



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH416C Manage vacant properties

Release: 1

CHCCH416C Manage vacant properties

Modification History

Not Applicable

Unit Descriptor

Descriptor

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

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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 Residential Tenancies Act
- 2.2 Assess *abandoned goods* and vehicles and arrange storage or disposal in accordance with the Residential Tenancies Act
- 2.3 Maintain security of property

ELEMENT**PERFORMANCE CRITERIA**

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|---|---|
| 3. Property condition is assessed and managed | 3.1 Undertake pre-vacation/post-vacation reports |
| | 3.2 Identify client charge items and obtain commitment |
| | 3.3 Maintain security of property |
| | 3.4 Void property and update computer system as appropriate |
| | 3.5 Prepare advice of vacant dwellings |
| | 3.6 Identify necessary repairs and cleaning |
| | 3.7 Raise orders on computer system |
| | 3.8 Arrange repairs and cleaning |
| | 3.9 Prepare final inspection and property condition report |
| | 3.10 Raise debit notes, as required |
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| 4. Identify vacant properties and implement arrears management procedures | 4.1 Provide written acknowledgment of advice to tenant including balance of account at cessation date |
| | 4.2 Employ police/security services regarding vandalism where necessary |
| | 4.3 Recognise legal implications/status of squatters |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- The principles of housing asset management
- Organisation policy
- The key elements of a planned maintenance program
- The relevant sections of residential tenancy legislation in relation to repairs and maintenance

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Undertake debt recovery action as per organisation guidelines
- Undertake repairs and maintenance in a manner consistent with both the policies of the organisation and the relevant residential tenancy legislation
- Take a planned approach to housing asset management
- Work cooperatively with tenants and contractors to achieve effective outcome

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate the application of skills in:
 - mediation and conflict resolution
 - effective interpersonal communication
 - planning and coordination of complex processes

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit should be assessed in the workplace or through a relevant simulation
- Assessment must include a variety of repair and maintenance situations

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to
 - a workplace where assessment can be conducted, or a realistic simulated workplace setting

Method of assessment:

- In cases where the learner does not have the opportunity to cover all aspects of the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

- Abandoned goods relates to:*
- Those items remaining on a property after either tenancy termination or abandonment of property
- Housing assets may include:*
- Rental properties directly managed by the organisation
 - Property in which organisation is located
- Repairs and maintenance will include:*
- Minor repairs as a result of accident or wear and tear
 - Emergency maintenance, in a manner consistent with tenancy legislation
 - Routine maintenance
 - Major repairs

Unit Sector(s)

Not Applicable