

Wendy Harris

Housing officer

AREAS OF EXPERTISE

Tenancy management

Homelessness

Housing finance

Welfare benefits

Report writing

Tenants rights

Property inspections

PROFESSIONAL

NVQ Levels 3 in Housing

First Aid Certificate

PERSONAL SKILLS

Responsible attitude

Interpersonal skills

Organisational and administrative skills

PERSONAL DETAILS

Wendy Harris
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A confident and reliable Housing Officer with extensive administrative and customer service experience. Possessing a considerable knowledge of tenancy issues and having excellent interpersonal and communication skills to advise tenants and resolve complex letting issues. A problem solver who enjoys a challenge and can work well under pressure whilst at the same time ensuring a resident-centred approach to lettings is adopted.

Keen to find a challenging position with responsible Social Housing Provider where I will be able to increase my work experience & develop my abilities.

WORK EXPERIENCE

Charity Housing Association – Coventry

HOUSING OFFICER June 2008 - Present

Helping tenants find the right home that suits their needs and circumstances as well as vetting potential tenants to ensure they are eligible for social housing. Also responsible for ensuring that properties are in good condition and well maintained.

Duties:

- Responsible for the day to day running of rented properties in my brief.
- Managing repair projects and ensuring that they are completed by deadlines.
- First point of contact for tenants and answering their queries.
- Regularly liaising with outside bodies i.e. Police, Hostels & Mediation Services.
- Ensuring that maintenance staff, caretakers & contractors are doing their duties.
- Inspecting properties, including pre-void inspections.
- Enforcing tenancy conditions and ensuring properties are in good condition.
- Setting rents, collecting them from tenants & dealing with arrears.
- Assisting Estate Managers in the completion of their duties.
- Dealing with rent arrears and taking the necessary steps.
- Completing paperwork for Tenancy Audits.
- Meetings with the local authority housing departments, social services & CAB.
- Writing reports, planning budgets, supervising teams and developing policies.
- Investigating repair requests and undertaking accurate fault identification then arranging for repair work to be undertaken.

KEY SKILLS AND COMPETENCIES

- Experience of Notices of Seeking Possession and also court hearings.
- Able to be sympathetic, yet firm with clients who may be angry or abusive.
- Extensive knowledge of excel, outlook, word, publisher, using the Intranet/Internet.
- Can tactfully deal with complaints from tenants their neighbours and the general public.

ACADEMIC QUALIFICATIONS

Level 4 Diploma in Housing - The Chartered Institute of Housing (CIH)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

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