



Australian Government

CPPDSM4049 Implement maintenance program for managed properties

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM4049A Implement maintenance plan for managed properties.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to develop and implement a maintenance program for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance program, establishing and maintaining a key register, monitoring the security of managed properties, and implementing and reviewing the property maintenance program.

The unit supports workers in the property industry who are involved in developing and implementing maintenance programs for all types of managed properties. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

1. Determine

1.1. Property reports, maintenance specifications, feedback

property maintenance requirements.		from tenants, owner instructions and other relevant documentation are obtained and analysed to establish property maintenance requirements .
	1.2.	Industry benchmarks are reviewed to determine maintenance intervals and other requirements.
	1.3.	Work health and safety (WHS) and other legislative requirements are interpreted and incorporated into maintenance requirements.
2. Develop property maintenance program.	2.1.	Property maintenance program is established in line with owner instructions, legislative requirements, and agency practice.
	2.2.	Reliable and efficient maintenance methods are identified in line with agency practice.
	2.3.	Maintenance costs are established.
	2.4.	Contract specifications for maintenance services are developed and incorporated into tender documents, where appropriate.
	2.5.	Safety and security requirements are incorporated into maintenance program.
	2.6.	Criteria for selecting tradespeople and other service providers to provide repair and maintenance services are established.
	2.7.	Register of tradespeople and other service providers is compiled and maintained.
	2.8.	Property maintenance schedule is established.
	2.9.	Systems for recording and implementing property maintenance requirements and reporting to owners are established.
	2.10.	Aspects of maintenance program requiring specialist advice are identified and assistance is sought as required.
3. Establish key register.	3.1.	Key register system is established, administered and maintained.
	3.2.	Security of register and keys is maintained.
4. Implement property	4.1.	Property maintenance program, including agency fees, is presented to owners for discussion and approval.

maintenance program.	4.2.	Property maintenance program is implemented in line with owner instructions, legislative requirements, and agency practice.
	4.3.	Regular reports on property are provided to owners.
	4.4.	Agency fees for property maintenance services are recorded and billed to owner.
5. Monitor security of managed properties.	5.1.	Security risks associated with managed properties are identified and documented.
	5.2.	Causes and potential impact of security risks on agency, clients and other stakeholders are determined.
	5.3.	Property security measures are established in line with terms of the property management agreement, owner instructions, legislative requirements and agency practice.
6. Review property maintenance program.	6.1.	Property maintenance program is reviewed in consultation with client.
	6.2.	Outcomes of review are prepared in required format, style and structure and presented to owners within agreed timeframes.
	6.3.	Recommendations for improving property maintenance program are presented to owners and other relevant people in line with agency practice.
	6.4.	Documentation on property maintenance is produced and maintained using business equipment and technology.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	maintain current knowledge of property maintenance standards and industry benchmarks.
Numeracy skills to:	- calculate the cost of property maintenance activities - monitor property maintenance costs against budget projections

- calculate and interpret data on property maintenance costs, such as the annual level of maintenance expenditure required to sustain a property at its current condition.
- Oral communication skills to:
 - ask questions to clarify owner's property maintenance requirements
 - negotiate contracts with tradespeople and service providers for provision of property maintenance and repair services.
- Reading skills to:
 - read and review property maintenance programs
 - extract information from complex documents, such as legislation, regulations, building programs, and property maintenance reports and specifications.
- Writing skills to:
 - prepare routine documentation, such as property maintenance reports.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Property*** must include at least one of the following:
- business property
 - commercial property
 - development property, including subdivision and multi-unit sites
 - holiday rental
 - industrial property
 - investment property
 - periodic rental property
 - residential property
 - retail property
 - rural property
 - strata community.
- Property maintenance requirements*** must include:
- confirmation of operational effectiveness
 - cyclical maintenance
 - emergency repairs
 - refurbishment
 - non-routine repairs
 - routine servicing and repairs.
- Industry benchmarks*** must include at least four of the following:
- age of the properties, with allowance for mid-life upgrades and refurbishments
 - annual level of maintenance expenditure required to sustain a

- property at its current condition
- compliance with safety codes
 - expenditure on repairs and maintenance as a percentage of asset value
 - functionality and amenity of property
 - strategic importance of individual properties
 - structural soundness.
- Property maintenance program*** must include:
- cleaning
 - electrical
 - emergency lighting
 - evacuation
 - fencing and boundaries
 - fire lighting
 - garden
 - housekeeping
 - painting
 - pests
 - plant and equipment maintenance
 - plumbing
 - sanitary disposal
 - security
 - vertical movement
 - waste disposal
 - weather proofing.

Unit Mapping Information

CPPDSM4049A Implement maintenance plan for managed properties

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM4049 Implement maintenance program for managed properties

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Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop and implement a maintenance program for one of the following managed properties:

- business property
- commercial property
- development property, including subdivision and multi-unit sites
- holiday rental
- industrial property
- investment property
- periodic rental property
- residential property
- retail property
- rural property
- strata community.

In doing the above, the person must:

- determine property maintenance requirements for managed properties
- develop a property maintenance program for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients
- establish and maintain a key register for managed properties
- monitor security of managed properties
- apply knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance program for managed properties
- review the property maintenance program for the above managed property.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- basic knowledge of property contracts and administrative requirements relating to implementing a property maintenance program
- building codes and Australian standards relating to implementing a property maintenance program
- building construction practices relating to implementing a property maintenance program
- common building styles
- common building faults
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks and ethical standards for property maintenance procedures
- key register, including:
 - its purpose
 - operating procedures
 - risks associated with its inadequate management
- management strategies relating to different types of residential, industrial, commercial, rural and retail property
- work health and safety (WHS) issues and requirements relating to maintenance programs for managed properties
- property maintenance:
 - methods
 - programs
 - requirements
 - schedules
- property safety and security requirements
- key requirements of federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection and trade practices
 - employment and industrial relations
 - environmental issues
 - financial services
 - industrial relations
 - leases and tenancy agreements
 - WHS
 - privacy
 - strata communities
 - taxation
- procedures for reporting repairs and maintenance to owners
- risks and risk management strategies associated with property maintenance

- register of tradespeople and service providers, including:
 - its location and procedures for accessing it
 - contact details of those on the register and the services they provide
 - procedures for selecting registered tradespeople and providers
- systems for implementing property maintenance requirements
- procedures for tendering repair and maintenance work to be undertaken at managed properties.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- physical conditions:
 - managed properties
 - specialist advice required to develop maintenance programs for managed properties
- specifications:
 - organisational policies and procedures relating to developing and implementing maintenance programs for managed properties
 - legislation and regulations impacting on maintenance programs for managed properties
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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