



Australian Government

CPPREP4122 Manage tenant relationships

Release: 1

CPPREP4122 Manage tenant relationships

Modification History

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

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish tenant relationships in property management.

It includes responding to enquiries from tenants, establishing details and profile of potential tenants, matching tenants with properties, aligning landlord and tenant expectations, managing relationships and maintaining records of interactions.

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 | Respond to tenant enquiry. | 1.1 | Document source of tenant enquiry. |
| | | 1.2 | Confirm tenant needs and expectations to create tenant profile. |
| | | 1.3 | Determine suitability of property for tenant to inspect. |
| | | 1.4 | Provide tenant with information about the property including application information. |

		1.5	Conduct property inspection with tenant.
2	Select tenant for property.	2.1	Review tenant profile and assess it against selection criteria for suitability for property.
		2.2	Confirm tenant references and document outcomes.
		2.3	Make recommendations to landlord about tenant selection.
3	Provide tenancy documentation.	3.1	Prepare tenancy documentation, including agreement, condition report and documentation, according to requirements in the state or territory of operation.
		3.2	Explain conditions of tenancy agreement, condition report and other documents to tenant.
		3.3	Explain entry cost to tenant and requirements of payment.
4	Commence tenancy.	4.1	Complete tenancy documentation according to statutory and agency requirements and provide tenant with copies.
		4.2	Provide keys and security devices to tenant.
		4.3	Advise tenant about contact people within property management team for issues arising during tenancy.

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 CPPDSM4046A Manage tenancy disputes.

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 CPPREP4122 Manage tenant relationships

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Performance Evidence

To demonstrate competency in this unit, a person must select and place tenants in two different properties, and for each property:

- prepare tenancy documentation
- provide information to tenants about rights and responsibilities.

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:

- contact people in property management team
- tenant selection criteria:
 - legislation
 - suitability for property
 - tenant renting history
 - capacity to meet rental terms
- conditions of rental agreement:
 - format – written, oral, standard form
 - payment of rent
 - term of agreement
 - conditions of use
 - special conditions/additional terms
 - tenant entitlements
- entry costs:
 - bond
 - rent in advance
 - any other fees – allowable, not allowable and penalties

- disclosure and documentation requirements provided to tenants prior to entering tenancy agreement as required in state or territory of operation
- bond payment, lodgement legal requirements and agency procedures
- terms and conditions, and documentation relating to property inspections, maintenance and repairs
- roles and responsibilities of landlord and of agent to tenant during tenancy
- privacy standards and confidentiality in relation to landlord and tenant
- property management documentation and forms
- rights and responsibilities of tenants
- relevant legislation relating to property management in the state or territory of operation:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - work health and safety/occupational health and safety
 - privacy
 - property sales and management
 - ethical practice associated with tenancy agreements including disclosure
- rent:
 - payment
 - receipting and recording
 - rent arrears
- components of tenancy documentation:
 - condition report
 - disclosure requirements
 - fixed and periodic term
 - legal obligations of tenant, landlord and agent
 - rent, bonds or security deposits
- processes for tenant requests:
 - repairs
 - urgent repairs
 - issues affecting tenancy terms and conditions
- 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:

- range of tenant profiles
- range of property profiles
- sample tenancy agreement for the state or territory of operation
- sample property condition report used in the state or territory of operation
- agency procedures, forms and documents.

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