

Your pathway to qualifying in

# Housing Management and Development

• Assessment of Professional Competence



# Housing Management and Development

RICS Property Group

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This guide is produced by the RICS Residential Property Faculty in conjunction with RICS Education and Training.

# Introduction



## About the APC and

The RICS Assessment of Professional Competence (APC) ensures that those applying for RICS membership are competent to practise and meet the high standards of professionalism required by RICS. There is a wide range of pathways available to qualify as an RICS member covering 19 different areas of practice, at APC.

The APC normally consists of:

- a period of structured training
- a final assessment.

The structured training is based on candidates achieving a set of requirements or competencies. These are a mix of technical, professional, interpersonal, business and management skills.

## How to use this guide

This guide supports the core 2006 APC documentation. It is designed to help you understand more about qualifying as an RICS member in housing management and development. The guide is based on UK market practice and may be unsuitable for candidates based in other countries. The material is set out in three sections.

Section one – provides information on this area of practice with a general overview of the housing management and development pathways.

Section two – lists the competency requirements of the housing management and development APC pathways (as set out in the APC Requirements and competencies guide).

Section three – describes the main technical competencies associated with housing management and development providing expanded sector specific guidance on each of them. This forms the main part of the guide.

You **MUST** use this guide in conjunction with the core APC documentation which is available on the RICS website and comprises:

- APC Requirements and competencies guide .
- Candidate guides– (the particular candidate guide you need will depend on your route to membership).
- Guide for supervisors, counsellors and employers – graduate route to membership.



## About the competencies

The APC aims to assess that you are competent to carry out the work of a qualified chartered/technical surveyor. To be competent is to have the skill or ability to perform a task or function. The RICS competencies are not just a list of tasks or functions, they are also based upon attitudes and behaviours. The competencies have been drawn up in a generic way so that they can be applied to different areas of practice and geographical locations. This guide is designed to help you interpret these competencies within the context of housing management and development.

The competencies are defined at three levels of attainment and each APC pathway has its own specific combination of competencies that you must achieve at the appropriate level. You must reach the required level in a logical progression and in successive stages:

**Level 1** – knowledge and understanding

**Level 2** – application of knowledge and understanding

**Level 3** – reasoned advice and depth of technical knowledge.

The competencies are in three distinct categories:

**Mandatory competencies** – the personal, interpersonal, professional practice and business competencies common to all pathways and compulsory for all candidates. These are explained in more detail in the APC Requirements and competencies guide.

**Core competencies** – the primary competencies of your chosen APC pathway.

**Optional competencies** – a set of competencies selected by the candidate from a list defined for the particular pathway. In most cases there is an element of choice. These are mostly technical competencies, but certain mandatory competencies also appear on the optional competency list and candidates are permitted to select one of these at a higher level.

This guide only deals with the principal core and optional competencies associated with this area. It does not cover the mandatory competencies.

## Choosing your competencies

It is important that you give careful thought to your choice and combination of competencies. Your choice will inevitably reflect the work you do in your day-to-day environment (driven by the needs of your clients/employer). Your choice and combination of competencies will be a reflection of your judgement. At final assessment, the assessors will take these choices into account. They will expect you to present a sensible and realistic choice that reflects the skills needed to fulfil the role of a surveyor in your field of practice.

This guide should help candidates and employers with a degree of assistance in choosing the competencies that are most appropriate to their area of practice.

## How to find help

RICS has a fully trained Contact Centre team who will be able to help you with any general APC queries:

T +32 2 733 10 19  
F +32 2 742 97 48  
ricseurope@rics.org  
www.ricseurope.eu

## About Housing Management and Development

Housing management and development is becoming increasingly important within the governments strategy to create sustainable communities. Chartered surveyors must have technical skills and a broad practical knowledge in all aspects of the social housing sector, including housing and affordability, decent homes standard, housing market renewal and home ownership schemes.

Housing management and development surveyors are spread across the world and will be required to adjust their work to the specific housing policies and processes that apply at both a national, regional and local level. Given the diverse nature of work undertaken, those operating in this market are subject to continual legislative, political, economic and social influences in their day to day activities.

The client base ranges from public, private and voluntary sectors, which includes local government, public agencies, private major property companies, house builders and the general public.



RICS qualification pathways in this sector:

### Housing Management and Development APC

The Housing management and development APC is a specialist pathway within the residential property sector aimed at those looking to gain experience within the social housing sector.

Chartered surveyors working in this area are required to have an in-depth background in many surveying skills, providing specialist knowledge, advice and expertise in all activities from the sale and transfer to lettings and management of all types of publicly owned residential property.

The housing management and development APC places emphasis on the competencies for housing management & development and housing strategy & provision which are required to be achieved to level 3 in this pathway. However, as with the other property pathways, a broad base of experience in general property practice is also required.

Candidates undertaking the housing management and development pathway are likely to gain most of their experience in the public sector.

### Chartered alternative designations related to this pathway

There is currently no alternative designation offered for this area of practice.

# Pathway requirements

## Housing Management and Development APC

### Mandatory competencies

You must achieve the minimum levels as set out in the mandatory competencies.

### Core competencies

Two competencies to Level 3, one competency to Level 2 and one competency to Level 1 from the list below.

- Housing aid or advice (T038)
- Housing maintenance, repair and improvements (T039)
- Housing management and policy (T040)
- Housing strategy and provision (T041)

### Optional competencies

One competency to Level 3 and two competencies to Level 2\* from the list below.

- Auctioneering (T004)
- Building pathology (T006)
- Capital taxation (T009)
- Compulsory purchase and compensation (T011)
- Contaminated land (T015)
- Environmental assessment (T028)
- Investment management (including fund and portfolio management) (T046)
- Landlord and tenant (including rent reviews and lease renewals) (T048)
- Land use and diversification (T049)
- Leasing/letting (T050)
- Local taxation/assessment (T052)
- Maintenance management (T053)
- Measurement of land and property (T057)
- Planning (T061)
- Property finance and funding (T069)
- Property management (T070)
- Property management accounting (T071)
- Property records/information systems (T072)
- Purchase and sale (T073)
- Valuation (T083)
- Conflict avoidance, management and dispute resolution procedures (M006) or Sustainability (M009)

Plus one competency to Level 2 from the full list of technical competencies, including any not already chosen from the list above.

# Competency guidance

The pages that follow are intended to provide guidance for users on the main competencies associated with housing management and development.

The guidance has been drawn up by experienced practitioners and aims to give you a clear and practical understanding of how to apply the listed core and optional competencies in the context of housing management and development. The guidance does not cover the mandatory competency requirements.

The official competency definitions (at levels one, two and three) are provided, followed by a description of the key knowledge and activities that are likely to fall within the scope of each competency.

The information provided is designed to be helpful but informal guidance. The knowledge and activities described under each competency are not exhaustive, and should not be relied upon as any form of revision list. Candidates must satisfy themselves and their employers that they have reached the required level of attainment before applying for final assessment.

The competencies are arranged in alphabetical order.

The full list of RICS competencies and pathway requirements can be found in the APC Requirements and competencies guide.

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# Auctioneering

Reference no. T004

## Description of competency in context of this sector

This competency reflects the complex factors governing auctioneering.

It includes aspects of law of sale and contract, misdescription etc, as well as requiring the candidate to have knowledge of the auction process and the reasons for recommending sale by auction (or otherwise) over and above other methods of disposal.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the basic principles and legal obligations of auction.

This should include preparation for, and procedures prior to or during, an auction.

#### Examples of knowledge comprised within this level are:

- The principles of the law governing auction and its implications
- An understanding of the process of how an auction works, including an understanding of the information required prior to auction and the process on the day.

### Level 2

Provide evidence of the practical application of your knowledge to the preparation for the sale of property at auction and procedures prior to or during an auction.

#### Examples of activities and knowledge comprised within this level are:

- Compiling information relating to property to be sold at auction
- Assisting in the process of drawing up auction catalogues
- Dealing with queries and issues raised prior to the auction in consultation with others
- Dealing with issues arising post auction in consultation with others.

### Level 3

Provide evidence of reasoned advice based on a thorough working knowledge and experience of the auction process, including experience of selling at auction.

#### Examples of activities and knowledge comprised within this level are:

- Advising clients on the suitability of sale by auction
- Attending an auction and selling lots
- Dealing with a sale by auction from start to completion.

# Building pathology

Reference no. T006

## Description of competency in context of this sector

Building pathology is core to competently undertaking surveys of residential property. This competency requires an understanding of defects analysis, and the likely defects arising from failures in building fabric. This will range from the effects of a defective waterproof covering at simple building pathology, to much more complex defects such as interstitial condensation, and the possible effects on building fabric. Candidates will be expected to have an in-depth knowledge/experience of the range of defects found in typical residential buildings in their locality, as well as an understanding of defects that they may come across more infrequently. In order to be competent in building pathology and defects analysis candidates will need to have knowledge of construction technology.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate your knowledge and understanding of building defects including collection of information, measurements and tests.

#### Examples of knowledge comprised within this level are:

- Knowledge and understanding of the various types of survey that may be required
- Knowledge and understanding of typical defects relating to typical residential buildings found in your locality, you may have come across and explain cause and effect of these
- Knowledge and understanding of building defects likely to be encountered in typical building surveying activities
- Knowledge and understanding of the various methods to collect, store and retrieve information for various differing purposes when carrying out property inspections
- The importance of the accurate recording of information during inspection
- Knowledge and understanding of differing types of testing, and the limitations of the tests, for example the use of damp meters, and other relevant equipment.

### Level 2

Apply your knowledge to undertake surveys, use survey and other information to diagnose cause and mechanisms of failure.

#### Examples of activities and knowledge comprised within this level are:

- Using examples, from your own experience, to demonstrate your application of knowledge gained at Level 1
- Explaining the cause and mechanics of varying types of failure
- Carrying out inspections of properties
- Explaining, with use of detailed examples, the relationship between observations taken on site and the diagnosis of failure in building fabric
- Using knowledge and information gathered from several sources, including if necessary specialist inspections, to diagnose and explain building fabric failure.

### Level 3

Provide evidence of reasoned advice and appropriate recommendations, including the preparation and presentation of reports.

#### Examples of activities and knowledge comprised within this level are:

- Preparing reports for clients, explaining in non technical language the causes of failure, and the likely results of failure, together with the appropriate remedial measures
- Using information gathered from inspections to formulate the necessary remedial/preventative works including specific detail, in the form of a schedule of works, if required. In the case of candidates on a residential property pathway this will usually involve referring specialist work on to the relevant specialists
- An understanding of the appropriate level of detail required in typical reports, including examples of layout, and the use of sketches/drawings and photographs
- Discussing in detail examples of unusual defects you have been involved in and remedial works employed
- Explaining the role of different types of report and how they meet the needs of clients, (for example the differences between, mortgage valuations, homebuyer surveys, building surveys, defect reports etc).

# Capital taxation

Reference no. T009

## Description of competency in context of this sector

This competency includes valuations and negotiations for inheritance tax, capital gains tax, which may also include advising on stamp duty, and advising on litigation. It involves measurement of and analysis of comparables and application of evidence to resolve negotiations. It also includes application of statute and case law.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the relevant provisions for capital taxation of real estate, equipment and/or other property.\*

Examples of knowledge comprised within this level are:

- Principles of measurement (including Code of measuring practice)
- Application of statute and case law
- Analysis of evidence and relevance of the law of landlord and tenant
- Knowledge of valuation methods appropriate to residential property taxation.

### Level 2

Undertake valuations and negotiations for a variety of different property types using different valuation methods for the purposes of capital taxation.

Examples of activities and knowledge comprised within this level are:

- Undertaking measurement and inspection
- Undertaking valuation of a variety of residential properties
- Using appropriate methods of valuation including use of comparables
- Negotiating valuations and settlement of cases.

### Level 3

Provide evidence of reasoned advice to stakeholders (to include senior management within your organisation, clients and courts/tribunal members) in respect of specific cases and/or other capital taxation issues.

Examples of activities and knowledge comprised within this level are:

- Advising on settlement or litigation of cases
- Advising on the costs of options and actions
- Advising on the impact of such actions across the wider arena.

# Compulsory purchase and compensation

Reference no. T011

## Description of competency in context of this sector

The understanding and practical application, within the appropriate legal framework, of compulsory purchase powers. Including the assessment of and claim for compensation. The candidate is expected to have an understanding from both the acquiring authority and claimant's position.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the powers and procedures of government and other bodies in relation to the compulsory purchase and compensation. This should cover interests in real estate and of the rights of owners and occupiers of the various interests in property.

#### Examples of knowledge comprised within this level are:

- The historical background, requirement for and justification of the use of compulsory purchase powers
- An overview of the various Acts of Parliament covering acquisition of land and rights, planning and compensation
- The basic principles of compensation (the before and after principle), accommodation works, betterment, equivalence and the legal right to claim.

### Level 2

Assist in the preparation of the various stages involved in the process of compulsory purchase including the estimation of a claim for compensation.

#### Examples of activities and knowledge comprised within this level are:

- Outlining the stages and timing involved in making, confirming and implementing a compulsory purchase order
- An understanding of statutory abilities to acquire rights other than outright purchase, such as those exercised by utilities companies
- Setting out heads of claim under a compensation claim
- Being aware of and using appropriately the relevant statutory and case law in the assessment of a claim for compensation.

### Level 3

Provide evidence of reasoned advice in relation to the validity and level of a claim for compensation, using a variety of valuation methodologies appropriate for the circumstances of the claim. Take an active role in the negotiation of claims, using a variety of bases of statutory and other valuation methodologies. Provide reasoned advice on the role of compulsory purchase in facilitating planning and regeneration initiatives.

#### Examples of activities and knowledge comprised within this level are:

- Supplying and justifying evidence for a statement of claim using both valuation and logical techniques to back up the quantum of the claim
- Dealing with best practice in the implementation of a compulsory purchase order on say a road scheme
- Developing a rationale for the use of compulsory purchase powers in order to enable development, taking into account human rights legislation
- Being aware of the fee basis for chartered surveyors and the role of the Lands Tribunal as well as mediation/arbitration
- Assisting in the preparation for and attendance at a Public Inquiry into a Compulsory Purchase Order including understanding of procedure and process.

# Conflict avoidance, management and dispute resolution procedures

Reference no. M006

## Description of competency in context of this sector

This competency covers knowledge, understanding and application of a range of processes related to dispute/conflict avoidance, management and dispute resolution.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the techniques for conflict avoidance, conflict management and dispute resolution procedures including for example adjudication and arbitration, appropriate to your APC pathway.

#### Examples of knowledge comprised within this level are:

A basic knowledge and understanding of some of the following, as most appropriate to your market sector/areas of specialism:

- Common causes of disputes

- The contribution of some of the following to dispute avoidance:

- Risk management – its basic principles and techniques

- Early warning systems

- Partnering techniques

- Clear and robust client briefings

- Theories of negotiation and the role of effective communication and negotiation

- The primary features, advantages and disadvantages of a range of dispute resolution procedures and their surrounding statutory and/or non-statutory legal/judicial context (eg how forms of contract deal with dispute resolution, and the scope of such clauses):

- Mediation (could include contracted and project mediation) and conciliation

- Early Neutral Evaluation (ENE)

- Dispute Resolution Boards (DRBs)

- Dispute Resolution Advisers (DRAs)

- Adjudication (under the HGCRA '96 or geographically applicable law)

- Independent expert determination

- Arbitration; med-arb

- Litigation

- The possible roles of a surveyor as an expert witness and/or an advocate, to include an awareness of the existence and scope of applicability of the RICS Practice Statements and Guidance Notes for expert witnesses and advocates

- The range of nominating bodies and services available to resolve disputes, and particularly the role of the RICS Dispute Resolution Service and any specialized dispute resolution schemes it offers relevant to your market sector eg PACT

# Conflict avoidance, management and dispute resolution procedures

continued

Reference no. M006

Examples of likely knowledge, skills and experience at each level

## Level 2

Provide evidence of practical application in your area of practice having regard to the relevant law.

Examples of activities and knowledge comprised within this level are:

- Advising clients of the most suitable means of dispute avoidance on their projects, and of dispute resolution procedures appropriate to their individual circumstances, demonstrating appreciation of when to seek further specialist advice and when to advise clients within the scope of the P.I. cover of the candidate's organization
- Adopting - or encouragement of the adoption of (as appropriate) – suitable dispute avoidance techniques
- Negotiating actively on behalf of clients (e.g. negotiations of a dilapidations claim, a party wall award or final account on a construction project) prior to third party referral
- Assisting in the collation or preparation of claims/counter-claims and submissions
- Assisting in the identification, gathering and collation of facts and expert evidence for use in expert reports
- Sufficient understanding of the main points of the statutory or non-statutory law relevant to/underpinning any particular dispute resolution process (eg in England & Wales, Arbitration Act 1996, or HGCRA '96 Part II, CPR, Party Wall Act 1996 etc) and its application.

## Level 3

Provide evidence of the application of the above in the context of advising clients in the various circumstances referred to above.

Examples of activities and knowledge comprised within this level are:

- Involvement in, or assistance with, a referral to a 3rd party resolution process and associated management of that process on behalf of client.
- NB: Please note that the roles of acting as a 3rd party dispute resolver, expert witness, or advocate, are – for the vast majority of APC candidates – not likely to be an activity that is undertaken. It is only a small minority of candidates with substantive work experience for whom this is likely to be relevant.

# Contaminated land

Reference no. T015

## Description of competency in context of this sector

This competency is about advising on contaminated land (urban and/or rural) in the context of management, purchase, sale, or development of residential property.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of how land becomes contaminated through human activities and natural occurrences. Clearly illustrate the implications of contamination for real estate valuation, development and management.

#### Examples of knowledge comprised within this level are:

- The definition of contaminated land under the Contaminated Land Regulations 2000, and associated legislation
- Areas of professional practice where contaminated land is relevant, eg valuations, development, asset management, transactions, environmental assessment
- The relevance under Part 11A of the Environmental Protection Act, Planning Policy Guidance and RICS Published Guidance and Practice Notes
- Demonstrate an understanding of the limitations upon Chartered Surveyors in this area, eg Professional Indemnity Insurance, Public Liability Insurance.

### Level 2

Prepare a brief and/or specification for the appointment of a specialist(s) to undertake a site investigation.

#### Examples of activities and knowledge comprised within this level are:

- Advising clients on the application of contaminated land to their asset management, planning and development projects
- Advising clients on the law and regulation and procedures and RICS guidance and practice appertaining to contaminated land
- Assembling specialist team members to advise on contaminated land assessment and remediation.

### Level 3

Supervise a site investigation, interpret the results of laboratory analyses and make recommendations as to remedial treatments.

#### Examples of activities and knowledge comprised within this level are:

- Providing reasoned advice on contaminated land issues to clients
- Assisting in project management of and undertaking phased contaminated land assessments and remediation options appraisals
- Negotiating and liaising with clients and regulators on contaminated land issues
- Working with specialist project teams dealing with contaminated land assessment and remediation.

# Environmental assessment

Reference no. T028

## Description of competency in context of this sector

For most candidates this competency is about an understanding and application of the principles of environmental assessment, particularly in the context of residential property transactions and management. In the case of certain candidates it may also include undertaking Environmental Impact Assessment and Strategic Environmental Impact Assessment for projects, within the planning and regulatory framework.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of appropriate environmental assessment concepts, processes and systems. This should include responsibilities imposed by law, codes of practice and other regulations relating to environmental assessment.

#### Examples of knowledge comprised within this level are:

- Knowledge of when an environmental assessment may be required in the context of residential property
- The types of environmental assessment required for residential property development or transactions
- The energy performance regulations relating to residential property
- The principles of assessing the energy performance of residential residential property
- The legal and planning regulations affecting environmental assessment of residential property within the jurisdiction that the candidate operates
- Knowledge of where environmental assessment may apply and whether this involves formal or informal environmental assessment
- Understand the basic processes, procedures and requirements of formal EIA and SIA.

### Level 2

Apply in practice your understanding of environmental assessment and the requirements for compliance, including undertaking an environmental assessment.

#### Examples of activities and knowledge comprised within this level are:

- Undertaking energy performance inspections of standard residential property and completing energy performance reports
- Undertaking other environmental assessments in line with statutory requirements
- Advising on the need for environmental assessment, including EIA and SIA for development projects
- Advising on requirements and scope of EIA and the regulators' roles
- Managing the preparation of environmental assessment.

### Level 3

Provide evidence of reasoned advice including the preparation and production of reports based on appropriate environmental assessments.

#### Examples of activities and knowledge comprised within this level are:

- Undertaking energy performance inspections of larger and more complex residential properties and preparing reports
- Giving reasoned advice on the results of an energy performance certificate
- Advising on how to improve the energy efficiency of a building
- Advising on the need and application of EIA, SIA and EA
- Co-ordinating and providing specialist advice on these, including negotiations with clients and regulators
- Preparing and compiling environmental statements and non-technical summaries for submission to clients and regulators, and other stakeholders.

# Housing aid or advice

Reference no. T038

## Description of competency in context of this sector

This competency is primarily aimed at the advice given by housing providers who manage portfolios of property, covering landlord and tenant issues specifically within the public sector. Advice is also available from independent agencies.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the rights and responsibilities of landlords, tenants, licence holders, leaseholders, or shared owners in relation to legislation and statutory guidance. Be aware of the options available for obtaining housing aid or advice.

#### Examples of knowledge comprised within this level are:

- Understanding of housing policy and law
- Principles of landlord and tenant relationship
- Knowledge of social issues in relation to the housing market.

### Level 2

Assist with the provision of housing aid or advice on landlord and tenant issues.

#### Examples of activities and knowledge comprised within this level are:

- Advising clients on property related issues
- Producing reports and cost analysis for landlords and tenants
- Interpreting contracts and agreements.

### Level 3

Provide evidence of housing aid or reasoned advice on a range of landlord and tenant issues taking full account of legislation and statutory guidance.

#### Examples of activities and knowledge comprised within this level are:

- Advising clients of options available for the provision of housing
- Liaising with key stakeholders on property related matters
- Assessing housing needs for a range of clients.

# Housing maintenance, repair and improvements

Reference no. T039

## Description of competency in context of this sector

This competency is about having the skills to assess maintenance and repair issues to the stock managed by housing providers and being able to advise and implement strategies on how to achieve adequate provision of housing.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the roles of owners, occupiers, providers and local authorities in the maintenance, repair and improvement of housing. Demonstrate knowledge of funding methods available, legislative requirements, and property related health and safety issues.

#### Examples of knowledge comprised within this level are:

- Housing policy and law relating to maintenance and repair including decent homes requirements
- The principles of landlord and tenant relationship
- Property maintenance issues in relation to the housing market.

### Level 2

Apply your knowledge to assess the condition of housing, prepare reports and cost estimates. Advise on obtaining funding and prepare contracts in relation to the work programmes. Assess and advise on residents' needs.

#### Examples of activities and knowledge comprised within this level are:

- Producing project plans and reports
- Interpreting and prepare contracts and agreement
- Managing relationships between contractors and clients
- Assessing client needs in relation the housing market.

### Level 3

Manage work in progress and payments. Demonstrate and apply your understanding of defect liability and dispute resolution procedures.

#### Examples of activities and knowledge comprised within this level are:

- Providing strategic advice upon landlord and tenant matters
- Responding to client needs
- Managing the work programme.

# Housing management and policy

Reference no. T040

## Description of competency in context of this sector

This competency is about understanding and applying your experience to the activities surrounding residential property management in the context of Registered Social Landlords (RSL's)/housing associations and stock holding local authorities. This covers all matters arising between the client and agent in the management of social housing.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the legislation and statutory regulations that are relevant to the management of housing.

Examples of knowledge comprised within this level are:

- Understanding the principles of housing law
- Understanding of political and economic framework surrounding the management of social housing
- Demonstrate knowledge of the social factors affecting the client and agent relationship.

### Level 2

Apply your knowledge to day-to-day housing management functions, including the implementation of tenancy conditions, leases or licences, relevant legislation and statutory guidance.

Examples of activities and knowledge comprised within this level are:

- Producing project plans and reports
- Interpreting and prepare contracts and agreements
- Managing relationships between contractors and clients
- Assessing client needs in relation the housing market.

### Level 3

Provide evidence of reasoned advice including the preparation and presentation of reports relating to the formulation and implementation of housing management policy and good practice.

Examples of activities and knowledge comprised within this level are:

- Providing strategic advice upon landlord and tenant matters
- Dealing with more unusual/challenging cases
- Demonstrating an understanding as to how the housing management standards are applied in relation to guidance notes and codes from the housing sector
- Understanding the factors affecting and influencing housing providers from the property industry but also from external influences such as government, economic and technological change.

# Housing strategy or provision

Reference no. T041

## Description of competency in context of this sector

This competency is about having the skills to assess the housing needs of a range of clients and being able to advise and implement strategy for the provision of social housing. It also describes knowledge of the whole residential property market.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the various methods used to assess and identify overall housing needs. Be aware of the options available for housing providers to meet these housing needs.

#### Examples of knowledge comprised within this level are:

- Understanding the principles of housing law
- Understanding of political and economic framework surrounding the management of social housing
- Understanding the dynamics of housing policy and their application on a wide range of issues.

### Level 2

Apply your knowledge to identify and respond to housing needs. This should include house types, tenures, funding, planning, and other statutory or non-statutory considerations.

#### Examples of activities and knowledge comprised within this level are:

- Demonstrating an understanding of the processes and procedures of housing policy and identify best practice
- Producing reports, contracts and agreements
- Entering into negotiations and consultation with clients
- Undertaking research and demonstrating your awareness of housing issues.

### Level 3

Provide evidence of reasoned advice and contribute to the formulation and implementation of a housing strategy to meet identified housing needs.

#### Examples of activities and knowledge comprised within this level are:

- Advising clients on the options for the management and provision of housing
- Advising on requirements and recommending alternative options available to a range of clients
- Understanding the factors affecting and influencing housing strategy from the property industry including external influences such as government, economic and technological change
- Demonstrating an ability to provide strategic advice possibly assisting alongside other professionals within the industry.

# Inspection

Reference no. T044

## Description of competency in context of this sector

Inspections of residential property are undertaken for many purposes, but most commonly in relation to valuation, buying, selling or letting. Competent inspection is fundamental to providing accurate property advice. It is therefore important that candidates are able to demonstrate knowledge and understanding of the core principles of property inspection. Assessors will be seeking confirmation that all candidates have a good knowledge of building construction, location analysis and defects.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the different requirements for inspection, together with the required information and factors affecting the approach to an inspection.

#### Examples of knowledge comprised within this level are:

- Understand the requirements and reasons for inspecting a property
- Understand safety issues when undertaking an inspection
- Implications of location and situation
- Identify access arrangements
- Environmental issues
- Basic Knowledge of residential building construction and specification
- General awareness of the legal requirements that impact upon the occupation/ownership of residential property
- Awareness of any statutory requirements which govern the particular inspections being undertaken.

### Level 2

Undertake inspections and apply the information gained to prepare reports, schedules and/or registers of equipment, presenting appropriate information gained from the inspection.

#### Examples of activities and knowledge comprised within this level are:

- Accurate recording of building and site characteristics
- Preparing (or assisting in the preparation of) reports for clients
- Understanding potential defects of buildings (both structural and environmental) and related implications
- Assessing quality of location, design and specification

### Level 3

Provide evidence of reasoned advice and recommendations arising from inspections.

#### Examples of activities and knowledge comprised within this level are:

- Preparing reports for clients, containing detailed information particularly with regard to valuation reports and the marketing of residential property
- Providing detailed reasoned advice to clients
- Making clients aware (where appropriate) of their statutory responsibilities.

# Investment management

Reference no. T046

## Description of competency in context of this sector

This competency covers the key principles of investment management theory and practice, Additionally candidates are expected to Acquire and develop detailed asset management expertise and knowledge across a broad range of sectors and be able to apply these in a strategic context.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the principles of financial investment in property.

#### Examples of knowledge comprised within this level are:

- Grasp the fundamental elements of property returns including capital and rental returns, plus how these are generated in practice
- Understand how investment properties are valued and have an understanding of investment appraisal techniques
- Gain a good working knowledge of the principles of portfolio management and asset management.

### Level 2

Apply the principles of managing property as a financial investment.

#### Examples of activities and knowledge comprised within this level are:

- Assisting with selected residential asset management activities, demonstrating how this fits into the portfolio strategic performance plan
- Working with fellow project professionals from a diverse range of backgrounds where appropriate, to achieve an asset or portfolio objective
- Awareness of appropriate legislation and regulations relating to the management of property as a financial investment.

### Level 3

Provide evidence of reasoned and strategic advice on property as a financial investment, including the preparation and presentation of reports.

#### Examples of activities and knowledge comprised within this level are:

- Generating and implementing strategic advice independently both at a portfolio and property specific level
- Reporting in a manner that appropriately communicates this to clients and/or advisers in a focused, relevant manner
- Working knowledge of key legislation and regulation affecting residential property as an investment asset.
- Advising on the impact of issues such as leasehold enfranchisement on asset value.

# Landlord and tenant

Reference no. T048

## Description of competency in context of this sector

This competency is about the management of landlord and tenant relationship in the context of residential property, covering all matters arising between the landlord and tenant, representing either party. Experience may be gained in relation to short or long leasehold tenancies.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the law and practice relating to landlord and tenant.

#### Examples of knowledge comprised within this level are:

- The principles of property law and policy
- The statutory framework applying to the landlord and tenant relationship
- The content, form and structure of leases in the context of residential lettings and/or leasehold transactions.

### Level 2

Apply the principles of the law and practice relating to landlord and tenant. Carry out relevant negotiations to provide solutions to issues affecting both owners and occupiers of real estate.

#### Examples of activities and knowledge comprised within this level are:

- Reading and interpreting leases
- Preparing reports and recommendations prior to the commencement of negotiations
- Preparing, serving and responding to notices
- Entering into negotiations
- Reaching an agreed solution and report recommendation to client
- Instructing legal advisors.

### Level 3

Provide evidence of reasoned advice, prepare and present reports on the law and practice relating to landlord and tenant. Apply your knowledge to assist in undertaking relevant dispute resolution procedures.

#### Examples of activities and knowledge comprised within this level are:

- Providing strategic advice upon landlord and tenant matters, relating to individual properties or blocks of properties (such as service charges)
- Being aware of the landlord and tenant issues arising within leasehold enfranchisement negotiations and similar statutory processes
- Dealing with disputes and Leasehold Valuation Tribunal adjudications
- Providing advice as to alternative dispute resolution options in the event of breakdown of negotiations and take any necessary action to protect the clients' position.

# Land use and diversification

Reference no. T049

## Description of competency in context of this sector

This competency is about understanding land use and the diversification options available to owners/occupiers. This competency is normally applied in a rural context

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of how a variety of land uses, policies and options for diversification have an impact on real estate and business.

#### Examples of knowledge comprised within this level are:

- The principles and rationale for diversification projects
- Knowledge and understanding of the relevant planning issues
- Knowledge of agencies likely to be involved when diversifying into new enterprises
- Knowledge of the basic taxation issues.

### Level 2

Apply your knowledge to recognise and evaluate the economic, social and environmental needs of different land uses and options for diversification in relation to location and markets.

#### Examples of activities and knowledge comprised within this level are:

- Preparing and analysing a full feasibility study and financial appraisal
- Preparing a planning appraisal for a potential scheme
- Preparing and analysing both development and management options
- Interpreting findings.

### Level 3

Provide evidence of reasoned advice, write reports and undertake the management of land use and, where appropriate, diversification and related projects.

#### Examples of activities and knowledge comprised within this level are:

- Providing advice on the more complex aspects of diversification
- Providing advice on the valuation, progress and management of a diversification project.

# Leasing/letting

Reference no. T050

## Description of competency in context of this sector

This competency is about the letting of residential property. (Buying and selling long residential leasehold properties is covered by the competency 'Purchase and Sale'). In order to achieve this competency, the professional adviser must apply his/her knowledge and experience to assist landlords and tenants in the marketing/selection of property and in the negotiation of a deal through to completion. Candidates should be able to apply their knowledge of the whole transactional property market in order to provide reasoned advice to clients on the appropriate solutions for them.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of how various types of property are let (or a similar interest is acquired for a client) and the different types of interests that may be placed on the market. Demonstrate an understanding of the economics of the market for such interests and the appropriate legal frameworks.

#### Examples of knowledge comprised within this level are:

- An understanding of residential landlord and tenant law.
- An understanding of the operation of residential letting and management market
- Knowledge of the social factors affecting the landlord and tenant relationship
- A basic understanding of residential building pathology
- An appreciation of the quality of location, design and specification of residential property.

### Level 2

Apply your knowledge and skills to the leasing/letting of all types of property and demonstrate practical experience of the associated decision-making process, marketing, reporting and completion of the transaction. Demonstrate knowledge and understanding of other forms of property transaction, and of the reasons supporting the decision to proceed along the chosen leasing or letting route.

#### Examples of activities and knowledge comprised within this level are:

- Practical involvement in the letting of residential property
- Preparing documentation required for the letting of residential property
- Managing the process of negotiation and consultation between the landlord and tenant
- Managing the landlord/tenant relationship during or at the end of the lease.

### Level 3

Provide evidence of reasoned advice and report to clients on all types of leasing or letting transactions. Demonstrate the ability to see complex cases through from start to finish with appropriate assistance. Be able to provide clients with a holistic view of the entire transactional market, and advise them clearly and appropriately, not only on the letting or leasing market, but also on other areas.

#### Examples of activities and knowledge comprised within this level are:

- Experience of complex residential letting cases and explaining the factors which made the case deviate from the market norm
- Commenting clearly on why decisions were made
- Reporting to clients with recommendations including valuation advice
- Reporting to clients with recommendations on strategy in relation to all options for the property
- Explaining the variety of factors which impact upon the residential lettings market
- Utilising negotiation and business skills in relation to challenging letting situations.

# Local taxation/assessment

Reference no. T052

## Description of competency in context of this sector

Valuation of and negotiation of council tax appeals and assessment. Inspection, measurement and analysis of comparables. Application of evidence when dealing with appeals to include an understanding of the use of comparable evidence. Application of statute and casework.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the provisions for taxation of real estate, plant and machinery and/or other property types at a local/municipal level.

Examples of knowledge comprised within this level are:

- Code of measuring practice
- Application of statute and case law
- Analysis of evidence and relevance of the law of Landlord and Tenant
- Methods of valuation applicable to residential property
- Good knowledge of taxation affecting both commercial and residential property.

### Level 2

Undertake valuations and negotiations for a variety of different property types using different valuation methods for the purposes of local/municipal taxation.

Examples of activities and knowledge comprised within this level are:

- Measuring and inspecting properties
- Valuing a variety of residential properties
- Using different methods of valuation applicable to residential property: including the use of comparables
- Participating in negotiation, valuations and settlement of appeals
- Being involved in the assessment of residential property for taxation purposes.

### Level 3

Provide evidence of reasoned advice to stakeholders (including senior management within your organisation, clients and courts/tribunal members) in respect of specific cases and/or other local taxation issues.

Examples of activities and knowledge comprised within this level are:

- Advising on settlement or litigation of cases
- Advising on the costs of options and actions
- Advising on the impact of various actions with an appreciation the wider context
- Dealing with mixed (residential/commercial) hereditaments.

# Maintenance management

Reference no. T053

Description of competency in context of this sector

Deliver maintenance services to residential property or blocks of properties based on occupational need, either using an in-house work force, or maintenance contractors.

Examples of likely knowledge, skills and experience at each level

## Level 1

Demonstrate knowledge and understanding of the maintenance requirements of buildings, structures and other real estate.

Examples of knowledge comprised within this level are:

- Planned maintenance
- Reactive maintenance
- Maintenance inspections
- Statutory inspections
- Compliance requirements
- Prioritising forward maintenance
- Integrating maintenance activity with the occupational requirements of the property.

## Level 2

Manage and keep up-to-date maintenance information to determine and implement operational maintenance policies.

Examples of activities and knowledge comprised within this level are:

- Maintaining record systems
- Identifying maintenance requirements
- Implementing maintenance policy
- Placing contracts (orders) for maintenance
- Confirming satisfactory completion of work
- Determining landlord and tenant responsibilities.

## Level 3

Provide evidence of reasoned advice, write and present reports on maintenance management.

Examples of activities and knowledge comprised within this level are:

- Providing advice and recommendations on issues relating to the management of maintenance policy
- Dealing with the costs associated with maintenance of residential property.

# Measurement of land and property

Reference no. T057

## Description of competency in context of this sector

This competency is relevant to all data capture and measurement of land or property. In the context of the property pathways it refers particularly to measurement of saleable/lettable areas for lettings, sales or valuation purposes.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the principles and limitations of measurement relevant to your area of practice.

#### Examples of knowledge comprised within this level are:

- Relevant data capture techniques including the use of lasers and tapes
- The limitations of different methods of measurement
- Checking procedures for the instruments used and the calculations undertaken
- Potential sources of error from use of the instruments
- Understanding the basis on which measurements should be undertaken ie the core definitions of measurement and their application (Net Sales Area , Gross External Area, Gross Internal Area and Net Internal Area etc)
- Awareness of the appropriate standards and guidance relating to measurement with particular reference to the RICS Code Of Measuring Practice
- The degree of accuracy that is required for different types of property and the use to which the measurements will be put
- The use and limitations of plans and drawings.

### Level 2

Apply your knowledge to undertake measurement. Use basic and/or advanced instrumentation to collect data. Present appropriate information gained from measurement.

#### Examples of activities and knowledge comprised within this level are:

- Using the appropriate instrumentation (including lasers and tapes) to capture sufficiently accurate data, based on an understanding of limitations of different instruments
- Dealing with and advising on sources of error from use of instruments
- Applying the appropriate guidance correctly in practice to undertake measurement of a variety of properties, understanding the basis on which measurements should be undertaken
- Undertaking necessary calculations
- Preparing and presenting measurements in a manner appropriate for the purpose they are to be used understanding the level of accuracy that is required for different types of property.

### Level 3

Evaluate, present, manage, analyse data and/or apply spatial data and information. Show an advanced understanding of accuracy, precision and error sources.

#### Examples of activities and knowledge comprised within this level are:

Please note, Level 3 is only recommended for candidates with specialist knowledge and experience of sophisticated measurement and data capture practice. Most property candidates will only attain Level 2. For guidance on Level 3 please refer to RICS Geomatics Faculty.

# Planning

Reference no. T061

## Description of competency in context of this sector

The planning system plays a vital role in the opportunities available for any potential development scheme. This means it is important for developers to have good working knowledge and experience of the processes involved to ensure successful development outcomes

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the principles of planning.

#### Examples of knowledge comprised within this level are:

- The purpose of the planning system
- The importance of the strategic planning framework
- The decision making process on planning applications
- Awareness of special planning powers for conservation areas, listed buildings and trees
- The requirements for community involvement in the planning system.

### Level 2

Apply your knowledge to matters relevant to the planning process.

#### Examples of activities and knowledge comprised within this level are:

- Completing the submission of planning applications
- Applying pre-consultation and negotiation processes to the planning application process
- Participating in the formulation of spatial planning strategies
- Interpreting strategic planning policies.

### Level 3

Give reasoned advice, including the preparation and presentation of reports on planning matters, brief other professional consultants and understand the application of specialist knowledge to the resolution of planning problems.

#### Examples of activities and knowledge comprised within this level are:

- Producing viability/feasibility reports
- Providing reasoned client advice on planning applications including advice on appeals
- Advising clients on reasonableness of planning conditions and involvement in related negotiations
- Justifying environmental and other impact assessments
- Overseeing the work of external consultants such as architects or engineers etc.

# Property finance and funding

Reference no. T069

## Description of competency in context of this sector

This competency focuses on the candidates understanding of the range of finance available, their understanding of how this is sourced and how this may be used to assist with property investment and development scenarios.

Candidates will be expected to apply this knowledge in order to provide advice to clients on their financing options and the impact of this on their returns.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the role and importance of finance in property, including the principal forms of investment finance and their sources.

Examples of knowledge comprised within this level are:

- A broad knowledge of the various senior debt providers, and their expectations in terms of pricing and security
- An understanding of the impact of gearing on equity returns
- The ability to demonstrate this gearing affect numerically
- A knowledge of how mezzanine and equity finance might be priced
- A broad understanding of the financing process
- Use of financial information such as audited report and accounts.

### Level 2

Identify the factors that affect the ability to obtain finance to fund any investment project. Identify appropriate sources of finance and understand the principles that apply to securing finance for different purposes.

Examples of activities and knowledge comprised within this level are:

- Analysing investment and development projects to ascertain the level of senior debt that could be raised within the mathematical limits
- Applying likely finance pricing required by senior debt providers
- Using market knowledge to assess whether the level of senior debt mathematically capable of being sustained is acceptable to the debt providers
- Sourcing and collating information which is necessary to support a presentation to secure a financing
- Sourcing and understanding the role of valuation advice
- Analysing and illustrating the impact of financial covenants.

### Level 3

Provide evidence of reasoned advice on maximising the viability of any funding situation. Demonstrate your appreciation of the impact of property matters on valuation and funding. Demonstrate your understanding of the impact of funding matters on the property market.

Examples of activities and knowledge comprised within this level are:

- Analysing and understanding a stand alone financing from the outset to completion and draw down of funds
- Reviewing and comprehending financing documents and in particular loan agreements and facility letters
- Confirming that financing documents reflect the commercial terms agreed and how the controls of the provider may impact on the borrower's management flexibility
- Illustrating multi-tiered financing arrangements numerically and using this to assess the true cost of finance at each level
- Advising accordingly on the above.

# Property management

Reference no. T070

## Description of competency in context of this sector

This competency is about understanding and applying your experience to the activities surrounding residential property management covering all matters arising between the client and agent in the management of property. Property Managers have a growing number of statutory requirements that they must comply with. Candidates must demonstrate appreciation and experience of dealing with these issues.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of property management and the relationship between owner and occupier.

Examples of knowledge comprised within this level are:

- Understanding the role of property managers and their relationship with landlords and tenants
- Understanding how the role/responsibilities of a managing agent differ depending on the property interest being managed (eg block mgt, shorthold, long leasehold etc)
- Understanding the statutory and other requirements of residential property managers
- Understanding of residential landlord and tenant law
- Understanding the operation of the letting and management market
- Demonstrate knowledge of the social factors affecting the client and agent relationship.

### Level 2

Apply the principles of property management to provide solutions to issues affecting both owners and occupiers of real estate.

Examples of activities and knowledge comprised within this level are:

- Experience of managing individual residential properties or blocks of property
- Preparing documentation required for the management of residential property
- Managing the process of negotiation and consultation between the client and agent
- Managing the client/agent relationship
- Complying with all relevant statutory requirements
- Processing costs.

### Level 3

Provide evidence of reasoned advice including the preparation and presentation of reports in relation to property management.

Examples of activities and knowledge comprised within this level are:

- Carrying out all relevant statutory requirements or other responsibilities, in the case of larger portfolios of residential property
- Providing strategic advice on property management matters and provide recommendations on the options available for the property
- Dealing with disputes and Leasehold Valuation Tribunal adjudications
- Providing advice as to alternative dispute resolution options in the event of breakdown of negotiations and take any necessary action to protect the client's position.

# Property management accounting

Reference no. T071

## Description of competency in context of this sector

This competency is about all accounting aspects of residential property management. The candidate would be expected to have knowledge of all the statutory requirements and be able to report to Clients as well as Residents associations regarding the accounting results.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of any legal or regulatory principles (including taxation implications where appropriate) that apply to property management accounts and service charge accounts.

#### Examples of knowledge comprised within this level are:

- Understand Lease Terms and Accounting implications
- Landlord and Tenant Act requirements
- RICS Codes of practice and accounting regulations.

### Level 2

Undertake day-to-day management and recording of property management accounts and service charge accounts.

#### Examples of activities and knowledge comprised within this level are:

- Creating Service Charge accounts
- Service Charge Budget implementation
- Reporting both Rent and Service Charge figures to Clients and Residents Associations
- Create Clients accounting systems/templates for Rent and Service Charge collection.

### Level 3

Prepare final accounts and tax returns, and report (applying statutory and regulatory standards) on property management accounts and service charge accounts.

#### Examples of activities and knowledge comprised within this level are:

- Producing Trial Balance for Balance Sheet Service Charge reporting
- Producing Draft Tax computations in respect of UK and Overseas Clients for Auditors/Accountants
- Preparing Clients VAT returns.

# Property records/information systems

Reference no. T072

## Description of competency in context of this sector

This competency deals with the use management and development of property information systems (including automated valuation models) and systems for registering land and property rights. Property records and information systems are increasingly sophisticated and are used widely in the public sector (eg for tax assessment or property/land title registration) and the private sector (eg for residential valuation, property management).

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the factors required for property records/information systems, including the sourcing and collation of data.

#### Examples of knowledge comprised within this level are:

- Use and limitations of property information tools within your area of practice (such as AVMs)
- Electronic records
- Legal documentation (including leases)
- Difference between deeds/registered titles
- Supporting maps/plans
- Index maps.

### Level 2

Demonstrate your ability to apply knowledge to analyse data and assemble it for use in a database.

#### Examples of activities and knowledge comprised within this level are:

- Using a property information system to extract information for a range of different scenarios
- Writing clear and factual reports on information extracted from a property record or information system
- Interpreting plan/map data
- Interpreting legal language in relation to property records
- Ensuring security of data.

### Level 3

Demonstrate your ability to extract data from property records/information systems in order to use and present data for specific purposes.

#### Examples of activities and knowledge comprised within this level are:

- Retrieving data from existing records, manual or electronic
- Advising on security of data
- Writing reports on unusual or challenging cases
- Preparing clear and factual reports and letters to clients
- Assisting in the development of a property information system (such as an AVM).

# Purchase and sale

Reference no. T073

## Description of competency in context of this sector

This competency is about the operation of the art market at various levels and the broad range of individuals and institutions operating within it.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of how various types of property are sold (or a similar interest is acquired for a client) and the different types of interests that may be placed on the market. Demonstrate an understanding of the economics of the market for such interests, and the appropriate legal frameworks.

#### Examples of knowledge comprised within this level are:

- An appreciation of the quality of location, design and specification of residential property
- A basic understanding of residential building pathology
- The contents and process of compiling a Home Information Pack (in England and Wales only)
- An understanding of the legal requirements surrounding the purchase and sale of residential property (eg money laundering)
- An understanding of economic framework surrounding the purchase and sale of residential property
- Understanding the methods of sale available to vendors
- The principles and application of the Residential Estate Agency Practice Statement.

### Level 2

Apply your knowledge and skills to the purchase or sale of all types of property and demonstrate practical experience of the associated decision-making process, marketing, reporting and completion of the transaction. Demonstrate knowledge and understanding of other forms of property transaction, and be aware of the reasons supporting the decision to proceed along the chosen purchase or sale route.

#### Examples of activities and knowledge comprised within this level are:

- Applying the appropriate methods and techniques to successfully undertake purchase and sales of residential property
- Preparing documentation required for buying and selling residential property
- Being involved in compiling Home Information Packs (in England and Wales only)
- Managing the process of negotiation and consultation between clients
- Understanding client requirements and preparation of Terms of Engagement
- Undertaking inspections and gathering information relevant to the property purchase or sale.

### Level 3

Provide evidence of reasoned advice and report to clients on all types of purchase or sale transactions. Demonstrate the ability to see complex cases through from start to finish with appropriate assistance. Be able to provide the client with a holistic view of the entire transactional market, and advise him/her clearly and appropriately, not only on the sale or disposal market but also on other areas.

#### Examples of activities and knowledge comprised within this level are:

- Providing strategic advice on purchase and sale of residential property and provide recommendations on the options available for the property
- Advising vendors on the contents of Home Information Packs and the process for preparing them (in England and Wales only)
- Advising the vendor at a on the likely implications of the findings of any reports contained within the HIP
- Dealing with disputes and demonstrate experience of complex or difficult cases
- Providing advice as to alternative dispute resolution options in the event of breakdown of negotiations and take any necessary action to protect the clients position
- Handling other external factors affecting the buying and selling process such as technological, economic and political issues
- Dealing with leasehold enfranchisement cases.

# Sustainability

Reference no. M009

## Description of competency in context of this sector

The Performance of commercial property as an occupational or investment asset is increasingly affected by sustainability considerations. This competency requires a broad appreciation of the core elements of sustainability – economic, social and environmental. It covers knowledge of the emerging issues in a broad context, and an understanding of the arguments surrounding the effect of sustainability on property performance, worth and value. It also includes the tools and techniques being developed to embed the concept into professional property practices such as property agency, investment, management and valuation practice.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of why and how sustainability seeks to balance economic, environmental and social objectives at global, national and local levels, in the context of land, property and the built environment.

#### Examples of knowledge comprised within this level are:

- Historical background/context – Brundtland, Earth Summits, Climate Change
- Knowledge of the legal and policy framework – UK legislation and EU directives
- An understanding as to how sustainability relates to property – (energy efficiency, accessibility, flexibility etc ), including an appreciation of the key threats to sustainable property use and performance
- Understanding how property occupiers and investors are affected by economic, social and environmental sustainability concerns
- Demonstrate knowledge of current research being undertaken on Sustainability.

### Level 2

Provide evidence of practical application of sustainability appropriate to your area of practice, and of awareness of the circumstances in which specialist advice is necessary.

#### Examples of activities and knowledge comprised within this level are:

- Using and interpreting reports produced with the main sustainability related tools – such as BREEAM, Green Guide to Specification etc
- Understanding the aims of triple bottom line (TBL) analysis and be able to explain how the technique may be adapted to various scenarios within your own area of professional property practice.

### Level 3

Provide evidence of reasoned advice given to clients and others on the policy, law and best practice of sustainability, in your area of practice.

#### Examples of activities and knowledge comprised within this level are:

- Providing reasoned advice/qualitative comment to clients or other stakeholders on the potential financial impact of sustainability on a property/project
- Providing reasoned comment to clients or other stakeholders on the impact of sustainability legislation/policy.

NB: Sustainability advice may be given in the course of providing conventional property advice to clients or other stakeholders (such as valuation, investment or property/asset management advice).

# Valuation

Reference no. T083

## Description of competency in context of this sector

This competency is about the preparation and provision of properly researched valuation advice, in a residential property context, made in accordance with the appropriate valuation standards, to enable clients to make informed decisions regarding property. In the case of the residential survey and valuation pathway this tends to be in the context of security for mortgage purposes.

## Examples of likely knowledge, skills and experience at each level

### Level 1

Demonstrate knowledge and understanding of the purposes for which valuations are undertaken; the relevant valuation methods and techniques; the appropriate standards and guidance; and any relevant statutory or mandatory requirements for valuation work.

#### Examples of knowledge comprised within this level are:

- A general appreciation of the main drivers that have an impact on value
- The principles and application of the RICS Appraisal and Valuation Standards or any other relevant valuation standards
- The principles of Professional Indemnity Insurance
- The underlying principles of property law, planning and other relevant regulations or controls and their impact on property values
- The different purposes for which valuations may be required, (including, bank lending, taxation, performance management etc)
- The role and function of Automated Valuation Models (AVMs)
- The various techniques needed to provide both capital and rental valuation advice
- An understanding of the importance of independence and objectivity.

### Level 2

Demonstrate practical competence in undertaking both capital and rental valuations and detailed involvement with the preparation and presentation of client reports. Demonstrate your ability to use valuation methods and techniques appropriate to your area of practice. Show how the relevant valuation standards and guidance have been applied to your valuation experience.

#### Examples of activities and knowledge comprised within this level are:

- Undertaking residential valuations (primarily for loan security purposes)
- Understanding client requirements and the preparation of Terms of Engagement
- Inspection and information gathering relevant to the valuation work being undertaken
- Analysis and interpretation of comparable evidence
- Preparing valuation reports and advice to meet client needs and comply with the RICS Appraisal and Valuation Standards and other relevant standards
- Experience of using or commenting upon the results of an AVM
- Be able to demonstrate competence to conduct a valuation task from beginning to end with appropriate supervision.

### Level 3

Demonstrate practical competence in undertaking valuations, either of a range of property types or for a range of purposes. Demonstrate the application of a wide range of valuation methods and techniques. Be responsible for the preparation of formal valuation reports under proper supervision and provide reasoned advice. Demonstrate a thorough knowledge of the appropriate valuation standards and guidance and how they are applied in practice.

#### Examples of activities and knowledge comprised within this level are:

- The candidate's experience should cover a range of purposes, such as loan security, internal management, purchase or sale reports, tax, but not necessarily all of these
- The types of property should ideally be varied both in terms of physical attributes and also interest (i.e. freehold and leasehold)
- The candidate's knowledge of the main drivers which impact on property value should include an understanding of the wider influences such as government policy, the economic climate, technological change and other investment medium
- The candidate should demonstrate knowledge as to how their valuation advice inter-relates with their client's other professional advisers
- Advising on the different levels of service that may be required, e.g. desk top advice versus a full inspection lead valuation and the benefits/limitations of each level.

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