

Housing National Occupational Standards

H3 13 Provide a housing rent service (SQA Unit Code F7DE04)

Unit summary

This unit covers the competencies required by all housing workers who are involved in providing housing rent services. This includes managing rent accounting processes and administering debt recovery procedures with the aim of sustaining the tenancies of customers.

Performance criteria

You must be able to:

- 1 ensure that rent/service charges are accurate
- 2 inform customers of their legal responsibility to pay rent and service charges as laid down in their agreements
- 3 undertake income or benefit checks and advise customers as appropriate
- 4 offer customers an appropriate method(s) to pay rent and service charges
- 5 agree and set up method(s) of payment which meet your needs and those of your customers
- 6 check that customers understand the way in which their rent accounts will operate
- 7 monitor customer rent accounts in accordance with your organisational and legislative requirements
- 8 keep up to date records and produce accounting information when required
- 9 identify accounts which are in arrears according to your organisational requirements
- 10 administer debt recovery procedures in accordance with organisational and legal requirements
- 11 record all actions taken to recover rent

Knowledge and understanding

To be competent, you must know and understand:

- (r) the legal requirements on your organisation and on your customers with respect to the setting, payment and collection of rents and service charges
- (b) your organisational procedures for establishing rent accounts
- (c) the implications of the housing benefit system relevant to your customers

- (d) how to communicate effectively with your customers and others
- (e) the range of debt advice services available to customers
- (f) the payment method(s) which can be made available to customers
- (g) your organisational procedures for monitoring rent accounts
- (h) the reasons behind differing frequencies of monitoring
- (i) how to contribute to the production of accounts
- (j) the importance of maximising income for the organisation
- (k) the implications of different rent recovery activities or actions
- (l) how to identify and respond to accounts which are in arrears
- (m) your organisational debt recovery procedures
- (n) the legal process relating to rent arrears
- (o) the need for all records to be accurate and complete
- (p) how to use rent accounting and monitoring IT systems
- (q) the limits of your responsibility for this work
- (r) how to recognise urgency and prioritise requests