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. | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | |
| **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. | | | | | | | | | | | | |
| **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. | | | | | | | | | | | | |

\* *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. |
| 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. |