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| **Role Title** | **Housing Officer** |
| **Corporate Focus** | **Lochaber Housing Association** |
| **Objectives/Purpose of Role** | 1. To contribute to the delivery of a range of high quality services to meet customers’ needs using a blended approach
2. To ensure that the best use is made of the housing stock
3. To engage effectively with tenants, service users and partners
4. To work at a localised level and deliver housing management services and engagement in tenants’ homes and within their community
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| **Accountability** | Housing Services Co-ordinator |
| **Management Responsibility** | None  |
| **Main Location/Base** | LHA Head Office with extensive travel throughout Lochaber |
| **Hours of Work** | 35 hours per week; some evening and weekend working will be required |
| **Date Approved** | September 21  |

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| **Responsibilities** |
| 1. Allocating and managing LHA’s and partners’ rented properties efficiently in accordance with agreed policies
2. Allocating and managing LHA’s shared ownership properties efficiently and in accordance with agreed policies
3. Ensuring that tenants’ obligations are understood, met and enforced
4. Ensuring the provision of an efficient and effective rent collection and arrears management service
5. Engaging with tenants to ensure that LHA’s strategy and service delivery are informed by their needs and preferences
6. Ensuring that tenants are supported effectively to sustain their tenancies by liaison, where appropriate, with statutory and voluntary agencies and partners
7. Liaising with the asset management team to ensure the best and most efficient use of LHA’s properties
8. Contributing financial and other performance information to enable regular reporting
9. Contributing to the provision of an effective enquiry service

10. Maintaining current and comprehensive knowledge of housing policy and practice |

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| **Key Activities** |
| Work effectively as a member of the Housing Services Team to allocate and manage LHA properties and estates as follows:1.1 *Allocations*Dealing with housing enquiries;* Registering applications on the Highland Housing Register, requesting supporting evidence if not provided; requesting previous tenancy references; pointing forms and providing applicants with an acknowledgement letter and points’ total; carrying out desktop assessments of Accessible Housing Forms and, if eligible, applications will be assessed by professionals in the NHS/Highland Council Health and Social Care Teams;
* Shortlisting applications and recommending allocations for authorisation; managing transfers and mutual exchanges;
* Allocating properties; carrying out viewings; drawing up tenancy agreements; signing up tenants for a property; explaining the terms of a tenancy to tenants and providing details of heating systems/utilities etc;
* Providing an advice and information service on housing related matters including housing options

*1.2 Management of Properties** Managing properties on behalf of LINK and The Communities Housing Trust;
* Monitoring and managing voids;
* Tenancy sustainment; dealing with abandoned tenancies and unauthorised occupants.
* Shared ownership management including re-sales and buying further shares;
* Estate management including:
	+ Investigating and responding to complaints;
	+ Dealing with neighbour disputes and anti-social behaviour and initiating mediation to assist in dispute resolution;
	+ Carrying out regular garden and estate inspections to ensure gardens and communal areas are kept tidy and are being maintained to a high standard;
	+ Ensure contractor performance for close cleaning and grounds maintenance is monitored and service failures addressed
	+ Liaising with the Asset Management Department in connection with environmental conditions, and communal repairs.

1.3 *Regularly reviewing rent accounts and implementation of LHA’s Rent* *Arrears Policy including:** Responsibility for current and former tenant arrears;
* Maintaining accurate records within the I.T. system;
* Work to a team and personal target in reducing arrears and assisting in the maximisation of income for the Association;
* Preparation of Notices of Proceedings for Recovery of Possession to be served in line with pre-action requirements;
* Preparing cases for referral to the Board of Management and preparing paperwork associated with Court action;
* Liaise with Highland Council and the DWP in line with benefit entitlement;
* Referrals to the Highland Communities Credit Union;
* Posting of rents/carrying out adjustments to rent accounts/compiling bad debt reports.
* Working with tenants in relation to fuel poverty and making referrals to partners such as LAWS
* Work closely with the Income Maximisation Team to maximise rental income

1.4 *Promote and encourage tenant engagement by:** Consulting with tenants on policy changes
* Leading, attending and participating in Your Voice Meetings;
* Engaging with tenants in their local community.
* Initiate, encourage and develop tenant and resident groups;
* Work with tenants and others in the community to develop Lochaber H.A.’s participation in community projects and economic regeneration;
* Customer care.

1.5 *Implement the policy and procedures for voids management and* *associated tasks within set targets, as undernoted:** Ensure strict timescales are adhered to in order to minimise void

rent loss;* Identify abandoned properties and implement recovery of possession and take appropriate action in line with the Association’s Abandonment Procedure;
* Work to team targets in reducing void rental loss;
* Work with the Asset Management Department to ensure fast turn‑around of repairs;
* Ensure the property is re-let to a lettable standard.
* Explain to outgoing tenants their responsibilities when terminating a tenancy i.e. timeous return of keys; correct termination procedures; rent accounts at end of tenancy and, if necessary, agree a Rent Arrears Repayment Contract; tenants’ responsibilities to advise utility companies they are moving.

1.6 *Other* * Produce statistical information and performance reports in line with the ARC, and any other benchmarking requirements such as Scotland’s Housing Network.
* To deal with customers’ enquiries effectively.
* Attend training courses, seminars and conferences by:
* Contributing to policy and procedural development;
* Keep professional knowledge updated at all times e.g. with new legislation; good practice; policies/procedures etc;
* Represent the Association at operational/liaison meetings with external agencies.
* Attendance at meetings or courses including those outwith normal office hours, as determined by the Chief Executive
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| **Other Responsibilities** |
| * To represent Lochaber Housing Association and the Lochaber Group positively and effectively at all times
* To be familiar with, observe and uphold all policies and procedures relevant to this role
* To communicate effectively with colleagues to ensure high quality service provision and performance
* To participate in all relevant training and development
* To comply with all relevant statutory and regulatory requirements
* To follow all reasonable instructions and undertake any other reasonable tasks that may be required
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| **Specific Resources Associated with this role** |
| Essential Car User’s AllowanceMobile Phone/ICTProtective Clothing |

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| **Key Relationships** |
| The Highland Council for Common Housing RegisterThe Highland Council/DWP for Housing Benefit and Universal CreditTenant Participation Advisory Service Tenant and Residents GroupLochaber Affordable Warmth Scheme  |