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| **RENFREWSHIRE COUNCIL****COMMUNITIES, HOUSING AND PLANNING****JOB OUTLINE** |
| **SERVICE:** | Communities, Housing and Planning | **SECTION:** | Housing Services |
| **POST TITLE:** | Housing Officer | **POST ID:** |  |
| **GRADE:** | GR6 | **LOCATION:** |  |
| **REPORTING TO:** | Local Housing Services Co-ordinator |

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| **PRINCIPAL ROLE:** |
| To ensure a high quality, customer focused housing management service within the neighbourhood. Ensuring effective customer liaison and promotion of tenant participation. |

Key tasks for which the post holder will be responsible:

1. Ensure all Housing Management functions are carried out in accordance with Council policy and procedures.
2. Ensure general environment in patch is well maintained and kept clean and tidy.
3. Ensuring tenants meet their obligation and liaise with other service providers when services are not provided to an appropriate standard.
4. Highlight any unresolved local problems with other service providers and take appropriate action in conjunction with Neighbourhood Services Co-ordinator.
5. Visit tenants in their own home and conduct interviews with tenants at the office.
6. Ensure tenants are complying with their tenancy agreement and take appropriate action where necessary.
7. Investigate Neighbour Disputes and complaints of Anti Social Behaviour and take appropriate action in accordance with Council policy and procedures. Make appropriate referrals to specialist teams as appropriate.
8. Liaise with Community Safety Services and take appropriate action on issues arising in the patch as required.
9. Carry out house inspections.
10. Implement Estate Management Procedures in cases of abandonment.
11. Ensure all rent arrears recovery and early intervention activities are carried out in accordance with policies and procedures.
12. Provide advice and assistance to Tenants on matters relating to all aspects of Housing Finance including Housing Benefits, Rent Arrears and Rent Accounts and refer cases to specialist officers or intervention where necessary.
13. Provide general advice on matters relating to the Repairs Service, Allocations, Money Advice and Energy Advice.
14. Administration of the Garden Assistance Scheme.
15. Nominate tenants to be included in the Annual Garden Competition.
16. Prepare reports as necessary for mobility, sheltered and CCP applications.
17. Be contact officer for all tenants groups within the patch and resolve any issues they may have.
18. Attend meetings of Tenants & Residents Associations and Neighbourhood Forums as required, including out with normal office hours.
19. Encourage and promote tenant participation in consultation with Tenant Liaison Officers.
20. Carry out housing management inspections prior to allocations of housing and make offers of housing as appropriate.
21. Inspect void properties to determine pre-lets
22. Carry out accompanied viewings of void properties with prospective tenants.
23. Carry out home visits of new tenants after a specified time to ensure they are occupying the property and adhering to all tenancy conditions as detailed in their tenancy agreement.
24. Investigate cases of succession to tenancy, assignation of tenancy and mutual exchanges as required and make decisions on their approval or rejection in accordance with Council policy and procedures.
25. Arrange temporary rehousing of tenants in appropriate circumstances and rehousing of tenants in regeneration areas in accordance with Council policy.
26. Liaise effectively with other sections of Development and Housing Services, other services and community planning partners to ensure individual tenants’ problems are resolved.
27. Liaise with other services and community planning partners to ensure effective delivery of estate management services within the patch e.g. Community Resources, Police, etc.
28. Identify vulnerable tenants and ensure referrals are made to appropriate services and external agencies to assist e.g. Social Work Services, Housing Support team, Money advice, Police etc.
29. Reply to written correspondence from tenants, tenants associations, elected members, community councils etc.
30. Wide range of administrative duties.
31. Using a variety of IT equipment /packages.
32. Provide assistance and support to the Neighbourhood Services Coordinator as required
33. Ensure effective links with specialist teams and other teams to ensure a high quality ‘One Stop Answer’ for our customers.
34. Identify areas for service improvements and make recommendations to Manager.
35. Ensure that equal opportunities are applied in the delivery of the service.
36. To adhere to the Council’s commitment to health and safety, supporting attendance, equal opportunities and compliance with all relevant policies.

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.