



Australian Government

CPPREP4234 Manage lessor 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.

New unit of competency.

Application

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

It includes seeking lessor instructions to resolve lessee issues or concerns, analysing market trends and evaluating services to facilitate asset management opportunities.

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 property management services and lessor requirements.	1.1 Introduce lessor to property management team and explain property management processes. 1.2 Clarify rights and obligations of lessor and lessee according to lease terms and conditions. 1.3 Schedule reporting processes and timeframes to meet lessor requirements. 1.4 Confirm lessor instructions for property management and provide information or advice to resolve issues or concerns. 1.5 Document agreed schedules and actions according to agency requirements.
2. Report to lessor on	2.1 Seek lessor instructions to resolve issues or concerns associated

commercial property management activities.	with lessee, property or lease. 2.2 Consult with lessor to monitor satisfaction with property management services and provide information or advice in response to additional requirements. 2.3 Document reports and actions taken in response to lessor requirements.
3. Facilitate asset management opportunities and maintain documentation.	3.1 Analyse commercial property market trends to identify opportunities to meet specific lessor needs and preferences. 3.2 Evaluate commercial property management services and identify opportunities to enhance lessor property portfolio. 3.3 Present findings to lessor and document instructions. 3.4 Secure and maintain lessor documentation 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 prepare financial reports
- technology skills to access and use agency databases to record lessor instructions.
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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 CPPREP4234 Manage lessor relationships - commercial

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Performance Evidence

To demonstrate competency in this unit, a person must prepare and action a documented plan and communication schedule to manage at least 2 lessor relationships involving commercial property from two of the following categories:

- industrial
- office
- 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:

- agency documentation required to be completed when managing lessor relationships for commercial property
- legal rights, responsibilities and obligations of lessors in a commercial property lease
- legislation relating to the lease of commercial property in the state or territory of operation
- methods for preparing a tenancy schedule
- needs of lessors in different types of commercial property:
 - industrial
 - office
 - retail
- ethical standards, regulatory requirements and role of agents when managing lessor relationships for commercial property
- types and purpose financial reports to be prepared for lessors of commercial property
- types of outgoings required to be paid by lessors 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 lessor 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 lessor relationships
- two lessors and arrangements for the lease of two different types of commercial property.

Links

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