

BUILDING MANAGER - SOP

- Adopt & practice (VRM) Verify, Rectify and Monitor
- Proactively overseeing the Operations and Maintenance of the project including safety & security, repairs, upgrades, M&E Systems, landscapes, cleaning, refuse collections, pest control, all facilities etc.
- Conducting, planning, implementing, training, and ensuring that SOP procedures are followed by all levels of subordinates
- Walkabouts conducted twice daily
 - Mornings – all facilities and random checks on buildings – emergency staircase, refuse areas etc.
 - Evenings – check on jobs assigned to staff
 - Ad-hoc – check on service providers
- Ensuring prompt actions are taken where rectification works, inspection or follow-ups are required
- Managing service providers & contractors to ensure quality services are provided throughout their contract period
- Planning & reviewing the effectiveness of M&E Preventive Maintenance and Utilities Saving Management program and their implementations

- Liaison with utility companies to ensure minimal disturbance of services rendered
- Assisting in the preparation of the scope of services for calling of tender/quotation for the selection of service providers and contractors
- Implementing and maintaining the SOP and ensuring its effectiveness and conformance to the standard requirements
- Attending to, coordinating and resolving Owners / Residents' / JMB / MC / HQ / Staff / Service Provider's comments and complaints expeditiously – All correspondences, complaints, enquiries via emails / web / app / whatsapp, to be acknowledged within 24 hours and updated constantly and until it has been resolved. Provision of photos for Before & After, if need be
- Ensuring Residents' compliance with House Rules
- Organizing promotional functions & activities for Residents
- Budget preparation, monitoring of operations expenses and reviewing of maintenance charges/sinking fund rates when there is a requirement
- Maintaining up-to-date Accounts and management of collections inclusive of issuance of billings and statement of accounts as per frequency set. Collecting & Administering all monies due for payment to JMB/Management Corporation from owners/tenants/defaulters

- Assisting in organizing and attending to AGM/EGM, Management Committee's Meetings and resolving issues raised expeditiously
 - a) Licensing & Expiry
 - b) Service Providers Contract Listing and Reviews

- Frequency of In-House Meetings - staff/service providers:-
 - a) Daily briefings with MO staff
 - b) Weekly meetings with service providers' supervisors
 - c) Monthly meetings with appointed manager/head of service providers

- Ensuring all JMC/MC minutes, weekly progress reports, monthly management reports are properly & accurately drafted and submitted within time-frame;
 - a) AGM/EGM Minutes - 1st draft within 7 working days
 - b) JMC/MC Minutes - 1st draft within 5 working days
 - c) Weekly Progress Reports - by 5pm every Friday
 - d) Monthly Management Report - by 5th day of each month

- Weekly Progress Reports – derived from Management Committee Meetings on matters arising, new issues etc. Reports are segregated by 4 categories;
 - Operations
 - Maintenance
 - Accounts
 - Security

- a) Obtaining contractors to quote (BQ supplied by MO) to be presented at MC meetings or via circular resolutions for quick approvals
 - b) Progress of on-going tasks to keep MC informed on a weekly basis
- Management Report (monthly)
- a) Financial Report – Collection, Ageing, Accounts Summary
 - b) Defaulters Listing & Action
 - c) Utilities Expenses
 - d) PR Updates & P.Os Issued
 - e) Breakdowns & Incident Reports
 - f) Licensing & Expiry
 - g) Service Providers Contract Listing & Reviews
- Liaison with authorities & government agencies on relevant licensing, permits, etc
- To be on call 24 hours for emergency cases
- Knowledge of Strata Management Act 2013 (Act 757)