



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPDSM4049A Implement maintenance plan for managed properties**

**Release: 1**

## **CPPDSM4049A Implement maintenance plan for managed properties**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to develop and implement a maintenance plan for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance plan, establishing and maintaining a key register, monitoring the security of managed properties and implementing and reviewing the property maintenance plan.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

### **Application of the Unit**

#### **Application of the unit**

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in developing and implementing maintenance plans for all types of managed properties.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| <p><b>1 Determine property maintenance requirements.</b></p> | <p>1.1 Property reports, maintenance specifications, feedback from tenants, owner instructions and other relevant documentation are obtained and analysed to establish <i>property maintenance requirements</i> in line with agency practice and legislative requirements.</p> <p>1.2 <i>Industry benchmarks</i> are reviewed to determine maintenance intervals and other requirements.</p> <p>1.3 OHS and other relevant <i>legislative requirements</i> are interpreted and incorporated into maintenance requirements.</p>  |
| <p><b>2 Develop property maintenance plan.</b></p>           | <p>2.1 <i>Property maintenance plan</i> is established in line with owner instructions, legislative requirements and agency practice.</p> <p>2.2 <i>Reliable and efficient maintenance methods</i> are identified in line with agency practice.</p> <p>2.3 Maintenance costs are established in line with agency practice.</p> <p>2.4 Contract specifications for maintenance services are developed and incorporated into tender documents, where appropriate, in line with agency practice and legislative requirements.</p> <p>2.5 <i>Safety and security requirements</i> are incorporated into maintenance plan in line with legislative requirements and agency practice.</p> <p>2.6 <i>Criteria for the selection of tradespeople and other service providers</i> to provide repair and maintenance services are established.</p> <p>2.7 Register of tradespeople and other service providers is compiled and maintained in line with legislative and agency requirements.</p> <p>2.8 Property maintenance schedule is established in line with agency practice.</p> <p>2.9 Systems for recording and implementing property maintenance requirements and reporting to owners are established in line with agency practice.</p> <p>2.10 Aspects of maintenance plan requiring <i>specialist advice</i> are identified and assistance is sought as required.</p> |
| <p><b>3 Establish key register.</b></p>                      | <p>3.1 <i>Key register</i> system is established, administered and maintained in line with agency practice.</p> <p>3.2 Security of register and keys is maintained in line with</p>   |

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	agency practice.
<b>4 Implement property maintenance plan.</b>	<p>4.1 Property maintenance plan, including agency fees, is presented to owners for discussion and approval in line with agency practice.</p> <p>4.2 Property maintenance plan is implemented in line with owner instructions, legislative requirements and agency practice.</p> <p>4.3 Regular reports are provided to owners in line with property maintenance plan and agency practice.</p> <p>4.4 Agency fees for property maintenance services are recorded and billed to owner in line with agency practice and legislative requirements.</p>
<b>5 Monitor security of managed properties.</b>	<p>5.1 Security risks associated with managed properties are identified and documented in line with agency and legislative requirements.</p> <p>5.2 Causes and potential impact of security risks on agency, clients and other stakeholders are determined.</p> <p>5.3 Property security measures are established in line with terms of the property management agreement, owner instructions, legislative requirements and agency practice.</p>
<b>6 Review property maintenance plan.</b>	<p>6.1 Property maintenance plan is reviewed in consultation with <i>owners and relevant people</i> using <i>appropriate data</i> and <i>interpersonal communication strategies</i>.</p> <p>6.2 Outcomes of review are prepared in required format, style and structure and presented to owners and other relevant people within agreed timeframes.</p> <p>6.3 Recommendations for improvement to property maintenance plan are presented to owners and other relevant people in line with agency practice.</p> <p>6.4 <i>Business equipment and technology</i> are used to securely maintain documentation according to agency procedures.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

## **REQUIRED SKILLS AND KNOWLEDGE**

### **Required skills:**

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, building plans and property maintenance reports and specifications
- application of risk management strategies associated with property maintenance
- computing skills to access the internet, access web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions regarding property maintenance consistent with legislative, safety and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and building and safety codes; prepare general information, papers, formal and informal letters, reports and applications; and complete standard and statutory forms
- negotiation skills to establish contracts with tradespeople and service providers for provision of property maintenance and repair services
- numeracy skills to calculate and interpret data on property maintenance costs, such as the annual level of maintenance expenditure required to sustain a property at its current condition
- planning, organising and scheduling skills to provide cyclical, routine and non-routine property maintenance services for managed properties
- research skills to identify and locate documents and information relating to the maintenance of managed properties.

### **Required knowledge and understanding:**

- basic concepts of taxation for investment properties
- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building construction practices
- common building faults and styles
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks for property maintenance procedures
- ethical standards
- key register
- management strategies relevant to different types of industrial, commercial, rural and retail property
- OHS issues and requirements
- property maintenance methods
- property maintenance plan
- property maintenance requirements

## REQUIRED SKILLS AND KNOWLEDGE

- property maintenance schedule
- property safety and security requirements
- register of tradespeople and service providers
- relevant building services, trades and operation for maintenance operations
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - environmental issues
  - financial services
  - industrial relations
  - leases and tenancy agreements
  - OHS
  - privacy
  - property management
  - taxation
- reporting to owners on repairs and maintenance
- risks and management strategies associated with property maintenance
- selection of tradespeople and service providers
- systems for implementing property maintenance requirements
- tendering procedures.

## 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.

**Overview of assessment** This unit of competency could be assessed through practical demonstration of developing, implementing and reviewing a maintenance plan for managed properties. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment

may be carried out in a simulated or workplace environment.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

A person who demonstrates competency in this unit must be able to provide evidence of:

- establishing and implementing a property maintenance plan for managed properties
- determining property maintenance requirements for managed properties
- developing a property maintenance plan for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients
- establishing and maintaining a key register for managed properties
- monitoring security of managed properties
- knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance plan for managed properties
- reviewing the property maintenance plan for managed properties.

**Context of and specific resources for assessment**

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with



a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

## 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. ***Bold italicised*** wording in the performance criteria is detailed below. 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.

- Property maintenance requirements*** may include:
- confirmation of operational effectiveness
  - cyclical maintenance
  - emergency repairs
  - refurbishment
  - non-routine repairs
  - routine servicing and repairs.
- Industry benchmarks*** may include:
- age of the properties with allowance for mid-life upgrades and refurbishments
  - annual level of maintenance expenditure required to sustain a property at its current condition
  - compliance with safety codes
  - expenditure on repairs and maintenance as a percentage of asset value
  - functionality and amenity of property
  - strategic importance of individual properties
  - structural soundness.
- Legislative requirements*** may include:
- relevant federal, and state or territory legislation and local government regulations relating to:
    - anti-discrimination and equal employment opportunity
    - consumer protection, fair trading and trade practices
    - employment and industrial relations
    - environmental issues
    - financial services
    - industrial relations
    - leases and tenancy agreements
    - OHS
    - privacy
    - property management
    - taxation.
- Property maintenance***
- cleaning
  - electrical

***plan*** may include:

- emergency lighting
- evacuation
- fencing and boundaries
- fire lighting
- garden
- housekeeping
- painting
- pests
- plant and equipment maintenance
- plumbing
- sanitary disposal
- security
- vertical movement
- waste disposal
- weather proofing.

***Reliable and efficient maintenance methods*** may include:

- internal employee services
- lease contractual obligations
- outsourcing of external contracts with arms length organisations
- subcontracting tradespeople and service providers.

***Safety and security requirements*** may include adherence to OHS policies and procedures for the containment of:

- emergency situations, including fire, flood, bomb threats, suicide attempts or other actions likely to lead to property or bodily threat
- potential safety and health hazards, such as physical, mechanical or chemical agents that are already in the property, or are brought to the property, or created as a by-product of work done in the property.

***Tradespeople and other service providers*** may include:

- air conditioning and mechanical services technicians
- builders
- cleaners
- electricians
- gardeners
- painters
- pest exterminators
- plant and equipment technicians
- plasterers
- plumbers
- swimming pool technicians
- tilers.

***Criteria for the selection of tradespeople and other service providers*** may

- cost
- quality of work
- service standards.

include:

***Specialist advice*** may include:

- architects
- bankers and financiers
- builders
- government officials
- industry professionals and members of industry associations
- investment consultants
- planners
- real estate agents
- solicitors
- subcontractors
- technical experts
- tradespeople.

***Key register*** may refer to:

- access to keys
- coding of keys
- entry of keys in register
- non-return of keys
- records
- security and storage procedures.

***Owners and relevant people*** may include:

- agency principal and management
- clients
- colleagues
- engineers and technicians
- government personnel
- industry professionals and members of industry associations
- installers
- legal representatives
- licensed real estate agents
- owners
- site personnel
- subcontractors
- technical experts
- tenants
- tradespeople.

***Appropriate data*** may include:

- checklists
- cost data analysis
- expert and peer review
- interviews
- observation

***Interpersonal communication strategies*** may include:

- questionnaires
- review of quality assurance data.
- active listening
- providing an opportunity for clients to clarify their understanding of the sales process
- soft questioning and seeking feedback to confirm own understanding of client needs and expectations
- summarising and paraphrasing to check understanding of client message
- using appropriate body language.

***Business equipment and technology*** may include:

- computers
- data storage devices
- facsimile machines
- internet, extranet and intranet
- email
- photocopiers
- printers and scanners
- software applications such as databases, word applications.

## **Unit Sector(s)**

**Unit sector** Property development, sales and management

## **Competency field**

**Competency field** Real estate