

JOB DESCRIPTION

Job Title	Void Repair Surveyor		
Directorate	Communities		
Reporting to	Housing Void Repairs Manager		
Grade	12		
Evaluation ref:	TR0227	Job ref:	Family
Role purpose			
<ul style="list-style-type: none"> • Overall responsibility for undertaking inspections of properties to determine required works to meet appropriate standards, including the council's Lettable Standard, or potential for Option Appraisal. • Provision of detailed schedules of work to enable orders to be placed with either in-house or external contractors to undertake required works. • Provide cost forecasts and anticipated completion timeframes for required void repair work for each property. • Undertake tenant return and recharge process. • Complete Housing Health and Safety Rating System (HHSRS) checks to all void properties. • Carry out post-inspections of completed void repaired properties to ensure quality of works undertaken, and Lettable Standard met. 			
Responsibilities			
<ul style="list-style-type: none"> • Pre-Voids inspection of property to create initial schedule of works, with forecast timescale and cost to complete works to lettable standard. • Engage with outgoing tenant to convey returns standard, and potential recharges, obtain signed recharge list. • Undertake void 'works validation' surveys upon receipt of keys (to check the schedule of works is still valid, or amend as required, and check the required tenant responsibility works have been carried out, including taking photographs and producing and invoicing any recharges to be applied). • Liaise with Capital Programme team to identify if a programme is in place for any required capital works and understand timescale for completion. If so, specify minimal works to meet the Lettable Standard to enable prompt reletting. • Undertake post inspection to every void to ensure quality of works, Lettable Standard met, and all items on Schedule of Works completed. • Enter dates in Open Housing for expected completion date, and complete required fields to track progress. Ensure Lettings team are kept up to date on progress, advised of any potential delays and are advised ready to let promptly. • Recommend options appraisal decision for potential disposal where applicable and liaise with Asset Management team on relevant trigger criteria and provide details and photographs as required. • Collect relevant info, photos, etc. for advert and pass on to Lettings team. • Measure and order appropriate materials for each job being undertaken by the in-house trades team. 			

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- Fix key safe to property.
- Carry out Housing Health and Safety Rating System (HHSRS) checks to all void properties.
- Oversee health and safety to void works and ensure the Construction (Design and Management) Regulations 2015 (CDM) guidelines are followed throughout the construction and refurbishment process.
- Deputise for the Housing Void Repairs Manager, as required.

Impact

- Preparation/planning and decision making required to ensure the work progresses as planned and there are no interruptions/delays. This entails working around unforeseen problems/unplanned additional work. This requires an in-depth knowledge of best practice in the building industry and surveying responsibilities.
- Continuously improve the social housing stock and renew/repair/maintain the properties in line with required standards.
- Responsible for solution demands and continuous improvement providing a valuable service to our tenants and customers.
- Understand and work to the organisational KPI's.
- Assist the Housing Senior Specialist Lead – Assets, in developing a more proactive Asset Management service with an emphasis on value for money and efficiencies.
- Liaise with stakeholders to ensure any issues raised are dealt with promptly and effectively to minimise any potential delays, including external contractors, in-house trade teams, asbestos removal teams (internal for unlicensed works, and external specialists for licensed removals), and consultants.
- Advise internal stakeholders on void property matters, and liaise with outside bodies, authorities, and agencies.
- Ensure compliance with all relevant legislation, regulatory requirements, and best practice always. Ensure up-to-date and accurate records are kept for all void works undertaken.

Knowledge / Experience / Skills

Knowledge

	Essential	Desirable
Working knowledge of Building Regulations.	x	
Detailed and up-to-date knowledge of all property related statutory responsibilities, Government Policy, Regulatory Requirements, approved Codes of Practice, and guidance.	x	
Knowledge and understanding of Health and Safety legislation and requirements.	x	
Competent in Microsoft Office.	x	
Relevant Local Government knowledge and understanding of the sector and its current challenges.		x

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Experience		
Experience in undertaking property related building pathology surveys.	x	
Able to demonstrate understanding, experience and knowledge of relevant policy and activities within the sector.	x	
A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.	x	
Demonstrable understanding of damp and mould and disrepair.	x	
Social Housing experience or good working knowledge of the sector.		x
Qualifications / Registrations / Certifications		
Good general standard of education (minimum to GCSE Grade C/4 standard or equivalent).	x	
Relevant surveying/construction professional qualification or experience.	x	
Evidence of continuing development of professional and managerial skills, e.g., through training, qualification and/or experience.	x	
Accreditation to the Royal Institute of Chartered Surveyors.		x
Skills		
Flexibility and ability to multi-task.	x	
High level of accuracy and attention to detail.	x	
Problem solving & effective decision making.	x	
Working Conditions		
<ul style="list-style-type: none"> Respond to emergencies, on occasion during unsocial hours, and participate in a rota to provide response cover. Regular travel to tenant's homes across the district. Conditions can sometimes be unkempt requiring the appropriate protective clothing to be worn. 		
Working Arrangements		
<ul style="list-style-type: none"> Somerset Council's dynamic Working Strategy will be applied to this position. Must hold a valid UK driving licence and have access to either their own car or able to use a Somerset Council pool car to undertake the duties of the role. The role requires a Basic Disclosure and Barring Service check to check for convictions and cautions that are unspent under the terms of the Rehabilitation of Offenders Act 1974. 		

JOB DESCRIPTION

Corporate Responsibilities

- Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do.
- Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 28th May 2025