

Recruitment Pack



Property Surveyor



Permanent
36.25 hrs per week



£38,760– £41,310
(FTE based on 36.25 HPW)



Hybrid working – A mixture of home and office working, with a work base of Carlisle or Workington offices



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Advertisement



Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 300 staff, and own and manage more than 7,400 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



**Olivia Day, Lettings &
Neighbourhoods Officer**

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



**Chris Clarke, Senior
Surveyor (Compliance)**

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- October 2024

100%

I am committed to the success of CCHA

93%

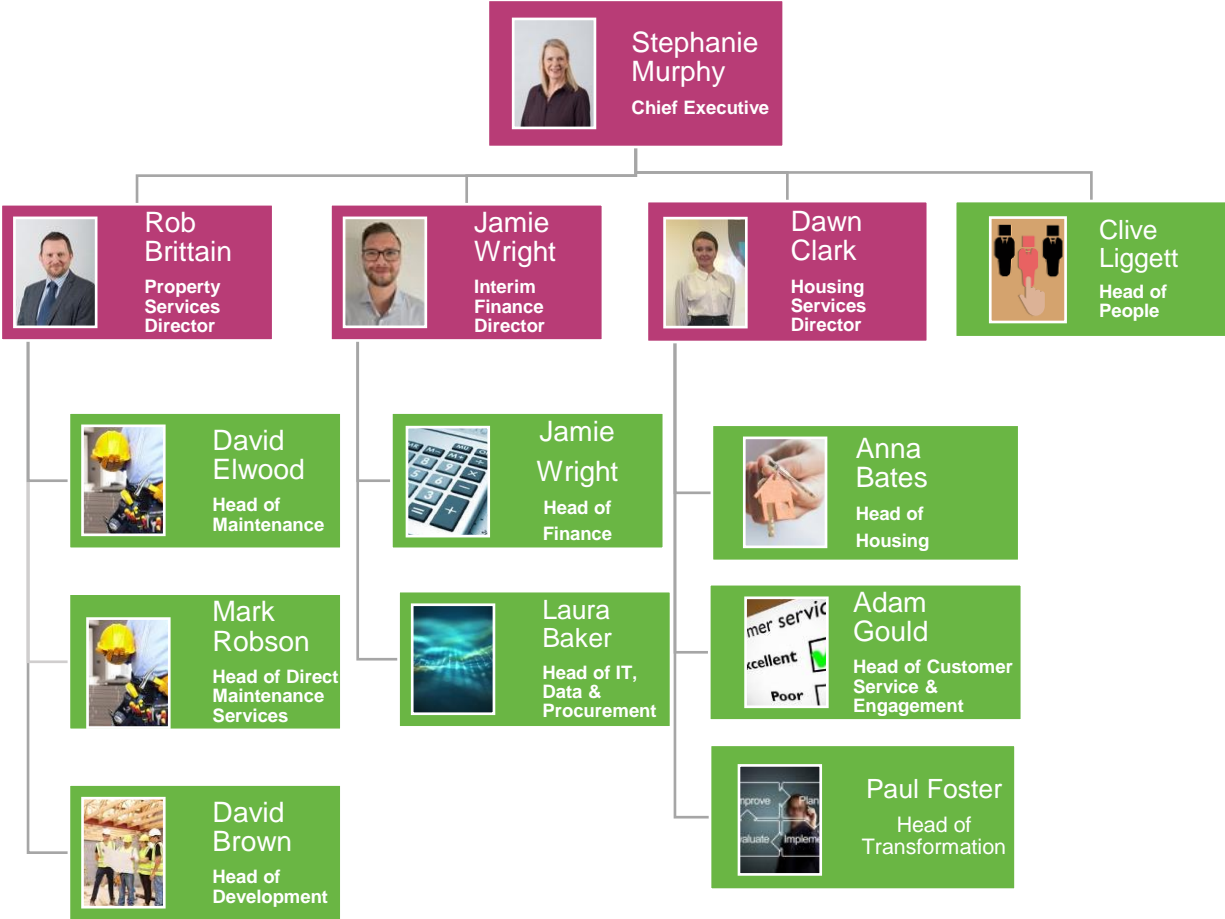
I feel proud to work for this organisation

94%

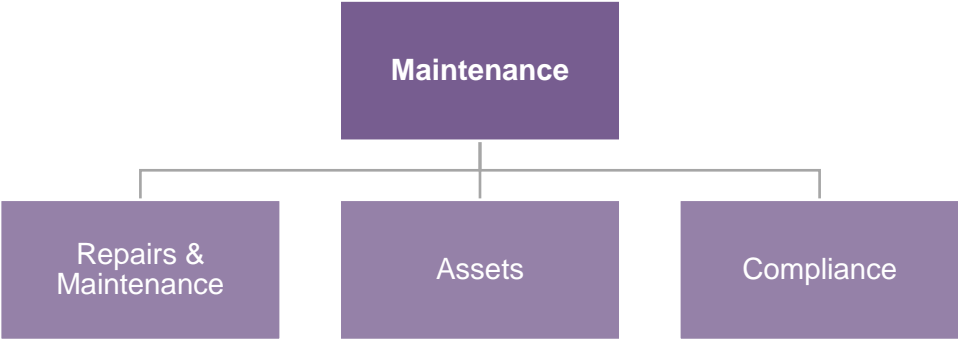
I think CCHA is a good place to work

Our Team

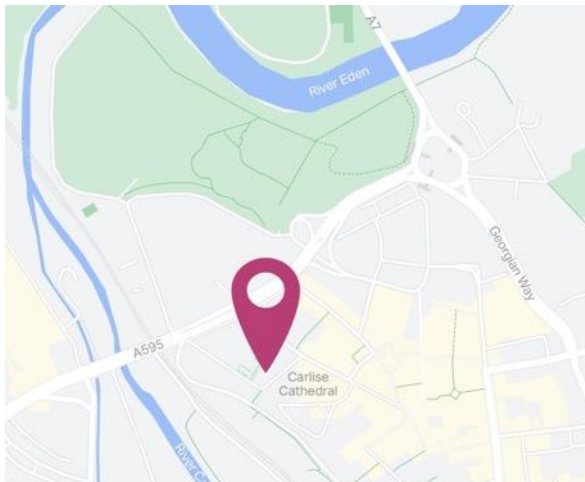
Organisational Overview



Property Services Overview

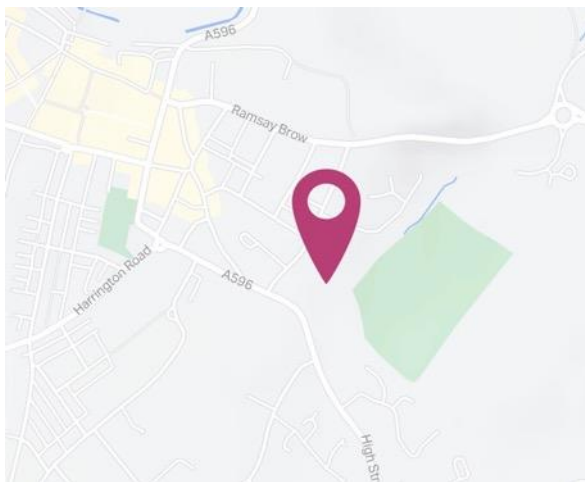


Office Locations



5 Paternoster Row, Carlisle
CA3 8TT

This role can be
based at
Carlisle or
Workington



Stoneleigh, Park End Rd, Workington
CA14 4DN

Letter from Lewis Carter

Property Surveyor

Dear Applicant

Thank you for your interest in the Property Surveyor role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours per week) on a Permanent basis at a salary of £38,760 to £41,310 per annum and can be based in Carlisle or Workington.

This is an exciting time to become a member of our team as CCHA continues to grow and deliver the best possible services to our customers.

As a Property Surveyor you will be part of a professional and customer focused team, with the responsibility for providing an efficient and effective service. You will be responsible for delivering responsive repairs and void maintenance on time, within budget, and to a high standard of quality. You will also provide colleagues and stakeholders with technical expertise to ensure we continue to deliver an effective maintenance service.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable.

To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website. The closing date for applications is Thursday 26th June 2025. Interviews will be held in Carlisle on Monday 7th July 2025.

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#)

If you have any questions about the role, please contact me for an informal conversation on 07770 828006

I look forward to receiving your application.

Yours sincerely

Lewis Carter - Maintenance Manager

Telephone: 07770 828006 Email: lewis.carter@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Property Surveyor
Responsible to: Maintenance Manager

Purpose of Job:

- Contribute to a customer focused responsive repair, planned maintenance and compliance service
- Deliver an efficient turnaround of void properties to maintain income
- Provide appropriate technical expertise to ensure we deliver an efficient and effective response repairs, planned maintenance and compliance service

Key Responsibilities:

- Undertake pre-inspections of housing stock for responsive and void repairs, identifying rechargeable repairs or insurance claims
- Diagnose defects, specify and log repairs, prioritising and scheduling the estimated cost, selecting a contractor and cost coding the work
- Undertake post-inspections of housing stock for responsive, planned, compliance and void repairs to ensure high levels of quality and customer satisfaction within a 'Right First Time' culture and all voids meeting the Lettable Standard
- Negotiate with insurance company / loss adjustor, agree extent of works, value and monitor works in progress through to completion
- Work closely with the Leasehold team to ensure an excellent repairs and maintenance service is provided to leaseholders in accordance with the Leasehold Reform Act 2002
- Carry out responsive repairs, planned maintenance and compliance inspections to diagnose defects/repairs problems and determine remedial works
- Respond effectively to requests or complaints relating to Property Services matters
- Assess compensation arising through works carried out
- Provide technical advice and assistance to colleagues
- Ensure effective consultation with customers in all aspects of Property Services work, providing advice to residents on property/repair matters
- Monitor and Manage the performance of contractors within framework agreements to meet KPIs
- Check and authorise invoices for works
- Carry out a rolling programme of stock condition surveys to maintain the stock condition database
- Assist the team with the identification of non-performing assets

Role Profile

Job Description

- Prepare, procure and contract manage ad-hoc programmes of work, e.g. recommendations from fire risk assessments and DDA audits, planned replacement of service chargeable equipment, including monitoring defects through the defect's liability period
- Has a good understanding of CDM in the construction industry ensuring all contracts are ran to the requirements of CDM appointing the appropriate Designer and Principal contractor
- Deliver planned and cyclical maintenance projects which meet the Associations targets, KPIs and within budgets
- Represent and promote the work of the Association, attending meetings out of hours as necessary
- Report on Property Services activities and contribute to the development of policies and procedures
- Promote a positive health & safety culture in all areas of operations
- Respond to out of hours emergencies as necessary

Generic

- Work collaboratively with colleagues to meet the needs & priorities of the Property Services department
- Seek best value and facilitate continuous performance improvement within the department and the Association
- Promote and act in accordance with all the Association's policies and procedures including those relating to equality and diversity, customer care and health and safety
- Contribute positively to the marketing of the Association's values and objectives
- Comply with CCHA Financial Standing Orders and Code of Conduct
- Comply with the requirements of external regulators
- To carry out such other duties as may reasonably be required from time to time

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• At least one of the following criteria must be met:• Degree in Building Surveying or similar degree, or• Vocational construction qualifications plus relevant experience• Working towards one of the above.	<ul style="list-style-type: none">• Specific technical specialism training, qualifications or awareness.
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Experience of delivering a cyclical, compliance, planned and/or responsive maintenance service• Experience managing contractor performance	<ul style="list-style-type: none">• Experience working for a social landlord or similar• Experience of regulatory frameworks• Budget management experience
Technical & Professional Skills	<ul style="list-style-type: none">• Building surveying skills to conduct robust property inspections• Strong technical knowledge of property maintenance to advise and guide others• Computer literate, with good knowledge of Microsoft Office packages• Use of bespoke IT systems, databases, spreadsheets	
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions• Works with openness and honesty• Demonstrates the Association's values and expected behaviours in their work	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Customer Focus	<ul style="list-style-type: none">Shows customer focus in all activitiesDemonstrates a 'can-do' attitude to providing servicesShows awareness of the commitment to value for money	
Team Working	<ul style="list-style-type: none">Shows ownership for the team's priorities and actionsWorks with colleagues to develop ideas and solutionsShows consideration of wider organisational needs in their work	
Relationship Building	<ul style="list-style-type: none">Shows respect and consideration for othersBuilds positive relationshipsHelps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">Writes clearly and conciselySpeaks clearly and confidentlyListens to and is open to the views of others	
Adaptability	<ul style="list-style-type: none">Anticipates and adapts flexibly to changing circumstancesGenerates innovative ideas and solutionsShows resilience to see things through	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Performance	<ul style="list-style-type: none">• Maintains focus on key performance priorities• Committed to improving services• Reviews and reassesses own work and priorities	
Developing	<ul style="list-style-type: none">• Evaluates own performance• Self-aware and shows learning from feedback and experiences• Takes action to develop self	
Leadership	<ul style="list-style-type: none">• Inspires colleagues to achieve goals• Passionate about the aims of the organisation	
Other	<ul style="list-style-type: none">• Full Driving Licence and access to a car	



Terms and Conditions

The remuneration for the **Property Surveyor (permanent)** role is:

£38,760 - £41,310 (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (full time)• Flexitime scheme in place
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary Corporate Performance Bonus Scheme• Staff Savings Scheme• Employee Assist Programme• Health Cash Back Scheme (on completion of probation)• Discounted gym membership (part of Health Cash Back Scheme)• Long Service Awards• Staff Forum• Cycle to Work Scheme• Company Sick Pay Scheme• Family friendly policies with company pay schemes

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Wednesday 28 th May 2025
Closing date for applications	Thursday 26 th June 2025
Shortlisting applications	Friday 27 th June 2025
Interviews	Monday 7 th July 2025
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on 7th July 2025 by emailing recruitment@castlesandcoasts.co.uk

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CVs for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please contact Lewis Carter, Maintenance Manager, on 07770 828006, alternatively you can email lewis.carter@castlesandcoasts.co.uk

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

Criminal Record Check

Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post, and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

Property Surveyor

- **Carlisle or Workington**
- **36.25 hours per week**
- **Permanent**
- **£38,760 – £ 41,310 (FTE based on 36.25 hours per week) + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a permanent, full time (36.25 hours per week) Property Surveyor, based in Carlisle or Workington with a salary of (£38,760 - £41,310) per annum.

If you are looking for an exciting new role, this is a great opportunity to join the Maintenance Team at CCHA.

As a Property Surveyor you will be part of a professional and customer focused team, with the responsibility for providing an efficient and effective service. You will be responsible for delivering responsive repairs and void maintenance within timescales, to financial targets and to our high-quality. You will also provide colleagues and stakeholders with technical expertise to ensure we continue to deliver an effective maintenance service.

We are looking for candidates with skills and experience that includes:

- Working within the social housing sector, particularly in a maintenance setting
- Leading to deliver high levels of performance, against defined targets
- Prioritising to achieve realistic targets, costs and time deadlines
- Coordination of complex processes
- Successful delivery of change management

CCHA owns and manages more than 7,400 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Thursday 26th June 2025

Interviews to be held: Monday 7th July 2025



**Better Health
at Work Award**
Bronze Award



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

