



Leasehold Consultation Officer

Reports to:	Leasehold and Consultation Manager		
Department:	Housing Services	Grade:	PO1
DBS Status:	DBS check not required.	Politically restricted:	No

Job Purpose:

The Leasehold Consultation Officer role is an established posts within Housing and Resident Services. The post currently vacant (existing post-holder is currently acting up as Leasehold Consultation Manager).

This role plays a vital part in delivering the Council's statutory leasehold consultation duties, particularly around major works and service charges. It also ensures we meet our legal obligations under Section 20, helping to reduce the risk of leaseholder challenges, unrecoverable costs, and delays to planned works.

Provide a comprehensive leasehold consultation service on a patch basis or any other designated area.

Manage end to end a caseload of all leasehold enquiries, coordinating the response and effective resolution- acting as the sole agent between leaseholder and council.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Develop and maintain knowledge of the legislation and best practice in relation to leasehold consultation and leasehold management.
2. To provide prompt and accessible consultation services for Leaseholders including; the calculation of service charges; major works billing; reserve fund; shared ownership rent and ground rent.
3. To plan and successfully deliver a range of leaseholder statutory consultation documentation that includes details of works, potential timescales and calculation of charges.
4. Ensure leaseholders' observations during the consultation period are responded to, within time limits, liaising with the relevant staff in other departments.
5. To be responsible for key decisions during the co-ordination and delivery of section 20/20b consultations in accordance with statutory timescales and notifications. Ensuring that these are carried out in accordance with the lease.
6. To work in collaboration with colleagues in the Leasehold Income Team to calculate annual and major works service charges to produce estimated, interim and actual invoices which

are accurate, reasonable, and in accordance with legislation and local procedures and policies.

7. To collate all financial records pertaining to communal and structural expenditure in relation to property service charges and major works and be responsible for the high level of accuracy and maintenance of financial information provided for the calculation of service charges and major works.
8. To carry out necessary actions for the production of service charges, major works, ground rent and shared ownership rent.
9. To liaise with the Property Services team to support the calculation and issuing of Section 20 notices to protect the financial position of the landlord.
10. To record and report any errors or inaccuracies within the accounting processes and financial recording systems, and to implement any appropriate improvements to ensure an efficient service.
11. To provide appropriate background information and to perform necessary calculations for all service charge and major works enquiries, including Section 125 offer notice information.
12. To attend consultation meetings with Property Services Colleagues to provide technical advice about the section 20 process. Ensure all plans and associated documentation is available in advance of meetings and collate post-meeting feedback reports for internal departments.
13. To provide expert Leasehold advice and guidance to Neighbourhood Housing Managers and frontline housing teams and ensure relevant information on Leaseholder matters is shared across the business in order for housing teams to deliver an effective leaseholder service.
14. To prepare relevant information and documentation to support any legal, court or tribunal proceedings.
15. To represent the Council; collating information, providing support and guidance to all necessary parties for cases at Property Tier tribunal, county court and forfeiture cases in relation to service charge disputes or any other leaseholder matters.
16. Facilitate leaseholder's requests to inspect specifications, ensuring photocopies are provided if required and that any queries arising from the inspection are responded to.
17. Update the housing management system regularly to keep casework updated and to respond to complaints and members' enquiries with regards to all elements of the role with a solution-focused and positive attitude.
18. Deliver the promise of 'Every visit counts' by checking interests of other areas including rent collection, property services, community wellbeing and other areas of the council.
19. Support the Council's channel shifting ambition, by promoting online transactions.

20. Offer proactive resolution of customers' complaints and members' enquiries regarding the service ensuring all issues are remedied and a formal response is provided concluding the case within the legislative framework.
21. Engage in organisational change activities and actively look for ways to improve service efficiency and develop a continuous improvement approach in service delivery.
22. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
23. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
24. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
25. Undertake any other duties commensurate with the general level of responsibility of this post.
26. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
27. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Demonstrable knowledge of the Section 20 consultation processes.
2. Demonstrable knowledge of preparing for and presenting evidence at a First Tier Tribunal (Property Chamber) and County Court.
3. Understanding of at least one of the following housing acts or legislation and how they pertain to leasehold management:
 - Leasehold Management Legislation
 - Right to Buy and LVT procedures
 - Landlord and Tenant Act 1985
 - Common-hold and Leasehold Reform Act 2003

An understanding of housing and service charges legislation and the legal processes which govern the resolution of disputes.

4. Understanding of the Social Housing Regulation Act and Building Safety Act 2023.
5. Good understanding of Microsoft packages and excel.

Experience

6. Experience of delivering successful consultation programmes.
7. Experience of speaking clearly and concisely in front of audiences and to a wide number of stakeholders.
8. Experience listening to customers views and acting upon them.

Skills and Abilities

9. Finds creative ways of delivering results which go beyond what is expected wherever possible.
10. Ability to communicate clearly and concisely, orally and in writing with a wide range of people, including Councillors, contractors and other agencies.
11. Ability to interpret and explain to a range of audiences' relevant legislation and complex legal documents such as leases.
12. Demonstrate the ability to work as a team towards common goals, creating a sense of team spirit.
13. Highly self-motivated with the ability to plan work effectively without high levels of supervision.
14. Ability to work 'on the go' using mobile technology.
15. Ability to facilitate online customer engagement activities.
16. Problem solving and decision making - ability to deal with potentially complex situations within a busy workload, mitigate risks to customer and organisation, and achieve positive outcomes.
17. Flexible approach with the ability to respond effectively to changing circumstances.
18. Demonstrate the ability to be solution-focused, taking responsibility and action to promote great customer service, with a 'Can Do' attitude.
19. Evidence of continuing personal development.
20. Ability to travel between sites and to attend meetings and other activities outside of normal working hours, which is a requirement for this role.

Budget Responsibility and Overall Headcount N/A

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs