



Australian Government

CHCSOH006 Manage vacant properties

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 rental properties which have become vacant.

This unit applies to work undertaken in a social housing context within clearly defined organisational 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. Manage vacancies

1.1 Implement allocations management policy to ensure targets are met for rehousing, immediate housing and wait-turn housing

1.2 Minimise rent loss through prompt restoration

1.3 Determine allocation, disposal or redevelopment of a vacant property using total asset management principles

2. Manage abandoned properties and goods

2.1 Confirm abandonment of property by inspection, and action according to current Residential Tenancies Act

2.2 Assess abandoned goods and vehicles and arrange

ELEMENT**PERFORMANCE CRITERIA**

storage or disposal in accordance with the current Residential Tenancies Act

3. Assess and manage property condition

3.1 Undertake pre-vacation and post-vacation reports

3.2 Identify and calculate client charge items and discuss with tenant to obtain commitment

3.3 Void property and update computer system

3.4 Prepare advice of vacant dwellings

3.5 Identify and arrange necessary repairs and cleaning and raise orders on computer system

3.6 Prepare final inspection and property condition report

3.7 Raise debit notes

4. Identify vacant properties and implement arrears management procedures

4.1 Provide written acknowledgment of advice to tenant, including calculation of balance of account at cessation date

4.2 Employ police and/or security services regarding vandalism where necessary

4.3 Manage security of property in accordance with organisation procedures

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 CHCSOH006 Manage vacant properties

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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 2 different vacant rental properties in accordance with organisation, legislative and security requirements
- assessed repairs and maintenance for 2 different vacant rental properties in a manner consistent with both the policies of the organisation and the relevant residential tenancy legislation

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:

- the principles of housing asset management
- relevant organisation policy
- the key elements of a planned maintenance program
- the relevant sections of residential tenancy legislation in relation to repairs and maintenance
- organisation procedures for notices to tenants
- legal implications of squatters

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.

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