



Australian Government

CHCSOH016 Manage tenancy rent and rental arrears

Release: 1

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Modification History

Release 1. CHCSOH016 Manage tenancy rent and rental arrears supersedes and is not equivalent to CHCSOH005 Manage tenancy rent and rental arrears.

Application

This unit describes the performance outcomes, knowledge and skills required to manage all aspects of tenancy rent and rental arrears.

This unit applies to individuals who work in a social housing context. Workers 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 standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Social Housing

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Manage rent.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Calculate rent and other charges according to organisational policies and procedures and using rental management computer system.
- 1.2. Conduct rent reviews according to organisational policies and procedures and legislative requirements.
- 1.3. Discuss rent calculations and rent reviews with tenants and relevant parties.

- 1.4. Document actions according to role and organisational requirements.
2. Manage arrears and tenant debt procedures.
 - 2.1. Reconcile and prioritise accounts taking into consideration pending adjustments.
 - 2.2. Apply early intervention strategies to maximise sustainability of tenancies prior to consideration of termination procedures.
 - 2.3. Complete arrears and tenant debt reports with sufficient information to support further action.
 - 2.4. Review and manage systems generated arrears and debt communication to tenant.
3. Review client payment history and initiate recovery action.
 - 3.1. Access and review rental account and tenant charge systems to gather information on client payment history.
 - 3.2. Carry out recovery actions on accounts in arrears according to organisational requirements.
 - 3.3. Provide referrals to help client with their financial situation.
 - 3.4. Monitor client offer to repay arrears and debts.

Foundation Skills

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

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>