



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH317A Respond to property maintenance enquiries

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

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

Application of the Unit

Application

This unit applies to property found in urban, semi urban and non-urban environments, as well as low, medium and high-density housing estates and within Body Corporate arrangements

It also applies to both publicly owned and managed properties, as well as privately owned and leased properties

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

1. Apply a client-focused approach to maintenance

PERFORMANCE CRITERIA

- 1.1 Apply understanding of the role of responsive maintenance in the social housing context
- 1.2 Apply understanding of property maintenance and principles of the asset maintenance system in the context of provision of social housing
- 1.3 Apply understanding of the importance of a quality client focused service
- 1.4 Address *client* in a courteous and professional manner
- 1.5 Promptly establish client requirements and degree of urgency
- 1.6 Identify impact of *relevant legislation* or organisation policy for dealing with enquiry and ability to respond
- 1.7 Allocate a priority to *enquiries* requiring additional research and arrange for follow up
- 1.8 Ensure communication addresses needs of diverse client groups and clarifies technical building issues

ELEMENT**PERFORMANCE CRITERIA**

2. Research information relevant to enquiry

- 2.1 Identify information relevant to client needs from organisation and industry sources as required
- 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 where appropriate

3. Determine suitable response

- 3.1 Prepare response to the enquiry within organisation and legislative time requirements
- 3.2 Establish need for written/verbal response or action in accordance with organisation and legislative requirements and nature of enquiry
- 3.3 Provide client with options and alternatives where appropriate
- 3.4 Ensure response is consistent with industry codes of practice and relevant legislation

4. Communicate advice and information

- 4.1 Present written and verbal responses in clear and simple terms so that they can be understood
- 4.2 Provide property information for routine and specified enquiries where these service client requirements
- 4.3 Promptly attend to client requirements for follow up information
- 4.4 Seek feedback from client to ensure satisfaction with response where appropriate
- 4.5 Schedule and confirm *relevant bookings* with client

ELEMENT

5. Update relevant files and records

PERFORMANCE CRITERIA

- 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
- 5.5 Recommend changes to policy or service provision as appropriate

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 knowledge of:

- Business operations, budget restraints and property maintenance processes
- Organisation's property maintenance policies and procedures
- Relevant industry codes of practice and regulations
- Organisation's computer systems and processes
- Types of client expectations, including diversity of clients with complex needs
- Legislative constraints and timelines

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Achieve client satisfaction with manner and approach to enquiry, including the ability to change communication style where appropriate
- Review the actual work performed under normal industry operating conditions
If assessment of this is not practicable, evidence obtained in simulated environments may be substituted
- Follow asset management principles

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:

- Access internal and external property information
- Demonstrate the application of skills in:
 - telephone client relations

REQUIRED SKILLS AND KNOWLEDGE

- interpersonal interactions
- dispute resolution
- verbal and written communication
- questioning and listening

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 competency may be made through practical demonstration in the work environment or in an industry approved simulated work environment
- Assessment should incorporate case files of work records demonstrating diversity of application of the performance criteria
- It is recommended that assessment of this competency includes handling a client enquiry from at least four different client types with different client needs

EVIDENCE GUIDE

- 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
- 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
 - a work environment or relevant simulated work environment where assessment can take place
 - an appropriate property recording system
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all aspects of the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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.

This unit is relevant to activity within the following market sectors:

- Public housing
- Community housing
- Supported accommodation programs
- State government
- Affordable housing
- Crisis accommodation

Enquiries may include:

- Repairs to rented premises
- Lease enquiries
- Property management policy/procedures
- Repairs to rented premises
- Complaints about non-compliance with lease or contract
- Maintenance charges against tenants

Inspection may cover:

- Proposed property uses
- Site conditions
- Lease compliance
- Demonstrations

RANGE STATEMENT

Client may include:

- Management
- Business owners
- Specialist consultants and advisers
- Other property companies
- Tenants
- Contracted and casual tradespersons

Relevant bookings may include:

- Visits
- Meetings
- Inspections
- Demonstrations
- Work orders to tradespersons
- Reports from specialist consultants

Documentation may be manual or computerised and may include:

- Enquiry records
- Financial records
- Schedules
- Diary entries
- Client histories
- File notes
- Property condition records
- Tenancy records

Relevant legislation (Federal, State and Local) and industry codes of practice cover areas including:

- The market sector
- Environment
- Construction
- Land use
- Zoning
- Native title
- Utility use (water, gas, electricity)
- Freedom of information
- Consumer affairs

Unit Sector(s)

Not Applicable