



Australian Government

CPPREP4231 Manage commercial property maintenance

Release: 1

CPPREP4231 Manage commercial property maintenance

Modification History

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

Supersedes but is not equivalent to CPPDSM4042 Coordinate construction contract, CPPDSM4043A Coordinate fit-out of property and facilities, CPPDSM4044 Coordinate maintenance and repair of properties and facilities, CPPDSM4058A Monitor service requirements in the property industry, CPPDSM4059A Monitor space use in the property industry and CPPDSM4074 Select and appoint contractors in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to plan, schedule and implement maintenance requirements for commercial properties to comply with lease and statutory obligations.

It includes coordinating contractors, monitoring completion of works to specification and budget, and consulting with affected parties.

It also includes implementing contingency measures to respond to urgent maintenance requirements.

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. Plan and schedule maintenance for	1.1 Assess property type, condition and building classification to identify and plan maintenance to meet statutory requirements.

commercial property.	1.2 Analyse property documentation to identify and plan maintenance activities. 1.3 Assess risks associated with required maintenance and plan suitable management strategies. 1.4 Obtain specialist advice to confirm resources and approvals required to implement maintenance. 1.5 Develop and document maintenance schedule to meet lease and legislative requirements. 1.6 Communicate with lessor and lessee to confirm maintenance schedule according to agency requirements.
2. Implement maintenance schedule for commercial property.	2.1 Select contractors and verify they have required certification and insurance to undertake maintenance. 2.2 Obtain quotes and approvals to implement scheduled maintenance and negotiate agreement to proceed. 2.3 Organise contractors to undertake maintenance activities systematically and within budget according to schedule, lease and lessor instructions. 2.4 Liaise with relevant parties to communicate scheduled maintenance and clarify issues or concerns. 2.5 Verify completion of maintenance activities to specification and apply measures as required to rectify issues or to complete outstanding works. 2.6 Report maintenance status to lessor and lessee according to agency requirements.
3. Respond to urgent maintenance requirements.	3.1 Identify urgent maintenance requirements. 3.2 Assess urgency and risk associated with required maintenance and select suitable contingency measure. 3.3 Liaise with responsible entity to obtain required approvals to proceed with contingency measure. 3.4 Liaise with relevant parties and contractors to organise required maintenance. 3.5 Update maintenance schedule to incorporate urgent works and contingency actions. 3.6 Complete and secure maintenance documentation according to legislation in the state or territory of operation.

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:

- numeracy skills to interpret quotes and calculate maintenance costs and budgets.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4042 Coordinate construction contract
- CPPDSM4043A Coordinate fit-out of property and facilities
- CPPDSM4044 Coordinate maintenance and repair of properties and facilities
- CPPDSM4058A Monitor service requirements in the property industry
- CPPDSM4059A Monitor space use in the property industry
- CPPDSM4074 Select and appoint contractors in the property industry.

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 CPPREP4231 Manage commercial property maintenance

Modification History

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

Supersedes but is not equivalent to CPPDSM4042 Coordinate construction contract, CPPDSM4043A Coordinate fit-out of property and facilities, CPPDSM4044 Coordinate maintenance and repair of properties and facilities, CPPDSM4058A Monitor service requirements in the property industry, CPPDSM4059A Monitor space use in the property industry and CPPDSM4074 Select and appoint contractors in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must manage the maintenance of two commercial properties from two of the following categories:

- office
- industrial
- retail.

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 and regulations governing maintenance of commercial properties in the state or territory of operation:
 - Building Code of Australia (BCA) requirements for the property type and classification
 - compliance requirements associated with property maintenance
 - air conditioning
 - fire protection
 - lifts
- agency documentation required to be prepared and completed when managing the maintenance of commercial properties
- asset life cycles and implications for maintenance of commercial property
- criteria used to prioritise maintenance activities and urgent repairs
- maintenance activities typically covered by warranties and insurances

- methods for sequencing maintenance contractors and activities to achieve time and resource efficiencies
- methods for verifying maintenance activities are completed to specification
- notification requirements for scheduling and implementing maintenance for commercial property
- preventative and periodic maintenance requirements of commercial property
- processes used to schedule and implement property maintenance
- regulatory and ethical responsibilities and role of agents in managing commercial property maintenance
- requirements and processes for obtaining and accepting competitive quotes for maintenance of commercial property
- rights and obligations of lessors, lessees and property managers to maintain commercial properties
- risks associated with commercial property maintenance to:
 - lessors
 - lessees
 - property managers
 - the public
- types and purpose of property documentation that can inform maintenance requirements.

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:

- materials and equipment meeting the operational requirements for a real estate agency:
 - policies, procedures and documentation relating to commercial property maintenance
 - legislation in the state or territory of operation relating to commercial property maintenance
 - equipment, communication and data access and storage technology required to maintain documentation associated with commercial property maintenance
- information to support the maintenance of two different types of commercial property.

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>