



Australian Government

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.

Application

This unit specifies the skills and knowledge required to establish landlord relationships to support property management.

It includes establishing an agreement with a landlord to provide residential property management services and maintaining the relationship including keeping records of interactions with landlords.

This unit applies to people currently working in or seeking to work in real estate.

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 the performance needed to demonstrate achievement of the element.

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|---|---|-----|--|
| 1 | Confirm scope of landlord requirements. | 1.1 | Identify ethical and conduct standards for listing properties for lease and/or management. |
| | | 1.2 | Confirm landlord experience and expectations for property management. |
| | | 1.3 | Confirm scope of property management services. |

		1.4	Review rental appraisal to confirm rental price range expectation with landlord.
		1.5	Record details of property inspection according to legislative requirements.
2	Complete property management agreement.	2.1	Prepare agreement for property leasing and/or management services.
		2.2	Document landlord acceptance of fees, charges and services to be provided.
		2.3	Complete agreement for property management according to agency practice and legislative requirements.
3	Establish framework for communication.	3.1	Develop landlord communication plan, including frequency of communication and details to be provided in the communication.
		3.2	Advise landlord about contact people within the property management team.
		3.3	Establish communication protocols for repairs and maintenance.
		3.4	Determine landlord expectations for tenant selection and ongoing tenancy management.

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:

- technology skills to access information using the internet, databases and business records management systems.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4011A List property for lease
- CPPDSM4013A Market property for lease

- CPPDSM4016A Monitor and manage lease or tenancy agreement.

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 CPPREP4121 Establish landlord relationships

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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.

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