

 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	PROPERTY MANAGEMENT, SECURITY & UPKEEP MANUAL	Class Code: D
		Reference Code: OM-PMS-5.0
	Chapter 5: Files and Records Management	Revision Number: 00
		Date: Effective Nov. 20, 2018
		Page 1 of 3

A. General Guidelines

Maintenance or retention of documents pertaining to property management, security and upkeep services shall be in accordance with the approved policies and procedures of the corporation on records retention.

All documents pertaining to property management, security and upkeep services shall be filed by the Business Development Specialist and turned-over to the Property Custodian or Administrative Assistant for custody and records management.

The records custodian shall ensure that information is provided in a timely and efficient manner regardless of urgency of request and that vital information are archived for business continuity and recovery.

A data base of acquired assets with PSA for property management, security and upkeep shall be maintained to:

- Effectively monitor the status of the property
- Determine the number of property with PSA and the number of titles
- Have readily available information on the account name, location of the property and start date of the PSA
- Record when the property was turned-over

The hard copy of the monitoring database shall be made accessible to all personnel to ensure timely verbal and written response to clients and stakeholders.

B. Detailed Procedures – Filing of records

Business
Development
Specialist

1. Compiles the following records and documents for each property/account name with PSA.
 - Request letter from the client on the inclusion of the ROPA for property security and upkeep
 - Title, vicinity/lot plan, latest tax declaration, latest real estate tax receipts, latest appraisal

 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	PROPERTY MANAGEMENT, SECURITY & UPKEEP MANUAL	Class Code: D
		Reference Code: OM-PMS-5.0
	Chapter 5: Files and Records Management	Revision Number: 00
		Date: Effective Nov. 20, 2018
		Page 2 of 3

report, insurance premium invoice/proof of insurance coverage, if any, association dues receipts, if any, other documents applicable to the physical administration of the property.

- Files in a folder per account
- Upon turn-over of the property and termination of the PSA, the file folder shall be transferred to the designated record custodian of the PMMS Department.

Property Custodian
or the
Administrative
Assistant

2. Maintains files in accordance with the corporation's policies and procedures in document retention.

C. Process Flow

The process flow for filing and maintaining the records pertaining to the corporation's property management, security and upkeep services is presented in Exhibit 3.

