CPPREP4502 Support providers of social and community housing

Release: 1

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Modification History

Release 1   This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to work in conjunction with providers of social and community housing to manage property and tenancies.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Review agreement with social or community housing provider.	1.1 Confirm requirements of social or community housing provider to manage property and tenancies. 1.2 Access and interpret legislative requirements for social or community housing. 1.3 Analyse requirements of provider to establish the scope of services to be provided. 1.4 Confirm capacity of agency to provide required services.
2. Manage social or community housing property.	2.1 Examine and follow policies and procedures to meet requirements for managing property. 2.2 Schedule and manage cyclic property maintenance processes. 2.3 Manage processes for responding to requests for repairs.

3. Manage social or community housing tenancies.	3.1 Establish tenancy requirement requests from housing providers or case workers.
	3.2 Apply legislative requirements for residential tenancies.
	3.3 Manage establishment of tenancy agreement, rent and bond.
	3.4 Manage breaches of tenancy agreement in consultation with housing providers or case workers.
4. Maintain relationship with housing provider and support agencies.	4.1 Identify responsibilities and boundaries of the real estate agency, housing provider and support agencies in dealing with tenancy problems.
	4.2 Establish and maintain communication channels that ensure effective management of tenancies.

Foundation Skills

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

Unit Mapping Information

No equivalent unit.
New unit of competency.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b