

Housing Officer/Tenancy Officer- Council

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Company: Prentis Solutions Limited

Location: South Croydon

Category: other-general

To have personal commitment and responsibility for providing a highly customer-focused and high quality estate management service to a designated patch of Council tenants and leaseholders.

Recommending actions to resolve complex tenancy matters in areas of succession, assignment, management transfers, and discretionary re-housing; recommending enforcement or possession action in cases of ASB, illegal occupation or abandonment; recommending estate improvements.

This will involve:

- * Visiting all new tenants in their homes to explain the conditions of tenancy and to identify any vulnerability or other need
- * Log all visits on OHMS process management database following each visit
- * Carryout occupancy checks on 33% annually of all properties in patch and update OHMS process management
- * Organising and undertaking 4 monthly estate inspections, notifying other officers, residents and councillors and ensuring actions arising from the inspections are followed up including

organising and attending an 8 week review and distributing action plans

* Being accountable as “patch manager” for resolving issues affecting residents as soon as possible, liaising with other teams, the wider Council and partners.

* Organise and attend customer surgeries where required

* Ensuring principles of diversity equal opportunity are applied to all aspects of service delivery

* Make regular visits to vulnerable tenants to ensure their needs are being met and any problems they are facing are addressed. Make referrals to Tenancy Support Officer and work jointly to meet customer needs

* Assessing claims for succession, assignment of tenancy, discretionary re-housing and management transfers, including drafting reports for approval by tenancy manager.

* Working with the Resident Involvement team to improve and enhance resident participation. Encouraging residents to participate in the management of their homes and estates and advise on the range of options available to them.

* Identifying significant breaches of tenancy conditions such as ASB and sub-letting and taking the appropriate steps to remedy the situation.

* Prepare and serve Notices Seeking Possession and Notices to Quit

* Evicting tenants if appropriate

* Deal with unauthorised occupation

* Prepare all necessary paperwork, including drafting witness statements and attend Court to give evidence

* Conduct investigations and compile detailed reports for corporate fraud, housing standards

and tenancy managers

* Maintaining up-to-date knowledge of legislation and Government initiatives and good practice around estate management and ensuring these are implemented promptly and effectively within the team.

* Liaising with the Neighbourhood Services team to ensure that the appearance of estates is of a good standard and to identify and remedy any under-performance by the Street Scene contractors.

* Caseworks including logging all cases and record all communication on the database. Making decisions for mediation referrals, involvement by outside agencies, legal action and referral to ASB team. Take responsibility for managing the case effectively and aim to resolve issues.

* Upload and manage all correspondence on SharePoint tenancy files and other shared electronic filing systems

* Record all action on OHMS and CRM

* Participate in Duty rota as per schedule

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