

Housing Occupational Standards

H3 09 Respond to possible breaches of agreements in the housing sector
(SQA Unit Code F7DN 04)

Unit summary

This unit covers the competencies required by individuals who are responsible for investigating and dealing with possible breaches of agreements.

Performance Criteria

You must be able to:

- 1 follow operational procedures that are in place to minimise and prevent breaches of agreements
- 2 investigate reports or allegations of possible breaches
- 3 determine whether the reported behaviour could potentially constitute a breach of agreement
- 4 collaborate effectively with other organisations or interested parties
- 5 assess the risk to yourself and others of any investigative activities and take appropriate steps to minimise risk
- 6 initiate and carry out formal investigation of possible breaches in line with the relevant legal and operational requirements using methods of gaining information which are realistic, reliable and cost effective
- 7 take steps to corroborate information received from different parties where reports conflict
- 8 manage situations in line with organisational procedures where customers become abusive or aggressive
- 9 use information gained through investigations to determine whether or not breaches of conditions have occurred
- 10 determine the range of options available to your organisation, based on legal and operational constraints
- 11 ensure that actions are free of discriminatory and unfair bias towards individuals or groups
- 12 employ the appropriate action to resolve the problem in line with organisational procedures and legal constraints
- 13 refer to other relevant staff if the decision is beyond your authority
- 14 keep accurate, legible and complete records of your investigations and actions

- 15 inform all relevant parties of your decisions and actions in line with your organisational policy and procedures

Knowledge and Understanding

To be competent, you must know and understand:

- (a) the role of a proactive approach in preventing breaches occurring
- (b) your organisation's procedures for investigating and acting upon confirmed breaches
- (c) the rights and responsibilities of customers under agreements
- (d) how to communicate effectively with the various parties involved in your investigation
- (e) relevant legislation, particularly in respect of crime, public disorder, anti-social behaviour, health and safety, and fire regulations
- (f) the risks that can be associated with investigating possible breaches of agreement
- (g) how to assess and minimise risk to yourself and others
- (h) which parties are relevant to your investigation
- (i) the options available to you in dealing with breaches of agreement
- (j) organisational and legal procedures relating to your actions
- (k) your organisational procedures for communicating decisions
- (l) the need to protect confidential information
- (m) the need for information throughout the investigation and decision making processes to be recorded accurately
- (n) your role and level of responsibility within the organisation
- (o) the implications of your actions in terms of efficiency, effectiveness, economy, quality and equality issues