



Australian Government

CHCSOH018 Respond to property maintenance enquiries

Release: 1

CHCSOH018 Respond to property maintenance enquiries

Modification History

Release 1. CHCSOH018 Respond to property maintenance enquiries supersedes and is not equivalent to CHCSOH007 Respond to property maintenance enquiries.

Application

This unit describes the performance outcomes, skills and knowledge required to respond to maintenance enquiries relating to social housing properties.

This unit applies to individuals who work with social housing property found in a range of locations, including urban, semi-urban and non-urban environments, as well as low, medium and high-density housing estates and body corporate arrangements. It also applies to publicly owned and managed social housing properties and privately owned and leased social housing properties.

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. Receive property maintenance enquiry.

PERFORMANCE CRITERIA

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

- 1.1. Receive and record maintenance enquiry.
- 1.2. Promptly establish client requirements and degree of urgency.

- 1.3. Allocate priority to property maintenance enquiry and determine additional research and follow up requirements.
2. Follow up property maintenance enquiry.
 - 2.1. Identify information relevant to client needs and assess risk according to organisational policies and procedures, maintaining client privacy and confidentiality.
 - 2.2. Assess accuracy and type of information available from client to determine requirement for on-site inspection and further action.
 - 2.3. Assess probability of associated problems and impact on property operations from available information, and advise other parties.
3. Determine response according to organisational and legal requirements.
 - 3.1. Assess property maintenance enquiry and determine need for written response, verbal response and action.
 - 3.2. Prepare response consistent with industry codes of practice and legislation.
 - 3.3. Prepare response within required timeframe according to organisational policies and procedures.
4. Communicate advice and information.
 - 4.1. Present written and verbal advice and information in clear and simple terms.
 - 4.2. Provide client with options and alternatives.
 - 4.3. Provide property information for routine and specified enquiries.
 - 4.4. Attend to client requirements for follow up information.
 - 4.5. Seek feedback from client to check satisfaction with response according to client needs.
 - 4.6. Schedule and confirm bookings with client.
5. Update files and records.
 - 5.1. Complete documentation and record in property maintenance management system according to organisational policies and procedures.
 - 5.2. Advise staff of work allocations.
 - 5.3. Summarise and analyse information on the type and source of enquiries to identify maintenance trends.
 - 5.4. Summarise and analyse feedback from tenants and stakeholders about contractor performance.
 - 5.5. Check and confirm maintenance is carried out according to contract documentation and work health and safety (WHS) requirements.
 - 5.6. Recognise contractor non-compliance with performance requirements and take action to rectify.
 - 5.7. Recommend changes to policy and service provision.

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 CHCSOH018 Respond to property maintenance enquiries

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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:

- prioritise and respond to three property maintenance enquiries relating to social housing properties according to organisational policies and procedures and legislative requirements.

Knowledge Evidence

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

- business operations, budget restraints and property maintenance processes
- organisational policies and procedures for:
 - property maintenance
 - privacy and confidentiality
 - risk assessment
 - preparation of reports and documentation
- legal and ethical considerations for dealing with and responding to enquiries and how these are applied in organisations:
 - codes of practice
 - legislative constraints and timelines
 - Commonwealth and State or Territory smoke alarm legislation
- organisational management systems and processes relating to property maintenance
- client expectations including diversity of clients and complex needs
- parties who may be impacted by property maintenance activities:
 - tenants
 - clients
 - consultants
 - tradespersons
 - management
- domestic and family violence issues
- responsive maintenance in the social housing context

- property maintenance and principles of the asset maintenance system in the context of provision of social housing.

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 property maintenance management system
- opportunities for engagement with diverse clients.

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

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