

Job Description

JOB TITLE:	Leaseholder Officer
GRADE:	6
REPORTING TO:	Strategic Asset Manager
RESONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

To provide an excellent, compliant leasehold service that ensures all statutory/contractual obligations are met, service charges are accurately set and recovered, customer queries are resolved promptly, and communal areas are managed effectively. You will be the organisation's subject matter expert for all leasehold matters, Section 20 consultations and service charge recovery, supporting the organisation's asset strategy and financial performance.

MAIN DUTIES & RESPONSIBILITIES

Your main duties and responsibilities include:

1) Leasehold Services

- Act as the first point of contact for leaseholders and freeholders, delivering timely and accurate advice around lease obligations, service charges, repairs responsibilities, alterations, consents and our policies.
- Manage a caseload of complex enquiries and disputes, negotiating pragmatic resolutions and escalating to legal services where necessary.
- Undertake visits to leaseholders to carry out inspections, resolve queries and commence enforcement action where required.
- Issue statutory notices and correspondence, including but not limited to, ground rents, service charge actuals/estimates, Section 20 consultations, Section 21 summary of rights and obligations etc.
- Deal with general correspondence on all leasehold issues and complaints, ensuring a high level of professionalism and customer service is always maintained.
- Manage applications for alterations and/or consents in line with lease terms and our policies including, but not limited to, subletting, pets, major works etc. responding to

requests within set timescales, obtaining technical advice, and raising administration charges as necessary.

- Prepare information for Leasehold Property Enquiry (LPE) packs and respond to enquiries in relation to the sale, assignment and purchase of a leasehold property. This will include reviewing and approving LPE1/LPE2 enquiries and supporting conveyancers to complete transactions efficiently.
- Assist leaseholders with their right to collective enfranchisement, liaising with legal services as necessary.

2) Service Charges & Income

- Contribute to annual service charge budgets, ensuring apportionments align with lease terms and that cost allocations are transparent and auditable.
- Be responsible for the provision and collection of annual service charges and ground rents, preparing and issuing estimates and actuals, managing adjustments, credits/debits, and dealing with challenges or First-tier Tribunal (Property Chamber) applications with legal services as and when required.
- Assist with the collation of communal lighting and grounds maintenance fees.
- Monitor arrears, agree payment arrangements, and progress recovery actions in line with our policies, ensuring that you always balance customer care with financial stewardship.
- Negotiate and monitor special arrangements for repayment of arrears with debtors in line with our policies and procedures referring leaseholders to relevant teams for assistance and liaising with legal services for recovery action where necessary. You will monitor progress in a timely manner and identify and propose special cases for write-off.
- Administer and monitor a sinking fund for major works.

3) Consultations and Compliance

- Maintain accurate leasehold records, registers, plans, and case notes and have appropriate systems and procedures in place.
- Maintain accurate written and computerised records for all casework progress and outcomes, alongside full supporting documentation.
- Ensure leaseholders comply with their lease terms and requirements under the Landlord & Tenant Act 1985/1987, the Commonhold and Leasehold Reform Act 2002, as well as other related guidance and case law.

- Be proactive in maintaining current knowledge of leasehold management issues to raise awareness across the organisation of potential risks and ensure believe housing are positioned to respond effectively and appropriately to changes in legislation and best practice.
- Advise on the legislative requirements for leaseholder consultation in respect of major works and qualifying long-term agreements.
- Lead and coordinate Section 20 consultations for qualifying works/services, preparing scoping schedules, drafting notices, managing observations, and maintaining evidence trails. Complete each stage of the consultation process within timescale, ensuring observations and nominations are formally recorded and raise accounts for works on completion, ensuring payment is made within reasonable timescales.

4) Collaborative Working

- Develop and maintain effective working relationships with a variety of stakeholders.
- Provide advice and guidance to colleagues about lease terms and leasehold management issues.
- Be proactive in raising awareness of leasehold management responsibilities across the organisation ensuring front line and support teams have the knowledge and understanding of believe housing's repairs and maintenance responsibilities.
- Liaise with both the Property Repairs and Neighbourhoods teams to ensure communal repairs, cyclical works and planned investment are correctly specified, delivered, and charged.
- Work in partnership with Property Repairs to ensure repairs performance matches our service standards and customer expectations. Ensure repairs are correctly allocated and apportioned to premises.
- Provide advice to colleagues around leaseholder/freeholder responsibilities, access, major works planning, and asset disposals/variations.
- Assist surveyors with Section 20 timing, procurement routes, and leasehold compliance risks.
- Assist with the preparation of estimated service charges to produce Right to Buy and Right to Acquire offer notices

5) Disputes, Litigation & Tribunal Support

- Prepare robust case files and witness statements and instruct and liaise with legal services around any tribunal/court matters as and when required.

- Represent the organisation at leaseholder meetings, mediations, and (as appropriate) hearings, ensuring professional conduct and clear evidence is always provided.
- Manage and investigate any issues of anti-social behaviour where a leaseholder is either the complainant or perpetrator in line with relevant policies and legislation.

6) Customer Experience & Continuous Improvement

- Own the end-to-end customer journey for leasehold enquiries, ensuring service standards are met within complaint timelines and that leaseholders understand obligations upon them and believe housing under the terms of their lease.
- Ensure leasehold customers are engaged and can influence our services and that they can participate in decision making relating to their home and neighbourhood. This includes attending meetings out of hours
- Analyse customer feedback, arrears trends, and consultation outcomes to identify service improvements.
- Contribute to leasehold policy/procedure updates and training across the organisation.
- Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people.

No role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Strategic Asset Manager.

Person Specification

Experience, Skills and Qualifications

- NVQ Level 4 qualification or the ability to demonstrate transferable relevant experience.
- Preferably with evidence of further Continued Professional Development.
- Experience within a similar role.
- Strong understanding of leases, service charge regimes, Section 20, landlord/tenant responsibilities, and relevant UK housing legislation and regulation.
- Demonstrates a working style that complements multi-disciplinary team working with strong communication skills, both verbally and in writing.
- Proven ability to effectively analyse and process property performance data, effectively manage budgets and ensure value for money.
- Ability to manage the successful delivery of projects.
- Experience of analysing and interpreting data.
- Preferably with experience of working with a variety of stakeholders taking feedback on board and using it to influence decisions.
- Strong communication skills, both verbally and in writing, with the ability to produce good quality written technical reports including presentation skills.
- Excellent negotiating and problem-solving skills, with an ability to influence and persuade to achieve positive outcome.
- Effective use of IT and media as appropriate.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- The ability to manage own workloads to ensure performance targets achieved.
- Well organised; flexible, committed, enthusiastic and innovative.
- Full UK driving licence and ability to be mobile.