

Overview

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

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

Performance criteria

You must be able to:

1. provide information on range of housing rent services to customers
2. confirm rent and service charges with customers
3. inform customers of their legal responsibilities in relation to paying rent and service charges as part of their tenancy agreements
4. carry out all relevant checks and screening of customers
5. undertake benefit and other checks of customers and advise them on the outcomes in relation to paying rent
6. agree and set up methods of payment which meet your organisation's requirements and those of your customers
7. confirm that customers understand how their rent accounts will operate
8. process customers' rent payments as outlined in tenancy agreement
9. monitor customer rent accounts in accordance with relevant organisational and legislative requirements
10. provide on-going maintenance and support to customers as part of rent services
11. keep records and produce accounting information when required
12. identify accounts which are in arrears according to your organisational requirements
13. handle any objections and complaints in accordance with your organisational procedures
14. administer debt recovery procedures in accordance with relevant organisational and legal requirements
15. record all actions taken to recover rent

Knowledge and understanding

You need to know and understand:

1. the range of housing rent services available 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 methods of screening and checking your customers' credit history, references and background
5. the housing benefit system relevant to your customers
6. the methods of active listening and open-ended questioning techniques
7. the relevant systems for processing customers' rent payments and managing any potential arrears
8. how service and lease costs may increase over time
9. the importance of explaining the service and lease costs changes to customers
10. the range of debt advice services available to customers
11. the types of payment methods which are available to customers
12. your organisational procedures for monitoring rent accounts
13. the implications for customers of different rent recovery activities or actions
14. your organisational debt recovery procedures
15. the range of maintenance and support your organisation offers to customers
16. the relevant legal processes relating to rent arrears
17. your organisational feedback and complaints procedures
18. the limits of your own responsibilities and the consequences of operating outside these limits
19. your organisation's appeals and complaints procedures
20. the role of Housing Ombudsman in relation to handling complaints
21. your organisation's procedures for dealing with problems identified by customers
22. your organisational customer service standards and equality and diversity policy
23. the relevant nation-wide and nation-specific legislation and regulations in the housing sector

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Provide housing rent services



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