

# ASTRL18

## Facilitate the maintenance of managed properties



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### Overview

This standard is about facilitating the maintenance of managed properties. You will be required to deal with a number of people as part of the process including the landlord, tenant and any maintenance contractor.

This unit has one element:

1. Facilitate the maintenance of managed properties

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### Performance criteria

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*You must be able to:*

- P1 gather information about the requirements for maintenance of a property
- P2 log all requests for repairs and maintenance in line with your organisation's procedures and ensure they are dealt with in a timely manner
- P3 ensure that any requested maintenance is your responsibility to organise and contact all relevant parties to ensure they are aware of the maintenance issue
- P4 contact the landlord to gain their approval for any work in line with your organisation's terms of business
- P5 contact relevant contractors to obtain quotations for requested repairs or maintenance
- P6 appoint a contractor to carry out the work in line with your organisation's procedures
- P7 ensure that payment arrangements are agreed and in place and that adequate funds are available before work is undertaken
- P8 ensure that access arrangements for the property are agreed before the contractor arrives at the property
- P9 maintain acceptable professional standards of appearance and conduct in all dealings with tenants, landlords and contractors
- P10 ensure that all relevant parties are kept informed of progress

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### Knowledge and understanding

*You need to know and understand:*

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- K1 legislation, guidelines and codes of practice relevant to tenancies and their impact for your area of operations
- K2 the terms of the contract between your organisation and the landlord, when it is appropriate to make contact with other parties according to the type of property and the agreement your organisation has with the landlord
- K3 how to check whether there are any warranties in place which may affect the method of dealing with the issue
- K4 the obligations which your organisation has in relation to the tenancy agreement
- K5 the obligations which the landlord has in relation to the property
- K6 the obligations the tenant has for reporting any maintenance issues
- K7 your organisation's procedures for approving contractors, including the checking of relevant certificates and public liability insurance
- K8 your organisation's procedures for instructing/appointing approved contractors including any procedures in place for dealing with emergencies
- K9 your organisation's procedures for gaining access to the property to complete repairs
- K10 the actions to take if the contractor is denied access to the property
- K11 your organisation's procedures for recording information relating to repairs
- K12 your organisation's procedures for dealing with complaints about repairs
- K13 the importance of maintaining acceptable professional standards of appearance and conduct in all dealings with prospective tenants, landlords and contractors
- K14 types of people you may have to keep informed at all stages in the process

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Sales and Customer Services Occupations; Sales Related Occupations

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**Suite** Residential Property Letting and Management

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**Key words** maintenance, properties, landlord, tenant, maintenance contractor