



Australian Government

CPPREP4233 Manage lessee relationships - commercial

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 CPPDSM4062A Occupy space.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage lessee relationships for commercial property tenancies.

It includes supporting lessees to comply with the terms and conditions of the lease when occupying properties including managing contingency requests associated with subletting and assignment of commercial leases.

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. Confirm lease arrangements with lessee.	1.1 Consult with lessee to plan commercial property occupation and confirm rights and obligations under the lease. 1.2 Clarify lessee needs and expectations for property use and fit-out and provide advice to ensure compliance with lease and lessor instructions. 1.3 Schedule processes for collecting rent and outgoings according to agency requirements. 1.4 Verify acceptance of terms and conditions of lease and implement contingency processes as required in consultation with

	lessee. 1.5 Document schedules and agreed actions according to agency requirements.
2. Support lessee to comply with commercial lease.	2.1 Coordinate collection of rent and outgoings according to agreed schedule and lease requirements. 2.2 Conduct property inspection to confirm compliance with lease requirements. 2.3 Seek feedback from lessee to monitor property condition and use and identify issues or concerns. 2.4 Implement rent reviews and contributions to expenses. 2.5 Implement required actions to resolve lessee issues or concerns within the constraints of the lease and lessor instructions. 2.6 Seek specialist assistance and lessor instructions to resolve lessee issues or concerns outside the scope of the lease. 2.7 Document property inspection results and actions taken according to agency requirements.
3. Manage lessee contingency requests.	3.1 Respond to request to sublet portion of commercial property. 3.2 Gain lessor acceptance for subletting and implement required processes. 3.3 Respond to request for assignment of lease. 3.4 Gain lessor acceptance for assignment of lease and implement required processes.
4. Facilitate lease renewal.	4.1 Facilitate the exercise of options with lessee according to lease requirements. 4.2 Coordinate negotiation for renewal of lease or new lease to meet lessee requirements. 4.3 Secure and maintain lessee documentation to inform future negotiations according to agency requirements.

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:

- reading skills to interpret commercial property leases that contain legal terminology
- numeracy skills to calculate rent and outgoings
- technology skills to access and use agency databases to record lessee interactions.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4062A Occupy space.

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 CPPREP4233 Manage lessee relationships - commercial

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Performance Evidence

To demonstrate competency in this unit, a person must develop and manage two lessee relationships. These must include:

- completing at least one new lease agreement
- co-ordinating and undertaking at least one inspection
- organising the exercise of option or renewal of lease
- actioning at least 2 lessee contingency requests.

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:

- agency documentation required to be completed when managing lessee relationships for commercial property
- fit-out, repair and make-good obligations of lessees of commercial property
- legislation relating to the lease of commercial property in the state or territory of operation
- methods for calculating and collecting rent and outgoings for commercial property
- methods for preparing a tenancy schedule
- needs of lessees in different types of commercial property:
 - industrial
 - retail
 - office
- purpose and types of option clauses in commercial leases
 - methods by which lessees can exercise their options
 - time limits for exercising options
- ethical standards, regulatory requirements and role of real estate agents when managing lessee relationships for commercial property
- requirements for subletting and assignment of a commercial lease

- types of outgoings required to be paid by lessees of a commercial property
- types of securities, guarantees and insurance required to protect lessors of commercial property.

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 for managing lessee relationships for commercial property
 - legislation in the state or territory of operation relating to lease of commercial property
 - equipment, communication and data access and storage technology required to develop, manage and monitor lessee relationships
- two lessees and arrangements for the lease of two different types of commercial property.

Links

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