

Functions Undertaken by the Home Ownership / Leasehold Team

Home Ownership Team

- Housing management issues related to leaseholders and shared owners
- Enforce lease conditions
- S20 consultation on major works
- Leaseholder involvement
- Resolution of disputes with leaseholders
- Liaison with general needs housing management teams
- Resident meetings
- Responsibility for providing point of contact for leaseholders
- Advising customer services on lease issues
- Service charge setting – estimates and actuals
- Instructing finance to send service charge, ground rent & major work demands
- Decision making on arrears recovery
- Processing re-mortgage applications
- Processing cheque refunds to leaseholders where applicable
- Coding and re-coding of properties/schemes
- Liaison on service quality / level and demand
- Processing solicitor's enquiries on service charges
- Estimating service charges for new schemes

Leasehold / Property Services

- Estate inspections to review quality of cleaning, identify communal repairs, review breaches of lease
- Decisions on permissions for leaseholder property alterations
- Processing works/services invoices on behalf of housing services
- Inform Leasehold team when Section 20 Consultation for major works, long term agreements and one offs) needs to take place
- At the point of sale – any planned improvements (internal/external)/repairs that are foreseen in the next five years.
- Any construction related leasehold liaison for repairs and maintenance, follow up queries, disputes, cost
- Management of Fire risk assessments, asbestos, legionella, emergency lighting.
- Management / maintenance of contracts such as window cleaning etc
- Inform Leasehold team on need for sinking funds – estimated life cycles and costs
- Regular programme of block inspections where leaseholds apply – and act on findings – inform leasehold team of any lease breaches
- Attendance at leasehold meetings with leaseholders on any property related meetings.