

Apprenticeship Standard: Housing and Property Management

Typical roles:

- Generic or specialist Housing Officer or Neighbourhood Officer (for example Anti-social behaviour, resident involvement, Tenancy sustainment, Homelessness, Repairs, Sheltered Housing)
- Neighbourhood Co-ordinator / Advisor
- Lettings Officer / Allocations Officer / Tenancy Officer / Income Management Officer
- Leasehold Management Officer, Private Sector Housing Officer, Strategic Housing Officer, Property Manager
- Negotiator/Senior Negotiator

Occupational Profile:

The housing/property management occupation is customer facing and primarily responsible for the creation and sustainment of successful tenancies in the private and social rented housing sectors. This work must comply with contractual, statutory and legal regulations and approved Codes of Practice.

The work is varied and often includes addressing complex people related matters (for example supporting people to live independently) as well as property related responsibilities. The role incorporates a degree of lone working with minimum supervision whilst predominantly working within the wider organisation / team, communities and external partners.

Housing and property management professionals are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the quality and accuracy of their work and its administration. At Level 3 some housing/property professionals may also have supervisory responsibility for other people.

The apprenticeship prepares an individual for a range of general housing/property management duties leading to operational or specialist roles.

Housing/Property Management Professionals Knowledge:

Knowledge	What is required
Legislation and regulation	<ul style="list-style-type: none">• Understand the principles, practices and legislation relating to current landlord and tenant law for the letting, maintenance and termination of a variety of tenancy types, including but not limited to: shorthold, assured, secure, long leasehold and shared ownership.• Understand the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas• Understand legislation and regulations as they apply to housing standards
Organisation background Information	Understand the principles, priorities and values of the organisation they work for, including an awareness of the business plan, the range of services available to clients and customers, the roles and responsibilities of others and team targets and or Key Performance Indicators.
Assets	Understand the social and physical context of estates /neighbourhoods and how to resolve defects, common problems, health and safety issues and repairs to dwellings.
Customers	Understand the diversity of the communities which the business serves.
Context	Understand the current and historical context of social/rented/affordable/private housing and the broader housing market.
Range of services	Have an appreciation of the range of applicable housing services for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti-social behaviour, care and supported housing, rents, service charges and portfolio accounts and community involvement.
Organisational policies	Understand the principles, policies and practices of the organisation they work for in terms of customer and client care, employee code of conduct, team working, risk, personal safety, health and safety, equality and diversity, safeguarding and business communications.

Housing/Property Management Professionals Skills:

Apply the knowledge outlined above effectively in order to:

Skill	What is required
Customer Service	Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders
Communication	Demonstrate appropriate communication skills to enable timely identification and/or resolution

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	of issues for customers and appropriate signposting to other colleagues and/or partner agencies.
Collaborative working	Work collaboratively with colleagues and partners to achieve individual, team and business targets.
Respond to vulnerability	Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately
Information collection and sharing	Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner.
Influencing and negotiating skills	Influence and negotiate with customers, partners and suppliers.
Self-management	Organise and plan their own work to ensure tasks are completed and deadlines met.
Problem solving	Use a problem solving and flexible approach in their day to day duties.
Tools and equipment	Effective use of IT equipment and software, through administration and the appropriate use of work equipment
Decision making	Effective decision making in order to apply the businesses objectives and priorities.

Housing/Property Management Professionals Behaviours:

Behaviours	What is required
Responsive	Takes timely and responsive action to address issues
Trust and Integrity	Develop trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude.
Adaptability	Willingness to accept changing priorities and work patterns
Independence	Work independently and effectively without close supervision.
Dependability	Meets personal commitments and expectations of others
Personal commitment	Takes responsibility for their own personal and professional development.
Resilience	Has a high level of resilience, tenacity and calmness
Role model	Acts as an ambassador / role model for their employer with customers, clients and partners.
Customer Care	Demonstrates a responsive approach to customer needs and understands their personal impact on customers and their lives
Team work	Values team work and is an effective team player, accepts responsibility for the work of themselves and others.

Duration: Typically 18-24 months.

Level: Level 3

Entry requirements:

Employers will identify any relevant entry requirements through selection

Apprentices without Level 2 English and maths will need to achieve this level prior to completion of their Apprenticeship

Professional Body Alignment and progression:

On completion of the apprenticeship, apprentices will be able to join the following;

- Chartered Institute of Housing (CIH) at Member level.
- Association of Residential Letting Agents (ARLA) at Associate Level.

Institute of Residential Property Management (IRPM) at Associate Level.Apprentices will be able to progress to managerial/professional roles within the housing sector.

Review

The standard will be reviewed after 3 years