

Property Management Training Course

Milan (Italy)

22 - 26 March 2027

UK Training

PARTNER



Property Management Training Course

Code: 32 From: 22 - 26 March 2027 City: Milan (Italy) Fees: 5200 Pound

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**.

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.
- Make practical decisions to improve the financial and operational performance of properties.

UK Training
PARTNER



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

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.

Conclusion

Over five days, 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**

A graphic of a chessboard with several chess pieces (pawns, knights, and a king) on it, used as a background for the 'UK Training PARTNER' text.

UK Training
PARTNER

preservation, and financial returns.

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?

Five days, 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 five days.

The logo for UK Training Partner, featuring the text 'UK Training' in a small font above the word 'PARTNER' in a large, bold, black font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver.

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D'EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding), Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation Oman

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training