

PROFESSIONAL STANDARD

Manager of multi-apartment association, level 4

A professional standard is a document which describes professional activities and provides the competency requirements for professions and professional levels.

The professional standard of manager of multi-apartment association, level 4, has been developed:

- a) for the assessment of the professional competence of individuals
- b) as the basis for the refresher training curricula.

Professional title	Estonian Qualifications Framework, level
Manager of multi-apartment association, level 4	4

Part A PROFESSION DESCRIPTION

A.1 Job description

The manager of multi-apartment association works in an apartment association, building association (hereinafter "association") or in an apartment building management company. His/her duties include the management of the association and sustainable and systematic planning and organisation of apartment building management. In his/her work, he/she is guided by the will of apartment owners, paying great attention to communication management within the association. An apartment manager works and makes decisions independently. In the case of decisions and questions that require know-how, he/she consults with specialists in the field.

The performance indicators described in this professional standard are drawn up in the context of the Classification of Activities in Standard 807 of the Estonian Centre for Standardisation on the Provision of facilities management services.

A.2 Work duties

A.2.1 Organisation of the management of apartment building and the strategic management of apartment owners' association

1. Preparing long-term investment schedule
2. Organisation of preparation and implementation of the long-term management plan of the association

A.2.1 Organisation of the management of apartment building and the tactical management of apartment owners' association

1. Management of technical inspection of the apartment building
2. Keeping a maintenance book and a passport of the building/registered immovable
3. Preparing a maintenance arrangement of the apartment building
4. Preparing a plan of the financial year
5. Arranging support services
6. Arranging procurement of services of property's maintenance, administration of contracts and surveillance of
7. maintenance services
8. Organisation of liquidation of breakdowns
9. Arranging consumption services
10. Preparing and forwarding reports
11. Arranging small-scale building and renovation work

A.2.3 Organisation of the management of apartment building and the operative management of apartment owners' association

1. Organisation of meeting the safety and evacuation requirements
2. Doing the cost analysis of maintenance activities
3. Residents counselling
4. Arranging general meeting
5. Representing the association
6. Organising internal communication and joint activities

A.3 Work environment and specifics
The working environment is changing, it is necessary to work both indoors and outdoors, which requires good health and physical resistance. Each managed object (registered immovable of an apartment building) is different due to its architectural features and wishes of the owners, and requires a personal approach. Working hours are directly dependent on the problems encountered in the registered immovable, therefore, it must be taken into account that sometimes, it is necessary to perform work duties outside of working hours.
A.4 Work equipment
In his/her work, the manager of multi-apartment association uses regular office work tools and means of communication, office software, measuring and controlling equipment.
A.5 Personality characteristics required for work
Working as the manager of multi-apartment association requires readiness to provide services and communicate, as well as openness from a person. Communicating with the inhabitants of the apartment building requires nice and polite behaviour, a peaceful mind, patience, flexibility and respectful attitude towards differences (ethnic, cultural and religious differences, special needs, etc.). Personal characteristics supporting the work in this profession are planning, organisation and management skills, accuracy, diligence, sense of duty and honesty, self-discipline and reliability. In different situations, stress tolerance and self-assertiveness are also needed.
A.6 Vocational training
Persons who have at least secondary education and who have acquired their professional skills in vocational refresher training courses and through internships are normally employed as managers of multi-apartment associations.
A.7 Most common job titles
House administrator, residence administrator, executive manager of multi- apartment association, member of the board of multi-apartment association
A.8 Regulations for working in the profession
Requirements arising from Apartment Ownership and Apartment Associations Act to the manager of multi-apartment association for working as a house administrator at the administrator.

Part B COMPETENCY REQUIREMENTS

B.1 Structure of the profession
In order to acquire the profession, it is necessary to certify all competences (B.2.1-B.2.4).

B.2 Competences

COMPULSORY COMPETENCES

B.2.1 Organisation of the management of apartment building and the strategic management of apartment owners' association	Estonian Qualifications Framework, level 4
Performance indicators: 1. Based on the analysis of the economic activity of the association, makes proposal for long-term (not less than 3 years) strategic decisions (investments in large-scale renovation works: facade, roof, technical building systems, landscaping and development works of the registered immovable, etc.). 2. Based on the needs of the apartment owners, prepares a long-term strategic management plan of the association with the necessary volumes, job descriptions and risk analyses. Organises the implementation of the long-term strategic management plan of the association.	
B.2.2 Organisation of the management of apartment building and the tactical management of apartment owners' association	Estonian Qualifications Framework, level 4
Performance indicators: 1. Organises regular technical condition inspections in the apartment building and the related registered immovable. 2. If necessary, arranges the preparation and amendment of the passport and maintenance log of the building/registered immovable.	

<p>3. Finds out the maintenance needs of apartment building equipment, and prepare maintenance schedules, based on operating and maintenance instructions of the equipment.</p> <p>4. Prepares the plan for the following financial year (up to one year), analysing the technical situation of the apartment building and the economic situation of the association.</p> <p>5. Arranges the support services in the apartment building (security service, parking, services upon the use of premises, etc.).</p> <p>6. Arranges tenders for the provision of technical maintenance and upkeep services, as well as support services, concludes contracts and maintains a contract registry. In the apartment building and the related registered immovable, supervises the contractual activities of undertakings engaged in maintenance works.</p> <p>7. Organises the localisation and elimination of technical emergency situations in the apartment building.</p> <p>8. Organises the provision of consumption services in the apartment building, negotiates with the providers of consumption services in order to ensure the terms and conditions desired by apartment owners and users.</p> <p>9. Prepares the necessary reports (including annual accounts), and submits them with sufficient explanations to apartment owners and/or authorities.</p> <p>10. Organises the ordering, supervision and guarantee operations of construction and renovation works in the apartment building.</p>	
<p>His/her duties include the management of the association and sustainable and systematic planning and organisation of apartment building management.</p>	<p>Estonian Qualifications Framework, level 4</p>
<p>Performance indicators:</p> <p>1. Inspects compliance with the safety and evacuation guidelines related to the use of the apartment building in accordance with the procedure prescribed by law.</p> <p>2. Organises the receipt of meter readings and analyses the actual cost of consumption services on their basis, compares it with the required/desired results; if necessary, consults with specialists in the field, and makes suggestions to improve the situation, based on the user-friendly indoor climate. Carries out continuous cost control, compares actual results with the management plan, assesses the situation and, if necessary, makes suggestions for the amendment of the management plan.</p> <p>3. Monitors and organises the performance of obligations and use of rights of apartment owners related to the apartment ownership. Upon the management of the association, advises the inhabitants on the accessibility of social assistance, legal and other services.</p> <p>4. Prepares the general meetings of the association (information materials, premises, notices); if necessary, directs the meeting or records the minutes.</p> <p>5. On behalf and in the interest of apartment owners, communicates with different authorities and/or private entities in terms of possible problems related to the apartment building or activities of the association.</p> <p>6. Ensures the existence of a functioning internal communication within the association. If necessary, involves the inhabitants in conducting joint ventures and organises social events.</p>	

MAIN COMPETENCES OF THE PROFESSION

<p>B.2.4 Main competence of the manager of multi-apartment association, level 4</p>	<p>Estonian Qualifications Framework, level 4</p>
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Performance indicators:

a) Compliance with the principles of professional ethics

Is guided by the legislation in force in his/her activities (in particular the Apartment Ownership and Apartment Associations Act, the relevant provisions of the Building Code and the Law of Obligations Act), the generally recognised good practice in the field of real estate maintenance and the rules of procedure of the association.

Aims his/her activities to meet the satisfaction of the inhabitants of the apartment building and community welfare. Has a tolerant approach towards the diversity of attitudes and values.

Appreciates ethical beliefs and values, and his/her actions and words are in conformity. Shows up the initiative in starting projects, and responsibility, management and teamwork skills in their implementation.

b) Readiness for teamwork

Is able to work in a multidisciplinary and international environment and can adapt his/her communication style to different situations and people. Is able to operatively assess emerged situations and conflicts that appear, and act adequately.

c) Self-development, participation in the lifelong learning process

Manager of multi-apartment association uses his/her existing field-specific knowledge to solve his/her duties and develops his/her competences through continuous professional development, using the offered development and training opportunities.

Is familiar with technological changes in society and in the construction and real estate sector.

d) Environmental sustainability

Understands the "green thinking" in his/her area of activity, the possibilities of saving energy and resources, and the necessity of it in the real estate environment, and works according to them (paper-free office, etc.). Understands the impact of his/her activities

<p>on developing a sustainable real estate environment. Understands the need to develop and maintain an environmentally-valued living environment.</p> <p>e) Language skills Expresses himself orally and in writing in a grammatically and terminologically correct mother tongue. The person who speaks Estonian as a foreign language must have at least level B1 in Estonian.</p> <p>f) Computer skills Computer skills: Base module: Computer basics, Internet basics, text processing, spreadsheets processing, standard module: IT-security and online cooperation</p>
<p>Knowledge:</p> <p>a) Basics of the organisation of the management of apartment building and the association; b) Basic knowledge of renovation and technical maintenance works of the association; c) Professional legislation, standards and terms; d) Information and communication technologies; e) Technical documentation related to the management of an multi-apartment association (construction projects, technical maintenance instructions of equipment, etc.).</p>
<p>Assessment method(s): Main competences are assessed in the course of assessing other competences listed in the professional standard.</p>

Part C
GENERAL INFORMATION AND ANNEXES

C.1 Information on the preparation and validation of the professional standard and reference to the classification of professions	
1. Indication of the professional standard in the register of professions	22-19062017-1.3/7k
2. This professional standard is prepared by:	Anu Sarnet, the Estonian Union of Co-operative Housing Associations Marit Otsing, the Estonian Union of Co-operative Housing Associations Jüri Kröönström, MTÜ Eesti Kinnisvara Korrashoiu Liit Peeter Lauring, 13 multi-apartment associations in the town of Tapa Jaanus Luhaäär, multi-apartment association of Nõlvaku 1 and the Centre for Defence Investment
3. Professional standard approved by:	Professional Council of Architecture, Geomatics, Construction and Real Estate
4. Number of decision of the Professional Council	7
5. Date of decision of the Professional Council	19.06.2017
6. Professional Standard valid until	18.06.2022
7. Professional Standard version no.	7
8. Reference to the classification of professions (ISCO 08)	3 Technicians and associate professionals 33 Business and administration associate professionals
9. Reference to European Qualification Framework (EQF)	4
C.2 Translated title of profession	
In English	Manager of multi-apartment association, level 4
In Finnish	asuntoyhtiön johtaja
In Russian	управляющий квартирного товарищество
C.3 Annexes	
Annex 1 Descriptions of language proficiency levels	
Annex 2 Computer skills	