



## **Property Management** ***5 – Day Training Program***

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### **1. Introduction:**

Property Management (PM) is essentially concerned with the management of properties and the assets within them to ensure business continuity, profitability and long-term survivability to enable an organisation to achieve its strategic objectives and aspiration. The effective, profitable and optimal management of building assets during their life span has become increasingly crucial to a success and survival of any organisation. There is a growing concern that many organisations are becoming more in an influx of change; this is mainly due to market force necessitating radical changes in a building methods of operation to meet varying users, clients and customers demand in terms of quality of working environment, operational cost and management of assets and equipments. Disruption of equipment or any unpredictable failure may even threaten the longer-term stability of otherwise successful organisations.

### **2. AIMS & OBJECTIVES:**

The main objectives of this workshop are:

1. To develop further understanding of the issues related to Property Management.
2. To develop analysis, critical thinking and discuss and expand on the significant and importance of Core and Peripheral Activities of Property Management.
3. To develop assessment and “system thinking” skills in relation to the specifications methods of operation and daily management of assets to enhance good practice through effective communication, planning and feedback.
4. To provide practical insight into real life property management in both UAE and UK.

### **3. Daily Schedule:**



## Day 1:

### **PROPERTY MANAGEMENT - AN OVERVIEW.**

Introductions -Lecturer/Delegates.

Aims and Objectives of the Workshop.

Property Management- definition, fundamentals and context. Significance of PM.

Break

Factors Affecting PM.

Business and Organisational Strategy- Links to Property Management.

Total Quality Management. (TQM)

Day 1 is aimed at developing an understanding and insight into the nature of Property Management and its apparent increasing importance to organisations and in particular to JAFZA.

## Day 2

### **PROCESSES- SPACE and ENVIRONMENTAL MANAGEMENT OF PROPERTY.**

Core vs Peripheral Activities.

Break

Space Planning- Rationalisation of Space Resources.

Visual Indexing.

Building Appraisal- Post-occupancy Evaluation (POE).

Planning, Environmental and Health Issues.

Active Space Modelling.

*Day 2 develops the themes of core versus peripheral activities and focus on space planning as one of the core property management tools.*

## Day 3

### **PREMISES and PROPERTY MANAGEMENT.**

Asset Registers and Asset Tracking.

Equipment Performance and Servicing.

Vandalism and Damage.

Emergency Equipment.



People Tracking (CD demonstration)  
Risk Assessment (Health and Safety Issues)

Break

Preventive Maintenance

Expected Operational Life (running hours).

Cycle Assessment.

Strategic Importance.

Access Restriction.

Back up System.

Emergency Cover.

Cost Control.

Health and Safety Issues.

Day 3 examines Routine preventive maintenance, one of the key core activities in the PM portfolio.

**Day 4:**

#### **PROCESSES- MANAGEMENT OF PROPERTY**

Life Cycle Costing (LCC)

Data Collection.

Load monitoring

Operational requirements.

Warranties.

Classification of Components.

Quality of the Product

Break

Support Services.

IT Helpdesk.

Organisational structure.

*Day 4 continues with the exploration and discussion of the LCC as one of PM core activities and introduces the subject of staffing, support services and organisational structure.*

**Day 5: PERIPHERAL ACTIVITIES**

Outsourcing and Peripheral Activities.

Specifications- value for money.

Break

Cleaning and Catering

Waste Disposal

Security Systems

Intelligent Buildings



Specialist Services  
Overview / Review of course.  
Close.

*Day 5 will devote time to outsourcing and peripheral activities which came from providers who are external to the Property Manager's own organisation. Course to be reviewed/overviewed before formal close.*

#### **4. Format:**

##### **1. Lectures.**

Using slides/overheads PowerPoint and Interactive Captivate Presentation, Virtual Realities, Web Links and Simulation presentations. Each topic will be covered from a theoretical viewpoint but providing at the same time practical insights into the development of the theory and its application under various circumstances.

*The lectures will be as interactive as is constructively useful in establishing understanding of the principles involved, and importantly to encourage reflection on the issues. Discussion within reasonable time frames to be encouraged, and all attendees will be encouraged to participate. Attendees will be involved in problem solving tasks appropriate to the subject content of the workshop.*

##### **2. Case Studies.**

To provide practical insights into 'real-life' situations, and where considered appropriate to provide some controlled experience in analysis, critical thinking and decision making, judging between different courses of action, listening to and understanding others and effectively presenting a point of view.