

**RICHMONDSHIRE DISTRICT COUNCIL
LANDLORD SERVICES
JOB DESCRIPTION**

JOB TITLE	TENANCY RELATIONS ASSISTANT	POST NUMBER	LLS HOUS 10
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MAIN PURPOSE OF JOB:

To provide a pro-active Estate Management and Tenancy enforcement service within the District.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

None

SUPERVISION AND GUIDANCE:

Tenancy Relations Officer
Team Leader
Landlord Services Manager

RANGE OF DECISION MAKING:

The job involves working within Council policies as they relate to housing management. The job involves working within recognised procedures within which the jobholder is required to organise own workload. The work involves making decisions as to when and how duties are to be carried out and responding to problems and situations. The jobholder generally has access to a supervisor/manager for advice and guidance on service problems.

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

Property inspections reports, garden inspection reports, individual case reports.

RANGE OF DUTIES AND RESPONSIBILITIES:

1. To contribute to an effective housing and management service sympathetic to customer needs.
2. To receive and investigate and take appropriate action regarding allegations of breaches of tenancies and complaints of antisocial behaviour.
3. To take appropriate enforcement action in accordance with the prevailing anti social behaviour policies including the serving of Notices and court preparation.
4. To establish and maintain links with external agencies and internal departments i.e. police, social services, education Open Spaces and Community Safety to ensure a multi agency approach to serious anti social behaviour cases.

5. Undertake periodic inspections of Council estates including planned inspections of individual properties ensuring they are kept to a good standard.
- 6 To receive and respond to estate management enquiries from customers, Councillors, other Council units and external agencies.
7. To undertake periodic inspections of communal areas with blocks of flats to ensure a good standard is maintained and that they confirm to Fire Safety requirements.
- 8 To participate in the estate walkabouts across the district
- 9 To undertake assessments of council tenants gardens with regard to the annual garden competition
10. To carry out other duties broadly compatible with your current duties and responsibilities as may be allocated from time to time by the Landlord Services Manager.
11. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

CONTACTS:

Members of the public
 Staff in other Units
 Councillors
 Private sector and statutory agents
 Registered landlords
 County Court personnel

<p>SPECIAL CONDITIONS OF SERVICE:</p> <p>Casual car users allowance Full valid driving licence and access to a car for business purposes</p>
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<p>COMPILED BY: S Smith</p>	<p>ASSESSMENT DATE:</p>
<p>COMPILED DATE: 21/11/14</p>	<p>ASSESSED BY: CD/JW</p>
<p>POST GRADE: Grade 6</p>	

Job Description
 agreed by postholder.....Date.....