

ASTH309

Monitor and respond to possible breaches of housing related agreements



Overview

This standard covers the competencies required by individuals who are responsible for investigating and dealing with possible breaches of agreements.

In the context of this standard a housing related agreement could be a tenancy, licence or leaseholder agreement*.

*Leaseholder agreements do not apply in Scotland.

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Performance criteria

You must be able to:

- P1 follow operational procedures that are in place to minimise and prevent breaches of agreements
- P2 investigate reports or allegations of possible breaches
- P3 determine whether the reported behaviour could potentially constitute a breach of agreement
- P4 collaborate effectively with other organisations or interested parties
- P5 assess the risk to yourself and others of any investigative activities and take appropriate steps to minimise risk
- P6 initiate and carry out formal investigation of possible breaches in line with the relevant legal and operational requirements using methods of gaining information which are realistic, reliable and cost effective
- P7 take steps to corroborate information received from different parties where reports conflict
- P8 manage situations in line with organisational procedures where customers become abusive or aggressive
- P9 use information gained through investigations to determine whether or not breaches of conditions have occurred
- P10 determine the range of options available to your organisation, based on legal and operational constraints
- P11 ensure that actions are free of discriminatory and unfair bias towards individuals or groups
- P12 employ the appropriate action to resolve the problem in line with organisational procedures and legal constraints
- P13 refer to other relevant staff if the decision is beyond your authority
- P14 keep accurate, legible and complete records of your investigations and actions
- P15 inform all relevant parties of your decisions and actions in line with your organisational policy and procedures

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Knowledge and understanding

You need to know and understand:

- K1 how a proactive approach can prevent breaches occurring
- K2 your organisation's procedures for investigating and acting upon confirmed breaches
- K3 the rights and responsibilities of customers under agreements
- K4 how to communicate effectively with the various parties involved in your investigation
- K5 relevant legislation, particularly in respect of crime, public disorder, anti-social behaviour, health and safety and fire regulations
- K6 the risks that can be associated with investigating possible breaches of agreement
- K7 how to assess and minimise risk to yourself and others
- K8 which parties are relevant to your investigation
- K9 the options available to you in dealing with breaches of agreement
- K10 organisational and legal procedures relating to your actions
- K11 your organisational procedures for communicating decisions
- K12 the need to protect confidential information
- K13 the need for information throughout the investigation and decision making processes to be recorded accurately
- K14 your role and level of responsibility within the organisation
- K15 the implications of your actions in terms of efficiency, effectiveness, economy, quality and equality issues

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Suite Housing

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