



Job Description

Post Title:	Landlord Liaison Officer
Service:	Housing Services
Grade:	4
Responsible To:	Accommodation Team Leader

Job Summary:

To build and maintain strong working relationships with private rented sector landlords and property managing agents.

To proactively lead on the procurement of private rented sector accommodation, promoting the Council's landlord incentive options to support in discharging housing duties under Part 7 (homelessness) of the Housing Act 1996.

To monitor and actively lead on the move-on of homeless households from temporary accommodation by proactively seeking to make suitable final offers of private rented sector accommodation.

To work with homeless households to support their move into safe, suitable private rented accommodation. This includes carrying out detailed income and expenditure assessments and providing guidance to help households overcome barriers to accessing the private rented sector.

Main Responsibilities:

1. To proactively lead on the procurement of suitable private rented sector accommodation, promoting the Council's landlord incentive options in discharge of the Council's under Part 7 of the Housing Act 1996.
2. To promote and market the landlord incentive options by carrying out activities such as cold calling letting agents, attendance at landlord forum events and developing a positive relationship with the private rented sector to enable the council to increase their access to private sector accommodation.
3. Strengthen our relationship with the private rented sector through regular engagement and networking, including attending the West Kent Landlord Forum and other landlord events.
4. To actively lead on and monitor the move-on of homeless households from temporary accommodation, by proactively seeking suitable accommodation to offer to customers as a final offer of private rented sector accommodation.
5. To work with homeless households to support their move into safe, suitable private rented accommodation. This includes carrying out detailed income and expenditure assessments and providing guidance to help households overcome barriers to accessing the private rented sector.
6. To build strong, trusting relationships with homeless households, demonstrating empathy and understanding of the challenges they face, and helping them prepare for and sustain a successful tenancy.

7. To carry out property inspections and ensuring that landlord have in place the required compliance certificates and health and safety practices are in place for the letting of properties.
8. Work with the private rented sector to identify new ways of developing the relationship to both support the prevention of homelessness and gain greater access to properties for customers in housing need.
9. To support in undertaking tenancy visits and provide tenancy sustainment advice to private sector tenants to support with homelessness prevention.
10. To assess claims being made against tenancy deposit Bonds issued by the Council in lieu of cash deposit, assessing claims for damage and/or rent arrears.
11. Help improve the understanding of private rented sector landlords' responsibilities and requirements with managing and letting of properties, by sharing expert knowledge and information.
12. To assist as required in the Council's Emergency Plan, including working at rest centres outside of the normal working day.
13. To undertake other duties commensurate with the grade of post.
14. To have a good understanding of safeguarding obligations to children and vulnerable adults at risk and the Council's safeguarding Policy.
15. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.
16. To comply with all Council's policies, including those relating to ICT, Equal Opportunities and Safeguarding.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change and any changes will be made in consultation with the postholder.