

## Overview

This standard is about providing clients with direct housing information and advice at the point of initial contact with the service. You will establish their needs and expectations of services, research information which is relevant to their situations and provide them with appropriate and accurate legal advice. You will also decide when to refer clients on

## Performance criteria

*You must be able to:*

1.  
communicate with the client in a manner appropriate to their understanding and needs
  - 1.1 explain to clients the legal advice services you can offer in line

## Knowledge and understanding

### *You need to know and understand:*

You need to know and 1. how to adapt communication styles in ways which are appropriate to

the needs of the client

1.  
the legislative framework affecting provision and entitlement to private and social housing, with particular reference to:
  - 2.1 types of tenure and their implications for tenants and landlords
  - 2.2 housing standards as they relate to residents
2.  
housing options available based on circumstances and eligibility, with particular reference to:
  - 3.1 residency status of clients
  - 3.2 recognising emergency situations
  - 3.3 giving options to clients
  - 3.4 tests for relevant authority duties
3.  
considerations in relation to statutory housing allocation, including:
  - 4.1 eligibility
  - 4.2 rules for the application process
  - 4.3 right to a written decision and time limits for challenge
4.  
rights and entitlements in relation to harassment and eviction
5.  
the role of statutory enforcement bodies responsible for dealing with discrimination issues
6.  
the legal remedies for discrimination
7.  
environmental, health and safety requirements and their impact on housing
8.  
the definition of homelessness

9.

services available to people who are homeless

10.

how the wider benefits system affects the ability to access and retain housing

11.

procedures for possession in both private and social housing:

12.1 by landlord

12.2 by mortgage provider or secured loan provider

12.

how to recognise notice and possession orders and warrants

13.

complaints procedures in relation to housing

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Provide first line housing legal advice



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