

## Role profile

<b>Job Title:</b>	<b>Home Ownership Officer (Sales &amp; Alterations)</b>	<b>Grade:</b>	<b>9</b>
<b>Department:</b>	<b>Home Ownership Services</b>	<b>Post no.:</b>	
<b>Directorate:</b>	<b>Housing and Environment</b>	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	<b>Home Ownership Team Leader</b>
<b>Direct reports:</b>	<b>None</b>
<b>Indirect reports:</b>	

## Job description

### Purpose of role

- Responsible for the Right to Buy (RTB) process, admitting RTB applications in line with legislation and managing cases to completion within statutory timeframes. Also ensuring that if a RTB property is sold back to the council that the discount liability is discharged.
- Responsible for approving applications for Landlord's Consent and/or Deeds of Variation in accordance with the terms of the lease for alterations to properties and taking enforcement action where required
- Responsible for processing statutory and contractual applications for lease extensions and collective freehold sales
- Responsible for processing Home Ownership Schemes including New Build Sales, Shared Ownership, Staircasing, and for the re-purchasing of properties via the Right of First Refusal or voluntary purchase and for assessing applications for discount postponement requests under the provisions of Section 156 of the Housing Act 1985
- Responsible for dealing with Re-sales of Shared Ownership properties through to completion.
- Responsible for responding to Pre-Sales enquiries and providing property and account information to solicitors and mortgage lenders with copies of relevant information.

- Responsible for office administration including the distribution of electronic post, from the generic email inbox, the online portal, and the batch index, and for raising purchase orders and managing invoices. Responsible for purchasing stationery and purchasing specialist office equipment.
- Providing high quality advice to senior management, staff, and residents to ensure the specific needs of customers are considered.

## **Key accountabilities**

### **Right to Buy**

- To determine eligibility of applicants for the Right to Buy scheme in accordance with Part V of the Housing Act 1985 (as amended) by verification of information both internally and externally with other organisations.
- To determine service charges and major works costs from databases and obtain any other relevant information and instruct valuers to determine the valuation of property. To identify cost floor and determine whether previous discount has been given.
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- To serve Statutory Notices including RTB2s, Offer of Sales and S125E in compliance with Part V of the Housing Act 1985 (as amended) ensuring information is complete, accurate and served within timelines.
- To proactively investigate anomalies and work with internal and external departments including Tenancy Management, Audit and investigation, valuers, and legal services to identify, prevent and prosecute fraudulent applicants.
- To instruct and liaise with the District Valuer where a determination is requested.
- To prepare cases for and instruct legal services obtaining necessary consents. To respond to internal and external solicitor enquires.
- To terminate applications promptly where no response is received or in accordance with tenants' instructions.
- To formalise completion processes when sale is complete.
- To maintain records of all applications ensuring accuracy using manual and computer-based systems.
- To compiling monthly/periodic statistical data

### **Alterations**

- To consider and approve applications for alterations and determine feasibility in accordance with policies, contractual regulations and impact on structure and neighbours.
- To proactively consult neighbours and stakeholders both internal and external and consider objections.
- To instruct Legal Services to complete sales and finalise deeds of variations.
- To liaise with Planning and Building Control and investigate unauthorised alterations and take enforcement action.
- To maintain records of all alterations and inform key stakeholders.

## **Lease Extensions and Freehold Sales**

- To validate and process statutory applications for lease extensions served under Section 42 of the Leasehold Reform Act 1993.
- To validate and process applications for Collective Enfranchisement served under Section 13 of the Leaseholder Reform Act 1993 or under covenants granted in the lease.
- To instruct and liaise with valuers and solicitors, maintain records of all completed matters, and inform key stakeholders.

## **Pre-Sales Enquiries**

- To obtain and validate property and service charge account information for pre-sale packs liaising with the relevant departments.
- To respond to further queries/questions from solicitors within Service Level Agreements (SLA)
- To maintain a good understanding of the Building Safety Act 2022 including Landlord Certificates and EWS1 Certificates
- To obtain leases, transfers and Title documents from Land Registry and interpret and advise on covenants and conveyance plans.

## **Home Ownership Schemes**

- To process Home Ownership Schemes including Shared Ownership and Rent to Mortgage sales and staircasing cases in accordance with statutory or contractual obligations.
- To manage newbuild sales in liaison with sales agents, solicitors, project managers and finance, ensuring property and purchaser details are recorded, property documentation is supplied, completion statements are drafted, new rent and service charge accounts are created, and details of the financial transaction noted.
- To manage newbuild defects and matters arising during the Defects Liability Period (DLP) from handover. To raise repair orders and liaise with contractors, employer's agents, and project managers to ensure swift resolution.
- To process Right of First Refusal offers, consult with internal stakeholders, and issue counter notices within statutory deadlines.
- To instruct and liaise with valuers and solicitors and other Council departments.
- To instruct the District Valuer where a determination is requested.
- To consider applications for the postponement of the Right to Buy discount sharing charge in accordance with Section 156 of the Housing Act 1985. To review quotes for works and mortgage offers and determine permissible equity to ensure the discount charge remains secured. To instruct and liaise with solicitors to issue compliance certificates.
- To receive and consider applications for the right of first refusal and voluntary repurchases, in liaison with the regeneration team and temporary accommodation team and manage cases to completion.
- To calculate and provide details of all outstanding charges relating to the property including any pending under S20 of the Landlord and Tenant Act 1985 to ensure all liabilities are discharged on or prior to completion.

- To investigate subletting and issue compliance notifications. To review applications for Selective Licencing.
- To maintain, upload and update leaseholder diversity and contact details.

## **Post**

- To provide cover for the other members of the Home Ownership (Sales & Alterations) Team, and log and distribute correspondence, raise purchase orders and invoices, raise requisitions for office supplies and archive or retrieving documents.

## **General**

- To provide detailed advice to customers, representatives, staff, and management and respond to enquiries and complaints about all areas of responsibility.
- To ensure a customer focused service with complaints minimised.
- To ensure that all work is completed and maintained accurately using manual and electronic based systems within deadlines.
- To operate within a performance management framework to ensure that the service objectives are met or exceeded using best practice and best value principles.
- To attend meetings at the request of residents including consulting bodies and the Leasehold Forum (ECLA) as required (including evenings and Saturdays) and be the point of contact.
- To represent the Council in related matters at the First Tier Tribunal (FTT) and the County Court.
- To actively take part in team meetings, Appraisals, and other management meetings.
- To provide cover and undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post-holder may be required to undertake duties at this level elsewhere within the service.
- To comply with Ealing Council code of conduct, Equality and diversity policy and health and safety policy.
- Create Procedures for each aspect of the job and keep them updated.
- Be the point of contact for the garage management (SPS) company for any queries, keeping them updated about garage sales.

## **Key performance indicators**

- Right to Buy applications processed within statutory deadlines.
- Lease Extensions and Collective Freehold sales processed within statutory deadlines.
- Alteration applications, complaints, correspondence, and general enquiries responded to within corporate targets.
- Requisitions, purchase orders and invoices processed within corporate deadlines.
- Statistics complied within corporate deadlines.

### **Key relationships (internal and external)**

- Teams, Managers and Heads of Service within Housing
- Asset Management, Compliance, Regeneration, Legal Services, Audit and Investigation and other Internal Council departments and teams
- External contractors and Solicitors
- External organisations, Business partners and other Local Authorities
- Residents
- Members

### **Authority level**

- **People:**
- **Policy:** Be responsible for approving or denying applications for the Right to Buy, alterations, lease extensions and freehold disposals.
- **Financial:** To raise Purchase Orders and Invoices.
- **Contractual:** Be responsible for instructing Legal Services and contractors for actions within this post's responsibilities

## **Person specification**

### **Essential knowledge, skills, and abilities**

1. Knowledge of, and the ability to interpret and apply, Part V the Housing Act 1985 (as amended)
2. Knowledge of, and the ability to interpret and apply, Part 1, Chapters I and II of the Urban Development and Leasehold reform Act 1993.
3. Knowledge and experience of affordable housing schemes and sales
4. Knowledge of, and the ability to interpret and apply terms and conditions of the lease
5. Ability to carry out research and investigate cases (including complaints), analyse, and evaluate data, make, and justify decisions and draw up statistical and narrative for managers.
6. Ability to deal with difficult and contentious situation in a composed and professional manner and to ensure that homeowners' concerns and disputes are reviewed, investigated, and resolved in a timely and appropriate manner.
7. Experience of working in a multidisciplinary customer focused team within an equal opportunities' framework

8. Experience of working within a performance management framework, appraising performance, and meeting targets.
9. Excellent communication skills, both written and verbal and proficient in IT demonstrated by the ability to draft correspondence without supervision; the ability to compile information into simple factual literature; and the ability to explain complex rules to service users
10. A track record of identifying, initiating, and implementing service improvements and innovation.
11. Ability to use to a good standard, software packages including Microsoft Windows, Word, Excel, Outlook and learn how to use in house applications.

**Essential qualification(s) and experience**

1. Experience of working within a housing or office environment
2. Experience of delivering customer focused services.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place.</li> <li>• Can see and appreciate things from a resident point of view.</li> <li>• Understands what people want and need.</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time.</li> <li>• Is open and honest.</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas.</li> <li>• Challenges constructively and respectfully listens to feedback.</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost.</li> <li>• Brings in ideas from outside to improve performance.</li> <li>• Takes calculated risks to improve outcomes.</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making.</li> <li>• Makes things happen.</li> <li>• Acts on feedback to improve performance.</li> <li>• Works to high standards</li> </ul>