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CHCSOH014 Manage and maintain tenancy agreements and services

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# Modification History

Release 2. Minor changes to elements, performance criteria, Performance evidence and assessment conditions.

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

# Application

This unit describes the performance outcomes, skills and knowledge required to manage tenancy agreements and associated housing services.

This unit applies to individuals who work in a social housing context in agencies responsible for sustainable tenancy management. Workers exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

# Pre-requisite Unit

Nil

# Competency Field

Social Housing

# Unit Sector

Community Services

# Elements and Performance Criteria

|  |  |
| --- | --- |
| ELEMENTS | PERFORMANCE CRITERIA |
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Complete tenancy agreement | 1.1 Schedule appointment for signing documents and organise interpreters according to client needs  1.2 Inspect property and document findings in written property condition report  **DRAFT**  1.3 Inform client of costs and documentation required prior to sign-up  1.4 Advise client of rebate and rental payment options  1.5 Address legal requirements and execute agreement  1.6 Organise documentation and legal representation for an underage client prior to signing tenancy agreement |
| 2. Explain policies and procedures to new tenant | 2.1 Provide information on rent payment systems and housing provider expectations of tenant rent payment and arrears  2.2 Provide information on rental bonds according to organisational policies and procedures and legislation  2.3 Explain maintenance system, rental rebate system, grievance procedures and the services provided by organisation |
| 3. Recognise crisis and need for immediate intervention | 3.2 Use specialist expertise of agencies and community services  3.3 Identify crisis situations and follow organisational policies and procedures for intervention  3.5 Respond to and make referrals for individuals experiencing homelessness or at risk of becoming homeless, adhering to legal and duty of care requirements |
| 4. Facilitate landlord and tenant responsibilities according to tenancy agreement, organisational policies and procedures, and legislative requirements | 4.1 Manage rental accounts, bonds, inspections, maintenance and complaints  4.2 Monitor and act on nuisance and annoyance incidents  4.3 Inform client and landlord of their rights and responsibilities |
| 5. Respond to tenant changing needs and circumstances | 5.1 Implement criteria for succession to proceed  5.2 Request, review and confirm accuracy of supporting documentation  5.3 Decide on course of action based on supporting documentation  5.4 Identify asset management issues |
| 6. Manage tenancy termination process | 6.1 Determine reasons for tenancy termination  6.2 Terminate tenancy following organisational policies and procedures and legislative requirements  6.3 Assist tenant in the process and make referrals to advocate and legal representation  6.4 Complete termination documentation and filing according to role |
| 7. Manage eviction process with sensitivity  **DRAFT** | 7.1 Identify existing and required support networks in consultation with tenant  7.2 Negotiate eviction details with tenant according to their needs and preferences  7.3 Confirm that nominated support service is engaged7.4 Evict tenant following organisational policies and procedures |
| 8. Facilitate appeal process | 8.1 Arrange and conduct interview to gather information and assess need for interpreters and advocates  8.2 Explain appeal process to tenant and the importance to present all relevant facts 8.3 Gather, review and use information on changes in circumstances to inform appeal process and decision according to delegation  8.5 Document appeal decision according to organisational policies and procedures |
| 9. Take action in response to a complaint about tenant | 9.1 Investigate complaint and determine action tenant has taken to attempt to resolve the problem  9.2 Gather information, reports, documentation and feedback from parties involved in complaint  9.3 Review information to decide whether intervention should be taken by organisation  9.4 Write and file record of complaint and action taken |
| 10. Resolve problems | 10.1 Gather information about the problem from relevant people and agencies according to confidentiality requirements  10.2 Meet with parties to develop cases for action and mediation  10.3 Mediate between involved parties for mutually accepted resolutions  10.4 Prepare mediation report and refer unsuccessful mediation to line manager  10.5 Report alleged criminal behaviour according to legislative requirements |

# Foundation Skills

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

# Unit Mapping Information

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

# Links

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Companion Volume implementation guides are found in VETNet -

Assessment Requirements for CHCSOH014 Manage and maintain tenancy agreements and services

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# Modification History

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

# Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

* complete one tenancy agreement and explain housing services and the rights and responsibilities of all parties
* identify, prioritise and respond to the needs of one tenant with changing needs and circumstances
* respond to one complaint:
* about a tenant
* by a tenant
* respond to one appeal according to organisational policies and procedures
* respond to one crisis situation according to organisational policies and procedures
* terminate one tenancy agreement according to organisational policies and procedures and legislative requirements
* follow organisational eviction policies and procedures for one client

# Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

* organisational policies and procedures applicable to managing and maintaining tenancy agreements and services
* legislative reporting requirements applicable to managing and maintaining tenancy agreements and services
* Commonwealth and State or Territory smoke alarm legislation for individual, group and shared housing
* rights and responsibilities of young people as per relevant State or Territory legislation
* principles of mediation and dispute resolution
* rental system including residential tenancy legislation
* rights and responsibilities of the client and organisation
* organisational policies and procedures for complaints
* appeal process and tenant right of appeal
* principles of sustaining tenancies
* socioeconomic impact of homelessness
* primary, secondary and tertiary definitions of homelessness

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* difference between, and reasons for, termination and eviction

# Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

* access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
* access to organisational policies and procedures
* opportunities for engagement with clients and multiple agencies
* access to information from parties from whom information may be collected during complaint investigation, such as:
* tenant
* neighbours
* colleagues
* police
* tenant groups

# Links

Companion Volume implementation guides are found in VETNet -