



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>