L&Q Group

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| Role title | Neighbourhood Housing Lead | Date | January 2022 |
| Reports to Title | **Area Housing Manager** | Version | 4 |
| **DBS Disclosure Required:** | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| Purpose:* To deliver a responsive, efficient, agile, high quality and customer focused housing management service to residents.
* To build meaningful and trusting relationships with residents on patch.
* To own the primary relationship with residents living on patch and act as the voice of residents.
* To deliver reliable, repeatable, and consistent services in line with policies and standard operating procedures.
* To seek out resident views and to listen and act.
* To represent and champion residents.
* To act as the advocate for residents in getting things resolved at pace and quality.
* To co-ordinate issues on behalf of residents, making dealing with L&Q easy.
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| Key Responsibilities / Deliverables: * Own the primary relationship between L&Q and the residents on patch, irrespective of tenure, resolving issues with and on behalf of residents, to their satisfaction.
* Be the key point of contact for residents and be the ‘voice of the resident’ across the organisation.
* Represent L&Q at all activity relating to patch, examples being, resident forums, committees, residents' associations.
* Support L&Q and residents with any business continuity issues or incidents.
* Communicate with residents in a timely manner, to a good standard and in a range of ways demonstrating empathy and care.
* Provide information and advice on all queries in relation to tenancy or property matters, taking advice and seeking information from relevant specialist teams as required.
* Know the itemised service charge information relating to patch and provide general information to residents about service charges, whilst also ensuring that charges are reasonable.
* Resolve incidents of nuisance and anti-social behaviour, referring into the ASB (Anti-Social Behaviour) service where appropriate.
* Investigate and resolve all issues on patch, such as (not exhaustive); waste management, fly-tipping, parked cars, abandoned vehicles, car parking, pets, graffiti, breaches of tenancy, etc.
* Make referrals for residents to receive additional support internally and externally where relevant.
* Carry out tenancy audits, inspections of homes and buildings, communal areas, open spaces, to ensure they are well maintained and comply with all regulations or inspection regimes.
* Complete necessary referrals for court action, work with in-house and external legal services to complete court papers and attend court as required.
* Identify, report, mitigate and escalate risks on patch.
* Complete Fire Risk Actions and other compliance related activity within relevant timescales.
* Assist in the resolution of MP/Cllr enquiries and informal and formal complaints.
* Co-create new services in collaboration with residents and engage with residents to provide clarity about the standards of service they should expect
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| **Main Accountabilities:** The major activities or functions necessary to achieve the job’s end results.  |
| **Working with others: Internal*** Work closely with specialist teams in the Housing Management division.
* Work with the estate service team to ensure grounds maintenance and cleaning contracts are managed robustly and residents receive good quality services.
* Liaise with other teams to provide prompt responses to resident complaints or investigations.
* Liaise with the wider business regarding key risks identified on patch.
* Signpost residents to other L&Q colleagues where appropriate, ensuring that introductions are made on the resident's behalf to smooth the process.
* Work with Performance and Improvement colleagues to ensure robust knowledge of patch demographics and demand and satisfaction is understood and a clear improvement plan is in place to address any KPI’s that are performing below target.
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| **Working with others: External** * Work with Councillors, MPs, and other external stakeholders to ensure that residents get the best outcomes.
* Work with colleagues in local authorities, the police, and other public bodies.
* Work with stakeholders proactively on issues that might impact multiple residents.
* Work with commercial tenants on relevant issues.
* Attend multi-agency meetings and case conferences.
* Liaise with contractors where sub-standard services are being delivered or where improvements are needed.
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\* *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.*

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| **Financial Responsibility:** Enter below any typical revenue, operating or capital budgets for which the role is accountable. |
| Environmental and other budgets as per patch allocation. |
| **People Responsibility:** Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
| None | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are typically managed by the role (e.g., payroll), or any functional / project management responsibilities.None |
| **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.* |

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| **Knowledge, Skills and Abilities** |
|  Essential * Housing sector experience and knowledge on all aspects of tenancy management - tenancy/leasehold management, tenancy fraud and anti-social behaviour including but not limited to dealing with domestic violence, domestic abuse, hate crime, vulnerable residents and safeguarding.
* Property management - facilities management, communal inspections and service charges including relevant Housing and Immigration Law and Welfare Reform.
* Experience of working with tenants and/or leaseholders
* Risk Management.
* Compliance in terms of tenancy management and property management.
* Exceptional customer service.
* Ability to quickly simplify and disseminate complex information.
* The confidence and determination to do the right thing by residents and challenge the norm.
* Operational knowledge of the regulatory environment for housing associations.
* Awareness of budget management and value for money.
* A natural curiosity and persistence around getting answers and clarity.
* Able to communicate effectively with a variety of audiences.
* A problem solver.
* Demonstrates empathy and care when interacting with others.
* A willingness to learn and achieve the IRPM qualification and any other learning deemed appropriate to the role.
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| Desirable* IRPM qualification.
* Housing qualification.
* Extensive property management experience.
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors 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.
* I will 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.
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