



Australian Government

CPPREP4124 End tenancy

Release: 1

CPPREP4124 End tenancy

Modification History

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

New unit of competency.

Application

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

It includes determining circumstances in which tenancy agreements may be ended, processes and documentation to end tenancy agreements, processes to re-let property and issues that may arise from termination of tenancy agreements.

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 landlord request to end tenancy. | 1.1 | Identify and record circumstances for ending tenancy. |
| | | 1.2 | Notify landlord of responsibilities and obligations according to tenancy agreement and legislative requirements and record communication. |
| | | 1.3 | Communicate request to end tenancy to tenant and identify options to provide additional services. |
| | | 1.4 | Prepare documentation to end tenancy and provide to tenant according to legislative requirements. |

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| | | 1.5 | Document termination date and the processes undertaken to end tenancy. |
| 2 | Respond to tenant request to end tenancy. | 2.1 | Identify and record circumstances for ending tenancy. |
| | | 2.2 | Notify tenant of responsibilities and obligations according to tenancy agreement and document communication. |
| | | 2.3 | Communicate request to end tenancy to landlord and identify options to provide additional services. |
| | | 2.4 | Prepare documentation to end tenancy and provide to tenant according to legislative requirements. |
| | | 2.5 | Document termination date and the processes undertaken to end tenancy. |
| 3 | Terminate tenancy due to breach of conditions. | 3.1 | Notify tenant of breach according to legislative requirements, discuss rectification and obligations according to tenancy agreement and record communication. |
| | | 3.2 | Record communication with landlord about breach of tenancy including instructions for action. |
| | | 3.3 | Action processes to terminate tenancy when resolution of issues cannot be reached. |
| | | 3.4 | Collate evidence of breach of tenancy and prepare documentation to take legal possession of property according to legislative requirements. |
| 4 | Coordinate end of tenancy. | 4.1 | Prepare outgoing property inspection report according to legislative requirements. |
| | | 4.2 | Negotiate with tenant for rectification of issues with regard to property condition and refer unresolved issues for external review. |
| | | 4.3 | Identify arrangements for bond release according to legislative requirements. |

4.4 Implement process to re-let property.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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 CPPREP4124 End tenancy

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Performance Evidence

To demonstrate competency in this unit, a person must:

- prepare written advice for at least one tenant detailing requirements to successfully end tenancy
- document a process to negotiate with at least one tenant for rectification of any issues with property condition for release of bond
- prepare written advice to landlord in circumstances of breach of lease that includes actions to be taken
- prepare statutory notices to end at least one tenancy that complies with legislative requirements for each of the following circumstances:
 - breach of tenancy agreement
 - landlord personal reasons
 - possession of property.

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:

- real estate tenancy management services
- legislation relating to property management in the state or territory of operation
- role of agent in managing tenancy
- rights and obligations of agent, landlord and tenant during tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspecting tenanted premises:
 - notice to tenant
 - reports
 - communication to landlord
- rent:
 - payment
 - receipting, banking and recording

- rent arrears
- rent increases
- rent reviews
- components of tenancy agreements:
 - condition report and disclosure statements
 - fixed and periodic terms
 - format of agreements
 - legal obligations of agent, landlord and tenant
 - rents, security deposits and bond moneys
- processes for receiving and responding to tenant requests to end tenancy
- processes for receiving and responding to landlord requests to end tenancy
- breaches of tenancy agreement or conditions
- termination of leases and tenancy agreements:
 - relevant documentation
 - rents, security deposits and bond moneys
 - rights of landlords and tenants
- bond claims and repayments, legal requirements and agency procedures
- tribunal orders and possession
- legislation relating to ending tenancies in the state or territory of operation
- scope of authority and imitations of work role, responsibility and professional abilities
- sources of advice about ending tenancy arrangements
- advice that must be given to tenants according to 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

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.

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

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

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