

物業設施管理組 PROPERTY AND FACILITY MANAGEMENT DIVISION

物業設施管理測量師

六十年代，隨著香港房地產市場開始對物業及設施進行專業管理，造就了物業設施管理測量師的出現，並迅速發展。物業設施管理測量師可勝任於不同的工作崗位，如產業測量師、產業總監 / 經理、物業經理、維修經理、物業服務經理、設施經理等。物業設施管理測量師為政府、私營企業 / 機構或私人客戶提供由日常管理以至策略規劃的物業及資產管理服務。與此同時，亦以專業及優質的服務協助政府、公營及私人機構代為管理旗下的物業資產包括商業、住宅及工業樓宇，還有商場等設施。

香港的專業測量師備受本地和國際上的認可，被視為房地產及建築業的專家。其中，物業設施管理測量師的職責包括策略設施規劃、資產管理、空間規劃管理、房地產設計及管理、營運及維修、物業管理、企業房地產及其他有關服務。在嚴格遵守專業標準守則下，物業設施管理測量師憑著專業知識及相關經驗，在房地產業發展的各個階段發揮顧問作用。在房地產業啟動階段，物業設施管理測量師可為單一和 / 或多元化發展專案提供安全、功能、空間管理和人力資源規劃等方面提供深入的專家意見。在鞏固階段，則運用其豐富的經驗和專門知識，為客戶提供獨到的意見及適當的建議，如綠化管理、能源節約、空氣品質改善、環境教育、可持續發展和控制方案。在擴展階段，亦可以為客戶提供宣傳平臺，從教育、概念和施行方面提倡綠化管理，藉以發揮物業及設施管理的專業，對香港持續發展環境作出貢獻。

專業範圍

物業設施管理測量師受僱於超過 140 個機構及 10 種不同行業，包括政府部門、政府有關的組織、公共機構、地產發展商、物業及設施管理服務公司、跨國機構、國際房地產顧問行，並能提供專業服務範圍如下：

1. 物業資產管理

物業資產管理是對房地產由採購、銷售、租務、物業管理（包括修葺、改建及製作複雜

的財務報表及預測）以至轉讓都有充分的管理。所管理的設施會根據其資產的性質和規模而定，包括演奏廳、劇院、會議室、住客會所及其消閒設施、商務中心、服務式住宅、食堂等。物業設施管理測量師需要擁有的能力包括照顧使用者、提供創新的資源增值服務及以具成本效益的方法去管理設施。

2. 企業房地產

主要企業對空間規劃的國際性運用製定了空間規劃的規格和指南。物業設施管理測量師可就不同類型的空間而對有關室內設計和裝修的採購和管理提供最佳建議。在現代企業的競爭不斷增加的情況下，房地產必須以最有效率的方法去支援商業活動。測量師應進行對資產進行登記以用作對發展規劃的過程進行檢討和分析。

3. 項目管理

物業設施的項目管理是利用管理知識及專業去完成整個項目以達到甚或超越所有投資者的期望。其主要範圍包括而又不限於提供專業意見以進行可行性研究、設計、工作計劃、合同辦法、可建性、質量控制及整個項目的週期由開始、計劃、執行、控制直至完工。

4. 物業管理

物業設施管理測量師在物業管理方面的職責包括維持物業的質素及為其管理物業的資產增值。物業經理應該維持物業於良好及安全的狀況。良好的保養計劃可以幫助保持樓宇設施的狀況以維持建築物的質素。持續的修葺和改建可以改善所投資的物業以保持與新落成建築物有所競爭。

專業訓練及職能

在取得有關的認可學歷之後，有興趣成為物業設施管理測量師的考生需要取得不少於 400 日認可專業工作訓練，完成三項主要的職能。

在必須職能方面，考生需要取得基本的知識及瞭解以下的核心技能，包括專業操守、香港測量師學會的結構及規則、基本商業及溝

通技巧、自我管理、照顧服務；資訊科技、資料及數據分析；法律、糾紛調解及衝突避免；健康、安全及環保認知。考生亦需要取得以下的其他技能：包括商業管理、組織領導、協商技能；人力資源管理、招聘及選拔；及會計學原理與步驟。

考生亦需要從以下四項核心職能中選取兩項，並將有關知識作深入應用及分析，達致具有足夠能力對該職能提供意見。這包括物業資產管理、企業房地產、項目管理及物業管理。

最後考生亦需要從以下五項非核心職能中選取兩項，並獲得有關該職能的基本知識及理解，包括財務管理、人力資源及組織管理、資訊科技及通訊管理、品質表現管理與基準評價及主要研究。

專業發展

物業設施管理組將會繼續緊密關注物業管理行業之規管及相關法例之修訂。由於新法例對物業設施管理測量師的職業發展有著長遠深刻影響，因此物業設施管理組藉著探討物業管理公司和從業人員發牌之事宜，提出本組別對註冊物業管理從業人員的學歷和專業資格等必備元素的關注，並推動相關事務的發展。此外，亦致力加強與中國北京、上海、廣東的同業的合作關係，從而制訂策略和計劃，並開拓發展模式，讓物業設施管理測量師在香港及中國大陸進一步獲得肯定及認可。

如需更詳盡資料，請向香港測量師學會查詢

電話：(852) 2526 3679

傳真：(852) 2868 4612

網址：<http://www.hkis.org.hk>

電郵：info@hkis.org.hk

北京辦事處

電話：86 (10) 8219 1069

電郵：info-bjo@hkis.org.hk

Property and Facility Management Surveyor

Since the dawn of professional management of the real estate market in Hong Kong in the sixties, Property and Facility Management Surveyors (PFMS) have been engaged and are employed as estate surveyors, estate director/managers, property managers, maintenance managers, property service managers, facility managers, etc., and provide daily operations and strategic management of properties, assets and estates to the clients in both public and private sectors. PFMS has also contributed to the professionalism, quality and excellence of the property management of governmental, corporate and private commercial, residential and industrial buildings, as well as shopping malls and other facilities.

PFMS in Hong Kong are widely recognized both locally and internationally as experts in the real estate and construction industry and their responsibilities are wide ranging and include strategic facility planning, asset management, space planning management, real estate design and management, operation and maintenance, property management, corporate real estate and related services. Confined by the rules of professional standards, PFMS capitalize their professional knowledge as well as relevant experiences and play an advisory role in various stages of the real estate development. At the startup stage, PFMS provides in-depth expert opinions on security, functions, space management, and human resources planning for single and/or multi-development projects. Following on the consolidation stage, we contribute our experiences and expertise on green management, energy savings, air quality improvements, environmental education, sustainable development, and control. At the expansion stage, we provide a promotional platform for green management initiatives through educational activities and exercises on ideas and good practice exchanges so as to contribute to the sustainable development of the Hong Kong built environment.

Area of Specialization

Property and Facility Management Surveyors are employed in over 140 organizations spreading across 10 different sectors including the government, government agencies, public corporations, developers, property and facilities management services providers, multi-national companies, international real estate consultants in the provision of professional services as follows:

1. Property Asset Management

Property Asset Management is the comprehensive management of real estate assets from acquisition, marketing, leasing, property management (including renovation, improvement and production of complex financial packages and projections) through to disposal. Depending on the nature and scale of the asset, this may involve management of extensive facilities including auditorium, theatre, meeting rooms, club house with full range of recreation facilities,

business centre, serviced apartments, canteen etc. The ability of Property and Facility Management Surveyors will provide a caring service to the users, offer innovative value added services and to manage such facilities in a cost effective manner using state of the art technologies is essential.

2. Corporate Real Estate

Space and premises are the inseparable parts of the business operation of a corporation. The strategic and effective management of business space and premises will impact on competitiveness and productivity of the corporation. Property and Facility Management Surveyors are employed with major space users or international real estate consultants to take up responsibility in the global and local strategic space planning, research and business relocation planning. They will assist in the acquisition of space and premises, valuation and agreement on terms.

3. Project Management

Project management for property facilities is the application of managerial knowledge and professional expertise to complete project activities relating to the built environment and to meet or exceed the satisfaction of all stakeholders as a whole. The major incumbents include but not limited to offering professional advice on the feasibility study, desktop design, program, procurement options, constructability, quality control and the final deliverables throughout the project life cycle from the initiating, planning, executing, controlling until the final closing-off.

4. Property Management

Property and Facility Management Surveyors as Property Managers have the overall responsibility for up-keeping the standard and enhancing the asset value of their managed properties. They should maintain the properties in a sound and safe condition. Well planned maintenance schedules can help to upkeep the facilities of the building well so as to maintain the building quality standard. Ongoing renovation, improvement and statutory alteration are the keys to allow the properties held for investment purpose to compete with other newly built buildings.

Training and competencies

After obtaining the relevant academic qualification, candidates, who are interested in becoming PFMS, are required to undergo at least 400 days of recognized professional training in order to acquire the required level of professional competence in three major areas of competencies.

In the area of **Mandatory Competencies**, candidates are expected to achieve general knowledge and understanding in all of the following Core Skills: Ethics, knowledge of HKIS structure, rules and regulations; Basic business & communication skills, self-management, customer care; Information technology, analysis of information and data; Law, dispute resolution and conflict avoidance; and Health,

Safety and Environmental Awareness. They are also required to acquire general knowledge and understanding in all of the following Others Skills: Business management, Organizational Leadership, Negotiation Skills; Management of People and Resources, Recruitment and Selection; and Accounting Principles and Procedures.

Candidates may choose two out of the following four **Core Competencies** and engage themselves in such breadth and depth in knowledge application and analysis with the ability to give advice. These competencies are grouped under Property Asset Management, Corporate Real Estate, Project Management, and Property Management.

Finally candidates are required to achieve general knowledge and understanding in two of the following five **Non-Core Competencies**: Finance Management, Human Resources and Organization Management, Information Technology and Communication Management, Quality and Performance Management and Benchmarking, and Major Research.

Development of the Profession

For the growth and development of the profession, Property and Facility Management Division would closely monitoring on the regulation of the property management industry and review of related government ordinances. It is considered that the pre-requisites on academic and professional qualifications for the registration of property management practitioners would have deep impact to the career development of PFMS in the long run, therefore, the division took the opportunity to raise our concerns towards the licensing of Property Management Companies and practitioners. Besides, we have further established a closer relationship and co-operation with our China counterparts in Beijing, Shanghai and Guangdong. Closer ties with the local and Mainland China open up opportunities to raise the recognition of our profession.

For further information, please contact:

The Hong Kong Institute of Surveyors

Tel: (852) 2526 3679

Fax: (852) 2868 4612

Website: <http://www.hkis.org.hk>

E-mail: info@hkis.org.hk

Beijing Office

Tel: 86 (10) 8219 1069

E-mail: info-bjo@hkis.org.hk