

Housing Advisor (Tenancy Sustainment)

- Interview prospective tenants to assess and determine their needs, requirements and choices for private sector
- housing, and explain and discuss the procedure for securing private sector accommodation
- Interview clients who are at risk of homelessness from their private rented accommodation.
- Actions that need to be taken to prevent homelessness, involving other teams within the Housing Centre, any other internal and external service providers
- Identify, and discuss with the service user, any concerns that may impact on the sustainability of future accommodation. Determine options available to address these issues. Agree the way forward with the service user, monitoring and implementing identified actions to minimise the risk of tenancy breakdown.
- Involve and co-ordinate relevant agencies, organisations and others to take a multi-agency and holistic approach to client's issues.
- Identify clients for, and make appropriate referrals to, supported housing vacancies and/or floating support with the agreement of the service user.
- Work in partnership with supported housing providers to assist residents to move on to independent
- accommodation in the private sector, ensuring resettlement support is provided, and referring to floating support services as appropriate.
- Make any necessary enquiries with the current landlord regarding the tenant's management of the tenancy, carrying out any other checks as necessary with other individuals, statutory and non-statutory services.
- Refer prospective tenants in accordance with current priorities to available properties. Arrange viewings and accompany where possible or appropriate.
- Determine that the property is affordable, and the tenancy is sustainable to the tenant considering such as
- availability of rent in advance and/deposit, any Housing Benefit restrictions and financial commitments of the tenant.
- Determine tenants contribution to rent in advance and deposit required and, where appropriate, assess tenants eligibility for assistance through the Council's rent in advance and deposit scheme, assist them to apply for a Crisis Loan, or other funding that may be available.
- Negotiate moving in date with landlord and tenant and provide advice, assistance and support to both parties to so that the move takes place.
- Assist the client to make the appropriate applications under the Welfare Reform Act 2007 to ensure tenancy sustainment, in particular claims for Housing Benefit effective from the date

of tenancy, verifying all documentation in accordance with the Housing Benefit Verification Framework.

- Monitor the initial claim for Housing Benefit so that the claim is put into payment within agreed time scales, identifying and assisting the client to claim Housing Benefit on two homes, and a Discretionary Housing Payment where appropriate.
- Maintain an up to date working knowledge of Housing Benefit and Welfare Benefits, and an ability to identify unclaimed welfare and housing benefit to which the client may be entitled.
- Maintain an updated understanding of the main types of tenures, landlord and tenant statutory and contractual obligations, and the ways in which tenancy agreements can be terminated.