<b>Level:</b>	6
<b>Credit value:</b>	8
<b>Learning outcomes</b>  <i>A learner when awarded credit for this unit will:</i>	<b>Assessment criteria</b>  <i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>
1. Be able to develop and manage a property management strategy	1.1 Evaluate the property strategy in accordance with the principles of good property management. 1.2 Develop, review and modify a property management strategy that will help to maintain the value of the property portfolio. 1.3 Describe the compliance and legislative requirements in property management. 1.4 Analyse and evaluate IT systems that can be used to manage the property portfolio.
2. Be able to communicate and implement the strategy	2.1 Identify all stakeholders and appropriate methods of communication to each. 2.2 Review and assess the effectiveness of how the property management strategy is communicated and implemented

	within an organisation.
3. Be able to develop and manage a property portfolio	<p>3.1 Develop plans to evaluate the property portfolio required to meet the strategy. <i>(using appropriate sources of information and methods to collect and quality check data to evaluate the portfolio against the strategy related to the first learning outcome in the unit)</i></p> <p>3.2 Identify the levels and types of professional support needed <i>(relating the expertise required of professionals such as legal, structural and technical specialists, lawyers, architects and/or structural engineers, to the complexity of the property portfolio)</i></p> <p>3.3 Provide clients and/or external advisors with clear and accurate summaries of the information required and obtained</p> <p>3.4 Engage with specialists to undertake an assessment of the value of the property in the context of the wider market.</p> <p>3.5 Review cost effectiveness of property occupancy costs, identifying opportunities for savings, economies and cost reductions <i>(using appropriate tools such as, return on capital invested, benchmarking and/or other statistical or management tools)</i></p> <p>3.6 Analyse the impact of the property on the business and how property can be managed and used to support the business</p> <p>3.7 Describe the property master plan of an organisation, its relationship to the business strategy</p> <p>3.8 Evaluate how well it is matched to the needs of the business</p> <p>3.9 Develop a brief for the acquisition and/or construction of new premises to meet the needs of the business</p> <p>3.10 Develop a brief for the disposal or demolition of property no longer required.</p>
4. Be able to develop and	4.1 Evaluate the strategic options available

<p>evaluate appropriate premises fabric and building services maintenance strategies.</p>	<p>to maintain the premises fabric and building services.</p> <p>4.2 Assess the implications of different maintenance strategies which meet the requirement of an organisation.</p> <p>4.3 Outline the relevant legislation that would be used to ensure compliance.</p> <p><i>(The evidence for the assessment criteria related to this learning outcome should include options such as condition surveys and forward maintenance plans, and planned/preventative versus reactive/responsive maintenance strategies, and it should include consideration of the different options cost and risk implications with regard to urgent, essential and/or desirable maintenance priorities.)</i></p>
<p>5. Be able to monitor and control premises, fabric and building services maintenance programmes and plans</p>	<p>5.1 Review the relevant monitoring and control systems against agreed objectives.</p> <p>5.2 Evaluate the effectiveness of maintenance strategies, programmes and plans.</p> <p>5.3 Critically review the outcomes of the maintenance strategies, programmes and plans, identifying opportunities to improve efficiency and effectiveness.</p> <p>5.4 Develop changes to premises, fabric and building services maintenance strategies, programmes and plans.</p> <p><i>(The evidence for the assessment criteria related to this learning outcome is likely to have required interaction between the facilities manager and specialists such as contractors and/or building consultants. The evaluation of the strategies, programmes and plans, and the critical review of their outcomes should relate to critical factors such as SLA &amp; KPI compliance, financial performance, risk compliance, customer feedback, and business continuity: the evaluation could require drill down from high-level analysis to</i></p>

	<i>the review of more detailed data.)</i>	
6. Be able to review the effectiveness of the strategy for the use of space management	<p>6.1 Critically review the effectiveness of the strategy for the use of space management in relation to building design.</p> <p>6.2 Critically review the impact of building structure and building services on space use and layout</p> <p>6.3 Evaluate the outcomes of implementing different and innovative ways of using space in buildings and the implications for future strategies relating to building design and space management</p> <p><i>(The critical reviews should include consideration of factors such as space standards, inter-relationships between departments, circulation to usable areas, storage, common services, visitor access, security, light, heat, noise, health &amp; safety, catering, recreational space. The evaluation of different and innovative methods could include innovations such as hot desking, hotelling, break out areas, creative areas, wireless services vs. hub &amp; spoke, collaborative working vs. private space.)</i></p>	
Unit expiry date	31 <sup>st</sup> December 2020	
Unit reference number	D/601/1908	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Business Continuity and Compliance	Compliance
	Property Portfolio Management	Building Maintenance
		Property and Asset Management
		Space Management
Managing Accessibility and		

## Resources:

Property Management: Corporate Strategies, Financial Instruments and the Urban Environment by Mark Deakin  
 Real Estate Appraisal: From Value to Worth by Sarah Sayce, Judy Smith, Richard Cooper, and Piers Venmore-Rowland  
 Value and Risk Management: A Guide to Best Practice by Michael F Dallas  
 A-Z of Facilities and Property Management by David M. Martin  
 Facilities Management: An Explanation (Building & Surveying) by Alan Park  
 Outdoor Site and Facility Management by Wynne Whyman  
 Recreation Facility Management by Richard Mull, Brent Beggs, and Mick Renneisen  
 Corporate Property Management: Aligning Real Estate with Business Strategy by Victoria Edwards and Louise Ellison  
 The CompleteLandlord.Com Ultimate Property Management Handbook by William A. Lederer  
 A-Z of Facilities and Property Management by David M. Martin  
 Property Management by Robert Kyle, Floyd Baird, and Marie Spodek  
 Property Asset Management by Douglas Scarrett  
 GIS in Land and Property Management by Dr Martin P Ralphs, Martin P. Ralphs, and Peter Wyatt  
 Economics of Property Management: The Building as a Means of Production by Herman Tempelmans Plat  
 Corporate Property Management: Aligning Real Estate with Business Strategy by Victoria Edwards and Louise Ellison  
 Business Occupier's Handbook: A Practical Guide to Acquiring, Occupying and Disposing of Business Premises by Clifford Chance and Vicky Rubin  
 BIM and Construction Management: Proven Tools, Methods, and Workflows by Brad Hardin  
 Building Maintenance Management by Barrie Chanter and Peter Swallow  
 Workplace Strategies and Facilities Management: Building in Value (Building Value) by Rick Best, Gerard de Valence, and Craig Langston  
 Building Maintenance Management by Barrie Chanter and Peter Swallow  
 Lee's Building Maintenance Management by Paul Wordsworth  
 Building Repair and Maintenance Management by Gahlot/Sharma  
 Building Maintenance by Brian Wood  
 Effective Building Maintenance: Protection of Capital Assets by Herb Stanford  
 Building Care by Brian Wood  
 CIBSE Guide M: Maintenance Engineering and Management by cibse  
 Manager's Guide to Preventive Building Maintenance by Ryan Cruzan  
 FM World - [www.fm-world.co.uk](http://www.fm-world.co.uk)  
[www.bifm.org.uk](http://www.bifm.org.uk)  
 Facilities Management Journal - [www.mpp.co.uk](http://www.mpp.co.uk)  
 Facilities Management Excellence - [www.fmxmagazine.co.uk](http://www.fmxmagazine.co.uk)  
 Removals & Storage - [www.bar.co.uk](http://www.bar.co.uk)