



Job description

Job Title: Home Ownership Officer.

Responsible to: Home Ownership Manager.

Responsible for: n/a.

Location: Home based in the South Central/Southeast/East of England to enable occasional attendance at Hastoe Offices and estates.

Contract Type: Permanent full-time position

Purpose of Job:

The Home Ownership Officer will play a key role in managing the relationship between Hastoe and its leaseholders, shared owners and freeholders.

The role ensures compliance with leases, legislation, and internal policies, while supporting residents with advice and managing a range of property and legal matters.

The role will support the Home Ownership Manager in delivering a high-quality service to homeowners, ensuring compliance with leases, legislative requirements, and Hastoe policies.

Key areas of responsibility:

1. Acting as the main point of contact for leaseholders and shared owners, dealing with queries related to leases, service charges, and homeownership policies.
2. Managing statutory and voluntary lease extensions and collective enfranchisement applications, liaising with legal teams and valuers as needed.
3. Overseeing the disposal of leasehold and freehold assets, ensuring compliance with relevant procedures and regulations.
4. Addressing ground rent issues, including billing and lease compliance.
5. Assessing and processing leaseholder requests for alterations or improvements to their homes in accordance with lease terms and planning/building regulations.



6. Maintaining accurate records of all leaseholder and shared ownership agreements.
7. Providing advice and guidance to homeowners on their rights and responsibilities under the terms of their lease.
8. Working with the Home Ownership Assistant where necessary on resales and other administrative queries
9. Assisting the Home Ownership Manager in reviewing and developing policies and procedures related to homeownership services.
10. Preparing cases for legal action including injunctions, money judgments, and forfeiture where necessary, and represent the organization at court or tribunal hearings.
11. Supporting the Homeownership Assistant with the enforcement of debt recovery actions in compliance with legal frameworks and internal protocols.
12. Ensuring all leaseholders and shared owners comply with the terms of their leases.
13. Working with the Home Ownership Manager to manage any disputes or legal matters, including liaising with solicitors where necessary.
14. Investigating and resolving breaches of lease conditions, working with internal and external partners to achieve timely resolution.
15. Managing Section 20 consultations for major works, ensuring adherence to legal frameworks.
16. Keeping up to date with changes in housing law, particularly those that affect leaseholders and shared ownership schemes.
17. Experience in income collection and arrears management- preferably within a housing environment
18. Investigating and responding to queries regarding service charges, ensuring that these are dealt with promptly and fairly.
19. Liaising with finance teams in preparing the service charge estimates and actuals.
20. Supporting finance teams with the setting of Sinking Fund contributions.
21. Support the Homeownership Assistant with complex case queries relating to income recovery.



22. Delivering excellent customer service, ensuring all queries are handled effectively and professionally.
23. Attending resident meetings and consultations to ensure effective communication with leaseholders and shared owners.
24. Liaising with internal departments such as repairs, planned maintenance, finance, and housing management to ensure a seamless service for homeowners.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Person Specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Minimum of GCSEs (or equivalent) in English and Mathematics.• Willingness to study for a professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership). Where this isn't already held.	<ul style="list-style-type: none">• Professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership).
Skills, knowledge and Experience	<ul style="list-style-type: none">• Proven recovery experience regarding income and arrears.• Proven experience in housing management, particularly in dealing with leaseholders and shared ownership schemes.• Experience of dealing with service charges and responding to queries.• Income collection and arrears management.• Familiarity with Section 20 consultations, lease extensions, and property law related to leasehold management.• Experience of providing high-quality customer service in a challenging environment.• Strong understanding of leasehold and shared ownership schemes, including the legal frameworks surrounding them.	<ul style="list-style-type: none">• Previous experience working within a Registered Provider of Social Housing.• Knowledge of housing law, including landlord and tenant legislation.



	<ul style="list-style-type: none">• Experience managing leasehold cases including legal enforcement.• Excellent written and verbal communication skills with the ability to explain complex information clearly.• Ability to interpret leases, contracts, and housing legislation.• Strong organisational skills with the ability to manage multiple tasks and prioritise effectively.• IT proficient, including knowledge of Microsoft Office and housing management software.	
Personal Attributes	<ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service (for both internal and external customers).• Open and Transparent: Able to listen, learn and improve.• Professional: Able to take ownership of your actions and cope well under pressure.• Passionate: Able to go the extra mile to find solutions and meet deadlines.• Enterprising: Willing to seek• Attention to detail and accuracy.• Problem-solving skills and a proactive approach to resolving issues.• Ability to work independently and as part of a team.• Flexible and adaptable to change, with a willingness	



	to learn and develop in the role.	
--	-----------------------------------	--