

Certified Property Manager

MODULE 1

Social economics and Property economics
Social economics and real estate economics
Introduction Property economics
Property prices
The aims and means of economic policy
Monetary policy
Financial policy
Exercise tasks
Submission task

MODULE 2

Financial Property Management
Asset management - Avoid loss
Properties for Return purposes
Property valuation
Valuation methods
Property management - Risk & Return
Exercise tasks
Submission task

Certified Property Manager

MODULE 3

Technical property management and energy efficiency

The building's Climate Shell

The building's energy needs

Transmission losses

Air heating

Energy consumption Overview

Heating

Energy Efficiency Measures

Water saving

Heat adjustment

Exercise tasks

Submission task

MODULE 4

Law - Property and tenancy law

The rental market

The lease agreement

Rental period and termination

The condition of the apartment and obstacles in the tenancy

Armament order

Tenant influence

The Landlord's Information Obligation

The rent

Transfer of the tenancy

The Environmental Code

Exercise tasks

Submission task

Certified Property Manager

MODULE 5

Customer care and Leadership
Customer Relations Management
Why customer care
Customer profiles and customer service
Personality and sales skills
Quality in customer care
Loyal customers
The company's customer policy
Leadership
Exercise tasks
Submission task

MODULE 6

Leadership
Knowledge of human behavior
Communication
Manager & Leader
Leadership attitudes
Leadership behaviors
Learning
Exercise tasks
Submission task