

ASTH307

Allocate accommodation to meet customers' needs



Overview

This standard covers the allocating of permanent, temporary and emergency accommodation to meet customers' needs.

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Performance criteria

- You must be able to:*
- P1 deal courteously and fairly with customers, communicate effectively and adjust your approach to take account of different needs
 - P2 ensure that customers understand the applications process, receive the correct forms and are made aware of any support available to complete their application
 - P3 process completed applications in accordance with organisational and legal requirements
 - P4 assess the customer's housing needs and identify the type of housing required
 - P5 identify housing needs which are beyond the remit of your organisation and refer customers to other appropriate agencies
 - P6 contact referees, previous landlords or other key individuals to check information given by the applicant
 - P7 inform customers of their eligibility for housing and their assessment of needs within the time limits laid down in your organisation's procedures
 - P8 identify the type, size and locations of properties available
 - P9 identify customers whose needs match the type, size and location of available properties and select those who will be offered accommodation in line with your organisational and legal requirements
 - P10 identify reserve applicants in case the first choice refuses the accommodation offered
 - P11 investigate any reasons given for customers not taking up accommodation in order to evaluate potential problems
 - P12 deal with any appeals or complaints against allocation decisions in accordance with your organisational procedures

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Knowledge and understanding

You need to know and understand:

- K1 your organisation's procedures for dealing with applications
- K2 methods of communication available to you
- K3 how to adjust your communication style with customers in order to meet their needs
- K4 the criteria and procedures underpinning your assessment processes and the timescales over which assessments are made
- K5 legal and regulatory requirements relating to applications, assessment and allocation of housing
- K6 equal opportunities and health and safety procedures which your organisation has in place
- K7 the need to protect confidentiality
- K8 procedures for determining housing need and notifying customers of decisions
- K9 procedures for dealing with and prioritising urgent housing need
- K10 other organisations and agencies to which customers might be referred, their roles, remits and referral systems
- K11 types, sizes and locations of properties
- K12 procedures which your organisation has for allocating accommodation
- K13 your organisation's appeals or complaints procedures with respect to assessment of housing need and allocating accommodation
- K14 critical points in your organisation's assessments and how progress can be effectively monitored
- K15 your organisation's procedures for dealing with refusals of offered accommodation

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Developed by Asset Skills

Version number 2

Date approved January 2012

Indicative review date January 2017

Validity Current

Status Original

Originating organisation Asset Skills

Original URN ASTH307

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

Suite Housing

Key words Permanent; temporary; emergency; accommodation; customers