



WILLOW TREE

HOUSING PARTNERSHIP

Role Profile

PROPERTY INSPECTOR

Role Purpose

The Property Inspector will support the delivery of an effective repairs maintenance service, void refurbishment works, cyclical works, including all elements of statutory landlord compliance as well as supporting the delivery of our component replacement and major works projects.

Working within the defined policies and procedures of Willow Tree to ensure adherence to our regulatory obligations, the post will ensure quality work providing value for money, working to ensure the needs of our residents are considered whilst ensuring health and safety provisions are observed.

Key Relationships

Reports to: Repairs Team Leader	Supervises: NA
External: local authorities, key contractors and suppliers of business-critical services, trade bodies such as the NHF and CIH.	Internal: all staff, and executive team colleagues.

Key Responsibilities

1. Repairs and Maintenance

- 1.1. Oversee the responsive repairs service carrying out pre and post inspections of works and specifications of works required based on a NHF Schedule of Rates pricing code
- 1.2. Liaise with the contracting partners in the delivery of responsive repairs, ensuring works are completed within the contractually agreed timelines to a high-quality standard or holding the contractors to account should the service fail.
- 1.3. Ensuring liaison and communication with tenants where works are complex to managing expectations and ensuring transparency of communication in relation to repairs
- 1.4. Provide information to the Repairs Team Leader on contractor performance, in line with key performance indicators or other regulatory information required.

- 1.5. Reviewing invoice requests for authorisation to ensure that they represent value for money.
- 1.6. Completing an agreed monthly percentage of post inspection of works completed to ensure value for money and quality workmanship

2. Void and Mutual Exchange Management

- 2.1. Working in conjunction with colleagues in Tenancy Management agree a timetable of void works which should be focused on minimising the relet time, meeting the applicable void standard developing a specification of works which will be raised on the housing management system and all associated documents held in the document management system.
- 2.2. Attending End of Tenancy visits to ensure outgoing tenants are aware of their responsibilities when moving from a property alongside developing a provisional specification of works as well as providing Repairs Team Leader reports on the quality of the property
- 2.3. Identify potential disrepair recharges which are tenant responsibility liaising with the Tenancy Management and People Team Leader to ensure recharges are discussed with the outgoing tenant
- 2.4. Attend and sign off on void handovers to ensure quality works are accepted
- 2.5. Complete Mutual Exchange Inspections to produce a specification that should be issued to the appropriate contractor and jobs raised accordingly.
- 2.6. Provide clear correspondence to the Housing Officer of any tenant responsibilities and ensuring correspondence is saved on the digital filing system
- 2.7. Attend contractor void meetings

3. Landlord Compliance and Health and Safety

- 3.1. Provide support and assurance that all landlord statutory compliance is being managed and monitored in respect of gas, electric, lift, and water hygiene and asbestos. Ensuring that all certification and compliance certifications are checked for assurance in a timely manner and saved to the property file in the digital filing system.
- 3.2. Ensure that all actions identified from fire risk assessments, water risk assessments, neighbourhood inspections or fire door checks are reviewed, works allocated to contractors and that performance is monitored to completion
- 3.3. Oversee and monitor all reports of damp and mould in line with the Damp and Mould policy and procedure, ensuring root cause analysis of issues and liaising with tenants to keep them apprised of actions being undertaken

4. Planned and Cyclical Work

- 4.1. Complete post inspections of planned and cyclical programmes of work to ensure that delivery is on time, of a high quality of workmanship and providing value for money. Works will include but not exhaustive – gas and electrical upgrade works, roofing, windows and doors, external redecoration work or other project work that may require regular inspection or oversight.

- 4.2. Reporting back to the Safety, Quality and Compliance Team Leader to ensure contract performance is being managed
- 4.3. Oversee aids and adaptation works or disabled facilities grant work to ensure works are completed to a high quality. Ensuring that upgrades are recorded on Housing Data Warehouse and certifications are stored in the digital filing system

5. General

- 5.1. Act as an ambassador for Willow Tree Housing Partnership on all occasions
- 5.2. Ensure a strong working knowledge of all organisation policies and procedures, and where appropriate contributing to operational development and improvement projects
- 5.3. Ensure that all Housing Data Warehouse Systems and Digital Filing Systems are updated regularly and consistently.
- 5.4. Commit to ensuring that Willow Tree Housing Partnership's policy on Equality, Diversity and Inclusion is upheld at all times
- 5.5. Personal responsibility to ensure a sector awareness within Housing to ensure an understanding of emerging themes and trends or changes to legislation or regulation.
- 5.6. Commit to an ethos of continuous personal development

No role profile can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.