



Australian Government

CHCSOH014 Manage and maintain tenancy agreements and services

Release: 1

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Modification History

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

Application

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

This unit applies to individuals who work in a social housing context in agencies responsible for sustainable tenancy management. Workers 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 standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Social Housing

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Complete tenancy agreement.

PERFORMANCE CRITERIA

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

- 1.1. Schedule appointment time for signing documents and organise interpreters according to client needs.
- 1.2. Inspect property and document findings in written property condition report.
- 1.3. Inform client of costs and documentation required prior to

- sign-up.
- 1.4. Advise client of rebate and rental payment options.
- 1.5. Address all legal requirements and execute agreement.
- 1.6. Organise documentation and legal representation for an underage client prior to signing tenancy agreement.
- 2. Explain policies and procedures to new tenant.
 - 2.1. Provide information to new tenant on rent payment systems and housing provider expectations of tenant rent payment and arrears.
 - 2.2. Provide information to new tenant on rental bonds according to organisational policies and procedures and rental bond legislation.
 - 2.3. Explain maintenance system, rental rebate system, grievance procedures and the services provided by organisation.
- 3. Recognise crisis and need for immediate intervention.
 - 3.1. Respond to individuals experiencing homelessness or at risk of becoming homeless.
 - 3.2. Use specialist expertise of agencies and community services.
 - 3.3. Identify crisis situations and follow organisational policies and procedures for intervention.
 - 3.4. Comply with legal and duty of care requirements when dealing with young people experiencing homelessness or at risk of becoming homeless.
 - 3.5. Make referrals for individuals who are experiencing homelessness or at risk of becoming homeless.
- 4. Facilitate landlord and tenant responsibilities according to tenancy agreement.
 - 4.1. Follow organisational policies and procedures for inspections, maintenance and complaints handling.
 - 4.2. Manage rental accounts according to organisational policies and procedures.
 - 4.3. Manage rental bonds according to organisational policies and procedures and legislative requirements.
 - 4.4. Monitor and act on nuisance and annoyance incidents according to organisational policies and procedures.
 - 4.5. Inform client and landlord of their rights and responsibilities.
- 5. Respond to tenant changing needs and circumstances.
 - 5.1. Implement criteria for succession to proceed.
 - 5.2. Request and review supporting documentation.
 - 5.3. Confirm accuracy of supporting documentation and use in decision-making process.
 - 5.4. Identify asset management issues.
- 6. Manage tenancy termination process.
 - 6.1. Determine reasons for tenancy termination.
 - 6.2. Follow organisational policies and procedures and

- legislative requirements for termination.
- 6.3. Maintain client confidentiality according to organisational policies and procedures.
- 6.4. Assist tenant according to needs and make referrals to tenant advocate and legal representation.
- 6.5. Complete termination documentation and filing according to role.
- 7. Manage eviction process with sensitivity.
 - 7.1. Identify existing and required support networks in consultation with tenant.
 - 7.2. Negotiate with tenant according to their needs and preferences.
 - 7.3. Check nominated support service is engaged as required to meet tenant needs.
 - 7.4. Follow organisational policies and procedures for eviction.
- 8. Facilitate appeal process.
 - 8.1. Explain appeal process to tenant and encourage tenant to present all facts relevant to appeal.
 - 8.2. Gather and use information on changes in circumstances to inform appeal process.
 - 8.3. Arrange and conduct interview to gather information and assess need for interpreters and advocates.
 - 8.4. Review information and make decision according to delegation.
 - 8.5. Document appeal decision according to organisational policies and procedures.
- 9. Take action in response to a complaint about tenant.
 - 9.1. Investigate complaint and determine action tenant has taken to attempt to resolve the problem.
 - 9.2. Gather information, reports, documentation and feedback from parties involved in complaint.
 - 9.3. Review information to decide whether intervention should be taken by organisation.
 - 9.4. Document case if organisational intervention decision is made.
 - 9.5. Write and file record of complaint and action taken.
- 10. Resolve problems.
 - 10.1. Consult with people and agencies according to confidentiality requirements.
 - 10.2. Meet with parties to develop cases for action and mediation.
 - 10.3. Mediate between involved parties for mutually accepted resolutions.
 - 10.4. Prepare mediation report and refer to line manager if mediation is unsuccessful.
 - 10.5. Report alleged criminal behaviour according to legislative

requirements.

Foundation Skills

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

Unit Mapping Information

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

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 CHCSOH014 Manage and maintain tenancy agreements and services

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- complete one tenancy agreement and explain housing services and the rights and responsibilities of all parties
- identify, prioritise and respond to the needs of one tenant with changing needs and circumstances
- respond to one complaint:
 - about a tenant
 - by a tenant
- respond to one appeal according to organisational policies and procedures
- respond to one crisis situation according to organisational policies and procedures
- terminate one tenancy agreement according to organisational policies and procedures and legislative requirements
- follow organisational eviction policies and procedures for one client
- parties from whom information may be collected during complaint investigation:
 - tenant
 - neighbours
 - colleagues
 - police
 - tenant groups.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing and maintaining tenancy agreements and services
- legislative reporting requirements applicable to managing and maintaining tenancy agreements and services
- Commonwealth and State or Territory smoke alarm legislation for individual, group and shared housing
- rights and responsibilities of young people as per relevant State or Territory legislation

- principles of mediation and dispute resolution
- rental system including residential tenancy legislation
- rights and responsibilities of the client and organisation
- organisational policies and procedures for complaints
- appeal process and tenant 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 be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with clients and multiple agencies.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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