



Cill Dara Housing Association

Housing Officer Role Profile

The **Housing Officer** is the first point of contact for all matters relating to housing, tenancy, and estate management. The role covers lettings and allocations, management of tenancies, including breach of tenancies, antisocial behaviour and all aspects of estate and neighbourhood management.

The Housing Officer will work with tenants, internal colleagues, and external partners in designing and delivering high-quality services that are tailored to meet local needs.

Reporting to: Senior Housing Officer

Key Responsibilities:

- Delivering a high-quality outcome focussed housing and tenancy management service in line with Cill Dara Housing Association's values.
- Contributing to the successful delivery of the Association's strategic plan and goals.
- Responding to tenant queries, face to face, by phone/email/web contact
- Responding to and resolving informal complaints/tenant dissatisfaction.
- Instigating enforcement action in respect of breaches of tenancy conditions, representing the Association in legal proceedings e.g., RTB adjudications and tribunals.
- Producing reports as required on housing management for all schemes in your allocated patch.
- Working with the community development officer to support community activities in designated communities, creating opportunities for tenants to get involved and be influential on decision making.
- Creating successful partnerships with community partners, local/nation non-profits and organisation to ensure CDHA tenants have access to the right services to promote tenancy sustainment, management of the home and positive outcomes.
- Monitoring rent arrears through engaging with tenants at the earliest opportunity in the arrears process to avoid escalation of debt and legal proceedings, escalation in conjunction with Senior Housing Officer as necessary.
- Address cases of Anti-Social behaviour early and ensure that any tenant disputes with Cill Dara HA are dealt with in a pro-active manner; prepare case files for any tenant dispute that requires legal action and keep manager always informed.

Allocations, nominations and lettings

- Allocate and let properties in accordance with agreed policies and procedures and nomination arrangements agreed with local authority partners.
- Work with local authority partners in getting the right person in the right property as quickly as possible, seeking to minimise void loss whilst creating sustainable tenancies.
- Develop and maintain effective working relationships with the local authority housing team in your areas, informing them of vacancies and liaising with them on allocations.
- Prior to letting, carry out a tenancy affordability and sustainability assessment to understand any risks associated with making the letting.
- Carry out accompanied viewings of void properties.
- Carry out the tenancy sign-up.
- Carry out Pre-Tenancy Training with all new tenants.
- Coordinate the moving in of all new tenants in conjunction with development, property & finance teams.
- Letting and allocating properties and managing void times as per the Associations Allocations & Relet Policy.
- Utilising the housing management computer system to up-to-date and administer all relevant housing management files.
- Register new tenancies with the Residential Tenancies Board.

Tenancy management

- Deal with requests for tenancy changes such as succession or assignment in accordance with agreed policies and procedures.
- Deal with tenancy breaches by offering support prior to taking enforcement action.
- Where required, make full and timely use of the services offered by the Residential Tenancies Board and other service such as MABS and our community partners.
- Manage tenancy terminations to ensure that the outgoing tenant leaves with a clear rent account leaves the property in satisfactory condition and complies with all obligations.
- Prepare paperwork for Residential Tenancy Board hearings and to represent CDHA at Adjudication Hearings and other legal hearings.

Rent

- Monitoring rent arrears through engaging with tenants at the earliest opportunity in the arrears process to avoid escalation of debt and legal proceedings.
- Supporting with annual rent review process and following up with tenants where information has not been submitted.
- Escalation arrears cases in line with Policy and Procedure in conjunction with Senior Housing Officer as necessary.

- Managing service charges and sundry debt arrears to prescribed objectives.
- Providing tenants in need with advice and support to sustain tenancies and management of the home/tenancy.
- Preparing cases/ advising solicitors for court and representing the Association.

Antisocial behaviour (ASB)

- Manage all reports of ASB in line with agreed policies and procedures, liaising with Gardai and others as necessary.
- Work with internal and external partners to try to remedy the ASB before commencing legal action.
- Prepare paperwork for Residential Tenancy Board hearings and to represent CDHA at Adjudication Hearings and other legal hearings.
- Give accurate advice and information to customers, keeping up to date with best practice and legislative changes.

Repairs

- Liaising with the Property Services Team on repairs and works orders as appropriate, arising from estate visits or customer contact.

Estate and neighbourhood management

- Carry out regular estate inspections and regular monitoring of any neighbourhood service contracts, including cleaning and gardening where applicable. Develop opportunities for customers to be involved in estate inspections and monitoring of services.
- Undertake an annual visit to each tenancy and document clearly any issues or concerns within the condition of property or tenancy management, following up with appropriate advise and signposting.
- Deal with estate issues such as reports of dumped rubbish, abandoned vehicles and goods being stored in common areas in line with agreed policy and procedure.
- Develop and maintain good working relationships with other local providers.
- Work with customers and colleagues in property services to develop priorities for minor works and environmental improvements.

Customer engagement and satisfaction

- Work with the Senior Housing Officer, Community Development Officer and other CDHA colleagues to develop meaningful opportunities for customer engagement. Opportunities should cover a number of ways for customers to engage with CDHA ranging from measuring transactional satisfaction to service scrutiny arrangements and local resident groups.



- Encourage and support resident groups and attend meetings as required.
- Carry out, participate in and undertake customer satisfaction surveys with tenants on a continuous basis.

General

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team, and individual targets.
- Attend and positively contribute to team meetings.
- Liaise with Colleagues as required to ensure that information is appropriately shared and that customers receive a seamless service.
- Provide a high-quality, customer-centred service at all times.
- Provide cover for annual leave or sick leave for other team members.
- Carry out all duties observing CDHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection. Participate in training and business development plans with management, as required.
- Carry out any other duties as may from time to time be directed by your line manager.
- Promote and comply with all regulatory requirements including RTB legislation, GDPR legislation and the AHB Regulator.
- Undertake any other duties that are reasonably commensurate with the level of this post.
- Participate in the on-call rota covering out of hours emergency repair calls and liaise with contractors/colleagues to resolve the situation or defer to office hours.

This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

Essential:

- Previous practical experience in housing and/or social care area.
- Excellent communication and reporting skills.
- Person-Centred Approach.
- Full driving licence and access to a vehicle.
- PC literate and competent in using Word Excel and Outlook.
- Knowledge of Housing Management software is an advantage.