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## Overview

This standard is about ensuring that tenants and residents are aware of their rights in the local community and supporting them to represent their interests.

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## Performance criteria

### *You must be able to:*

1. support the rights of tenants and residents in the local community in line with relevant organisational and legal requirements
2. confirm that tenants and residents are aware of their own rights and how they can be represented
3. identify and put in place measures to support all tenants and residents to represent their interests
4. identify sources of support and representation for tenants and residents
5. obtain advice if required from relevant colleagues and organisations in relation to tenants and residents' specific requirements
6. provide support which is based on the individual requirements of tenants and residents
7. provide the tenants and residents with the relevant information to help them represent their own interests
8. offer support to the tenants and residents and help them to represent their own interests and exercise their rights

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## Knowledge and understanding

*You need to know and understand:*

1. the relevant organisational and legal requirements related to supporting the rights of tenants and residents
2. the limits of your responsibility for supporting the rights of tenants and residents
3. the different methods of supporting the rights of tenants and residents in the community
4. the organisations which provide information, advice and support on the rights of tenants and residents
5. the types of methods of accessing information relating to relevant legal and personal rights
6. the relevant sources of information, advice and support on rights and how tenants and residents can access them
7. when an advocate/representative is required to provide legal support and advice to tenants and residents

<b>Developed by</b>	Instructus
<b>Version Number</b>	1
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<b>Indicative Review Date</b>	January 2024
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTH226
<b>Relevant Occupations</b>	Assistant Portfolio Manager (without portfolio); Revenue Officer/Assistant; Repairs Assistant; Resident Involvement Assistant; Housing Assistant; Housing Manager; Housing Officer; Housing Administrator; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
<b>Suite</b>	Housing
<b>Keywords</b>	tenants and residents; colleagues; risk; safety; local community; support; vulnerable; legislation; documentation; queries; organise; rights; interests