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**Overview**

This standard is about managing and undertaking investigations of disputes and breaches of agreements. Individuals will also manage individual investigations and be involved in any legal proceedings.

## Performance criteria

*You must be able to:*

1. confirm operational procedures and policies are in place to minimise and prevent disputes or breaches of agreements
2. initiate and undertake formal investigation of breaches of agreement in accordance with the relevant legal and operational requirements
3. interview all relevant individuals and organisations in relation to reports or allegations of breaches of agreement
4. confirm that formal investigations of disputes and breaches of agreement are in accordance with the relevant legal and operational requirements
5. keep records of your investigations and actions in line with the relevant legal and operational requirements
6. manage the identification, recording and analysis of evidence of disputes and breaches of agreement and prepare cases for legal proceedings
7. liaise with relevant legal specialists and other agencies to decide and act upon disputes and breaches of agreements
8. follow organisational procedures for supporting witnesses during and after the investigation
9. confirm that actions are free of discrimination towards individuals or groups
10. develop and manage systems and procedures to monitor disputes and breaches of agreements
11. use management information data to identify trends and properties or areas where there is a particularly high incidence of disputes and breaches of agreements
12. identify vulnerable groups and how they can be protected

## Knowledge and understanding

*You need to know and understand:*

1. your organisation's procedures for investigating and acting upon disputes or breaches of agreements
2. the rights and responsibilities of customers under agreements
3. the relevant legislation, particularly in respect of crime, public disorder, anti- social behaviour, health and safety and fire regulations
4. the risks that associated with investigating disputes or possible breaches of agreement
5. how to assess and minimise risk to yourself and others
6. the options available to you in dealing with disputes and breaches of agreement
7. the relevant legal specialists and agencies you may need to work with
8. the relevant organisational and legal procedures relating to your actions
9. your organisational procedures for communicating decisions
10. how your organisation must comply with the relevant data protection legislation
11. how to collect and analyse management information

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**Developed by** Instructus

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**Version Number** 1

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**Date Approved** March 2019

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**Indicative Review Date** January 2024

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**Validity** Current

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**Status** Original

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**Originating Organisation** Instructus

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**Original URN** ASTH408

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

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**Suite** Housing

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**Keywords** property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; monitoring; reviewing; management; investigation; disputes;

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