

# CITY OF HAMILTON

## COMMUNITY SERVICES DEPARTMENT (HOUSING & HOMELESSNESS DIVISION)

### RENT SUPPLEMENT/TENANT RELATIONS OFFICER - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Program Manager, Social Housing Administration, the Rent Supplement/Tenant Relations Officer co-ordinates, promotes, processes and oversees the Federal, Provincial and City of Hamilton Rent Supplement programs and housing rehabilitation programs. The Rent Supplement/Tenant Relations Officer responds to and/or redirects to appropriate authorities tenant and applicant enquiries.

#### GENERAL DUTIES

Markets the Rent Supplement Program and the housing rehabilitation program through public presentations and one-on-one contact with businesses, individuals, landlords and government officials.

Receives, investigates and co-ordinates client files for individuals/landlords applying for Rent Supplement and housing rehabilitation programs.

Receive and answer or redirect inquiries from Councillors, Hamilton residents, community stakeholders and government agencies in regard to tenant and tenancy issues in the social housing and private market context. Ensure follow-up action has been undertaken.

Processes clients' applications for housing rehabilitation programs to assess their needs and eligibility in the context of program guidelines and applicable legislation; reviews financial status based on established lending principles and undertakes underwriting investigations such as credit checks, references and legal documentation requirements.

Oversees and prepares lease renewal packages for Rent Supplement tenants, ensures all documents required to calculate rent-geared-to-income are provided (e.g., employment income, social assistance benefits, pensions, investments, income tax returns, etc.). Follows up with tenants, employers and agencies to clarify information and/or obtain further documents as required. Refers suspected misrepresentation of income by tenants to Co-ordinator, Housing Policy and Programs.

Reviews, confirms and calculates rent increases/decreases, forgiveness and adjustments for the assigned portfolio, both annually and throughout the year, obtaining necessary approvals and inputs into systems.

Assists tenants, in person or by phone, to complete various forms and documents as required and approves detailed calculations to tenants, social agencies, etc.

Co-ordinates tenant placement activities including lease-up of vacant units and move-in of tenants in order to minimize rent loss and ensure an orderly turnover of unit; maintains record of move-outs, move-ins and transfers to update tenant records. Refers requested transfers to Co-ordinator, Housing Policy and Programs.

Completes, processes, logs or verifies Notices to Vacate and letters to tenants regarding non-payment of rent, rent adjustments, lease changes, notices of rent increases, etc. Produces required monthly statements.

Reviews and evaluates requests for reimbursements to landlords for tenant property damage.

Modifies administrative processes to maximize operational efficiency in the delivery of Rent Supplement and housing rehabilitation programs.

Communicates with Federal, Provincial and Municipal staff on program interpretation and implementation.

Maintains on-going contact with community groups and other client groups to assess future program requirements.

Writes reports, composes correspondence; compiles records and statistics. Opens and closes confidential client files; documents and follows-up on progress of project.

Addresses public meetings and community groups on funding availability for rehabilitation assistance; promotes programmes through flyers and special mailings.

Recommends program criteria and guidelines to the Co-ordinator, Housing Policy and Programs on the delivery and administration of new Rent Supplement and housing rehabilitation programs.

Perform other duties as assigned.

### **QUALIFICATIONS**

1. A three-year certification from a Community College with an accounting, economics, business administration or social work focus or an equivalent combination of post-secondary education and relevant work experience.
2. A minimum two years experience in a client-focussed housing environment.
3. Knowledge of the City of Hamilton Property Standards By-law, the Social Housing Reform Act and the Tenant Protection Act.
4. Knowledge of basic accounting principles and practices to process accounts payable and balance rental payments.
5. Knowledge of residential property management and administration of housing in the public and private sector.
6. Knowledge of social service agencies, legal clinics, housing organizations, etc., in order to assist existing tenants and/or applicants for social housing in crisis situations.
7. Must be able to operate with tact, diplomacy and sensitivity in resolving tenant issues and concerns.
8. Experience in a computerized environment. Knowledge of residential property management software applications, Microsoft Word, Excel and Outlook.
9. Possess a demonstrated record of team advocacy, customer focus, innovation/creativity, assumption of responsibility and a results-oriented attitude.