
Overview

This standard is about providing the customers with choices of available accommodation when matching their housing requirements. 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.

You should operate within housing sector requirements of each devolved nation.

Performance criteria

You must be able to:

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

Knowledge and understanding

You need to know and understand:

1. your organisational customer service standards and equality and diversity policy
2. your organisation's procedures and processes for dealing with applications from customers
3. the relevant legal and regulatory requirements relating to applications
4. the procedures your organisation follows for allocating available accommodation to customers
5. how to access and share information on the types, sizes, condition and location of properties and their current availability for customers
6. the extent and limitations of customers' choices within the allocation of properties
7. the other types of organisations and agencies to which customers can be referred and their referral procedures
8. your organisation's appeals and complaints procedures in relation to allocating accommodation
9. your organisation's policy for dealing with customer refusals of offered property
10. the relevant systems for collecting customers' feedback and processing complaints
11. the role of Housing Ombudsman in relation to handling complaints
12. your organisation's procedures for dealing with problems identified by customers
13. your organisational customer service standards and equality and diversity policy
14. your organisational standards which help the customers with their equality and diversity challenges
15. the relevant nation-wide and nation-specific legislation and regulations in the housing sector

INSHOU06

Match the requirements of customers with available accommodation



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Originating Organisation	Instructus
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Relevant Occupations	Housing Advisors, Housing Manager, Housing Officer, Housing Support, Supported Housing Officer, Housing Strategy Officer, Housing Assistant, Housing Administrator, Assistant Housing Administrator, Housing Support Officer/Assistant
Suite	Housing
Keywords	customers; colleagues; promotional activities; displays; advertise; suitability; vulnerable; needs; online; services; stakeholders
