

# PROPERTY MANAGEMENT INDUCTION COURSE

# PMIC 2025

## 2 DAYS INDUCTION COURSE PROGRAMME

### DATES:

- 19 & 20 February 2025
- 21 & 22 May 2025
- 23 & 24 July 2025
- 12 & 13 November 2025

8.30AM- 4.30PM

HOTEL OLYMPIC MALAYSIA,  
WISMA OCM, JALAN HANG JEBAT,  
CITY CENTRE, 50150 KUALA LUMPUR

**SPECIAL PROGRAM DESIGNED FOR  
BUILDING MANAGERS (BM) &  
BUILDING EXECUTIVES (BE)**

## RM 700 FOR 2 DAYS

Scan the QR Code to register



MALAYSIAN INSTITUTE OF  
PROPERTY AND FACILITY MANAGERS

### • STRATA MANAGEMENT ACT 2013 (ACT 757) & REGULATIONS

- SUMMARY OF ACTS & REGULATIONS
- MANAGEMENT PERIOD, AGM/EGM & PROXY
- FIRST/SECOND/THIRD SCHEDULE
- PROCUREMENT METHODS, OTHERS RELATED GUIDELINES & SOPS
- INTERFLOOR LEAKAGE PROCEDURE
- MAINTENANCE CHARGE - SEIZED/AUCTION/TRIBUNAL/COURT CLAIMS
- OFFENSES UNDER THE ACT

### • HANDING OVER

- PRE-TAKING OVER & DURING TAKING OVER
- CHECKLIST ON TAKING OVER
- POST-TAKING OVER FOLLOW-UP MISSING/ INCOMPLETE ITEMS

### • BUILDING MANAGEMENT

- SUPERVISION ON SERVICE PROVIDERS & CONTRACTORS FOR REPAIR WORKS ETC.
- OBTAINING QUOTATIONS, TABULATE & ANALYSIS
- CARRY OUT PROCEDURES ON REPAIRS AND MAINTENANCE / PURCHASING/ PROCUREMENT PROCEDURE
- CALCULATION & COLLECTION OF SERVICE CHARGE AND SHARE UNITS

### • FINANCIAL MANAGEMENT

- CHECK DAILY CREDITS/ PAYMENTS, IDENTIFY PAYEES & STEPS TO IDENTIFY PAYEES
- ASSIST IN PREPARATION OF MONTHLY, ANNUAL ACCOUNTS & ANNUAL BUDGET
- HANDLE DEFAULTERS & SMA PROCEDURES
- PROCESS & PROCEDURES OF STRATA MANAGEMENT TRIBUNAL

### • ADMINISTRATIVE MANAGEMENT

- RENEWAL OF LICENSES, PERMITS, STATUTORY PAYMENTS, UTILITY & OUTGOINGS EXPENSES.
- CUSTOMER RELATION MANAGEMENT - HANDLING COMPLAINTS, DISPUTES, TROUBLESHOOTING & PROBLEM-SOLVING.
- FACILITATE COMMITTEE MEETINGS, AGENDA & MINUTES OF THE MEETING.

### • ETHICS AND CODE OF CONDUCT

- ACT 242
- MALAYSIAN PROPERTY MANAGEMENT STANDARDS (MPMS)
- ETHICS, INTEGRITY & ACCOUNTABILITY
- INTEGRITY IN PROCUREMENT

### • INSURANCE MANAGEMENT

- TYPES OF INSURANCE & THE INSURANCE COVERAGE
- OBTAIN INSURANCE COVER QUOTATIONS
- SOP POST-INCIDENTS
- SOP FOR INSURANCE CLAIMS SUBMISSION
- SUM INSURED / VALUE OF THE PROPERTY
- THE IMPACT ON MC/JMB IF NOT GETTING INSURANCE (BASED ON ACT 757)
- SOP TO APPOINT THE COMPANY'S INSURANCE

### • MAINTENANCE MANAGEMENT

- CONCEPT OF MAINTENANCE MANAGEMENT UNDER THE BOVEAP PM STANDARD
- MANAGEMENT TOOLS AND METHODS USED IN MAINTENANCE.
- LIST OF ITEMS UNDER MAINTENANCE.
- INTRODUCTION TO SOFTWARES USED IN MAINTENANCE.

### • HEALTH, SAFETY & EMERGENCY MANAGEMENT

- FILING AND MONITOR RENEWAL OF ALL ANNUAL CERTIFICATES & PERMITS A
- ENFORCING FIRE SAFETY RULES & THE EXPIRY OF FIRE EXTINGUISHERS
- REPORTING PEST INCIDENTS & PEST PREVENTION

### • ASSESSMENT

# TOPICS



# PROPERTY MANAGEMENT INDUCTION COURSE

# PMIC 2025



## ABOUT PMIC

To meet the expectations of all stakeholders and to improve the image of the property management industry and profession as a whole, an entry level certification course is necessary.

### PMIC Aims & Objectives:-

(a) To prepare all new entrants into property management industry with adequate practical knowledge and skills to be empowerment ready.

(b) To upgrade practical knowledge and skills of existing frontline personnel in Property Management industry to meet expectations from all stakeholders.

(c) To be employment ready with the ability to undertake day to day property management activities.

(d) To be inculcated with professionalism, ethical values, integrity and accountability.

### PMIC Competency:-

(a) To be able to carry out property management activities that meet the law and regulatory requirements i.e. Act 242, Act 757, Malaysian Property Management Standards etc.

(b) To have a comprehensive understanding on the management aspects of property management e.g., supervision, compliance, safety, budgeting, etc.

(c) To have skills in problem solving, complaints handling and customer relationship management.

(d) To have adequate operational knowledge of the building services and its related processes for smooth operation and meeting OHS requirements.

\*Subject to change disclaimer. Please note that all speakers and topics were accurate at the time of printing. However, MIPFM reserves the right to modify any part of the program, or substitute speakers for reasons outside of its control.

## PROGRAMME

### • DAY 1

8.30am - 9.00am	Registration
9.00am - 10.00am	Financial Management by PMgr Sr Nageswaran Muniandy, Director of Knight Frank Malaysia
10.00am - 10.15am	Break
10.15am - 11.15pm	Maintenance Management by PMgr Sr Matthias Loui, Henry Butcher Malaysia Property Management (Sel) Sdn Bhd
11.15pm - 12.15pm	Health, Safety & Emergency (HSE) management by PMgr Sr Matthias Loui, Henry Butcher Malaysia Property Management (Sel) Sdn Bhd
12.15pm - 1.15pm	Lunch
1.15pm - 2.15pm	Building Management by PMgr Sr Low Han Hoe, Independent Property Consultant
2.15pm - 3.15pm	Insurance Management by PMgr Sr Ishak Ismail, Director of IM Global Property Consultant Sdn Bhd
3.15pm - 3.30pm	Break
3.30pm - 4.30pm	Ethics and Code of Conduct by PMgr Sr Ishak Ismail, Director of IM Global Property Consultant Sdn Bhd

### • DAY 2

8.30am - 9.00am	Registration
9.00am - 10.30am	SMA 2013 (Act 757) & Regulations by PMgr Sr Che Adzhan bin Che Adnan, Assistant Director Commissioner of Buildings (COBKL)
10.30am - 10.45am	Break
10.45am - 11.45am	Administrative Management by PMgr Sr Ahmad Ishak Bin Ahmad Tajul Ariffin, IQZ Property Surveyors Sdn Bhd
11.45am - 12.45pm	Lunch
12.45pm - 1.45pm	Handing Over by PMgr Rozaini Nizar, Organising Chairman for MIPFM CPD Seminar
1.45pm - 2.00pm	Break
2.00pm - 3.00pm	Assessment coordinate by Prof PMgr Dr. Ting Kien Hwa



# SPEAKERS



**PMgr Sr Ishak Ismail**

Sr Haji Ishak bin Ismail is the Founder and Managing Director of IM Global Property Consultants Sdn Bhd. He has been in real estate practice since 1991. In 2015, he has been accredited as an International Certified Valuation Specialist or Business Valuer by the International Association of Consultants, Valuators and Analysts (IACVA). He obtained his Master in Business Administration (MBA) from International Islamic University, Malaysia in 2006. He has more than 30 years of experience in consultancy services including valuation, estate agency, project management, auction and property training. He has received an excellent award and the Property Manager of the Year from the BOVAEP. Sr Haji Ishak is a Property Management Committee at the BOVEAP and President of the Malaysian Institute of Property and Facility Managers (MIPFM). He is also a Fellow member of the Royal Institute of Surveyors Malaysia (RISM), PEPS, and as well as MIPFM.

PMgr Sr Che Adzhan Che Adnan is the Assistant Director of Commissioner of Buildings (COB), Valuation and Property Management Department in Dewan Bandaraya Kuala Lumpur (DBKL). He holds a Degree in Estate Management from Universiti Teknologi Mara (UiTM). He has served at Commissioner of Buildings (COB), Valuation and Property Management Department (DBKL) since 2013. PMgr Sr Che Adzhan is involved in giving talks and sharing knowledges on strata management to developer, joint management body or management committee, others local authorities body, building management companies and others related agencies. PMgr Sr Che Adzhan is a Registered Rroperty Managers (RPM) with The Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP). He is also members of MIPFM and RISM.



**PMgr Sr Che Adzhan**



**PMgr Sr Matthias Loui**

Sr Matthias Loui is currently with Henry Butcher Malaysia Property Management (Sel) Sdn Bhd. He has more than 33 years experience in real estate, property valuation services, property development and property management in both established professional consultancy companies and large corporations. His expertise includes marketing, leasing and management of the prime properties in particular high-rise and commercial. Sr Matthias is a Registered Valuer, Property Manager and Estate Agent with the Board of Valuers, Appraisers, Estate Agents and Property Managers Malaysia (BOVAEP). Sr Matthias is a Fellow member of the Royal Institute of Surveyors Malaysia (RISM), PEPS, and as well as the Malaysian Institute of Property and Facility Managers (MIPFM). During his early years of training in professional chartered surveyors firms, Matthias has accumulated many years of hands-on experience in all property related services and in particular property management and has proven to be very invaluable in his present capacity. He has also gained wide exposure during his tenure in prominent property developers' companies and is capable to undertake and provide services which are in line with his client's objectives and aspirations.

PMgr Rozaini Nizar is a Head of Group Property Management for Amanah Raya Berhad. He began his career as a Section Head at AmBank (M) Berhad in February 1997. He then continued his career as Project Coordinator at RHB Islamic Bank Berhad and subsequently led the Project Management Department in Bank Islam Malaysia Berhad. Between 2009 and 2016, Rozaini served as the Chief Operating Officer of HBE Management Group of Companies, a property management consulting firm and Head of Corporate Services Department of Azmi & Co Sdn Bhd. Prior to joining Amanah Raya Berhad, he was a Director at Firdaus & Associates Property Management Services Sdn Bhd. Rozaini holds a Bachelor of Business Administration from Universiti Putra Malaysia. He is a Registered Property Manager under the Board of Valuers, Appraisers, Estate Agents and Property Managers. He is also a Fellow Member of the Malaysian Institute of Property and Facility Managers. PMgr Rozaini is currently pursuing his Master in Real Estate at Universiti Malaya (UM).



**PMgr Rozaini Nizar**



**PMgr Sr Low Han Hoe**

Han Hoe currently serves as a member in the Estate Agency Practice Committee (EAPC) with the BOVEAP. His expericen sprade over 30 years comprising Valuation, Property Management and Estate Agency, started with Jones Lang Wootton, Regroup Associates, Dijaya Property Management Services, H.H. Low and Associates and ARA Dragon Fund and Includes illustrative years as a Senior Manager, Investment & Agency with Nawawi Tie Leung Real Estate Consultant Sdn Bhd (formerly DTZ). He is a Registered Valuer, Estate Agent and Property Manager with BOVEAP. He has managed significant accounts with Government-linked companies and government agencies, oil & gas, multinational corporations and concluded deals such as sales of two hotels in Penang, sale of an office building in London and a joint venture deal in Penang. He is presently working as an independently working as independent property consultant as well as coach/ mentor/ trainer effective from January 2023.

Sr Nageswaran Muniandy is a Director of Knight Frank Malaysia. He holds a Bachelor of Property Management from Universiti Teknologi Malaysia and has almost 15 years' experience in property management in stratified and landed residential developments, retail and commercial properties. Being a Building Manager himself at the start of his career, he has vast involvement in operations, administration and financial management. His experience covers strata management which includes the formation of JMBs/MCs, managing the transition period between the developer and JMBs/MCs, moderating general meetings, management committee meetings, client-contractors meetings for projects etc. He had successfully implemented a number of cash call programs for some MCs for expediting capital improvement works. He had also worked with the Commissioner of Building for setting up operating procedures for short-term rent/lease at stratified properties and handled several litigations in regards to defaulters and breach of by-laws.



**PMgr Sr Nageswaran**



**PMgr Sr Ahamad Ishak**

PMgr Sr Ahmad Ishak bin Ahmad Tajul Ariffin is a Director of IQZ Property Surveyors Sdn Bhd. He holds a Master Degree in Property Investment from University Technology Mara (UiTM). PMgr Sr Ahmad Ishak has almost 13 years' experience in property management in stratified residential developments. He is a Fellow members of MIPFM and a members of RISM, PEPS, PETAMA and FIABCI Malaysia. PMgr Sr Ahmad Ishak aslo actively involved in the COB's talks and activities. is a Registered Rroperty Managers (RPM) with The Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP).