

Dear Sir/Madam

Re: Maintenance/Technical Officer

Thank you for expressing an interest in the above post.

Please find enclosed/attached a job description, person specification and an application form (C.V.s will not be accepted)

The closing date for the completed application form is the 7th. April 2015 (to be returned to the above address) If you do not receive an invitation for an interview within 14 days of the closing date, I would like to thank you for applying, but unfortunately your application was unsuccessful this time.

For your information, the Co-operative has been in existence since 1978 and owns around 70 properties and households in and around the Tooting area.

The staff of the Co-op who are answerable to the Management Committee play an active role in the running of the housing management and maintenance services (e.g. rent collection and accounting, organising day-to-day repairs and long term maintenance program, re-letting of empty properties) for the housed members.

The Co-op also provides these services on an agency basis to around a further 110 properties and households who are members of several other Co-ops in South London.

Yours sincerely,

Michael McCann

Co-op Manager

For and on behalf of the Management Committee

Tooting Bec Housing Co-operative Ltd.



Tooting Bec Housing Co-operative

Tooting Bec Housing Co-op
151 Trinity Road, London SW17 7HJ

Tel: 0208 682 0010
Email: info@tbhcoop.co.uk

Application Form : Maintenance Officer

Private & Confidential

Surname	
Address	
Postcode	

Forenames
Telephone No's:

Home
Mobile

Date of Birth

Please tell us about your qualifications

Please tell us about your current and previous work experience:

Community & Social Responsibility
making lives better *for everyone...*



Tooting Bec Housing Co-operative

Tooting Bec Housing Co-op
151 Trinity Road, London SW17 7HJ

Tel: 0208 682 0010
Email: info@tbhcoop.co.uk

References - please give name and address of two people able to provide us with a reference. One should be current or most recent employer		
Name	Address	Telephone

Please read the enclosed job details and tell us what you will bring to the job:

PART TIME: If you are applying to work part time, please tell us about your availability:

Equal Opportunities monitoring: You do not have to answer the following questions but it helps us monitor our equal opportunities policy. Thank you.			
Are you Male?		Please state your ethnic origin:	
Female?		African	
Do you have a disability?		Bengali	
		Black British	
		Caribbean	
		Chinese	
		Indian	
		Pakistani	
		White British	
		Other	

Community & Social Responsibility
making lives better *for everyone...*

TOOTING BEC HOUSING CO-OPERATIVE LTD Job Description for Co-op Maintenance Officer

We need a cheerful flexible enthusiastic person to provide support. You should have lots of common sense and be willing to tackle all types of work in the office and out on site. The main duties of the job are detailed below. You will be trained to use our specialised computer database system (which is based on Access) for Rent accounts, repairs and maintenance orders and data on the housing stock.

The Role

Reporting to the Housing Manager and Management Committee, you will be responsible for delivering a housing maintenance, repair and improvement service to Tenants using the Approved List of contractors

Responsibilities.

- To provide an effective day-to-day maintenance, repair and improvement service to tenants.
- Work with tenants in person, within the office environment or at the home, in writing, or over the telephone, to obtain sufficient information to ensure the appropriate works order is issued.
- Inspection of tenant properties prior to and on termination of tenancy and in response to reported defects.
- Preparation of void properties for reletting, including stock condition survey, all relevant checks and the production of paperwork/data for future reference
- Day-to-day monitoring of maintenance and major repairs/improvements, ensuring contractors working on Co-op properties, comply with all contract conditions.
- Supervision of major repair/improvements programmes and post inspection on completion of work.
- Receive and check electric periodic inspections, CP12 certificates, ordering any required work, together with maintaining and updating electronic files and producing regular reports on progress. .
- Carry out estate walkabouts to identify external building defects for the purpose of compiling Cyclical Maintenance program.
- Preparation of written instructions for works to be carried out by contractors and supervision of works.

The Candidate

The successful candidate for the role of Housing Maintenance Officer will have the following:

- *Excellent tenant service skills and an ability to demonstrate strong & sustained tenant focus
- *Good interpersonal skills and the ability to use written and oral communication skills effectively at all levels
- *Experience and ability in using emails, standard office IT packages and databases
- *Full UK driving licence and access to own transport for business use

Community & Social Responsibility
making lives better *for everyone...*