BLACKBIRD FOR TRAINING

# Property Management Training Course

19 – 23 April 2027
Kigali (Rwanda)



# Property Management Training Course

**Ref:** 3256028_214724 **Date:** 19 – 23 April 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

## Introduction

This practical and comprehensive training course is designed for professionals working in **property management, asset management, real estate development, leasing, operations, and maintenance**, who require practical skills to manage properties efficiently and improve their performance and value.

The course covers the key aspects of property management, with a focus on **planning and operations, tenant management, leases and contracts, maintenance, cost control, risk management, performance indicators, and improving property returns**.

The programme emphasises practical application of property management best practices to **improve operational efficiency, enhance tenant satisfaction, control costs, protect property value, and strengthen financial returns**.

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## Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamental principles of property management.
- Understand the property lifecycle and its management stages.
- Develop effective property operation and management plans.
- Manage tenant relationships and improve tenant satisfaction.
- Understand and manage lease agreements, renewals, and expirations.
- Monitor leasing, occupancy, and rental collection activities.
- Manage preventive and corrective maintenance activities.
- Monitor and control operating and maintenance costs.
- Apply Key Performance Indicators KPIs to measure property performance.
- Manage suppliers and operations and maintenance service providers.
- Identify operational, legal, and financial risks associated with property management.
- Apply effective safety, security, and emergency management practices.
- Improve resource utilisation and operational efficiency.
- Support the preservation and enhancement of property value.
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Make practical decisions to improve the financial and operational performance of properties.

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**Course Outline**

**Day One - Property Management Fundamentals and Operational Planning**

1. Introduction to property management and the role of the property manager
2. Types of properties and their management characteristics
3. Property lifecycle and management planning
4. Developing property operating plans and budgets
5. Organising daily operations and monitoring performance

**Day Two - Tenant, Leasing, and Lease Management**

1. Principles of tenant relationship management
2. Leasing and occupancy management and vacant unit management
3. Managing lease agreements and monitoring obligations
4. Rental collection, arrears, and cash flow management
5. Handling tenant complaints, renewals, and lease termination

**Day Three - Operations, Maintenance, and Facilities Management**

1. Principles of property operations and maintenance
2. Preventive and corrective maintenance and work order management
3. Management of building systems, services, and facilities
4. Supplier and contractor management and Service Level Agreements SLAs
5. Monitoring maintenance quality and improving operational efficiency

**Day Four - Cost, Risk, and Financial Performance Management**

1. Managing property operating and maintenance costs
2. Preparing and monitoring operating budgets and expenses
3. Analysing revenues, costs, and Net Operating Income NOI
4. Risk management, insurance, safety, and emergency management
5. Key Performance Indicators KPIs and financial and operational performance measurement

**Day Five - Property Value Enhancement and Practical Case Studies**



1. Strategies for improving property performance and value
2. Improving occupancy and revenues while reducing operating costs
3. Applying best practices in property management
4. Practical case studies and operational problem-solving
5. Developing an integrated property management plan and final course review

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**Why Attend This Course? - Gains & Losses!**

**Gains**

- Develop practical property management skills.
- Improve operational and maintenance efficiency.
- Increase tenant satisfaction and retention.
- Improve lease and leasing management.
- Reduce vacant units and improve occupancy rates.
- Improve rental collection and arrears management.
- Control operating and maintenance costs.
- Strengthen supplier and contractor management.
- Improve risk, safety, and emergency management.
- Use performance indicators to support better decisions.
- Protect property value and enhance financial returns.

**Potential Losses**

Without effective property management practices, organisations may face:

- Higher operating and maintenance costs.
- Lower occupancy rates and increased vacancies.
- Delayed rental collection and increased arrears.
- Lower tenant satisfaction and higher tenant turnover.
- Recurring equipment failures and increased repair costs.
- Weak control over suppliers and contractors.
- Reduced property value due to inadequate maintenance and management.
- Increased operational and legal risks.
- Poor financial performance and lower property returns.
- Losses resulting from ineffective operational and management decisions.

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**Conclusion**



Over one week, this course provides a comprehensive and practical understanding of **property management, operations and maintenance, tenant management, leasing and contracts, cost control, and financial performance**.

The programme is designed with a strong focus on practical application of property management best practices, including **leasing, occupancy management, rental collection, maintenance, supplier management, risk management, and performance measurement**.

Participants will be equipped to manage properties more effectively while balancing **service quality, operational efficiency, tenant satisfaction, cost control, property value preservation, and financial returns**.

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**Frequently Asked Questions FAQ**

**1. Who is this course designed for?**

Property and asset managers, leasing and operations professionals, maintenance and facilities personnel, and professionals working in real estate development and investment.

**2. Is the course practical?**

Yes. The course has a strong practical focus on property management and addressing day-to-day operational and financial challenges.

**3. Does the course cover tenant management?**

Yes. It covers tenant relationships, occupancy, complaints, renewals, lease termination, and rental collection.

**4. Does the course cover lease management?**

Yes. It covers the practical principles of managing lease agreements, monitoring obligations, renewals, and expirations.

**5. Does the course cover operations and maintenance?**

Yes. It covers preventive and corrective maintenance, work order management, suppliers and contractors, and service quality monitoring.

**6. Does the course address financial aspects?**

Yes. It covers budget preparation and monitoring, revenue and cost analysis, Net Operating Income, and financial performance indicators.



**7. What is the duration of the course?**

One week, four hours per day, for a total of 20 training hours.

**8. Is the course delivered by one trainer?**

Yes. The entire training programme is designed to be delivered by one trainer throughout the one week.

