

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a sector leading Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework is available on our website.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Home Improvement Surveyor

Who's in my team?

Team	Property Services
Line Manager	Home Improvement Coordinator
My direct reports	N/A
Updated	December 2024

What's my role?

To be responsible for the carrying out of high-quality Home Improvement surveys in our homes and other buildings owned by Moat. This will be achieved through the management of the technical aspects of the service, including survey buildings and inspections and quality audit, and I.T. Systems. Actively contribute to the achievement of the wider Housing Landlord aims, operational objectives and future state.

What am I accountable for?

- Undertake and review existing data through home improvement surveys on our homes, communal areas, garages, and other buildings owned by Moat. This will include internal and external areas, highlighting any defects using PDA's.
- Ensure the asset management database is accurately and regularly updated to help inform our long term planned works programmes.
- Monitor the general condition of homes and any common, recurring problems you will make recommendations to the asset team to help inform for future planned, cyclical maintenance and refurbishment on the grounds of health and safety, legal obligations, and budgets.
- To produce various types of reports for management purposes, including damp and mould.
- To provide technical assistance on common defects within building and be able to provide solutions to these defects.
- To carry out energy surveys to be in line with RDSAP/SAP for the provision of EPC's as well as for other purposes such as funding opportunities.
- To carry out Health and Safety surveys in line with HHSRS and legionella water management.
- Undertake a post inspection and satisfaction survey at the completion of works carried out by contractors.
- To contribute to the strategic decisions in accordance with the asset management strategy.
- Arranging access with residents and liaising with contractors, consultants and other stakeholders as necessary.
- Undertake inspections/surveys as required by the asset team for RTB or insurance purposes.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
 - Professional standards, reflecting our values and behaviour framework
 - Policies, procedures, and code of conduct
 - Commitment to equality, diversity, and inclusion
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- HNC or equivalent in Construction / Building / Property or equivalent experience.
- Surveying/ property inspection experience
- Good knowledge of common building defects
- Ability to use and database systems

- Ability to use Microsoft products such as word and excel
- Driving License and own vehicle