

Healthy Homes Manager



Our purpose is to invest in homes and relationships so people can thrive. We believe every customer has a fundamental right to a home that is safe, secure, and warm, and we will never compromise on delivering homes that meet — and exceed — these standards.

You will lead the Healthy Homes team, responsible for managing disrepair claims and cases involving property-related health risks, including condensation, damp, and mould (CD&M).

You will oversee a team of case handlers and coordinators who are responsible for ensuring that all hazards are effectively triaged and prioritised in line with Awaab's Law timescales.

The team will take appropriate action when hazards are identified by surveyors, customers, or colleagues. This includes arranging HHSRS assessments, raising emergency works or repair requests with Service Delivery, and referring major works to the Investment Team or the Priority Works Team for specialist contractor involvement.

Join Bromford Flagship LiveWest (BFL), a place-based affordable housing provider supporting almost 300,000 customers across the southwest, central and east of England. As the UK's largest provider of new affordable homes, delivering over 3,000 each year, we play a vital role in tackling the growing demand for safe, affordable housing and building a better future for our communities.

Responsibilities

- Manage a team focused on activity relating to HHSRS property hazards, disrepair and CD&M, dealing with demanding timescales while delivering consistently high levels of service and performance.
- Manage legal disrepair claims ensuring the protocol is followed and that effective contracts are in place for legal advice and cost solicitors. Ensure we disclose information in accordance with GDPR and that litigation claims are recorded with Governance.
- Assess claims in line with housing legislation and work with surveyors to agree on actions and defense of claims.
- Work with customers to advise on the best route to resolution, managing complaints, undertaking work, and providing compensation without recourse to a legal route.
- Ensure that key regulatory timescales are met. Ensure that there is an appropriate resource to achieve 100% surveys every 5 years, that key deadlines relating to disrepair claims are met, and that damp and mould cases are resolved in line with Awaab's Law requirements.
- Create the work plans for surveyors including planning disrepair surveys, damp and mould surveys and the stock condition surveying function to ensure that resource is directed to meet demand.
- Plan survey appointments with customers and ensure effective handover to the teams managing the work programme.

- Support the Priority Works Team and Service Delivery Teams to ensure that contractors carry out work in customers' homes safely and consider customers' vulnerabilities.
 - Undertake root cause analysis to determine causes of disrepair and CD&M and work with Service Delivery and Investment Teams to move to a proactive maintenance approach.
 - Support Neighbourhood Coaches to provide information on component lifecycles and how condition scores are generated so that they can inform customers.
 - Help with training programmes for customer facing staff to ensure hazards are identified and customers engaged with so that they are clear on the remediation actions.
 - Liaise with the Customer Solutions Team to ensure all CD&M complaints can be resolved by the appropriate team in a timely manner, avoiding escalations to the Housing Ombudsman.
 - Manage CD&M and disrepair processes to ensure timely, effective resolutions for the safety of our customers and to put them at the heart of what we do.
 - Report on the progress of all CD&M and disrepair cases, ensuring that timescales are adhered to and managing any poor performance in the team or contractors.
 - Be an inspirational leader, supporting and developing colleagues so they thrive whilst delivering operational targets and supporting strategic goals.
 - Be a clear communicator - capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences.
 - Effectively and efficiently manage a significant budget.
 - Keep up to date with changes in relevant policy and legislation to ensure our services comply with appropriate regulations.
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Experience

- Experience of managing disrepair cases within a social housing or property management environment
 - Proven experience of leading and developing teams, including case handlers or housing professionals
 - Experience of managing cases involving damp, mould, and condensation (CD&M), including complex or high-risk situations
 - Experience of managing customer complaints and resolving complex cases sensitively and effectively
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Qualifications

- Housing or construction qualification to Level 4
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Practical/Technical knowledge

- Strong technical knowledge of building regulations and building pathology

- In-depth understanding of the Decent Homes Standard, including relevant regulations and frameworks
- Comprehensive knowledge of disrepair legislation
- Working knowledge of housing law, including HHSRS assessments
- In-depth understanding of legal and regulatory compliance requirements
- Good understanding of housing regulations
- Sound knowledge of landlord and tenant legislation, including leaseholder consultation processes

Additional Requirements

- A flexible working attitude with time, travel and demonstrated reliability
- Be able to drive and have a full UK driving licence
- Be able to complete an Enhanced DBS and consumer check

Skills

- A role model of the Bromford Values, challenging and supporting leaders where needed
- Be able to build effective and engaged operational teams
- Build strong internal and external relationships and create teams to get the right outcome for customers

Our Values

Our values were co-created with more than a thousand colleagues and customers, making them a true reflection of who we are and where we are heading.

They capture how we work, how we treat each other, and how we make a difference for our customers and for one another.



Customer driven

We put people first, listening with empathy and acting with purpose, going beyond to help people thrive in their homes and make this a great place to work.

Ambitious

We are relentless in delivering excellence, sparking innovation and creating meaningful, lasting impact for our customers, colleagues and generations to come.

All in

We succeed together, showing commitment, taking accountability and collaborating to achieve the best outcomes for our customers and colleagues.