



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH424B Manage leasehold properties

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to identify, acquire and manage properties head-leased from the private rental market

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Identify property <i>needs of the organisation</i> | 1.1 Develop leasehold property acquisition strategy in accordance with organisation's needs analysis
1.2 Undertake research on market conditions to ensure strategy is achievable
1.3 Plan strategy to meet tenancy mix and income stream projections and property portfolio projections |
| 2. Identify and acquire leasehold properties | 2.1 Promote the organisation to landlords/agents to ensure an understanding of the principles of social housing, the organisation's goals and objectives
2.2 Inspect property for appropriateness and assessment against organisations budgetary requirements
2.3 Prepare head tenancy agreements with landlord
2.4 Build and maintain relationships with the landlord/ agent |

ELEMENT**PERFORMANCE CRITERIA****3. Manage and maintain leasehold properties**

3.1 Prepare and complete tenancy documentation in accordance with relevant legislation and organisation's policies and procedures

3.2 Keep appropriate records

3.3 Identify rights and responsibilities of tenant and landlord in property maintenance issues and apply in accordance with organisation policies and procedures

3.4 Discuss and resolve relevant insurance issues with landlord

3.5 Carry out property inspections on a regular basis

4. Manage vacant leasehold properties

4.1 Negotiate end of tenancy issues with landlord/agent in accordance with relevant legislation and organisation policy and procedures

4.2 Prepare relevant reports and provide to appropriate parties

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include:

- Local property knowledge
- Residential Tenancy legislation and principles of property management
- Research and needs analysis

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of head tenancy agreements
- Communicate effectively with landlords/agents
- Implement Residential Tenancy legislation
- Maintain record-keeping of property management details

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Work within budgets
- Demonstrate the application of skills in:
 - record-keeping
 - written and verbal communication
 - negotiation
 - liaison
 - promotion of the organisation
 - property inspection and reporting

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Assessment of this unit will usually be conducted as part of work assignment involving negotiating with landlords/agent in the head-leasing of property

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

Method of assessment may include:

- Observation
- Written assessment
- Case studies
- Evidence of materials developed in the workplace
- Questioning

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Needs of the organisation may include but are not limited to:

- Special needs of tenants
- Appropriate or minimum property standards
- Location of properties
- Length of tenure of properties
- Priorities according to budgetary considerations
- Market availability

RANGE STATEMENT

Stakeholders could include but are not limited to:

- Property owners
- Real estate agents
- Tenants
- Applicants
- Government departments

Unit Sector(s)

Not Applicable