



MEDIA RELEASE

For Immediate Release

BCA PILOT STUDY: MANAGEMENT CORPORATIONS ARE MORE SATISFIED WITH SERVICE PERFORMANCE OF MANAGING AGENTS WHO ARE ACCREDITED

- *Pilot study reports encouraging satisfaction levels in service performance of accredited managing agent (MA) firms and individuals;*
- *BCA extends recognition of the accreditation schemes for managing agents (MAs) for another three years to support industry partners in raising professionalism and competencies of MAs.*

24 June 2024, Singapore – Findings from a pilot study conducted by the Building and Construction Authority (BCA) indicated that Management Corporations (MCSTs) have reported encouraging satisfaction levels in the service performance of accredited managing agent (MA) firms and individuals. This underscores the significance of efforts to raise the level of professionalism and competency in the MA industry.

2 BCA initiated the pilot study in November 2023 to gather inputs from MCST council office bearers regarding the performance of MAs and their attributes across various administrative domains. Of the 162 residential MCSTs invited to participate in this pilot study, 88 responses were received from the MCSTs who gave their respective performance rating for their MAs.

3 Findings indicated that participating MCSTs gave an average service performance score of 4 out of 5 to accredited MA individuals as compared to non-accredited MA individuals' average score of 3.7. Among the top 20 highest scores, ranging from 4.1 to 5, 17 of them were for MA firms that are accredited. Moving forward, BCA will explore

working with the industry to introduce a performance rating survey for MCSTs to rate their MAs.

4 Mr Chin Chi Leong, Commissioner of Buildings, BCA, said, “With over 3,600 MCSTs in Singapore, approximately 75% rely on MAs to help in the day-to-day running of their estates. MA firms should therefore prioritise staff training and accreditation which will enhance their skills and credibility, as well as position them as trusted partners capable of delivering quality services. The two accreditation schemes administered by the Association of Property and Facility Managers (APFM) and the Association of Strata Managers (ASM) have played a pivotal role in enhancing professionalism and competence of managing agents at both individual and firm levels.”

Renewal of BCA’s recognition of the MA accreditation scheme

5 As part of BCA’s continual efforts to support industry partners in enhancing the professionalism and competencies of MAs, BCA has extended its recognition of the accreditation schemes for MAs administered by APFM and the ASM for three years, to 22 June 2027.

6 BCA first recognised the accreditation schemes for managing agents when they were launched in June 2021 (see **Annex A** for details). APFM and ASM will each receive a renewed Certificate of Recognition from BCA, which is valid for another three years.

7 MAs can obtain accreditation at the individual level by undergoing a structured training programme, comprising components conducted by either association and additional training by the BCA Academy. The structured programme covers essential areas such as the framework of BMSMA, application of the BMSMA, building services, communication and office administration. The training will equip MAs with the necessary capabilities to carry out their duties professionally and offer informed guidance to MCSTs.

8 Since the inception of the accreditation schemes in June 2021, over 700 MA individuals have obtained accreditation through either APFM or ASM. Additionally, 36 MA firms, serving approximately 46% of all MCSTs in Singapore, have obtained accreditation

from either APFM or ASM. Accreditation for MA firms is subject to criteria such as having sufficient staff accredited at the individual level and fulfilling other accreditation criteria.

9 Dr Lim Lan Yuan, President of APFM said, “For the past three years, APFM has implemented a wide range of courses, including introducing safe management measures during pandemic, outcome-based contracting, and use of mediation in resolving condominium disputes, to further professionalise the provision of property and facility management services. Moving forward, we will continue to enhance our courses by introducing practice content such as conducting effective general meetings and establishing effective resident relationship as well as critical issues on understanding maintainability problems, sustainability, and cyber security to ensure that MAs continually upgrade themselves in keeping pace with the Built Environment industry’s transformation efforts. MCSTs and strata unit owners will certainly stand to benefit if their MAs are accredited, as our accredited MAs will have to meet certain predetermined standards and professionalism.”

10 Mr Teo Poh Siang, President of ASM added, “The recognition by BCA of ASM’s accreditation scheme marks a significant milestone in the training and certification of individuals and firms providing MA and property management services. For many, owning a strata property is their single largest investment. Naturally, property owners expect MAs and their managers to possess the relevant skills and professionalism required to manage these developments effectively. Over the past three years, ASM has been instrumental in the education of MA individuals. ASM has also held over 45 Continued Professional Development (CPD) classes, covering more than 20 strata-related topics with renowned speakers from the United States, Dubai, and Spain. Additionally, strata conferences and workshops have been organised for Accredited Strata Managers, who earned CPD credits for their participation. Accredited Strata Firms, alongside their Accredited Strata Managers, are now better equipped to deliver superior services as managing agents for management corporations.”

11 In June 2023, BCA conducted a series of focus group discussions with both accredited and non-accredited MAs to assess the industry perception of the accreditation schemes. Both accredited and non-accredited MAs provided positive views on the usefulness of the training courses, citing improvements in the quality of their work and willingness to recommend the accreditation trainings to all MAs.

Issued by the Building and Construction Authority on 24 June 2024

Enclosed:

Annex A: Factsheet on the Recognition of Accreditation Schemes for MAs

About BCA

The Building and Construction Authority (BCA) champions the development and transformation of the built environment sector, in order to improve Singapore's living environment. BCA oversees areas such as safety, quality, inclusiveness, sustainability and productivity, all of which, together with our stakeholders and industry partners, help to achieve our mission to transform the Built Environment sector and shape a liveable and smart built environment for Singapore. For more information, visit www1.bca.gov.sg.

For Info: Strata Living Terminology

Management Corporation (MCST): The MCST, in respect of a strata title plan, is composed of the SPs within the specific strata title plan.

Subsidiary Proprietor (SP): SP is a purchaser to whom ownership of a unit has been transferred, as shown on the subsidiary strata certificate of title.

Managing Agents (MA): An MC may employ the services of an MA to perform certain duties in respect of the management and maintenance of their strata-titled development.