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|  | **Role Profile****2025** |
| **Job Title:** | **Legal Disrepair, Damp & Mould, Aids & Adaptions and Party wall Surveyor** |
| **Reports into:** | Head of Property Services |
| **Responsible for:** | n/a |
| **Department/ Location:** | Operations/Stockwell |
| **Disclosure Level:** | Enhanced |
| **Candidate Overview**  | The ideal candidate will be well organised, professional with a passion for ensuring high housing standards and a keen eye for detail, having extensive technical expertise, legal awareness, and strong communication skills both written and Oral.  |
| **Role Purpose:** | To provide specialist surveying expertise to address legal disrepair claims and manage damp and mould cases within SW9’s housing stock. Be able to diagnose damp and mould issues and provide expert compliant reports for legal cases and remedial actions. Including the preparation of Scott schedules, and to ensure the timely resolution of issues, compliance with legislation, and the delivery of high-quality housing services to tenants and end users.To be able to navigate both the physical aspects of property assessment and the procedural requirements of legal disputes, ensuring their work supports fair outcomes for all parties in accordance with the Pre action protocol. |
| **Key Responsibilities:** |
| **Legal and Disrepair Claims*** Investigate and assess properties in relation to disrepair claims under the Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018. (HHSRS) and the prescribed hazards
* To have a clear understanding on Sections 9A,10, 10A & 11 of the landlord and tenant act.
* Demonstrate a detailed understanding of the landlord, tenant and Leaseholder responsibilities regarding property maintenance in both communal and residential environments.
* Produce detailed inspection reports, work schedules, Scott schedules and photographic evidence for use in legal matters with appropriate terminology used for use under SJE questioning in court.
* Represent the organisation as an expert witness in court or tribunal proceedings.
* Collaborate with legal teams, insurers, loss adjusters, tenants Leaseholders and 3rd party clients to reach effective resolutions.
* Monitor case progress to ensure compliance with Tomlin orders, legal orders, settlement agreements and completion of work terms in accordance with orders provided by the court to prevent breaches and additional costs.
* Conduct inspections and prepare specifications for new and or existing disrepair claims in accordance with the required Part 35 compliant report and Scott schedule.
* Prepare detailed specifications, including financial costings by using NHF data to assist with preparing costs for detailed examination.
* Prepare detailed reports, identifying trends, costs, and levels of exposure of which can be tracked against WIP and overriding budget controls via a risk matrix.

**Damp and Mould Management*** Carry out in-depth inspections to identify causes of damp and mould, including condensation, Penetrative, Rising, Hygroscopic, construction related and water ingress.
* Ensure that SW9 adhere to the implementation of Awaab's Law (Social Housing (Regulation) Act 2023), in regards to it’s mandated that social landlords such as SW9 investigate and address damp and mould issues within specific timeframes and conduct the necessary inspections, reports and repairs within the associated timeframes
* Recommend and oversee appropriate remedial actions, including repairs, tenant guidance, guidance to both internal and environmental controls.
* Develop and implement preventative strategies across the housing stock.
* Educate both internal and external stakeholders on the preventative measures to assist with damp and mould cases, whilst identifying key trends in our housing stock.
* Work in partnership with contractors to ensure high-quality and timely repairs service with key components used to help reduce multiple visits.
* Evaluate the extent of Damp and Mould cases, against disrepair cases and its effect on property habitability and long-term trends and costs.
* Maintain oversight of contractor performance to ensure effectiveness and value.

**Party wall matters*** To undertake surveys in accordance with the party wall act 1997 when ensuring that SW9’s interests are protected and maintained.
* Communicate with Leaseholders / Freeholders and internal and external clients professionally and with empathy, addressing concerns clearly and promptly by providing regular updates along with anticipated outcomes.
* To be SW9’s lead on all party wall related matters including but not limited to party wall disputes, resolutions, Service of notices, Offences and penalties, Recovering sums and exceptions if applicable for certain properties.

**Aids and Adaptions*** To be SW9’s primary case lead on matters of which fall under the following criteria and in accordance with any Aids and Adaptions requests into the business.

Care Act 2014, Housing Grants, Construction and Regeneration Act 1996 (as amended) Disabled Facilities Grants (DFGs), Discretionary Assistance, Local Authority Responsibilities, Reasonable Adjustments and Financial Assistance* To lead on joint inspections whilst providing assistance to both the LA and end user if the suitability of the adaption, whilst taking into the account the location, type and use of the property and working with our internal and external FRA assessors to ensure that the buildings requirements are met and adhered too.
* Work in partnership with contractors to ensure high-quality and timely completion of these requests, including submissions of DFG requests and key formal quotations.
* Maintain oversight of contractor performance to ensure effectiveness and value for money.

**Customer Focus*** Communicate with tenants professionally and with empathy, addressing concerns clearly and promptly.
* Provide regular updates on planned works and anticipated outcomes.
* Enhance tenant satisfaction by resolving issues efficiently and maintaining safe, liveable homes.
* Ensure residents are properly consulted throughout any repair or improvement process.
* Apply safeguarding protocols during home visits, reporting any concerns involving vulnerable residents or children.
* Ensure that the business maintains its SLA’s along with adhering to the key criteria of the consumer standards.

**Compliance and Record Keeping*** Ensure all activities comply with relevant legislation, standards, and internal policies.
* Keep accurate records of inspections, findings, and actions using housing management systems.
* Identify and report on trends to support strategic planning and decision-making.
* Provide expert advice on effective repair and prevention methods.

**Collaboration*** Work closely with teams across Repairs, Asset Management, and Housing Services to deliver a unified service.
* Support and lead on the delivery of training for staff, contractors, internal and external stakeholders on damp, mould, and disrepair-related issues.
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| *Passionate about delivering 5\* customer service* |
| **Standard Responsibilities**Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:* Code of Conduct
* Health and Safety
* Data Protection, privacy, and use of IT resources
* Regulatory standards and probity
* Risks and internal controls framework
* Human Resources policies and procedures
* Equality, diversity and Inclusion
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| **The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is required.** |
| **Contacts - External/Internal** |
| * Residents and resident representatives
* Contractors and consultants
* Legal & Paralegal, Counsel & solicitors for both for internal and external clients.
* Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH
* SNG Property Services Team
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| **Person Specification** |
| **Education** | * HNC/HND or equivalent in Building Surveying, Construction, or a related field.
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| **Desirable Knowledge** | * Experience working within the social housing sector.
* Understanding of tenant engagement and customer service principles.
* Familiarity with energy efficiency measures to reduce condensation-related issues.
* Familiarity with housing regulations and legal standards for property conditions.
* Familiarity with Party wall matters and legislation
* Familiarity with Aids and adaptions processes and legislation
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| **Experience** | * Proven experience in diagnosing and resolving legal disrepair claims and damp/mould issues in residential properties.
* Comprehensive knowledge of housing legislation, including the Landlord and Tenant Act 1985, the Defective Premises Act 1972, and the Homes (Fitness for Human Habitation) Act 2018.
* Comprehensive knowledge of the Social Housing (Regulation) Act 2023
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| **Skills****& Abilities** | * **Empathy and Sensitivity**: Understanding the impact of poor housing conditions on tenants’ health and well-being.
* Strong diagnostic skills in identifying building defects and their causes.
* Excellent written and verbal communication skills, including report writing.
* Ability to manage competing priorities and meet deadlines in a pressured environment.
* Strong IT skills, including proficiency in housing management systems and MS Office Suite.
* Knowledge of Health and Safety legislation, including risk assessments and CDM regulations.
* Empathetic and customer-focused approach.
* Analytical thinker with strong problem-solving abilities.
* Ability to work collaboratively with internal teams and external stakeholders.
* Proactive in identifying and addressing risks
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| **Systems** | * Northgate -NEC
* Use of MS office
* Plentific
* CRM
* P2P
* SharePoint
* Competence in using IT tools, including Microsoft Office Suite
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| **Competencies** | * A flexible approach to working hours, with availability for evening and weekend events as needed or on demand.
* Commitment to fostering an inclusive, supportive community environment.
* Able to manage and prioritise demanding workload
* Meet deadline and KPIs
* Calm and professional
* Self-motivated and personal with a ‘can do’ approach
* Seeks opportunities for improvements
* Actively demonstrates interest in all aspects of the business
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| **We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HEART behaviours.** |