

## ASTH209

# Match the needs of customers with available accommodation



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### Overview

This standard is about providing the customer with choice when matching housing need to available accommodation. It is about establishing the availability and suitability of accommodation and assisting customers to take up offers of accommodation.

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### Performance criteria

- You must be able to:*
- P1 deal courteously and fairly with customers and adjust your approach to take account of different needs
  - P2 explain the application process and relevant documentation to customers, responding to any queries and concerns about the process
  - P3 contact previous landlords or other referees where appropriate
  - P4 refer customers with accommodation or other needs which you cannot deal with to the appropriate person
  - P5 identify the type, size, condition and location of accommodation which can be offered to customers
  - P6 take full account of customers' preferences and explain the full range of options and choices available to best meet housing need
  - P7 contact customers to offer them accommodation in accordance with established procedures
  - P8 give customers a clear and honest description of the available accommodation and explore their reactions and wishes
  - P9 assist customers to complete the application process
  - P10 pass on any refusals, appeals or complaints to the appropriate person in your organisation

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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 your organisation's procedures for dealing with applications
- K3 legal and regulatory requirements relating to applications and allocation of housing
- K4 other organisations and agencies to which customers can be referred and their referral procedures
- K5 procedures which your organisation has for allocating accommodation
- K6 how to access information on the types, sizes, condition and location of properties and their current availability
- K7 the extent of, and limitations on customer choice within the allocation of property
- K8 your organisation's appeals and complaints procedures in relation to allocating accommodation
- K9 your organisation's policy on refusal of offered property

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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; Housing Support

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**Suite** Housing

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**Key words** Customer; accommodation; suitability; needs