

Job Description

Job title:	Leasehold & Homeownership Officer
Reports to:	Regional Housing Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

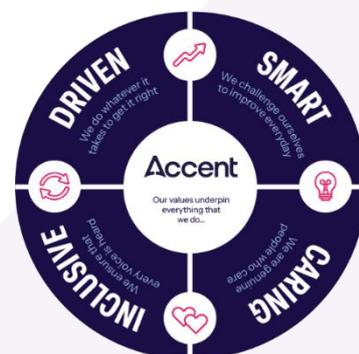
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Leasehold and Homeownership Officer, you will be a key point of contact for our homeowner customers, responsible for handling more complex or wide-ranging queries related to leases, transfers, property management, and service charges. You will also be responsible for ensuring smooth operations in areas like income collection and handling anti-social behaviour (ASB). You will work collaboratively with colleagues and other teams, including Housing Services, to manage mixed tenure sites. Your role includes visiting schemes, performing inspections, and maintaining a visible presence within communities to ensure high levels of service for customers.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate Accent's values by providing exceptional service, collaborating effectively with colleagues, and ensuring customers receive accurate information and support. You will be responsible for maintaining the quality of services across leasehold schemes, ensuring regulatory compliance and best practice standards are met. By staying engaged with communities and maintaining high standards of communication, you will help ensure Accent's mission to create safe, thriving, and supportive communities.



Key Responsibilities and Duties

- A proactive member of the Regional housing services team championing for Accents homeowners and the subject matter expert for homeownership within the region.
- Act as the first point of contact for homeowner customers, handling complex lease and transfer queries, property management concerns, and service charge questions.
- Collaborate with colleagues and internal teams, including , Legal, Finance, and Assets, to ensure the effective management of schemes and provide quality services.
- Regularly visit schemes to conduct inspections, ensuring any issues identified are followed up and resolved, while maintaining a visible presence in the community.
- Proactively engage with customers to address rent and service charge debts, working closely with Income and Arrears Officers to resolve issues to support with timely income recovery.
- Work towards key performance indicators to achieve the overall targets for Leasehold and Homeownership.
- Collaborate with internal teams and external partners, including lenders, debt charities, and statutory bodies, to support customers who may be experiencing difficulties.
- Engage with customers to understand their financial circumstances and provide tailored support, demonstrating empathy and professionalism throughout the process.
- Preparing and presenting cases in the County Court on behalf of Accent Housing.
- Respond to leaseholder and freeholder breaches and manage anti-social behaviour in collaboration with Housing Services and stakeholders.
- Ensure accurate and up-to-date information in relevant systems, supporting effective decision-making and service delivery.
- Address customer feedback, including complaints and compliments, ensuring accurate reporting and continuous improvement in service delivery.
- Travel regularly and occasionally work outside of normal hours to meet customer expectations and ensure service delivery is maintained.
- Ensure compliance with all regulatory requirements and best practices, providing technical guidance where necessary and continually improving service delivery.
- Undertake any other duties as reasonably required to meet the needs of the organisation.

The must haves:

- Experience in leasehold management within a housing association or managing agent including ASB and income collection.
- Strong understanding of leases, transfers, and relevant regulations, with a commitment to continuous professional development.
- Strong ability to work towards targets while demonstrating empathy and support to customers.
- Ability to work independently as part of a small team and collaboratively across tenures and the wider organisation.
- Strong organisational skills, with the ability to manage a high volume of queries and maintain a professional, customer-focused approach.
- Ability to operate effectively in a challenging work environment, maintaining a positive and flexible approach to duties.
- Full UK driving licence and access to a car.

- Excellent communication skills, capable of engaging with multiple stakeholders at various levels.
- Proficiency in Microsoft Office (Word, Outlook, Excel).

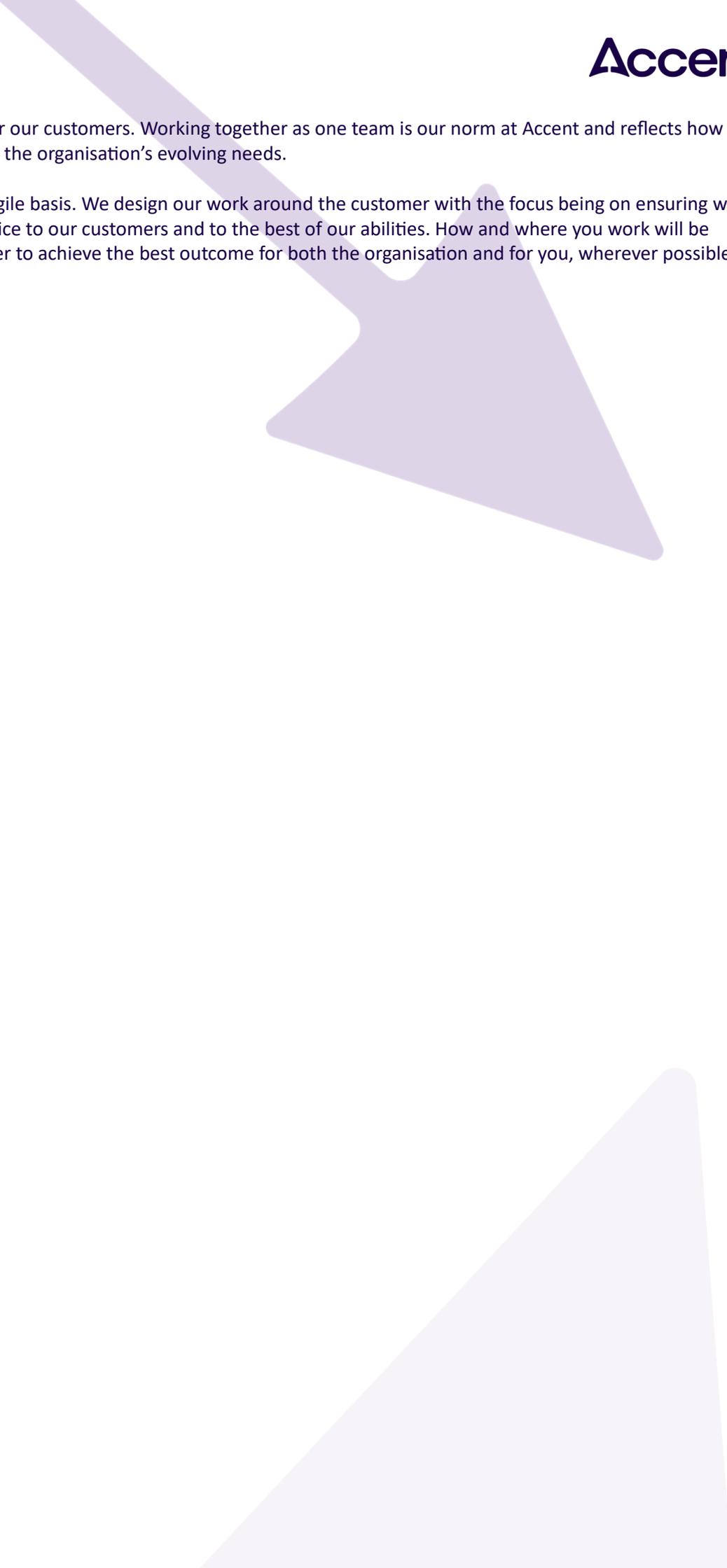
The added extras:

- Qualifications or progress towards Chartered Institute of Housing (CIH), Institute of Residential Property Management (IRPM), or Royal Institution of Chartered Surveyors (RICS).

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to

deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

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