

# BMSMA for Building Management Personnel



## Introduction

Property and facilities management is a growing industry in Singapore. With the ever-increasing number of residential developments in Singapore, the demand for more professionally trained property and facilities management personnel is growing in tandem. To meet the high expectations of home owners and residents, building management personnel need to be well equipped with the knowledge of the governing laws and related procedures for the management of estates. In addition, it is also important for them to acquire good interpersonal communication and people management skills to manage difficult and demanding clients in a positive way.

## Objectives

The course covers the essential procedures and laws related to estate management under the Building Maintenance & Strata Management Act (BMSMA). It also provides an awareness and understanding of the crucial people management skills necessary for building management personnel.

## Target Audience

This course is specially designed for facilities/building/property/asset/estate managers/officers/executives and professionals in the FM industry. Building owners/subsidiary proprietors/tenants/residents/council members will also find this course useful.

## Workshop Outline

### DAY 1

#### THE BUILDING MAINTENANCE & STRATA MANAGEMENT

- a) Meaning of share value
- b) Roles and responsibilities
- c) By-laws & house rules
- d) Insurance
- e) Resolutions
- f) Resolving disputes
- g) Two-tier management co-operation scheme
- h) Maintenance

### DAY 2

#### PART 1: COMMUNICATION SKILLS

- a) Laws and obstacles of communication
- b) Listening and questioning skills for building management personnel
- c) Communicating with people from different ethnic, cultural and social background
- d) Communicating in conflict solution in building estate management

#### PART 2: PEOPLE MANAGEMENT SKILLS

- a) Overcoming the barriers to communication in a hierarchical relationship - council members, subsidiary proprietors, residents, tenants
- b) Conveying messages clearly or selling ideas effectively to council members
- c) Recognise, identify and understand the expectations and needs of subsidiary proprietors/tenants/residents
- d) Managing difficult situations, feedback and complaints effectively in a professional manner
- e) Understanding the importance of adopting a positive attitude and using positive language in communicating with residents/tenants

## Details

Date: 4 & 5 October 2010

Time: 9.00am to 5.30pm  
(Registration starts at 8.30am)

Venue: BCA Academy

Fee: S\$406.60 (inclusive of GST)

Lunch and refreshments will be provided.

## Accreditation

PEB - Pending

BCA ACADEMY  
200 Braddell Road Singapore 579700  
Tel: 6248 9999 Fax: 6258 0558  
[www.bcaa.edu.sg](http://www.bcaa.edu.sg)

© 2010 Copyright of Building and Construction Authority. All rights reserved. All information in this document is correct at the time of print.

# Speakers

**Mr. Chan Kok Hong**, Managing Director  
CKH Strata Management Pte Ltd

Mr. Chan heads CKH Property Consultants. With his expert knowledge of the Land Titles (Strata) Act, he is now one of the foremost professionals in the management of strata titled properties. In this capacity, he has been invited to present papers in property seminars all over South East Asia. He has also been asked to discuss issues on property defects and to voice his professional opinions at seminars and conferences.



**Ms. Sherena Mistri-Yiannouka**, Founder and Country Manager  
Dynargie Singapore

Ms. Sherena is the founder of the first Dynargie office in Asia, a company that provides training and consulting business to meet clients' needs. Ms. Sherena is an accredited trainer in the area of management and leadership training, interpersonal communication skills, general oral & written communication skills, presentation skills, personal effectiveness & team building. Her corporate clients include Ascendas, Keppel Land, and government bodies such as Ministry of Defence, Ministry of Education, Monetary Authority of Singapore and Housing Development Board.



Event Code: 77035

## Registration Form - BMSMA for Building Management Personnel

**Date:** 4 & 5 October 2010

**Venue:** BCA Academy

PEB

**Time:** 9.00am to 5.30pm

**Fee** (inclusive of GST): S\$406.60

Please tick accordingly

Name of Participant	NRIC/Passport No:	Designation	HP no.	Email

Yes, I would like to receive course - seminar updates via email \_\_\_\_\_.

Company Name:  Company UEN No.:

Mailing Address:

### Contact Person Particulars

Name: (Dr/Mr/Mrs/Ms):  Email:

Designation:  Hp no.:

Telephone No.:  Fax no.:

### Payment

Enclosed is a cheque no. \_\_\_\_\_ (Cheque should be crossed, marked "account payee only" and payable to 'BCA Academy') for S\$ \_\_\_\_\_

OR Deduct from GIRO acc. No \_\_\_\_\_

(should be the same bank account number as indicated in the Direct Debit Authorisation form submitted to BCA)

.....  
Name/Signature ( \*Company / individual applicant)

Company Stamp  
(For company application)



Reservation may be made by fax, e-mail, post or by hand. To confirm the reservation, payment will have to be made before the seminar date via cheque, VISA or Nets/cash. No invoice will be issued. Walk-in applicants will only be admitted on the basis of seat availability and full payment. Please inform us in writing of any change in your registration, which is subject to administrative charges as shown below:

#### Request for Replacement and/or Withdrawal

- Request for replacement in writing, must reach BCA Academy before the commencement date of the seminar: No administrative charge
- Request for withdrawal in writing, that reaches BCA Academy at least 2 weeks before the seminar date: 90% refund of seminar fee.
- Request for withdrawal in writing, that reaches BCA Academy less than 2 weeks but more than 3 working days before the seminar date: 75% refund of seminar fee.
- Request for withdrawal in writing, that reaches BCA Academy 3 working days or less before the seminar date: No refund of seminar fee.

BCA Academy reserves the right to amend the seminar details or cancel the seminar and fully refund the participants should unforeseen circumstances warrant it.

### Enquiries

For enquiries, please call 6248-9999 / 6248-9843 or email us at [bca\\_academy@bca.gov.sg](mailto:bca_academy@bca.gov.sg)

For details of other seminars and courses, please visit our website @ [www.bcaa.edu.sg](http://www.bcaa.edu.sg)

### Registration

Seats are limited, registration is on a first-come, first served basis. Training places will be confirmed upon the payment of the fees before the commencement date.

Please fax the application form to: 6258-0558

Cheques with original application form should mailed to BCA Academy, 200 Braddell Road, Singapore 579700

**BCA ACADEMY**  
of the built environment