

Housing Occupational Standards

H3 07 Allocate accommodation to meet customers' needs (SQA Unit Code F7C2 04)

Unit Summary

This unit covers the allocating of permanent, temporary and emergency accommodation to meet customers' needs.

Performance Criteria:

You must be able to:

- 1 deal courteously and fairly with customers, communicate effectively and adjust your approach to take account of different needs
- 2 ensure that customers understand the applications process, receive the correct forms, and are aware of any support available to complete their application
- 3 process completed applications in accordance with organisational and legal requirements
- 4 assess the customer's housing needs and identify the type of housing required
- 5 identify housing needs which are beyond the remit of your organisation and refer customers to other appropriate agencies
- 6 contact referees, previous landlords or other key individuals to check information given by the applicant
- 7 inform customers of their eligibility for housing and their assessment of needs within the time limits laid down in your organisation's procedures
- 8 identify the type, size and locations of properties available
- 9 identify customers whose needs match the type, size and location of available properties and in line with your organisational and legal requirements, select those who will be offered accommodation
- 10 identify reserve applicants in case the first choice refuses the accommodation offered
- 11 investigate any reasons given for customers not taking up accommodation in order to evaluate potential problems
- 12 deal with any appeals or complaints against allocation decisions in accordance with your organisational procedures

Knowledge and Understanding

To be competent, you must know and understand:

- (a) your organisation's procedures for dealing with applications
- (b) the methods of communication available to you
- (c) how to adjust your communication style with customers in order to meet their needs
- (d) the criteria and procedures underpinning your assessment processes and the timescales over which assessments are made
- (e) the legal/regulatory requirements relating to applications, assessment and allocation of housing
- (f) equal opportunities and health and safety procedures which your organisation has in place
- (g) the need to protect confidentiality
- (h) procedures for determining housing need and notifying customers of decisions
- (i) procedures for dealing with, and prioritising, urgent housing need
- (j) the other organisations and agencies to which customers might be referred, their roles, remits and referral systems
- (k) the types, sizes and locations of properties
- (l) the procedures which your organisation has for allocating accommodation
- (m) your organisation's appeals or complaints procedures with respect to assessment of housing need and allocating accommodation
- (n) the critical points in your organisation's assessments and how progress can be effectively monitored
- (o) your organisation's procedures for dealing with refusals of offered accommodation

- 1 further clarification where this is necessary
- 2 ensure that sufficient opportunity is given for contributions to be made by all parties
- 3 avoid being distracted by issues that are not related to the objectives
- 4 start punctually, manage the timing of the meeting and close as agreed
- 5 evaluate the effectiveness of the meeting in meeting its objectives
- 6 keep accurate, legible and complete records

Knowledge and Understanding

To be competent, you must know and understand:

- (a) the reasons why meetings may be necessary and possible alternatives
- (b) how to arrange the meeting and make the best use of time and resources
- (c) the importance of ensuring that attendees receive sufficient notice of, and documentation for, proposed meetings
- (d) how timing, venue, access and facilities may affect participation
- (e) how to set clear objectives for the meeting
- (f) the ways in which different types of information can be used and presented to support informed discussion and decision making
- (g) how to communicate effectively
- (h) the effect of group dynamics in a meeting, and ways to encourage participation
- (i) how to manage conflicting opinions in ways which minimise offence and maintain respect
- (j) the role of expert opinion in guiding decision making
- (k) the types of tools which may be required during the meeting and how to use them correctly
- (l) how to use various questioning styles to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- (m) the need for feedback to participants and those affected by the decisions taken
- (n) barriers to effective decision making in meetings and how these can be managed
- (o) the importance of keeping meetings to time
- (p) organisational and legal requirements, including health and safety

considerations

- (q) the records which must be produced and kept for the meeting