



Australian Government

CPPREP4181 Manage onsite residential property

Release: 1

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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 work as an onsite residential manager contracted on behalf of the owners of a residential complex.

It includes the roles of property caretaker and letting agent for short-term stays but excludes residential tenancies.

The unit applies to industry professionals 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 what needs to be done to demonstrate achievement of the element.
1. Perform property caretaker duties.	1.1 Examine and outline caretaker roles and responsibilities for day-to-day running of a residential complex. 1.2 Schedule and manage maintenance of property grounds and building areas. 1.4 Manage communication with individual property owners and owners' corporation about matters relevant to the care of the property. 1.5 Liaise with owners' corporation about compliance with relevant by-laws.
2. Act as a letting	2.1 Follow contract requirements to manage letting of

agent.	accommodation for short-term stays. 2.2 Manage marketing of accommodation in the complex. 2.3 Manage reception and support services for short-term stay guests. 2.4 Manage guest payments and short-term stay management expenditure. 2.5 Manage housekeeping services for short-term stays. 2.6 Manage resolution of complaints and guest dissatisfaction.
3. Provide financial reports.	3.1 Identify financial reports required for the complex. 3.2 Manage the preparation of financial reports for individual owners for property vacancies, income and expenses. 3.3 Manage the preparation of financial reports for the owners' corporation on caretaker and letting income and expenditure. 3.4 Manage the preparation of financial reports for a trust account.

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 CPPREP4181 Manage onsite residential property

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Performance Evidence

To demonstrate competency in this unit, a person must:

- schedule and manage maintenance of property grounds and building areas, including communicating with individual property owners and owners' corporations for two residential complexes
- market, let and manage two short-term stay properties.
- prepare financial reports for one individual owner and one owners' corporation.

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:

- Commonwealth and state or territory legislation and local government regulations relevant to the onsite management of residential property
- roles and responsibilities in a residential complex:
 - caretaker
 - letting agent
- processes for managing financial reports in a residential complex:
 - individual owners
 - owners' corporation
 - trust account
- processes, in a residential complex, for managing:
 - maintenance and repairs in common property grounds and building areas
 - effective communication with property owners
 - compliance with by-laws
 - marketing of accommodation in the complex
 - reception, guest payment and support services for short-term stay guests
 - housekeeping services for short-term stays:
 - inspections

- cleaning
- inventory maintenance
- repairs.

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:

- sufficient residential complex documentation to prepare the documents required in the Performance Evidence
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation.

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