

ASTH308

Set up and manage housing related agreements



Overview

This standard is about signing up customers to tenancy, licence or leaseholder agreements*. It includes completing all relevant documentation, ensuring the customers understanding of the process and dealing with any problems which may occur.

*Leaseholder agreements do not apply in Scotland.

ASTH308

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Performance criteria

You must be able to:

- P1 use correct documentation for the type of occupancy being proposed
- P2 complete all agreement documentation fully, accurately and in line with organisational procedures
- P3 enter appropriate data into your organisational management information systems
- P4 explain the content and requirements of the agreements to customers and ensure that customers understand and agree with the terms and conditions
- P5 verify the accuracy of information provided by customers
- P6 ensure that all agreement documentation is signed in accordance with your organisational requirements and distributed to the appropriate people
- P7 explain your appeals and complaints procedures clearly and accurately to the customer
- P8 identify customers' specific needs for information and support
- P9 ensure that customers are satisfied with the accommodation, services and facilities provided under their agreements
- P10 carry out any necessary follow up actions in line with set procedures
- P11 take appropriate action to rectify problems identified by customers
- P12 refer customers to appropriate others if you are unable to provide further help
- P13 record the outcomes of all follow up actions in accordance with your organisational policy and procedures

ASTH308

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Knowledge and understanding

You need to know and understand:

- K1 how to communicate effectively with customers
- K2 the need for information to be accurate
- K3 the procedures and quality assurance systems covering agreements made between your organisation and customers
- K4 the range of standard agreements in use
- K5 how to complete the necessary documentation accurately and fully
- K6 the legal rights and responsibilities of all parties to the agreement
- K7 who is entitled to receive copies of agreements
- K8 the need to protect confidentiality
- K9 the data entry requirements
- K10 the legal conditions under which occupancy conditions can be changed
- K11 your organisation's appeals and complaints procedures
- K12 your organisation's procedures for follow up actions
- K13 your organisation's procedures for dealing with problems identified by customers
- K14 relevant procedures and legislation covering the enforcement of tenancy conditions

ASTH308

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Suite Housing

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