
Property Management for Let Portfolios: Tenancy, Rent, Charges and Lease Events Training Course

5 – 9 September 2027
Zoom





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Ref: 303_20779 Date: 5 – 9 September 2027 Location: Zoom Fees: 1700 GBP

Programme Summary

Property management for let portfolios is the subject of this one-week training course for property managers, asset managers and heads of property services at managerial level, ending in an income control plan for one let portfolio. Rental income depends on routines that are often split between leasing, finance and maintenance teams, so rent dates are missed, charges are disputed and vacancies last longer than planned. The approach moves from tenancy administration, through rent, service charges, lease events and building upkeep, to tenant relations, and then to a worked plan. Mars Training Centre UK delivers this programme in property management for let portfolios.

The Business Case

Owners judge a let portfolio by the income it delivers and the surprises it avoids. Where rent collection, charge billing and lease dates depend on individual memory, arrears grow unnoticed and valuable reviews pass without action. Organisations that put each routine into a calendar, a register and an escalation path can report income performance with evidence and act before small gaps become losses.

- Rent Arrears: Fall as ageing analysis and a fixed escalation ladder apply to every late payment.
- Vacancy Loss: Reduces as lease events and break dates are diarised and planned well ahead.
- Charge Disputes: Decline as budgets, apportionment and year-end reconciliations are documented.

Principles and Evidence Base

- IFRS 16 Leases: Its classification of leases as operating or finance for lessors shapes the lease abstracts and owner reports built in Sessions 1 and 3.
- ISO 41001: Its facility management system requirements guide the interface between property managers and service providers in Session 4.
- Time Value of Money: The principle that rent received late is worth less than rent received on time drives the arrears priorities in Session 2.

Intended Participants

- Property managers who run tenancies and lease administration for let buildings.
- Asset managers who answer to owners for income performance.
- Heads of property services who direct teams and managing agents.
- Finance and credit controllers who bill and collect rent and charges.

The programme serves commercial property, residential investment, retail and public-sector estates.



Learning Outcomes

1. Participants will be able to construct a lease abstract that records every income-bearing right and date.
2. Participants will be able to evaluate tenant applications against clear selection criteria.
3. Participants will be able to diagnose causes of rent arrears from ageing data.
4. Participants will be able to prioritise lease events by their effect on income.
5. Participants will be able to design a service charge budget and reconciliation routine.
6. Participants will be able to justify an income control plan to a property owner.

Programme Structure

Day 1: Property Management Foundations for Let Portfolios

Who holds each right and duty in a let property, and where is income at risk?

- Portfolio Income and Risk Map
- Tenancy and Lease Abstract Template
- Tenant Selection and Referencing Criteria
- IFRS 16 Lessor Lease Classification Review
- Owner Reporting Requirements Brief

Day 2: Rent Collection and Service Charges

How are rent and recoverable costs billed, collected and reconciled?

- Rent Demand and Collection Calendar
- Arrears Ageing Analysis
- Escalation Ladder for Late Payment
- Service Charge Budget and Apportionment
- Year-End Service Charge Reconciliation

Day 3: Lease Events and Void Control

Which lease dates decide income, and how are they handled?

- Lease Event Diary
- Rent Review Evidence File
- Renewal and Break Option Decision Matrix
- Void Period Cost Calculation
- Incentive and Rent-Free Schedule



Day 4: Building Upkeep and Tenant Relations

How are repairs, compliance and tenant needs handled so that occupancy holds?

- Planned and Reactive Repair Split
- ISO 41001 Service Provider Interface Checklist
- Compliance Inspection Register
- Tenant Request Triage Rules
- Tenant Retention Review

Day 5: Applying Property Management to a Let Portfolio

Is the income control plan ready for the owner to approve?

- Applying the Session 1 Income Risk Map to the Chosen Portfolio
- Testing the Session 2 Escalation Ladder on Sample Arrears
- Checking the Session 3 Lease Event Diary for Gaps
- Applying the Session 4 Triage Rules to Open Requests
- Completing the Property Income Control Plan

Methodology

The programme is built around structured exercises and case analysis. Participants work with an anonymised portfolio of leases, rent ledgers and service charge accounts, apply the routines in small teams, and defend their plan before a simulated owner review. No accounting software is required.

- Suggested activity: Building an arrears ageing table from a sample rent ledger.
- Suggested activity: Plotting twelve months of lease events for a mixed-use building.
- Suggested activity: Reconciling a sample service charge account and explaining the variance.

Capstone Output

Each participant completes an income control plan for one let portfolio. It contains an income and risk map, a lease event diary, an arrears escalation procedure, a service charge routine, a repair and tenant request protocol and an owner report format. It is used to brief the property owner and to align leasing, finance and maintenance teams.

Frequently Asked Questions

Is property management for let portfolios suitable for managers new to commercial leases?

Yes. Property management for let portfolios is set at managerial level and assumes responsibility for tenanted property or its administration, not prior knowledge of complex lease structures.



Which standards does property management for let portfolios rest on in this programme?

Property management for let portfolios rests on IFRS 16 Leases for lessor lease classification and ISO 41001 for facility management systems, with the time value of money guiding arrears priorities.

How is the property income control plan used at work?

You use the property income control plan to brief the property owner, set routines for rent, charges and lease dates, and align leasing, finance and maintenance teams.

How does property management for let portfolios differ from a programme on property development appraisal?

Property management for let portfolios concentrates on running let buildings and protecting income, while a development appraisal programme covers valuing schemes, land bids and funding structures.