

Overview

This standard is about providing housing rent services. This includes managing rent accounting processes and administering debt recovery procedures to sustain the tenancies of customers.

Performance criteria

You must be able to:

1. provide housing rent services to customers
2. confirm rent and service charges with customers
3. inform customers of their legal responsibility to pay rent and service charges as laid down in their tenancy agreements
4. undertake income or benefit checks of customers and advise them on the outcomes in relation to paying rent
5. agree and set up method(s) of payment which meet your organisation's requirements and those of your customers
6. confirm that customers understand the way in which their rent accounts will operate
7. monitor customer rent accounts in accordance with relevant organisational and legislative requirements
8. keep records and produce accounting information when required
9. identify accounts which are in arrears according to your organisational requirements
10. administer debt recovery procedures in accordance with relevant organisational and legal requirements
11. record all actions taken to recover rent

Knowledge and understanding

You need to know and understand:

1. how to provide housing rent services to customers
2. the relevant legal requirements on your organisation and your customers with respect to the setting, payment and collection of rents and service charges
3. your organisational procedures for establishing rent accounts
4. the housing benefit system relevant to your customers
5. how to communicate with your customers
6. the range of debt advice services available to customers
7. the types of payment method(s) which are available to customers
8. your organisational procedures for monitoring rent accounts
9. the implications for customers of different rent recovery activities or actions
10. your organisational debt recovery procedures
11. the relevant legal processes relating to rent arrears
12. how to use rent accounting and monitoring IT systems
13. the limits of your own responsibilities and the consequences of operating outside these limits

Provide housing rent services

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Originating Organisation	Instructus
Original URN	ASTH313
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Assistant; Housing Officer; Housing Manager; Housekeeping Supervisor; Housing Administrator; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
Suite	Housing
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