

Role Profile

Maintenance Property Surveyor

Reports to:

Assistant Director of Property

Team:

Property Services

Line Manages:

None

Location:

Mobile within the operational area of Cartrefi Conwy

Salary, Hours and Holidays:

£39,913 to £40,395 gross per annum

37 hours per week

25 days annual leave, increasing to 30 days after 5 years' service, then a further 2 day, up to 32 days after 10 years' service + bank holidays

Job Purpose:

At Cartrefi Conwy, we're proud to be more than just a housing provider. Our purpose is to offer affordable, safe, and secure homes while creating opportunities for our tenants to thrive.

Guided by our three commitments - we do the right thing, we lead by example and, we are stronger together - we will ensure that every decision we make puts customers and communities first. You'll be part of a friendly, forward-thinking team with opportunities to grow and make a real impact.

Responsible for the fabric repair and maintenance of all Cartrefi Conwy buildings by undertaking technical inspections and surveys.

To deliver expert surveying services focused on the identification, assessment, and resolution of damp and mould issues across the housing stock. The role ensures properties are safe, habitable, and compliant with health and safety standards, while supporting the organisation's commitment to tenant wellbeing and proactive maintenance.

Role Dimensions:

- Property Inspections: Conduct pre- and post-inspections of properties to assess maintenance needs and ensure quality of completed works.
- Diagnosis & Specification: Identify building defects, specify repair works, and prepare schedules of rates/specifications.

- Compliance Checks: Ensure properties meet legal standards (e.g. HHSRS, EPCs, asbestos, fire safety, legionella).
- Reporting: Provide reports on defects on buildings, with recommended actions and timescales.

Focus and Key Responsibilities:

Conduct detailed property inspections to diagnose causes of damp and mould, including condensation, structural defects, and water ingress.

Prepare comprehensive survey reports with recommendations for remedial works, including cost estimates and timelines.

Liaise with contractors, tenants, and internal teams to coordinate and oversee remedial works.

Monitor and evaluate completed works to ensure quality, compliance, and tenant satisfaction.

Maintain accurate records of inspections, findings, and actions taken using asset management systems.

Provide technical advice and support to colleagues and stakeholders on damp and mould-related issues.

Contribute to the development of policies and procedures for damp and mould management.

Support the organisation's response to complaints and legal claims related to property condition.

Stay up to date with relevant legislation, building regulations, and best practices.

To undertake condition surveys and to help identify and provide estimates of necessary future maintenance requirements. Identify condition and planned maintenance issues in relation to building services and assist in providing advice concerning the further assessment and costing of related requirements.

To undertake building surveys and prepare schedules for a range of purposes including condition, defects, dilapidations and works.

Highlighting properties at risk of disrepair and prioritising works through appropriate channels.

Initial investigation and recommendations to Management of complaints.

General

- The job description is designed to provide a general overview of a role, responsibilities and accountabilities and does not list every requirement.
- Employees are expected to carry out reasonable management instructions and other duties commensurate to the role that are lawful, ethical, within the scope of their duties, and consistent with company policies and procedures.

Key Relationships:

External:

BMU Operational Managers – Daily contact on progress and quality of workload reporting and raising any on-site issues including cost issues, complaints, or repair decisions that require Contractor Services Manager involvement.

Assistant Directors of Property & Assets – Monthly contact with capital work recommendations and identifying properties at risk of disrepair

Trade Technicians – approving costs (within authority levels) of technical repair decisions for trade technicians on a daily basis.

Internal:

Tenants – Keeping tenants informed of repair decisions and progress.

Sub-contractors – Liaising with appointed sub-contractors on progress and quality of work.

Person Specification

Qualifications:

	Essential/ Desirable	Assessed by? Application (A) Certification (C) I – Interview (I)
Diploma in Building Surveying, Construction or similar relevant qualification	Essential	Application
Membership of RICS, CIOB, or similar professional body	Highly Desirable	Application

Knowledge and Experience:

	Essential/ Desirable	Assessed by?
Proven experience in diagnosing and resolving damp and mould issues in residential properties.	Essential	Application / Interview
Experience of liaising with a number of contractors and external agencies simultaneously and managing work packages accordingly on site	Essential	Application / Interview
Strong understanding of building pathology, ventilation systems, and moisture control.	Highly Desirable	Application / Interview
Experience of diagnosing repairs in particular damp, condensation, structural defects and specifying remedial action by using schedule of rates	Essential	Application / Interview

Sound knowledge of current legislation relating to Building Standards and Regulations	Essential	Application / Interview
Experience of ensuring compliance with Health & Safety policies, procedures and standards to promote a safe working environment	Essential	Application / Interview
Experience of working in a Housing Association, other housing provider or similar organisation	Highly Desirable	Application / Interview

Skills:

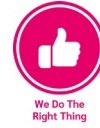
	Essential/ Desirable	Assessed by?
Ability to liaise effectively with other colleagues at all levels and to offer advice and support when required	Essential	Interview
Strong organisational and time management skills with the ability to manage day-to day workload with minimal supervision	Essential	Interview
Ability to effectively manage a considerable workload and to work to imposed deadlines	Essential	Interview
Good working knowledge of Microsoft Word and Excel (to Intermediate level)	Essential	Ability Test
Ability to ensure high standards of quality and accuracy of work are maintained by contractors/suppliers	Essential	Interview
Ability to produce reports and maintain accurate records in relation to on-going projects	Essential	Ability Test / Interview
Full UK Driving Licence and the use of a vehicle for work purposes*	Essential	Application
Welsh Language Skills	Highly Desirable	Application

Cartrefi Commitments

	Essential/ Desirable	Assessed by?
We do the Right Thing	E	Interview
We Lead by Example	E	Interview
We are stronger together	E	Interview

Equal Opportunities Statement Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.



Data Protection: Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.