

Investigate identified breaches of occupancy agreements

Overview

This standard covers the competencies required by individuals who are responsible for investigating identified breaches of occupancy agreements. In the context of this standard an occupancy agreement could be a tenancy, licence or leaseholder agreement*.

*Leaseholder agreements do not apply in Scotland.

Investigate identified breaches of occupancy agreements

Performance criteria

You must be able to:

1. follow operational procedures that are in place to minimise and prevent breaches of occupancy agreements
2. investigate reports or allegations of identified breaches of occupancy agreements
3. determine whether the reported behaviour could constitute a breach of agreement
4. work with relevant organisations who are part of the occupancy agreement
5. assess the risks to yourself and your organisation of investigative activities and take relevant steps to mitigate these
6. initiate and undertake formal investigations of identified breaches in line with the relevant legal and organisational requirements
7. take steps to verify information received from sources where reports conflict
8. manage situations in accordance with organisational procedures where customers become abusive or aggressive
9. use the information gained through investigations to determine if breaches of conditions have occurred
10. determine the range of options available to your organisation, based on relevant legal and operational constraints
11. administer the required action to resolve the problem in accordance with relevant organisational procedures and legal constraints
12. refer to senior colleagues if the decision is beyond your authority
13. keep records of your investigations and actions in accordance with organisational procedures
14. inform customers and relevant organisations of your decisions and actions in accordance with your organisational policy and procedures

Investigate identified breaches of occupancy agreements

Knowledge and understanding

You need to know and understand:

1. your organisation's procedures for investigating and acting upon identified breaches of occupancy agreements
2. the relevant rights and responsibilities of customers under occupancy agreements
3. how to communicate with the relevant customers and organisations involved in your investigation
4. the relevant legislation in respect of crime, public disorder, antisocial behaviour, health and safety and fire regulations
5. the types of risks that can be associated with investigating possible breaches of agreement
6. how to assess and minimise risk to yourself and others
7. the options available to you in dealing with breaches of agreement
8. the relevant organisational and legal procedures relating to your actions
9. how your organisation must comply with the relevant data protection legislation
10. the requirement for information throughout the investigation and decision making processes to be recorded accurately

Investigate identified breaches of occupancy agreements

| | |
|---------------------|------------|
| Developed by | Instructus |
|---------------------|------------|

| | |
|-----------------------|---|
| Version Number | 1 |
|-----------------------|---|

| | |
|----------------------|------------|
| Date Approved | March 2019 |
|----------------------|------------|

| | |
|-------------------------------|--------------|
| Indicative Review Date | January 2024 |
|-------------------------------|--------------|

| | |
|-----------------|---------|
| Validity | Current |
|-----------------|---------|

| | |
|---------------|----------|
| Status | Original |
|---------------|----------|

| | |
|---------------------------------|------------|
| Originating Organisation | Instructus |
|---------------------------------|------------|

| | |
|---------------------|---------|
| Original URN | ASTH309 |
|---------------------|---------|

| | |
|-----------------------------|---|
| Relevant Occupations | Assistant Portfolio Manager (without portfolio); Resident Involvement Assistant; Revenue Officer/Assistant; Repairs Assistant; Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator |
|-----------------------------|---|

| | |
|--------------|---------|
| Suite | Housing |
|--------------|---------|

| | |
|-----------------|---|
| Keywords | property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise |
|-----------------|---|