

Provide housing advice and guidance to customers

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**Overview**

This standard is about providing housing advice and guidance to customers. This includes advice on rights and responsibilities, directing customers to other sources of support and handling complaints.

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### Performance criteria

*You must be able to:*

1. provide customer service which meets your organisational customer service standards and equality and diversity policy
2. promote and explain the services and support provided by your organisation to customers
3. establish and respond to customers' housing requirements, and offer advice, guidance and support
4. advise customers of their rights and responsibilities, including their right to complain or appeal and support them to do this
5. confirm that the information and guidance provided to customers reflects organisational policy
6. record and action complaints and in accordance with the relevant organisational procedures and legal requirements
7. refer requests, complaints or appeals which are outside the limits of your role to your line manager or to other organisations able to assist
8. confirm confidentiality of information in accordance with relevant legal and organisational requirements

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## Knowledge and understanding

*You need to know and understand:*

1. your organisational customer service standards and equality and diversity policy
2. the range and features of services and support available to customers and how these relate to their requirements
3. how operational constraints impact on customer service provision
4. the limits of your own responsibilities and the consequences of operating outside these limits
5. the communication processes and procedures within your organisation
6. the different ways to present or explain information to customers
7. what to do when the information to meet the customers' requirements is not immediately available
8. the types of customer requests or complaints that must be referred to colleagues or other organisations
9. how your organisation must comply with the relevant data protection legislation
10. your organisation's complaints and appeals procedure

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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** ASTH311

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

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**Suite** Housing

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