

## **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	H284 – Home Ownership Officer
<b>Grade:</b>	Grade 7
<b>Responsible to:</b>	T418 – Homeownership Manager
<b>Responsible for:</b>	No responsibility for employees
<b>Main purpose of the job:</b>	<p>Implement policies and procedures that support an effective, professional leasehold management service, with a focus on building safety.</p> <p>Ensure the legal requirements of Landlord and Tenant legislation/case law and lease terms and obligations are adhered to.</p> <p>Responsible for the provision, collection and enforcement of ground rents, service charges and administration fees.</p> <p>To be the lead contact on Housing-owned land, dealing with any queries and disputes regarding ownership and determination of land sales as part of the Right to Buy scheme.</p>

### **Main Duties and Responsibilities:**

#### **Leasehold and Shared Ownership**

1. Attend to general correspondence in relation to leasehold matters and complaints, ensuring a high level of professionalism and customer service is maintained at all times. Interpret the terms of the lease and provide guidance for colleagues on leasehold management issues and assist leaseholders in their understanding of their lease and obligations.
2. Undertake visits to leasehold properties in order to carry out health and safety risk inspections; sublet inspections; building alteration consent inspections; lease compliance reviews; and to investigate reports of defects and other matters for which the Council are liable.

3. Contribute to the wider block management function by taking the lead on health and safety compliance of leasehold properties, whether owner occupied or sublet, ensuring gas and electrical systems are serviced/inspected periodically and sublet properties meet the requirements of Landlord & Tenant/Housing Act legislation as well as the Decent Homes Standard.
4. Draft and issue formal Notices as and when required in accordance with legislation and lease provisions to achieve building safety aims (including Access, Request for Information, Repairs Notices and Breach of Lease Preliminary Warning Notices).
5. Update and maintain leasehold records and plans, ensuring all information is accurate and has full supporting documentation. Maintain accurate written and computerised records of progress and outcomes for all casework.
6. Manage anti-social behaviour cases where the Leaseholder is either the complainant or perpetrator in line with Council procedures and current legislation.
7. Process all leaseholder applications requiring permission under the lease agreement (including enfranchisement applications). Respond to requests within set timescales, obtain technical advice, and raise administration charges as necessary.
8. Implement collection of annual service charges and ground rent, ensuring billing is compliant with the strict rules/deadlines contained in statutory legislation. Assist with the collation and apportionment of costs incurred by the Council which are recovered under the terms of leases from leaseholders. Assist with the presentation of Service Charge Accounts for audit and full annual certification in line with the relevant legislation.
9. Advise on the legislative requirements for leaseholder consultation in respect of major works and qualifying long-term agreements. In the event of the need for Dispensation from consulting, carry out all necessary elements of the process. Administer and monitor a sinking fund for major works if required.
10. Undertake Section 20 Consultations in accordance with the procedures and timescales contained within statutory legislation. Issue all statutory notices, have due regard to observations and provide supporting information as required. Reconcile all costs to the contract and fees and in coordination with the Home Ownership Manager, ensure accurate controls for audit and billing purposes.
11. Maintain a register of sublet properties and ensure the Council holds complete records and contact details of all occupiers for building emergency purposes.

12. Prepare estimate service charges for the production of the Right to Buy offer notices, and advise on the determination of land sales.
13. Prepare information for Leasehold Property Enquiry packs for Solicitors and respond to enquiries in relation to the sale, assignment and purchase of a leasehold property.
14. Negotiate then draft and execute payment plans for repayment of arrears with debtors in line with the Council's policy and procedures. Refer cases to Legal Services for recovery action following exhausting debt enforcement procedures and assist with First Tier Tribunal (Property Chamber)/County Court Applications. Identify and propose cases for write off to the Home Ownership Manager.
15. As and when required, assist with the drafting and submitting of applications (or defending Leaseholder initiated applications) to the First Tier Tribunal (Property Chamber) for leasehold related matters, such as Section 20 Consultation Dispensations, Breach of Lease Applications and Section 19&27A Reasonableness of Service Charge debt enforcement cases.
16. Ensure that leaseholders are engaged, have the opportunity to influence the service and participate in decision making that relates to their home and neighbourhood.

## **Land and Property**

17. Produce accurate and detailed plans of land and property to be sold in accordance with HM Land Registry guidelines, ensuring that all easements are identified and any potential issues are highlighted with both the purchaser, Homeownership Manager and Legal Services.
18. Advise all departments and external stakeholders in regards to Housing land, property sales and acquisitions.
19. Provide property measurements for Housing owned stock (General Needs, Shared Ownership, Leasehold, & Independent Living) when requested.
20. Obtain Housing solar panel meter readings and communal electricity meter readings when required and submit these to the relevant teams.
21. Liaise with the Council's GIS Officer to ensure that information held on Council mapping systems remains up to date following sales or acquisitions.

## **General**

22. Provide guidance and information about affordable housing schemes such as Right to Buy,

discount market sale, shared ownership and First Homes, and, if required, process any applications received.

23. Develop and maintain effective working relationships with other Council staff and a variety of statutory and voluntary agencies.
24. Attend any meetings with tenants, leaseholders or other stakeholders where required, including out of office hours.
25. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Duties will include attendance at evening meetings and/or work outside normal office hours.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of H123 – Home Ownership and Housing Land Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.