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COURSE BROCHURE

Property Management and Lease Administration Training Course

25 – 29 January 2027
Madrid

Property Management and Lease Administration Training Course

Ref: 632_23443 **Date:** 25 – 29 January 2027 **Location:** Madrid **Fees:** 6200 GBP

Property Management and Lease Administration is a 1-week training course for property managers, leasing officers and asset administrators who run multi-tenant offices, retail centres and residential blocks, and it ends with each participant drafting a property operating plan. Owners now expect steady income, transparent service charges and buildings that keep tenants renewing. Jupiter Prime Training presents property management and lease administration as the daily discipline that protects rental income and occupier trust.

Why Property Management and Lease Administration Matters Now

Three groups shape property management and lease administration today. Owners and investors read net operating income closely and expect each lease event, from rent review to break option, to be tracked without slips. Tenants compare buildings on service quality, responsiveness and how fairly shared costs are recovered. Lenders and auditors ask for lease data they can verify against signed documents. A well-run asset keeps arrears low, renews tenants on sound terms and recovers costs without disputes; a poorly run one loses income to missed reviews, contested service charges and avoidable voids. The course draws on ISO 41001, the international standard for facility management systems, for the building services side.

Who Gains Most from Property Management and Lease Administration

- Those who keep lease records, critical dates and rent schedules
- Those who handle tenant enquiries, complaints and renewals
- Those who prepare service charge budgets and year-end reconciliations
- Those who instruct maintenance contractors and track repairs
- Those who report rent rolls, arrears and occupancy to owners

Property management firms and in-house real estate departments of retail, hospitality and residential owners gain most when their leasing, accounts and building operations staff attend together.

Property Management and Lease Administration Capabilities

Participants move from scattered lease files and reactive repairs to a controlled rent roll, a defensible cost recovery model and a planned building calendar.

- Build lease abstracts and critical date diaries from signed leases — for owners and asset managers
- Calculate rent reviews, indexation and turnover rent clauses — for income forecasts
- Design service charge budgets and apportionment schedules — for tenants and auditors
- Apply arrears procedures and dilapidations checks — for income protection decisions
- Specify planned preventive maintenance and contractor scopes — for building condition and safety

- Communicate with tenants through renewal and satisfaction cycles — for retention and void reduction

Key Property Management and Lease Administration Terms

- Lease abstract — a short summary of a lease's key terms, rents, dates, obligations and options for quick reference.
- Rent roll — a schedule listing each unit, tenant, passing rent, lease dates and arrears across an asset.
- Service charge — a tenant's share of the costs of running, maintaining and insuring common parts of a building.
- Apportionment — the method that divides shared building costs between tenants, often by floor area or weighting.
- Dilapidations — the repair and reinstatement a tenant owes under the lease when it ends.
- Void — a unit that is vacant and earning no rent while still carrying holding costs.

Property Management and Lease Administration Day by Day

Day 1: Owner Goals and the Multi-Tenant Asset

- Owner Investment Objectives — Linking Asset Strategy to Daily Property Decisions
- Net Operating Income Structure — Showing How Rent and Costs Drive Returns
- Tenant Mix Analysis — Balancing Covenant Strength and Use Across Units
- Property Management Agreements — Defining Owner and Manager Responsibilities
- Rent Roll Set-Up — Recording Units, Tenants and Passing Rents Accurately

Day 2: Lease Administration and Critical Dates

- Lease Abstracting — Capturing Rents, Terms, Options and Tenant Obligations
- Critical Date Diaries — Tracking Reviews, Breaks, Expiries and Notices
- Rent Review and Indexation Clauses — Calculating Uplifts and Settling Disputes
- Turnover and Stepped Rent Structures — Forecasting Variable Retail Income
- Lease Data Audits — Reconciling System Records with Signed Documents

Day 3: Service Charges and Income Control

- Service Charge Budgets — Estimating Common Area Costs for the Year
- Apportionment Schedules — Dividing Shared Costs Fairly Between Tenants
- Year-End Reconciliations — Settling Balancing Charges and Credits with Tenants
- Arrears Management Procedures — Escalating Late Payments Before Income Is Lost
- Sinking and Reserve Funds — Planning for Major Replacement Costs

Day 4: Maintenance, Compliance and Tenant Relations

- Planned Preventive Maintenance Calendars — Scheduling Inspections and Servicing per Asset
- Contractor Scopes and Response Times — Setting Expectations for Repairs
- Fire, Lift and Water Safety Registers — Evidencing Statutory Checks per Building
- Tenant Satisfaction Surveys — Finding Service Gaps Before Lease Renewals
- Dilapidations Schedules — Assessing Reinstatement at Lease End

Day 5: Practising the Property Operating Plan

- Rent Roll Exercise — Applying Day 2 Abstracts to a Case Asset
- Service Charge Exercise — Applying Day 3 Budgets and Apportionment to Tenants
- Maintenance Calendar Exercise — Applying Day 4 Schedules to Building Systems
- Owner Reporting Pack — Presenting Income, Arrears, Voids and Risks
- Property Operating Plan Draft — Combining Leases, Costs, Maintenance and Tenant Actions

Applying Property Management and Lease Administration After the Course

- Audit ten lease abstracts against signed leases and correct the critical date diary for any gaps.
- Run a service charge budget review meeting with accounts staff using an apportionment schedule built in the course.

Property Management and Lease Administration Questions FAQ

What is property management and lease administration and why does it matter now?

Property management and lease administration is the daily running of let buildings and the control of every lease term behind their income. It matters now because owners, tenants and lenders all expect accurate lease data and transparent shared costs.

Which roles gain most from property management and lease administration?

Property managers, leasing officers and asset administrators gain most, along with accounts staff who handle rent collection and service charges in office, retail and residential portfolios.

How does property management and lease administration differ from a facility management course?

Property management and lease administration centres on leases, rent, tenants and cost recovery for let assets. A facility management course centres on building services, workplace support and service contracts for an occupier.

What do you bring back from property management and lease administration?

You bring back a draft operating plan for a case asset, with a rent roll, critical date diary, service charge budget, maintenance calendar and owner reporting pack you can adapt to your buildings.

Property Management and Lease Administration: The Way Forward

The property operating plan first informs how an asset's income, shared costs and repairs are handled over the coming year. Property managers run it, accounts teams reconcile against it and owners review performance through it. After its first use, the apportionment method and tenant satisfaction results deserve another look, since they shape renewal conversations more than any rent figure.