

Resident Liaison Officer (RLO)

A Resident Liaison Officer (RLO) is a professional responsible for facilitating communication and managing relationships between construction or retrofit project teams and residents or tenants in the UK housing sector. They act as a bridge to ensure projects are delivered with minimal disruption while addressing resident concerns, fostering trust, and ensuring compliance with community engagement standards.

Key Responsibilities

1. Communication Management:

RLOs provide clear, timely updates to residents about project timelines, scope, and potential disruptions. This includes distributing newsletters, organising meetings, and offering direct contact points for queries.

2. Conflict Resolution:

They address complaints and mediate disputes arising from noise, access issues, or damage during works. For example, during a retrofit project to upgrade insulation, an RLO might negotiate temporary relocation plans for vulnerable residents.

3. Stakeholder Coordination:

RLOs collaborate with contractors, local authorities, housing associations, and residents to align expectations. In social housing refurbishments, this might involve liaising with subcontractors to ensure accessibility for elderly tenants.

4. Support and Guidance:

They assist residents in understanding technical aspects of projects, such as energy efficiency improvements, and advise on post-work maintenance. For instance, explaining the benefits of new heating systems installed under government retrofit schemes.

Importance in UK House Building and Retrofit Sectors

- **Retrofit Projects:** RLOs are critical in government-backed initiatives like the Social Housing Decarbonisation Fund, where they help residents navigate the complexities of energy efficiency upgrades while minimising lifestyle disruptions.
- **New Builds:** In large-scale housing developments, RLOs ensure compliance with Section 106 agreements by maintaining community relations and addressing local opposition.

The term **Tenant Liaison Officer (TLO)** is often used interchangeably with RLO, particularly in housing association-led projects where tenancy agreements govern interactions