



Job Description

Post title:	Lettings Negotiator
Responsible to:	Communities Manager or Regional Communities Coordinator
Location:	This role is community based and desk based with a combination of working from emh offices, community hubs and home
Business Area:	emh homes
Hours:	Full time (35 hours)
RFJ:	5
Prime Function:	Marketing and letting properties to customers, managing the process from the outgoing customer giving notice to end their tenancy, through to onboarding the new customer into their home.

This post is subject to a basic DBS clearance.

Principal Duties and Responsibilities

1. Functional responsibilities

- Market and let properties in a timely and efficient manner in accordance with policy and procedure.
- Attend inspections of properties where the existing tenant has given notice to end their tenancy, confirming property size and any adaptations.
- Determine the relet rent for affordable rent tenancies, in accordance with agreed criteria and ensure all other rents are applied in accordance with the rent setting policy.
- Market properties through choice based lettings systems and other agreed mechanisms as appropriate.
- Work with colleagues across the business on the handover of new build schemes and properties in the void process, keeping customers regularly updated on progress.
- Review shortlisted applicant information and carry out pre-tenancy interviews to assess whether applicants are tenancy ready in accordance with law and policy with the aim of letting homes to the right person at the right time and with the right support.
- Liaise with Occupational Therapists and make referrals for aids and adaptations as appropriate.
- Carry out viewings for potential new customers and manage the process through to handing over the keys to the customer for their new home.
- Sign up new customers for tenancies and complete the onboarding process, including ensuring all documents are completed accurately as well as signposting customers for further assistance.
- Ensure customers are central to the service and receive timely and effective information and advice.



- Liaise with local authority partners in respect of nominations agreements, adverts and nominations, including attending meetings as required.
- Ensure, record and monitor compliance with local authority nominations agreements, legislation and emh policy and procedure.

2. Corporate responsibilities and team working

- Build constructive relationships with customers, delivering excellent customer service.
- Safeguard customers and family members in accordance with emh policy.
- Resolve customers expressions of dissatisfaction or complaints at first point of contact, where this is not possible, assist in complaint resolution.
- Ensure that you are accessible to customers and that their enquiries are dealt with efficiently and effectively.
- Work closely with colleagues across the business to ensure delivery of a seamless letting service.
- Maintain strong links and working relationships with colleagues across the business, local authorities, and other key partners and organisations to ensure a smooth letting process.
- Contribute to improving and implementing new/revised processes.
- Keep clear and accurate records, and provide performance information as required.
- Ensure compliance with data security and protection policies and processes when using emh and local authority partner systems.
- Accurately complete and submit regulatory returns in relation to lettings.