



Australian Government

CPPREP3104 Assist with maintaining and protecting condition of managed properties

Release: 1

CPPREP3104 Assist with maintaining and protecting condition of managed properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to inspect managed properties, prepare inspection reports, and implement required repairs and maintenance.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine inspection requirements.	1.1 Determine purpose and type of managed property inspection according to landlord's requirements and agency practice. 1.2 Identify critical aspects requiring inspection from property documentation and legislative requirements. 1.3 Negotiate and establish inspection procedure and time line. 1.4 Coordinate access arrangements according to agency practice and legislative requirements.
2. Assist with inspection of property.	2.1 Analyse property condition against market expectations of normal wear and tear and legislative requirements for the

	maintenance of leased property. 2.3 Identify and seek assistance with situations requiring specialist advice as required and according to agency practice.
3. Report inspection findings.	3.1 Record inspection findings in a format suitable for analysis and dissemination. 3.2 Support inspection conclusions with verifiable evidence. 3.3 Distribute inspection report according to client and agency requirements.
4. Manage repairs to managed properties.	4.1 Identify appropriate tradespeople from practice database to complete required repairs or maintenance. 4.2 Arrange completion of repairs and maintenance according to management agreement, landlord instructions and legislation. 4.3 Check completed repairs or maintenance are to required standard, and follow-up if additional work is required. 4.3 Prepare and supply report on repair and maintenance work to landlord on completion of work.
5. Maintain maintenance documentation.	5.1 Support property management team to advise landlord of expected future maintenance requirements and costs. 5.2 Discuss benefits of systematic, planned preventative maintenance programs with landlord. 5.3 Maintain accurate records of property maintenance. 5.4 Assist with preparing regular reports to landlord on property condition and options for protecting asset value.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPREP3104 Assist with maintaining and protecting condition of managed properties

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Performance Evidence

To demonstrate competency in this unit, a person must support the property manager in the maintenance and protection of the condition of two managed properties.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- Commonwealth and state or territory legislation and local government regulations relating to maintaining and protecting condition of managed properties in real estate
- ethical standards in real estate relating to maintaining and protecting condition of managed properties
- types of property documentation
- verifiable evidence of property inspections:
 - inspection checklists, records and notes
- processes for:
 - planning, organising and conducting property inspections
- techniques for effective interpersonal communication:
 - active listening
 - providing opportunities for clarification of understanding
 - questioning and seeking feedback
 - summarising and paraphrasing to check understanding using appropriate body language.

Assessment Conditions

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

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a real estate agency workplace, staff and business documentation relating to maintaining and protecting condition of managed properties
- equipment, communication and data access and storage technology required for maintaining and protecting condition of managed properties
- two managed properties for which maintaining and protecting condition is required
- information about accessing the properties using industry processes, including:
 - agreements
 - building codes
 - checklists
 - contracts
 - licences
 - permits
 - plans
 - previous inspection reports
 - specifications
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
 - policies, procedures, forms and records relating to maintaining and protecting condition of managed properties
 - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
 - role descriptions for people participating in role-play exercises.

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