



Working in housing

Do you want to make a real difference, in an exciting job, where there are lots of different roles to choose from? A career in housing could be for you.

Working in housing is about much more than just bricks and mortar. It's about making a positive difference to people's lives, their wellbeing and their life chances, as well as their communities, by providing them with a decent home and environment in which to live.





Housing – a quick overview

Simply speaking, there are three main types of housing in the UK: home ownership, the private rented sector and the affordable housing sector.

Home ownership (owner-occupation) – homes owned and lived in by individual households.

Private rented sector – properties rented out by individuals or organisations.

Affordable housing sector – homes provided by local authorities or housing associations.

Most career opportunities are in the affordable housing sector, but there are also jobs with private lettings agents, estate agents and private housebuilders.

What is affordable housing?

Affordable housing is housing provided to eligible households, whose needs wouldn't otherwise be met.

The most common types of affordable housing are:

- **social rented housing** – vital for those on the lowest incomes, social rented housing has the lowest rents.
- **mid-market rented housing** – rents are higher than social rents but still lower than in the private rented sector.
- **low-cost homeownership** – includes shared ownership, where a buyer purchases a percentage of a property and pays rent on the rest.



Who provides affordable housing?

Local authorities and housing associations that provide affordable housing are typically referred to as 'social landlords'.

Affordable housing is mostly provided by:

local authorities – also known as councils, local authorities provide a range of housing services in their area. These typically include owning and managing their own social rented housing, as well as planning other types of housing such as private housing for owner occupation.

housing associations – also known as registered social landlords in Scotland, housing associations own and manage affordable housing. Ranging from small organisations owning a handful of properties to large businesses responsible for tens of thousands of homes, most are not-for-profit organisations and many are registered charities.

What do social landlords do?

Social landlords provide a wide variety of services, meaning there are lots of different roles to choose from – everything from housing management, tenant involvement and development to supported housing and technology enabled care.

All social landlords perform core housing management functions, including:

- allocating and letting properties to new tenants
- collecting rent and service charges, as well as dealing with arrears
- managing estates and individual tenancies
- carrying out repairs and essential maintenance of properties
- tackling anti-social behaviour
- involving tenants in designing, improving and scrutinising their services.



Many organisations go a step further by providing additional services that improve the communities they operate in and the lives of their tenants/customers, including:

- providing care and support services to particular client groups, such as people with a physical disability or learning difficulty
- providing money and debt advice
- helping people to return to work and training
- running services or maintaining amenities that benefit the local community.