LUCY REID – MODERN APPRENTICE

I am currently working in the Tenancy & Estates side of Housing. I do most of my work in the office. Some of the things I do are complete references from other housing associations where I provide information about any rent arrears and the condition the property has been left in.

I also are programme fobs for the secure entry doors which are usually located on closes, I take down the address from the tenant over the phone and program it on the system, I then pass the fob key to the relevant department as we take monthly turns of delivering them.

I have also been allocated my own list of lock-ups which I regularly check the arrears on and deal with appropriately. When in the office I also put tenancy agreements onto CX, I add the dates they entered the property, add relevant contact information. I issue keys and scan all the paperwork in the printer and attach it to the tenant’s profile. I also process terminations in the same way.

The office is a busy place and I answer a lot of phone calls from tenants who may be reporting housing repairs, asking queries and terminating their tenancies.

Whilst in the Tenancy & Estates team I have also been going out with some of the assistants on estate visits. This is where anything reported on the Repairs System about the outside of the property is investigated. This could be things such as rubbish dumped or broken washing poles etc. We take photos of it and follow up with it appropriately. We will organise rubbish to get uplifted or send letters to the tenants asking them to deal with the issue.

I have also been out handing leaflets to the tenants in Happyhillock Walk. These were about parking proposals, as new parking is getting built within that area. We had asked the tenants to complete a survey so we could provide the best parking for them.

I have carried out fire safety checks in the Hilltown multis. I had to go in all 4 blocks and check each fire door closed correctly with the soft close hinges. If any were not closing correctly I would record the floor number and ask for this to be repaired by the Repairs team.

I am really enjoying my time in the Housing Department and feel I am learning a lot.