



CONSTRUCTION MANAGEMENT | CM-039

Property Management and Tenant Relations

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Course content

Why Attend

Well-managed properties keep tenants longer, reduce costs and protect the value of the asset. Poor property management, on the other hand, leads to vacancies, disputes and declining income.

This course covers the day-to-day and strategic sides of property management for residential, commercial and mixed-use buildings: leasing and tenant relations, rent collection, service charges, maintenance planning, health and safety, budgeting and reporting to owners.

Course Methodology

- Expert briefings on property management practice
- Case studies of residential and commercial buildings
- Exercises on budgets, service charges and reporting
- Role plays on tenant communication and dispute handling
- Group work on a property management plan

Course Objectives

- Explain the role and responsibilities of the property manager
- Manage leasing, tenant onboarding and tenant relations
- Control rent collection, arrears and service charges
- Plan preventive maintenance and manage contractors
- Ensure building safety and regulatory compliance
- Prepare property budgets and owner reports

Target Audience

- Property managers and building managers
- Facility and operations managers

Course content

- Leasing and tenant relations staff
- Asset managers who oversee property managers

Course outline

Detailed course outline

Day-by-day outline for Property Management and Tenant Relations.

Day 1 - The Role of Property Management

- 09:00-09:54 | Property, facility and asset management compared
- 09:54-10:48 | Responsibilities to owners and tenants
- 10:48-11:00 | Management agreements and service levels
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Management agreements and service levels (continued)
- 12:12-13:06 | Types of property and their management needs
- 13:06-14:00 | Key performance indicators for property managers

Day 2 - Leasing and Tenant Relations

- 09:00-09:54 | Marketing vacant space and screening tenants
- 09:54-10:48 | Lease terms and tenant onboarding
- 10:48-11:00 | Communication and service standards
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Communication and service standards (continued)
- 12:12-13:06 | Handling complaints and disputes
- 13:06-14:00 | Tenant retention and renewals

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Day 3 - Income, Service Charges and Budgets

- 09:00-09:54 | Rent collection and arrears management
- 09:54-10:48 | Service charge budgets and reconciliation
- 10:48-11:00 | Operating expense control
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Operating expense control (continued)
- 12:12-13:06 | Annual property budgets
- 13:06-14:00 | Financial reporting to owners

Day 4 - Maintenance, Safety and Compliance

- 09:00-09:45 | Preventive and reactive maintenance
- 09:45-10:30 | Procuring and managing contractors
- 10:30-11:00 | Building safety, fire and health requirements
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Building safety, fire and health requirements (continued)
- 12:30-13:15 | Energy and sustainability measures
- 13:15-14:00 | Emergency and incident response

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Day 5 - Improving Property Performance

- 09:00-09:45 | Measuring tenant satisfaction
- 09:45-10:30 | Technology and property management systems
- 10:30-11:00 | Capital expenditure planning
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Capital expenditure planning (continued)
- 11:45-13:15 | Case study: turning around an underperforming building
- 13:15-14:00 | Personal action plan

Seminar dates

Available seminar dates

Live dates and pricing for Property Management and Tenant Relations generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Barcelona	Classroom	€2,815
18 - 22 January 2027	Istanbul	Classroom	€1,978
15 - 19 February 2027	Rome	Classroom	€3,460
15 - 19 March 2027	Geneva	Classroom	€4,315
19 - 23 April 2027	Amsterdam	Classroom	€2,830
17 - 21 May 2027	Geneva	Classroom	€4,315
21 - 25 June 2027	Istanbul	Classroom	€1,978
19 - 23 July 2027	Vienna	Classroom	€3,225
16 - 20 August 2027	Barcelona	Classroom	€2,815
20 - 24 September 2027	Istanbul	Classroom	€1,978

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