



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

### **Background**

1 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.

2 The Association of Property and Facility Managers (APFM) and the Association of Strata Managers (ASM) have administered accreditation schemes for MAs since June 2021, with the aim of uplifting the professionalism and competency of managing agents at the 'Individual' and 'Firm' level.

3 Criteria for BCA's recognition for the next 3 years include the following, which are not exhaustive:

#### Accreditation for Individual MAs

a) Where the MA is an individual, the associations shall ensure that the requirements for accreditation under the Accreditation Scheme include the following, which are not exhaustive:

- MA has completed all four modules of the Training Modules;
- MA has passed the required examinations administered by ASM or APFM and BCA within two attempts after completing the relevant Training Module, failing which the MA must re-attend and complete the Training Module before the MA is allowed to take the required examinations administered by ASM or APFM and BCA;
- MA has a minimum of two (2) years continuous full-time working experience in strata or property management; and

- MA has completed a continuous professional development (CPD) training for a minimum of eight (8) continuous hours

#### Accreditation for Firms

b) Where the MA is a firm, the associations shall ensure that the requirements for accreditation under the Accreditation Scheme include the following, which are not exhaustive:

- MA has procured professional indemnity insurance with an appropriate coverage;
- MA has employed at least one (1) key management personnel who has a relevant degree or diploma and with a minimum five (5) years of direct working experience in strata or property management;
- MA has employed at least one (1) key management personnel and one (1) employee who passed an interview that tests the personnel's and employee's knowledge in strata management and related topics; and
- Where an MA is accredited under the Accreditation Scheme on or before 23 June 2024, the MA must, by 22 June 2025, ensure at least 50% of its relevant employees are accredited under the Accreditation Scheme, and by 22 June 2027, ensure at least 70% of its relevant employees are accredited under the Accreditation Scheme.
- Where an MA applies to be accredited under the Accreditation Scheme after 23 June 2024, the MA must ensure at least 50% of its relevant employees, are accredited under the Accreditation Scheme before the MA can be accredited under the Accreditation Scheme and the MA must, by 22 June 2027, ensure at least 70% of its relevant employees are accredited under the Accreditation Scheme.

#### Accreditation Panel, Examination Board, Disciplinary Committee

c) In addition, APFM and ASM are also expected to meet the following criteria for the accreditation panel, examination board and disciplinary committee:

- The accreditation schemes will be administered by APFM or ASM through their Accreditation Panel, Examination Board and Disciplinary Committee, each of which shall comprise of members of varied fields and expertise on the management of strata-titled developments.

- Each member of the accreditation panel, examination board and disciplinary committee shall only be a member of the accreditation panel, or examination board, or disciplinary committee, and at least 51% of the members of the accreditation panel, examination board and disciplinary committee are individuals who are not employed by any MA firm and who is not a partner, director or shareholder of any MA firm.
- APFM and ASM have to ensure that the accreditation panel, examination board and disciplinary committee:
  - assesses an MA's compliance with the requirements for accreditation under the Accreditation Scheme and decide whether to accredit the MA under the Accreditation Scheme;
  - ensures that the contents of Training Modules are always relevant to the MAs' needs, and the testing of MAs is conducted in a manner to enable ASM and APFM to determine if an MA is competent to provide managing agent services satisfactorily; and
  - ensures that accredited MAs maintain professionalism and a high standard of conduct and ethics and mete out appropriate actions against accredited MAs for any breach of such professionalism and standard of conduct and ethics.

4 BCA's Certificate of Recognition will be valid for a further three (3) years from 23 June 2024 to 22 June 2027 and subject to renewal. BCA has formed a Joint Working Committee (JWC) with each Association to ensure that they comply with the criteria set in place for BCA's recognition of the association's Accreditation scheme.

5 More information on the accreditation schemes and the list of accredited MA firms and individuals can be found in APFM & ASM's website:

- APFM: <https://www.apfm.org.sg/sub/ama-registered-about.html>
- ASM: <https://www.asm.org.sg/accredited-strata-firms>