

# DAY 1

## Introduction to Property Management

- Property Management 101
- Property Compliance Regulations and Laws
- Monitoring Standards in properties and Remediation Programs
- Business Strategies for Property Improvement through added value
- Property integrated process and ongoing commissioning
- Property Management Leadership applied to teamwork

# DAY 2

## Operations and Maintenance Workshops

- Introduction to Operations and Maintenance
- Corporate Standards Application in Buildings
- Tool and Equipment supply and management for property operators
- The Basics of Building Systems
- Building operations and maintenance according to LEED for added value and waste management through sustainability practices
- New Technologies for measurement and verification
- Sustainability Tracking through ARC
- Building maintenance control for durability, cleanliness, appearance, worker presence and wellbeing
- The Implications and implementation of Wellbeing, Sustainability, Health and Safety in Managing Buildings
- 5S Principles for sorting and organisation.

# DAY 3

## Work Management in Facilities

- Safety Requirements enforcement through international standards
- Confidential Information Management for administrators
- Asset loss prevention and monitoring
- Risk prevention initiatives and standards
- Property user conflict management
- Work Scheduling Tools
- Contractors and consultant relationships
- Managing and Tracking Customer Relations