

Level 4 Certificate in Build to Rent and Private Rented Sector

Qualification Specification

Qualification Recognition Number: 603/5214/0

ABBE Qualification Code: CertBTRPRSL419

Unit 1: Understand the Key Principles of Property Management in the Build to Rent (BTR) and Private Rented Sector (PRS)

Unit Reference Number: A/617/8518

Unit Summary

This unit enables learners to examine how the role of the Residential Property Manager operates so that services can be provided in line with the agreed requirements in Build to Rent (BTR) and Private Rented Sector (PRS).

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand the Build to Rent (BTR) industry and the Private Rented Sector (PRS)	1.1 Explain the relationship between BTR investors and tenants 1.2 Describe the relationship between Property Manager and tenants 1.3 Explain the legal framework between BTR investors, Property Manager and tenants	Tenants may also mean customers <ul style="list-style-type: none"> • Landlord and Tenant Act 1987 • Landlord and Tenant Act 1988 • Leasehold Reform, Housing and Urban Development Act 1993 • Housing Act 1996 • Health and Safety at Work Act 1998 • Control of Asbestos at Work Regulations 2002

		<ul style="list-style-type: none"> • Commonhold and Leasehold Reform Act 2002 • Regulatory Reform (Fire Safety) Order 2000
2. Understand the role of the Residential Property Manager	<p>2.1 Explain the various roles that are involved in residential management</p> <p>2.2 Describe key tasks of each role in the BTR</p>	<ul style="list-style-type: none"> • Real Estate Management. 2nd edition. Practice and Statement note. • 2013 RICS London Dubben, N and Sayce (1991) Property Portfolio Management. • An introduction, London Routledge Hirst, C (2011) 2nd edition Ethics and professional conduct for surveyors. Coventry. RICS
3. Understand BTR/PRS Portfolio Investment and property performance	<p>3.1 Explain the purpose of property performance measurement.</p> <p>3.2 Explain the importance of customer satisfaction in managing residential property.</p> <p>3.3 Outline the benefits to the sector of having institutional investors.</p>	
4. Understand Professional and Ethical standards in BTR/ PRS	<p>4.1 Explain why codes of conduct are important when providing property services.</p> <p>4.2 Define ethical values and conflicts of interest when providing services to your customer.</p>	<ul style="list-style-type: none"> • "UK Residential Property Standards" Fifth edition • Estate Agents Act 1979

Unit 2: Understand Customer Care in the Build to Rent and Private Rented Sector

Property Management

Unit Reference Number: F/617/8519

Unit Summary

This unit enables learners to examine the role of Customer Care to establish the main requirements of Build to Rent and Private Rented Sector.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand customer care in Build to Rent (BTR) and Private Rented Sector (PRS) Property Management	1.1 Define the customer. 1.2 Outline the meaning of "benchmarking" in BTR. 1.3 Explain the customers' journey in BTR. 1.4 Outline the importance of complaint management.	<ul style="list-style-type: none"> • revocommunity.org • skillsconverged.com • brandwatch.com
2. Understand the brand in BTR/PRS Property Management	2.1 Explain the importance of a company's reputation. 2.2 Describe how important 'a brand' can be. 2.3 Describe the importance of social media.	<ul style="list-style-type: none"> •
3. Understand staff selection in BTR/PRS Property Management	3.1 Establish the basic principles behind building a successful team. 3.2 Outline the various forms of discrimination. 3.3 Describe the importance of training, good time management; and reward and recognition.	<ul style="list-style-type: none"> •

<p>4. Understand personal development in BTR/PRS Property Management</p>	<p>4.1 Explain the difference between technical and soft skills and the importance of lifelong learning. 4.2 Explain the importance of time management. 4.3 Describe how to chair/manage meetings.</p>	<ul style="list-style-type: none"> •
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Unit 3: Understand Portfolio Management in Build to Rent and Private Rented Sector

Unit Reference Number: T/617/8520

Unit Summary

This unit enables learners to examine how the role of Portfolio Management operates so that services can be provided in line with the agreed requirements in Build to Rent and Private Rented Sector Property Management.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand the role of portfolio management	1.1 Explain BTR portfolio management. 1.2 Outline the allocation of capital to different asset classes. 1.3 Describe the proportion of funds to allocate in the real estate asset class. 1.4 Describe the key factors of the Build to Rent (BTR).	<ul style="list-style-type: none"> • Baum, A. (2015). <i>Real Estate Investment: A Strategic Approach</i>, 3rd edition. London: Routledge
2. Understand the principal responsibilities of portfolio management	2.1 Describe key objectives in an institutional client statement. 2.2 Outline the key objectives of a portfolio. 2.3 Outline key objectives of a portfolio business plan. 2.4 Describe the key financial performance measurement achieved by a portfolio management.	2.1 Which may include: <ol style="list-style-type: none"> a) The return required by the investor; b) The (maximum) level of risk to be incurred; c) A timescale for achieving the objective 2.2 Which may include: <ol style="list-style-type: none"> a) Recent performance,

		<ul style="list-style-type: none"> b) Portfolio structure, c) Strengths, weaknesses and constraints <p>2.3 Which may include</p> <ul style="list-style-type: none"> a) Fundraising; b) Acquisitions and disposals of properties; c) Management of existing assets; d) Operational issues; e) Risk management <p>2.4 Which may include;</p> <ul style="list-style-type: none"> a) Absolute Return; b) Relative Return; c) Risk.
3. Understand Portfolio construction in Build to Rent (BTR) and Private Rented Sector (PRS)	<p>3.1 Describe the key factors to analyse returns in a portfolio.</p> <p>3.2 Describe modern portfolio theory.</p> <p>3.3 Outline the expected versus the required return.</p> <p>3.4 Describe assets in terms of investment quality.</p> <p>3.5 Describe absolute or relative performance benchmarks as set by investors.</p>	<p>3.4 Which may include;</p> <ul style="list-style-type: none"> a) Asset Quality, b) Income Security. <p>3.5 Which may include;</p> <ul style="list-style-type: none"> a) Asset Quality, b) Income Security.
4. Understand Performance measurement standards in Build to Rent (BTR) and Private Rented Sector (PRS)	<p>4.1 Describe the volatility of returns delivered by a portfolio, as measured by Standard Deviation.</p> <p>4.2 Outline how to measure the return of a Portfolio.</p> <p>4.3 Describe the returns of a portfolio.</p>	<p>4.1 Which may include;</p> <ul style="list-style-type: none"> a) Absolute Volatility; b) Relative volatility. <p>4.2 Which may include;</p> <ul style="list-style-type: none"> a) the Time Weighted Return (TWRR); b) Money Weighted Return (MWRR); c) Internal Rate of Return (IRR).

Unit 4: Understand the Design, Planning and Sustainability in the Build to Rent and Private Rented Sector

Unit Reference Number: A/617/8521

Unit Summary

This unit enables learners to examine how the design, planning and sustainability of services can be provided in line with the agreed requirements in Build to Rent and Private Rented Sector Property Management.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand the Build to Rent (BTR) and Private Rented Sector (PRS) housing stock and supply	1.1 Explain what 'a housing crisis' is 1.2 Outline housing tenure and the arguments for increasing the supply of housing stock 1.3 Outline some of the barriers to increasing the supply of housing 1.4 Describe the importance BTR in increasing housing supply.	<ul style="list-style-type: none"> •
2. Understand design and construction in the Build to Rent (BTR) and Private Rented Sector (PRS)	2.1 Explain the common principles of residential building construction 2.2 List the key risk of building defects and practical management problems and their possible causes 2.3 Outline the importance of effective and well-planned property maintenance programmes	<ul style="list-style-type: none"> • The ULI UK Residential Council. (2016). Build to Rent, Edition 2 • www.trowers.com/resources/though_tleadership/highlyvalued • futureoflondon.org.uk/2016/10/12/making-the-most-of-build-to-rent-vantage-point-visit/ • www.architectsjournal.co.uk/download?ac=1448259 • www.savills.co.uk/news/article/724

	<p>2.4 Outline the role of an in-house maintenance manager, and a qualified specialist building consultant.</p>	<p>18/200293-0/3/2016/changes-to-permitted-development-rights</p> <ul style="list-style-type: none"> • en.wikipedia.org/wiki/History_of_architecture • en.wikipedia.org/wiki/Urban_density • en.wikipedia.org/wiki/Medium-density_housing • en.wikipedia.org/wiki/Apartment • en.wikipedia.org/wiki/Terraced_house • en.wikipedia.org/wiki/Semi-detached • en.wikipedia.org/wiki/Single-family_detached_home • en.wikipedia.org/wiki/Liverpool_One • en.wikipedia.org/wiki/East_Village,_London • www.nrdc.org/sites/default/files/citizens_guide_LEED-ND.pdf • www.breeam.com/communities • en.wikipedia.org/wiki/Terraced_houses_in_the_United_Kingdom • en.wikipedia.org/wiki/Victorian_house • www.housebyurbansplash.co.uk/irwell-riverside/ • en.wikipedia.org/wiki/Listed_building • en.wikipedia.org/wiki/Trellick_Tower • www.designingbuildings.co.uk/wiki/Sound_insulation_in_buildings • fet.uwe.ac.uk/conweb/house_ages/elements/print.htm • en.wikipedia.org/wiki/Foundation_(engineering)
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		<ul style="list-style-type: none"> • en.wikipedia.org/wiki/Steel_frame • en.wikipedia.org/wiki/Reinforced_concrete • en.wikipedia.org/wiki/Timber_roof_truss • en.wikipedia.org/wiki/Flat_roof • www.buildingregs4plans.co.uk/guidance_flat_roof_drainage.php • en.wikipedia.org/wiki/Green_roof • en.wikipedia.org/wiki/Solid_ground_floor • en.wikipedia.org/wiki/Damp_proofing • en.wikipedia.org/wiki/Floor • en.wikipedia.org/wiki/Flooring • www.landlordsguild.com/energy-act-2011-an-overview/ • en.wikipedia.org/wiki/Green_building • en.wikipedia.org/wiki/Passive_house
<p>3. Understand sustainability and environmental performance in the Build to Rent (BTR) and Private Rented Sector (PRS)</p>	<p>3.1 Explain the key concepts and principles of property-related sustainability. 3.2 Explain the importance of well-planned, effective green strategies. 3.3 Outline the principles of commonly used green design features, materials and management techniques. 3.4 Describe a sustainability expert, and a qualified specialist building consultant.</p>	<ul style="list-style-type: none"> • www.ukgbc.org/resources/key-topics/energy-climate-change/energy-and-carbon • www.cisl.cam.ac.uk/business-action/low-carbon-transformation/ipcc-climate-science-business-briefings/pdfs/briefings/IPCC_AR5_Implications_for_Buildings_Briefing_WEB_EN.pdf • www.rics.org/uk/news/news-insight/comment/supporting-eu-policymakers-to-advance-low-carbon-economies/ • www.rics.org/uk/tag/sustainability/

		<p>& http://www.rics.org/uk/about-rics/responsible-business/rics-at-cop21/</p> <ul style="list-style-type: none"> • www.theccc.org.uk/2014/11/25/the-ipcc-report-and-the-uk-2050-target/ • www.betterbuildingspartnership.co.uk/sites/default/files/media/attachment/bbp-managing-agents-sustainability-toolkit.pdf • www.breeam.com/ • www.homequalitymark.com/ • en.wikipedia.org/wiki/Life-cycle_assessment • www.brebookshop.com/documents/sample_pages_br501.pdf • The Green Guide to Specification – choosing greener building materials for new buildings, renovations and repairs: eu.wiley.com/WileyCDA/WileyTitle/productCd-1405119616.html • en.wikipedia.org/wiki/Sustainable_drainage_system • www.ukgbc.org/resources/key-topics/new-build-and-retrofit • www.ukgbc.org/resources/key-topics/new-build-and-retrofit/retrofit-domestic-buildings • www.iso.org/iso-14001-environmental-management.html
4. Understand the planning system	<p>4.1 Explain the planning process, 4.2 Explain the planning conditions that are attached to planning permissions 4.3 Outline the planning obligations and the community infrastructure levy</p>	<p>4.2 which may include the following:</p> <ol style="list-style-type: none"> a) Planning application; b) Planning committee; c) Planning appeal; d) Legal challenges.

	4.4 Explain the link between building regulations and design proposals	•
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Unit 5: An introduction to property residential management in the Build to Rent (BTR) and Private Rented Sector (PRS)

Unit Reference Number: F/617/8522

Unit Summary

This unit enables learners to examine evolution of management, income, budgeting and practical management issues in the BTR and PRS property management setting, so that services can be provided in line with the agreed requirements.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional Information
1. Understand the evolution of property portfolio management	1.1 Explain the differences between freehold and leasehold. 1.2 List different ways residential property is occupied. 1.3 Outline the key features of residential property management in Block and BTR unit management 1.4 Explain what a service charge is. 1.5 Describe why it is important to budget carefully in traditional block and build to rent management.	
2. Understand the importance of income in property portfolio management	2.1 Explain the importance of income in property portfolio management. 2.2 Explain the different methods used to receive payments. 2.3 Describe the various revenue streams.	•

	2.4 Explain how to deal with late or non-payments.	
3. Understand operational budgeting for property portfolio management	<p>3.1 Explain the significance in Build-to-Rent of net operating income.</p> <p>3.2 Explain the following terms for property portfolio management;</p> <p>a) a budget, b) variance report, c) cash flow.</p> <p>3.3 Describe the importance of maintaining client monies separately.</p>	
4. Understand practical property portfolio management issues in BTR and PRS	4.1 Describe the key management issues in property portfolio management;	<p>4.1 which could include the following terms:</p> <ul style="list-style-type: none"> ○ Refuse handling and litter, ○ Damp and condensation, ○ Parking and controls, ○ Balconies, terraces, patios and windows, ○ Anti-social behaviour and noise nuisance, ○ Parcels and delivery service, ○ Airbnb, ○ Invasive species and infestations. <ul style="list-style-type: none"> • Relevant case law: • O’Leary v London Borough of Islington • Mowan v Wandsworth LBC • Relevant legislation: • Anti-Social Behaviour Crime and Policing Act 2014 • Environmental Protection Act 1990

Unit 6: Understand building management

Unit Reference Number: J/617/8523

Unit Summary

This unit enables learners to examine how procurement and insurance work so that services can be provided in line with the agreed requirements in Build to Rent (BTR) and Private Rented Sector (PRS) Property Management.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand the principles of building management in the Build to Rent (BTR) and Private Rented Sector (PRS)	1.1 Outline building management principles. 1.2 Describe the guiding principles for whole life cost modelling.	<ul style="list-style-type: none"> • International Organization for Standardization - ISO 15686-1:2011 > www.iso.org/standard/45798.html • "ISO 15686-1:2011 identifies and establishes general principles for service life planning and a systematic framework for undertaking service life planning of a planned building or construction work throughout its life cycle (or remaining life cycle for existing buildings or construction works). • "The life cycle incorporates initiation, project definition, design, construction, commissioning, operation, maintenance, refurbishment, replacement, deconstruction and ultimate disposal, recycling or re-use of the asset (or parts thereof), including

		<p>its components, systems and building services.</p> <ul style="list-style-type: none"> • “ISO 15686-1:2011 is applicable to the service life planning of individual buildings.” • Chartered Institute of Public Finance & Accountancy > • www.cipfa.org/policy-and-guidance/publications/w/whole-life-costing • Chartered Institute of Procurement & Supply > • www.cips.org/knowledge/procurement-topics-and-skills/strategy-policy/whole-life-costing/ • British Research Establishment > www.bre.co.uk/page.jsp?id=48 • BSRIA > www.bsria.co.uk/news/article/what-is-whole-life-cost-analysis/ • National Building Specification (NBS) www.thenbs.com/ • Royal Institute of Chartered Surveyors (RICS) Building Cost Information Service (BCIS) www.rics.org/uk/knowledge/bcis/online-products
<p>2. Understand the role of the Building Manager and on-site team in the Build to Rent (BTR) and Private Rented Sector (PRS)</p>	<p>2.1 Explain the duties of the building manager. 2.2 Outline the role of the on-site team, HR legislation, TUPE. 2.3 Research data management responsibilities.</p>	<ul style="list-style-type: none"> •

	2.4 Explain reporting, notices and timetabling for effective building management.	
3. Understand inspection and procurement in the Build to Rent (BTR) and Private Rented Sector (PRS)	3.1 Explain the inspection and reporting responsibilities. 3.2 Explain planned maintenance programmes 3.3 Outline building information modelling 3.4 Describe the procurement activities for building management 3.5 Describe contract management and negotiation 3.6 Explain when to use building surveyors and other professionals.	•
4. Understand the principles of building insurance in the Build to Rent (BTR) and Private Rented Sector (PRS)	4.1 Explain the requirements for insurance policies, 4.2 Explain the regulatory framework to include the limitations to providing insurance advice 4.3 Outline how to manage insurance claims	•

Unit 7: Understand the Principles of Letting and Building Management in the Build to Rent and Private Rented Sector

Unit Reference Number: L/617/8524

Unit Summary

This unit enables learners to examine letting and building management so that services can be provided in line with the agreed requirements in the Build to Rent (BTR) and Private Rented Sector (PRS).

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional information
1. Understand the principles of a tenancy agreement	1.1 Explain the criteria of an assured shorthold tenancy (AST). 1.2 Outline the terms of the government Model Tenancy Agreement. 1.3 Define the term 'covenant'. 1.4 Explain the implications of the Consumer Acts 1.5 Explain the meaning of implied terms within tenancy agreements. 1.6 Explain the meaning of expressed terms within tenancy agreements. 1.7 Explain the approved custodial schemes. 1.8 Outline what information is required to be served at the commencement of a tenancy.	<ul style="list-style-type: none"> • 1.4 could include: <ul style="list-style-type: none"> a) Unfair Terms in Consumer Contracts Regulations Act 1999 b) Consumer Rights Act 2015 on tenancy agreements • www.gov.uk/tenancy-agreements-a-guide-for-landlords/tenancy-types • Housing Act 1985 • Housing Act 1988 • Housing Act 1989 • Housing Act 1996 • Housing Act 2004 • Protection from Eviction Act 1977 • Rent ACT 1977 • Unfair Terms in Consumer Contracts Regulations 1999

	<p>1.9 Outline what deposit prescribed information needs to be provided to the tenant for:</p> <ul style="list-style-type: none"> ➤ time frame for registering deposit, ➤ serving prescribed information, ➤ repercussions to the landlord if prescribed information is not served on the tenant. <p>1.10 Outline what information the 'How to Rent' guide contains.</p> <p>1.11 Outline the elements that make up a mixed-use development.</p> <p>1.12 Describe the health and safety implications of mixed-use developments.</p> <p>1.13 Outline the Section 106 implications on Build-to-Rent developers.</p> <p>1.14 Outline the types of tenancies and when they are used.</p> <p>1.15 Describe the different types of non-housing act tenancies.</p> <p>1.16 Outline the license criteria of house in multiple occupation (HMO).</p> <p>1.17 Describe the sanctions available for breach of licensing conditions.</p>	<ul style="list-style-type: none"> • Consumer Rights Act 2015 • Landlord and Tenant Act 1985 • Landlord and Tenant Act 1987 • Deregulation Act 2015 • The Housing (Tenancy Deposits) (Prescribed Information Order) 2007 • www.gov.uk/government/publications/how-to-rent • 2010 to 2015 government policy: rented housing sector • House of Commons briefing paper – rent setting: social housing (England) • Private Housing (Tenancies)(Scotland) Act 2016 • Housing and Planning Act 2016 • Sexual Offences Act 2013 • Management of Houses in Multiple Occupation (England) Regulations 2006 • Licensing of Houses in Multiple Occupation in England: government publication • Housing health and safety rating system (HHSRS) • RICS Guidance Notice (for England & Wales) on Managing Mixed Use Developments • House of Commons Library: Houses in multiple occupation (HMO) England and Wales
<p>2. Understand the legal terms and conditions of tenancy agreement when processing an agreement</p>	<p>2.1 Explain how to validate a tenant applicant.</p> <p>2.2 Describe your legal obligations of collecting, using and storing sensitive data.</p> <p>2.3 Describe the right to rent legislation requirements.</p> <p>2.4 Outline the protected characteristics as defined under the Equality Act 2010.</p>	<ul style="list-style-type: none"> • Data Protection Act 1998 • Consumer Credit Act 1974 • Immigration Act 2014 • Immigration Act 2016 • How to rent guide 2016 • Home Office Right to rent document checks: a user guide • Code of practice for residential letting agents 2016 • Consumer Rights Act 2015 • Consumer Protection from Unfair Trading Regulations 2009

		<ul style="list-style-type: none"> • Information Commissioner’s Office: data protection principles • www.gov.uk/check-tenant-right-to-rent-documents • Equality Act 2010 • Disability Discrimination Act 2005 • www.citizensadvice.org.uk/housing/discrimination-in-housing/housing-discrimination-common-situations/discrimination-in-housing-finding-a-home-to-rent/ • www.gov.uk/guidance/equality-act-2010-guidance • checks in the private rented sector October 2016 • Home Office Code of practice for landlords: avoiding unlawful discrimination when conducting right to rent checks in the private residential sector
3. Understand the legal terms and conditions of a tenancy agreement when preparing an agreement	<p>3.1 Describe what documentation is required to be given to tenants prior to commencement of the tenancy.</p> <p>3.2 Describe data protection implications of right to rent checks.</p> <p>3.3 Understand the differences between the custodial and insurance-backed deposit scheme.</p> <p>3.4 Explain the reasons why an inventory is important.</p> <p>3.5 Outline all pre-tenancy safety records that a landlord needs in place prior to a tenant taking occupation.</p> <p>3.6 Describe health and safety implications of a mandatory licence for a house in multiple occupation.</p>	
4. Understand the legal terms and conditions of	4.1 Explain the rent review process.	<ul style="list-style-type: none"> • gov.uk/government/publications/model-agreement-for-a-shorthold-assured-tenancy • Rent Act 1977

<p>the tenancy agreement during the tenancy</p>	<p>4.2 Describe what deposit obligations there are when effecting a change of tenant during tenancy</p> <p>4.3 Explain the purpose and scope of inspections.</p> <p>4.4 Explain how to respect a tenant's right to quiet enjoyment and privacy.</p> <p>4.5 Outline best practice in cases of breaches by either party.</p> <p>4.6 Describe the obligations under the Defective Premises Act 1972.</p> <p>4.7 Outline the need for lifecycle maintenance and planned preventative programme(s).</p> <p>4.8 Explain the contract tender process including documentation.</p> <p>4.9 Outline the need for a complete asset register</p>	<ul style="list-style-type: none"> • Protection from Eviction Act 1977 • Housing Act 1985 • Housing Act 2004 • Occupiers' Liability Act 1957 • Siddorn v Patel 2007 • Defective Premises Act 1972 • Energy Act 2011 • Environmental Protection Act 1990 • Noise Act 1996 • Housing Act 1988
<p>5. Understand the legal terms and conditions of the notices, time limits and processes in a tenancy agreement</p>	<p>5.1 Describe the types of notices that can be served.</p> <p>5.2 Describe the types of possession order a court can award.</p> <p>5.3 Outline what legal actions there are in the eviction of a tenant.</p> <p>5.4 Explain what to do in cases of suspected abandonment.</p> <p>5.5 Explain how to agree a surrender of a property.</p> <p>5.6 Outline when a property is within a void period.</p>	<ul style="list-style-type: none"> • Assured Shorthold Tenancy Notices & Prescribed Requirements (England) Regulations 2015 • Deregulation Act 2015 • Housing Act 1988 • Matrimonial Homes Act 1983 • Protection from Harassment Act 1977 • Anti-social Behaviour Crime and Policing Act 2015 • Environmental Protection Act 1990 • www.legislation.gov.uk/ukpga/1988/50/schedule/2 • Immigration (Residential Accommodation) (Termination of Residential Tenancy Agreements) (Guidance etc.) Regulations 2016 • Law of Property Act 1924 • Protection from Eviction At 1977
<p>6. Understand the technology and codes of practice</p>	<p>6.1 Describe the role of the letting manager/agent.</p> <p>6.2 Outline the codes of practice.</p>	<ul style="list-style-type: none"> • The Property Ombudsman – codes of practice • RICS UK Property Standard (Blue Book) - codes of practice

(COP) for the letting manager/agent	<p>6.3 List the different types of agents.</p> <p>6.4 Explain the importance of technology in property management.</p>	<ul style="list-style-type: none"> • PRS Code of Practice • ARLA Propertymark Code of Practice
7. Understand marketing and negotiation for the letting manager/agent	<p>7.1 Describe how to research your target market.</p> <p>7.2 Explain the importance of communication channels.</p> <p>7.3 Describe negotiating strategies.</p> <p>7.4 Describe a pricing policy.</p>	<ul style="list-style-type: none"> • Merton & Kendall, 1946 • The Focused Interview, 1956 • Goldman & MacDonald, 1987
8. Understand complaint and dispute resolution, and the court system for a the letting manager/agent	<p>8.1 Describe the importance of communication in preventing and resolving complaints.</p> <p>8.2 List the benefits of a complaints handling policy.</p> <p>8.3 Describe the role and powers of a governing body.</p> <p>8.4 Describe the role and powers of an ombudsman.</p> <p>8.5 Outline a range of alternative forms of dispute resolution.</p> <p>8.6 Outline the court system for:</p> <ul style="list-style-type: none"> • jurisdiction of the small claims court, • how court decisions are made, • the role of first-tier tribunal, • the role of expert witnesses. 	<ul style="list-style-type: none"> • www.customerchampions.co.uk • https://beyondphilosophy.com/the-value-of-complaints/ • TPO Code of Practice for Residential Letting Agents • www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber • www.justice.gov.uk/courts/procedure-rules/civil

Unit 8: Understand Health and Safety in the Build to Rent and Private Rented Sector

Unit Reference Number: R/617/8525

Unit Summary

This unit enables learners to examine Health and Safety so that services can be provided in line with the agreed requirements in Build to Rent and Private Rented Sector Property Management.

Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Additional Information
1. Understand the health and safety legislation in the Build to Rent (BTR) and Private Rented Sector (PRS)	1.1 Explain the legal framework in health and safety legislation. 1.2 Describe key features criminal and civil law in health and safety legislation. 1.3 Define the 'responsible person'. 1.4 Describe the legal obligations for different types of leases. 1.5 Explain the regulations governing build to rent (BTR). 1.6 Describe lease or tenancy agreements. 1.7 Explain the term 'common areas'. 1.8 Describe how to gain access to demised areas. 1.9 Explain the obligations and law in a) renting accommodation (including rooms) on very short terms, b) non-compliance with tenant obligations, c) incidents and accident reporting,	<ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • Landlord and Tenant Act 1985 • Rent Act 1977 • Occupiers' Liability Act 1957 • Occupiers' Liability Act 1984 • Housing Health and Safety Rating System Regulations 2005: England and Wales only • local licensing laws • planning law • Defective Premises Act 1972 • Construction Design and Management Regulations 2015 • Environment Act 1995 • Regulatory Reform (Fire Safety) Order 2005 • Control of Asbestos Regulations 2012

	<p>d) non-compliance by landlords or agents, e) the housing health and safety rating system, f) accommodation checklist.</p>	<ul style="list-style-type: none"> • Control of Substances Hazardous to Health Regulations 2002 (COSHH) • Legionnaires' disease. The control of legionella bacteria in water systems (L8) • Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) • Provision and Use of Work Equipment Regulations 1998 (PUWER) (1999 in Northern Ireland) • The Electricity at Work Regulations 1989 • The Plugs and Sockets etc. (Safety) Regulations 1994 • The Gas Safety (Installation and Use) Regulations 1998
<p>2. Understand risk assessments in the Build to Rent (BTR) and Private Rented Sector (PRS)</p>	<p>2.1 Explain the process for risk assessment. 2.2 Describe a safe system of work. 2.3 Explain statutory testing. 2.4 Describe the responsibilities for planned preventative maintenance (PPM). 2.5 Describe building fabric management. 2.6 Describe good leisure and facility management in the Build to Rent (BTR) and Private Rented Sector (PRS). 2.7 Describe waste management in the Build to Rent (BTR) and Private Rented Sector (PRS). 2.8 List occupational health and hygiene requirements in the Build to Rent (BTR) and Private Rented Sector (PRS).</p>	<ul style="list-style-type: none"> • hse.gov.uk/risk/ • rospa.com/play-safety/ • bohs.org • gatesafe.org • suzylamplugh.org

	<p>2.9 Describe the terms 'security, access and permitting in the Build to Rent (BTR) and Private Rented Sector (PRS).</p> <p>2.10 Outline the requirements of lone working in the Build to Rent (BTR) and Private Rented Sector (PRS).</p>	
<p>3. Understand the RICS Health and safety for residential managers guidance note</p>	<p>3.1 Explain asset management in the Build to Rent (BTR) and Private Rented Sector (PRS).</p> <p>3.2 Explain contractor procurement, assessment and management.</p> <p>3.3 Describe a permit to work</p> <p>3.4 Describe asbestos management.</p> <p>3.5 Describe the working at height regulations (WAHR)</p> <p>3.6 Describe the guidance on the safe use of ladders and steps.</p> <p>3.7 Outline water hygiene management.</p> <p>3.8 Explain key factors of construction work in the Build to Rent (BTR) and Private Rented Sector (PRS).</p>	<ul style="list-style-type: none"> • Schemes in Procurement (SSIP): https://SSIP.org.uk/ • ISO standards such as OHSAS18001 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013. • Work at Height Regulations 2005 • HSE L8 publication 'Legionnaires' disease • Construction Design and Management Regulations 2015 (CDM)
<p>4. Understand disaster recovery and emergency management in the Build to Rent (BTR) and Private Rented Sector (PRS)</p>	<p>4.1 Explain fire safety risk management</p> <p>4.2 Describe the use of a range fire doors.</p> <p>4.3 Explain the need for kitchen and other extract systems.</p> <p>4.4 Explain the use of detection systems and alarms.</p> <p>4.5 Describe incident management and disaster recovery.</p> <p>4.6 Describe personal emergency evacuation plans.</p> <p>4.7 Explain what carbon monoxide alarm is and legal requirements related to it.</p>	<ul style="list-style-type: none"> • The Health and Safety at Work Act (HASAWA) • Regulatory Reform (Fire Safety) Order 2005 (RRO) • PAS 911 'Fire strategies – guidance and framework for their formulation' • LACORS guide: Housing – Fire Safety: Guidance on the fire safety provisions for certain types of existing housing • Local Government Association: Fire safety in purpose-built flats

	<p>4.8 Describe key legal requirements in relation the use of gas boilers in private properties.</p> <p>4.9 Explain electrical safety in the Build to Rent (BTR) and Private Rented Sector (PRS).</p>	<ul style="list-style-type: none"> • Home Office guidance: Fire safety risk assessment: sleeping accommodation • The Furniture and Furnishings (Fire) (Safety) Regulations 1998 • thebci.org/ • The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 • Gas Safety (Installation and Use) Regulations 1994
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