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| Title | **Manage maintenance of a tenanted residential property on an ongoing basis** | | |
| Level | **4** | **Credits** | **6** |

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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:  – manage maintenance work and repairs for a property; and  – check calculations of invoices and quotes for maintenance costs and repairs for a property in accordance with industry practice. |

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

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| Available grade | Achieved |

**Guidance information**

1 References

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;

Fair Trading Act 1986;

Healthy Homes Guarantee Act 2017;

Health and Safety at Work Act 2015;

Housing Improvement Regulations 1947;

Residential Tenancies Act 1986;

and all subsequent amendments and replacements.

3 Definitions

*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.

*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**

Manage maintenance work and repairs for a property.

**Performance criteria**

* 1. Explain the difference between required maintenance work and improvement of a property in accordance with legislative requirements, organisational practice and industry practice.

1.2 Identify the type of trade required to address a repair and/or maintenance issue and justify a property manager or property management organisation’s decision to select the appropriate tradesperson with reference to industry practice, in a given situation.

1.3 Manage maintenance work and repairs in accordance with legislation and organisational practice.

Range may include but is not limited to – taking a maintenance call from a tenant, notifying landlord, scheduling repairs, contacting a contractor, setting up work orders.

1.4 Explain different compliance requirements of the Building Act 2004 when arranging maintenance for specified works in a given situation.

Range compliance requirements may include – code of compliance, certification.

1.5 Explain how you would inform a landlord of their legal responsibilities and potential consequences in failing to fulfil their obligations of required maintenance.

1.6 Explain the rights and responsibilities of landlord’s in terms of consent for minor changes to the property and exemptions.

1.7 Explain the rights and responsibilities of tenant’s in terms of consent for minor changes to the property and exemptions.

**Outcome 2**

Check calculations of invoices and quotes for maintenance costs and repairs for a property in accordance with industry practice.

**Performance criteria**

2.1 Confirm calculations are accurate, complete and recorded against the property.

2.2 Confirm invoices and quotes are accurate, complete and recorded against the scope of work.

2.3 Explain customer skills that assist in communicating with the landlord regarding maintenance.

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| Replacement information | This unit standard replaced unit standard 27491. |

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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](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.