

Title	Manage ongoing maintenance of a tenanted residential property		
Level	4	Credits	6

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 required maintenance work and repairs for a residential property and manage maintenance work for a tenanted residential property; and – check calculations of invoices and quotes for maintenance costs and repairs for a property.
----------------	--

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

Available grade	Achieved
------------------------	----------

Guidance Information

1 References

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;

Fair Trading Act 1986;

Health Act 1956;

Healthy Homes Guarantee Act 2017;

Health and Safety at Work Act 2015;

Housing Improvement Regulations 1947;

Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012;

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 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

Explain required maintenance work and repairs for a residential property and manage maintenance work for a tenanted residential property.

Performance criteria

- 1.1 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 types of trade required to address repairs and/or maintenance issues for a tenanted residential property.
- 1.3 Justify a property manager or property management organisation's decision to select the appropriate tradesperson with reference to industry practice, in a given situation.
- 1.4 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, receiving a 14-day notice, notifying landlord, scheduling repairs, contacting a contractor, setting up work orders, importance of addressing maintenance in a timely manner.
- 1.5 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.
- 1.6 Explain how you would inform a landlord of their legal responsibilities and potential consequences in failing to fulfil their obligations of required maintenance.
- 1.7 Explain the rights and responsibilities of landlords in terms of consent for minor changes to the property and exemptions.
- 1.8 Explain the rights and responsibilities of tenants 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.

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 service skills that assist in communicating with the landlord regarding maintenance in accordance with organisational practice.

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

Planned review date	31 December 2025
----------------------------	------------------

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
--	------

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.