
JOB DESCRIPTION

Job Title: **Tenancy Sustainment Officer**

Job Purpose

The job holder is responsible for supporting the delivery of high quality day to day housing management functions by delivering an efficient and effective housing management service to the Organisation's tenants. This includes, but not exclusively, the letting management, maintenance, administration and the rent collection for all properties.

To conduct site visits and estate inspections and arrange viewings of properties for tenants as appropriate, whilst ensuring the effective coordination and sign up of all tenancies and mutual exchanges.

To monitor and review the progress of tenants to support the achievement of local Key Performance Indicators (KPIs) and tenancy sustainability.

Key Tasks and Responsibilities

Access To Housing & Tenancy Sustainment

1. To provide a customer friendly service to all the Organisation's tenants and customers and assist in the implementation of customer care initiatives and the YMCA Birmingham Customer Charter.
2. To be involved in interviewing applicants and carry out the appropriate needs and risk assessment and reference checks before offering accommodation.
3. To deal with applications for accommodation and ensure that our policies, procedures and referral agreements are complied with in respect to processing of housing / referral applications.
4. To make appropriate allocations of properties and ensure that all the Organisation's accommodation is let promptly and in accordance with our Allocations policy.
5. In liaison with the Senior Engagement Officer/Senior Scheme Officer/ Housing and Support Team Manager/Scheme Manager, to assess tenants housing and move on requirements providing advice and assistance where required.
6. To keep voids to a minimum by ensuring applicants are sourced to move in and the property is cleaned, prepared and ready to let in the quickest time possible.
7. Ensure that people taking up residence understand the roles, expectations and responsibilities of all concerned as outlined in the Licence / Tenancy Agreement.
8. To carry out an appropriate viewings once an offer has been made to applicant(s). This requires lone-working in line with our Lone Working Policy.
9. To coordinate or signpost any additional support a general needs tenant may require by liaising with internal colleagues and external agencies in relation to maintaining their accommodation.

10. To promote the services provided by YMCA Birmingham ensuring referral agencies and applicants have the information about the schemes / sites or projects.
11. To visit the properties as agreed to ensure tenants are adhering to the Tenancy and License Agreement and the property is being kept in a good condition.

Maintenance/Cleaning

12. To inspect the accommodation and get resident feedback to ensure that repairs and cleaning of the buildings are carried out to a high standard and that safety and security is maintained.
13. To report and order day to day repairs and estate maintenance, monitoring the performance of the Organisation's contractors / maintenance.
14. To carry out risk assessment and hazard reporting in line with Health and Safety policy and procedures.
15. To ensure all services are maintained in accordance with statutory requirements and good practice. In liaison with the Maintenance Manager to ensure the building and properties are maintained to a high standard. To arrange repairs and maintenance required for general needs housing.
16. To undertake regular visits to the housing properties to inspect the accommodation and get resident feedback to ensure that repairs and cleaning of the buildings are carried out promptly to a high standard and that safety and security is maintained.
17. To carry out an end of tenancy visit with the tenant to ensure the property is left in a good condition.
18. To act in the interests of your own safety take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and visitors.
19. To complete a void tracker when the property becomes vacant and submit a Leaver form to your line manager.
20. To ensure the general security of the buildings including the testing of the alarm systems, CCTV, door entry and communications systems where applicable.

Collection Of Charges & Financial Accountability

21. To be responsible for managing the rent arrears of allocated properties maximising all income, reducing arrears and ensuring all records are accurate and up to date. To monitor any rent agreements that may be agreed by your line manager.
22. To ensure tenants claim all entitled benefits including Housing Benefit and other applicable benefits / grants to ensure recovery of rent and service charges.

23. To liaise with Housing Benefit staff to ensure the tenants account is active and the tenant is aware of their responsibility of providing any information to ensure the housing benefit is paid and reduce all arrears.
24. To ensure high quality service delivery and accurate record keeping in all areas of housing management. To update and maintain all manual and computerised records in an accurate and timely manner. To ensure compliance with the YMCA Birmingham's Data Protection policy and administrative procedures.
25. To identify cases where Court proceedings need to be initiated and prepare appropriate documentation. To administer court cases by updating our IT system and sending appropriate letters to tenants. To attend Court Hearings as and when required.
26. To prepare cases for eviction for authorisation by your line manager. To complete Eviction Reports, providing detailed chronologies of arrears actions taken in line with policy and procedure.
27. To ensure that appropriate advice is given to tenants to prevent rent arrears through personal contact by telephone, mobile phone, texts or home visits.
28. To apply, chase and monitor Housing Benefit claims by liaising with Housing Benefit staff.
29. To provide advice and assistance to tenants regarding benefit and debt issues.

Housing Management Services

30. In accordance with the Complaints procedure, to respond promptly and effectively to all complaints, from tenants or the public. To resolve, where possible any issues raised. Also to assist with monitoring of all complaints for service area in line with policy, focussing on first contact resolution and the identification of future learning opportunities to achieve customer service excellence.
31. To establish and maintain effective external relationships with, tenants, staff key stakeholders, a range of statutory and voluntary bodies, particularly the Local Authority & Housing Benefit Department. To ensure the effective management of housing services, identifying any shortfalls in service delivery and ensure these are acted upon.
32. To ensure that tenants are compliant with and kept fully informed and consulted on matters affecting their Tenancy / Licence Agreement, so they understand their rights and responsibilities example respecting other tenants and non-use of prohibited substances.
33. To liaise with senior management concerning breaches of the License / Tenancy Agreement at an early stage and help seek positive resolutions. Dealing with anti-social behaviour (ASB) issues, neighbour disputes and tenancy enforcement issues to ensure they are dealt with promptly and effectively in an appropriate and timely manner, whilst ensuring compliance to housing regulations and policies and procedures.
34. To ensure tenants are aware of and adhering to health and safety and security requirements together with other terms of their residency - dealing promptly with issues which arise.

35. Liaise with Housing Benefit Office, Employment Services, Social Services, Probation Services and other authorities as necessary in relation to housing management.
36. To investigate allegations of fraud in relation to claims for housing and occupation of YMCA Birmingham properties. This can include reports of subletting, abandonment, right to buy fraud, fraudulent housing applications, properties that fail to respond to gas checks, are in high rent arrears or whose details have been referred by the National Fraud Initiative for investigation. To gather physical evidence and maintain a secure chain of evidence to ensure it is admissible in court.
37. To meet all legislative and regulatory requirements for housing management activities, ensuring the provision of quality and safe homes for YMCA Birmingham's tenants and to minimise potential risks.

Other

38. To present reports to the Tenant and Resident Forum and other meetings as appropriate, some of which are held in the evening.
39. To assist with collation of customer feedback / satisfaction, achievement of KPIs, tenancy sustainability, scheme and estate inspections.
40. To attend training courses, supervision sessions and meetings as required.
41. To assist in the induction of new staff as requested.
42. To undertake any other reasonable duties which may be identified by line manager.

General Obligations

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.
6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

PERSON SPECIFICATION – Tenancy Sustainment Officer

JOB CRITERIA	Essential	Desirable
Skills		
Good communication skills (written and spoken English).	✓	
Tenacious, methodical and pro-active approach to chasing people for payments due.	✓	
The ability to monitor and meet targets and report on progress as necessary.	✓	
The ability to work well with colleagues for the team purpose and to work as an effective member of a team.	✓	
Good interpersonal and customer service skills.	✓	
The ability to extract and interrogate data.	✓	
Highly developed IT skills including knowledge of Word, Excel, and data bases to maintain records; prepare letters and reports.	✓	
Commitment to joint working and the ability to positively represent the Organisation at all times.	✓	
The ability to work independently and with minimal supervision.	✓	
The ability to deal with people experiencing high level of stress.		✓
Knowledge		
Current in depth knowledge of housing issues and legislation, particularly retaining to general needs housing e.g. Housing Act 1985.	✓	
Good understanding of the welfare reform changes and welfare benefits.	✓	
Basic understanding of Housing Law and of different tenure types used by Housing Organisations.	✓	
Awareness of legislation governing the recovery of rent arrears, housing benefit, welfare benefits, Data Protection Act relevant to rent recovery and debt counselling.	✓	
Have an understanding of current crime and disorder issues and legislation with a particular focus on local authority and housing related fraud.		✓
Knowledge of benefit fraud and anti-social behaviour issues and initiatives to combat them.	✓	
Experience		
Experience of having a proactive approach to chasing debt, willing to use a variety of methods but particularly face-face communication to achieve this.	✓	
Experience of delivering very high quality tenancy services.	✓	
Knowledge of good practice resident involvement activities.		✓
Knowledge of relevant regulations and good practice.	✓	

	Experience of analysing and diagnosing problems and implementing solutions.	✓	
	Experience of successful inter-agency working, especially with the police, Registered Social Landlords and other local authorities.	✓	
	Qualifications		
	A good general level of education, equivalent to GCSE Maths/English or relevant experience.	✓	
	A relevant qualification in Housing or knowledge or relevant experience.	✓	
	Other Work Related Requirements		
	Full UK/EU driving licence or demonstrate the ability to travel to sites and offices within the localities that we operate.	✓	
	Flexible with regard to working hours as required including availability to work on an "on Call" rota and provide cover sometimes at short notice.	✓	