

## ASTH408

# Investigate disputes and breaches of agreements in a housing context



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### Overview

This standard is about monitoring and reviewing the management and investigation of disputes and possible breaches of agreements. Individuals will also manage individual investigations and be involved in any legal proceedings.

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### Performance criteria

- You must be able to:*
- P1 ensure operational procedures and policies are in place to minimise and prevent disputes or breaches of agreements
  - P2 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
  - P3 interview all relevant parties in relation to reports or allegations of possible breaches
  - P4 ensure that formal investigations of disputes and possible breaches are in line with the relevant legal and operational requirements
  - P5 keep accurate, legible and complete records of your investigations and actions
  - P6 manage the accurate identification, recording and analysis of evidence of disputes and possible breaches and prepare cases for legal proceedings
  - P7 liaise with legal specialists and other agencies to decide and act upon disputes and breaches of agreements
  - P8 follow organisational procedures for supporting witnesses during and after the investigation
  - P9 ensure that actions are free of discrimination towards individuals or groups
  - P10 develop and manage systems and procedures to monitor disputes and breaches of agreements
  - P11 use management information data to identify trends and properties or areas where there is a particularly high incidence of disputes and breaches
  - P12 identify vulnerable groups and how they can be protected
  - P13 undertake a review of the management of disputes and breaches and performance against targets

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### Knowledge and understanding

*You need to know and understand:*

- K1 how a proactive approach can prevent disputes or breaches occurring
- K2 your organisation's procedures for investigating and acting upon confirmed breaches
- K3 the rights and responsibilities of customers under agreements
- K4 relevant legislation, particularly in respect of crime, public disorder, anti-social behaviour, health and safety and fire regulations
- K5 the risks that can be associated with investigating possible breaches of agreement
- K6 how to assess and minimise risk to yourself and others
- K7 which parties are relevant to your investigation
- K8 the options available to you in dealing with disputes and breaches of agreement
- K9 the relevant legal specialists and agencies you may need to work with
- 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 implications of your actions in terms of efficiency, effectiveness, economy, quality and equality issues
- K14 how to collect and analyse management information
- K15 your organisational targets for reducing disputes and breaches of agreements

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