

# HOUSING QUALITY MATTERS

## Client Counselling



# CLIENT COUNSELLING

## Definition of client counselling

A method used to help clients sort out and solve their housing problems, usually accomplished on a one-to-one basis.

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**Describe the most common type of household you serve.**

- What is the typical household size/makeup?
- What is the average of household income in relation to the community, as a whole?
- What are the common problems when making contact with the client?

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What skills, knowledge and traits does a client counsellor/housing adviser need?

*(Program and non-program related).*

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## Questioning Skills

- Focus the discussion on the information you need.
- Use open questions to expand the discussion.
- Use closed questions to prompt for specifics.
- Practice active listening skills.

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## Getting good information from others

Objective:

To use questioning techniques to find out as much as possible about your partner's hobbies or special interests.

- You must use: **2 open** and **2 closed** questions.
- Time allocated – 15 minutes:
  - 5 minutes for speaker to prepare questions.
  - 5 minutes to conduct interview.
  - 5 minutes to debrief with partner.

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## The 4 Ws of a counselling interview

- Why?
- When?
- Where?
- What?

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## The Four Phases of a Counselling Interview

- **Phase 1** - Preparing for the interview
- **Phase 2** - Opening the interview
- **Phase 3** - The body of the interview
- **Phase 4** - Closing the interview



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## Client Types:



- Mr. Big Spender
- Mr. Wannasave
- Mr. Newpay
- Mr. I.O.U. Butt
- Mr. Unfortunate
- Mr. Seasonal
- Mr. Forgetful0



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## Spending Plan

“A plan of how you will spend your money over a set amount of time (also known as a budget).”

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## Step 1

### Calculate income and expenses

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## Step 2 Personalize spending

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## Step 3 Tracking expenses

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## Step 4 Adjustments

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## Three Phases of Arrears Counselling

1. Pre-contact – Preparing for interview
2. Contact – Conducting the interview
3. Post-Contact – Follow-up

Tasks: Identify the tasks performed at this stage.

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## Provide a definition for:

- Housekeeping
- Maintenance
- Repairs



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- **Housekeeping**

- Managing the day-to-day operations of a home.

- **Maintenance**

- Specific tasks that are done on a routine basis, usually performed to prolong the life of the home. Good maintenance practices can reduce the need for costly repairs.

- **Repairs**

- Work required when a part of the home wears out or breaks, as a result of normal wear and tear.

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## Pre-occupancy and occupancy

What do you need to tell or do for the client during these two phases?

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## Post-occupancy

What do you need to tell or do for the client at this phase?

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## Summary Exercise

Please complete one of the following statements:

- One thing I'd like to change that deals with Client Counselling is . . .
- I would like to learn more about . . .
- One resource or supporting role I can provide is . . .
- One thing I can do to assist is . . .