



Australian Government

CHCSOH016 Manage tenancy rent and rental arrears

Release: 1

CHCSOH016 Manage tenancy rent and rental arrears

Modification History

Release 1. CHCSOH016 Manage tenancy rent and rental arrears supersedes and is not equivalent to CHCSOH005 Manage tenancy rent and rental arrears.

Application

This unit describes the performance outcomes, knowledge and skills required to manage all aspects of tenancy rent and rental arrears.

This unit applies to individuals who work in a social housing context. 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. Manage rent.

PERFORMANCE CRITERIA

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

- 1.1. Calculate rent and other charges according to organisational policies and procedures and using rental management computer system.
- 1.2. Conduct rent reviews according to organisational policies and procedures and legislative requirements.
- 1.3. Discuss rent calculations and rent reviews with tenants and relevant parties.

- 1.4. Document actions according to role and organisational requirements.
2. Manage arrears and tenant debt procedures.
 - 2.1. Reconcile and prioritise accounts taking into consideration pending adjustments.
 - 2.2. Apply early intervention strategies to maximise sustainability of tenancies prior to consideration of termination procedures.
 - 2.3. Complete arrears and tenant debt reports with sufficient information to support further action.
 - 2.4. Review and manage systems generated arrears and 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 organisational requirements.
 - 3.3. Provide referrals to help client with their financial situation.
 - 3.4. Monitor client offer to repay arrears and debts.

Foundation Skills

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

Unit Mapping Information

Release 1. CHCSOH016 Manage tenancy rent and rental arrears supersedes and is not equivalent to CHCSOH005 Manage tenancy rent and rental arrears.

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 CHCSOH016 Manage tenancy rent and rental arrears

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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:

- manage tenancy rent and rental arrears for one client.

Knowledge Evidence

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

- key elements of rental management and rent arrears management
- referral options to help clients with their financial situation:
 - charities offering brokerage services
 - community legal centres offering financial counselling, energy and food vouchers
- principles for sustaining tenancies and early intervention strategies
- indicators of tenant rent payment difficulties
- factors related to communicating 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 for rental management
- client confidentiality
- eviction procedures
- legal requirements in relation to termination of tenancies
- techniques for calculating rent and other charges.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to suitable facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- access to rental management computer system

- opportunities for engagement with clients.

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

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