**L&Q Group**

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| Role Title: | **Tenancy Sustainment Officer – High Rise** | | | | | | Date: | July 2025 | | |
| Reports to Title: | **Tenancy Sustainment Manager** | | | | | | Version: | 1 | | |
| DBS Disclosure Required: | **Yes** |  | **No** | X | **Standard** |  | **Enhanced** |  | **Enhanced+** |  |
| **Responsibility for End Results** | | | | | | | | | | |
| *Purpose:* | | | | | | | | | | |
| * Delivering a responsive, efficient, agile, high quality and customer focused housing management service. To complete the day to day Housing Management function, ensuring the delivery of reliable, repeatable, and consistent services that residents value and are satisfied with. * This FTC role will have specific responsibilities pertaining to the delivery of Housing Management functions to our High Rise customers and supporting the Inspector (estates) with inspections in times of planned or unplanned absence. | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | |
| * Consult, devise and deliver a comprehensive high-quality tenancy sustainability for our high rise customers. * Investigate requests for assignments, successions, and other amendments to tenancies and recommend approval or refusal. * Liaise with colleagues/contractors responsible for the delivery of estate management services and engage customers in neighbourhood inspections and act on their feedback to achieve service improvements. * Carry out tenancy audits to ensure that they are maintained and kept to a reasonable standard and comply with fire safety regulations where there is a cause for concern * Respond to general correspondence in line with policy and procedures, and assist in dealing with, and replying to, customer dissatisfaction and complaints Councillor and MP enquiries. * Liaise with other agencies and / or colleagues on issues relating to housing management and household welfare issues. * Ensure customers receive high quality, responsive and resolution focused services. * Meet individual and team key performance targets for sustaining and improving the quality of the service. * To carry out all the functions related to the Tenancy Sustainment service. This includes but not exclusively: * Consulting with residents and customers & developing neighbourhood champions and other forms of customer engagement * Drafting and finalising a tenancy sustainability offer for the benefit of communities which tackle unmet need * Develop ways to effectively engage with high rise customers in order to deliver bespoke communication and engagement plans * Deliver the promises contained within the customer offer * Proactive in devising autonomous or collaborative case strategies for addressing community waste management issues * Developing and delivering environmental budget schemes and grounds maintenance replenishment * Investigating parking issues involving unauthorised, hazardous & abandoned vehicles, fly tipping, pets, abandoned properties, domestic violence and power of entry until such point as it is identified as a breach of tenancy and case to be forwarded to enforcement team. * Investigating requests for assignments, successions, and other amendments to tenancies to approve or refuse. * Work with Inspector (Estates) to complete estate inspections as necessary. * Communicate decisions to customers in a professional and timely manner * Maintain accurate paper and computerised records of decisions and amendments to tenancies. | | | | | | | | | | |
| **Main Accountabilities** | | | | | | | | | | |
| **Working with others: Internal** | | | | | | | | | | |
| * Liaise with the relevant Council’s Housing team and contractors as appropriate | | | | | | | | | | |
| **Working with others: External** | | | | | | | | | | |
| * Collaborate with Councillors, MPs, and other external stakeholders to provide timely updates and responses to residents. | | | | | | | | | | |

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| **Knowledge, Skills and Abilities** |
| Essential: |
| * Knowledge and experience of housing management policies and procedures. * Experience of working within a customer-focused environment. * Experience of effective customer engagement and developing productive relationships with individual customers and engaged customers * Excellent emotional intelligence and empathy are essential * Excellent written and verbal communication skills. * Good time management skills, ability to prioritise, copes well under pressure and meet targets. * Demonstrate proficient use of Microsoft Office packages * Full driving licence and access to a vehicle with business use insurance |
| Desirable: |
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| We care about the happiness and wellbeing of our customers and employees. |
| **Passion** |
| We approach everything with energy, drive, determination, and enthusiasm. |
| **Inclusion** |
| We draw strength from our differences and work collaboratively. |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions. |
| **Impact** |
| We measure what we do by the difference we make. |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission. * Comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks. * Deliver services in line with customer promise. |
| **Compliance**  *To work within L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk.* |