

**JOB PROFILE:** Lettings Co-ordinator

**RESPONSIBLE FOR:** No staff

**PURPOSE:** To assist in providing a high quality, customer focused and efficient lettings service.

Ensure we are contributing to building and maintaining sustainable communities and safer neighbourhoods.

To ensure that allocations to our properties meet the requirements of our Allocations Policy and Procedure and that thorough and comprehensive checks are completed on all applicants applying to live in a Teign Housing property.

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.

**KEY ACHIEVEMENT AREAS:**

1. Work co-operatively with colleagues within Teign Housing to deliver a high-quality professional service to applicants seeking housing.
2. Participate in effective partnership working with internal and external partners, agencies and stakeholders including representing the team at meetings with local authority and other partner organisations.
3. Monitor the progress of void properties, organise workload effectively to ensure that short-listed applications are prepared in readiness for allocation.
4. Work across departmental boundaries to ensure we obtain our key performance indicators, whilst balancing the needs of the individual applicant and the business.

1. Ensure all void properties are advertised on Devon Home Choice following Devon Home Choice policy and procedure.
2. To organise internal pre-void inspections to ensure that properties have been maintained to a satisfactory standard and breaches of tenancy are rectified prior to a new allocation being approved. Minimise risks of former tenant arrears and high void costs.
3. Shortlist applications for allocation, taking account of any special conditions such as local lettings schemes or sensitive lettings.
4. To ensure that applicants with physical disabilities are allocated correct properties that will meet their needs, this will, at times require liaison with Occupational therapists and other support agencies.
5. Provide correct property and local information to prospective tenants: discuss the implications of special requirements or local circumstances (For example: parking schemes, local facilities) to ensure the prospective tenant can make an informed decision.
6. Arrange and conduct pre-tenancy interviews with applicants either in the office, or over the telephone to establish and verify their circumstances and eligibility for housing.
7. Discuss with applicants the terms of the tenancy agreements they will be required to sign ensuring they have a good understanding of the terms of the agreement, and the requirements of both parties under the agreement and answering any questions
8. Take all rent in advance payments from applicants.
9. Complete reference requests either via email or telephone for all prospective applicants.
10. To closely monitor notices coming in for properties and ensure that if properties are required for internal management moves the relevant teams are made aware.
11. Responsible for liaising with colleagues on management moves and decant moves.
12. To complete where necessary trial calculations for benefit entitlement
13. Complete financial assessments to ensure the affordability of the property and income maximisation.
14. Identify and assess the support and communication needs of prospective tenants and ensure that appropriate support is committed prior to letting and the tenancy is sustainable.
15. Identify signs and risks associated with domestic abuse, child protection, public protection and protection of vulnerable adults. Make referrals to external organisations as appropriate.
16. Ensure that vulnerable tenants are highlighted to the Income and Lettings Manager to ensure they are added to our internal risk register.
17. Collate and evaluate information relating to the application, including proof of identity, housing need, medical & support information and references: communicate with the police, social services or other agencies who may be involved with the applicant to ensure accurate information is obtained.
18. Refer cases of suspected or potential fraud to the Income and Lettings Manager.
19. Facilitate viewing of the property – identify the applicants needs and ensure that they have access to a virtual viewing of the property or alternatively co-ordinate a physical viewing of the property with the applicant and relevant Community Housing Officer or Independence and Wellbeing advisor.
20. Complete on-line sign up’s where possibly by sending digital tenancy agreements to applicants via signable.
21. Co-ordinate the applicants meeting with the Head Start Co-ordinator (new tenants) to ensure thorough affordability checks and where the applicant is moving into older person accommodation the Independence and Wellbeing assessment.
22. Responsible for approving allocations of housing once all information has been obtained, however where there are concerns about vulnerability or sustainability to initiate a case review meeting with both the Community and Compliance Manager and Income and Lettings Manager.
23. Ensure that all service standards are adhered to including responding to customer queries and requests promptly.
24. Provide advice on Teign Housings policies referring customer to other teams for detailed advice as appropriate.
25. Provide advice and accurately signpost tenants to facilities, services and resources which may improve quality of life.
26. Keep up to date with legislation, policy, procedures and best practice.
27. To attend DHC operational group meetings when required.
28. Create new agreements on the housing management system when a property is let.
29. Create new Alarm accounts on the housing management system when required for all new lets.
30. To ensure we comply with regulations, complete on-line CORE forms for all allocations.
31. Provide reports and monitoring information on all areas of responsibility. Collate information and prepare reports as required.
32. Ensure accurate records are kept on files and databases and that confidentiality and data protection requirements are adhered to.
33. Work to ensure that good working relationships are fostered and maintained with colleagues, partners and external agencies

**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.

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| 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: …………………………………………………………………………………………