

# ASTH210

## Support the management of housing agreements



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### Overview

This standard is about the setting up of tenancy, licence and leaseholder agreements\*. It is about assisting customers to provide the required information and completing agreement documentation as well as responding to customer queries.

\*Leaseholder agreements do not apply in Scotland.

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### Performance criteria

- You must be able to:*
- P1 make clear the legal nature of the agreement being set up and the rights and responsibilities of both housing service and tenant, following organisational procedures
  - P2 deal courteously and fairly with customers and adjust your approach to take account of different needs
  - P3 identify customers specific needs for information and support and refer them to others as required
  - P4 explain the content and requirements of agreements and relevant documentation to customers, responding to any queries and concerns about the process
  - P5 ensure that customers understand and are satisfied with the services being provided to them under the agreement
  - P6 explain your appeals and complaints procedures clearly and accurately to the customer
  - P7 use the correct documentation for the type of occupancy being proposed
  - P8 complete all agreement documentation fully, accurately and in line with organisational procedures including confidentiality
  - P9 verify the accuracy of information provided by customers
  - P10 pass on documentation for entry into your organisation's management information systems
  - P11 refer customers to others if you are unable to provide further help
  - P12 carry out any necessary follow up actions in line with set procedures

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### Knowledge and understanding

*You need to know and understand:*

- K1 the ways in which your organisation meets the diverse needs of customers
- K2 how to communicate effectively with customers
- K3 your organisation's procedures for dealing with agreements
- K4 the need for information to be accurate
- K5 the procedures and quality assurance systems covering agreements made between your organisation and customers
- K6 the range of standard agreements in use
- K7 how to complete the necessary documentation accurately and fully
- K8 the legal rights and responsibilities of the both the housing service and the tenant in relation to the agreement
- K9 the need to protect confidentiality
- K10 your organisation's appeals and complaints procedures
- K11 your organisation's procedures for follow up actions
- K12 your organisation's procedures for dealing with problems identified by customers

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**Originating organisation** Asset Skills

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer

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**Suite** Housing

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**Key words** Tenancy; licence; leaseholder agreements; customers; information; documentation; queries