

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

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"> – explain the types of information available to tenants at commencement of tenancy; – demonstrate knowledge of agencies and 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
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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

Explain the types of information available to tenants at commencement of tenancy.

Performance criteria

1.1 Explain the types of information that are 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 amenity providers available to support tenants during a tenancy.

Range agencies and 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 amenity providers available to support tenants through tenancy issues.
- 2.2 Explain the role and responsibilities of the agencies and amenity providers and discuss the level of engagement a property manager may have with the agency and/or amenity provider.

Outcome 3

Apply knowledge of how to support a tenant in dealing with a relevant agency and amenity provider.

Performance criteria

- 3.1 Identify a situation in which a tenant is likely to need help from an agency and 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 and amenity provider in the identified workplace situation.

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.