

**TENANT RELATIONS OFFICER  
Training Needs Assessment Evaluation Form**

**Personal/Position Information**

Name: \_\_\_\_\_

Period Covered: \_\_\_\_\_

Position: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Title: \_\_\_\_\_

Position Start Date: \_\_\_\_\_

Community: \_\_\_\_\_

Region: \_\_\_\_\_

# TENANT RELATIONS OFFICER

## Training Needs Assessment Evaluation Form

### Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency (P):

Each competency is to be rated as follows (S):

- 1 – Needs significant improvement – employee is unable to complete the task or perform the function in a satisfactory manner even though assistance is routinely provided
- 2 – Needs improvement - employee can complete the task or perform the function with considerable assistance
- 3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance
- 4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance
- 5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance

- 1 – Competency has little significant to the position
- 2 – Competency has minor significance to the position
- 3 – Competency is important to the position
- 4 – Competency has major significance to the position
- 5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

# TENANT RELATIONS OFFICER

## Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill																													
<b>Applications</b>	<b>Receive Applications</b>	Explain eligibility process	Explain application process	Provide application forms	Assist applicant if required	Receive and review application	Recommend other N.W.T. Housing Corporation Programs	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	4
		Verify of income for eligibility	Check on arrears with other rental organizations	Contact NWT Power Corp for reference check	Apply point rating system	Submit applications with recommendations to the Board	Place approved applications on waiting list	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
	Provide applicants with notice of approval or rejection							P		S	5																				
<b>Process Unit Allocations</b>		Identify vacant units	Consult transfer list	Consult waiting list	Recommend allocation of units to the Board	Allocate the unit	Notify tenant of allocation and check-in requirements	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
								P		S	5																				

# TENANT RELATIONS OFFICER

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Major Category	Skill	Subskill														
<b>Tenant Relations</b>	<b>Process Check-ins</b>	Ensure translation service available	Verify application information	Calculate base rent	Calculate monthly rent	Obtain confirmation of NWT Power Corporation Account	Collect damage deposit									
		P	S	5	P	S	5	P	S	5	P	S	5	P	S	5
		Collect first month's rent	Explain lease agreements	Explain tenant responsibilities	Explain house rules	Explain equipment or appliance operation	Complete check-in inspection with tenants									
		P	S	5	P	S	5	P	S	5	P	S	5	P	S	5
		Identify deficiencies	Ensure tenants sign all applicable documents	Inform maintenance of necessary repairs	Enter information into database	Submit start notices for utilities										
		P	S	5	P	S	5	P	S	5	P	S	5			
<b>Complete Inspections</b>		Provide 24 hour inspection notice	Conduct scheduled inspection	Complete unit inspection forms	Identify maintenance requirements	Advise tenants of violations	Report tenant damage to maintenance									
		P	S	5	P	S	5	P	S	5	P	S	5	P	S	5

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Major Category	Skill	Subskill																			
<b>Tenant Relations Cont'd</b>	<b>Complete Check-ins</b>	Receive work orders	Prepare invoices	Provide tenants with invoices																	
		P		S	5	P		S	5	P		S	5								
	<b>Process Complaints</b>	Receive tenant complaints	Investigate validity of complaints	Respond to a complainant	Proceed with corrective action as required																
		P		S	5	P		S	5	P		S	5	P		S	5				
	<b>Provide Tenant Information</b>	Promote energy conservation	Provide general information through newsletters and the media	Provide information on other programs	Conduct home visits																
		P		S	4	P		S	4	P		S	4	P		S	5				
	<b>Liaise With Other Agencies</b>	Understand roles of different agencies	Liaise with inter-agency organizations	Refer tenants to other organizations as required																	
		P		S	4	P		S	4	P		S	4								

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## Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill																							
<b>Tenant Relations Cont'd</b>	<b>Provide Basic Counseling</b>	Possess knowledge of basic counseling	Listen to tenant issues (i.e. drug and alcohol)	Recognize your counseling limitations	Inform tenants of available counseling services																				
		P		S	5	P		S	5	P		S	5	P		S	5								
	<b>Process Check-outs</b>	Receive notice to vacate	Inform tenant of check-out requirements	Schedule and complete check-out inspections	Initiate stop processes for all utilities	Identify deficiencies	Complete check-in/check-out forms																		
		P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
		Identify tenant damage	Submit deficiency list to maintenance	Provide tenant with estimate of damages	Obtain completed work orders	Complete invoices	Complete damage deposit refund statement																		
		P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
<b>Collections</b>	<b>Administer Tenant Ledger Cards</b>	Maintain rental accounts	Maintain monthly tenant damage accounts	Maintain other monthly accounts (i.e. water and sewer)	Ensure rent reconciliations completed	Identify arrears	Write collections letters																		
		P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
		Recommend write-offs to the Board	Provide information for the year-end audit																						
		P		S	5	P		S	5																

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## Training Needs Assessment Evaluation Form

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<b>Collections</b>	<b>Assess Rent</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Verify income</td> <td style="width: 25%;">Review income statements</td> <td style="width: 25%;">Complete household income forms</td> <td style="width: 25%;">Assess rent</td> <td></td> <td></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td></td> <td></td> </tr> </table>	Verify income	Review income statements	Complete household income forms	Assess rent			P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5		
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<b>Collect Rent</b>	<b>Collect Rent</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Accept payment of rent</td> <td style="width: 25%;">Issue receipts</td> <td style="width: 25%;">Secure revenue</td> <td style="width: 25%;">Reconcile daily revenue</td> <td style="width: 25%;">Make deposits</td> <td></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td></td> </tr> </table>	Accept payment of rent	Issue receipts	Secure revenue	Reconcile daily revenue	Make deposits		P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	
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<b>Administration</b>	<b>Maintain Board Relations</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Understand different types of governance (i.e. Association, Authority)</td> <td style="width: 25%;">Understand Board selection process</td> <td style="width: 25%;">Maintain good rapport with Board</td> <td style="width: 25%;">Attend board meetings when required</td> <td style="width: 25%;">Advise Board of tenant issues</td> <td style="width: 25%;">Act as advocate for tenants</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Understand different types of governance (i.e. Association, Authority)	Understand Board selection process	Maintain good rapport with Board	Attend board meetings when required	Advise Board of tenant issues	Act as advocate for tenants	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4
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	<b>Maintain Office Procedures</b>	<b>Maintain Office Procedures</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Maintain and review tenant files</td> <td style="width: 25%;">Operate office equipment (i.e. fax, photocopiers)</td> <td style="width: 25%;">Demonstrate professional telephone skills</td> <td style="width: 25%;">Respond to public inquiries</td> <td style="width: 25%;">Maintain unit/tenant inventory</td> <td></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> </tr> </table>	Maintain and review tenant files	Operate office equipment (i.e. fax, photocopiers)	Demonstrate professional telephone skills	Respond to public inquiries	Maintain unit/tenant inventory		P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4
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<b>Apply Time Management Skills</b>	<b>Apply Time Management Skills</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Identify tasks to be completed</td> <td style="width: 25%;">Prioritize work</td> <td style="width: 25%;">Schedule work</td> <td style="width: 25%;">Complete or delegate work</td> <td></td> <td></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> <td></td> </tr> </table>	Identify tasks to be completed	Prioritize work	Schedule work	Complete or delegate work			P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		
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<b>Administration</b>	<b>Possess Computer Skills</b>	Possess knowledge of basic computer programs	Possess proficient keyboarding skills	Operate word processing programs	Operate spreadsheet programs	Operate in-house computer programs	Possess basic Internet skills and operate e-mail								
		P	S	4	P	S	4	P	S	4	P	S	4	P	S
<b>Communicate</b>	<b>Communicate</b>	Use effective listening skills	Use effective verbal communication skills	Communicate with people at all levels	Read legal documents and manuals	Write business correspondence and reports									
		P	S	4	P	S	4	P	S	4	P	S	4	P	S
<b>Administer Policies, Programs and Procedures</b>	<b>Administer Policies, Programs and Procedures</b>	Implement NWT Housing Corporation policies, programs and procedures	Recommend policy, program and procedural changes to the Manager	Implement in-house policies, programs and procedures											
		P	S	4	P	S	4	P	S	4					
<b>Legal Issues</b>	<b>Comply With Acts And Legislation</b>	understand and apply the residential tenancy act	Be aware of and comply with	Follow legal guidelines	Apply Conflict of Interest Guidelines										
		P	S	5	P	S	5	P	S	5	P	S	5		



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<b>Legal Issues</b>	<b>Make Applications to the Rental Officer</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Make applications when tenants are in breach of the tenancy act</td> <td style="width: 16.6%;">Provide documentation on breach of tenancy agreement</td> <td style="width: 16.6%;">Receive and process filed applications</td> <td style="width: 16.6%;">Receive notification of hearing</td> <td style="width: 16.6%;">Update file information</td> <td style="width: 16.6%;">Attend hearing and present information</td> </tr> <tr> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> </tr> </table>	Make applications when tenants are in breach of the tenancy act	Provide documentation on breach of tenancy agreement	Receive and process filed applications	Receive notification of hearing	Update file information	Attend hearing and present information	P     S   5	P     S   5	P     S   5	P     S   5	P     S   5	P     S   5	
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Act on rental officer's orders															
P     S   5															
<b>Professionalism</b>	<b>Demonstrate good work habits</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Manage stress</td> <td style="width: 16.6%;">Take direction</td> <td style="width: 16.6%;">Be self-motivated</td> <td style="width: 16.6%;">Be depended-able</td> <td style="width: 16.6%;">Maintain confidentiality</td> <td style="width: 16.6%;">Make effective decisions</td> </tr> <tr> <td>P     S   4</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   4</td> </tr> </table>	Manage stress	Take direction	Be self-motivated	Be depended-able	Maintain confidentiality	Make effective decisions	P     S   4	P     S   5	P     S   5	P     S   5	P     S   5	P     S   4	
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			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Manage time</td> <td style="width: 16.6%;">Perform related duties</td> <td style="width: 16.6%;">Be punctual</td> <td style="width: 16.6%;">Be flexible</td> <td style="width: 16.6%;">Be organized</td> <td style="width: 16.6%;">Work with minimal supervision</td> </tr> <tr> <td>P     S   5</td> <td>P     S   4</td> <td>P     S   5</td> <td>P     S   4</td> <td>P     S   5</td> <td>P     S   5</td> </tr> </table>	Manage time	Perform related duties	Be punctual	Be flexible	Be organized	Work with minimal supervision	P     S   5	P     S   4	P     S   5	P     S   4	P     S   5	P     S   5
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		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Meet deadlines</td> <td style="width: 16.6%;">Use analytical skills</td> <td style="width: 16.6%;">Be responsible</td> <td style="width: 16.6%;">Be a team player</td> <td></td> <td></td> </tr> <tr> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td>P     S   5</td> <td></td> <td></td> </tr> </table>	Meet deadlines	Use analytical skills	Be responsible	Be a team player			P     S   5	P     S   5	P     S   5	P     S   5			
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<b>Professionalism</b>	<b>Demonstrate positive personal attributes and ethical behaviour</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Maintain a positive attitude</td> <td style="width: 25%;">Be honest</td> <td style="width: 25%;">Possess a sense of humour</td> <td style="width: 25%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> </tr> </table>	Maintain a positive attitude	Be honest	Possess a sense of humour		P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	
	Maintain a positive attitude	Be honest	Possess a sense of humour							
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	<b>Respect self and others</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Display tact</td> <td style="width: 25%;">Cooperate with others</td> <td style="width: 25%;">Respond positively to others</td> <td style="width: 25%;">Be courteous</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Display tact	Cooperate with others	Respond positively to others	Be courteous	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4
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<b>Possess cultural and political knowledge</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Practice cross cultural skills</td> <td style="width: 25%;">Be familiar with political situation</td> <td style="width: 25%;">Demonstrate awareness of traditional knowledge</td> <td style="width: 25%;">Possess knowledge of community</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Practice cross cultural skills	Be familiar with political situation	Demonstrate awareness of traditional knowledge	Possess knowledge of community	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	
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<b>Demonstrate leadership skills</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Demonstrate fair, equitable and consistent behaviour</td> <td style="width: 25%;">Be accessible</td> <td style="width: 25%;">Seek professional and technical advice</td> <td style="width: 25%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> </tr> </table>	Demonstrate fair, equitable and consistent behaviour	Be accessible	Seek professional and technical advice		P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		
Demonstrate fair, equitable and consistent behaviour	Be accessible	Seek professional and technical advice								
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**Comments:**

1. Supervisor's comments

2. Expectations for the coming year/workplan

**TENANT RELATIONS OFFICER  
Training Needs Assessment Evaluation Form**

3. Employee goals and objectives

4. Career Goals

# TENANT RELATIONS OFFICER Training Needs Assessment Evaluation Form

5. Recommended training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: