



Australian Government

CHCSOH002 Manage and maintain tenancy agreements and services

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required to manage tenancy agreements and associated housing services.

This unit applies to work in a social housing context in agencies responsible for sustainable tenancy management. Workers are required to exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Complete tenancy agreement

1.1 Schedule suitable appointment time for signing documents and organise interpreters, according to client needs

1.2 Complete written property conditions report

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

1.4 Advise clients of the rebate and rental payment

ELEMENT	PERFORMANCE CRITERIA
	options 1.5 Address all legal requirements in respect of executing agreements 1.6 Organise documentation and legal representation for 'under age' client prior to signing tenancy agreement
2. Explain the policies and procedures 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 Provide information to new tenants on rental bonds, in accordance with the organisations policies and procedures and rental bond legislation 2.3 Explain the maintenance system, rental rebate system, grievance procedures and any other services provided by the organisation to new tenants
3. Recognise crisis and the need for immediate intervention	3.1 Respond appropriately to individuals who are experiencing homelessness or who are at risk of becoming homeless 3.2 Utilise specialist expertise of other agencies and community services 3.3 Identify crisis situations and follow organisation's intervention procedures 3.4 Comply with 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
4. Facilitate landlord and tenant responsibilities (per the tenancy agreement)	4.1 Follow organisation's procedures for inspections, maintenance and complaints handling 4.2 Manage rental accounts in accordance with current guidelines 4.3 Manage rental bonds in accordance with organisations policies and relevant legislation 4.4 Monitor and act upon nuisance and annoyance

ELEMENT	PERFORMANCE CRITERIA
5. Respond with sensitivity to tenant's changing needs and circumstances	incidents in accordance with organisation guidelines 4.5 Inform clients and landlords of their rights and responsibilities 5.1 Implement criteria for succession to proceed 5.2 Request and review supporting documentation 5.3 Check supporting documentation for accuracy and use in decision-making process 5.4 Identify asset management issues
6. Manage tenancy termination processes	6.1 Determine reasons for tenancy termination 6.2 Follow organisation procedures and legal processes for termination 6.3 Maintain client confidentiality within organisation policies and procedures 6.4 Assist tenants, according to needs, including referrals to appropriate tenant, advocate and/or legal representation 6.5 Complete all termination documentation and filing in accordance with role
7. Manage eviction process	7.1 Negotiate with tenant advocates and/or legal representatives 7.2 Follow eviction procedures of organisation
8. Facilitate appeal process	8.1 Provide client with a clear explanation of appeal process and encourage clients to present all facts relevant to appeal 8.2 Gather information on changes in circumstances and use to inform appeal process 8.3 Arrange an interview for further information, if necessary, and assess the need for an interpreter or advocate 8.4 Review facts obtained previously and make decision as per delegation 8.5 Document appeals decision
9. Take appropriate action in	9.1 Investigate complaint and determine if the client has

ELEMENT**PERFORMANCE CRITERIA**

response to a complaint about tenant

attempted to resolve the problem

9.2 Decide whether intervention should be taken by organisation

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

9.4 Gather information, reports, documentation and feedback from tenants, neighbours, colleagues, police and tenant groups

9.5 Write and file a comprehensive record of complaint and action taken

10. Resolve problems

10.1 Consult with relevant people and agencies in accordance with confidentiality requirements

10.2 Identify all options

10.3 Mediate between involved parties in an attempt to reach mutually accepted resolutions

10.4 Adhere to legal responsibility of reporting alleged criminal behaviour

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCSOH002 Manage and maintain tenancy agreements and services

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- completed 1 tenancy agreement and explained housing services and the rights and responsibilities of all parties
- identified, prioritised and responded to the needs of 1 client with changing needs and circumstances
- responded to 1 complaint about a tenant
- responded to 1 complaint by a tenant
- responded to 1 appeal
- responded to 1 crisis situation by following organisation's intervention procedures
- terminated 1 tenancy agreement in accordance with organisation and legislative requirements
- followed eviction procedures for 1 client

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- organisation policies and procedures
- organisation and legislative reporting requirements

- relevant national and/or state/territory legislation regarding smoke alarms in individual, group and shared housing contexts
- principles of mediation and dispute resolution
- all aspects of the rental system, including knowledge of residential tenancy legislation
- rights and responsibilities of clients and the organisation
- organisation's complaints process and grievance procedures
- appeal process and client right of appeal
- principles of sustaining tenancies
- socioeconomic impact of homelessness
- primary, secondary and tertiary definitions of homelessness
- difference between and reasons for termination and eviction

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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