

## **HILLHEAD HOUSING ASSOCIATION 2000**

### **JOB DESCRIPTION – HOUSING OFFICER GRADE 7**

#### **1. OBJECTIVES OF THE POST**

- To take responsibility for all housing management functions within a defined patch and provide appropriate cover to other patches.
- To contribute to establishing, reviewing, and monitoring the housing management policies and procedures of the Association.
- To stimulate and support tenant participation and community involvement.
- To contribute to the regeneration of Hillhead.
- To provide excellent customer service to tenants and applicants.

#### **2. ACCOUNTABILITY**

- The Housing Officer will be responsible to the Head of Housing Services, and ultimately to the Director.

#### **3. DUTIES**

##### **Rent Accounting / Rent Arrears**

- Undertaking rent collection duties.
- Monitoring individual tenant and former tenant accounts. Empathetically applying the Association's rent arrears policy and making appropriate arrangements for arrears to be paid. Issuing Notices of Proceedings and liaising with the Association's solicitors regarding court actions. Attendance at court as required.
- Setting rents and service charges, processing rent increases, adjustments and assisting in carrying out the monthly rent debit and rent reconciliation process.
- Maximising tenants' income through welfare benefits advice. Referring cases to the Association's Welfare Rights service.
- Supporting tenants to make and maintain Universal Credit claims, and to update changes to rent charge information.
- Make requests to the DWP for Managed Payments and Arrears Deductions for Universal Credit. Update the UC portal as required.
- Signposting tenants to appropriate debt or money advice. Making referrals to the Food Bank or other appropriate agencies or charities.

##### **Allocations**

- Responding to tenancy terminations and carrying out end of tenancy property inspections.
- Carrying out applicant selections and make offers for new and relet properties, using the Association's Allocations Policy, at minimal loss of rental income.
- Conducting pre-allocation home visits and settling in home visits.
- Conducting new tenant sign-ups and explaining the tenancy agreement conditions.
- Liaising with East Dunbartonshire Council and other agencies for receiving and assessing nominations and Section 5 referrals.
- Liaising with other housing providers to seek information on applicants.
- Compiling reports, overseeing the administration of tenancy changes, and contributing to the overall administration of the Association's housing list.
- Processing all requests for mutual exchanges, assignments, and successions in line with policies and procedures.

- Liaising with Property Services colleagues to make sure adaptations are fully utilised wherever possible.

### **Tenancy Management**

- Ensuring tenants conduct tenancies in a satisfactory manner in line with the SSST.
- Dealing with complaints of anti-social behaviour in accordance with the Association's policy.
- Following the Association's abandonment policy and procedure where appropriate.
- Dealing with requests to sub-let or take in a lodger.
- Ensuring details of household composition are up to date and maintained accurately.
- Working closely with the Estates Co-ordinator and any other staff to ensure tenancy conditions are met by individual tenants and to ensure that Hillhead remains a safe and attractive place to live.
- Liaising with Property Services colleagues to help gain access for statutory repairs / works.

### **Tenancy Sustainment**

- Making appropriate referrals, including for all new tenants, and others experiencing difficulties to the Tenancy Support Worker.
- Working with other agencies to ensure that tenants are supported to sustain their tenancies, e.g. Police Scotland, Social Work, HSCP.
- Dealing sensitively with tenants and applicants who are experiencing addiction issues, domestic abuse, poor mental health, and poverty.

### **Development**

- Contributing information pertinent to any new developments including commenting on designs and specifications, and providing demand information.
- In consultation with the Depute Director/Head of Assets, liaising with residents about housing needs and the development programme.

### **Tenant Participation**

- Promoting tenant participation and supporting residents or tenants' groups.
- Promoting the digital inclusion of tenants.

## **4. GENERAL**

- Promoting good public relations and ensuring close contact with tenants and residents.
- Attending tenants' meetings, seminars, and training events where appropriate.
- Ensuring the Association's housing management system is updated with all relevant records and file notes.
- Assisting the Head of Housing Services in compiling performance and activity reports across all housing management functions.
- Attendance at Management Committee meetings as required.
- Complying with GDPR and assisting with Subject Access Requests and Freedom of Information Requests as required.
- Complying with all relevant Health and Safety requirements.
- Delivering all services in line with equalities legislation and good practice.
- Carrying out any other tasks as requested by the Depute Director / Housing Manager.