

Surveyor (Voids & Lettings)

Job Description

Pod: Relationships/Property

Stem: Empty Homes/Repairs

Reports to: Head of Relationships/Head of Property

Direct reports: None



Red Kite's Expectations

Voids are a key part of our business. You will manage void works from inspection and specification through to delivery and final quality checks. Your focus is to return empty homes to a safe, compliant, clean and lettable standard, on time and within budget. This helps reduce rental loss, improve resident satisfaction and support quick re-letting. Moving home is a big moment, so you will use your strong people skills to help customers have a smooth move-in. You will also understand the need for value for money and bring the drive to improve how we work.

Key Responsibilities

- Inspect void homes promptly following tenancy termination (pre-termination inspection) and diagnose repairs and compliance requirements.
- Prepare clear specifications of work using Schedule of Rates (SOR) and authorise works in line with delegated budgets.
- Work closely with void contractors to deliver high quality work safely, on time and within budget.
- Undertake pre, in-progress and post inspections to ensure quality standards are met.
- Ensure homes meet the organisation's Lettable Standard before handover.
- Ensure all statutory compliance checks are completed before let, including gas, electrical, smoke/CO alarms, fire safety, asbestos and water hygiene as applicable.
- Identify and resolve damp, mould and condensation issues before home is marked ready to let.
- Manage former tenant recharge cases where damage exceeds fair wear and tear.
- Resolve post-let defects within service standards and investigate root causes.
- Maintain accurate records, certificates, photographs and system updates.
- Attend weekly void performance meetings and provide progress updates.

Our essentials

- Promote value for money and identify continuous improvement opportunities.
- To ensure homes are returned to a safe, compliant and lettable standard within the agreed target turnaround
- Reducing empty homes turnaround times, rental loss and waiting times for applicants by proactively managing each void case from termination to handover
- Monitoring void contractor performance against agreed KPIs including turnaround days, cost per void, quality standards and post-let defects

- Ensuring all repairs and compliance works are completed in line with the organisation's Lettable Standard, statutory requirements and service standards
- Managing and maintaining strong collaborative relationships with partnering contractors to drive high performance, accountability, quality workmanship and value for money
- Holding contractors to account for delivery against timescales, specifications, health and safety obligations and first-time pass rates
- Working closely with the Repairs and Voids Manager, Empty Homes & Lettings Team leader, Snr Lettings Specialist, Lettings Specialist, Assistant Contract Manager, Repairs Contract Administrator and internal teams to coordinate ready-to-let dates and minimise delays to re-letting
- Identifying tenant damage, clearly documenting during pre-termination to support recovery of cost
- Working to strict deadlines, prioritising workload effectively and responding quickly to urgent void cases
- Monitoring, analysing and reporting progress, risks and blockages at weekly void management meetings, with clear actions to improve performance
- Investigating post-tenancy start defects and ensuring issues are resolved within agreed timescales
- Identifying opportunities for continuous improvement to reduce costs, shorten turnaround times and improve customer outcomes

Added extras

- Someone who builds positive working relationships and is trusted as a reliable source of support and advice
- A team player who works openly with others, shares knowledge and contributes to a positive, high-performing culture
- Someone who can manage challenging situations professionally and resolve conflict in a calm, constructive manner
- A well-organised individual who can prioritise workloads, plan effectively and balance competing demands to meet deadlines
- A flexible and resilient professional who adapts positively to changing priorities and service needs
- Someone who demonstrates sound judgement, takes ownership and makes informed decisions within delegated authority
- A constructive challenger who can respectfully question existing practice, suggest improvements and support continuous improvement
- A professional who supports collective decisions once agreed and contributes to shared team goal

Qualifications, Skills & Experience

- Hold a relevant qualification (e.g. HNC/ONC) or equivalent, or demonstrate relevant experience within property maintenance, repairs or a qualified trade background
- Be confident and focus on delivering the best void repairs and maintenance service
- Have excellent communication skills, both written and oral
- Have commercial awareness with a focus on value for money
- Know how to use IT equipment and software to do your job to the best standard
- Experience of social housing, property maintenance, construction, repairs or asset management sector
- Be able to work with our partners and other agencies to build our professional relationships
- Have good project management skills to make sure we deliver service outcomes
- Proven experience of managing budgets, resources and service delivery while balancing technical quality, customer satisfaction and value for money
- Experience of using Schedule of Rates (SOR) codes, raising works orders, validating invoices and monitoring contractor costs