

Job Description

Job title:	Housing Partner
Reports to:	Area Housing Manager
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Housing Partner, you will serve as the first point of contact for customers and play a pivotal role in delivering a "best in class" customer experience. Your key responsibility is managing tenancies and estates, ensuring smooth operations in areas like rent collection, handling anti-social behaviour (ASB), and maintaining customer satisfaction. You'll be expected to manage elements of lettings, tenancy changes, void turnaround, and respond to tenancy breaches while working closely with relevant partners to ensure safety and compliance with regulations. Your visible engagement with customers will help foster a sense of pride in the services and homes Accent Group provides.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role as a Housing Partner, you'll embody these values by ensuring each customer interaction reflects a caring and inclusive approach. Your adaptability and proactive mindset will help deliver a service that is responsive to individual needs. Collaboration is key in this role as you will be expected to work closely with various teams to solve problems and enhance the living conditions of our residents. Additionally, you'll be empowered to challenge existing procedures to drive continuous improvement, making Accent smarter in its operations and enhancing the overall customer experience.

Your focus on safety, communication, and relationship-building will ensure that Accent remains an inclusive and supportive community where all residents feel they are heard and respected.



Key Responsibilities and Duties

- Responsible for allocated area, and development and delivery of Neighbourhood Management Plans.
- Responsible for new tenancy sign-ups, adhering to Accent's allocations and lettings policies, ensuring all processes are completed efficiently and in line with customer needs.
- Provide support for tenancy changes such as succession, mutual exchange, and transfers, ensuring all necessary documentation and legal requirements are met.
- Engage proactively with customers regarding rent and service charge arrears, offering support before taking any legal action to recover debts, thereby reducing arrears while supporting residents.
- Preparing and presenting cases in the County Court on behalf of Accent Housing.
- Handle reports of anti-social behaviour (ASB), applying a range of tools and working with partners to minimise its impact on the community.
- Conduct regular tenancy checks to ensure compliance with agreements and tenancy sustainment.
- assist residents at the end of their tenancy to promote a smooth transition and quick void turnaround.
- Ensure all legal requirements concerning tenancy terminations are met, working efficiently to minimise void loss and optimise housing stock.
- Responsible for reporting any safeguarding concerns and liaising with relevant agencies
- Collaborate with safety teams to ensure that properties meet all fire, gas, electrical, and water safety standards, maintaining a safe living environment for all residents.
- Build and maintain relationships with stakeholders to ensure customers receive appropriate support where needed.
- Conduct regular estate inspections to identify service failures, reporting issues such as fly-tipping or abandoned vehicles, ensuring estates are well-maintained.
- Assist in the preparation of annual service charge budgets, ensuring effective communication with residents about the services they receive, and costs involved.
- Lead on local customer engagement initiatives and involvement in organisational campaigns.

The must haves:

- CIH Level 3 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience
- Previous experience in delivering housing management services within a social housing context, with an understanding of tenancy and neighbourhood management.
- Proven track record of managing anti-social behaviour (ASB) and utilising multi-agency approaches to address challenges.
- Strong knowledge of rent collection processes and legal frameworks related to income recovery.
- Excellent communication skills, capable of engaging with various stakeholders at all levels.
- Experience in managing tenancies, including successions, assignments, and tenancy terminations.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required.

The added extras:

- Membership of the Chartered Institute of Housing (CIH)
- Knowledge of GDPR regulations and experience in handling sensitive customer data.
- Experience working with external agencies to support customers and resolve tenancy issues

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.