Australian Government

CHCSOH007 Respond to property maintenance enquiries

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. significant changes to performance criteria new evidence requirements for assessment including volume and frequency requirements significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required where housing workers and/or community service workers are required to respond to maintenance enquiries relating to social housing properties.

This unit applies to property found in a range of locations, including urban, semi urban and non-urban environments, as well as low, medium and high-density housing estates and body corporate arrangements.

It also applies to both publicly owned and managed properties and privately owned and leased properties.

Workers will be required to exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Receive maintenance enquiry	1.1 Promptly establish client requirements and degree of urgency 1.2 Allocate a priority to enquiries and determine additional research and follow up requirements

ELEMENT	PERFORMANCE CRITERIA
2. Research information to follow up enquiries	2.1 Identify information relevant to the client's needs from organisation and industry sources
	2.2 Assess accuracy and type of information available from client to determine if an on-site inspection, or further action is required
	2.3 Assess probability of associated problems and impact on property operations from available information and advise other parties
3. Determine suitable response in accordance with organisation and legal requirements	3.1 Establish need for written and/or verbal response or action
	3.2 Prepare a response consistent with industry codes of practice and relevant legislation
	3.3 Prepare response to the enquiry within required timeframe
4. Communicate advice and information	4.1 Present written and verbal responses in clear and simple terms
	4.2 Provide client with options and alternatives
	4.3 Provide property information for routine and specified enquiries
	4.4 Promptly attend to client requirements for follow up information
	4.5 Seek feedback from client to ensure satisfaction with response, according to client needs
	4.6 Schedule and confirm relevant bookings with client
5. Update relevant files and records	5.1 Complete documentation in accordance with organisation procedures
	5.2 Promptly advise relevant staff of work allocations
	5.3 Collate information on the type and source of enquiries to identify maintenance trends
	5.4 Collate and analyse feedback from tenants and other stakeholders about contractor performance
	5.5 Ensure maintenance is carried out in accordance with contract documentation and work health and safety

ELEMENT	PERFORMANCE CRITERIA
	(WHS) requirements
	5.6 Recognise contractor non-compliance with performance requirements and act quickly to rectify position
	5.7 Recommend changes to policy or service provision as appropriate

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53