

<b>Job title:</b>	<b>Housing Officer</b>
<b>Directorate:</b>	<b>Operations</b>
<b>Date written:</b>	<b>April 19</b>
<b>Band:</b>	<b>14</b>
<b>Job code:</b>	<b>4909</b>

### **Purpose of job**

To act as Abri's Housing Officer for a designated patch, ensuring that all Abri services provided to customers are responsive to customer need and meet top quartile performance standards (e.g. repairs completions and quality, void turnaround and arrears performance).

To take responsibility for the tenancy management and estate management of a patch of properties including the management of empty properties, estate and block inspections and the management of anti-social behaviour.

### **Key duties and responsibilities**

- Develop successful customer relations and ensure that the quality of service provided to residents is of a high quality and brings to life Abri's values of 'choice, opportunity and trust'.
- Provide tenancy advice to tenants on their rights and responsibilities throughout their tenancy, taking appropriate enforcement action when required.
- Tackle anti-social behaviour in line with relevant policies, procedures and statutory requirements.
- Participate in the allocations process by carrying out pre-tenancy interviews, viewings and sign ups and request nominations where required in line with the relevant local authority's allocations process.
- Carry out block inspections in line with Abri's fire risk management procedure and ensure that appropriate follow up action is taken.
- Investigate tenancy fraud and subletting in line with Abri's procedures, ensuring that all appropriate actions are taken.
- Carry out regular estate inspections and encourage resident involvement in this process.
- Set accurate service charges, review charges regularly to ensure correct charges are applied and identify variations in good time. Represent Abri as required at Leasehold Valuation Tribunals.

### **Knowledge, skills and experience required**

- Understand and apply knowledge of Health and Safety legislation as it effects tenants and the risks that relate to the neighbourhood roles and their responsibilities.
- Awareness of welfare benefits and national policy that may impact the residents' tenancy and the Housing Officers' work.
- Understand and apply tenancy law as it relates to allocation, assignments, successions, mutual exchanges and tenancy ends.
- Evidence the ability to write clearly, succinctly and correctly, in an engaging and expressive manner avoiding using jargon or complicated language in a well structured and logical way meeting the needs and understanding of the intended audience.
- Full clean driving licence and/or ability to travel in a timely and efficient manner to visit tenants and attend meetings, frequently located in areas not covered by public transport.