

## Job Description

<b>Job Title</b>	<b>Housing Officer</b>
<b>Reporting To</b>	<b>Senior Housing Officer</b>
<b>Grade</b>	<b>EVH Grade 7</b>
<b>Key Objective</b>	
<p>To play a key role in the in the implementation of Shettleston Housing Association’s strategic objectives and Vision of providing thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances.</p> <p>To be responsible for the delivery of excellent, customer focused and compliant services to a “patch” of the SHA stock and to ensure the continuous improvement of these services.</p>	
<b>Job Overview</b>	
<p>To be an effective, highly motivated Officer who is committed to delivering a customer focused, first class housing management service including Rent Account Management, Estate Management, Arrears &amp; Income Recovery, Allocation/Void Management and Tenant Participation.</p> <p>To work collaboratively with others to identify best practice in delivering the full range of Housing Services that are effective, efficient and responsive to the needs of our customers.</p>	
<b>Key Responsibilities</b>	
<p>Deliver tenancy and estate management services to a defined “patch” of SHA social rent and shared ownership properties and, where required, Mid-Market and market rent properties managed on behalf of East End Housing Development Company.</p> <p>Work closely with colleagues and outside agencies to help ensure tenants’ incomes are maximised and they are able to access other advice &amp; services that will assist them in achieving good life outcomes.</p> <p>Ensure that rental income is maximised through: the efficient and sensitive re-letting of void properties, the promotion of a “rent first” culture and excellent arrears prevention and recovery practice.</p> <p>Ensure tenants have a clear understanding of the requirements of the tenancy agreement and that these are enforced. Be responsible for relationships with partner, statutory and other bodies to help ensure the prevention and resolution of neighbour nuisance and anti-social behaviour.</p> <p>Ensure that the overall appearance of housing developments is maintained and residents enjoy well-managed common and landscaped areas.</p>	

Act as client, and work closely with Upkeep personnel, in relation to the close-cleaning, caretaking and landscaping services for the “patch”.

Positively respond to customer enquiries and feedback and pro-actively engage with residents regarding the full range of Housing Management services and other services provided by the Association in a solutions focused way.

Actively and positively contribute to the ongoing review of the Association’s services and work closely with colleagues to help ensure their continuous improvement.

### **Direct Reports**

None

### **Key Outcomes**

1. Ensure advice and support is offered to tenants, and make referrals as necessary, to prevent the development of rent arrears and to support tenancy sustainment.
2. Actively monitor current and former tenants' rent accounts, and be responsible for the recovery of tenant debt, including taking legal action and attendance at court, in accordance with delegated authority, SHA policies, procedures and performance targets.
3. To produce the appropriate paperwork (including Pre NOP requirements, issuing NOPs and other legal paperwork) required for court action and reports for seeking approval to evict, in line with the housing management policies.
4. Ensure that the overall appearance of each estate within patch remit is maintained or improved to a high standard by liaising with tenants and owner occupiers and ensuring compliance with responsibilities. Regularly inspect gardens, common areas, play areas, lock-up garages, open space / landscaped areas and recommend action including legal action where appropriate.
5. To consult with all appropriate external agencies over any other estate management or related issues such as roads, lighting and cleansing, liaising with police or others as necessary.
6. To work closely with property services colleagues in relation to tenancy obligations and the repair of homes and common areas and identify & recommend local priorities for improvement works for planned maintenance.
7. Monitor rechargeable repair charges and take appropriate action to recover arrears.
8. Proactively identify solutions to management problems within the “patch” and work with colleagues and outside agencies to address these.
9. Carry out accompanied viewings, tenancy sign ups & new tenant visits to help ensure effective and efficient delivery of the Associations Housing Allocations Policy.
10. Assess and process applications for sub-letting, lodgers, assignations of tenancy, successions to tenancy, mutual exchanges etc. within the statutory timescales and in line with relevant policies and procedures.
11. Promote good relations between neighbours and intervene and attempt to resolve neighbour disputes or any other breaches of tenancy, taking appropriate action in partnership with other agencies as required. Prepare comprehensive reports concerning same. Escalate action for recovery or converting a tenancy to SSST where required.
12. Assist in the management of leased properties in line with lease agreements including the management function carried out to the MMR properties on behalf of EEHDC.

13. Promote membership of the Association and tenant participation initiatives. Create an environment of co-operation with customers to encourage participation and feedback on the activities of the Association, including through support with the establishment and operation of tenants/residents groups.
14. Contribute to internal planning processes relating to new-build and project improvement works which will impact on residents within patch remit. Carry out viewings of new build properties and be the liaison officer for any tenant related issues and other issues as required.
15. Contribute to the gathering of customer profile information to ensure the Association is able to identify the circumstances and needs of our tenants to inform future service delivery. . Also, to carry out annual visits to tenants who have not made contact in preceding 12 months to identify any support needs.
16. Participate in a duty rota to ensure customer service enquiries can be quickly and efficiently dealt with during office hours.
17. To work in collaboration with colleagues and other departments to deliver a high quality service to tenants and stakeholders.
18. To carry out any reasonable tasks that may be required in line with the Association's business needs and objectives.

### Key Contacts

External	Internal
Glasgow City Council DWP Glasgow HSCP Partner RSLs (Best practice forums) Industry bodies (SFHA, CIH, GWSF) Police Scotland Scottish Fire and Rescue	Management Committee, sub-Committees and Subsidiary Boards. Executive Team Management Team Upkeep staff Customers
	Tenants Prospective Tenants Local residents Home Owners