
Overview

This standard is about providing the customer with choice when matching housing requirements to available accommodation. It is about establishing the availability and suitability of accommodation and assisting customers to take up offers of accommodation.

Processes for allocating accommodation will vary between nations and organisations.

Performance criteria

You must be able to:

1. provide customer service which meets your organisational standards and equality and diversity policy
2. explain the application process and relevant documentation to customers, responding to any queries and concerns about the process
3. contact previous landlords or other referees where relevant
4. refer customers with accommodation or other requirements which you cannot resolve to your manager
5. identify the type, size, condition and location of accommodation to match the requirements of customers with available accommodation
6. take full account of customers' preferences and explain the range of options and choices available to meet their housing requirements
7. contact customers to offer them available accommodation in accordance with organisational procedures
8. provide customers with the description of the available accommodation
9. assist customers to complete the application process
10. pass on any appeals or complaints to the relevant manager in your organisation

Knowledge and understanding

You need to know and understand:

1. the ways in which your organisation meets customer requirements
2. your organisation's procedures and processes for dealing with applications from customers
3. the relevant legal and regulatory requirements relating to applications and allocation of housing
4. the other types of organisations and agencies to which customers can be referred and their referral procedures
5. the procedures which your organisation has for allocating accommodation
6. how to access and share information on the types, sizes, condition and location of properties and their current availability for customers
7. the extent of, and limitations on customer choice within the allocation of property
8. your organisational customer service standards and equality and diversity policy
9. your organisation's appeals and complaints procedures in relation to allocating accommodation
10. your organisation's policy for dealing with customer refusals of offered property

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Originating Organisation	Instructus
Original URN	ASTH209
Relevant Occupations	Resident Involvement Assistant; Revenue Officer/Assistant; Repairs Assistant; Housing Assistant; Housing Administrator; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Assistant Portfolio Manager (without portfolio)
Suite	Housing
Keywords	customers; colleagues; promotional activities; displays; advertise; suitability; vulnerable; needs; online; services; stakeholders
