



Australian Government

CPPREP4123 Manage tenancy

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 CPPDSM4049 Implement maintenance program for managed properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage a tenancy.

It includes timely and effective communication with tenant, landlord and other stakeholders and the management of rent payments, arrears, routine inspections, repairs, maintenance, tenancy renewals, rent increases and tenancy agreement breaches.

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.

1	Implement routine property inspections.	1.1	Document agreed process for property inspection and for tenant notification.
		1.2	Arrange and conduct property inspection.
		1.3	Prepare routine property inspection report.
		1.4	Document and respond to issues or discrepancies identified through property inspection.

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| | | 1.5 | Communicate with tenant and landlord about property condition and document communication. |
| 2 | Manage request for repairs and maintenance. | 2.1 | Analyse request for repairs or maintenance to determine priority and consult with landlord for instructions. |
| | | 2.2 | Document request for repair or maintenance and action taken. |
| | | 2.3 | Select and engage appropriate tradesperson to quote and undertake repairs or maintenance. |
| | | 2.4 | Confirm repair or maintenance has been completed to specification and quote. |
| | | 2.5 | Communicate with tenant and landlord about repair and maintenance activities and document outcomes. |
| 3 | Manage additional tenant requests. | 3.1 | Analyse request from tenant against tenancy terms and conditions. |
| | | 3.2 | Communicate tenant request to landlord and document landlord's instructions. |
| | | 3.3 | Advise tenant of outcome and document communication. |
| | | 3.4 | Monitor action, in response to tenant request, to completion and complete documentation. |
| 4 | Manage tenant compliance with tenancy agreement. | 4.1 | Identify and manage rental arrears. |
| | | 4.2 | Document and respond to identified breaches of tenancy agreement. |
| | | 4.3 | Negotiate to resolve breach of tenancy agreement with landlord and tenant. |
| | | 4.4 | Initiate appropriate actions when resolution of breach cannot be reached. |
| | | 4.5 | Document communication undertaken with tenant and landlord regarding compliance. |

5	Plan for tenancy agreement renewal.	5.1	Advise landlord of advantages and disadvantages of rent increase and/or tenancy renewal.
		5.2	Identify expiry date of tenancy agreement and determine schedule for tenancy renewals.
		5.3	Document communication and negotiations with tenant and landlord regarding renewal of tenancy agreement.
		5.4	Conduct and document rent review and apply procedures to amend rent according to legislative requirements.
6	Manage property condition.	6.1	Prepare cyclic maintenance schedule for the property.
		6.2	Recommend and report on improvements to property to maximise rental return.
		6.3	Prepare a plan to action landlord instructions including time line and budget.
		6.4	Document communication with tenant and landlord regarding maintenance activities.
		6.5	Monitor and document agreed maintenance activities.

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 CPPDSM4049 Implement maintenance program for 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 CPPREP4123 Manage tenancy

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Performance Evidence

To demonstrate competency in this unit, a person must manage tenancy for two different properties and for each property:

- respond to one issue that may affect tenancy terms and conditions
- outline and complete processes for managing the ongoing tenancy agreement
- manage property inspections for routine maintenance.

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:

- legislation relating to property management in the state or territory of operation
- role and responsibilities of landlord and agent in managing tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspection of tenanted premises:
 - notice periods
 - inspection reports
 - communication to landlord and tenant
 - authority of agent
- rent:
 - arrears
 - increases
 - reviews
- assigning or subletting and legislative requirements
- renewal of leases and tenancy agreements:
 - renewal strategies for different types of property
 - scheduling tenancy renewals
 - strategies for gaining tenancy renewals

- tenancy lease and renewal patterns
- re-letting procedures and legislative requirements
- processes for receiving and responding to tenant requests
- criteria and processes for urgent and non-urgent repairs according to legislative requirements in the state or territory of operation
- purpose of cyclical or scheduled maintenance plans and asset life cycles
- budgets and financial reporting
- scope of authority and imitations of work role, responsibility and professional abilities
- relevant building service, trades and operation for maintenance requirements
- sources of advice about standards and specifications for repairs and maintenance
- advice that must be given to tenants in the state or territory of operation
- tenancy record keeping policies and procedures
- privacy standards and confidentiality in relation to tenant and landlord
- agency property records:
 - key features of a records management system
 - reasons for maintaining property records
 - types of property records.

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:

- agency procedures, forms, documents and portfolios for rental properties
- legislation relating to property management, rights and obligations of tenants and landlords in the state or territory of operation.

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