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|  | | | | JOB DESCRIPTION | | | | | Form JD1 |
| JOB TITLE: Leasehold Management Officer | | | | | **POST NUMBER:** | | | | |
| **REPORTS TO:** | | | | | Housing Management Team Leader (Accounts & Assets) | | | | |
| **DEPARTMENT:** Housing | | | | | GRADE: 7 | | | | |
| **JE REF:** | | | 0039 | | PANEL DATE: | | | 18/05/2022 | |
| 1. | **MAIN PURPOSE OF JOB**  The post holder will play a central coordination role within their allocated area of Housing Management, ensuring that all **administrative processes and management reporting** functions run efficiently and enhance the efficiency, quality and professionalism of the service.  They will play a critical role in analysing performance information to identify areas of risk and poor performance and make recommendations to mitigate risks and improve performance  They will be responsible for ensuring that CYCs capital programme takes into account CYC Leaseholders and meets the statutory requirements set out in Housing Act 1985; which will involve, client liaison, progress reporting, statutory consultation, handover of properties and dealing with leaseholders when issues arise.  In addition, they will:   * ensure all statutory Right to Buy documents are accurate and processed in a timely manner * ensure all Leasehold/Shared Ownership documentation and additional covenants are in place and utilised correctly * To provide a customer focused leasehold management, shared ownership management, Right To Buy administration and garage management, providing excellent customer service standards with the aim of resolving queries at first point of contact. | | | | | | | | |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES**: | | | | | | | | |
|  |  | **Statutory Consultation Management -** to achieve this by the effective management of Section 20 process relating to cyclical and planned maintenance services effecting general stock and Shared Ownership Leaseholders to ensure that CYC revenue is maximised in line with legislation.  To participate in regular contract meetings with Capital Projects and contractors.  To liaise with Capital Projects, customer support team, and contractors to ensure Leaseholders of all tenure are kept fully informed of works before, during and after completion.  To work with Customer Care Team to ensure effective management of new properties that are brought into housing (stock) under the Housing Delivery Programme and any affordable home programmes in the future.  To monitor progress and report, and assist with producing KPI, performance data.  To seek resident feedback on contract delivery and make recommendations on areas for improvement.  **Annual Service Charge Management**  To liaise with Housing Repairs and Business Intelligence to obtain breakdown of repair jobs logged for communal areas and buildings that effect CYC leaseholders.  Ensure that repair reporting is transparent and accurate by producing quarterly repair statements for CYC Leaseholders of all tenures.  Co-ordinate the annual service charge billing invoices using Housing Management systems, to ensure that CYC revenue is maximised  Ensure that the service charge process complies with the statutory regulation.  Monitor service charge arrears (and where required) liaise with CYC Debtors in recovery of arrears as outlined in CYC Leasehold Policy and statutory regulation  Manage Leaseholder and Shared Ownership queries regarding service charge bills. Assess validity of the queries by liaising with Housing Repairs and adjusting service charge bills accordingly.  Complete affordability assessment where customers claim financial hardship due to large service charge bills, providing a range of flexible payment options. | | | | | | | |
|  |  | General Leaseholder / Shared Ownership Management   * Being a point of contact for colleagues and customers on the lease(s), current leasehold legislation, policy and practice. Including the training of other staff in relation to the duties of the post. * Responsible for the recovery of service charges. * Take lead on issues such as, but not limited to, Shared Ownership stair-casing and statutory consultation process * Deal with applications requiring permissions under the lease * Regularly checking and maintaining accuracy of customer records and ensure customer information is up to date, accurate and complies with legislation. * Provide an accurate, specialist advice service covering lease terms and legislation, investigating suspected breaches/disputes and where appropriate taking action. * Inform, consult and engage with leaseholders and staff on service development and other relevant matters including promotion of the service. * Work with leaseholders and shared owners to ensure they have the opportunity to influence the service and participate in the decision making process that relates to their home, estate and community * Prevent unauthorised sub-letting of Leasehold flats and take action where this is already happening * Raise repairs to communal areas as and when reported by leaseholders * Attend Leaseholder Forums, Panels and Scrutiny Panel, which may require working outside normal office hours * Undertake Leaseholder property and communal area inspections to ensure that the terms of Leases are maintained | | | | | | | |
|  |  | Right To Buy   * Assess and process all right to buy applications made to the City of York Council and other organisations that have procured this service in line with legislation and guidance. Issue notices as required within the statutory timescales. Liaise with solicitors, surveryors, District Valuers and financial companies As required * Liaise with Property Services, Housing Repairs Insurance and Public Realm to prepare accurate S125 offer notices in order to maximise CYC revenue. * Conduct necessary Right to Buy fraud checks. Refer cases to CYC anti-fraud team and assist them in the investigation. * Undertake tenancy check vistis to confirm the tenant is living at the property, identify alterations and repairs. Ensure that the customer is fully aware of the consequences of RTB and their responsibilities of becoming a leaseholder – when appropriate. * Prepare statutory RTB letters for customers within the timelines set out in legislation ensuring CYC are not subject to financial penalties. * Assess merits of customer Right to Buy appeals and provide report to Housing Team Leader for submission to appeals Tribunal if required | | | | | | | |
|  |  | Garages  Maintain and manage the waiting list for council garages including allocation and letting.  Monitoring and managing of garage rent accounts., including recovery of rent arrears ensuring that income for CYC is maximised  Arranging visiting of garages to check on the state of repair and any items left when void. | | | | | | | |
| 3. | SUPERVISION / MANAGEMENT OF PEOPLE No. reporting - | | | | | | | | |
| Direct: 0 | | | | | Indirect: 0 | | | |
| 4. | CREATIVITY & INNOVATION  * Work creatively to identify areas where the leasehold, shared ownership, Right To Buy and garage services could be improved using a variety of tools e.g. research, attending training and conferences, using own knowledge and experience, benchmarking the service against similar authorities * Contribute to improve process and practice across leasehold, shared ownership, Right To Buy and garage services, consulting with stakeholders in doing so. * Responsible for updating and developing the Leasehold and right to buy content on the Council’s web page and ensuring it is user- friendly * Ensure customers are regularly informed on all leaseholder, shared ownership and right to buy matters * Able to interpret new rules and legislation in respect of the leaseholder/shared ownership and right to buy functions and ensure that new legislation is adhered to. * Deliver training sessions and help train staff on Leasehold, shared ownership, RTB and garages as needed .i.e. induction or training hours. * Innovatively market garages across a range of media to maximise income and minimise losses through lack of demand | | | | | | | | |
| 5. | CONTACTS & RELATIONSHIPS CYC legal services – frequent contact passing information in line with processes and seeking advice when needed  CYC Customer Care Team – as part of Shared Ownership management transition from purchase to management  CYC finance – frequent contact regarding leaseholder billing and updates on arrears.    CYC property services – regular contact to establish RTB valuations and to discuss boundary disputes.    Other local authorities and social landlords – sharing good practice and benchmarking the service.  External legal professionals – provide advice and information on leasehold and RTB properties i.e. leaseholder details, service charges, outstanding charges, LPE1 statutory document  External finance companies – during the RTB process and also as part of any forfeiture for Shared Ownership or Leasehold properties  Customers – Daily contact via service requests and formal attendance at customer forums including complaints, legal disputes and billing queries.  Housing asset management team – regular contact on planned and reactive capital works and reactive repairs.  A key requirement for this role is excellent negotiation skills and the ability to develop successful working relationships. Critical to the success of the role will be the requirement to pursue senior managers and other departments for information and the completion of tasks. They will require the skills and confidence to persuade and negotiate with those more senior than themselves.  Councillors / MPs – provide information to and answer queries from councillors and MPs; | | | | | | | | |
| 6. | DECISIONS – discretion & consequences Responsible for determining the eligibility of customers under right to buy legislation and the level of discount to be applied.  Responsible for referring potential frauds cases to CYC Fraud team  Responsible for ensuring that RTB applicants are aware of future property repair obligations. Ensure that future Leaseholders are provided with advice in basic English on the financial contributions required of them under the terms of the lease  Responsible for checking and ensuring the service charge fees are paid and taking required action where arrears occur.  Agree flexible payment options for customers with large service charge bills who are experiencing financial hardship.  The post holder will make decisions regarding the accuracy of information; they will be required to ‘sense check’ all information to ensure it is accurate and fit for purpose.  Responsible for checking and ensuring housing asset management repair charges are applicable, fair and reasonable and will refer disputes to the team leader for decision on amendment or waiver. This ensures that customers see that their views are considered and can avoid the need to apply to the First Tier Tribunal for a decision.  Responsible for continuously improving the leasehold and shared ownership service in conjunction with the Leaseholder Forum and Panel. Analysing feedback and data and where appropriate, implementing changes to the service to reflect continuous improvement and best practice.  Able to plan own work and ensure that service charges are calculated and checked within a tight timescale and prepare and send out invoices and statements at the end of the financial period. The consequence of statements not being calculated correctly or sent out late could be that the council are unable to recover the charges or an appeal is made to the First Tier Tribunal.  Responsible for proactively identifying relevant best practice and new legislation and implementing any resulting service improvements.  The post holder is responsible for calculating the service charge and for presenting and justifying the charges in a fair and transparent manner so that customers are able to understand and identify charges applicable to their property. This helps to ensure that customers do not delay the payment of their charges because they are disputing the charges.  The post holder will contribute to service plans by advising their line manager on issues relating to their specialist area.  On a day to day basis the post holder is responsible for making decisions, interpreting requests and information sources and making value judgements in their specialist area. Decisions will be made with limited input from others as working in a busy operational environment there will be limited advice available and decisions will need to be made quickly.  **Consequences**  There are significant financial consequences to the decisions made by the Housing Asset Officer as they will are responsible for ensuring Revenue is recovered through Section 20 consultation process and determining if service charges are accurate. Failure to ensure costs are fully recovered will have an impact on the Housing Revenue Account.  They will be responsible for ensuring that valuations for properties sold through Right to Buy are maximised  Failure to ensure statutory Right to Buy timescales are met may result in CYC facing financial penalties | | | | | | | | |
| 7. | RESOURCES – financial & equipment (Not budget, and not including desktop equipment.)  Description  None | | | | | | Value | | |
| 8. | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work Demands Work is subject to deadlines and the post holder must ensure these are met. The post holder will need to prioritise workloads to be able to respond to customer queries as well as meeting deadlines and targets.. Physical Demands Normal office environment. Working Conditions Office based most of the time.  Home visits will comprise approximately 10% of the working week as part of the RTB process – undertaken in line with CYC Lone Working Policy  Regular attendance at Leaseholder Forums, Panel and Scrutiny Panel, outside normal office hours  Travelling about the city to diverse sites to inspect garages or visit leasehold properties Work Context Challenges and aggressive contact with customers unhappy with bills or service. | | | | | | | | |
| 9. | EXPERIENCE, KNOWLEDGE & SKILLS  * Ideally possesses Housing related degree but as a minimum will have GCSE English Language and Mathematics or equivalent, or be able to clearly demonstrate a high standard of written and verbal communication, numeracy and competence when dealing with statistics. * Experience of delivering an effective service in the areas related to the role * Knowledge of leaseholder/shared ownership management, legislation and caselaw * Thorough knowledge of Section 20 consultation processes * Able to interpret complex legislation and provide advice on this in plain English * Able to demonstrate sound knowledge of accepted good practice in housing fraud investigations and prevention within social housing * Housing or other relevant qualification desirable. * Essential to have experience of working in a customer- focused environment and be able to demonstrate excellent customer care skills. * Excellent customer service skills * Ability to draft / amend documents to adhere to current legislation with minimum supervision. * Ability to handle difficult and challenging customer interactions with confidence, tact and diplomacy. * Positive problem solving approach with the ability to work in what can be challenging or emotive situations * Ability to explain complex or contentious issues in ways that are easily understood, tailoring responses to individual needs * Excellent negotiating and influencing skills which achieve results * Ability to maintain and operate computer systems specific to the role to ensure accurate data input and retrieval. * Excellent ICT skills with the ability to use a wide range of PC applications, software packages and information systems. * Excellent written and verbal communication skills. * Highly numerate and with experience of managing accounts and billing processes. * Ability to prioritise own workload. * It is essential to have the ability to interpret legislation. * Ability to deliver training to staff when needed. * Must have a commitment to equal opportunities and diversity in the workplace.   **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 -** Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.  This post requires the post holder to undertake a basic criminal record check via the Disclosure and Barring Service. | | | | | | | | |
| 10. | Position of Job in Organisation Structure  |  | | --- | | Job Reports to:  **Housing Management Team Leader (Accounts & Assets)** |  |  |  |  | | --- | --- | --- | | Leasehold, Right to Buy and Garage Officer |  | Active Communities Officer: | | | | | | | | | |