

**JOB PROFILE:** Community Housing Officer

**RESPONSIBLE FOR:** Nil staff

**PURPOSE:** To deliver a high quality, customer focused and accessible housing management service, taking responsibility for a “patch” of properties. To ensure that tenants’ needs are assessed and appropriate referrals made to support them, that tenancy conditions are met and compliance on safety issues is fully achieved.

To contributie to building and maintaining sustainable communities and providing cleaner, greener and safer neighbourhoods, working with internal and external colleagues.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures and with the Social Housing Regulator’s and Housing Ombudsman’s standards and best practice.

**KEY ACHIEVEMENT AREAS:**

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| **1.** | To demonstrate commitment to providing cleaner, greener, safer neighbourhoods. Undertake regular neighbourhood inspections and walkabouts with colleagues, residents and partner agencies. Take steps to resolve issues including instructing other teams, partners or external agencies to undertake necessary action. Monitor and review actions taken. |
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| **2.** | To understand and enforce conditions of tenancy and leases and advise customers when conditions have been breached. Make use of remedies available including legal ones where reasonable and proportionate and monitor these outcomes...rrrerereremedyttentenancy |
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| **3.** | Identify, investigate and take action on incidences of anti-social behaviour, harassment and nuisance in accordance with policy and procedure. Liaise with the PSL &Tenancy Sustainment Manager, statutory and voluntary agencies as appropriate. |
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| **4.** | Assist the Lettings Co-ordinator in achieving target re-let times for voids. Let homes in accordance with policy, procedure and best practice. Utilise Local Lettings Plans where necessary to address issues around community cohesion and review these in accordance with agreed timescales. |
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| **5.** | Ensure that all service standards are adhered to including responding to customer queries and requests in accordance with published timescales. |
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| **6.** | Investigate and take actions to address tenancy fraud to ensure that we are making best use of our existing housing stock.  . |
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| **7.** | Undertake property inspections to ensure that properties have been maintained to a satisfactory standard and breaches of tenancy are rectified prior to termination of tenancy. Minimise risks of former tenant arrears and high void costs. |
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| **8.** | Undertake pre-tenancy interviews for prospective tenants ensuring that any specific needs or risks are identified, and referrals and actions are taken as necessary to maximise tenancy sustainment. |
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| **9.** | Meet prospective tenants on site to view the property, inspect the property to ensure it meets the company empty homes promise. Provide information on the local area and answer any queries as necessary. |
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| **10.** | Sign up tenants to their new tenancy ensuring they are fully aware of the rights and responsibilities of both parties. Explain relevant housing policies and procedures and outline the service and standards that customers can expect. |
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| **11.** | Visit all tenants within 6 weeks after tenancy commencement to ensure they have settled in and resolve any outstanding problems. |
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| **12.** | Closely monitor starter tenancies in accordance with the policy and procedure taking prompt action to address breaches where necessary. |
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| **13.** | Deal with requests for tenancy changes and permissions in accordance with the conditions of tenancy and within timescales set out in service standards. |
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| **14.** | Provide information and assistance to residents in need of temporary or permanent relocation as a result of emergency or major works to their home, demolition or change of use. Liaise with other agencies as appropriate. |
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| **15.** | Deal with boundary disputes, identify boundaries and inform parties of findings in a timely manner. Utilise available remedies such as mediation where matters cannot be resolved. Pass information to the Legal team for right to buy applications. |
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| **16.** | Provide advice on Teign Housings policies including transfers and mutual exchanges, aids and adaptations referring customer to other teams for detailed advice as appropriate. |
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| **17.** | Facilitate and attend resident meetings and provide advice and assistance. Liaise with the Resident Involvement Manager on relevant issues and play an active part in recruiting residents to groups and Forums. |
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| **18.** | Identify signs and risks associated with domestic abuse, child protection, public protection and protection of vulnerable adults. Make referrals to external organisations and attend multi-agency meetings as appropriate. Monitor and review outcomes. |
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| **19.** | Work alongside communities, voluntary groups and partners to achieve the aims and objectives of our Community Development Strategy. |
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| **20.** | Provide advice and accurately signpost tenants to facilities, services and resources which may improve their quality of life.  21. Work with Templer Homebuild to ensure that all health and safety compliance is up to date, negotiating with tenants who may be reluctant to allow access for inspections and repairs |
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| **21.** | Keep up to date with legislation, policy, procedures and best practice. |
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| **22.** | Provide monitoring information on all areas of responsibility. Collate information and prepare reports as required. |
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| **23.** | Ensure that electronic records and software databases are always updated and accurate. Adhering to general data protection, confidentiality requirements incorporating regular training. |
| **24.** | Actively demonstrating use of soft digital use and awareness of social platforms. |
| **25.** | Work to ensure that good working relationships are fostered and maintained with colleagues, partners and external agencies. |
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| **26.** | Take responsibility for own personal safety by following lone working procedures.  **Health and Safety Responsibilities**   1. Take responsibility for own Health & Safety and not to put others at risk. 2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood. 3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support. |
| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the line management from time to time. | |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………