

HOUSING*

- Housing is the provision, management and sustainment of safe, secure, affordable and suitable accommodation, together with the support, services and interventions required to enable individuals and families to live independently, maintain wellbeing, access their rights, and participate in their communities.
- Housing may be provided by local authorities, housing associations, charities, community-led organisations, or other registered providers.
- Access to housing can be achieved through a range of routes, including local authority housing registers, choice-based lettings schemes, nominations processes, supported housing pathways, homelessness services, and direct applications to housing providers.



Excludes; mortgage owned, private landlords

TYPES OF HOUSING



- The housing sector encompasses a broad range of accommodation options, including:
 - Social Rented Housing
 - Affordable Rent Housing
 - Supported Housing
 - Independent Living (Over 55s)
 - Extra Care Housing
 - Temporary Accommodation
 - Specialist Housing

ROLES & RESPONSIBILITIES WITHIN HOUSING

Area of Work	Brief Descriptions	Often Known As
Allocations	Assesses housing need and prioritises applicants for social housing in line with housing legislation and local allocation policies.	Allocations Team, Housing Needs Team, Housing Register Team, Choice Based Lettings Team
Lettings	Manages the process of matching applicants to available homes, carrying out property viewings and sign-ups for new tenancies.	Lettings Team, Rehousing Team, Tenancy Sign-Up Team, New Homes Team
Housing Management	Responsible for managing tenancies, supporting residents to sustain their homes, dealing with tenancy issues and promoting resident wellbeing.	Housing Officers, Neighbourhood Officers, Tenancy Officers, Housing Managers
Estate Services	Maintains communal areas and external environments to ensure estates are safe, clean and well managed.	Estate Officers, Estate Services Team, Caretaking Team, Grounds Maintenance Team
Customer Services / Customer Response	First point of contact for residents, managing enquiries, complaints, requests for service and referrals.	Customer Services Team, Contact Centre, Resident Services Team, Housing Hub

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Area of Work	Brief Descriptions	Often Known As
Anti-Social Behaviour (ASB) / Community Safety	Investigates reports of anti-social behaviour, nuisance, harassment and community safety concerns, working with partners to reduce risk and harm.	ASB Officers, Community Safety Team, Tenancy Enforcement Team, Neighbourhood Safety Team
Income and Rent	Supports residents with rent accounts, arrears prevention and recovery, helping sustain tenancies and reduce financial hardship.	Income Officers, Rent Officers, Income Recovery Team, Rents Team
Financial Inclusion	Helps residents maximise income, access benefits, manage debt and improve financial wellbeing.	Financial Inclusion Officers, Welfare Benefits Team, Money Advice Team, Tenancy Sustainment Team
Repairs and Maintenance	Delivers and oversees repairs, servicing, compliance and maintenance of homes and communal areas to ensure properties remain safe and habitable.	Repairs Team, Property Services, Maintenance Team, Asset Management Team
Care & Support	Provides housing-related support to help individuals maintain independence, wellbeing and tenancy sustainment, particularly where there are additional vulnerabilities or support needs.	Support Workers, Housing Support Team, Care & Support Team, Supported Housing Team,

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Area of Work	Brief Descriptions	Often Known As
Homelessness and Prevention	Works with people who are homeless or at risk of homelessness to secure accommodation and prevent housing crises.	Homelessness Team, Housing Options Team, Prevention Team
Supported Housing	Provides accommodation alongside tailored support for people with additional needs, including mental health, learning disabilities, domestic abuse or substance misuse.	Supported Housing Team, Specialist Housing Team, Project Workers, Support Officers
Safeguarding and Vulnerability	Provides advice, oversight and coordination in relation to safeguarding concerns, vulnerability, risk management and partnership working.	Safeguarding Team, Safeguarding Officers, Safeguarding & Vulnerability Team, Vulnerability Team, Safeguarding Lead,

SAFEGUARDING & HOUSING

- Housing providers may operate with different structures, teams and job titles
- Safeguarding responsibilities may sit within dedicated teams, specialist roles, or be embedded throughout housing services
- Every housing professional has a role in identifying, preventing and responding to abuse and harm
- Housing staff are often among the first professionals to recognise changes in a person's circumstances, wellbeing, level of risk or care and support needs
- Effective safeguarding depends on partnership working, professional curiosity and timely information sharing

