

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

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"> – demonstrate knowledge of building a professional relationship with a party 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
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Guidance Information

- 1 Reference

Property Management Institute of New Zealand (PROMINZ). *Code of Practice and Code of Ethics*, available at <https://propertyinstitute.nz>.

Real Estate Institute of New Zealand Inc. (REINZ). *Code of Practice for Residential Property Management* (Code of Practice), available 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 2020;
 Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012;
 Residential Tenancies Act 1986;
 and all subsequent amendments and replacements.
- 3 Definitions

Client refers to the person on whose behalf a residential property management carries out work.

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.

Party refers to a person or people forming one side in an agreement or dispute.

Landlord refers a person who has offered to grant tenancy to any other person, or who has entered into negotiations with any other person for the granting of a tenancy to that person.

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

Demonstrate knowledge of building 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 Explain effective communication strategies to maintain a 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 strategies to maintain a professional relationship with the related party in accordance with industry practice.

Range 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 2020, 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 may include but are not limited to – active listening, speaking clearly, written communication skills, keeping notes.

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	20 October 2016	31 December 2022
Review	2	28 January 2021	31 December 2022
Revision	3	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.