
Overview

This standard is about assisting customers to move and settle into new living environments. This could include resettling individuals and families from temporary accommodation to permanent homes. It could also include supporting individuals moving from a variety of different settings such as secure environments, armed forces, hospital or drugs rehabilitation centres.

Performance criteria

You must be able to:

1. work with colleagues to secure the relevant type of accommodation for customers
2. assist customers to identify and communicate their requirements about moving from their current living arrangements into a new living environment
3. plan the stages for the move and identify methods that will enable the move to be undertaken
4. provide customers with information about the move
5. make customers aware of the impact that changes in their living environment might have for them
6. undertake work in accordance with the relevant codes of conduct and legislation
7. assist customers to move and settle into their new living environment
8. work with customers, colleagues and relevant people within the new environment to plan the move, confirming that it takes account of the customers' requirements
9. support customers in adjusting to the new living arrangements
10. manage customer expectations and provide advice on your organisation's complaints or appeals procedures
11. undertake actions in accordance with relevant organisational and legal requirements

Knowledge and understanding

You need to know and understand:

1. how the customer's goals and requirements
2. how to work in partnership with customers, colleagues and external organisations when organising resettlements
3. the relevant organisational procedures and legislation for equality and health and safety.
4. how your organisation must comply with the relevant data protection legislation
5. the range of support and assistance available for customers to move and settle into new living environments
6. how the customer's goals and requirements affect their choices
7. how different organisational principles, priorities and codes of practice can affect partnership working
8. the stages, procedures, paperwork and relevant organisations involved in resettlement to new living environments
9. the UK and devolved government initiatives which affect your area of work
10. how and where to access literature, information and support to inform your working practice
11. the full range of tools and support mechanisms available to you
12. the limits of your own responsibilities and the consequences of operating outside these limits

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Originating Organisation	Instructus
Original URN	ASTH323
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
Suite	Housing
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