Support tenants and residents to represent their interests in the local community



## **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
- 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

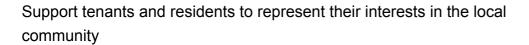
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# Knowledge and understanding

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





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Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTH226
Relevant Occupations	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
Suite	Housing
Keywords	tenants and residents; colleagues; risk; safety; local community; support; vulnerable; legislation; documentation; queries; organise; rights; interests