

Job Title	Housing Officer
Grade:	Grade 7 (£42,7070 - £46,895)
Accountability:	Head of Housing and Communities
Responsible for:	Housing Assistant

1. JOB PURPOSE

The specific purpose of the post of Housing Officer is primarily to ensure tenants comply with terms of their tenancy agreement and provide a high quality housing management service to our tenants and other customers. The delivery of core housing management services will be in keeping with policies, procedures, legislation and good practice. The key remits of the role are:

- Working effectively to provide a range of generic services within a defined geographic patch of properties
- Customer engagement-face to face and virtual offering
- Effectively managing all aspects of current and former tenancy arrears, property factoring arrears, rechargeable repairs and any other sundry debts associated with Reidvale Housing Association
- Allocations and void management
- Anti-social behavior management
- Homelessness
- Tenancy Sustainment for vulnerable customers
- Customer intelligence and analysis
- Stage 2 Complaints investigation and resolution
- Supporting and enhancing performance improvement across remit including customer satisfaction
- Develop procedures for remit
- Contribute ideas and suggestions for service improvement

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other

- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

2. KEY TASKS AND RESPONSIBILITIES

2.1 To implement the Association's policies and procedures on the collection of rent and factoring monies, including the provision of benefits, money and debt advice services

- Recover rent arrears.
- Support the Housing staff in the recovery of rent and factoring arrears and other charges.
- Refer tenants and owners for court action to the Association's solicitors as directed by the Head of Housing and Communities.
- Liaise with Association's solicitors and make court decisions in line with the Association's Policies.
- Liaise with the Head of Housing and Communities in terms of problematic cases, recommended court actions and authorisation for court decisions in line with the Association's Rent Arrears Policy
- Provide assistance and promote available schemes to tenants to help mitigate the impact of the cost of living crisis.
- Liaise with other agencies at key stages of the arrears recovery procedure e.g. Social Work Services, Homeless Casework Team, Legal Services Agency, etc.
- Undertake key tasks associated with rent matters and the arrears recovery procedure, as required
- Prepare Qualifying Occupier letters.
- Prepare Notice of Proceedings for Recovery of Possession and arrange delivery ensuring Pre-action requirements are met.
- Arrange Direct Debits requests
- Process payments through Allpay's Callpay facility
- Assess housing benefit decisions and notify tenants of outcomes
- Assist tenants with housing benefit issues and complete housing benefit applications in paper form or online
- Ensure required rent account entries are recorded on HomeMaster
- Actively promote support services to assist tenants' and owners' ability to pay rent.
- Ensure that cases with rent and factoring arrears are effectively monitored and pursued.
- Make fair and affordable repayment arrangements with tenants and owners in arrears and confirm in writing.

- Ensure tenants are fully aware of their rent obligations at sign-up stage
- Maintain registers as required.
- Prepare reports to the Management Committee on arrears cases granted a decree for repossession on the grounds of non-payment of rent.
- Co-ordinate the eviction of the tenant through the Sheriff Officers and inform relevant agencies i.e. Social Work Services, Homeless Casework Team.

2.2 Manage the allocations process to ensure void re-let times are minimised, thus attending to the housing needs of applicants on our housing list and contributing to the financial viability and sustainability of the Association

Allocations:

- Attend to applicant's appeals in relation to their application for housing.
- Undertake new tenant visits and collect satisfaction questionnaires and act upon any identified issues
- Undertake tasks associated with the allocations process, as required:
 - Assist applicants complete housing application forms
 - Assess housing applications within agreed timescale
 - Update applicant details on HomeMaster
 - Maintain required registers
 - Carry out home verification visits
 - Assist with review of housing applications
 - Coordinate / carry out accompanied viewings
 - Carry out selections for empty houses
 - Provide guidance and advice in relation to the Association's Allocations Policy and choices and respond to enquiries in writing within agreed timescale
 - Carry out with new tenant visits within agreed timescales
 - Liaise with Homeless Casework Team in relation to S5 referrals.
 - Assess and make decisions for ad-hoc applications (assignation, joint tenancy, permission to reside, etc)
 - Assist in the promotion and marketing of the Association's housing list to ensure sufficient supply of applicants to meet current and future demand

Void Management:

- Undertake tasks associated with the void management process, as required

- Assist in the effective management of void properties to minimise re-let times and positively contribute to the viability of the Association
- Process termination of tenancy notifications and manage void processes through registers and HomeMaster
- Contact outgoing and prospective tenants to arrange pre-termination accompanied viewings
- Contact customers in respect of housing offers and confirm in writing
- Assist with end of tenancy inspections

2.3 Ensure Reidvale Residents have pride and peaceful enjoyment of their homes and the local environment through effective estate management measures:

Estate Management:

- Carry out agreed minimum amount of weekly property inspections to ensure effective upkeep of area.
- Consult with residents during weekly inspections and take any required actions and save inspection sheets to property file.
- Identify and arrange for required work orders to be raised.
- Identify and take the appropriate action against those tenants in breach of their tenancy obligations, as well as owners in breach of their Deeds of conditions.
- Liaise with external organisations in relation to estate matters.
- Maintain relevant registers.
- Process any complaints concerning estate management services in line with the Association's complaints procedure.
- Respond to estate management issues identified by estate caretakers during weekly stair cleaning programme.

Neighbour nuisance and anti-social behaviour:

- Manage Category 'A' and 'B' complaints and where required manage / assist with category 'C' complaints within agreed timescales
- Conduct investigations in relation to anti-social behaviour / neighbour disputes.
- Provide full updates / responses to complainants and alleged perpetrators during the conclusion of allocated cases.
- Liaise with Head of Housing and Communities in respect of complex cases

- Liaise with other organisations, such as Police Scotland, CSG, SWD
- Refer tenants to and liaise with tenancy support services
- Maintain relevant registers / files

2.4 Investigate properties that are believed to be abandoned

- Commence appropriate actions/ investigations as contained within the Association's Abandonment Policy.
- Comply with processes and timescales as contained within the Association's Abandonment Policy.
- Maintain clear records and the Abandonment Register for all investigated properties.

3. OTHER DUTIES

3.1 Contribute to reviews of policies and procedures.

3.2 Uphold and deliver the Association's values.

3.3 Be committed to your own professional and personal development to meet the needs of the role and the Association

3.4 Ensure compliance with Health & Safety requirements and good practice.

3.5 Uphold the Association's Equal Opportunity Policy and codes of practice.

3.6 Assist with data collection for performance and ARC reports.

3.7 Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.

3.8 Attend meetings at evenings or weekends, as required in relation to your role and the Association's work

3.9 Carry out any other tasks commensurate with your role as directed by the Director or Management Committee.

Education and Qualifications	E	D
HNC or equivalent	✓	
Degree or HND Qualification		✓
A professional or equivalent qualification of the Chartered Institute of Housing		✓
Experience		
Minimum of 2 years housing management experience	✓	
Experience of working with Microsoft applications and housing management systems	✓	
Experience of policy and procedural development in the delivery of the housing management function	✓	
Working for a Voluntary Management Committee	✓	
Experience of working in a target driven environment	✓	
Experience of working with resident groups	✓	
Experience with Homemaster housing software system		✓
Skills, Abilities & Personal Attributes		
A dynamic individual committed to continuous improvement, customer service excellence and innovation	✓	
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills	✓	
Ability to negotiate and influence others to meet and objectives of CHA	✓	
Highly motivated to excel in role.	✓	
Highly proficient in I.T	✓	
Customer focused	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals	✓	

Ability to handle a diverse workload and the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlines	✓	
Good problem solving skills	✓	
Flexible approach to work	✓	
Knowledge		
Scottish Housing Charter requirements	✓	
Working knowledge of housing and welfare reform legislation	✓	
Working housing benefit knowledge / completion of claims	✓	
Working knowledge of arrears recovery processes / legislation	✓	
Working knowledge of anti-social behaviour and estate management practices / legislation	✓	
Working knowledge of allocations and void practices / legislation	✓	
Good working knowledge of required IT systems: use of database systems, and Microsoft Applications	✓	
Experience of operating housing management software such as Homemaster		✓
Other Requirements		
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Upholds the Association's aims and values	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	