



Australian Government

CHCSOH005 Manage tenancy rent and rental arrears

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 knowledge and skills required to manage all aspects of tenancy rent and rental arrears.

This unit applies to work in a social housing context. 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

PERFORMANCE CRITERIA

Elements define the essential outcomes

1. Manage rent

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

1.1 Calculate rents and other charges 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 tenants and other relevant parties

1.4 Document actions in accordance with role and organisation requirements

PERFORMANCE CRITERIA

2. Manage arrears and tenant debt procedures

- 2.1 Reconcile and prioritise accounts taking into consideration all pending adjustments
- 2.2 Apply early intervention strategies to maximise sustainability of tenancies prior to consideration of any termination procedures
- 2.3 Complete arrears and/or tenant debt reports which provide sufficient information to support further action
- 2.4 Review and manage systems generated arrears and/or debt communication to tenant

3. Review client payment history and initiate recovery action

- 3.1 Access and review rental account and tenant charge systems to gather information on client payment history
- 3.2 Carry out recovery actions on accounts in arrears according to organisation requirements.
- 3.3 Provide referrals to credit counselling if required
- 3.4 Monitor client offers to repay arrears and or debts

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 CHCSOH005 Manage tenancy rent and rental arrears

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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:

- managed all aspects of tenancy rent and rental arrears 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:

- 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
- mediation and dispute resolution principles and techniques
- 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
- how to calculate rent and other charges using organisation procedures

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - use of real workplace policies and procedures
 - use of typical workplace reporting processes
 - use of workplace forms and proformas
 - rental management computer system
- modelling of industry operating conditions

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

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