

INDUCTION TO COMMUNITY MANAGEMENT BREAKDOWN



MODULE 1: COMMUNITY MANAGEMENT

- The Industry
- Personal Development
- Mentorship and Coaching
- Performance Management
- Success Stories

Module duration: 20 minutes

MODULE 2: STRUCTURES & GOVERNANCE

- Types of Community Schemes
- Governance
- Management Structures

Module duration: 10 minutes

MODULE 3: BOARD RELATIONS

- The Role of the Board
- The Board and Committees
- The Developer

Module duration: 10 minutes

MODULE 4: FINANCE PORTFOLIO

- The Role of the Finance Manager
- The Role of the Finance Director/Trustee
- Budgeting
- Reserve Funds

Module duration: 15 minutes

MODULE 5: OPERATIONS PORTFOLIO

- The Role of the Operations Manager
- The Role of the Operations Director/Trustee
- Project Management
- Building and Architectural Compliance

Module duration: 20 minutes

MODULE 6: SECURITY PORTFOLIO

- The Role of the Security Manager
- The Role of the Security Director/Trustee
- The Security Landscape

Module duration: 20 minutes

MODULE 7: RESIDENT RELATIONS

- Interacting with Residents
- Administration of Residents
- Residents' Rights and Responsibilities
- Building Communities

Module duration: 15 minutes

MODULE 8: DISPUTE RESOLUTION

- Conflict Handling
- Dispute Resolution

Module duration: 10 minutes

MODULE 9: SERVICE PROVIDERS

- 3rd Party Service Providers
- Tender Processes
- Service Level Agreements

Module duration: 15 minutes

MODULE 10: SUMMARY & REVIEW

- Knowledge Checks on Modules 1 - 9

Module duration: 10 minutes

