



Australian Government

CHCSOH017 Manage vacant properties

Release: 1

CHCSOH017 Manage vacant properties

Modification History

Release 1. CHCSOH017 Manage vacant properties supersedes and is equivalent to CHCSOH006 Manage vacant properties.

Application

This unit describes the performance outcomes, skills and knowledge required to manage rental properties which have become vacant.

This unit applies to individuals who work 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 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 vacancy.
2. Manage abandoned property and goods.

PERFORMANCE CRITERIA

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

- 1.1. Implement allocations management policy and meet targets for rehousing, immediate housing and wait-turn housing.
- 1.2. Minimise rent loss through prompt property restoration.
- 1.3. Use total asset management principles to determine allocation, disposal and redevelopment of vacant property.
- 2.1. Confirm abandonment of property by inspection and action according to State or Territory legislation.

- 2.2. Assess abandoned goods and vehicles and arrange storage and disposal according to State or Territory legislation.
- 3. Assess and manage property condition.
 - 3.1. Undertake pre-vacation and post-vacation reports.
 - 3.2. Identify, calculate and discuss tenant charge items with tenant to obtain commitment.
 - 3.3. Void property and update application management system according to organisational policies and procedures.
 - 3.4. Prepare advice of vacant property.
 - 3.5. Identify and arrange repairs and cleaning and raise orders on application management system according to organisational policies and procedures.
 - 3.6. Prepare final inspection and property condition report.
 - 3.7. Raise debit notes.
- 4. Identify vacant property 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. Request assistance from police and security services regarding vandalism.
 - 4.3. Manage security of property according to organisational policies and procedures.

Foundation Skills

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

Unit Mapping Information

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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 CHCSOH017 Manage vacant properties

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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 two vacant rental properties according to organisational policies and procedures and legislative and security requirements
- assess repairs and maintenance for two vacant rental properties according to organisational policies and procedures and residential tenancy legislation.

Knowledge Evidence

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

- principles of housing asset management
- organisational policies and procedures:
 - notices to tenants
- key elements of a planned maintenance program
- residential tenancy legislation relating to repairs and maintenance
- legal implications of squatters.

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
- opportunities for engagement with clients and multiple agencies.

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

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