



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH410B Manage and maintain tenancy agreements and services

Release: 1

CHCCH410B Manage and maintain tenancy agreements and services

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCH410A Manage and maintain tenancy agreements and services	CHCCH410B Manage and maintain tenancy agreements and services	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to manage tenancy agreements and associated housing services, including termination, where necessary, for application in agencies responsible for sustainable tenancy management

Application of the Unit

Application

This unit is to 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. Correctly complete tenancy agreement

1.1 Complete all necessary clerical and administrative functions as required

1.2 Make suitable appointment time for signing and organise interpreters, if necessary

1.3 Complete property conditions report

1.4 Inform clients of documentation and money required prior to sign-up

1.5 Advise clients of the rebate and rental payment options when necessary

1.6 Supply clients with all *relevant information*

1.7 Address all *legal requirements* in respect of executing agreements

1.8 Organise documentation and legal representation for 'under age' client prior to signing tenancy agreement

ELEMENT**PERFORMANCE CRITERIA**

2. Explain the range of housing services provided to new tenants
 - 2.1 Provide information on rent payment systems and housing providers expectations with regard to tenant rent payment and arrears
 - 2.2 Where applicable, provide information on rental bonds, in accordance with the organisations policies and procedures and rental bond legislation, to new tenants
 - 2.3 Follow relevant organisation or department policies and procedures
 - 2.4 Explain the maintenance system e.g. urgent, priority, normal, after hours to new tenants
 - 2.5 Explain the rental rebate system and grievance procedures to new tenants
 - 2.6 Explain other services provided by the organisation as applicable
 - 2.7 Make explanations simply and clearly, taking into account cultural, mental, physical and intellectual differences of tenants

3. Recognise crisis and the need for immediate intervention
 - 3.1 Utilise specialist expertise of other agencies and community services as appropriate
 - 3.2 Apply organisation procedures to *crisis situations*
 - 3.3 Respond appropriately to individuals who are experiencing homelessness or who are at risk of becoming homeless
 - 3.4 Work with understanding of legal and duty of care requirements when dealing with young people who are experiencing or at risk of becoming homeless
 - 3.5 Make appropriate referrals for individuals who are experiencing homelessness or who are at risk of becoming homeless

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|
| 4. Promote landlord and tenant responsibilities (per the tenancy agreement) | 4.1 Ensure maintenance of dwellings through inspections and review of complaints |
| | 4.2 Manage rental accounts in accordance with current guidelines |
| | 4.3 Manage rental bonds, if applicable, in accordance with organisations policies and relevant legislation |
| | 4.4 Monitor and act upon nuisance and annoyance incidents in accordance with organisation guidelines |
| | 4.5 Ensure clients are made aware of their rights and responsibilities, including landlord responsibilities |
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| 5. Respond to <i>tenant's changing needs</i> | 5.1 Implement criteria for succession to proceed |
| | 5.2 Display sensitivity to client circumstances |
| | 5.3 Request and <i>note supporting documentation</i> |
| | 5.4 Check supporting documentation for accuracy and use in decision-making process |
| | 5.5 Consider <i>asset management issues</i> |
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| 6. Manage tenancy termination processes, where necessary | 6.1 Apply understanding of <i>reasons for tenancy termination</i> |
| | 6.2 Apply correct understanding of tenancy termination processes |
| | 6.3 Follow termination procedures of organisation, including fulfilling legal requirements |
| | 6.4 Maintain client confidentiality within organisation policies and procedures |
| | 6.5 Assist tenants, where appropriate, including referrals to appropriate tenant/advocate/legal representation |
| | 6.6 Complete all documentation and filing, as required |

ELEMENT**PERFORMANCE CRITERIA**

7. Facilitate appeal process, where necessary

7.1 Demonstrate understanding of appeal process and client right of appeal and use in work role

7.2 Give client a clear explanation of appeal process

7.3 Encourage clients to present all facts relevant to appeal

7.4 Gather information on changes in circumstances and use to inform appeal process

7.5 Arrange an interview if necessary and assess the need for an interpreter or advocate

7.6 Request relevant information during interview

7.7 Review facts obtained previously and make decision as per delegation

7.8 Document decision

8. Take appropriate action in response to a complaint

8.1 Investigate complaint appropriately by listening to the person lodging the complaint and visiting parties concerned and neighbours

8.2 Conduct investigation to determine if the client has attempted to resolve the problem e.g. talked to neighbours, contacted police, council, department of community services

8.3 Decide whether *intervention* should be taken by organisation

8.4 Document case if decision is made that the organisation should intervene

8.5 Gather information, reports, etc. from tenants, neighbours, police, tenant groups, etc.

8.6 File a comprehensive record of complaint and action taken

ELEMENT**PERFORMANCE CRITERIA**

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| 9. Use other agencies to assist in resolving a problem | 9.1 Seek other relevant people's opinions via confidential interviews when necessary |
| | 9.2 Consider all options |
| | 9.3 Mediate between involved parties in an attempt to resolve situation satisfactorily |
| | 9.4 Adhere to legal responsibility of reporting alleged criminal behaviour |

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:

- All aspects of the rental system, including knowledge of residential tenancy legislation
- Grievance procedures
- Rights and responsibilities of clients and the organisation
- Organisation's complaints process
- Principles of sustaining tenancies
- Socioeconomic impact of homelessness
- Primary, secondary and tertiary definitions of homelessness

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate compliance with legislative and organisation requirements
- Respond appropriately to immediate client needs, including needs of individuals who are experiencing homelessness or who are at risk of becoming homeless

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:

- Demonstrate the application of skills in:
 - effective customer relations
 - administration to manage tenancy arrangements
- Maintain documentation as required, including effective use of relevant information technology in line with work health and safety (WHS) guidelines

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
- This unit must be assessed in realistic workplace situations or relevant simulated work environments

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

Method of assessment:

- Assessment may be via observation, questioning and examination of documentation

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.

Relevant information may be gathered:

- From written sources
- By observation
- From inside the organisation
- From external sources

Relevant information may be delivered in the form of:

- Informal discussion
- Structured interview
- Leaflets/brochures
- Correspondence/written reports
- Audio-visual
- Newsletters/circulars
- Posters/graphic representation

Advise clients may include, but is not limited to:

- Rights and obligations - Residential Tenancy Act
- Rights and obligations in relation to policies and procedures of housing provider
- Rights and obligations under other legislation related to residential tenancies
- Location of type of housing providers and/or related support agencies available

RANGE STATEMENT

Information or advice may be provided in the form of, but not restricted to:

- Informal discussion
- Structured interview
- Telephone discussion
- Written information, pamphlets, brochures, newsletters, etc
- Posters/graphic representations
- Audio-material

Other information that may be provided to new tenants is:

- Tenant handbook
- Relevant brochures:
- Payment options
- Contact details for the organisation
- Guarantee of service
- Maintenance procedures
- Rebates process
- Mutual exchange
- Local government regulations (services provided)
- Community information
- Special services specific to allocated area

Legal requirements may be detailed in:

- Residential Tenancies Act and regulations

Eligibility criteria for tenants are outlined in:

- Current Housing Authority guidelines
- Community Housing Policy
- Public housing policy

Crisis situations may include:

- Extensive property damage
- Tenant experiencing family violence
- Deaths in the property

Tenant's changing needs may include:

- Succession
- Change in household circumstances (e.g. increase or decrease in size)
- Need for disability modifications

RANGE STATEMENT

- Supporting documentation may be:*
- Proof of meeting housing body eligibility requirements e.g. identification and income
 - Proof of circumstance:
 - Marriage certificate
 - Death certificate
 - Search on 'rebate'
 - Custody documents
 - Statutory declaration from outgoing tenant agreeing to succession of tenancy
- Note support documentation may be carried out:*
- By photocopying documentation
- Asset management issues may include:*
- Assets 'under occupancy'
 - Disposal
 - Redevelopment
 - Sale
- Intervention may include:*
- Referral to Community Justice Centre
 - Referral to Community Health Centre
 - Referral to housing information services
 - Referral to other community support services
- Options to resolve a problem may include:*
- Rehouse one or more tenants
 - Mutual exchange
 - Referral to Community Justice Centre or other legal resources
 - Involvement of Community Health Centre
 - Proceed to Residential Tenancy Tribunal for orders - nuisance and annoyance
- Reasons for tenancy termination may include:*
- Voluntary (e.g. instigated by tenant)
 - Involuntary (e.g. eviction)
 - Abandonment
 - Tenant no longer eligible for assistance (e.g. no longer meets *eligibility criteria*)

Unit Sector(s)

Not Applicable