

Annex A: Factsheet on the Recognition of Accreditation Schemes for Managing Agents

Background

Under the Building Maintenance and Strata Management Act (BMSMA), Management Corporations (MCSTs) can appoint managing agents (MAs) to help them manage and maintain their strata developments.

The Association of Property and Facility Managers (APFM) and the Association of Strata Managers (ASM) have introduced accreditation schemes for MAs, with the aim of uplifting the professionalism and competency of managing agents at the 'Individual' and 'Firm' level.

Accreditation for Individual MAs

Under the scheme, a person who provides advice to the Council of MCSTs on the management and maintenance of the estate with respect to the Building Maintenance and Strata Management Act (BMSMA) and relevant legislation, can be accredited under the 'Individual' level.

The individual must:

- Attend a training course conducted by either Association and the BCA Academy (BCAA);
- Pass the required examinations administered by the Association and the BCA Academy;
- Have a minimum of two (2) years of relevant full-time working experience in strata or property management;
- Adhere to and maintain the code of conduct and ethics developed by the Association; and
- Attend a minimum of eight (8) hours of continuous professional development (CPD) training a year.

Accreditation for Firms

The industry accreditation schemes for firms focus on the competencies and services rendered by the MA firms. The firm must have:

- A minimum 30% of its staff accredited as individual MAs in year 2021 and thereafter progressively build up this proportion to 50% in year 2022 and 70% in year 2023;
- Professional indemnity insurance with an appropriate coverage;
- At least one (1) key management staff with a relevant degree or diploma and with a minimum five (5) years of direct working experience in strata or property management; and
- At least one (1) key management staff and one (1) other staff pass interviews conducted by the Association's Accreditation Panel, testing their knowledge in strata management and their professional integrity and objectivity.

The accreditation schemes will be administered by the Associations through their Accreditation Panel, Examination Board and Disciplinary Committee whose Terms of Reference are as follows:

Accreditation Panel: To assess applications of MA firms and individual MAs based on the criteria for accreditation under the scheme and to ensure that the terms and conditions of the accreditation are complied with.

Examination Board: To ensure the overall integrity of the assessment process, approve the appointment of trainers, review and update the curriculum of the prescribed training modules for accreditation, and consider and approve exemptions from the prescribed training for equivalent courses. It will also ensure adequate and appropriate continuing professional development (CPD) courses offered for accredited individual MAs.

Disciplinary Committee: To ensure that all accredited members comply with the Association's code of conduct. The Disciplinary Committee will investigate complaints against an accredited MA firm or individual MA.

Firms that are eligible to be accredited

To date, 16 MA firms have trained the minimum number of staff required for accreditation. They are:

- Affinity Property Consultants Pte Ltd
- Empire City Consultant Pte Ltd
- Jones Lang LaSalle Property Consultants Pte Ltd
- HBA Group Property Consultants Pte Ltd
- Keppel Land Real Estate Services Pte Ltd
- Knight Frank Estate Management Pte Ltd
- LE Property Consultancy Pte Ltd
- Newman & Goh Property Consultants Pte Ltd
- Ocean IFM Pte Ltd
- Pentagon Property Consultants Pte Ltd
- Property Facility Services Pte Ltd
- Propmag Management Services Pte Ltd
- Realty International Associates Pte Ltd
- Savills Property Management Pte Ltd
- SRE Global Pte Ltd
- Wisely 98 Pte Ltd

BCA's Recognition of Accreditation Schemes

The Certificate of Recognition will be valid for three (3) years and subject to renewal. BCA will form a Joint Working Committee (JWC) with each Industry Association to ensure that the Association complies with the criteria set in place for training, conditions of contracts, code of ethics, feedback on errant accredited MA firms, etc. BCA will provide secretariat support to the JWCs. The list of accredited MA firms and individuals will be published on the website of the respective associations.

Training Modules for Accreditation of Individual Managing Agents

1. Familiarity with the Building Maintenance and Strata Management Act (BMSMA) and Regulations
2. Application of BMSMA
3. Building Services and Maintenance
4. Communication and Office Administration