

Title	Demonstrate knowledge of the impact of, and response to, natural disasters in residential property management		
Level	4	Credits	3

Purpose	<p>This unit standard is for people who operate in residential tenancy and property management.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – outline the impacts of a natural disaster on the residential property management sector in a given situation; and – demonstrate knowledge of own property management organisation’s crisis response in the event of a natural disaster in a given situation.
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Classification	Real Estate > Residential and Commercial Property Management
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Available grade	Achieved
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Guidance Information

- 1 Reference
New Zealand Ministry of Civil Defence and Emergency Management, *Get Ready Get Thru*, available at <http://www.getthru.govt.nz/>.
- 2 Legislation
Health and Safety at Work Act 2015;
Privacy Act 2020;
Residential Tenancies Act 1986;
and all subsequent amendments and replacements.
- 3 Definitions
Natural disaster is a disaster that has happened, recently or in the past, and may include but is not limited to – earthquake, tsunami, volcanic eruption, or flood.
Organisational practice refers to an organisation’s routine to conduct a particular function.
- 4 Assessment Information
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

Outline the impacts of a natural disaster on the residential property management sector in a given situation.

Performance criteria

- 1.1 Outline the impacts of a disaster on the residential property management sector with reference to the ability to sell, buy, and rent residential property.

Outcome 2

Demonstrate knowledge of own property management organisation's crisis response in the event of a natural disaster in a given situation.

Performance criteria

- 2.1 Analyse and explain the procedures the property management organisation has in place to respond to a natural disaster in accordance with organisational practice.

Range procedures may relate to – the property manager's role in an emergency, emergency evacuation scheme, employee and management phone lists, contacting clients and customers, communicating location and well-being when offsite, government agency website links or contact details.

- 2.2 Explain the obligations of a landlord to a tenant when a property is damaged or destroyed due to a natural disaster in accordance with the Residential Tenancies Act 1986.

Range obligations may include but are not limited to those relating to – notice of termination of tenancy, abatement of rent, repair of damage, supply of essential services.

- 2.3 Identify and explain a procedure regarding the management of a property following the disaster in accordance with organisational practice.

Range procedure may include but are not limited to – availability of keys, access to properties, location of information on rental properties.

- 2.4 Explain procedures for minimising impact on a property management organisation in the event of the disaster in accordance with organisational practice.

Range procedures relate to – client list, rental roll, tenant list, services provided to clients and customers, rent collection.

2.5 Explain customer service skills that assist crisis response in the event of a disaster in accordance with organisational practice.

Range disaster may include but is not limited to – natural disaster, pandemic.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 July 2012	31 December 2018
Review	2	20 October 2016	31 December 2022
Review	3	28 January 2021	31 December 2022
Revision	4	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0003
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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.