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| Title | **Demonstrate knowledge of agencies and amenity providers in residential property management** |
| Level | **4** | **Credits** | **2** |

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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:– demonstrate knowledge of information available to tenants at commencement of tenancy;– demonstrate knowledge of agencies and/or amenity providers available to support tenants during a tenancy; and– apply knowledge to support a tenant in dealing with a relevant agency or amenity provider. |

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

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| Available grade | Achieved |

**Guidance information**

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**

Demonstrate knowledge of information available to tenants at commencement of tenancy.

**Performance criteria**

* 1. Outline information that is available to support a tenant at commencement of the tenancy.

Range information may include but is not limited to – utility connection, financial support, budgetary information.

 Three different types of information are required.

**Outcome 2**

Demonstrate knowledge of agencies and/or amenity providers available to support tenants during a tenancy.

Range agencies and/or amenity providers may include but are not limited to – Salvation Army, Work and Income (WINZ), budget services, Tenancy Services, gas provider, electricity provider, citizens advice bureau;

 evidence for three different providers is required.

**Performance criteria**

2.1 Identify agencies and/or amenity providers available to support tenants through tenancy issues.

2.2 Explain the role and responsibilities of the agencies and/or amenity providers, and discuss the level of engagement a property manager may have with the agency and/or amenity provider.

**Outcome 3**

Apply knowledge to support a tenant in dealing with a relevant agency or amenity provider.

**Performance criteria**

3.1 Identify a workplace situation where a tenant is likely to need help from an agency or amenity provider.

3.2 Analyse and explain how a property manager or property management organisation may offer support to a tenant to interact with an agency or amenity provider in the identified workplace situation.

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| Planned review date | 31 December 2026 |

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

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 20 October 2016 | N/A |
| Review | 2 |  | 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 if you wish to suggest changes to the content of this unit standard.