

Property Officer

About Us

Our Mission, Vision and Values

All our roles in Langstane Housing Association are focused on delivering our mission to **“provide homes and services that make a positive difference to peoples’ lives”**.

About the Role

Department	Property	Location	Aberdeen
Reporting to	Team Leader - Repairs and Voids		
Responsible for	This role has no line management responsibilities		

Role Purpose

The post holder will work closely with other Property Officers to deliver an efficient and proactive voids, maintenance and major works service that ensure the Association meets its obligations and provides an excellent level of customer service to tenants.

Each Property Officer will have day to day responsibility for maintenance activities in their patch of properties and will work to ensure that repairs, voids and maintenance issues are identified and rectified within timescales and that tenants and other customers receive a professional and responsive maintenance service.

Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

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| 1. | Improve service delivery standards for tenants and other customers by providing advice and regular updates to them in relation to maintenance issues. This should be followed by monitoring tenant satisfaction with works in the patch to ensure contractors are meeting their performance targets and follow up on any poor feedback. |
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2.	Deal promptly and professionally with service enquiries and complaints from tenants and other customers to help improve the business going forward
3.	Carry out regular inspections of schemes in the patch to proactively identify and resolve any identified repairs, ensuring all works are being carried out in accordance with the CDM Regulations 2015 and that health and safety issues identified during inspections are immediately raised with the contractor and relevant Team Leader.
4.	Assisting with the delivery of the disabled adaptations service in including surveying properties, preparing tender information, appointing contractors, inspecting works on site and providing information to assist with grant claims.
5.	Carry out pre-inspections to accurately diagnose repairs faults and agree the most appropriate action to be taken and where appropriate, prepare specifications and obtain quotes for works up to a specified level of expenditure.
6.	Carry out admin in relation to repairs including preparing pre inspection reports; raising and varying works orders; approving variations and processing invoices within delegated authority levels; recording communications with contractors and tenants; providing information to finance colleagues on repairs recharges.
7.	Carry out pre-inspections of void properties to determine work required to bring the property up to the lettable standard and to Scottish Housing Quality Standard, Instruct void works and ensure works are carried out within timescales to minimise rental loss to the Association. Liaise with housing colleagues and ensure effective communication regarding progress of void works.
8.	Carry out admin in relation to voids works including preparing void inspection reports; raising and varying works orders; approving variations and processing invoices within delegated authority levels; recording communications with contractors and tenants; preparing information for allocation packs; providing information to finance colleagues on void recharges, updating housing management system on lock changes.
9.	Carry out inspections of planned maintenance / major repairs / insurance works in the patch and approve variations and changes of specification up to a specified level of expenditure.
10.	Inspect, authorise and advise on tenant requests to carry out alterations / improvements to their property and assist with the processing of compensation for qualifying improvements.
11.	Work alongside the Compliance Coordinator to ensure any compliance or statutory issues are dealt with in a prompt manner.

About You		
Criteria	Essential	Desirable
Qualifications / Training / Experience	<p>HND in Building Surveying, trade qualification (e.g., joiner, plumber) or other relevant construction qualification or 4 years experience working directly in a construction / maintenance field.</p> <p>Experience of carrying out maintenance inspections in a housing or similar sector.</p> <p>Experience of liaising with contractors.</p> <p>Experience of working in a customer focused environment.</p> <p>Experience of producing specifications for works.</p>	Experience of using Public Contracts Scotland Quick Quotes facility.
Skills / Knowledge	<p>Good technical understanding of the construction of housing including pre-1919 tenement construction.</p> <p>Knowledge of building standards.</p> <p>Knowledge of health and safety standards, in particular the CDM Regulations 2015.</p> <p>Strong organisational skills and ability to manage a varied workload and work to deadlines with minimal supervision.</p> <p>Proficient in the use of computers, particularly Microsoft Office suite.</p> <p>Ability to understand and monitor budgets.</p> <p>Knowledge of Scottish Housing Quality Standard (SHQS) and EESSH.</p>	
Personal Qualities / Our Values	<p>Our Values:</p> <ul style="list-style-type: none"> • Valuing People • Relying on Teamwork • Aiming High: Attention to detail • Prudent financial managers • Open & accountable • Move with the times 	

Other Requirements	<p>Full UK driving licence and use of own car – this post is classed as an essential car user.</p> <p>Ability to occasionally attend meetings or respond to emergencies out with normal working hours.</p>	
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