



Canopy Housing – Maintenance Co-ordinator

Job Description

Canopy is a self-help, community-housing organisation based in inner city Leeds. We renovate derelict houses to create decent homes for people who are homeless. We involve local people, volunteers, tenants, and others in every aspect of our work. Canopy transforms communities as homeless people and local volunteers renovate empty homes.

Salary £27,500 pro rata. Actual salary £22,00 for 30 hours a week over 4 days, including Mondays and Fridays

Responsible to: Operations Manager

An essential part of the project is the self-help and voluntary activity of creating a home. The job will entail occasional practical work alongside volunteers, tenants and other workers. The post holder will have to show initiative, be willing to learn new skills, and enjoy mucking in.

Summary

To ensure Canopy's properties are in a good state of repair and provide an excellent customer service to our tenants

General areas of responsibility

- Manage Canopy's day-to-day repairs
- Provide an excellent repairs customer service to tenants, taking into account their support needs
- Manage repair contractors

Specific responsibilities

- Managing day-to-day repairs (emergency, urgent & routine)
- Working closely with housing team to deliver a seamless service to tenants
- Ensuring gas servicing and periodic electrical inspections are carried out within prescribed timescales Handling first stage property condition complaints
- Maintaining accurate records in Canopy's properties database and/or housing management system
- Checking repairs invoices and authorising those up to the value of £1,000, ensuring Canopy receives value for money



- Working with the Properties Team to ensure that periodic full property inspections are carried out
- Arranging tenant 'decants', helping tenants to move home temporarily or permanently while their homes are repaired/renovated

- Monitoring and helping Canopy manage void properties efficiently, including:
 - Helping tenants terminate and sign-up with utility suppliers (gas, electricity, water, and broadband).
 - Taking meter readings.
 - Arranging lock changes and managing keys.
 - Helping assess the work needed before the property is relet.
 - Seeking quotes and ordering work with contractors.
 - Working closely with the Properties Team if the work is being done in-house.
 - Obtaining Energy Performance Certificates and arranging third party surveys where necessary.
 - Keeping records up to date and ensuring work is carried out promptly.

- Managing, reviewing and reporting on contractor performance
- Ensuring contractors' safety certificates and insurance are up-to-date
- Assessing value for money from contractors
- Identifying health and safety hazards, reporting via RIDDOR where necessary
- Identifying and reporting on rechargeable repairs
- Ensuring property inspections are carried out promptly
- Handling local authority selective licensing queries
- Assisting and supporting the properties team where required
- Identifying and reporting any safeguarding concerns when visiting tenants
- Taking very occasional out-of-hours calls from contractors (for which you will be recompensed).
- Identifying and recruiting new contractors.
- Helping review policies and procedures and identifying best practice



- Post-inspecting 10% of repairs carried out by contractors.

Responsibilities of all staff

- Deal with, along with other staff, general office enquiries and the day-to-day administrative activity of the organisation
- Attend regular 121s and appraisals with your manager.
- Attend regular team meetings, taking minutes from time-to-time
- Attend board meetings from time-to-time as required
- Identify your own training needs and attend relevant training
- Ensure Canopy's record keeping is accurate and up to date
- Answer the telephone and door
- Comply with Canopy policies, procedures and working practices
- Keep all people in contact with Canopy safe and free from harm
- Take responsibility for identifying hazards, reporting them, and doing something about them
- Help in every area of the organisation's work as required
- Carry out any other tasks as required by the Chief Executive or Board

March 2024