

COMMERCIAL PROPERTY MANAGEMENT TRAINING

SEPARATELY BOOKABLE SEMINARS

Train Your Team & Save

Call us now to discuss details

Best Practice Property Management

21 & 22 NOVEMBER 2011 – WELLINGTON
23 & 24 NOVEMBER 2011 – AUCKLAND

Improve your existing property management skills and enable yourself to more effectively control costs whilst maximising returns

**Duncan
Waddell**



Commercial Property Law Update

26 OCTOBER 2011 – WELLINGTON
7 NOVEMBER 2011 – AUCKLAND

★ **UPDATED FOR 2011**

- Understand Unit Title Act 2010 as relevant to commercial property
- Find out what is required of financial service providers and financial advisers
- Find out what your rights and interests are when contracts go wrong

**Joanna
Pidgeon**



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Best Practice Property Management

21 & 22 NOVEMBER 2011 – AMORA HOTEL, WELLINGTON | 23 & 24 NOVEMBER 2011 – MERCURE HOTEL, AUCKLAND



COURSE OUTLINE

Like most facets of modern businesses, the management of property and assets have to meet the same imperatives of controlling costs and maximising returns. Therefore it is imperative that you grasp and optimise your property management skills to ensure you meet the demands of the competitive property market.

Through a comprehensive analysis of best practice techniques, national and international experiences, individual and group exercises you will be able to focus your management thinking and learn new approaches. Don't miss this opportunity to gain a competitive edge through **Best Practice Property Management**.

Property Management

- Introduction to property management
- Defining the role of the property manager
- Duties, responsibilities, scope of management
- Policy creation and procedure education
- Technology and administrative controls

Maintenance Planning

- Principles of maintenance
- Planning and monitoring
- Working with contractors and consultants
- Purchase and inventorying supplies
- Risk management
- Property inspection
- Work order, maintenance requests and logs, task lists
- Do's and don'ts of maintenance
- Typical maintenance problems AND solutions

Occupational Safety & Health

- Applying OSH management in your property
- Safe management practices
- Hazard identification
- Controlling risks

Leasing Fundamentals and Lease Management

- Developing the leasing strategy
- Leasing initiatives
- Lease management processes, from marketing to documentation
- Understanding market forces
- Lease management strategies
- Managing the fundamental terms of the lease

Facilities Management

- Developing a corporate real estate planning framework that meets your organisations needs
- Managing various corporate real estate components
- What should you use in real estate services vs. in-house provision
- Managing the balance between property management and facility management

Asset Management

- Establishing asset management objectives
- Property life cycle planning
- Implementing asset management functional activities and key asset management elements
- Calculating the cost of facilities over the property lifecycle
- Assessing facility performance requirements over the property/asset life cycle

Risk Management

- Overview of risk management as applicable to property management
- How to develop and implement a risk management framework
- Asset and infrastructure protection

Contracts and Outsourcing

- Development of Service Level Agreements
- Developing a strategic performance model
- Customer satisfaction
- Gaining stakeholder ownership and commitment
- Measuring the success of contract delivery
- Risk and reward management strategies

Tenant and Customer Relations

- Communication strategies and relationship planning
- What to incorporate in tenant and directors meetings
- Expectations of tenants

Duncan Waddell

Managing Director, FM Intelligence



Duncan Waddell has over 20 years of international professional experience. He has worked with a wide range of clients including National Australia Bank, BHP Biliton Ltd, Woolworths, Orica, Woodside Energy, Shell Australia and Coles Myer. Duncan has assisted clients to achieve optimisation of operational costs through innovative management procedures, and has a knowledge of contract preparation and supervision. Duncan also provides assistance to clients balancing an understanding of their service needs with the commercial and financial ramifications of any property, facility and asset management decisions.

Commercial Property Law Update

26 OCTOBER 2011 – MUSEUM HOTEL, WELLINGTON | 7 NOVEMBER 2011 – MERCURE HOTEL, AUCKLAND



COURSE OUTLINE

The Property Law Act 2007 is aimed at improving the law around buying and selling property, mortgaging property and entering into commercial leases in New Zealand. The Act came into force on 1 January 2008 to repeal and replace the Property law Act 1952.

If you're involved in the buying or leasing or selling **commercial property**, **Commercial Property Law Update** will be a very useful course to you as it keeps you abreast of what the changes are and how the new law brings about a significant expansion of scope and changes to a variety of complex and technical commercial property rules. Your rights and interests, securities and leases entered before 1 January 2008 as well as procedural requirements and considerations in commercial leases under the new act, amongst other significant areas will be factored into this course.

Sale and Purchase Agreements

- Legislative requirements that govern the salesperson during the Sale and Purchase process
- Eighth edition 2006(4) agreement
- Claims for compensation prior to settlement
- GST changes
- Unit title changes

Unit Titles Act 2010

- New disclosure obligations on sale of properties
- New rules and meeting and voting procedures
- Layered development structures
- New disclosure requirements on developers turnover
- Tenancy tribunal handles disputes
- Rights and Interests in the Commercial Property Market
- Issues arising from unconditional agreements
- Refund of deposit disputes
- Valuation claims
- Rent reviews and clauses
- Alternative rent review methods

Considerations in Commercial Leases

- Provisions under short term lease
- Provisions under sublease term
- When is ground lease an appropriate arrangement
- Landlord's consent

- Right to relief if lessor refuses to enter into a renewal
- Cancellation and re-entry
- Notice requirements
- Insurance protection – and the effect of Christchurch earthquakes

Financial Service Providers and Financial Advisers

- Property Advisers and Managers may need to be registered
- Exemptions for most valuers and licensed real estate agents

Joanna Pidgeon Pidgeon Law



Joanna Pidgeon is a commercial property and business law specialist. She advises on projects including apartment buildings, terraced housing developments, hotel and resort developments, commercial, office and retail building.

Joanna is experienced in leasing matters representing both landlords and tenants and advises on green leasing. Joanna is a member of the New Zealand Law Society Property Law Section Land Titles Committee and the New Zealand Law Society CLE Property Law Consultative Group. She is also a member of the Auckland District Law Society's Property Law and Property Disputes Committees and is a former member of their Forms and Precedents Committee.



IN-HOUSE TRAINING SOLUTIONS

If your team would benefit from training, then contact us to discuss a customised in-house solution.

Some of the benefits of our in-house events include:

- Cost effective: save up to 40% on costs over public training
- Flexible timing and locations - one day options are available
- Tailored to your needs
- Interactivity: participate in discussion of day-to-day experiences and organisational problems in confidence

To find out more, please call (09) 912 3610 or email mike@brightstar.co.nz



OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

Clear Business Writing – November 2011

How to Think Like a CFO – November 2011

Contract Law for Non Lawyers – November 2011

Priority Booking Code	Customer Number
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COMMERCIAL PROPERTY MANAGEMENT TRAINING

Best Practice Property Management

Commercial Property Law Update



Brochure Code: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

First Delegate

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 Last Name _____ Position _____
 Email _____ Mobile _____
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Second Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____ Position _____
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Company Details

Company Name _____
 Postal Address _____ City _____
 Telephone _____ Fax _____
 Name of Approving Manager _____
 Position _____ Email _____
 Booking Contact _____
 Position _____ Email _____

Course Information

	EARLY-BIRD SPECIAL Registrations received/paid before below dates	STANDARD PRICE Registrations received/paid after below dates
Best Practice Property Management (TE033)	\$1895 plus GST SAVE \$200 (3 October 2011)	\$2095 plus GST (3 October 2011)
Commercial Property Law Update (TE034)	\$1195 plus GST SAVE \$100 (7 September 2011)	\$1295 plus GST (7 September 2011)

FIVE EASY WAYS TO REGISTER TODAY!

ONLINE: Visit our website: www.brightstar.co.nz

BY PHONE: (09) 912 3616

BY EMAIL: Send to register@brightstar.co.nz including all of the information included on the registration form

BY POST: Return completed registration form together with payment to: Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

BY FAX: Fax completed registration form to (09) 912 3617

HOW TO PAY

Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

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What happens if I have to cancel?

You have several options:

Send a substitute delegate in your place

Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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Personal data is gathered in accordance with the Privacy Act. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the following circle:

Please Note: Bright*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

Train the team and save

Send two people to Best Practice Property Management and **save \$500**, or send two people to Commercial Property Law Update and **save \$250**.

Delegates must be from the same organisation and bookings must be made at the same time. For larger bookings call (09) 912 3610 or email mike@brightstar.co.nz to discuss further in-house or group training options.