



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH413A Manage tenancy rent, charges and rental arrears

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to manage all aspects of tenancy rent and other tenancy related charges

Application of the Unit

Application

This unit may 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

1. Implement organisation policy and procedures re rental management

2. Implement organisation policy and procedures re arrears and rental management

PERFORMANCE CRITERIA

- 1.1 Calculate rents using organisation procedures and appropriate computer information systems
- 1.2 Conduct rent reviews using organisation procedures and fulfilling *legal requirements*
- 1.3 Discuss rent calculations and rent reviews with relevant parties/tenants as appropriate
- 1.4 Document actions as required

- 2.1 Regularly update rental account and tenant charge systems to maintain currency and accuracy
- 2.2 Discuss rental accounts in arrears and tenant debts with relevant parties/tenants and negotiate arrears and/or debt agreement/offers with tenant

ELEMENT	PERFORMANCE CRITERIA
3. Manage arrears and tenant debt procedures	<p>3.1 <i>Reconcile accounts</i> taking into consideration all pending adjustments</p> <p>3.2 Prioritise accounts requiring action</p> <p>3.3 Apply early intervention strategies to maximise sustainability of tenancies</p> <p>3.4 Contact tenant when account is in arrears</p> <p>3.5 Review systems generated arrears and/or debt letters for appropriateness, alter as necessary and issue to tenant</p>
4. Review client payment history	<p>4.1 Access rental account and tenant charge systems to gather information on client payment history</p> <p>4.2 Review client payment history</p> <p>4.3 Monitor total debt</p> <p>4.4 Take decision to terminate tenancy, only after all other options have been explored</p>
5. Analyse and interpret financial performance	<p>5.1 Collect and analyse information in required timeframe</p> <p>5.2 If tenant is in arrears/debit, feasible optional identify strategies in accordance with organisation goals</p>
6. Initiate <i>recovery actions</i> on accounts in arrears	<p>6.1 Carry out <i>recovery actions</i> on accounts in arrears</p> <p>6.2 Make referrals to other government and non government agencies (e.g. credit and debit counselling, Salvation Army etc.), as required</p> <p>6.3 Record actions taken according to organisation requirements</p>

ELEMENT	PERFORMANCE CRITERIA
7. Utilise computer software, or equivalent, relating to arrears management	<p>7.1 Complete arrears and/or tenant debt reports which provide sufficient information to support further action</p> <p>7.2 Monitor offers to repay arrears/debts</p> <p>7.3 Update computer information systems, or equivalent, as required</p>
8. Implement organisation/government policy/procedures re eviction process	<p>8.1 Maintain client confidentiality within organisation policies and procedures</p> <p>8.2 Liaise with outside agencies to ensure customer is given every opportunity for assistance</p> <p>8.3 Enlist support of outside agencies to assist in resolution of arrears</p> <p>8.4 Fulfil <i>legal requirements</i> in relation to termination of tenancy</p> <p>8.5 Document actions</p> <p>8.6 Consider all options available</p> <p>8.7 Negotiate tenant/advocates/legal representation</p> <p>8.8 Follow eviction procedures of organisation</p>
9. Recognise/analyse client circumstances	<p>9.1 Treat clients with consideration and respect</p> <p>9.2 Respond to customer circumstances/inquiries</p> <p>9.3 Undertake office/field interviews, as required</p> <p>9.4 Conduct client service visits in accordance with organisation policies and procedures</p> <p>9.5 Complete records of visits/interviews, as required</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

REQUIRED SKILLS AND KNOWLEDGE

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:

- Key elements of rental management and rent arrears management
- Principles for sustaining tenancies and early intervention strategies
- Factors which signal difficulties in tenancies in relation to payment of rent
- Factors related to establishing clear and appropriate processes of communication with tenants in relation to rental management
- Rental account system and its operation within the organisation
- Computer systems used in the organisation
- Client confidentiality
- Eviction procedures
- Legal requirements in relation to termination of tenancies

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply policies and procedures within the organisation
- Apply appropriate policies and legislative requirements at the Residential Tenancies Tribunal or equivalent
- Involve stakeholders in evaluation of organisation's policies in relation to rental management

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:

- Interpret and analyse legislation
- Calculate rents, rebates, other relevant subsidies
- Demonstrate the application of skills in:
 - mediation and conflict resolution
 - policy development and review

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 should be assessed in the workplace or through a relevant simulation

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 workplace where assessment can be conducted, or a realistic simulated workplace setting

EVIDENCE GUIDE

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.

Reconcile accounts involves:

- Appropriate assessment of rent rebate entitlements (including interpretation of income statements and supporting documentation)
- Investigation of tenant charges

RANGE STATEMENT

Recovery actions may include:

- Negotiations with tenant/s
- Initiation of legal action to recover debt, if alternative forms of negotiation have been unsuccessful, as per Department of Housing Arrears Management Strategy or equivalent

Legal requirements include:

- Residential Tenancies Act
- Policies and procedures of Department of Housing or equivalent

Unit Sector(s)

Not Applicable