

PROPERTY MANAGEMENT MANUAL

IMPORTANT INFORMATION

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The manual should be used as follows to ensure best practice, compliance with State/Territory Legal requirements and office protocols:

1. The principal/licencee-in-charge should read the text and make whatever changes necessary to ensure that the amended edition for the office is exactly what they require.
2. Staff should assist in providing input to changes and additional information.
3. Staff should then be required to read the procedures and, where necessary, seek clarity and understanding on all issues by exchange of questions and answers. They will then need to "sign off" on the manual. This will work to achieve their commitment to complying with the procedures, and also to reduce the risk of litigation and fines, etc to the office if they act outside their stipulated procedures. A Form similar to the one at Form 5 should be used and a copy retained by the office and the staff member.
4. Policies and procedures need to be in constant review and not only changed when there are amendments to legislation or new laws impacting on the industry. There should be a review done every twelve months, six monthly preferably, and for each revision a "revision date" recorded at page 1 to show auditors that adequate supervision of the offices systems, policies and procedures is being done.
5. It is fine to have documented policies and procedures that staff have read, but it is just as important for them to be monitored to ensure staff are carrying out their duties

as specified. This “supervision” monitoring needs also to be documented in the form of minutes in records of meetings- see Forms Section for Meeting Agenda.

6. To comply with some State Supervision Guidelines a licensee must also be able to produce information in the form of written records such as procedures in manuals, minutes of meetings, diary entries and file notes demonstrating the regular use and maintenance of the specified documentation by the office.

7. The licensee should also ensure that staff are adequately trained in all aspects of their job(s), as without same they cannot be expected to comply with policies and procedures adequately.

INTRODUCTION

This Manual contains our Policies and Procedures its purpose is to inform staff about our office protocols and should be used as an important reference tool. The purpose of the Manual is to provide work operational guidelines for employees to follow

The Policies and Procedures in this Manual are to be adhered to at all times, and it is each employee's responsibility to ensure their compliance. Employees will be notified of changes that are made to the Manual when this occurs.

Management invites your comments and feedback on the Manual and its contents which are always welcome.

The content of this Manual forms part of the conditions of all staffs' employment, and the consequence of breaching a company policy or procedure will be treated seriously and action may include the termination of employment.

All staff are required to sign Form 5 – refer Forms Section of the Manual.

The contents of the Manual are confidential. Employees are not to disclose it to or discuss it with any person other than those they work with.

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