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| Title | **Establish and maintain professional relationships in residential property management** | | |
| Level | **4** | **Credits** | **8** |

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| Purpose | This unit standard is for people who operate in residential tenancy and property management.  People credited with this unit standard are able to:  – establish and maintain a professional relationship in residential property management;  – establish and maintain a professional relationship with a related party; and  – establish and maintain a professional relationship with a tradesperson. |

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| Classification | Real Estate > Residential and Commercial Property Management |

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| Available grade | Achieved |

**Guidance information**

1 Reference

REINZ Code of Practice for Residential Property Management (Code of Practice)is available from the Real Estate Institute of New Zealand Inc. website at <http://www.reinz.co.nz>.

2 Legislation

Building Act 2004;

Consumer Guarantees Act 1993;

Fair Trading Act 1986;

Health and Safety at Work Act 2015;

Human Rights Act 1993;

Privacy Act 1993;

Residential Tenancies Act 1986;

and all subsequent amendments and replacements.

3 Definition

*Industry practice* refers to activities of experienced, competent property management personnel which are in accordance with the Code of Practice and the Residential Tenancies Act 1986.

*Landlord* referred to interpretation defined in the Residential Tenancies Act 1986.

*Organisational practice* refers to an organisation’s routine to conduct a particular function.

4 Assessment

Assessment against practical aspects in this unit standard must be based on evidence of demonstrated performance in the workplace or in simulated workplace situations designed to draw upon similar performance that is required in the workplace.

**Outcomes and performance criteria**

**Outcome 1**

Establish and maintain a professional relationship with a party in residential property management.

Range party – landlord, tenant.

**Performance criteria**

1.1 Explain factors in establishing a professional relationship with a party.

Range may include but are not limited to – communication, presentation, body language, personality types, customer service, cultural diversity.

1.2 Identify the requirements of the party and provide the necessary information in accordance with organisational practice and the Residential Tenancies Act 1986.

1.3 Explain the appropriate use of communication channels in a given situation.

Range channels may include but are not limited to – face-to-face, telephone, email.

1.4 Explain the importance of maintaining a professional and positive relationship with the party.

1.5 Apply effective communication that serves to maintain the professional relationship with the identified party in accordance with industry practice.

Range may include but is not limited to – active listening, speaking clearly, written communication skills, keeping notes.

1.6 Explain the importance of understanding diversity and inclusiveness as part of maintaining a professional relationship with a party.

1.7 Describe conflict resolutions techniques to maintain a professional relationship with a party.

1.8 Explain the importance of a property manager’s own health, personal safety, and well-being in terms of maintaining a professional relationship with a party.

**Outcome 2**

Establish and maintain a professional relationship with a related party.

Range a related party may include but is not limited to – neighbour, government department or agency, advocate, other property managers, real estate agent.

**Performance criteria**

2.1 Identify a related party and explain the relationship a property manager and property management organisation will need to have with this party.

2.2 Identify and explain legal requirements a related party is required to meet in accordance with current legislation.

2.3 Explain the responsibilities the property manager has to a related party, and the responsibilities a related party has to the property manager and/or organisation.

2.4 Apply effective communication that serves to maintain a professional relationship with the related party in accordance with industry practice.

Range practices may include but are not limited to – active listening, speaking clearly, written communication skills, keeping notes.

**Outcome 3**

Establish and maintain a professional relationship with a tradesperson.

**Performance criteria**

3.1 Explain the relationship a property manager and property management organisation will need to have with a tradesperson.

3.2 Explain the legal requirements a tradesperson is required to meet in accordance with current legislation.

Range may include but is not limited to – Building Act 2004, Consumer Guarantees Act 1993, Fair Trading Act 1986, Health and Safety at Work Act 2015, Privacy Act 1993, Residential Tenancies Act 1986.

3.3 Explain the process to select a tradesperson in accordance with organisational practice.

3.4 Explain responsibilities the property manager has to a tradesperson, and the responsibilities the tradesperson has to the property manager and/or property management organisation in accordance with current legislation.

Range may include but is not limited to – Fair Trading Act 1986, Health and Safety at Work Act 2015, Residential Tenancies Act 1986.

3.5 Apply effective communication that serves to maintain a professional relationship with a tradesperson in accordance with industry practice.

Range practices may include but are not limited to – active listening, speaking clearly, written communication skills, keeping notes.

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| Planned review date | 31 December 2021 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 20 October 2016 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0003 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.