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| **JOB TITLE:** | Housing Manager |
| **RESPONSIBLE TO:** | Director |
| **RESPONSILBE FOR:** | Housing Management Staff |
| **GRADE:** | EVH Grade 8 |
| **DATE REVIEWED:** | March 2024 |

**1.0 MAIN OBJECTIVES OF POST**

1.1 To ensure that housing management staff provides a high quality housing and estate management service to all customers.

1.2 To build effective working relationships with staff, committee and stakeholders and to carry out the specific duties outlined below in a positive and efficient manner.

1.3 To deliver a high level of team performance and continuous improvement relating to the job description, responsibilities and agreed performance targets.

1.4 To ensure that the association’s policies and procedures comply with the relevant standards issued by the Scottish Housing Regulator and other legislative bodies.

1.5 To play a key role in writing, reviewing, updating and implementing policies and procedures relating to the housing management function and to contribute to other areas of the organisational policies and procedures as appropriate.

1.6 Regularly self-assess the housing management function to meet the Scottish Housing regulators expectations and complete the annual return.

1.7 To advise on staff training needs for the housing management section.

1.8 To attend Management Committee meetings when required and to ensure that all papers relevant to housing management matters are issued according to the associations required timescales.

1.9 Contribute to the regular publication of newsletters and updating of the associations website.

**2.0 ACCOUNTABILITY**

2.1 Directly responsible to Director on a day to day basis.

2.2 Accountable to the Management Committee through the Director and subject to powers delegated by the Management Committee.

**3.0 SPECIFIC DUTIES**

**3.1 Rent and Arrears**

3.1.1 To implement and regularly review the Arrears Policy and procedures.

3.1.2 To ensure procedures are implemented in accordance with correct legal procedures and organisational policies.

3.1.3 To ensure the effective management of all rent arrears, sharing owner arrears and former tenant arrears including write-offs, to minimise losses incurred by the association and meet agreed targets and performance standards.

3.1.4 To ensure consultation and notification of the annual rent review and service charges are issued to tenants in line with legislation and good practice.

3.1.5 To liaise, maintain and develop effective working relationships with stakeholders.

**3.2 Allocations**

3.2.1 To implement and regularly review our Allocations Policy and procedures.

3.2.2 To ensure the maintenance and review of Housing Lists and the assessment of future housing needs, as required.

3.2.3 To liaise with relevant external agencies regarding allocations, nominations and homelessness matters.

3.2.4 To ensure properties are let in accordance with best practice including the provision of relevant information to new tenants.

3.2.5 To ensure void periods are minimised and properties are let timeously to minimise loss of rental income.

**3.3 Void Management.**

3.3.1 To implement and regularly review our Void Property Management Policy.

3.3.2 To ensure that the organisation’s rental income is maximised through the effective, efficient and accountable implementation of the void property management policy.

3.3.3 To liaise effectively with the organisation’s Maintenance Team to achieve this objective.

3.3.4 To deliver an agreed void standard in line with policy.

3.3.5 To ensure that all re-let targets are effectively met.

**3.4 Estate Maintenance**

3.4.1 To implement and regularly review our Estate Management policy and procedures.

3.4.2 To ensure that tenants comply with the tenancy agreement.

3.4.3 To ensure common areas and gardens are adequately maintained.

3.4.4 Liaise with ground maintenance contractors, monitor their performance and to manage the procurement of ground maintenance services.

**3.5 Tenancy Sustainment**

3.5.1 To implement and regularly review our Tenant Sustainment Policy and procedures.

3.5.2 To ensure that tenants are provided with the necessary advice and support to help sustain their tenancies.

3.5.3 To liaise, maintain and develop effective working relationships with stakeholders.

**3.6 Tenant Participation**

3.6.1 To implement and regularly review our Tenant Participation Policy and procedures.

3.6.2 To prepare and distribute information to tenants including tenant handbooks, newsletter and other methods of promoting the organisation and informing tenants.

3.6.3 To encourage community participation, support and develop the Residents Panel in line with the organisations Tenant Participation Strategy.

3.6.4 To ensure that tenant satisfaction surveys are carried out on a regular basis with feedback monitored to drive service improvement.

**3.7 Complaints/GDPR**

3.7.1 To maintain and review our complaints register, policy and procedures.

3.7.2 To ensure that appropriate measures are in place to resolve tenant complaints and disputes.

3.7.3 To maintain and develop effective working relationships with stakeholders.

3.7.4 To liaise with the Associations GDPR consultant (RGDP) in relation to all GDPR matters, and where appropriate refer any appeals to the Director.

**3.8 Factoring and Shared Ownership**

3.8.1 To implement and regularly review our factoring policy and procedures.

3.8.2 Update and maintain the Registered Property Owners Register.

3.8.3 Liaise with Corporate Services Officer.

**3.9 Health and Safety**

3.9.1 To ensure estate management contractors meet all H&S requirements.

Whilst the above covers the tasks related to the post, the Housing Manager may also be required to carry out reasonable duties that are not specifically noted in the job description.