

Job Title: Repairs Surveyor

Role Purpose: Utilising your significant property maintenance experience, you will identify repairs and diagnose defects, advise customers, and ensure adherence to both health and safety and quality guidelines. You will oversee an area patch of mixed tenure properties, managing work to agreed financial limits.



ABOUT THE ROLE

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our service style is being easy, reliable and empathetic – which you will make a central part of your role.

In particular:

- To pre-inspect and identify repairs and maintenance requirements and diagnose defects. Advise customers and specify such works in accordance with procedures.
- Carry out post inspections on void properties and responsive repairs, checking adherence to Health & Safety, quality, quantity and invoiced works.
- To facilitate delivering repairs, gas and voids services to achieve high performance and value for money.
- Assist the Senior & Area Repairs Manager in producing budgetary plans for the service linked to the Business Plan and Asset Management Strategy.
- Create a 'virtual area team' with Asset Management, Housing Management and Development colleagues to provide seamless service delivery.
- Manage an area patch of multi tenure properties and incorporate new developments as and when they are completed
- Diagnose defects, make technical decisions and accurately specify and prioritise such works, drawing up specifications for works requiring quotations.
- Liaise with partners as appropriate to manage work and works variations as appropriate and to agree financial limits. Carry out joint visits and make decisions with regard to service standards and value for money.
- Carry out post inspections to responsive and void works to ensure quality and customer satisfaction. Liaise with contractors to resolve any problems.
- Assist in managing repairs to communal blocks, garage blocks, Minor Works, Temporary Accommodation, and Sheltered Accommodation.
- Carry out mutual exchange inspection visits as requested by the customer or Neighbourhood Manager, negotiate in line with mutual exchange procedure.
- Work closely with colleagues across Departments to share information and assist in solving tenancy management issues and carry out joint visits as required.
- Carry out fire/flood/impact damage inspections as required, complete insurance report specifying works, interview all parties/agencies as appropriate. Site visit with loss adjusters to provide reports, photographs, manage works to completion. Keep Insurance Officer and customer advised. Provide costs on completion.
- Provide out of hours' service support, providing technical advice, guidance or instructions. Attend site visits and arrange for Contractors and Area staff to attend site visits or co-ordinate emergency works as appropriate.
- Carry out property inspection reports for medical referrals, received from Neighbourhood Manager e.g. investigate possible damp / condensation problems.
- Liaise and negotiate with owner occupiers/private landlords/agents etc. regarding shared ownership services such as water and sewage, manage repairs and apportion costs as appropriate. Provide drain survey reports/deed plans/plans and liaise with external agencies/specialist contractors and quantify works required. Be pro-active in concluding such issues.
- Carry out monitoring inspections and set up recording equipment to assist in fault diagnosis and liaise with the M&E Team as appropriate.

- Identify and refer complex plant maintenance works to the appropriate M&E Project Engineer and Surveyor along with any evidence gathered.
- Cost out rechargeable works, negotiate and agree with the customer and liaise with Neighbourhood Manager
- Assist Area Repairs Manager with customer complaints and written complaints from Councillor/MP/Ombudsman enquiries.
- Carry out customer complaint visits on behalf of the Area Repairs Manager at a time to suit the customer, which may be out of normal hours. Interview contractors if required, gather data including photographs and report findings to Area Repairs Manager. Take urgent action if appropriate.
- Provide customers consistent and professional advice on maintaining their home; for example, advice on dealing with condensation problems.
- Liaise closely with Catalyst colleagues and external agencies and services including Gas and Water companies, estate/letting agents and owner occupiers in order to carry out repairs.
- Work closely with our residents and Board Members including participating in site inspection visits as required.
- Participate in estate inspections with Neighbourhood Managers and resident representatives as required and create strong links with the local housing team.
- Carry out all required surveys including stock condition.
- Provide supporting data collated whilst performing normal duties to assist formulating future programmed works for stock improvement.
- Provide technical support and guidance to the Call Centre team as appropriate and carry out on site training sessions.
- Assist the Area Repairs Manager in revising / updating procedures.
- Attending all eviction notices with Neighbourhood Manager and contractor on site.
- Carry out all Section 20 consultations from inception of works to practical completion.
- Deal with all Party Wall Agreements received.
- Deal with all insurance claims and related correspondence.

About you:

- You will have an impressive track-record of delivering excellent customer experience
- Significant experience of working in the property maintenance field, with a thorough understanding of building principles, components and materials, including property surveys, diagnosis and remedial action
- Ability to diagnose repairs, draw up specifications, make technical decisions and problem solve
- Working knowledge of contract procedures
- Experience of managing and coordinating contractors and managing works to completion
- Good understanding and working knowledge of H&S legislation
- Knowledge and understanding of asbestos
- Ability to make clear oral and written reports
- Financial / value for money awareness
- Experience of using a range of computer software including for surveying
- Hold a full driving licence.
- You will be totally committed to delivering excellent customer experience – being easy, reliable and empathetic in the way you deal with customers, and colleagues.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.