



Australian Government

Assessment Requirements for CPPREP4121 Establish landlord relationships

Release: 1

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Modification History

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

Supersedes but is not equivalent to CPPDSM4011A List property for lease, CPPDSM4013A Market property for lease, CPPDSM4016A Monitor and manage lease or tenancy agreement.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must establish and maintain a relationship with at least 2 landlords.

The person must:

- develop a schedule for communication with one landlord, including:
 - frequency of communication and details to be provided in the communication
 - communication protocols for repairs and maintenance
 - expectations for tenant selection and ongoing tenancy management
 - timeframe for conducting and reporting on routine inspections
- prepare an agreement for property management for at least one property according to legislative requirements
- analyse a circumstance where landlord expectations were not met and provide a report with recommended action to prevent this from reoccurring.

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:

- scope of property management services:
 - marketing activities
 - services provided
 - landlord expectations of tenant
- agreements for property management services:
 - terms and conditions
 - fees and charges

- repairs and maintenance
- outgoings applicable to the property (such as rates, strata fees)
- terms and conditions relating to property inspections and repairs
- strategies for building agency-client relationships
- role of agent in providing property management
- risks and risk management strategies associated with property management
- ethical and regulatory standards associated with property management services
- privacy standards and confidentiality relating to landlord and tenant
- property management documentation and forms
- agency property records:
 - key features of a records management system
 - reasons for maintaining property records
 - types of property records
- key indicators of market conditions for property management
- sources of information about market conditions
- market conditions:
 - leasing market conditions
 - sales market conditions
- legislative requirements applying to listing agreements and documentation
- legislation relating to property management in the state or territory of operation:
 - real estate licensing and conduct
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - financial services
 - work health and safety/occupational health and safety
 - privacy
 - property sales and management
 - residential tenancies
- communication strategies for responding to client complaints.

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.

Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

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

- agency procedures, forms and documents for property management
- legislation relating to lease and property management in the state or territory of operation

- case study where landlord expectations about property management were not met.

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>