

ASTH208

Set up and deal with housing agreements



Overview

This standard is about being able to establish the housing needs of customers at the initial stage of contact. It is about establishing their immediate reason for seeking support, gathering and recording relevant information and referring them to an appropriate colleague.

Housing agreements could be tenancy agreements, licence agreements or leaseholder agreements*.

*Leaseholder agreements do not apply in Scotland.

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Performance criteria

- You must be able to:*
- P1 identify the role of assessment and its contribution to meeting customer needs
 - P2 greet customers in a friendly, welcoming and non-judgemental manner
 - P3 show respect for your customer's individual beliefs, expectations and needs
 - P4 establish their reasons for approaching your organisation and their expectations of your service
 - P5 identify their initial and ongoing housing needs
 - P6 gather relevant background information in a sensitive and respectful manner
 - P7 maintain customer confidentiality and privacy
 - P8 identify and agree appropriate housing support that your organisation can provide
 - P9 refer customers to appropriate other services or organisations if your organisation is unable to assist them
 - P10 explain next steps in the support process and gain customers agreement
 - P11 record relevant information for colleagues and pass information on to them
 - P12 refer customers to appropriate colleagues and other services in a professional manner
 - P13 review any changes of circumstances and conduct a further assessment of need

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Knowledge and understanding

You need to know and understand:

- K1 what your service can provide to prospective customers and what it cannot
- K2 the types of housing need customers bring to your organisation
- K3 the distinction between housing needs and other types of support being sought
- K4 the perceptions which customers have of your organisation and how this affects trust
- K5 how to minimise barriers to communication
- K6 the importance of listening to customers and showing that you are listening
- K7 the importance of asking questions and checking the customers understanding
- K8 how to check you have understood the customer
- K9 alternative sources of support and how to refer customers to them
- K10 how to introduce customers to other services which does not encourage a sense of rejection
- K11 sources of housing support available in your organisation and who to refer to
- K12 the information about customers which is essential to gather to assist them to meet their housing need
- K13 the need for confidentiality and privacy when making initial contact with customers
- K14 the likely level of distress or concern that the customer may be feeling at the time of initial contact
- K15 how to refer customers on to internal colleagues in a respectful manner

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Suite Housing

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