



Australian Government

CHCSOH018 Respond to property maintenance enquiries

Release: 1

CHCSOH018 Respond to property maintenance enquiries

Modification History

Release 1. CHCSOH018 Respond to property maintenance enquiries supersedes and is not equivalent to CHCSOH007 Respond to property maintenance enquiries.

Application

This unit describes the performance outcomes, skills and knowledge required to respond to maintenance enquiries relating to social housing properties.

This unit applies to individuals who work with social housing 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 publicly owned and managed social housing properties and privately owned and leased social housing properties.

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. Receive property maintenance enquiry.

PERFORMANCE CRITERIA

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

- 1.1. Receive and record maintenance enquiry.
- 1.2. Promptly establish client requirements and degree of urgency.

- 1.3. Allocate priority to property maintenance enquiry and determine additional research and follow up requirements.
2. Follow up property maintenance enquiry.
 - 2.1. Identify information relevant to client needs and assess risk according to organisational policies and procedures, maintaining client privacy and confidentiality.
 - 2.2. Assess accuracy and type of information available from client to determine requirement for on-site inspection and further action.
 - 2.3. Assess probability of associated problems and impact on property operations from available information, and advise other parties.
3. Determine response according to organisational and legal requirements.
 - 3.1. Assess property maintenance enquiry and determine need for written response, verbal response and action.
 - 3.2. Prepare response consistent with industry codes of practice and legislation.
 - 3.3. Prepare response within required timeframe according to organisational policies and procedures.
4. Communicate advice and information.
 - 4.1. Present written and verbal advice and information 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. Attend to client requirements for follow up information.
 - 4.5. Seek feedback from client to check satisfaction with response according to client needs.
 - 4.6. Schedule and confirm bookings with client.
5. Update files and records.
 - 5.1. Complete documentation and record in property maintenance management system according to organisational policies and procedures.
 - 5.2. Advise staff of work allocations.
 - 5.3. Summarise and analyse information on the type and source of enquiries to identify maintenance trends.
 - 5.4. Summarise and analyse feedback from tenants and stakeholders about contractor performance.
 - 5.5. Check and confirm maintenance is carried out according to contract documentation and work health and safety (WHS) requirements.
 - 5.6. Recognise contractor non-compliance with performance requirements and take action to rectify.
 - 5.7. Recommend changes to policy and service provision.

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>