



JOB DESCRIPTION

Community Housing Officer

Responsible to: Housing Manager

Department	Housing Management	Responsible for	n/a
EVH Grade	Grade 7 PA22 -PA25	Last reviewed	August 2021

Job Summary

To provide a high quality, responsive housing management service, out and about in the community, that focuses on and delivers positive outcomes for our tenants and other service users

Key Focus and Tasks:

Key Focus: Service Standards Delivery	Deliver our commitment to tenants and other services users as laid out in our Service Standards: • <u>Customer Landlord relationship</u> – around equalities, communication, and participation • <u>Neighbourhood & Community</u> – around estate management, anti-social behaviour, nuisance, and tenancy disputes • <u>Access to Housing & Support</u> – around allocations, access to housing and tenancy sustainment • <u>Good value from rents</u> – around value for money, affordability
Key Tasks: Tenancy Management	• Monitoring and controlling rent arrears taking appropriate recovery action to ensure that arrears targets are met • Inspecting properties before a tenant moves out then working with our Maintenance team to ensure that void properties are repaired to our void standard and re-let within target times • Allocating rented properties through our digital lettings service • Working closely with the Financial Inclusion Services, CAB, DWP, East Lothian Council and other organisations to support new and existing tenants in setting up home and developing skills to sustain their tenancies. • Identifying vulnerable tenants and ensuring that appropriate support is in place to enable them to sustain their tenancies. Referring to our Tenancy Sustainment Officer as and when required. • To take timely and appropriate action in relation to all tenancy management issues, including conducting new tenancy and settling-in visits, responding to requests to succeed to, or terminate

	tenancies and dealing with suspected abandonments in accordance with our policies and timescales • Managing estates to ensure a high quality, safe and secure environment for our customers • Tenancy management (succession, mutual exchanges, antisocial behaviour etc.) in accordance with the Housing (Scotland) Acts 2001, 2014 or subsequent legislation • Providing a quality Housing Information and Advice Service to our customers • Promoting take up of our Tenants • Working with our Tenant Panel and actively promoting Tenant Participation in all aspects of our work
Estate Management	• To carry out regular estate inspections to identify environmental and other issues as well as taking relevant action as appropriate to improve communities • Liaise with other stakeholders to improve the environment such as Cleansing dept, Environmental Health etc.
Property Maintenance	Assist with the following as and when required: • Void inspections to ensure minimal rent loss • Pre and post inspections • Recording of repairs issues during tenancy and estate management visits • Liaising closely with the maintenance team • Raise repair orders through the Tenants Portal or SDM system
Tenant Participation & Consultation	• With the Housing Manager, TIS and Tenants ensuring the implementation of the Tenant Participation Strategy and Action plan, creating opportunities for effective tenant and community participation in all areas of our work. Be a visible and familiar face within the community • Contribute to the issue of Newsletters and other publications • Participate in community events • Actively promote membership of Homes for Life • Assist with the development and sustainability of effective tenant participation – this includes attending tenant forum meetings etc.
Complaints	• Deal with Stage 1 complaints in line with procedures • Escalate complaints to the Senior Housing Officer as required
Performance & Risk Management	• Monitoring performance in order to achieve our customer service targets and Key Performance Indicators as well as compliance with the Scottish Social Housing Charter. Maintaining administrative systems to ensure that high quality reports can be produced as required by the Housing Manager. • Assist with the implementation of the departments operational plan

General	• Feed into policy and procedure reviews • Contributing to the development and achievement of our Housing Management departmental action plan and business plan. • Attend meetings out with normal working hours as required • Attend training and personal development sessions as required • Ensure compliance with all HfLs policies, procedures, and processes • Maintaining clear, accurate audit trails of contact with our customers, including in SDM for tenants. • Promote HfL's Equality & Diversity Policy • Carrying out any task that can be reasonably expected in line with the grading and overall responsibilities of this post.
Health & Safety	• Be aware of the health & safety policies, procedures, and systems
General Data Protection Regulations/FOI	• Handle and protect all personal data in line with our Data Protection policies and current Data Protection legislation • Assist with responses to FOI requests
Value for Money	• Endeavour to achieve VFM in the delivery of all services • Develop opportunities for improvement • Develop working smarter methods
This job description is designed to provide a general statement of the required tasks, duties, and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.	