

ASTH411

Manage housing rent services



Overview

This standard is about providing housing rent services. This includes managing rent accounting processes and administrating debt recovery procedures with the aim of sustaining tenancies.

ASTH411

Manage housing rent services

Performance criteria

- You must be able to:*
- P1 manage procedures for the setting of rent and service charges in accordance with your organisational and legislative requirements
 - P2 manage the collection of rent and service charges
 - P3 monitor the rent collection and arrears management functions to ensure performance and customer service targets are met
 - P4 manage systems and procedures for recording information
 - P5 train colleagues in rent control and use of rent IT systems
 - P6 advise colleagues on the welfare benefit system and relevant housing legislation
 - P7 take action to minimise the amount and impact of rent arrears
 - P8 manage debt recovery procedures in accordance with organisational and legal requirements
 - P9 produce management information and reports as required
 - P10 contribute to the development of policies and strategies to prevent and manage rent arrears
 - P11 contribute to the development of policies and strategies to improve the efficiency of the setting, payment and collection of rent

ASTH411

Manage housing rent services

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 organisational procedures and policies for setting, paying and collecting rents and service charges
- K3 the implications of the welfare benefit system relevant to your customers
- K4 how to engage with customers and create a payment culture
- K5 the importance of maximising income for the organisation
- K6 good practice in relation to income maximisation practice and procedures
- K7 the reasons behind differing frequencies of monitoring
- K8 how to identify and respond to accounts which are in arrears
- K9 organisational procedures for debt recovery
- K10 the tools and remedies available to tackle rent arrears
- K11 legal processes relating to rent arrears
- K12 when to use a debt collection agency and how they operate
- K13 the need for all records to be accurate and complete
- K14 how to maximise the use of rent IT and monitoring systems
- K15 how to develop and establish policies, strategies and procedures
- K16 the limits of your responsibility for this work

ASTH411

Manage housing rent services

Developed by	Asset Skills
Version number	2
Date approved	January 2012
Indicative review date	January 2017
Validity	Current
Status	Original
Originating organisation	Asset Skills
Original URN	ASTH411
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Manager
Suite	Housing
Key words	Housing; rent; services; managing; accounting; processes; administrating; debt recovery; sustaining tenancies