CORE
CONCEPT

Property Management: Leasing, Tenant Relations, Service Charges and Asset Performance

27 September – 1 October 2027
London - Central London four-star

Property Management: Leasing, Tenant Relations, Service Charges and Asset Performance

Ref: 183_10610 **Date:** 27 September – 1 October 2027 **Location:** London - Central London four-star **Fees:** 23000 SAR

Introduction:

Weak property management, leasing and tenant control show up as empty units that stay vacant too long, lease terms nobody tracks, rising arrears, service charge disputes and owners who receive numbers without explanation. This Core Concept course gives property and asset managers a working method for residential, retail and office buildings: choosing a management model, reading key lease clauses, letting vacant space, onboarding and retaining tenants, collecting rent, budgeting and reconciling service charges and reporting NOI, occupancy and WAULT. Participants produce a Property Management Plan and Owner Reporting Pack for a mixed portfolio.

Course Objectives:

- Assess a property portfolio's management arrangements, tenancy schedule and income position against the owner's objectives
- Interpret lease types and key lease clauses on rent, term, renewal, repair, use, deposits and default to administer tenancies correctly
- Run leasing, marketing and tenant onboarding processes that shorten void periods and keep tenants informed and engaged
- Control rent collection and arrears and prepare service charge budgets, apportionments and year-end reconciliations that tenants can verify
- Report property performance using NOI, occupancy rate and WAULT and manage operational, compliance and insurance risk across the portfolio
- Prepare a Property Management Plan and Owner Reporting Pack that sets actions and targets for each asset

Target Audience:

- Property managers responsible for day-to-day running, tenants and income of residential, retail or office buildings
- Leasing managers who market vacant space, negotiate heads of terms and manage renewals and lease events
- Asset managers who set performance targets for income-producing property and report to owners or investment committees
- Service charge and property accounting managers who prepare budgets, collect charges and issue year-end statements
- Owners association and community managers who administer shared areas and common costs in multi-owned buildings

Course Outline:

Day 1: Property Management Roles, Operating Models and Portfolio Baseline

- Owner, Asset Manager and Property Manager Responsibility Split
- In-House, Managing Agent and Hybrid Operating Models with Fee Structures
- Property Management Agreement Scope, Authorities and Reporting Duties
- Tenancy Schedule Build: Units, Areas, Rents, Expiries and Break Dates
- Portfolio Health Check: Vacancy, Arrears and Open Tenant Issues Register

Day 2: Lease Types, Key Lease Clauses and Service Charge Frameworks

- Gross, Net and Turnover Rent Lease Structures Compared by Asset Class
- Key Lease Clause Review: Term, Rent Review, Renewal, Break and Default
- Repair, Use, Alteration and Assignment Clauses and Consent Requests
- Service Charge Principles: Recoverable Costs, Transparency and Fair Apportionment
- Owners Association Model for Multi-Owned Buildings: Common Parts, Budgets and Votes

Day 3: Leasing, Tenant Onboarding, Rent Collection and Service Charge Operations

- Vacant Space Marketing Plan, Listing Pack and Viewing Procedure
- Tenant Application Screening, Heads of Terms and Lease Completion Checklist
- Tenant Onboarding Handbook, Move-In Inspection and Tenant Satisfaction Survey
- Rent Demand, Collection Calendar and Arrears Escalation Ladder
- Service Charge Budget Build, Apportionment Schedule and Year-End Reconciliation

Day 4: Property Performance Reporting, Risk, Compliance and Insurance

- Net Operating Income Statement and Budget Versus Actual Variance Review
- Occupancy Rate, WAULT and Lease Expiry Profile Calculation
- Maintenance Coordination: Reactive Requests, Planned Works Calendar and Contractor Access
- Property Risk Register: Tenant Default, Vacancy, Health and Safety and Compliance Certificates
- Property Insurance Schedule, Tenant Insurance Evidence and Claims Notification Steps

Day 5: Case Study Work: Property Management Plan and Owner Reporting Pack

- Mixed-Use Portfolio Case: Retail Vacancy and Office Lease Expiry Cluster
- Residential Tower Case: Service Charge Dispute and Owners Association Meeting
- Asset Plan Actions: Re-Letting, Renewal Strategy and Capital Works Priorities
- Owner Reporting Pack: Income, Arrears, Occupancy and Risk Dashboard
- Property Management Plan Drafting and Peer Challenge

Skills You Will Gain:

- Lease Clause Interpretation
- Tenancy Schedule Management
- Vacant Space Letting
- Arrears Recovery
- Service Charge Reconciliation
- NOI and WAULT Analysis
- Property Risk Control
- Owner Reporting

Why Attend This Course:

- Return with a Property Management Plan and Owner Reporting Pack built for a mixed residential, retail and office portfolio
- Reduce void periods and arrears with a leasing process and a collection ladder the whole team can follow
- Answer tenant and owner questions on service charges with budgets and reconciliations that stand up to review
- Compare property management practice with peers from landlords, managing agents, funds and multi-owned communities

Conclusion:

Income-producing property holds its value when tenancies are tracked, space is let quickly, charges are fair and owners see clear numbers. The course moves from operating models and the tenancy schedule, through lease types, key lease clauses and service charge principles, to leasing, onboarding, collection and reconciliation, then to NOI, occupancy, WAULT, maintenance coordination, risk and insurance. The final day applies these to portfolio cases and produces a Property Management Plan and Owner Reporting Pack ready for the next owner meeting.