

# ASTH313

## Provide a housing rent service



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### Overview

This standard covers the competencies required by housing staff who are involved in providing housing rent services. This includes managing rent accounting processes and administrating debt recovery procedures with the aim of sustaining the tenancies of customers.

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### Performance criteria

*You must be able to:*

- P1 ensure that rent and service charges are accurate
- P2 inform customers of their legal responsibility to pay rent and service charges as laid down in their agreements
- P3 undertake income or benefit checks and advise customers as appropriate
- P4 offer customers an appropriate method(s) to pay rent and service charges
- P5 agree and set up method(s) of payment which meet your needs and those of your customers
- P6 check that customers understand the way in which their rent accounts will operate
- P7 monitor customer rent accounts in accordance with your organisational and legislative requirements
- P8 keep up-to-date records and produce accounting information when required
- P9 identify accounts which are in arrears according to your organisational requirements
- P10 administer debt recovery procedures in accordance with organisational and legal requirements
- P11 record all actions taken to recover rent

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### Knowledge and understanding

*You need to know and understand:*

- K1 the legal requirements on your organisation and on your customers with respect to the setting, payment and collection of rents and service charges
- K2 your organisational procedures for establishing rent accounts
- K3 the implications of the housing benefit system relevant to your customers
- K4 how to communicate effectively with your customers and others
- K5 the range of debt advice services available to customers
- K6 payment method(s) which can be made available to customers
- K7 your organisational procedures for monitoring rent accounts
- K8 the reasons behind differing frequencies of monitoring
- K9 how to contribute to the production of accounts
- K10 why it is important to maximise income for the organisation
- K11 the implications of different rent recovery activities or actions
- K12 how to identify and respond to accounts which are in arrears
- K13 your organisational debt recovery procedures
- K14 legal processes relating to rent arrears
- K15 why all records should be accurate and complete
- K16 how to use rent accounting and monitoring IT systems
- K17 the limits of your responsibility for this work
- K18 how to recognise urgency and prioritise requests

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